



GUESTCARE®



TRAVEL PROTECTION
AND EMERGENCY
ASSISTANCE SERVICES

Policy No. MZ0911089H0000A

Note: Includes option to WAIVE the
Pre-Existing Condition exclusion.
Please see pages 7-8 for details.

IMPORTANT

This program is valid only if the appropriate plan cost has been received by Silversea Cruises. This brochure then becomes your record of coverage, which we recommend you keep with your important cruise documents.

FREQUENTLY ASKED QUESTIONS

The following question-and-answer section is intended to provide you with a general understanding of the Silversea GuestCare program in a clear and simple format. In doing so, we have deviated from the standard insurance policy language which governs this program. Therefore, it is very important that you read the remainder of this brochure in full for a description of coverage terms, conditions, and limitations.

WHY DO I NEED GUESTCARE?

Travelers need protection for two primary reasons: (1) to reimburse them for covered losses resulting from cancellation prior to departure or from interruption after departure; and (2) to provide protection against unexpected occurrences on their trip. Silversea, in offering the GuestCare program to its guests, has recognized these needs.

For example: If a medical problem involving you, a member of your immediate family, or your traveling companion suddenly arises causing you to cancel your cruise or return home earlier than planned, you may not receive a full refund of your vacation payment, or reimbursement for the unused portion of your trip. Since it is unlikely you have any other insurance that covers this type of loss, GuestCare is designed to help reimburse you for the monies forfeited in such instances, if they occur for covered reasons.

Or, if you become ill or injured while on your vacation, you may not be reimbursed by your insurance coverage for your medical expenses. Medicare and many group health plans may not provide medical coverage outside North America. In the event you must be evacuated by air ambulance to a medical facility at home or abroad, the costs of that flight could be substantial. And even if your personal property is covered under your homeowner's policy, there are often deductibles. GuestCare will help to cover you in all of these instances.

GuestCare also provides a number of traveler's assistance services, including a 24-hour "hot line" that can be reached from anywhere in the world. The Schedule of Coverage summarizes the wide array of benefits included under GuestCare should you elect to purchase the program.

ARE THERE EXCLUSIONS?

YES. In order to offer this package of benefits without requiring medical exams or questionnaires, certain restrictions do apply. Most notably, no coverage can be provided for "pre-existing" conditions. However, "pre-existing" conditions are not defined the same way here as in some health insurance policies. We define pre-existing conditions as any medical problem that either: (a) first manifested itself or was diagnosed 60 days prior to your GuestCare purchase; or (b) any chronic problem that worsened or required a change in medical treatment during that period. In other words, if you have a chronic condition such as diabetes, high blood pressure, etc., GuestCare may cover it as long as it was stable and required no change in treatment within 60 days of your GuestCare purchase.

NOTE: The Pre-Existing Condition exclusion may be waived if the GuestCare plan is purchased no later than your final trip payment.

DO OTHER TERMS APPLY?

YES. Please note that per the Other Valid and Collectible Group Insurance definition on page 12, medical expenses must first be submitted to your primary and/or supplemental medical insurer(s) before this plan can provide reimbursement. In addition, baggage/personal effects and baggage loss related expenses must first be submitted to the Common Carrier and/or insurance specifically insuring these items. Please read this brochure in its entirety for a description of coverage terms and conditions.

HOW DO I ENROLL IN THE GUESTCARE PROGRAM?

For your convenience, if you (or your travel counselor) has indicated you wish to enroll, the cost of GuestCare, which is based on your total Vacation price, will be included in the balance due. Enrollment in the GuestCare program is made by simply paying this amount with your deposit or final payment. In order to qualify for a waiver of the Pre-Existing Condition exclusion, the GuestCare plan cost must be received no later than your final trip payment. If you do not wish to take advantage of this protection, please deduct its cost from your invoice.

Payment for GuestCare may not be accepted after your Silversea Cruise Vacation has been paid in full.

ADDITIONAL INFORMATION

Please call the Silversea GuestCare Desk at Aon Affinity, our Program Administrator. They will be happy to be of service. Their toll-free number is 1-800-453-4032.

TRANSAMERICA CASUALTY INSURANCE COMPANY

Policy Number MZ0911089H0000A

DESCRIPTION OF COVERAGE

Schedule: Silversea Cruises Maximum Benefit Amount



PART A. TRAVEL ARRANGEMENT PROTECTION

Trip CancellationUp To Total Cruise Vacation Cost*
 Trip Interruption.....Up To Total Cruise Vacation Cost*
 Trip Delay\$1,000

**Note: Maximum Cruise Vacation cost for the World Cruise (full or segments thereof) may not exceed \$70,000 per guest (\$140,000 for single suite occupancy). For all other cruises, the maximum Cruise Vacation cost may not exceed \$50,000 per guest (\$100,000 for single suite occupancy).*



PART B. MEDICAL PROTECTION

Emergency Evacuation/Repatriation..... \$50,000
 Accident Medical Expense.....\$10,000
 Sickness Medical Expense.....\$10,000



PART C. BAGGAGE PROTECTION

Baggage and Personal Effects.....\$3,000
 Baggage Delay.....\$1,000



D. WORLDWIDE EMERGENCY ASSISTANCE (AXA Assistance U.S.A.)

CareFree™ Travel Assistance..... 24/7
 Medical Assistance..... 24/7
 Emergency Services..... 24/7

Coverages under Parts A, B and C are underwritten by Transamerica Casualty Insurance Company. Services under Part D are provided by AXA Assistance U.S.A. The benefits provided in this program are subject to certain restrictions and exclusions including the Pre-Existing Condition Exclusion on Pages 7-8. Important: The Pre-Existing Condition Exclusion may be waived only if all the parameters set forth on Page 8 have been met. Please read this brochure in its entirety for a description of all coverage terms and conditions. Note: Words beginning with capital letters are defined in this text.

SUMMARY OF COVERAGES



PART A. TRAVEL ARRANGEMENT PROTECTION

TRIP CANCELLATION & TRIP INTERRUPTION BENEFITS

Pre-Departure Trip Cancellation

We will pay a Pre-Departure Trip Cancellation Benefit, up to the amount in the Schedule if you are prevented from taking your Covered Cruise Vacation due to your, an Immediate Family Member's, Traveling Companion's, or Business Partner's Sickness, Injury or death or Other Covered Events as defined, that occur(s) before departure on your Covered Cruise Vacation. The Sickness or Injury must: a) commence while your coverage is in effect under the plan; b) require the examination and treatment by a Physician at the time the Covered Cruise Vacation is canceled; and c) in the written opinion of the treating Physician, be so disabling as to prevent you from taking your Covered Cruise Vacation.

Pre-Departure Trip Cancellation Benefits

We will reimburse you, up to the amount in the Schedule for the amount of prepaid, non-refundable and unused Payments or Deposits that you paid for your Covered Cruise Vacation. We will pay your additional cost as a result of a change in the per person occupancy rate for prepaid travel arrangements if a Traveling Companion's Covered Cruise Vacation is canceled and your Covered Cruise Vacation is not canceled.

Post-Departure Trip Interruption

We will pay a Post-Departure Trip Interruption Benefit, up to the amount in the Schedule, if due to your, an Immediate Family Member's, Traveling Companion's, or Business Partner's Sickness, Injury or death or Other Covered Events as defined: 1) your arrival on your Covered Cruise Vacation is delayed; or 2) you are unable to continue on your Covered Cruise Vacation after you have departed on your Covered Cruise Vacation For item 1) above, the Sickness or Injury must: a) commence while your coverage is in effect under the plan; b) for item 2) above, commence while you are on your Covered Cruise Vacation and your coverage is in effect under the plan; and c) for both items 1) and 2) above, require the examination and treatment by a Physician at the time the Covered Cruise Vacation is interrupted or delayed; and d) in the written opinion of the treating Physician, be so disabling as to delay your arrival on your Covered Cruise Vacation or to prevent you from continuing your Covered Cruise Vacation.

Post-Departure Trip Interruption Benefits

We will reimburse you, less any refund paid or payable, for unused land or water travel arrangements, and/or the following:

1. the additional transportation expenses by the most direct route from the point you interrupted your Covered Cruise Vacation: a) to the next scheduled destination where you can catch up to your Covered Cruise Vacation; or (b) to the final destination of your Covered Cruise Vacation;

2. the additional transportation expenses incurred by you by the most direct route to reach your original Covered Cruise Vacation destination if you are delayed and leave after the Scheduled Departure Date. However, the benefit payable under (1) and (2) above will not exceed the cost of a one-way economy air fare (or first class, if the original tickets were first class) by the most direct route less any refunds paid or payable for your unused original tickets;
3. reasonable additional accommodation and transportation expenses (up to \$100 per day) incurred to remain near a covered traveling Immediate Family Member or Traveling Companion who is hospitalized during your Cruise Vacation.

In no event shall the amount reimbursed under Trip Cancellation/Trip Interruption exceed the amount you prepaid for your Cruise Vacation.

Important: You, your Traveling Companion and/or your Immediate Family Member booked to travel with you must be medically capable of travel on the day you purchase this coverage. The covered reason for cancellation or interruption of your Cruise Vacation must occur after your effective date of Trip Cancellation coverage.

Please note: Benefits will not be paid for expenses not refunded in the event of your travel agent's, the airline's or Silversea Cruises' insolvency.

Other Covered Events means only the following unforeseeable events or their consequences which occur while coverage is in effect under this Policy: a change in plans by you, an Immediate Family Member traveling with you, or Traveling Companion resulting from one of the following events which occurs while coverage is in effect under this Policy:

- (a) being directly involved in a documented traffic accident while en route to departure;
- (b) being hijacked, Quarantined, required to serve on a jury, or required by a court order to appear as a witness in a legal action, provided you, an Immediate Family Member traveling with you or a Traveling Companion is not: 1) a party to the legal action, or 2) appearing as a law enforcement officer;
- (c) having your Home made uninhabitable by fire, flood, volcano, earthquake, hurricane or other natural disaster;
- (d) being called into active military service to provide aid or relief in the event a national disaster.

TRIP DELAY

If your Covered Cruise Vacation is delayed, we will reimburse you, up to the amount shown in the Schedule for unused land and water travel arrangements, less any refund paid or payable and reasonable additional expenses incurred by you for hotel accommodations, meals, telephone calls and economy transportation to catch up to your Cruise Vacation, or to return Home. We will not pay benefits for expenses incurred after travel becomes possible.

Trip Delay must be caused by or result from:

1. Common Carrier delay;
2. loss or theft of your passport(s), travel documents or money;
3. being Quarantined;
4. hijacking;
5. natural disaster;
6. a documented traffic accident while you are en route to departure;
7. unannounced strike;
8. a civil disorder.



PART B. MEDICAL PROTECTION

Medical or Dental Expense/Emergency Assistance Benefits

We will pay this benefit, up to the amount on the Schedule for the following Covered Expenses incurred by you, subject to the following: 1) Covered Expenses will only be payable at the Usual and Customary level of payment; 2) benefits will be payable only for Covered Expenses resulting from a Sickness that first manifests itself or an Injury that occurs while on a Covered Cruise Vacation; 3) benefits payable as a result of incurred Covered Expenses will only be paid after benefits have been paid under any Other Valid and Collectible Group Insurance in effect for you. We will pay that portion of Covered Expenses which exceed the amount of benefits payable for such expenses under your Other Valid and Collectible Group Insurance. We will advance payment to a Hospital, up to \$1,000, if needed to secure your medically necessary admission.

COVERED EXPENSES:

Accident Medical Expense/Sickness Medical Expense:

1. expenses for the following Physician-ordered medical services: services of legally qualified Physicians and graduate nurses, charges for Hospital confinement and services, local ambulance services, prescription drugs and medicines, and therapeutic services, incurred by you within one year from the date of your Sickness or Injury;
2. expenses for emergency dental treatment incurred by you during a Covered Cruise Vacation;

Emergency Evacuation:

3. expenses incurred by you for Physician-ordered emergency medical evacuation, including medically appropriate transportation and necessary medical care en route, to the nearest suitable Hospital, when you are critically ill or injured and no suitable local care is available, subject to the Program Medical Advisors prior approval;

4. expenses incurred for non-emergency medical evacuation, including medically appropriate transportation and medical care en route, to a Hospital or to your place of residence, when deemed medically necessary by the attending Physician, subject to the Program Medical Advisors prior approval;
5. expenses for transportation not to exceed the cost of one round-trip economy class air fare to the place of hospitalization for one person chosen by you, provided that you are traveling alone and are hospitalized for more than 7 days;
6. expenses for transportation not to exceed the cost of one-way economy class air fare to your place of residence, including escort expenses if you are 25 years of age or younger and left unattended due to the death or hospitalization of an accompanying adult(s), subject to the Program Medical Advisors prior approval;
7. expenses for one-way economy class air fare (or first class, if your original tickets were first class) to your place of residence, from a medical facility to which you were previously evacuated, less any refunds paid or payable from your unused transportation tickets, if these expenses are not covered elsewhere in the plan;

Repatriation:

8. repatriation expenses for preparation and air transportation of your remains to your place of residence, or up to an equivalent amount for a local burial in the country where death occurred, if you die while on your Covered Cruise Vacation.

Please Note: In no event will all benefits paid for Emergency Evacuation and Repatriation expenses exceed the coverage limit of \$50,000.

Please note: Benefits under Parts A & B (except Emergency Evacuation and Repatriation) are subject to the Pre-Existing Condition Exclusion detailed below and other exclusions listed on Pages 13 – 14.

PRE-EXISTING CONDITION means an illness, disease, or other condition during the 60-day period immediately prior to your effective date for which you, your Traveling Companion, or Immediate Family Member who is scheduled or booked to travel with you:

1. received or received a recommendation for a diagnostic test, examination, or medical treatment; or
2. took or received a prescription for drugs or medicine.

Item (2) of this definition does not apply to a condition which is treated or controlled solely through the taking of prescription drugs or medicine and remains treated or controlled without any adjustment or change in the required prescription throughout the 60-day period before coverage is effective under this Policy.

WAIVER OF THE PRE-EXISTING CONDITION EXCLUSION

The Pre-Existing Condition Exclusion is waived provided you meet all of the following requirements:

1. the payment for this plan is received with or before final payment for your Covered Cruise Vacation; and
2. you are not disabled from travel at the time you make your plan payment.

If you have any questions concerning this exclusion, please call Aon Affinity at 1-800-453-4032 for further clarification.



PART C. BAGGAGE PROTECTION

BAGGAGE AND PERSONAL EFFECTS BENEFIT

We will reimburse you, less any amount paid or payable from any coverage provided by a Common Carrier and/or insurance specifically insuring the lost, stolen, or damaged item(s) up to the amount shown in the Schedule, for direct loss, theft, damage or destruction of your Baggage during your Covered Cruise Vacation.

Valuation and Payment of Loss

Payment of loss under the Baggage and Personal Effects Benefit will be calculated based upon an Actual Cash Value basis. For items without receipts, payment of loss will be calculated based upon 80% of the Actual Cash Value at the time of loss. At our option, we may elect to repair or replace your Baggage. We will notify you within 30 days after we receive your proof of loss.

We may take all or part of a damaged Baggage as a condition for payment of loss. In the event of a loss to a pair or set of items, we will: 1) repair or replace any part to restore the pair or set to its value before the loss; or 2) pay the difference between the value of the property before and after the loss.

Items Subject to Special Limitations

We will not pay more than \$1,000 (or the Baggage and Personal Effects limit, if less) on all losses to jewelry; watches; precious or semi-precious gems; decorative or personal articles consisting in whole or in part of silver, gold, or platinum; cameras, camera equipment; digital or electronic equipment and media; and articles consisting in whole or in part of fur. There is a \$250 per article limit.

BAGGAGE DELAY BENEFIT

We will reimburse you, up to the amount shown in the Schedule for the cost of reasonable additional clothing and personal articles purchased by you, if your Baggage is delayed by a Common Carrier for 24 hours or more during your Covered Cruise Vacation. You must be a ticketed passenger on a Common Carrier. This coverage terminates upon your arrival at the return destination of your Covered Cruise Vacation.



PART D. WORLDWIDE EMERGENCY ASSISTANCE (AXA Assistance U.S.A.)

Not a care in the world ... when you have our 24/7 global network to assist you.

- CareFree™ Travel Assistance
- Medical Assistance
- Emergency Services

CAREFREE™ TRAVEL ASSISTANCE

Travel Arrangements

- Arrangements for last-minute flight and hotel changes
- Luggage Locator (reporting/tracking of lost, stolen or delayed baggage)
- Hotel finder and reservations
- Airport transportation
- Rental car reservations and automobile return
- Coordination of travel for visitors to bedside
- Return travel for dependent/minor children
- Assistance locating the nearest embassy or consulate
- Cash transfers
- Assistance with bail bonds

Pre-trip Information

- Destination guides (hotels, restaurants, etc.)
- Weather updates and advisories
- Passport requirements
- Currency exchange
- Health and safety advisories

Documents and Communication

- Assistance with lost travel documents or passports
- Live email and phone messaging to family and friends
- Emergency message relay service
- Multilingual translation and interpretation services

Medical Assistance and Managed Care

- Medical case management, consultation and monitoring
- Medical Transportation
- Dispatch of a doctor or specialist
- Referrals to local medical and dental service providers
- Worldwide medical information, up-to-the-minute travel medical advisories, and immunization requirements
- Prescription drug replacement
- Replacement of eyeglasses, contact lenses and dental appliances

Emergency Services

- Emergency medical and dental assistance
- Emergency legal assistance
- Emergency family travel arrangements

CareFree™ Travel Assistance, Medical Assistance and Emergency Services can be accessed by calling AXA Assistance U.S.A. at 1-800-227-3838 or, from outside the U.S. or Canada, call collect*: 1-312-935-3670.

** If you have any difficulty making this collect call, contact the local phone operator to connect you to a US-based long-distance service. In this case, please let the Assistance Provider answering the phone know the number you are calling from, so that he/she may call you back. Any charges for the call will be considered reimbursable benefits.*

Note that the problems of distance, information, and communications make it impossible for Transamerica Casualty Insurance Company, Aon Affinity, Silversea Cruises, or AXA Assistance U.S.A. to assume any responsibility for the availability, quality, use, or results of any emergency service. In all cases, you are still responsible for obtaining, using, and paying for your own required services of all types.

DEFINITIONS

In the Description of Coverage, “you”, “your” and “yours” refer to the Insured. “We”, “us” and “our” refer to the company providing the coverage. In addition certain words and phrases are defined as follows:

Accident means a sudden, unexpected, unintended and external event, which causes Injury.

Actual Cash Value means purchase price less depreciation.

Baggage means luggage, personal possessions and travel documents taken by you on the Covered Cruise Vacation.

Business Partner means an individual who is involved, as a partner, with you in a legal general partnership and shares in the management of the business.

Covered Cruise Vacation means a period of travel away from Home to a destination outside your city of residence; the purpose of the Cruise Vacation is business or pleasure and is not to obtain health care or treatment of any kind; the Cruise Vacation has defined departure and return dates specified when the Insured enrolls.

Common Carrier means any land, water or air conveyance operated under a license for the transportation of passengers for hire.

Cruise Vacation means a scheduled trip for which coverage has been elected and the plan payment paid, and all travel arrangements are arranged by Silversea Cruises prior to the Scheduled Departure Date of the trip. Also covered by this definition are any direct round trip air flights booked by others, to and from the scheduled Covered Cruise Vacation departure and return cities, provided the dates of travel for the air flights are within 14 total days of the scheduled land tour or cruise dates.

Domestic Partner means a person who is at least eighteen years of age and you can show: 1) evidence of financial interdependence, such as joint bank accounts or credit cards, jointly owned property, and mutual life insurance or pension beneficiary designations; 2) evidence of cohabitation for at least the previous 6 months; and 3) an affidavit of domestic partnership if recognized by the jurisdiction within which they reside.

Elective Treatment and Procedures means any medical treatment or surgical procedure that is not medically necessary including any service, treatment, or supplies that are deemed by the federal, or a state or local government authority, or by us to be research or experimental or that is not recognized as a generally accepted medical practice.

Home means your primary or secondary residence.

Hospital means an institution, which meets all of the following requirements:

1. it must be operated according to law;
2. it must give 24 hour medical care, diagnosis and treatment to the sick or injured on an inpatient basis;
3. it must provide diagnostic and surgical facilities supervised by Physicians;
4. registered nurses must be on 24 hour call or duty; and
5. the care must be given either on the hospital's premises or in facilities available to the hospital on a pre-arranged basis.

A Hospital is not: a rest, convalescent, extended care, rehabilitation or other nursing facility; a facility which primarily treats mental illness, alcoholism, or drug addiction (or any ward, wing or other section of the hospital used for such purposes); or a facility which provides hospice care (or wing, ward or other section of a hospital used for such purposes).

Immediate Family Member includes your or the Traveling Companion's, spouse, child, spouse's child, son-daughter-in-law, parent(s), sibling(s), brother-sister, grandparent(s), grandchild, step brother-sister, step-parent(s), parent(s)-in-law, brother-sister-in-law, aunt, uncle, niece, nephew, guardian, Domestic Partner, foster-child, or ward.

Injury means bodily harm caused by an accident which: 1) occurs while your coverage is in effect under the plan; and 2) requires examination and treatment by a Physician. The Injury

must be the direct cause of loss and must be independent of all other causes and must not be caused by, or result from, Sickness.

Insured means an eligible person who arranges a Covered Cruise Vacation, and pays any required plan payment.

Insurer means Transamerica Casualty Insurance Company.

Other Valid and Collectible Group Insurance means any group policy or contract which provides for payment of medical expenses incurred because of Physician, nurse, dental or Hospital care or treatment; or the performance of surgery or administration of anesthesia. The policy or contract providing such benefits includes group or blanket insurance policies; service plan contracts; employee benefit plans; or any plan arranged through an employer, labor union, employee benefit association or trustee; or any group plan created or administered by the federal or a state or local government or its agencies. In the event any other group plan provides for benefits in the form of services in lieu of monetary payment, the usual and customary value of each service rendered will be considered a Covered Expense.

Payments or Deposits means the cash, check, or credit card amounts actually paid to the Policyholder for your Covered Cruise Vacation.

Physician means a person licensed as a medical doctor by the jurisdiction in which he/she is a resident to practice the healing arts. He/she must be practicing within the scope of his/her license for the service or treatment given and may not be you, a Traveling Companion, or an Immediate Family Member of yours.

Policy means the contract issued to the Policyholder providing the benefits specified herein.

Policyholder means the legal entity in whose name this Policy is issued, as shown on the benefit Schedule.

Program Medical Advisors means AXA Assistance U.S.A.

Quarantined means the isolation of a person afflicted with or exposed to a communicable disease, the purpose being to prevent the spread of disease.

Schedule means the benefit schedule shown on the Description of Coverage for each Insured.

Scheduled Departure Date means the date on which you are originally scheduled to leave on your Covered Cruise Vacation.

Scheduled Return Date means the date on which you are originally scheduled to return to the point where the Covered Cruise Vacation started or to a different final destination.

Scheduled Cruise Vacation Departure City means the city where the scheduled cruise on which you are to participate originates.

Sickness means an illness or disease of the body which: 1) requires examination and treatment by a Physician, and 2) commences while the plan is in effect. An illness or disease

of the body which first manifests itself and then worsens or becomes acute prior to the effective date of this plan is not a Sickness as defined herein and is not covered by the plan.

Traveling Companion means a person whose name appear(s) with you on the same Cruise Vacation arrangement and who, during the Cruise Vacation, will accompany you.

Usual and Customary Charge means those charges for necessary treatment and services that are reasonable for the treatment of cases of comparable severity and nature. This will be derived from the mean charge based on the experience in a related area of the service delivered and the MDR (Medical Data Research) schedule of fees valued at the 90th percentile.

GENERAL PLAN EXCLUSIONS

IN PARTS A & B: WE WILL NOT PAY FOR ANY LOSS OR EXPENSE CAUSED BY OR INCURRED RESULTING FROM:

a Pre-Existing Condition, as defined in the plan, unless this exclusion has been waived in accordance with the parameters set forth in the Pre-Existing Condition Exclusion section on Pages 7-8. This exclusion does not apply to benefits under covered expenses for emergency medical evacuation or repatriation of remains of the Medical Expense/Emergency Assistance Benefits coverage, or for Trip Cancellation/Trip Interruption claims resulting from death.

IN PARTS A & B: WE WILL NOT PAY FOR ANY LOSS CAUSED BY OR INCURRED RESULTING FROM:

1. mental, nervous, or psychological disorders, except if hospitalized;
2. being under the influence of drugs or intoxicants, unless prescribed by a Physician;
3. normal pregnancy, except if hospitalized; or elective abortion;
4. declared or undeclared war, or any act of war;
5. service in the armed forces of any country;
6. operating or learning to operate any aircraft, as pilot or crew;
7. any unlawful acts, committed by you or a Traveling Companion (whether insured or not);
8. any amount paid or payable under any Worker's Compensation, Disability Benefit or similar law;
9. Elective Treatment and Procedures;
10. medical treatment during or arising from a Covered Cruise Vacation undertaken for the purpose or intent of securing medical treatment;
11. business, contractual or educational obligations of you, an Immediate Family Member or Traveling Companion;

12. failure of any tour operator, Common Carrier, or other travel supplier, person or agency to provide the bargained-for travel arrangements;
13. a loss that results from an illness, disease, or other condition, event or circumstance which occurs at a time when the plan is not in effect for you.

IN PART C: ITEMS NOT COVERED WE WILL NOT PAY FOR DAMAGE TO OR LOSS OF:

1. a loss or damage caused by detention, confiscation or destruction by customs;
2. animals;
3. property used in trade, business or for the production of income, household furniture, musical instruments, brittle or fragile articles, or sporting equipment if the loss results from the use thereof;
4. artificial limbs or other prosthetic devices, artificial teeth, dental bridges, dentures, dental braces, retainers or other orthodontic devices, hearing aids, any type of eyeglasses, sunglasses or contact lenses;
5. documents or tickets, except for administrative fees required to reissue tickets;
6. money, stamps, stocks and bonds, postal or money orders, securities, accounts, bills, deeds, food stamps or credit cards;
7. property shipped as freight or shipped prior to the Scheduled Departure Date.

LOSSES NOT COVERED

We Will Not Pay For Loss Arising from:

1. theft or pilferage from an unattended vehicle;
2. mysterious disappearance.

TERM OF COVERAGE

WHEN COVERAGE BEGINS

All coverages (except Pre-Departure Trip Cancellation and Post-Departure Trip Interruption) will take effect on the later of: 1) the date the plan payment has been received by Silversea Cruises; 2) the date and time you start your Covered Cruise Vacation; or 3) 12:01 A.M. Standard Time on the Scheduled Departure Date of your Covered Cruise Vacation.

Pre-Departure Trip Cancellation coverage will take effect on the day your plan payment is received by Silversea Cruises. Post-Departure Trip Interruption coverage will take effect on the Scheduled Departure Date if the required plan payment is received.

WHEN COVERAGE ENDS

Your coverage automatically ends on the earlier of:

1. the date the Covered Cruise Vacation is completed;
2. the Scheduled Return Date;
3. your arrival at the return destination on a round-trip, or the destination on a one-way trip;
4. cancellation of the Covered Cruise Vacation covered by the plan.

If your air arrangements are greater than 4 total days before and/or after your Cruise Vacation, you will also be covered for Trip Interruption, Trip Delay, and benefits under Parts B and C on the day(s) you are flying to/from your destination.

CLAIMS PROCEDURE

1. **EMERGENCIES ARISING DURING YOUR CRUISE VACATION:** Please refer to [Part D, Worldwide Emergency Assistance](#).
2. **TRIP CANCELLATION CLAIMS:** Contact your travel agency, Silversea Cruises and Aon Affinity IMMEDIATELY to notify them of your cancellation and to avoid any non-covered expenses due to late reporting. Aon Affinity will then forward the appropriate claim form which must be completed by you AND THE ATTENDING PHYSICIAN, if applicable.
3. **ALL OTHER CLAIMS:** Report your claim as soon as possible to Aon Affinity. Provide the policy number, your travel dates, and details describing the nature of your loss. Upon receipt of this information, Aon Affinity will promptly forward you the appropriate claim form to complete.

Online: www.travelclaim.com

Phone: 1-(800) 453-4032 or 1-(516) 342-2820

Mail: Aon Affinity
300 Jericho Quadrangle, P.O. Box 9022
Jericho, NY 11753

Office Hours: 8:00 am - 10:00 pm ET, Monday - Friday;
9:00 am - 5:00 pm ET, Saturday

IMPORTANT: In order to facilitate prompt claims settlement upon your return, be sure to obtain as applicable: detailed medical statements from Physicians in attendance where the Accident or Sickness occurred; receipts for medical services and supplies; receipts from the Hospital; police reports or claims reports from the parties responsible (e.g., airline, cruise line, hotel, etc.) for any loss, theft, damage or delay. In the event of a baggage claim, receipts for any lost or damaged items will be required. In the event of a Baggage Delay or Trip Delay claim, receipts for any additional covered expenses will be required, as well as verification of the delay. You must receive initial treatment within 90 days of the accident, which caused the Injury or the onset of the Sickness.

ENROLLMENT PROCEDURE

Once you have booked a Cruise Vacation through Silversea Cruises this GuestCare may be purchased at any time through final Cruise Vacation payment. **IMPORTANT:** In order to qualify for a waiver of the Pre-Existing Condition Exclusion, payment for this coverage must be received by Silversea Cruises. Satisfaction of this prerequisite will be verified during claims processing. Payment for the coverage may not be accepted after the Cruise Vacation Cost has been paid in full.

This program was designed and is administered by Aon Affinity. Aon Affinity is the brand name for the brokerage and program administration operations of Affinity Insurance Services, Inc. (TX 13695); (AR 244489); in CA & MN, AIS Affinity Insurance Agency, Inc. (CA 0795465); in OK, AIS Affinity Insurance Services, Inc.; in CA, Aon Affinity Insurance Services, Inc. (CA 0G94493), Aon Direct Insurance Administrators and Berkely Insurance Agency and in NY, AIS Affinity Insurance Agency. Affinity Insurance Services is acting as a Managing General Agent as that term is defined in section 626.015(14) of the Florida Insurance Code. As an MGA we are acting on behalf of our carrier partner.

For additional information regarding the plan, call Aon Affinity at 1-(800) 453-4032 or 1-(516) 342-2820

Office hours: 8:00 am - 10:00 pm ET, Monday - Friday;
9:00 am - 5:00 pm ET, Saturday

GENERAL PROVISIONS

OUR RIGHT TO RECOVER FROM OTHERS

We have the right to recover any payments we have made from anyone who may be responsible for the loss. You and anyone else we insure must sign any papers and do whatever is necessary to transfer this right to us. You and anyone else we insure will do nothing after the loss to affect our right.

CLAIMS PROVISIONS

Payment of Claims Claims for benefits provided by the plan will be paid as soon as written proof is received.

Benefits are paid directly to you, unless otherwise directed. Any accrued benefits unpaid at your death will be paid to your estate, or if no estate, to your beneficiary. If you have assigned your benefits, we will honor the assignment if a signed copy has been filed with us. We are not responsible for the validity of any assignment.

Travel Insurance is underwritten by Transamerica Casualty Insurance Company, Columbus, Ohio; NAIC # 10952 (all states except as otherwise noted) under Policy/Certificate Form series TAHC5000. In CA, HI, NE, NH, PA, TN and TX Policy/Certificate Form series TAHC5100 and TAHC5200. In IL, IN, KS, LA, OH, OR, VT, WA and WY Policy Form #'s TAHC5100IPS and TAHC5200IPS. Certain coverages are under series TAHC6000 and TAHC7000.

This is a brief Description of Coverage which outlines the benefits and amounts of coverage that may be available to you. If you are a resident of one of the following states (IL, IN, KS, LA, OH, OR, VT, WA, or WY), your Policy is provided on an individual form. To obtain a copy of your Individual Policy or Group Certificate for all states based on your state of residence, or information regarding the insurance premium portion of your plan cost, visit <http://www.affinitytravelcert.com> or call 1-800-453-4090. Your Individual Policy or Group Certificate will govern the final interpretation of any provision or claim. For Maryland residents only, to file a complaint with the Maryland Department of Insurance, call 1-800-492-6116 or visit www.mdinsurance.state.md.us.

This plan provides cancellation coverage for your trip and other insurance coverages that apply only during the covered trip. You may have coverage from other sources that provides you with similar benefits but may be subject to different restrictions depending upon your other coverages. You may wish to compare the terms of this policy with your existing life, health, home and automobile policies. If you have any questions about your current coverage, call your insurer, insurance agent or broker. The purchase of this plan is not required in order to purchase any other travel product or service offered to you by your travel retailers. Unless individually licensed as an insurance agent, your travel agent is not qualified or authorized to answer your technical questions about the benefits, exclusions or conditions of this plan or to evaluate the adequacy of any existing insurance coverage you may have. Questions should be directed to the plan administrator at the toll-free number provided.

TEN DAY RIGHT TO EXAMINE

If you are not satisfied for any reason, you may cancel your coverage within 10 days of your receipt of this document. Your premium will be refunded, provided there has been no incurred covered expense and you have not departed on your Covered Trip. When so returned, the coverage is void from the beginning. Request a refund in writing by providing your contact information as well as copy of your plan description to our authorized agent, Aon Affinity, 300 Jericho Quadrangle, P.O. Box 9022, Jericho, NY 11753.