



Presenter

Leicia Savinetti

Vice President of Sales and Marketing,
Trip Mate



Guest Assurance and Insurance: Trip Mate Travel Protection Plan

Thursday, July 2, 2020 2:00-3:00pm et
#CHTALive



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


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CHTA COVID-19 Resource Center

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COVID-19 RESOURCES



[CHTA's COVID-19 Initiatives](#) | [Global & Regional Alerts](#) | [Tools & Resources](#)
[Travel Advisories](#) | [THiS \(Hotel Monitoring System\)](#) | [Airline & Accommodation Policies/Guidelines](#)
[CHTA Partner Updates](#)



Caribbean Travel Advisories

US PASS

TRINIDAD AND TOBAGO

www.caribbeanhotelandtourism.com/covid19/



Caribbean Hotel & Tourism Association

Published by Greta Andzenge [?] · 19 hrs · 🌐

#InCaseYouMissedIt Our first session of #CaribbeanTourismFireworks featuring Puerto Rico, with representatives from Discover Puerto Rico and Puerto Rico Hotel & Tourism Association. Tune in on Monday, June 29 when we will hear from the U.S. Virgin Islands.



1,620 Views

Caribbean Hotel & Tourism Association was live.

Published by Vanessa Ledesma [?] · Yesterday at 9:01 AM · 🌐



Caribbean Hotel & Tourism Association

Published by Greta Andzenge [?] · 22 hrs · 🌐

#InCaseYouMissedIt Our session of #CaribbeanTourismFireworks featuring #USVI, with representatives from United States Virgin Islands Department of Tourism and US Virgin Islands Hotel and Tourism Association. Tune in on Wednesday, July 1 when we will hear from #Aruba.


<https://www.facebook.com/CaribbeanHotelAndTourismAssociation/videos/294908425214021/>



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www.CaribbeanTravel.com






The Rhythm Never Stops

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POSTPONE DON'T CANCEL
Your Caribbean Trip

CARIBBEAN TRAVEL UPDATE
Stay Up-To-Date with Travel Advisories and
Caribbean Destination Policies

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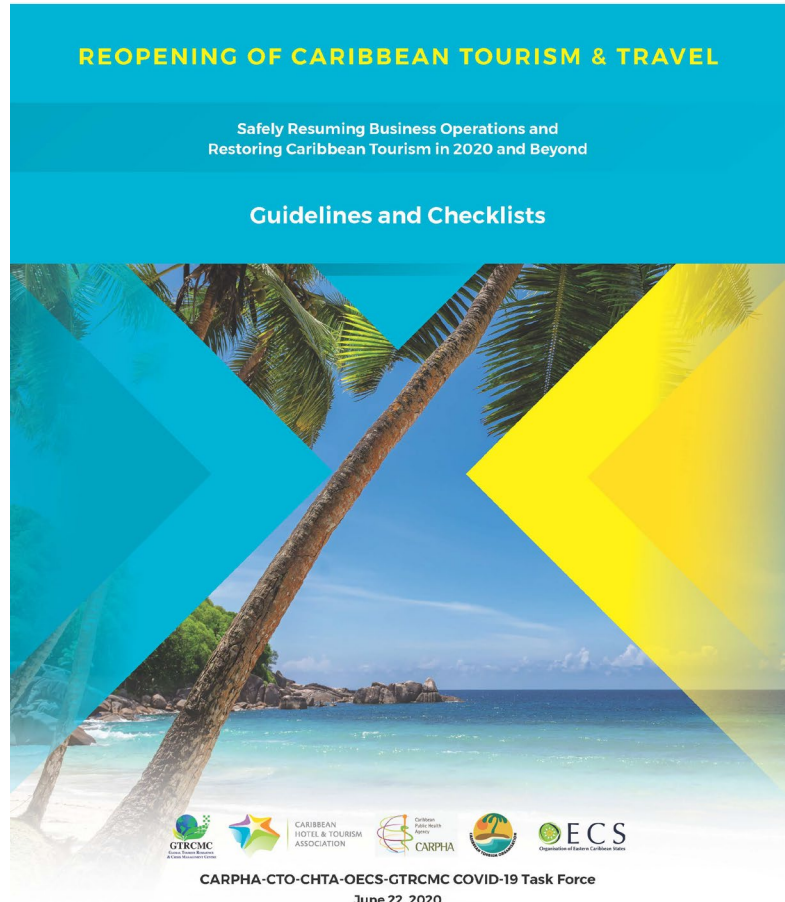
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Tourism Association

Guidelines & Checklists for Reopening of Caribbean Tourism and Travel



Caribbean Tourism Health Safety Training Series



CARIBBEAN TOURISM HEALTH SAFETY TRAINING SERIES

June 23 - July 22, 2020
(Open to members and non-members)

Week of June 22

Tuesday, June 23
10AM ET
Topic: Tourism Health Safety 101 and THIS Overview
Who: Public Sector - Ministries of Tourism, Tourism Boards, DMOs, Directors and Support Teams
Facilitator: CARPHA & CTO

Wednesday, June 24
3PM ET
Topic: Tourism Health Safety 101 and THIS Overview
Who: All Private Sector Tourism-Related Businesses: Owners, Managers, Supervisors, Directors
Facilitator: CARPHA & CHTA

Week of June 29

Tuesday, June 30
10AM & 2PM ET
Topic: Ground Transportation
Who: Taxi, Tour Operators, Transport & Tourism Boards/DMOs
Facilitator: CTO & Global Ports

Wednesday, July 1
11AM ET (English)
3PM ET (Spanish)
Topic: Accommodations - Public Areas (Reception - Arrival & Departure Areas - Restrooms, Hard Surfaces, Food Service Public Area) and THIS
Who: Accommodation providers (Hotels, Villa): Owners, Managers, Supervisors, Directors
Facilitator: Ecolab & CHTA

Legend:
Blue: Private Sector
Orange: Public Sector
Black: Applies to Both

CARIBBEAN TOURISM HEALTH SAFETY TRAINING SERIES

June 23 - July 22, 2020
(Open to members and non-members)

Week of July 6

Tuesday, July 7
10AM & 2PM ET
Topic: Recreation & Entertainment: Sites & Attractions
Who: Attractions & Tour Operators
Facilitator: CTO

Wednesday, July 8
11AM ET (English)
3PM ET (Spanish)
Topic: Food & Beverage Service (Excluding Food Prep)
Who: F&B Outlets, Restaurants, Accommodations with F&B Offerings: Owners, Managers, Supervisors, Directors
Facilitator: Ecolab & CHTA

Week of July 13

Monday, July 13
11AM ET (English)
3PM ET (Spanish)
Topic: Accommodations & Attractions - Pools, Beach & Spa
Who: Attractions & Accommodation Providers: Owners, Managers, Supervisors, Directors & Maintenance Department Representatives
Facilitator: Ecolab & CHTA

Wednesday, July 15
11AM ET (English)
3PM ET (Spanish)
Topic: Accommodations - Housekeeping
Who: Accommodation Providers: Owners, Managers, Supervisors, Directors & Housekeeping Department Representatives
Facilitator: Ecolab & CHTA

Week of July 20

Wednesday, July 22
11AM ET (English)
3PM ET (Spanish)
Topic: Accommodations - Laundry
Who: Accommodation Providers: Owners, Managers, Supervisors, Directors & Housekeeping Department Representatives
Facilitator: Ecolab & CHTA

Legend:
Blue: Private Sector
Orange: Public Sector
Black: Applies to Both

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CHTA Travel Protection Plan

presented by:
Leicia Savinetti
Trip Mate
Vice President of Sales and
Marketing

OFFERING CHTA MEMBERS THE TRAVEL PROTECTION
PLAN



Agenda

The Travel Protection Plan F525C includes the following:

- Covering Travel Arrangements
- Covering the Traveler
- Assistance Services
 - 24/7 Assistance through Generali Global Assistance
 - Global Xpi Medical Records Services
- Covering the Traveler's Belongings

Questions?

Where do I sign up ?

Branding Your Landing Page

Cost to the Consumer

Section I: Covering Travel Arrangements

Coverage for the Travel Arrangements

Plan Benefits	Maximum Benefit Amount
Trip Cancellation	Trip Cost
Trip Interruption	150% of Trip Cost
Missed Connection	\$1,000
Travel Delay	\$1,000

Trip Cancellation & Interruption – What We Reimburse

Trip Cancellation – Up to Trip Cost

- Protects the non-refundable prepaid cost of the trip in the event your passenger's have to cancel due to a covered reason.

Trip Interruption – Up to 150% of Trip Cost

- Provides reimbursement for the unused land or water travel arrangements for the trip, plus the additional airfare cost to return home, if the trip is interrupted for a covered reason.

Trip Cancellation & Interruption – What We Cover

Coverage for Medical Reasons & Non-Medical Reasons, including;

- Sickness, injury, or death of a traveler, traveling companion, family member or business partner;
- Common carrier delays of 12 hours due to strike, bad weather, or mechanical breakdown;
- Damage or destruction of home or destination due to natural disaster;
- Involuntary job termination;
- Terrorist Attack, hijacking, quarantined, subpoenaed by a jury;
- And much more

If the passenger is not disabled from travel at the time the travel protection plan is purchased and, the plan payment is received within 21 days of the initial payment/deposit for the trip, the exclusion for pre-existing conditions will be waived.

Missed Connection & Travel Delay

Missed Connection – \$1,000 per person

Provides reimbursement for unused land or water travel arrangements, plus additional airfare to join the trip if the arrival at the trip destination is delayed 3 hours or more due for a covered reason:

- Common Carrier delay;
- Quarantine, strike, natural disaster, terrorism or riot;

Travel Delay – \$1,000 per person

Provides benefits for hotel, meal, telephone call and local transportation expensed incurred if the passenger is delayed for 12 hours or more due to:

- Common Carrier delay;
- Lost or stolen passports, travel documents, or money;
- Documented weather event that prevents traveler from getting to point of departure.

Section II: Covering the Traveler

Coverage for the Traveler

Plan Benefits	Maximum Benefit Amount
Medical Expense / Emergency Evacuation Accident & Sickness Medical Expenses Emergency Medical Evacuation & Repatriation	\$50,000 \$500,000
Accidental Death and Dismemberment	\$25,000

What We Cover

Medical Expense Benefits – \$50,000 per person

- The plan covers medical sickness and injury that occurs while on the trip.
- The plan reimburses after the passenger's primary insurance.

Emergency Evacuation & Repatriation – \$500,000 per person

- Medical transportation expenses to an appropriate treatment facility and or home when required.
- Reimbursement of emergency evacuation expenses and/or repatriation costs.

Accidental Death & Dismemberment – \$25,000 per person

- Death or dismemberment at any time during the trip.
- 100% of the benefit amount for death and 50% of the benefit amount for a dismemberment

Non-Insurance Services

Non-Insurance Services
Generali Global Assistance
Global Xpi Medical Records Service

Generali Global Assistance

Emergency Transportation Services

- Emergency Medical Evacuation/Medical-Necessary Repatriation
- Repatriation of mortal remains
- Transportation after stabilization

Travel Support Services 24-Hour medical assistance

- Medical and dental search and referral
- Advance of emergency and medical expense
- Assistance with replacement medication
- Locating lost or stolen items

Global Xpi

Global XPI: Emergency Medical Information

- Online Emergency Information
 - Customer fills out Medical History
 - Previous treatments,
 - Medications, Allergies,
 - Physician Information, and more

Register at www.globalxpi.com

Section III: Covering the Traveler's Belongings

Coverage for the Traveler's Belongings

Plan Benefits	Maximum Benefit Amount
Baggage & Personal Effects	\$1,000
Baggage Delay	\$500

Baggage / Baggage Delay

Baggage and Personal Effects – \$1,000 per person

- Covers lost, damaged, or stolen baggage & personal effects during a trip
- \$300 limit per item for clothing & other personal effects
- \$600 total limit on jewelry, watches, and cameras
- **Items not covered:** computers, cell phones, PDAs, money, etc.

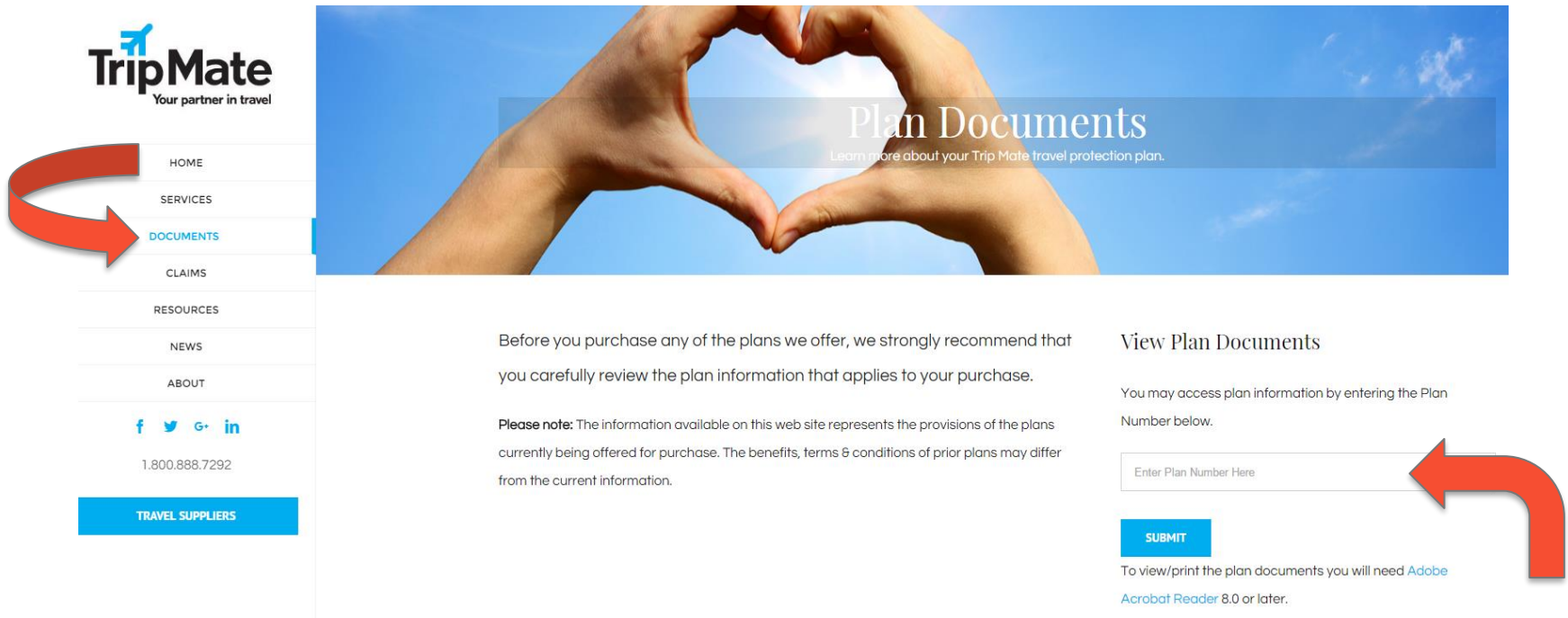
Baggage Delay – \$500 per person

- We reimburse for additional items purchased (toiletries, pajamas, etc.) up to plan limit if your luggage is delayed more than 24 hours.
- Keep all receipts for those purchases

Useful Information and Questions?

Useful Information – How To View Plan Documents & FAQs

- 1) Visit **www.tripmate.com**
- 2) Click on **Documents**
- 3) Enter Plan Number **F525C**



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1.800.888.7292

TRAVEL SUPPLIERS

Plan Documents

Learn more about your Trip Mate travel protection plan.

Before you purchase any of the plans we offer, we strongly recommend that you carefully review the plan information that applies to your purchase.

Please note: The information available on this web site represents the provisions of the plans currently being offered for purchase. The benefits, terms & conditions of prior plans may differ from the current information.

View Plan Documents

You may access plan information by entering the Plan Number below.

SUBMIT

To view/print the plan documents you will need [Adobe Acrobat Reader 8.0](#) or later.

Useful Information – How To Report a Claim

- 1) Visit **www.travelclaimsonline.com**
- 2) Select who is reporting the claim (i.e. Claimant the person who has the claim)
- 3) Choose the method in which Trip Mate can communicate with you
- 4) Enter Plan Number F525C

Report a Claim

For more information on Coronavirus, please [click here](#)

Claim(s) being reported by:

- ☐ Travel Agent on behalf of a client
- ☒ Claimant (the person who has a claim)
- ☐ Family member who is not a claimant
- ☐ Other person who is not a claimant

- ☐ I agree to electronic communications. Our fastest method – includes Electronic Checks.
- ☐ I decline electronic communications. Payments are mailed via postal service. For Electronic Checks you must agree to electronic communications above.

Enter Your Plan Number to Begin:

Plan Number

Continue ►

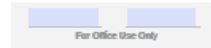
Questions & Answers

- **Question:** Is my Kindle Fire covered if it is stolen during my trip?
- **Question:** I am diabetic. Am I covered if I have a medical issue while traveling?
- **Question:** My mother-in-law is having hip replacement surgery. Am I covered if she's not well enough for me to leave on the trip?

Answer: Call Trip Mate 1- 800-888-7292



Registering To Offer The Travel Protection Plan



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Caribbean Hotel & Tourism Association Member CHTA Member Agreement Information

Agency/Organization Information

Legal Name	
Trade Name (DBA)	
Owner/Manager Name	

Primary Contact Information

Contact Name	
Phone (include Area Code)	Fax
Email Address	Website Address

Claims - TI Contact Information

Contact Name	
Phone (include Area Code)	Fax
Email Address	

Mailing Address

Address			
City	State	Country	Postal Code

Shipping Address

Address			
City	State	Country	Postal Code

Questions? Call 844-287-8431

Caribbean Hotel & Tourism Association - 2020

Branding the Landing Page



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WELCOME CUSTOMERS OF
Marigot Bay Resort and Marina



WELCOME CUSTOMERS OF
Fond Doux Plantation and Resort



WELCOME CUSTOMERS OF
Pirate's Inn



WELCOME CUSTOMERS OF
Merrils Resorts

Cost to the Consumer

Age	Rate of Trip Cost
0 to 30	5.00%
31 to 65	6.50%
66 to 75	8.00%
76 +	10.00%

Contact Information



Leicia Savinetti
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816-905-3561
lsavinetti@tripmate.com



Thank You for Attending!
Happening Next Week



CARIBBEAN TOURISM HEALTH SAFETY TRAINING SERIES

**Recreation & Entertainment:
Sites & Attractions**

**Tuesday, July 7, 2020
11AM ET & 2PM ET**



CARIBBEAN TOURISM HEALTH SAFETY TRAINING SERIES

Food & Beverage Service

**Wednesday, July 8,
11:00AM - 12:30PM ET
(English)**

Servicio de Comida y Bebida

**Miercoles, 8 de Julio
3:00PM - 4:30PM ET
(Español)**

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