

Trip Cancellation and Interruption Insurance

Product Summary



July 1, 2025



How to Contact Us

Insurer:	<p>Echelon Insurance</p> <p>Registered with the Autorité des marchés financiers under client number 2000702152</p> <p>Attn.: Orion Travel Insurance 60 Commerce Valley Drive East Thornhill, Ontario L3T 7P9 Phone: 905-747-4900 Toll free: 1-855-674-6684 Email: orioninfo@orionti.ca Website: www.oriontravelinsurance.ca</p>
Distributor:	<p>Agence de voyages de l'automobile et Touring club du Québec inc.</p> <p>444 Bouvier Street, Quebec (Quebec) G2J 1E3 Phone: 1-800-686-9243 Email: assurances@caaquebec.com Website: www.caaquebec.com/travel-insurance</p>
Autorité des marchés financiers :	<p>The Autorité des marchés financiers can provide <i>you</i> with information about <i>your insurer's</i> or <i>your insurance distributor's</i> obligations.</p> <p>Website: www.lautorite.qc.ca</p>

Things to Consider

This is a summary. Review the policy for complete details. *You* can get a copy from a CAA-Quebec Travel centre or, on the website where *you* buy *your* insurance at <https://www.caaquebec.com/en/for-your-insurance/documentation/>.

If *you* have any questions, *you* may contact CAA-Quebec at 1-833-861-0112 (in Canada & United States) or +1-514-861-0112 (call collect elsewhere in the world).

NOTE: This plan does not cover emergency *medical treatment*. If *you* also want protection for emergency *medical treatment*, consider the Single and Annual Emergency Medical Insurance, Single Trip Vacation Package or Annual Vacation Package.

All amounts stated on this summary are in Canadian Dollars, unless otherwise specified.

Key Definitions

Contract means the insurance policy, any riders or amendments to the insurance policy, the application, any medical questionnaire(s) (if applicable), and the Confirmation of Coverage, all of which form the entire *contract* and must be read as a whole.

Insurer means Echelon Insurance.

Medical treatment means any reasonable procedure which is medical, therapeutic or diagnostic in nature, which is medically necessary and which is prescribed by a physician. *Medical treatment* includes hospitalization, basic investigative testing, surgery, prescription medication (including prescribed as needed) or other treatment directly related to the sickness, injury or symptom.

Travel companion means a person accompanying *you* on the *trip*, who shares accommodation or transportation with *you* and who has paid such accommodation

Things to Consider

or transportation in advance of departure. A maximum of 6 persons will be considered *travel companions* (including *you*).

Trip means travel outside *your* Canadian province or territory of residence and ends when *you* return to *your* Canadian province or territory of residence.

Trips within the province of Quebec:

An individual *trip* begins when *you* leave *your* permanent residence in Quebec and ends when *you* return to *your* permanent residence in Quebec.

For *trips* within Quebec, *you* must have at least a one-night stay with a travel supplier or private accommodation services.

Trips outside of your province or territory of residence:

An individual *trip* begins when *you* leave and ends when *you* return to *your* province or territory of residence.

We, us or our means the *Insurer*.

You and your means the Insured.

WARNING: The insurance *contract* will be issued on the basis of information in or in connection with *your* application. *Your* answers must be complete and accurate.

We will not pay a claim if *you*, any person insured under this *contract* or anyone acting on *your* behalf attempt to deceive *us* or makes a fraudulent, false or exaggerated statement or claim.

Who is Eligible to Purchase This Insurance

To be eligible *you* must be a:

- Canadian resident; or
- Non-Canadian resident living in, travelling through or visiting Canada during *your trip*. Some insured risks and benefits are limited to Canadian residents only.

You are not eligible for coverage if:

- *you* have been diagnosed with a terminal illness for which a physician has estimated that *you* have less than 6 months to live;
- *you* have been advised by a physician against travel at this time;
- *you* require kidney dialysis;
- *you* have ever received a bone marrow or organ transplant (except cornea or skin transplant);
- *you* have been diagnosed with and/or received *medical treatment* for metastatic cancer in the last 5 years; or
- *you* have been prescribed or taken home oxygen for a lung condition in the last 12 months.

WARNING: If at the time *you* purchase the insurance, *you* know of an event or condition that would prevent *you* or *your travel companion* from starting and/or completing *your trip* as booked, coverage will be denied and there will be no payment for a claim.

What Does the Insurance Cover

COVERAGE	MAXIMUM BENEFIT
Trip Cancellation & Trip Interruption	Prior to departure: Up to the selected sum insured
	After departure: Up to unlimited
Maximum Trip Days	Up to 365 days
Medical Questionnaire	Not required
Deductible Options	Not applicable
Coverage Starts	Trip Cancellation: <ul style="list-style-type: none"> on the date and time of purchase of the insurance. Trip Interruption: <ul style="list-style-type: none"> on the date that <i>you</i> leave <i>your</i> province/territory of residence or the departure date shown on <i>your</i> Certificate of Insurance.
Coverage Ends	Trip Cancellation: <ul style="list-style-type: none"> the date on which there was a cause for cancellation prior to departure. Trip Interruption: The earliest of: <ul style="list-style-type: none"> the date on which there was a cause for interruption after departure; the return date as shown on <i>your</i> Confirmation of Coverage; or for non-Canadian residents, the date <i>you</i> leave Canada to return to <i>your</i> permanent residence.

- Coverage will be extended automatically without additional premium if *your* return is delayed beyond the return date as shown on *your* Confirmation of Coverage under certain conditions beyond *your* reasonable control.

You must notify CAA Assistance of the delay prior to the return date.

- Coverage can be voluntarily extended provided that *you* apply prior to the return date as shown on *your* Confirmation of Coverage, *we* approve the extension, a supplemental premium is paid and that other conditions are met.

TRIP CANCELLATION & TRIP INTERRUPTION SUMMARY OF COVERAGE

Trip Cancellation and Trip Interruption Insurance coverage includes 37 insured risks for canceling or interrupting *your trip*.

For the full list of insured risks, benefits, conditions and exclusions please see the *contract*.

Trip Cancellation Covered Expenses

Covered Expenses

This is an overview of covered expenses. For a complete list, please refer to the *contract*.

Benefits paid up to 100% of the:

- Prepaid, nonrefundable portion of *your* travel arrangements including cancellation fees and service fees.

What Does the Insurance Cover

- Rebooking and/or amendment fees.
- Difference in price for next occupancy charges if *your travel companion* cancels their *trip* and *you* decide to continue with the *trip* as planned;
- Prepaid, nonrefundable portion of *your* travel arrangements including cancellation fees and service fees, when booked through an approved online platform.

CANCEL FOR ANY OTHER REASON

You may cancel *your trip* within 3 hours of *your* departure date for any reason other than the 37 insured risks listed in *your contract* which are subject only to the General Conditions and General Exclusions.

To Qualify for the Cancel for Any Other Reason Benefit:

- *You* must purchase *your* insurance within 72 hours of making an initial payment on ***your travel arrangements or before cancellation penalties come into effect.***
- *You* must cancel *your trip* 3 hours or more before *your* departure date.

Covered Expenses

- 75% of any prepaid, nonrefundable portion of *your* fully prepaid travel arrangements when booked through CAA - Quebec Travel; or
- 50% of any prepaid, nonrefundable portion of *your* fully prepaid travel arrangements when booked elsewhere.

Trip Interruption Covered Expenses

This is an overview of covered expenses. For a complete list, please refer to the *contract*.

Benefits paid up to 100% of the:

- Extra cost of a one-way economy fare to the departure point or to the *trip* destination point.
- Unused nonrefundable prepaid travel arrangements excluding the cost of the original ticket (arranged at the time of application for insurance) will be refunded up to a maximum amount indicated as the sum insured prior to departure on *your* Confirmation of Coverage.
- Extra cost of accommodation and other expenses (such as meals, taxis, phone calls) up to \$400 per day, to a maximum of \$4,000.
- Additional fees incurred to change the dates of *your* original return ticket.

INTERRUPTION FOR ANY OTHER REASON

After being at *your trip* destination for at least 48 hours, *you* may use this benefit to interrupt *your trip* for any reason other than the 37 insured risks listed in *your contract*. The interruption for any other reason is subject only to the General Conditions and General Exclusions provided for in the *contract*.

Covered Expenses

- 75% of any prepaid, nonrefundable portion of *your* fully prepaid travel arrangements up to \$2,500, when booked through CAA - Quebec Travel; or
- 50% of any prepaid, nonrefundable portion of *your* fully prepaid travel arrangements up to \$2,500, when booked elsewhere;
- Up to \$1,000 for the extra cost of a one-way economy airfare via the most cost effective route to return *you* to *your* home or any additional fees incurred to change the dates of *your* original return ticket when such an option is available to *you*.

Exclusions and Limitations

The following are some of the main exclusions of the *contract*. Please consult the policy for a full list of all the exclusions and limitations which could impact *your* coverage.

General Exclusions

There will be no coverage **and no payment will be made** for any claim resulting from:

1. Driving, operating, being a crew member or passenger on a commercial vehicle used to deliver goods or to carry a load;
2. Unless otherwise stated in this *contract*, *we* will not cover any loss resulting from a supplier's failure to perform its contractual obligations or deliver its services;
3. Failing to comply with *your* prescribed *medical treatment*, including taking prescribed medication;
4. Suicide, attempted suicide or self-inflicted injuries;
5. *Your* negligence or involvement in the commission of a criminal offence, or illegal act;
6. Expenses for which *you* are charged solely because *you* are insured;
7. An act of war;
8. Travelling to a destination where the Canadian government has issued an advisory to avoid all travel or non-essential travel (*you* can view the travel advisories on the Government of Canada travel website);
9. Any services rendered by a family member.

Specific Exclusions for Trip Cancellation and Interruption Insurance

There will be no coverage and no payment will be made for a claim:

1. If *you* are taking a *trip* to visit a sick or injured person when the *trip* is cancelled, interrupted or delayed due to such person's medical condition or death.
2. If *you* fail or neglect to perform all actions required by government authorities for entry at customs, or security checkpoints.
3. For any nonrefundable prepaid travel services when the *trip* was paid for through a points or rewards program.

Refer to the policy for a complete list of the specific exclusions.

How to File a Claim

STEP 1: NOTIFYING CAA ASSISTANCE OF A CLAIM

You must contact CAA Assistance at 1-866-580-2999 in Canada & mainland U.S. or from elsewhere at 1-519-251-5179:

- **immediately** in the case of a Trip Interruption claim; and
- **within 1 business day** of the event causing the cancellation when there is a claim for Trip Cancellation.

If *you* do not call, *your* benefits may be reduced due to cancellation penalties that are imposed by the travel supplier.

How to File a Claim

STEP 2: SUBMITTING *YOUR* CLAIM

Submit, **within 90 days**, a claim form and all required documents (invoices receipts, police reports and other back-up documentation) described in the applicable insurance coverage(s) in the policy (see section – How to File a Claim):

Online Claim Submission

To avoid mail delays, submit *your* claim online at **orion.xodus.ca** and follow the instructions.

Mail Claim Submission

You may also submit *your* claim by mail, sending *your* claim form completed and all requested documents at:

CAA Quebec Travel Insurance
Xodus Travel Services Inc.
PO Box 36, Station A
WINDSOR, ON
N9A 6J5

Phone numbers to reach us:

From Canada & Mainland US: **1-866-580-2999**
From Elsewhere: **1-519-251-5179**

If a travel supplier ceases operations, written notice of claim must be submitted **within 60 days** of when the travel supplier announces that it is in default along with receipts, proof of payments and other supporting documents (see section – How to File a Claim).

STEP 3: REIMBURSEMENT

- All money payable under this *contract* shall be paid by *us* within **60 days** after *we* have received proof of claim and all required documentation.
- Benefits are payable to *you* unless *you* authorize *us*, in writing, to pay a third party directly.

The Cost of This Insurance Product

Premiums for the Trip Cancellation and Interruption coverage are personalized and are determined based on:

- *your* age upon purchase;
- the sum insured;
- the applicable rebates, if any.

Premiums are subject to change before purchase without notice.

Your Right to Cancel

You may cancel *your contract* within **10 days of purchase** if:

- you* have not departed on *your trip* and there is no claim in progress;
- your contract* is purchased 11 days or more before *your* departure date.

By calling CAA-Quebec at 1-833-861-0112 (in Canada & United States) or +1-514-861-0112 (call collect elsewhere in the world), in person at any CAA-Quebec Travel centre (a list of locations is available online at <https://www.caaquebec.com/en/contact-us/> under Find a Service Outlet, click on “Travel Centres”) or by mailing the Notice of Recession found in Schedule I.

Refunds

Premium refunds may be available provided no claim has been paid, incurred or reported under this *contract*.

Full refund if:

- a. *you* cancel *your trip* before any cancellation penalties are in effect; or
- b. the carrier/travel supplier issues a full refund to *you* (in currency or in a travel credit) when they cancel the entire *trip* and all penalties are waived. *You* must provide a travel supplier invoice showing a full refund or stating all penalties are waived; or
- c. the carrier/travel supplier changes *your trip* dates and *you* are not able to travel and all penalties are waived. *You* must provide a travel supplier invoice showing a full refund or stating all penalties are waived; or
- d. client financing through the travel supplier is declined;
- e. If the sum insured prior to departure as shown on *your* Confirmation of Coverage, is \$0, a full refund may be issued prior to the departure date.

Filing a Complaint

Our Customer Complaints office is in place to ensure the decision is fair, equitable and developed within company standards.

The *Insurer* is also a member of the General Insurance Ombudservice, an independent dispute resolution service. Customers are encouraged to first attempt to resolve their complaint directly with the *Insurer* before accessing the General Insurance Ombudservice.

You may contact *our* Customer Complaints Office by phone, fax, email or by regular post:

Attention: Customer Complaints Office
Orion Travel Insurance
60 Commerce Valley Drive East
Thornhill, Ontario L3T 7P9

Phone: 905-747-4900

Toll Free: 1-855-674-6684

Email: orioninfo@OrionTi.ca

More information on the Dispute Resolution process is available at www.oriontravelinsurance.ca.

SCHEDULE I

Notice of Cancellation of an Insurance Contract

NOTICE GIVEN BY DISTRIBUTOR

Article 440 of the Act respecting the distribution of financial products and services.

THE ACT RESPECTING THE DISTRIBUTION OF FINANCIAL PRODUCTS AND SERVICES GIVES YOU IMPORTANT RIGHTS

- The Act enables you to cancel the insurance contract you just signed at the same time as another contract, **without penalties, within 10 days of its signature**. To do so, you must send the insurer a notice by registered mail within this delay. You may use the enclosed model to that effect.
- Despite the cancellation of the insurance contract, the first contract entered into retains all its effects. Be careful, it is possible that you may incur the loss of favourable conditions extended upon signing this contract; please enquire from your distributor or consult your contract.
- After the expiry of the **10-day** delay, you have the option of cancelling your insurance at any time, but penalties may apply.

For further information, please contact the Autorité des marchés financiers at: (418) 525-0337 or 1-877-525-0337.

- Section 441 does not apply where the principal contract is for a period of 10 days or less and where it became effective at the time of the request for cancellation of the Trip Cancellation & Interruption Insurance.
- Section 441 does not apply where the Trip Cancellation is purchased within 11 days prior to the Trip.

NOTICE OF RECISSION OF AN INSURANCE CONTRACT

To: Echelon Insurance
Attn.: Orion Travel Insurance
60 Commerce Valley Drive East
Thornhill, Ontario, L3T 7P9

Date: _____
(Date of sending of this Notice)

Under Article 441 of the Act respecting the distribution of financial products and services, I hereby cancel insurance contract no. _____
(Number of contract, if indicated)

entered into on: _____
(Date of signature of contract)

at: _____
(Place of signature of contract)

(Name of client)

(Signature of client)

The distributor must fill in this section beforehand.

This notice must be sent by registered mail.

Notes

The purpose of this fact sheet is to inform you of your rights.
It does not relieve the insurer or the distributor of their obligations to you.

LET'S TALK INSURANCE!

Name of distributor: Agence de voyages de l'automobile et Touring club du Québec inc

Name of insurer: Echelon Insurance

Name of insurance product: Trip Cancellation and Interruption Insurance



IT'S YOUR CHOICE

You are never required to purchase insurance:

- that is offered by your distributor;
- from a person who is assigned to you; or
- to obtain a better interest rate or any other benefit.

Even if you are required to be insured, **you do not have to** purchase the insurance that is being offered. **You can choose** your insurance product and your insurer.



HOW TO CHOOSE

To choose the insurance product that's right for you, we recommend that you read the summary that describes the insurance product and that must be provided to you.



DISTRIBUTOR REMUNERATION

A portion of the amount you pay for the insurance will be paid to the distributor as remuneration.

The distributor **must** tell you when the remuneration exceeds 30% of that amount.



RIGHT TO CANCEL

The Act allows you to rescind an insurance contract, **at no cost**, within 10 days after the purchase of your insurance. However, the insurer may grant you a longer period of time. After that time, fees may apply if you cancel the insurance. **Ask** your distributor about the period of time granted to cancel it **at no cost**.

If the cost of the insurance is added to the financing amount and you cancel the insurance, your monthly financing payments might not change. Instead, the refund could be used **to shorten the financing period**. **Ask your distributor for details**.

The *Autorité des marchés financiers* can provide you with unbiased, objective information.

Visit www.lautorite.qc.ca or call the AMF at 1-877-525-0337.

Reserved for use by the insurer:

This fact sheet cannot be modified



Questions about your contract?

1-833-861-0112 – Canada & United States

+1-514-861-0112 – Elsewhere in the world, call collect

caaquebec.com

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100% post-consumer recycled fibre

QC-21(07/25)