

Frequently Asked Questions



Why should I consider purchasing the NTA Travel Protection Plan?

The NTA Travel Protection Plan helps protect your investment in the event you must cancel or interrupt your trip for specified, covered reasons, such as illness, injury or death to you, your traveling companion or an immediate family member of you or your traveling companion.

Additional covered reasons for cancellation include bankruptcy of common carrier or cruise line, jury duty, terrorism, weather, subpoena, having a primary residence or scheduled destination made uninhabitable by natural disaster, and being involved in a documented traffic accident en route to departure. You may also cancel for reasons not covered under the plan if you elect to enroll in the Cancel for Any Reason Benefit Upgrade. Note that exclusions and limitations do apply. Please view your plan documentation for full details.

The Plan also provides coverage for: trip interruptions and delays; accidents and sicknesses while traveling; emergency medical evacuations and repatriations; loss, theft or damage to baggage and personal effects; delayed baggage, 24/7 non-insurance Worldwide Emergency Assistance

Is my airfare covered, even if I purchase it on my own?

Yes! The coverages under the Trip Cancellation, Interruption & Travel Delay benefits extend to the airfare booked to join or depart your trip provided your air cost has been included in the total trip cost when determining the plan cost.

Who is an “Immediate Family” member under the Plan?

The Immediate Family member definition includes spouse, domestic partner, children, grandchildren, aunts, uncles, nieces, nephews, among others.

What if I am delayed and miss the start of my trip?

If you miss the departure of your trip due to carrier-caused delays or other specified, covered reasons, the Plan will reimburse you for the unused land or water travel arrangements and/or out-of-pocket expenses such as accommodation and transportation expenses to catch up to the trip or to return home if you are delayed at the end of your trip.

If I am sick or injured while on my trip, will my medical expenses be reimbursable?

Yes, the Plan reimburses for covered medical treatments and expenses such as doctor visits, medicines, hospital stays and ambulance services. The Travel Protection Plan also includes coverage for Emergency Medical Evacuation and Repatriation in the event those services are needed.

What if my bags never show up?

If your bags are lost, stolen, damaged or delayed, the travel protection plan reimburses covered expenses. The Plan pays up to \$1,500 per person if your bags are lost, stolen or damaged and up to \$500 per person if your bags are delayed by a Common Carrier for 24 hours or more.

What do I do if I have a claim?

Simply file a claim at www.aontravelclaim.com. If you are canceling your trip, please notify your Tour Operator as soon as possible.

Where can I call for more information?

You may call Aon Affinity, the Plan administrator, toll-free at 1.800.388.1470 with any questions regarding the NTA Travel Protection Plan. Our customer service representatives will be happy to assist you.

To enroll, please visit nta.aontravelprotect.com

To view the full details of the plan, please visit:

<https://affinitytravelcert.com/document/state.jsf?req=NTA>

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