

COVID-19 Update October 21, 2020

On March 13, 2020, the Government of Canada issued a Travel Advisory for Canadians to avoid nonessential travel outside of Canada. This was the latest in a series of far-reaching events that have impacted the travel industry.

For policies purchased prior to March 12 (the date Old Republic Canada considered COVID-19 to be a known event), trip cancellation and interruption benefits apply to travel scheduled to leave Canada on or after March 13, regardless of trip destination. Due to the continued Canadian Global Travel Advisory as well as the ongoing worldwide pandemic the date we will be accepting trip cancellation claims up to will be adjusted accordingly. Please contact the Client Services Team for the most up to date details.

Medical coverage is not available for trips departing on or after March 13.

For departed travellers, policy extensions will not be granted beyond the policy expiry date. Automatic extensions do apply in limited situations. Please review your policy for details.

We understand this is an unprecedented situation whereby circumstances are rapidly changing. As a result, we will continue to provide updates as required.

We are confident by working together with our partners we will be well positioned to weather the challenges ahead. Thank you for your support.

If you have any questions, please contact our Client Services Team at 1.866.302.4430 or traveladmin@getreliable.com.