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Summer 2014

Template



Logo



Alter 1



Alter 2



Alter 3



Alter 4







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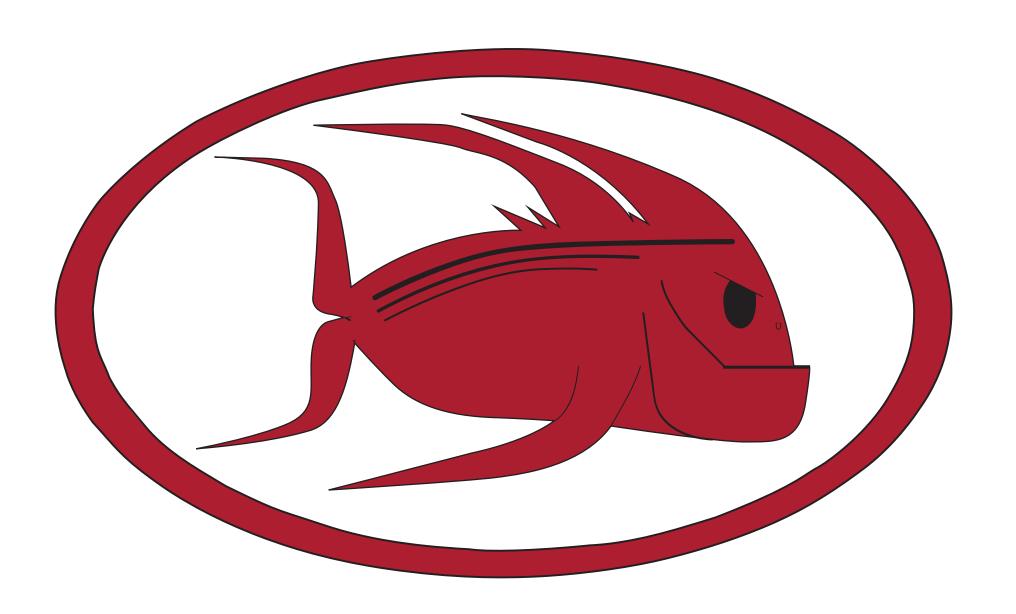
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You already know that The Berkely Group provides revenue generating and liability insurance programs to 24 cruise lines. Our clients include the following 15 ICCL member lines:



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Mr. Alastair Macmillan-Bell Senior Vice President The Berkely Group

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Please refer to the Description of Coverage for a full benefit listing and restrictions. The Travel Protection Plan described herein is a product of The Berkely Group, which is solely responsible for its administration.

Benefits under this plan are provided by the American Travel Services Trust. The Trust is insured by TIG Insurance Company.



Errors & Omissions

Berkely's E&O Insurance protects your business against events that could devastate your travel agency. For your **peace of mind**, we offer worldwide **comprehensive** coverage and rates that fit into your financial plans.

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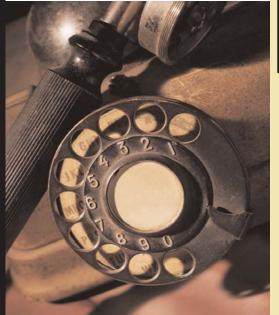
Berkely is the largest administrator of insurance services to the travel industry and has been dedicated exclusively to serving travel professionals since 1976.

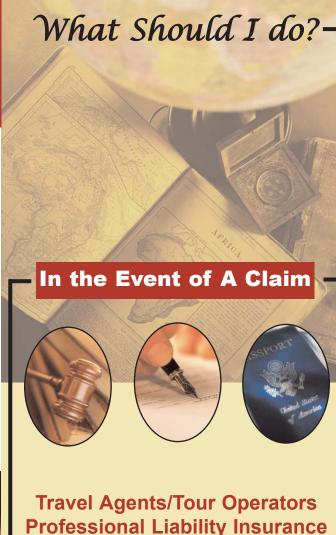


Dedicated to the Travel Industry

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First Things First

THANK YOU

On behalf of all of us at Berkely Agency, Ltd., thank you for your business. We appreciate the confidence you have placed in us and our Professional Liability Insurance Program.



PROFESSIONAL LIABILITY

While we share in your hopes of never having a client make a claim against your travel company, it is important that you be aware of how best to utilize the protection offered under our policy in the event of a potential claim.



KEEP IN MIND

If you are ever made aware of a situation that may be of consequence, here are a few key things that you and all of your employees should keep in mind.



We Are Here For You!

What Should I do in the Event of a Claim?

Make

a plan

strategies

with industry

experts who

are on

your side!

Let Us Know!

Notify your insurance representatives as soon as possible, in writing, of any occurrence that you believe could develop into a claim. All relevant brochures, reports, letters and booking information should be saved and kept handy for easy reference.

Obviously, if you are served with a lawsuit, time is of the essence and a copy of the lawsuit should immediately be forwarded to Berkely's office by you or your insurance broker. of possible

If there is any reasonable chance that an incident could develop into an actual claim, it is still important to provide your insurer with information promptly. Memories fade quickly and accounts of the incident tend to change after time has elapsed.

contacting your insurance representative in the early stages of a potential claim, you will also benefit from the opportunity to plan for possible strategies with industry experts who are on your side. Claims personnel who are familiar with travel liability are instrumental in these situations where an actual claim is likely to ensue.

Take advantage of the insurance professionals available, who can often assist you in effectively defusing an otherwise potentially volatile situation.

Be Careful!

Do not offer more information than is necessary to a potentially injured client or their attorney. While you will naturally want to be as helpful and cooperative as possible, remember that even apparently benign comments could serve as evidence against you in the hands of a claimant or their counsel.

> You should make every reasonable attempt at reducing the likelihood or the severity of a claim and controlling any damage already done, however it is important that you consider your own liability for each action taken. Be careful not to make any statements that could later be used against you, such as anything that could be perceived as an admission of liability.

It is also generally inadvisable to mention business insurance or the existence of a professional liability policy to any clients, especially potential claimants. Politely indicating that you will be referring a matter to your attorney if necessary, rather than mentioning an insurance company, should serve to inform potential claimants that you have the necessary resources available to protect your interests.



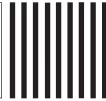
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Make your

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Travel has its RISKS. Running a travel agency SHOULDN'T.

You get these BENEFITS, and more...

Protection against a wide range of professional liability exposures faced by travel businesses. Berkely's policy form is recognized as having set the industry standard. It was designed specifically for the travel industry and not "adapted" just to fit the needs of another profession. You can feel confident that the Berkely program is the right choice for you.

A partner with over two decades of experience insuring and defending travel companies. Whether you have just started a new travel agency or have built up your business over the years, you want an experienced partner when it comes to professional liability claims and lawsuits. An insurance policy is just a piece of paper without the knowledge and experience of the people who stand behind it. Whether it be assisting you with selecting the right coverage, handling a difficult claim or defending a potentially bankrupting lawsuit - Berkely has the right resources to provide you with unbeatable service from start to finish

A program that changes with the times. Just as you are faced with new challenges that may require adjusting the way you do business, Berkely's program is continually being fine-tuned to better respond to your needs today and in the future. So the coverage you select now should be able to grow with you and respond to changes in your operation and in the industry overall.

- ◆ Are you concerned about being sued by a client who was booked on a cruise line/airline that is going bankrupt? Ask us about Supplier Bankruptcy Legal Liability Protection.
- ◆ Are you aware of the potential liability imposed by the Airline Reporting Corporation in the event of your supply of airline ticket stock being lost or stolen? Ask us about ARC Traffic Document Legal Liability Protection.
- How does an outside salesperson relationship fit into coverage issued to a Host travel agency? Ask us about Coverage for Independent Contractors by adding them as "persons insured" to a policy or securing separate coverage issued directly to the individual independent contractor.
- ◆ Any other questions about Liability, Insurance or Risk Management? Contact us today for a prompt, professional response from our staff of trained underwriters and claim specialists.

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Professional Liability Insurance THE CONNECTICUT INDEMNITY COMPANY	NOTE: Completion of this application does not obligate you in any way to purchase this insurance. 1. Name of Travel Company (List all other operating names/attach a separate sheet if necessary):	2. Address of Principal Office: City: City: Attach additional sheet if needed for listing of Branch Offices.	Retail and Wholesale % Retail other firm or agency.)	4. Conferences in which you hold appointments: ☐ ARC ☐ IATAN ☐ AMTRAK ☐ CLIA ☐ TOP ☐ Other (Specify):	5. Does your agency operate its own tours or sell tours to other travel agents or affinity and/or non affinity groups? Tyes Ityes, enclose samples of the brochures or a description.	6. a. Is your company actively involved in the sale of student and/or adventure tours (i.e. skiing, river rafting, etc.)? ☐ Yes ☐ Ib. Does your company operate such tours? ☐ Yes ☐ No c. If you answered "yes" to either a or b, what percentage of your total gross receipts is derived from these tours:	7. a. Has your agency ever defaulted to a carrier, conference or supplier? \Box Yes \Box No b. Have any of the owners, partners, or officers ever been associated with an agency that has defaulted to a carrier, conference or supplier? \Box Yes \Box No If your answer is "yes" to either part of this question, attach statement giving full particulars.	8. a. Has any similar insurance been issued to your agency at any time?	9. a. What were the Total GROSS Receipts of your business last year? (Total gross sales including air transportation, but excluding travelers checks and foreign automobile sales.) b. What were the Total GROSS Receipts from the sale of Standard Ticket Air transportation ONLY?	(Use your ARC and/or IATA sales figures for the same period as in 9A); \$	/ees: Part-time	Number of active owners/partners: Inactive: Inactive:	11. On what date did the present management assume control or ownership of the agency? 12. Do you, or does your company, or any owner, partner, officer or employee have knowledge or information of any occurre situation, act, error or omission which might give rise to a claim or has already resulted in a claim such as would be covered by the proposed insurance? \[\textsup \text{Ves} \text{I yes} \text{attach sheet stating full details.} \]	13. In what trade associations or professional societies do you hold membership? 14. Does your agency currently offer Travel Insurance? □ Yes □ No	If so, which products? [1] We hereby declare that the above statements and particulars are true and that I/we have not suppressed or misstated any material facts are a found of the sounds of the countries with the incurrence commons. It is understood and arread that the countries to the countries with the incurrence commons. It is understood and arread that the countries to th
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