



# RoamRight®

## From the Archives: Virus Cancels a Family Cruise



**When a child gets diagnosed with a viral infection hours before a family's Caribbean cruise, Arch RoamRight was able to cover the nonrefundable expenses that resulted from needing to cancel their trip last minute.**

### How It Happened

Just hours before a family cruise to the Caribbean, a set of parents noticed that their daughter started to appear sick while on the way to the airport to catch a flight to the location of their cruise disembarkation. With symptoms like fatigue, nausea, and a fever, the parents decided that their daughter needed immediate care and their trip would be in jeopardy.

### The Challenge

Coming down with an illness last minute before a trip can be frustrating, especially when it results in your plans being cancelled. In a case such as this one where the one who is sick is a child, waiting out the symptoms to see if the trip can go on as planned may not be a viable option. However, cancelling travel plans last minute can mean losing nonrefundable payments.

### The Outcome

The daughter was diagnosed with a viral infection, and the family was advised to not take their cruise. Arch RoamRight was able to cover the nonrefundable expenses of their cruise, allowing the insureds to focus on getting their daughter the care she needed. The daughter given treatment to lower her fever and keep the nausea at bay, improving her condition within a couple days.

### The Bottom Line

Most travelers will not experience such a situation while traveling. However, illnesses while traveling are an unfortunate possibility. When on a cruise, getting the necessary medical care and coverage needed for those expenses can be challenging while onboard. But when it's a child in need of care, these things can't wait.

### Arch RoamRight Travelers Are Prepared

Arch RoamRight policies include coverage for one child (under age 18) for each related adult policy, allowing families to receive reimbursement for nonrefundable expenses incurred by cancelling a trip. Our award-winning customer service team is available to help answer any questions about how such expenses can be covered under a purchased policy.

Call Arch RoamRight at 866-891-6614 or email [partner@roamright.com](mailto:partner@roamright.com) for more information.

## At A Glance

A child's last minute illness cancels a family cruise.

Cost of travel insurance policy: \$125\*

Amount covered by  
travel insurance:

**\$1,536**