

## PROFESSIONAL LIABILITY INSURANCE POLICY FOR-TRAVEL AGENTS

### ERRORS & OMISSIONS COVERAGE

In today's litigious society, disgruntled clients are suing their travel agents for real or imaginary errors and omissions sometimes caused by the negligence of the travel vendor's employees. Mistakes can and do occur, and certainly not every client sues as a result.

Common scenarios for E&O claims involve dissatisfaction with travel arrangements, alleged failure to advise of needed travel documents, and, yes, actual booking errors; for example, ticketing a traveler to Portland, ME when he wanted to go to Portland, OR.

"Errors & Omissions" (E&O) claims do not necessarily involve an actual error on the part of a travel agent. Simply the perception of an error or omission by a client can give rise to a claim.

This is an "Errors & Omissions Only" policy. It does not include coverage for general liability claims. Therefore, this policy will not respond to claims arising from bodily injury, property damage or personal injury liability.

### POLICY DETAILS AND ITH PROCEDURES

ITH has made arrangements to provide the Professional Liability Insurance Policy for Travel Agents with Connecticut Indemnity Company's Royal & Sun Alliance of Charlotte, NC.

The policy period is from: June 01, 2002 to: June 01, 2003.

The limits of liability for each incident: \$1,000,000 with the aggregate also at \$1,000,000.

The deductible for each claim: \$500.00. The deductible amount specified above applies to both damages and defense costs.

ITH is billed for the agency coverage of this policy, **plus an additional \$50.00 per each Independent Contractor per year.**

Each STAR is required to participate in the coverage and premium payment. ITH accounting personnel bills each member in June of each year for their respective \$50.00 premium. STARS members may provide their own Professional Liability Insurance, and by providing ITH management with a copy of their policy and naming ITH as co-insured, then the \$50.00 premium is waived.