Case Study: Frost Brown Todd assists North American cruise lines with voucher program during Canadian cruise prohibition

Feb 15, 2021

Categories:

Experience

Authors:

Greg E. Mitchell
Cameron (Cami) S. Trachtman

Problem

The Canadian government recently issued an interim order limiting cruise services in 2021 because of the Covid-19 pandemic. To ensure that guests who had previously purchased cruise tickets were still able to travel, Frost Brown Todd assisted the client to quickly develop a reciprocal voucher program with an affiliate American cruise line whereby guests on Canadian cruises could exchange their tickets for a voucher for an American cruise.

Solution

Frost Brown Todd's Insurance Regulation and Risk Management team collaborated to draft a contract outlining the terms of the voucher agreement between the Canadian and American cruise lines so that passengers adversely affected by the Canadian order could exchange their tickets for a voucher quickly and easily.

Client Benefit

Frost Brown Todd's sense of urgency and teamwork proved beneficial to the client. The Canadian order was issued Feb. 4, 2021, and a contract between the involved cruise lines was ready for signing Feb. 5, 2021, making it easy for passengers to enjoy the benefits of the voucher program.

Travel and Tourism Industry Services

Frost Brown Todd offers an experienced, multi-skilled team focused on meeting the needs of the travel and tourism industry. We advise

2026 FBT Gibbons LLP. All rights reserved. ADVERTISING MATERIAL.

FBT Gibbons

clients across the tourism and hospitality ecosystem on a variety of product compliance-related matters, including market conduct exams and corrective action plans for hybrid ancillary products as well as producer licenses and requirements for limited lines travel insurance. Visit our Insurance Regulation & Risk Management page to learn more.

© 2026 FBT Gibbons LLP. May be considered attorney advertising in some jurisdictions.

2026 FBT Gibbons LLP. All rights reserved. ADVERTISING MATERIAL.

FBT Gibbons