

Travel Assistance Services

Fairmont Speciatly has provided a Travel Assistance Service through Europ Assistance USA (EA) which provides 24 hour services that can help you access emergency assistance when you are traveling 100 or more miles away from home. Europ Assistance USA is there when a crisis strikes to help you obtain the care and attention you need.

Over 850,000 multilingual service professionals stand ready to assist you in 200 countries and territories worldwide.

These services are only eligible for payment or reimbursement if EA is contacted at the time of service and has arranged and/or pre-approved the service. Contact number: (877) 279-1913

Europ Assistance USA
4330 East West Highway, Suite 1000, Bethesda, MD 20814
www.europassistance-usa.com

Travel Assistance Services

- **Evacuation** – Medical transport to the closest adequate medical facility based on the member's medical condition. EA will arrange and pay. The limit of liability for Emergency Medical Evacuation is \$50,000 per Covered Member.
- **Repatriation** – Medical transport from place of hospitalization to the member's home after an EA designated doctor determines repatriation is necessary for the Covered Member's continued care and recuperation. EA will arrange and pay. The limit of liability for Emergency Medical Repatriation is \$50,000 per Covered Member.
- **Return of Dependent Children** – If the member cannot take care of his/her dependent children due to a medical problem EA shall arrange and pay for the return of such Dependent Children to the Covered Member's domicile, via the most direct route on economy class airfare. Limit of \$5,000 per Covered Member. If necessary, EA shall arrange but not pay for the transportation for a qualified attendant to accompany the Dependent Children.
- **Return of Mortal Remains** – If the member passes away during a trip, EA will arrange for the return of the remains or ashes to the member's home EA shall arrange and pay, up to a maximum of US \$10,000, for all necessary government authorization, including a container suitable for transport, and for the transportation of the remains, to the Covered Member's domicile.
- **Return of Traveling Companion** – If the member's traveling companion cannot continue on their scheduled trip due to the member's medical emergency EA will arrange and pay to have the traveling companion returned home, up to a limit of \$5,000.



Additional Travel Assistance Services

- **Nurse Helpline** - Registered Nurses are available 24 hours per day and seven days per week by telephone to help the member navigate the healthcare system and understand the member's healthcare needs.
- **Medical Referrals** – Are available nationally and internationally and are provided to the member through the use of EA's worldwide network of providers.
- **Monitoring of Medical Conditions** – This benefit is available to any member worldwide; a EA physician will stay in close contact with the member's attending physician(s) to follow the progress of recovery and intervene when necessary.
- **Transport Escort** – EA can arrange for a family member or other traveling companion to continue to accompany the member during evacuation, repatriation or return of remains if it is reasonably possible for that person to accompany the member.
- **Coverage of emergency medical expenses overseas** – EA also offers a program that provides emergency medical coverage to travelers outside of the United States. This includes guaranteed hospital admission (up front payment in local currency) as well as guaranteed discharge (EA will pay for expenses related to the member's medical emergency on the spot in local currency where necessary).
- **Advance of Medical Expenses** – Allows a member an advance of emergency inpatient medical payments with a proper reimbursement guarantee.
- **Coordination/Assistance with Medical Payment** – This service is applicable if a member does not have medical benefits; also see Advance of Medical Expenses.
- **Prescription and Corrective Lens Replacement** – Should the member lose or forget or run out of his/her medication or corrective lenses while traveling, EA will, when legally possible, replace it or ship a refill to the member's location. The member is responsible for all fees for the medication and applicable shipping costs.
- **Advance of Cash** – Available nationally and internationally. An EA Agent or Office will take care of the cash transfer internationally when necessary.
- **Advance of Medical Payment** – This benefit is available worldwide. EA may utilize its agent network to pay providers directly in local currency. (EA must be able to guarantee reimbursement from either the member or a third party prior to payment guarantee)
- **Cultural Information** – Weather, visa, inoculation, exchange rates, and travel advisories
- **Embassy/Consular Referrals**
- **Emergency Message Relay** – The member can contact EA via toll free or collect call and leave urgent messages for a family member or business associate; EA will then relay this message to the designated party.
- **Legal Referral** – Should the member need a lawyer, EA will provide a referral. This service is available nationally and internationally.
- **Lost Baggage/Items** – Assistance with lost luggage and personal items

- **Phone Interpretation and Translation Services** – Should the member require phone interpretation services EA would refer him/her to a suitable vendor. EA may, alternatively, assist with simple translations or interpretations.
- **Emergency Travel Arrangements** – The member has access to EA's full-service travel agency for emergency travel arrangements.