

INSURANCE FOR SCHOOL TRIPS / OFF SITE ACTIVITIES BY ARRANGEMENT WITH AON

Trips Advice

Best have arranged a special advice line service with Aon Protect Assistance. The service is available 24 hours a day to provide practical help and advice free of charge, on the matters listed below. You can contact Aon Protect Assistance on +44 20 7173 7797 (24 hour)

Pre – Travel Information

- Business and social customs
- Political situations
- Medical advice and medical facilities overseas
- Health precautions, including vaccinations
- Visa and entry permit requirements
- Currency and Banking hours
- Time zones and Climate
- Driving restrictions.

Travel and Emergency Assistance

- Medical Expenses
- Medical advice, referral or treatment
- Emergency repatriation
- Local payment of hospital bills; or
- Replacement of essential maintenance medication or drugs

Telephone +44 20 7173 7797 from outside the UK; (or 020 7173 7797 from within the UK)

Medical cover and the European Health Insurance Card:

Insured persons who are normally resident in the UK are entitled to a UK issued European Health Insurance Card (EHIC).

The EHIC can be used to cover any necessary medical treatment due to either an accident or illness with the European Economic Area (EEA).

Although the EHIC may not cover all medical costs incurred, the insurers strongly recommend that insured person's obtain the EHIC card and take it with them whenever they are travelling in the EEA.

Further details can be obtained from the EHIC Information Service at www.ehic.org.uk or at the Department of Health or local Post Offices.

Cancellation Cover

Cancellation cover is effective from the time of booking provided cover is in place.

Please note that **no cover is provided where a journey is planned or undertaken against medical advice.**

PROCEDURE FOR MAKING CLAIMS

Reporting claims

In the event of needing to make a claim under the above scheme, initial contact should be made with the Insurance Team on Tel. Nos. 0116 3056516 / 3056576 in order to obtain a claim form and to establish that the circumstances of the claim are covered under the policy.

All claims need to be reported/registered to the Insurance Team asap.

Completed claim forms should be submitted to the following address:

Insurance
Room 120,
County Hall,
Glenfield,
Leicester LE3 8RB.

Assuming the claim is accepted within the terms of the policy, the insurer will make settlement direct with the school /college.

If you experience any problems with the claims procedures, please contact Insurance Team on the Tel Nos. given above.

Whilst on a trip or journey

1. Serious Injury or illness

When Aon Protect Assistance is contacted, the following information should be provided:

- The insured person's name and the group policy number (17-ACC-0000000024)
- The telephone, fax or mobile phone number where the insured person can be reached.
- The insured person's address abroad
- The nature of the emergency
- The name of the school & Leicestershire County Council

2. Minor injuries or illness

If an insured person suffers minor injury or illness for which medical attention is received but which does not require the intervention of Aon Protect Assistance, the leader of the party should pay for the treatment and obtain receipts from the hospital or clinic, doctor and/or pharmacy. The insured person should also obtain a medical certificate showing the nature of the injury or illness.