

ACE Assistance is operated through a single UK telephone number and offers immediate information, advice and assistance, 24 hours a day, 365 days a year, anywhere in the world.

Please print these cards and distribute to all Group Leaders and accompanying adults for every trip. Obviously, if you can print onto card – this will make the details more durable. The Group Leader usually takes charge in an emergency – but back-up cover should be arranged and there should be liaison with the Tour Operator if one is being used. Don't forget to ensure the school contact has all the necessary details about the trip.

ACE Assistance

Consistent with its philosophy of customer care ACE provides a number of additional assistance services for the traveller. These are automatically provided with the insurance cover and are summarised as follows:

Travel and Emergency Assistance

If during the Period of Insurance an Insured Person requires medical or personal assistance or advice during a Journey, they may call ACE Assistance:

From outside the UK on: +44 207 173 7798

From within the UK on: 0207 173 7798

in respect of:

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

Emergency Event Information

1. Ensure that all staff and young people are safe from further danger.
2. Ensure that rescue, medical care and hospitalisation is provided, as necessary.
3. Inform your school or LEA as soon as possible and ensure the appropriate arrangements are made to inform parents. In the case of fatality the police should be informed.
4. Consider whether your party (including yourself) needs adult assistance and request the same from your school/LEA.
N.B. If your school/LEA has made detailed emergency/disaster plan arrangements, carry these details with you.
EMERGENCY Contact No _____
5. Do not speak to the press or media, other than to refer them to whoever is designated to deal with them in such circumstances.
6. Ensure that any equipment is retained in unaltered condition.
7. Never admit liability of any sort.
8. Do not allow anyone to see a party member without a witness being present.
9. If necessary ring ACE Assistance at the earliest opportunity.

N.B. No one, unless they are in a relevant official capacity, has the right see anyone who does not wish to see them. In the event of any verbal communication, keep a written record of everything that is said, and happens.

ACE Assistance

24 Hour Emergency contact numbers

Outside UK **+44 207 173 7798**

Within UK **0207 173 7798**

Pre-Travel Information

During the Period of Insurance an Insured Person may call ACE Assistance:

From outside the UK on: +44 207 173 7798

From within the UK on: 0207 173 7798

for pre-travel information on:

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

ACE accepts no responsibility for any advice given or any information provided by third party assistance providers.

If you need to use ACE Assistance, simply call the appropriate number, it will help if you have as many details with you as possible when you call.

From outside the U.K on: +44 207 173 7798

From within the U.K on: 0207 173 7798

Please be ready to give:

- Name of your Local Education Authority.
- Name & address of your school.
- Policy Number.
- Contact number(s) for where you are.

And depending on your situation, relevant information such as:-

- School's Emergency contact details.
- Details of any individuals for whom help is needed.
- Contact details for any doctors or hospitals involved.

ACE Assistance handle many emergencies everyday – so be prepared to let them help you with solutions.