

24 HOUR EMERGENCY ASSISTANCE AND PRE-TRAVEL ADVICE NUMBER

You should refer to the DTW1991 Holiday Travel+ Insurance Policy for full information

For 24 hour Worldwide Emergency Assistance Service and Pre-travel contact

Mayday Assistance (Assistance Company)
Telephone: +44 (0)20 8050 1991 or
Email: operations@maydayassistance.com

When contacting the Assistance Company please advise them that You are insured under scheme reference **DTW1991 Holiday Travel+** and quote the Policy ID stated in the Travel Insurance Certificate. You must contact the Assistance Company prior to:

1. You being admitted as an inpatient at any hospital, clinic or nursing home. If this is not possible because of the seriousness of the condition, then You must contact the Assistance Company as soon as possible after You are admitted
2. any repatriation arrangements being made
3. burial or cremation or transportation of the Insured Person's body
4. any hospital transfer being arranged or return home costs incurred under Section 2 sub-section 1 or sub-section 2 and obtain authorisation for any costs to be incurred.

Once contacted and if Your claim is valid, an experienced assistance co-ordinator will ensure that necessary medical fees are guaranteed and where appropriate repatriation/transportation is arranged by the most suitable method.

The Assistance Company can provide advice and assistance in many other circumstances. For example they can:

- liaise with medical staff and hospitals
- guarantee medical fees if necessary
- arrange emergency repatriation with medical escort if necessary
- advise other members of the party if You are admitted to hospital
- advise on how to locate lost or delayed baggage with carriers
- refer You to an Embassy, Consulate or other source of legal consultation
- organise onward travel tickets following missed departure
- provide advice before You travel such as:
 - which currencies and/or travellers cheques to take
 - banking hours
 - any visa entry requirements and permits required
 - inoculation requirements
 - the language spoken and the time zones in the countries being visited.