Emergency Medical assistance number:
+44 (0)1243 621066

24 hours a day, 365 days a year

For our joint protection telephone calls may be recorded and/or monitored.

Policy reference 100003814GPA

In the event of a medical emergency whilst overseas you should contact the service to obtain 24 hour assistance with medical advice, treatment, or obtaining essential drugs or medication; payment of hospital bills and doctor's charges; emergency repatriation, including where necessary for a friend, family member or medical staff to travel with you.

Please remember
In the event of a medical emergency, it is important that you, or someone representing you, contact us without delay before you incur any substantial costs, since failure to do so may invalidate your claim under the company's travel insurance programme.

This service is operated by Cega Air Ambulance Ltd.

Claims Number for all non medical claims whilst Travelling
+44 (0)1243 621416

We can arrange for assistance to the Insured for claims under the following sections of Your Travel Policy:
- Cancellation, curtailment and delay
- Baggage, money and personal effects
- Legal expenses

Security Consultants/Advices – Red24
+44 (0) 207 741 2074

You must contact our security consultants immediately in the event of any circumstances or any incident, event or that might give rise to a claim under either evacuation cover or where you believe you or an insured person is in a life threatening situation.

Services also include travel security advice in over 230 countries worldwide and a mobile phone travel safety alert service notifying you of high risk events.

Further details located in Your policy wording

Advice Before You Travel
+44 (0) 1243 621556

Our Travel Assistance Helpline can be contacted any time day or night and will provide advice and information on
- Visa and entry permits you may need.
- Necessary vaccination and inoculation requirements and where they can be arranged.
- What you should take with you in relation to first aid and health.
- Currencies, travellers cheques and current exchange rates.
- Languages, time zones and details of countries you will be visiting.

In addition, there is a wealth of information available on the Foreign and Commonwealth Office website which provides lots of advice for travelling including briefings for each country. This can be found at www.fco.gov.uk.