

## OVERVIEW

If a Member is hospitalized as an inpatient due to an illness or injury while traveling more than 150 miles from their home, Global Guardian Air Ambulance will arrange and pay for air medical transportation, medical evacuation, and repatriation services to the hospital of the Member's choice.

## MEMBERSHIP PROGRAMS

### Individual

An individual membership includes the primary member only. The minimum age for an individual membership is 16 years at the time of enrollment and the maximum age for an individual membership is 74 years at the time of enrollment.

- U.S. or Canada Resident: Membership provides coverage for the individual on uninterrupted foreign travel of 90 days or less and all domestic travel more than 150 miles from declared residence
- International Resident: The member's declared home residence is outside of the U.S. or Canada. Membership provides coverage for the individual on uninterrupted foreign travel of 90 days or less and all domestic travel more than 150 miles from declared residence
- Extended Stay: The member is living or travelling outside of their declared country of residence for more than 90 days uninterrupted

### Family

A family membership includes the primary member, his or her spouse or domestic partner, and up to five unmarried dependent children (including step, foster or legally adopted children) under the age 26 at the time of enrollment. The primary member and their spouse or domestic partner are between the ages of 16 and 74 at the time of enrollment.

- U.S. or Canada Resident: All family members are residents of the U.S. or Canada
- International Resident: The primary member's declared home residence is outside of the U.S. or Canada
- Extended Stay: The family, or any individual family member, is living or travelling outside of their declared country of residence for more than 90 days uninterrupted.

### Senior

A senior membership includes the primary member who is between the ages of 75 to 84 at the time of enrollment. Senior memberships are available to Members living in the U.S. or Canada and those living internationally. The member is covered for all uninterrupted foreign travel of 90 days or less and all travel more than 150 miles from declared residence.

## ELIGIBILITY & RESTRICTIONS

- To be eligible for international transport services, you must enroll prior to departure from the country of residence.
- Membership is valid only if the applicable membership fee is collected.
- Membership enrollments and renewals are non-transferable, non-refundable, and subject to approval by Global Guardian Air Ambulance, whose decision is final.

- Intentional or unintentional errors or omissions in information provided to Global Guardian Air Ambulance may result in refusal of services and/or cancellation of your membership.
- If a birth or legal adoption occurs during the year of a family membership, the new dependent is protected by our services after the primary members has informed Global Guardian Air Ambulance of this event. Children adopted outside the declared country of residence will be protected once they have entered the declared country of residence for the first time.

## OUR SERVICES TO YOU

### Transport Services While Traveling

If a Member is hospitalized as an inpatient due to an illness or injury while traveling more than 150 miles from their home, whether domestically or internationally, Global Guardian Air Ambulance will arrange and pay for air medical transportation, medical evacuation, and repatriation services to the hospital of the Member's choice.

### Transport Services to Specialty Hospitals

If a Member is hospitalized as an inpatient in their hometown or expatriate home hospital and require admission to a specialty hospital located more than 150 miles away, and they are unable to travel without continuous medical care, Global Guardian Air Ambulance will arrange and pay for air medical transportation to the specialty hospital, provided that the Member's receiving physician and our Medical Director agree that the transport to the specialty hospital is medically necessary.

### Medical Monitoring and Consultation

When Global Guardian Air Ambulance is notified that a Member has been hospitalized while traveling, its Medical Director will communicate with the attending physician and will continue to monitor the Member's condition. If requested, Global Guardian will communicate with the Member's family or other designee during transport or until the medical condition is resolved.

### Transport of Mortal Remains

If a Member dies while traveling more than 150 miles from their home, Company will arrange and pay for all necessary government authorization, provide a container appropriate for airline transport, and return the remains to a funeral home of choice in their home country.

## WHEN GLOBAL GUARDIAN AIR AMBULANCE WILL TRANSPORT

If a Member is hospitalized as an inpatient and wishes to be transferred to another hospital more than 150 miles away, Company will provide fixed wing air ambulance services subject to the following Terms and Conditions:

- The Member must be hospitalized as an inpatient transferring to another hospital as an inpatient.
- The Member must be medically stable for transfer. Assuming all other medical transfer criteria are met, Members who are initially considered medically unstable for transfer to their home hospital may first be transferred to the closest appropriate medical facility for initial stabilization. After initial stabilization, Company will arrange transfer to the Member's home hospital if they continue to meet medical transfer criteria. This transfer to the member's home hospital is a continuation of the initial transfer and will be considered as one transport in determining the number of transports allowable per membership year.
- Member must have a confirmed admission at the receiving hospital prior to transport.
- Repatriation flights will only return you home.
- The Global Guardian Air Ambulance Medical Director and the receiving physician must concur that the Member cannot be discharged and travel without continuous medical care.
- Global Guardian Air Ambulance must make all arrangements for air medical transportation and repatriation. Since Global Guardian Air Ambulance is a membership program and not an insurance plan, Members will not be reimbursed for expenses they incur on their own.
- Decisions regarding urgency of the case, the best timing, and the most suitable means of transportation will be made by the Global Guardian Air Ambulance Medical Director after consultation with the local attending physician and the Member's receiving physician.
- If a Member's condition permits, he or she may be transported as a patient on a scheduled commercial airline in the care of a medical team.
- Both the originating and receiving hospitals must be reasonably accessible by ground ambulance to transport the Member to and from an airfield capable of accommodating medical aircraft we provide.
- Transportation from remote areas or islands to a location with an airfield accessible to medical aircraft is not provided. Costs of evacuation from these remote areas are the responsibility of the Member.
- Membership does not provide helicopter transports or payment of hospital bills.
- Due to limited medical and laboratory facilities on cruise ships, in some cases Company's Medical Director may require a member to be admitted to a hospital on-shore before scheduling air medical transportation to another hospital.
- U.S. registered aircraft and personnel cannot be sent into countries where the U.S. State Department has issued travel restrictions, to areas where civil aviation has been suspended or restricted, such as the result of a natural disaster or civil unrest, or to areas subject to a U.S. Centers for Disease Control and Prevention (CDC) Level 3 Warning. Company will use its best efforts to use foreign registered aircraft to obtain access to these restricted areas, but Aeromedical Transportation Services may be subject to exclusion in these areas.
- One family member, business associate, and/or traveling companion may accompany the Member, at no additional cost, on medical aircraft if space is available and the Member's care is not compromised.

- Family members, business associates, and/or traveling companions accompanying Members transported as a patient on a scheduled commercial airline are responsible for their own airfare.
- Air ambulance service is limited to two separate transports per Member per year, except for repatriation flights involving enrolled multiple family members requiring simultaneous repatriation. Under these circumstances, each family member will receive one fully paid transport.
- The Member and an accompanying passenger are limited to one small carry-on bag each due to limited space available on medical aircraft. Company will assist in arranging for additional luggage to be forwarded at the Member's expense.
- Repatriation timeframe is dependent on required permits, visas, flight times, and mandatory crew rest periods.

#### WHEN GLOBAL GUARDIAN AIR AMBULANCE WILL NOT TRANSPORT

- Global Guardian Air Ambulance is not a first, or emergency, responder. We will not transport or reimburse for transport to a hospital for initial treatment, emergency treatment, or diagnosis. Transports must originate from a hospital after the Member has been admitted as an inpatient.
- A Member with mild lesions, simple injuries such as sprains, simple fractures or mild illness that can be treated by local doctors and do not prevent the Member from continuing his trip or returning home does not qualify for air medical services.
- A Member who is hospitalized or anticipating hospitalization at the time of enrollment will not be eligible for transport benefits for that hospitalization. This includes injuries, illnesses, or conditions existing at the time of enrollment for which inpatient medical care (i) was received some time during the 180 days prior to enrollment, or (ii) has already been scheduled or recommended by a health care provider.
- If a Member is medically discharged from the hospital or leaves against medical advice, they will not be eligible for air medical transport.
- A Member traveling outside of their home country to receive medical care will not be transported.
- A Member with a communicable disease requiring patient isolation or quarantine will not be transported. Examples include Tuberculosis and Ebola.
- A Member with an infectious disease under treatment at the time of enrollment will not be transported for any condition related to that infection.
- A Member who is hospitalized with a psychiatric disorder will not be transported.
- A Member who is hospitalized for alcohol or drug abuse, including addiction, withdrawal, or complications from abuse, will not be transported.
- A Member will not be transported for an organ transplant or related condition.
- A Member who is seeking experimental or elective treatment, or participation in a clinical trial or study, will not be transported.
- A Member beyond the second trimester of pregnancy may not be transported.
- Due to FAA weight limits on stretchers, members weighing over 300 pounds may not be transported.

- Members will not be entitled to transport if their illness or injury is a result of or is contributed to by the following:
  - War, invasion or civil war;
  - Suicide, attempted suicide or intentional self-injury;
  - A Member's own criminal or felonious act, or
  - Sustained while the Member is in a state of mental incapacity.

#### TRANSPORT OF MORTAL REMAINS

The following restrictions or limitations apply to the transport of the mortal remains of a Member.

- Depending on foreign laws and customs, embalming may not be available outside of North America;
- Documents required by some countries can delay transport by several days;
- Caskets, other than those certified for airline transport, are not included; and
- Global Guardian Air Ambulance representatives must make all arrangements for the transport of mortal remains. No reimbursement will be made for expenses incurred by Members.

#### HOW IT WORKS



##### CALL US IN AN EMERGENCY

If you get sick or injured while traveling, call our 24/7 Operations Center.



##### WE BRING YOU HOME

No claims forms, no deductibles, and world-class service. We get you home to your family!



##### RECOVER IN COMFORT

Recover with your friends and loved ones in the hospital of your choosing.

Global Guardian Air Ambulance is an indirect air carrier authorized under U.S. Department of Transportation Order 83-1-36, 99 C.A.B. 801 (1983), and uses the services of licensed FAA Part 135 direct air carriers to meet the air ambulance or medical evacuation transportation needs of its members & clients. Air Ambulance Card does not own, lease or operate any aircraft. As an indirect air carrier, Air Ambulance Card contracts for the provision of air transportation services in its own name and coordinates the provision of medical services. All flights are operated by licensed direct air carriers.



GLOBAL GUARDIAN

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GLOBAL GUARDIAN

AIR AMBULANCE

## TERMS & CONDITIONS

This booklet contains the terms and conditions for your membership. We encourage you to read it carefully so that you may fully understand our benefits and services. If you have any questions we have included detailed contact information for Global Guardian Air Ambulance below.

You are not required to have your membership card available in order to receive Global Guardian Air Ambulance services! If you are hospitalized while traveling, please have the following information available when you call using the phone number below:

1

Your name and the telephone number by which we can contact you.

2

A brief description of your medical condition.



##### READY TO RESPOND

365 days a year, 24 hours a day



##### WORLDWIDE

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