

4. School Trips - AIG - Policy Number: 0010608847 – Resources

A condition on the travel policy this year is that we must provide policy information to each Insured Person before they go on a school trip.

The attached document should be given to each school pupil before attending school trips.



AIG School Journeys
Council SJ Policy IPID

Is there anyone in specific I should be sending this to or will you pass this information on to each school?

Everything else remains the same (see below).

The Council travel policy is with AIG - Policy Number: 0010608847.

- Under the Council's cover anyone travelling should be made aware of the following:

Before you travel

The facility exists to upload important travel and medical details to a secure personal site – this can be accessed via Travel Angel at [My LifeLine](#) - **the policy number : 0010608847** will require to be entered to register on the site.

The site also provides advice on personal security, travel health issues, street crime, robbery, terrorism and unrest and can provide SMS and e-mail alerts to keep employees travelling abroad apprised of changing political situations or severe weather conditions which could disrupt the organised trip.

While on the trip

You should keep with you, the details you require to contact the insurers directly for any support required. You should note that the council's travel insurance is with AIG and the **policy number is 0010608847**

The contact number for access to assistance in relation to **Medical and Emergency Travel matters is +44 (0) 1273 552922.**

The Emergency Medical Assistance Helpline centre based in Shoreham, provides access to a 24/7 helpline which is staffed by multilingual staff experienced in dealing with hospitals and clinics worldwide. Supported by medical consultants and nursing staff they can facilitate guarantee of payment directly with a hospital overseas to avoid the

hospitalised person having to front any medical fees for treatment, sourcing and transportation to the most suitable medical facility and repatriation where required. Wherever possible in the event of a medical emergency contact should be made immediately via this number to allow AIG to provide assistance from the outset of the incident.

From the +44 (0) 1273 552922 number AIG can also provide emergency message relay to family and colleagues as well as providing assistance with lost tickets and baggage.

To report claims involving baggage, personal property or money, the number to call is + 44 (0) 20 7359 3433 or e-mail lifelinebaggageclaims@aig.com.

For all other claims the number to report the incident is + 44 (0) 845 602 9429 or claimsuk@aig.com