

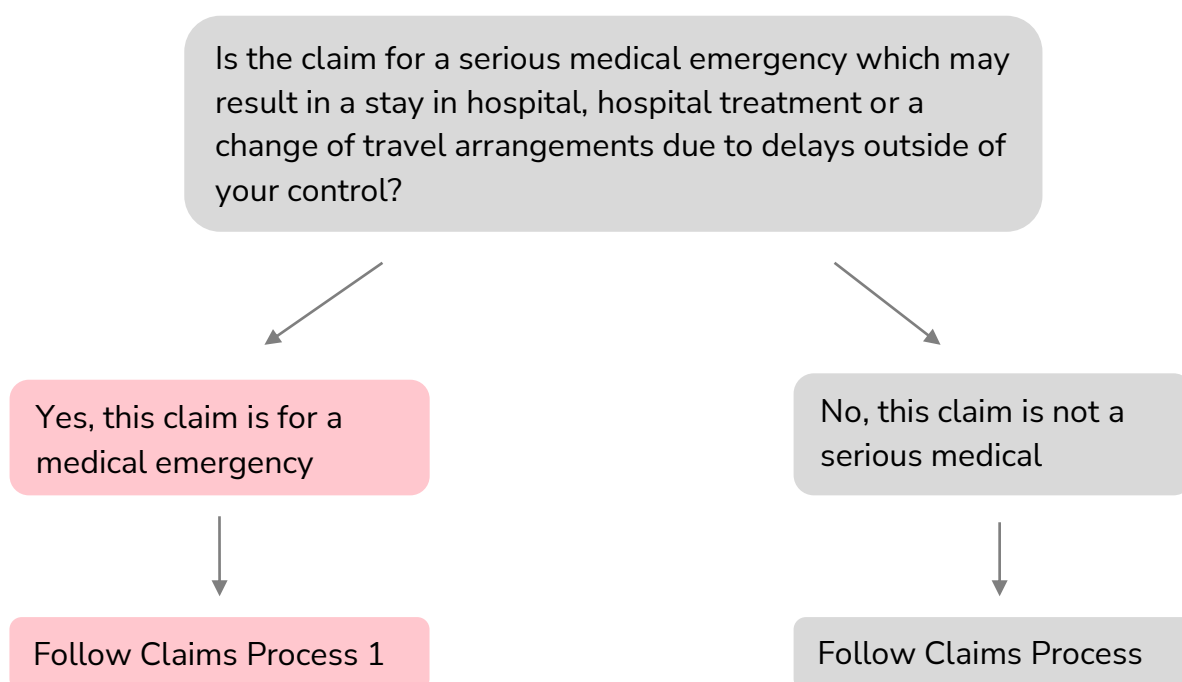


Roverway 2024 Insurance Claim Process

On behalf of the UK Contingent to Roverway 2024, The Scout Association has purchased travel insurance. The insurance policy is limited to members of the UK Contingent working for, participating in and travelling to the Roverway 2024 between 22 July and 5 August 2024.

This document provides guidance to UK Contingent members on how to make an insurance claim. Please read the following instructions to understand the steps for your particular claim.

In all instances please ensure you report your claim as soon as possible, failure to do so may affect the success of your claim.



Claims Process 1 – Medical Emergencies

In the event of a medical emergency, deal with the immediate situation first and alert the appropriate emergency services as necessary. Only commence the insurance claims process when it is safe to do so.

Remember to have your EHIC/GHIC card to present upon arrival at the hospital.

Once the immediate situation has been dealt with, you must alert the UK Contingent as soon as possible by calling the UKC emergency number printed on your wristband. If required, the UKC will provide additional support to you/the affected individual and open a claim with the contingent insurers.

When calling the UKC, please provide the following information:

- the UK Contingent member's name and location;
- the phone number you are calling from;
- the name and phone number of the hospital treating the UK Contingent member;
- the nature of the emergency.

The UKC Event Management Centre will contact the medical emergency assistance team and open a claim on UK Contingent member's behalf.

The emergency assistance team will liaise with the affected individual(s), the Event Management Centre, the CMT, hospital and other stakeholders including next of kin and parents, and manage the ongoing medical incident.

Not making contact, or not following instructions, could affect your claim. The emergency assistance company must agree beforehand any medical emergency travel expenses involving air travel.

Claims Process 2 – Individual Claims

This process covers claims that are not a serious medical emergency as detailed in process 1 above. **If your claim is not a medical emergency then you will need to cover the cost of your claim yourself in the first instance and then follow the process to be reimbursed.** Please ensure you have access to some money in case of emergencies.

Types of claims covered under this policy include lost or stolen baggage and money, trip curtailment and non-emergency medical treatment e.g. prescription costs.

How do I make a claim?

1. Contact the CMT by submitting a Zendesk ticket via [the form](#) or by emailing roverway@scouts.org.uk
2. Provide as much information as possible about the issue you're experiencing and if there is any additional support the UKC can provide.
3. The Event Management Centre will provide you with the appropriate form which you will need to complete in order to make your claim.
4. The insurance company reserves the right to reject claims made without the necessary documentation, so ensure you have the relevant supporting documentation to make your claim:
 - Police reports (for stolen items)
 - Medical reports (for minor injury or illness)
 - Airline confirmation of loss form (for lost baggage)
 - Receipts for replacement items where they are needed as an emergency (i.e. items purchased if bags were delayed / lost, travel delays etc)
 - Original receipts or proof of ownership (eg. a photo) of any stolen or damaged items
5. Once you have completed the form and have all the associated documentation as outlined on the claim form, send this back to the Event Management Centre via [the support form](#), who will then pass this on to the claims handler.
6. The Event Management Centre will manage communications between you and the insurer, and will keep you updated on the claim's progress.
7. When a claim has been settled, the claim amount will be paid to The Scout Association, who will contact you to arrange the transfer of funds.

Please note that when making a claim on an insurance policy an excess may apply which is deducted from the final settlement amount. Please see the policy schedule for further information of when the policy excess will apply.

You can make insurance claim(s) upon your return to the UK. Please ensure you have the relevant supporting documentation, and submit your claim as soon as reasonably possible.