



TRAVEL CONCIERGE & ASSISTANCE SERVICES

- A. **Pre-Trip Services:** APRIL assists our travelers with the following standard travel information to ensure a smooth pre-planning experience and trip readiness:
1. Passport and visa requirements including information on how to obtain these documents
 2. Travel advisories
 3. Foreign currency exchange rates
 4. Inoculation and immunization requirements
 5. Temperature and weather information
 6. Address and telephone number of the nearest consulate or embassy
 7. Cultural and other events, if applicable
- B. **Express Airport Security Assistance:** APRIL assists our travelers with information and recommendations on which program is best-suited for their needs based on frequency of travel, destination(s), and home airport(s). APRIL helps our travelers enroll and set up interviews (when necessary) for the appropriate program(s) including PreCheck, Global Entry, and/or CLEAR. APRIL does not guarantee that the traveler will pass the interview process. All associated fees for these programs are the responsibility of the traveler.
- C. **Lost Luggage:** APRIL is pleased to assist our travelers with the following items:
1. Locating his or her lost luggage and if requested, APRIL will help our traveler secure replacement items from home;
 2. Obtaining a lost transportation ticket application;
 3. Locating his or her lost documents and other important personal items.
- NOTE:** APRIL is not liable for lost and unfound pieces of luggage. Any compensation due to lost or delayed luggage that the traveler may be entitled to would be paid by their insurance company and/or airline (unless covered under the General Terms and Conditions of an APRIL policy). Any third party expenses, including shipping and/or express delivery charges will be the responsibility of the traveler.*
- D. **Smartphone Travel Applications:** APRIL provides recommendations and instructions for the top smartphone apps that best suit our traveler's device(s), needs and/or destination. These applications can provide streamlined GPS access to restaurant, destination, event, and attraction information. They may also assist with easily receiving service from taxi or transportation providers or getting status updates on flight information. Other apps help with currency exchange rate information, translation services, navigating airports (including finding lounges), and weather information. Recommendations on additional features and services are also available.
- E. **Identity Theft:** We are able to assist our travelers in the unfortunate event of personal identity theft by contracting the services of a specialized agency who will



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order and review credit bureau records on their behalf; investigate financial accounts where identity theft is suspected; assist in the cancellation of credit/debit cards to prevent additional harm; give access to emergency cash if the victim's financial accounts were forced to be closed; and review account activity to identify any suspicious activities.

- F. **Airport Transfers**: Shared-ride airport shuttle service, providing door-to-door ground transportation with 36 airports nationwide and 4 internationally. If private transfers are requested, we will arrange those on our traveler's behalf.

NOTE: Shuttle or Private transfer fees are the responsibility of the traveler.

- G. **Access to Medical Providers**: If requested by our travelers, APRIL is able to assist with providing the contact information of hospitals, dental clinics, physicians or any other specialist in the area where our traveler is located. APRIL will also set up appointments when needed. Furthermore, April has taken the time and care to ensure these providers have already been pre-screened and approved for quality control purposes and our travelers' peace of mind.
- H. **Medical Transfers**: In case of an emergency, APRIL can arrange for the transfer of our traveler to the nearest medical facility in order for him/her to receive medical attention.

NOTE: Payment for the medical transfer (and potentially an accompanying doctor or nurse) is the responsibility of the traveler unless covered under the General Terms and Conditions of an APRIL policy.

- I. **Medical Assistance Follow-up**: In case of an accident or sickness, APRIL will monitor the development of the mentioned event, to make sure the correct procedures are followed until the event is finalized. APRIL will also provide the service of communicating any updates to our traveler, as well as the traveler's family, until the traveler's medical problem is resolved or stabilized.
- J. **Medical Repatriation**: In the event that due to serious injury or accident medical repatriation is needed, APRIL can assist with coordinating all aspects of returning our injured traveler to his/her usual country of residence by regular airline or air ambulance (accompanied by doctor or nurse, if required).

NOTE: Payment for all costs associated with the medical repatriation (including an accompanying doctor or nurse) is the responsibility of the traveler unless covered under the General Terms and Conditions of an APRIL policy.



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- K. **Funerary Repatriation:** In the unfortunate event of demise of our traveler, APRIL can assist with organizing the funerary repatriation for:

1. The coffin required for transportation
2. Administrative procedures
3. Transportation to the airport of entrance to the country of permanent residence of our traveler

NOTE: *Payment for all costs associated with the funerary repatriation is the responsibility of the traveler unless covered under the General Terms and Conditions of an APRIL policy.*

- L. **Eyeglasses/Contact Lens Replacement:** APRIL can assist our travelers with the service to receive the eyeglasses and/or contact lenses that they need for continuing their trip.

NOTE: *The cost for the eyeglasses, lenses, and delivery in these instances are paid for by the traveler.*

- M. **Medications Replacement:** APRIL can locate the medication our travelers need in case they lose or forget it at some point during the trip.

NOTE: *The medication or delivery costs in these instances are paid for by the traveler.*

- N. **Return Of Minor:** Should our traveler be traveling as the only companion of children under the age of 15, who are also APRIL travelers, and are unable to take care of the children due to an illness or an accident occurring during the trip, APRIL can help arrange the trip of a relative to accompany the children back to their permanent place of residence.

NOTE: *Any cost related to the return of the minor children and/or accompanying relative will be paid for by the traveler.*

- O. **Return Of Elderly:** If a traveler travels with one or more elders over the age of 75 that are also travelers of APRIL, and he/she cannot be in charge of accompanying these persons due to illness or accident occurred during the trip, then APRIL is able to assist with organizing the transfer of a relative, so that he/she can accompany the traveler(s) to his/her place of permanent residence.

NOTE: *Any cost related to the return of the elderly traveler and/or accompanying relative will be paid for by the traveler.*



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- P. **Transfer Of A Relative During Times of Need:** April is able to assist our travelers if they are hospitalized abroad or in other times of need with making the arrangements for a relative to travel to the traveler to accompany them.

***NOTE:** Any cost related to the travel for this relative would be paid for by the traveler.*

- Q. **Restaurant Recommendations and Reservations:** APRIL is able to assist our travelers with information and recommendations on restaurants in all the countries where APRIL provides travel assistance services. April can also book reservations if requested.

***NOTE:** Any costs associated with this service are the responsibility of the traveler, and there are no discounts included at the restaurants as a part of this service. This is not a service designed to obtain reservations at exclusive restaurants or restaurants that do not take reservations.*

- R. **Event Ticketing:** APRIL can assist our travelers with procuring tickets to sporting events, theater or concert events worldwide as long as the tickets are available for purchase. Event Ticketing is a service that APRIL offers to travelers to find, purchase, and deliver tickets to certain events.

***NOTE:** In these instances, the traveler must pay for the tickets and delivery, typically via credit card. APRIL uses publicly available methods to procure the event tickets and does not offer any discount with this service. This is not a service designed to obtain tickets to events that are sold out or are not publicly available for some other reason.*

- S. **Travel Reservation Services:** In the event of an emergency, APRIL can assist our travelers in making emergency travel arrangements, including airline, hotel, and car rental reservations.

***NOTE:** In these instances, the traveler is responsible for payment of all tickets, accommodations and rentals arranged (unless covered under the General Terms and Conditions of an APRIL policy).*

- T. **Retail Discounts:** April has access to money saving discount deals/coupons available for over 340 various retail locations nationwide and 10 internationally to share with our travelers. Coupons can be received via email or postal mail (coupon booklet).



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U. **Airport Parking:** April is able to assist and recommend offsite-airport parking services specifically geared toward the business traveler with:

- A network of over 75 airports
- Online reservations
- Car washing & detailing
- Pet boarding
- Car maintenance (oil changes)
- Car charging stations
- Valet parking

APRIL helps by providing our travelers with location information (including directions if needed) as well as the available services for the facility of their choice.

NOTE: Daily discounted parking fees would be the responsibility of the traveler.

V. **Trip Destination Profiles:** APRIL is able to provide information on every country in the world and over 200 cities worldwide including information on local entertainment, suggested itineraries, and health advisories to help our travelers create the ultimate travel experience.

W. **Urgent Messaging Service:** In the event of an emergency, APRIL is able to use its best efforts and multiple platforms to transmit an urgent message for our travelers to their family, friends, and/or business associates.

X. **Translation Services:** If our travelers need help communicating in an emergency, APRIL is able to provide translation services in all major languages via telephone to them.

NOTE: If our travelers require ongoing or more complex translation services in emergency situations, APRIL can still assist by referring them to local translators. In these instances, the cost of the local translators would be the sole responsibility of the traveler.

Y. **Hotel Accommodations:** If our travelers need accommodations while traveling, APRIL is pleased to offer recommendations and information on hotels worldwide along with booking reservations.

NOTE: All costs associated with this service are the responsibility of the traveler.

Z. **Legal Related Services:** APRIL is able to assist with the following law-related services for our travelers, upon request:



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1. Providing the names, addresses and telephone numbers of lawyers in the area in which the traveler is traveling in case of a car accident, traffic violations, or civil or criminal offenses. However, the selection of and the expenses associated with a particular attorney are the responsibility of the traveler
2. Notifying the proper embassy or consulate of the traveler's incarceration
3. Continued communication with the incarcerated traveler and other designated parties where allowed by local law
4. Arranging for the receipt of funds from third party sources

NOTE: *APRIL does not provide legal advice or counsel to travelers. The obligation of APRIL is limited to coordinating the disposal of services of a legal professional. In all cases, the lawyers designated or recommended by APRIL will act as agents of the traveler without any right to claims or indemnifications against APRIL for having recommended such a professional.*

AA. Floral Services: APRIL can assist with the purchase and shipment of flowers and gift baskets to friends, family members, and business associates.

NOTE: *The traveler must pay for the flowers and gifts, typically via credit card. APRIL uses publicly available methods to procure the flowers and/or gifts and does not offer any discount with this service. This is not a service designed to deliver flowers to remote areas or to places that are not serviced by floral services companies.*