

## ELIGIBILITY

Membership eligibility is limited to residents of the U.S. or Canada under the age of 75.

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

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 age 26 and covered by the member's health insurance plan. A dependent child is one who lives regularly and permanently with the primary member in a parent-child relationship and is chiefly dependent upon the member for support. If a birth or legal adoption occurs during the year of a family membership, the new dependent is protected by our services after you have informed us of this event. Children adopted outside the U.S. or Canada will be protected once they have entered the U.S. or Canada for the first time.

Standard annual memberships provide protection for uninterrupted domestic travel inside the U.S. or Canada and for travel outside the U.S. or Canada of 90 days or less per trip. Extended Stay memberships provide additional protection for members traveling or living outside the U.S. or Canada for an uninterrupted period in excess of 90 days.

Membership enrollments and renewals are non-transferable, non-refundable, and subject to approval by *Global Guardian Air Ambulance*, whose decision is final.

To be eligible for international transport services, you must enroll prior to departure from the U.S. or Canada.

Membership is valid only if the applicable membership fee is collected.

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.

## OUR SERVICES TO YOU

### Transport Services While Traveling

If you are hospitalized as an inpatient due to an illness or injury while traveling more than 150 miles from 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 your choice in the United States or Canada.

### Transport Services to Specialty Hospitals

If you are hospitalized as an inpatient in your hometown hospital and require admission to a specialty hospital located more than 150 miles away, and you 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 your 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 you have been hospitalized while traveling, our Medical Director will communicate with the attending physician and will continue to monitor your condition. If requested we will communicate with your family during transport or until the medical condition is resolved.

### Transport of Mortal Remains

If a member dies while traveling internationally we 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 the U.S. or Canada.

## WHEN WE WILL TRANSPORT YOU

If you are hospitalized as an inpatient and wish to be transferred to another hospital more than 150 miles away, we will provide fixed wing air ambulance services to you, subject to the following **Terms and Conditions**:

- You must be hospitalized in a domestic or foreign hospital as an inpatient transferring to another hospital as an inpatient.
- You 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, we 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.
- You must have a confirmed admission at the receiving hospital prior to transport. Lack of US healthcare insurance may delay or prevent a confirmed admission.
- Repatriation flights will only return you home to the United States or Canada.
- The *Global Guardian Air Ambulance* Medical Director and the receiving physician must concur that the patient 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 our 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. Membership services are subject to exclusion in these areas.
- One family member, business associate, and/or traveling companion may accompany the patient, at no additional cost, on medical aircraft if space is available and the patient's care is not compromised.
- Family members, business associates, and/or traveling companions accompanying patients 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 membership 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 patient and an accompanying passenger are limited to one small carry-on bag each due to limited space available on medical aircraft. We 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.
- *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 where inpatient medical care has already been scheduled or recommended by a health care provider.
- If you are medically discharged from the hospital or leave against medical advice, you will not be eligible for air medical transport.

## WHEN WE WILL NOT TRANSPORT YOU

- A member traveling outside of the United States or Canada 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.
- 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:
  - o War, invasion or civil war;
  - o Suicide, attempted suicide or intentional self-injury;
  - o A member's own criminal or felonious act, or
  - o 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.

## GENERAL TERMS AND CONDITIONS

- By applying for membership, you accept and agree to *Global Guardian Air Ambulance's* Terms and Conditions of membership which includes eligibility conditions, general terms, and the rules, regulations and transport criteria contained in this booklet.
- These Terms and Condition may not be altered, varied, or modified in anyway except by *Global Guardian Air Ambulance* which reserves the right to change or amend these Terms and Conditions without notice to members.

- The interpretation and application of Terms and Conditions, as well as any subsequent changes or amendments, are within the sole discretion of *Global Guardian Air Ambulance*, and all determinations shall be final and conclusive in each case.
- These Terms and Conditions constitute the entire agreement between *Global Guardian Air Ambulance* and you as a member with regard to its subject matter and supersede all previous understandings and agreement, whether oral or written.
- These Terms and Conditions are governed by the laws of the State of Alabama and any dispute between you and *Global Guardian Air Ambulance* shall be finally resolved by the Courts of the State of Alabama. *Global Guardian Air Ambulance* and its members agree to waive their right to trial by jury and agree to waive their right to punitive, exemplary, non-economic and consequential damages. *Global Guardian Air Ambulance* and its member's right to recover damages at law is limited to contractual damages only.
- ***Global Guardian Air Ambulance* is not insurance. We must make all the arrangements for air medical transport services; we will not reimburse expenses incurred by members on their own.**



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# MEMBERSHIP BOOKLET

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 one of the numbers below:**

1. Your name and the telephone number by which we can contact you.
2. The *Global Guardian Air Ambulance* member name.
3. Your location: city and country.
4. A brief description of your medical condition.
5. The telephone number we can use to contact the local hospital.
6. The name and telephone number for the attending physician or medical professional.

### ***Air Ambulance Card, LLC***

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 US/Canada: Call Direct  
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 Worldwide: Call Direct  
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 **READY TO RESPOND** 365 days a year, 24 hours a day