**FAQs for the KATO/TATO Members Tourist Evacuation Scheme**

**1. What is the difference between the new cover that AMREF Flying Doctors has introduced and the existing cover with Flying Doctors’ Society of Africa (FDSA) that we have been using?**

* AMREF Flying Doctors is part of and wholly owned by African Medical & Research Foundation (AMREF) whilst Flying Doctor Society of Africa is an independent organisation.
* The new Tourist Evacuation Scheme puts you directly in touch with AMREF Flying Doctors who are the actual Air Ambulance providers for your clients. You will not deal with a third party. The service provider and the subscription are in one hand.
* At $ 10 (Kenya, Tanzania, Zanzibar) and $ 18 (Kenya, Tanzania, Uganda, Rwanda, Burundi) the new Scheme can be automatically included in your travel packages. This ensures that all of your clients have obligatory cover with AMREF Flying Doctors, which gives you peace of mind.
* Our Scheme covers *countries* and not *kilometres*. The previous membership scheme goes by radius, which can make it difficult for you and your clients to understand which cover they need.
* No booklets, membership cards or numbers are required. In a medical emergency, your clients are registered on our database by name, arrival and departure date.
* AMREF Flying Doctors offer 24-hour medical advice to your client through our 24 Hour Control Centre. When you ring us, you can be assured that fully qualified medical staff answer the phone - we will answer your telephone call 24 hours a day, 7 days a week, 365 days a year.

**2. What will you require from us in order to register our clients?**

The requirements are minimal - all we need is the name of the client, date of arrival, departure and the insurance details of the clients if they are available at the time of registry.

You can download our simple ‘3 step’ flyer, which outlines the process – it can all be done online.

**3. How long in advance do my clients need to be registered?**

Client registration can be done as soon as you receive their names or they confirm their booking. Our invoicing is done at the end of the month of the clients travel.

**4. What is the period of cover for the cost of US$ 10 & US$ 18?**

The period of cover is 30 days for both packages.

**5. Why do you need the insurance details of my clients?**

AMREF Flying Doctors has contracts with over 190 international travel / health insurance companies.

The low cost of the new Scheme is based on the concept that we eventually recover the flight cost from your client’s insurance company overseas.

We deal with the insurance company directly rather than you or your client having to do so. By notifying the insurance early while our aircraft is on the way to your client, we are able to pass on the flight costs in most cases. However, should the client’s insurance decline to pay, our Scheme is fully re-insured.

Neither you nor your client will ever see a bill from us!

**6. Our clients already have overseas insurance. Why do we need to spend extra money and register them with AMREF Flying Doctors?**

If your client suddenly gets sick or is involved in a road traffic accident, it can take hours of waiting while the insurance company (probably based on another continent) is assessing the case. Their unfamiliarity with the local environment and the medical facilities makes it difficult and time consuming for an overseas insurance to take quick decision. By the time the client’s insurance company contacts us eventually, the patient’s condition may have deteriorated or it may be too late to reach the patient before nightfall.

If your client is signed up to our Tourist Evacuation Scheme and an accident unfortunately occurs, we will have a doctor, nurse and fully-equipped aircraft en route to pick up your client with the precision and quick response time that makes us a world-class Air Ambulance Service. It is likely that those signed up to our Scheme will already be safely under the care of professionals whilst those without it may still be waiting on hold for precious minutes to get a response from the international insurance company.

**7. Do I need to prepay for my clients’ registration?**

No pre-payment is needed; we invoice you at the end of the month.

**8. with the previous voucher booklets, evacuations for our clients were ‘free’? Does the new scheme charge the Tour Operator or the client?**

No! AMREF Flying Doctors confirms that neither the Tour Operator nor the Tour Operator’s client will be charged for the cost of an evacuation.

AMREF Flying Doctors deals directly with the client’s Travel/ Medical Insurance Company or their own re-insurance company. At no stage will the Tour Operator or the clients be asked to pay.

**9. We want to call AMREF Flying Doctors when we need their service but we do not want to cover or register our clients. Is that possible?**

AMREF is a humanitarian Health Organisation that supports African communities to achieve lasting health change. AMREF Flying Doctors is owned by AMREF to generate income that supports AMREF’s work.

In the past it was possible to request for evacuation services by merely providing a guarantee of payment to AMREF Flying Doctors.

Due to the high failure of timely payments and the level of unpaid debts, AMREF Flying Doctors had to change their policy and o longer accept a guarantee of payment but insist on a 50% deposit before the evacuation flight is dispatched. Tour Operators that have not registered with our Tourist Evacuation Scheme will be asked to provide a 50% down payment before the air evacuation is launched. This may delay the flight which can have a negative effect on the patient’s prognosis, resulting in disappointments or legal battles.

**10. I have signed up to the AMREF Flying Doctors Tourist Scheme and I am still in possession of voucher booklets. What do I do?**

Call AMREF Flying Doctors for advice: **+254 20 6000090/6000 552/833**

**11. Apart from medical evacuation, what other services will AMREF Flying Doctors provide ?**

AMREF Flying Doctors also offers 24-hour medical advice from its 24 Hour Control Centre which is manned by qualified medical personnel.

Based at Wilson Airport, we have a Visitors Centre telling the story of the legendary Flying Doctors with a 15-minute film to view in the Visitors Centre auditorium and a museum area.

**12. What happens with the unutilised funds?**

They are utilised in the best way possible, by putting money back into the community!

Your clients will be glad to know that unutilised funds go directly towards our Charity Evacuation flights and AMREF’s Outreach Programme. AMREF Flying Doctors is part of AMREF, so your clients are directly contributing to improving health care for marginalised and disadvantaged communities in East Africa.

**13. My Tour Company is a responsible, social corporate. How can we demonstrate this to our clients?**

By registering you clients with our Tourist Evacuation Scheme, you not only cover your clients but you support AMREF’s humanitarian work.

We are delighted to provide you with positive stories about our Charity Evacuations and AMREF’s Outreach Programme upon request, for you to include in your newsletters, Annual Reports or on your website.

If you have other ideas of how we can support your CSR program, please do not hesitate to contact us. We are open to ideas and suggestions that will strengthen our partnership with you.