

Dear Road Scholar Participant,

We are sorry you have tested positive for COVID, and hope your symptoms are mild and you are keeping your spirits up. We know this may be an anxious time, so we will do our best to assist you. If you have concerns about your health, please ask your Road Scholar Group Leader or the hotel front desk to obtain medical assistance. Even if your symptoms are mild, it is important to drink plenty of fluids, consume healthy meals regularly, and get a lot of rest. Here are answers to questions you may have.

What is Road Scholar's policy for participants who test positive for COVID-19?

Road Scholar follows current CDC guidance regarding isolation following positive test. If a participant tests positive for COVID-19, for their health as well as the health, safety and welfare of the group, per [current CDC guidance](#) and Road Scholar policy, they are required to isolate away from the rest of the group for no fewer than 5 days (or longer if local regulations mandate a longer isolation period; your Group Leader will inform you of any location-specific requirements). Day 1 is the first full day following the day they tested positive. During this time you are not permitted to participate in any group activities, including meals. Your Group Leader or the hotel front desk will assist you in obtaining meals and other necessities during this time. Remain in close contact with your Group Leader and keep them updated regarding your condition. Please also remember to wear a mask any time you are not in your room and around others.

CDC Isolation Guidance: www.cdc.gov/coronavirus/2019-ncov/your-health/isolation.html

Will I be able to rejoin the program?

Yes, you will be permitted to rejoin the program after you have isolated away from the group for at least 5 days and your symptoms have significantly improved. At that point, you should only rejoin if you feel well enough and are willing and eager to fully participate in day-long activities. You will also be required to wear a mask at all times when in public for the remainder of the program.

Until you meet these requirements, you will not be permitted to rejoin the program. You may either remain isolated away from the rest of the group or you may elect to leave the program.

What if I don't want to isolate or rejoin the program? Can I leave?

We highly encourage you to follow [current CDC guidance](#) regarding preventing the transmission of the COVID-19 virus, which includes isolation, masking, and avoiding contact with others. However, if you wish to depart the program site and return home, you are free to do so. Please be aware that all arrangements and expenses related to your departure are your responsibility, and we highly recommend you wear a mask at all times during your travels.

How do I adjust my travel arrangements?

If you booked air travel with Road Scholar and need to change your flights, you should contact our Travel Services Emergency hotline at (802) 254-7190. We are available 24 hours a day, 7 days a week. Please note that this team has been extremely busy and your call may take a little time to be answered. If you booked your own airfare, you should contact the airline you booked with as soon as possible.

What if I become very sick?

If your condition worsens, please notify your Group Leader and seek medical attention immediately. Your hotel front desk can arrange for a doctor to contact or visit you, or help arrange transportation to a local medical clinic or hospital. If you are hospitalized, you have coverage under Road Scholar's Assurance Plan, and therefore you should notify LiveTravel Assist, Road Scholar's 24-hour emergency assistance company. After collecting information from you and explaining the services they can provide while you are under medical care, they will contact your attending physician to discuss your condition, treatment plan, and, if medically necessary, arrange for your emergency medical evacuation home when you are cleared to fly.

- **LiveTravel Assist:** Phone: 516-342-4716 Email: CareFreeAssistance@LiveTravel.com

Who is responsible for expenses?

All expenses related to your isolation will be your responsibility, including any extended accommodations if necessary, doctor visits and any costs to rebook your airfare. If you purchased the optional Road Scholar Trip Protection plan, expenses may be reimbursable. You are also able to file a claim under the Trip Interruption benefit to obtain reimbursement for the value of program days missed. To file a claim, visit www.aontravelclaim.com or call (516) 342-2720. Make sure to save all receipts and documentation. Note that any insurance claim will require a documented positive test, either in person by a medical professional or proctored by a telehealth practitioner.

What if I can't get an official report of my positive COVID test for filing a claim?

If you tested positive with a rapid self-test or if you are not able to get an in-person COVID test performed by a medical professional (nurse, clinician, doctor, etc.) who can provide you with a report certifying your positive test, and if you need proof of COVID illness for insurance purposes, we recommend you consider using Azova's telehealth service. Azova offers real-time telehealth video observation of COVID tests taken with self-test kits, and provides validated lab reports which qualify for insurance coverage. To use its service you first need to download the Azova app on your smartphone, register for service, schedule an appointment, and provide your own self-test. Please visit Azova's website for more information about its services. www.azova.com/travelvideo/

Please note that insurance coverage for expenses related to COVID-19 illness is limited, so we recommend reviewing your policy details carefully and contacting Aon Affinity, the plan administrator, if you have specific questions regarding coverages related to COVID-19 illness.

What if I have additional questions?

If you have questions or need assistance, you can reach out to our Covid Support Team at Road Scholar Headquarters, which is led by Zeme Delatierra at the contact information below. The team is primarily available between 9 a.m. and 5 p.m. Eastern Time in the U.S., Monday-Friday.

- Phone: 877-634-1893
- WhatsApp: 603-258-9488
- Email: CovidSupport@roadscholar.org

Again, we are truly sorry this has happened and hope you're feeling well.

Sincerely,
Your Friends at Road Scholar