

Dear Road Scholar Participant,

We are so sorry to hear you have tested positive for COVID-19, and hope you are feeling alright and keeping your spirits up. We know this may be a confusing and anxious time, so we will do our best to assist you. If you have immediate concerns about your health, your Road Scholar Group Leader or the hotel front desk can arrange for you to see a medical professional. 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 ...

Will I be able to rejoin the program?

You will need to remain isolated from the rest of the group and, depending on how many days remain in the program, you are permitted to rejoin the group after producing a negative self-test at least 5 days following initial symptoms or isolating for the number of days required per local regulations.

Will I need to isolate? If so, for how long?

Depending on your location, local regulations may require you to isolate though many countries have eased their isolation requirements. Your group leader will also be able to advise you. Be sure to stay in compliance with any local medical and/or government regulations and remain in your place of isolation. Failure to follow mandatory isolation instructions may result in fines or cause your departure to be further delayed.

How do I adjust my travel arrangements?

If you booked air 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 airlines and the travel industry in general have been extremely busy and your call may take a little time to be answered but calls to this line are prioritized and this is your best method of rebooking your flights. Your phone plan may already include international calling, but if it doesn't, the hotel front desk should be able to help. If you booked your own airfare, you should contact the airline you booked with as soon as possible.

What happens when the program ends?

If you are in isolation at the end of the program, your Group Leader will need to depart, but we have Road Scholar staff based at our headquarters in the United States who is there for you. If you have questions or need assistance, you can reach out to our Covid Support team which is led by Iris Morales at the contact information is below. They are 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

What if I become very sick during my isolation?

If your condition worsens, 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 are covered 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 will 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. There are no costs to these services.

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 accommodations, meals, doctor visits and any costs to rebook your airfare. If you purchased the Road Scholar Trip Protection plan, these expenses may be reimbursable. You are also able to file a claim under the Trip Interruption benefit to obtain reimbursement for the value of the remaining program. To file a claim, visit www.aontravelclaim.com or call (877) 846-8806 or (516) 342-2720. Make sure to save all of your 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, Road Scholar recommends 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 their service, schedule an appointment, and provide your own self-test. Please visit Azova's website for more information about its telehealth services. <https://www.azova.com/travelvideo/>

Please note that 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 qualifying COVID-19 tests, or coverage for expenses related to COVID-19 illness.

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

Sincerely,
Your Friends at Road Scholar