



## HOW DO YOU GET PERTINENT INFORMATION?

Knowing which sources of information provide the most accurate and timely advice for decision making is imperative in the post-COVID travel environment.

The table below together by our Assistance Centre, medical and security teams answers the most common questions coming into our AC's at the moment, it helps to advise where you can locate this information online fast or when it best to call in and speak directly with one of our medical or security team.

INFORMATION REQUEST	ANSWER SOURCE
<b>TRAVEL ROUTE QUERIES</b>	<ol style="list-style-type: none"> <li>1. Travel Management Companies are the best source for logistics based queries, particularly if they have made the booking on your behalf.</li> <li>2. International SOS Security teams can provide additional route planning and contingency plans based on particular scenarios.</li> </ol>
<b>COUNTRY ENTRY REQUIREMENTS</b>	<ol style="list-style-type: none"> <li>1. TMC digital tools may include general entry requirement information as well as visa conditions.</li> <li>2. International SOS digital tools (including ManagerView, and the App) contain summarised entry requirements and are updated daily.</li> </ol>
<b>COUNTRY SPECIFIC ENVIRONMENT</b>	<ol style="list-style-type: none"> <li>1. International SOS digital tools contain country guides outlining country specific information across medical, security, and COVID factors.</li> </ol>
<b>INDIVIDUALISED ADVICE</b>	<ol style="list-style-type: none"> <li>1. International SOS Assistance Centre can provide topical information based on specific activity or individual circumstance. This is relevant for both medical and security related concerns.</li> </ol>
<b>OBTAINING BORDER EXEMPTIONS</b>	<ol style="list-style-type: none"> <li>1. International SOS can only obtain authorisation to cross borders in medical emergency situations. This is still subject to individual country jurisdiction, and managed via the case management process.</li> <li>2. Travel providers are generally unable to influence border entry caps, they will be able to advise on where to find immigration information.</li> </ol>
<b>TRAVELLER JOURNEY EXPERIENCE</b>	<ol style="list-style-type: none"> <li>1. Travel management companies will advise on the airline and airport requirements, including the apps and proof of vaccination status required by those providers.</li> <li>2. International SOS Assistance Centre will address testing advice, suitability, and arrangement if required.</li> </ol>

