Emory University
Pre-departure Training

Travel Policies and ISOS
Emory Travel Policy

- If Emory is paying/will ultimately pay for your travel, you are required to book through one of Emory’s travel agencies: BCD/Tbiz Online (for simple, single destination bookings), or for complex, multi-stop and/or multi-airline bookings, BCD/Tbiz Travel or Maupin Travel phone agents.

- When you do so, your itinerary is automatically uploaded to International SOS (ISOS), our emergency evacuation provider (more on ISOS to follow).

- Intra-continent flights abroad (e.g., Johannesburg to Lusaka) are a policy exception. You may book these directly because carriers used are often unavailable via agents.

- In exceptional cases when travel is not booked through an Emory agency, you must enter/update your itinerary with ISOS.
Sources of airfare confusion

- Comparing with prices on kayak.com or similar sites
  - Can display fares that end up being unavailable
  - Can be with “consolidators” – a risky proposition
    - Agencies that buy tickets that are about to go unsold
    - Typically highly restricted tickets; changes or cancellations often expensive or not allowed
    - If airline cancels flight and rebooks passengers, unlikely that you’d be accommodated

- Comparing with websites/agencies that are not reputable

- Not comparing identical itineraries (e.g., number of stops, arrival and departure times)

- Not comparing simultaneously, since prices change by the minute
Exception Process

- If you have found a legitimately cheaper fare for the same itinerary, you can request an exception from travel@emory.edu.

- You will need to provide screen shots of both the Emory-agent itinerary and fare and that seen at an alternate provider.

- Obtain approval before booking an itinerary outside of Emory travel. Exceptions are rare, and if yours is not granted, it is Emory’s policy to deny reimbursement.
International SOS

Scholastic Traveler Program

Worldwide reach Human touch
Comprehensive Membership Program

**Medical Assistance**
- 24-Hour Worldwide Medical Information & Assistance
- Medical & Dental Referrals
- Dispatch of Medication & Medical Supplies
- Medical Monitoring
- Emergency Evacuation
- Medically Supervised Repatriation
- Repatriation of Mortal Remains

**Personal Assistance**
- Legal Referrals
- Lost Document Advice & Assistance
- Emergency Message Transmission
- Emergency Personal Cash
- Medical Expense Guarantee
- Emergency Translation & Interpreter Services
- Claims Assistance

**SOS Clinics**
- Access to International SOS clinics

**Travel Assistance**
- Transportation to Join Hospitalized Member
- Accommodation While Visiting Hospitalized Member
- Transportation of Minor Children
- Return of Traveling Companion
- Travel Arrangements After Medical Evacuation
- Emergency Family Travel Arrangements

**Online Services & Information**
- SOS Scholastic Communications Portal
- Travel Health Information
- Emergency Record
- Email Health Alerts

**Travel Safety Assistance**
- Security Evacuations
- Travel Safety Information
- Personal Locator
- Email Safety Alerts
- Personal Safety Assistance
Communication and Implementation

- Membership Card
- Online Communications Portal
- Online Links via Intranet at: www.global.emory.edu
- Contact ISOS 365/24/7 at: 215.942.8478 (you can call collect)
Emory’s ISOS Website - a Great Resource!

- Country-specific information
- FAQs
- Overview of Benefits
- Emory Account Info
- Email Alerts Enrollment
- Much more!
Keep Travel Info Current via My Trips

Remember:

- Only information for itineraries booked through an Emory travel agency is automatically sent to ISOS.
- For other travel, you must provide your trip info to ISOS and can do so via the My Trips link. Examples:
  - international, intra-continent, and intra-country flights abroad
  - train travel abroad
  - places you are staying
- ISOS needs to know where you are in order to reach you in the event of an emergency.
• Providing travel information gives ISOS and those at Emory who assist with emergency response an accurate view of where our faculty, staff, and student travelers are around the world.
• Access to this information is extremely restricted at Emory to protect traveler privacy.
• Having accurate information is critical for timely, efficient emergency response.
ISOS’s **Emergency Record** resource allows you to store personal information and documents (e.g., vaccination records, prescriptions) so you can access them by web.

With your consent, your personal health information will be made available to ISOS medical staff to better assist you in the event of an emergency.
Emergency Record
• Contact profile info: personal, emergency, physician contacts
• Health Summary info: medical history, allergies, medications, etc.

Vaccination Management
• Includes interactive tool comparing traveler vaccination history to travel destinations

My Documents
• Upload and access electronic copies of important documents
• Examples: passport information, X-rays, medical images, credit card information
Welcome to Emory University’s International Assistance Program

International SOS provides Emory’s students, faculty, and staff traveling internationally on Emory business or sponsored programs with international medical, security and travel assistance, managed and administered by International SOS. International SOS is the world’s largest medical and security assistance company, with more than 6,000 professionals in 24-hour Assistance Centers, international clinics and remote-site medical facilities across five continents. International SOS is the leader in its field, ready to help you with all of your medical and security needs.

Please note that this is an assistance program, NOT healthcare or health insurance. You should determine how your health insurance applies to international care prior to departure. In most instances, medical expenses incurred abroad will have to be paid out of pocket and reimbursement sought later from your insurance carrier.

Make sure you review important medical and safety information about the country to which you are traveling. We encourage you to learn more about the Membership Benefits and to find answers to Frequently Asked Questions by clicking on the tabs above.

Emory University travelers booking outside the corporate travel department are required to log their air, hotel, and car bookings into MyTrips, an easy-to-use web-based link for their safety. Please click here for an userguide.

Through International SOS, you can store your travel plans as well as vital personal health and vaccination information securely online. That way you can access it anytime, anywhere. Your personal health information and personal documentation will only be available to you and, with your consent, your personal health information will be made available to International SOS medical staff to better assist you in the event of an emergency. The system also recommends appropriate vaccinations and sends you reminders when follow-up boosters are required. Click here to activate your Emergency Record.

*Please use Internet Explorer 6.0 or greater to complete and view your Emergency Record. During business hours, password issues can be resolved with onlinehelp@internationalso.com. After hours, please contact the Philadelphia Assistance Center at 1-215-942-6226 or phlaoncall@internationalso.com.

Travel to Cuba requires special arrangements. Travel to this country should be requested through the Office of Quality and Risk. You can reach the Office of Quality and Risk by calling 404.777.7932 or 404.777.7937.

There are several coverage exclusions and/or restrictions that may apply. Please click here to see a list of the major exclusions and/or restrictions. With the approval of Emory, International SOS, at its sole discretion, may assess members on a fee for service basis for interventions falling within these exceptions. Any costs incurred by Emory may be collected from the individual, the school or the department. Questions pertaining to these exclusions and/or restrictions should be discussed with the Office of Quality and Risk.

Whenever you travel away from your country of residence, make sure you have your International SOS card with you at all times. Log into the web site, review the information on
Country-Specific Information: Overview

China

Overview

Risk Ratings

- **HIGH MEDICAL RISK** for China
- **LOW TRAVEL RISK** for China
- **MEDIUM TRAVEL RISK** for Xinjiang Uighur Autonomous Region (XUAR)

Risk Summary

Normal travel is possible to most parts of China. Foreign business travellers face few major security issues when travelling in the country. Petty crime, particularly in crowded areas such as markets and train stations, and confidence tricksters, ranging from basic tourist scams to more elaborate commercial fraud, are the main risks to travellers. Violent crime against foreigners is rare, but not unheard of.

The authorities require activists to apply for permits before holding demonstrations. Nonetheless, demonstrations with or without official permits occur regularly. Protests mainly relate to land disputes, forced relocations, environmental and labour issues (unpaid salaries and poor working conditions) and local officials' alleged corruption or abuse of power. All protests should be avoided as a routine security precaution.

China's complex business environment can have security implications in some circumstances, for example, when restructuring, downsizing or starting operations. Foreign-invested companies and foreign travellers engaged in business with them are not immune to falling victim to China's complex corporate business regulations.

Other travel risks include natural disasters. China is primarily affected by seasonal typhoons, earthquakes and floods. Driving standards in the main cities are generally adequate, but deteriorate significantly as one moves away from Tier 1 and Tier 2 cities and into more rural areas.

The Xinjiang Uighur Autonomous Region (XUAR) is occasionally affected by social unrest due to ethnic tensions between the local ethnic-Uighur population and ethnic-Han Chinese. Such tensions have also resulted in low-level bombings and knife attacks carried out by Uighur militants, though the majority of such incidents are concentrated in the south-western prefectures of Xinjiang. While travel to Xinjiang can continue, members should be locally hosted and should ensure they have a comprehensive journey management plans in place.

The information above is intended as a summary of the travel security environment; however, the risks can change at short notice during a
Country-Specific Information: Security

China

Overview  Security  Medical  Travel  City

Summary

TRAVEL RISK SUMMARY

Normal travel is possible to most parts of China. Foreign business travelers face few major security issues when travelling in the country. Petty crime, particularly in crowded areas such as markets and train stations, and confidence tricksters, ranging from basic tourist scams to more elaborate commercial fraud, are the main risks to travelers. Violent crime against foreigners is rare, but not unheard of.

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The information above is intended as a summary of the travel security environment; however, the risks can change at short notice during a crisis or evolving situation. Please check our travel security alerts to ensure you are informed of the most recent developments.

STANDING TRAVEL ADVICE

- Normal travel can continue.
- Special permits are required for entry to and travel within the Tibet Autonomous Region.
- The authorities may on occasion restrict travel to or within regions of China with little or no notice during periods of heightened tension. Contact your embassy prior to travel for up-to-date information on travel permit requirements.
- Ensure that all official documentation is in order at all times and comply with all registration requirements. Carry identification at all times to avoid passage through security checkpoints. Copies of original permits and the identification and visa page of passports should be kept in electronic form.
Country-Specific Information: Medical

China

Overview Security Medical Travel City

Before You Go

See your doctor and dentist and ensure you are in the best health before you leave. Other preparations:

- Check your routine vaccinations are up to date (polio, varicella, measles, mumps, rubella, tetanus, diphtheria, and pertussis). See a travel health practitioner 6 to 8 weeks before departure for destination-specific health preparations. You may need additional vaccinations, some of which require several doses, or be recommended malaria medication which may need to be started a week or more before arriving in the malaria country.

- Documentation: Arrange a copy of your personal health record to carry with you when you travel. Include a letter from your doctor explaining your need for all medications you are carrying, including any over-the-counter medications, in English and the language of your destination(s). Make sure you have copies of your prescriptions.

- Medication: Check the regulations of your destination country regarding importation of your medication, as some drugs may be strictly prohibited (especially narcotics and psychotropics) and may result in severe penalties. Take any medicines you require in their original packaging, including any information leaflets, with them clearly labelled with your name (matching your passport name), and your doctor’s name. Have enough to cover the trip, and extra in case of delays; however note that many destinations limit quantities of certain drugs to a 30-day supply. Carry medication in your hand luggage, with copies of your prescriptions.

Vaccinations for China

Recommendations may vary for short-term visitors. Always consult your travel health advisor or contact International SOS to discuss your specific needs.

Example:

Oral vaccination is recommended for travellers and relief workers who are likely to encounter unsanitary conditions, or will have limited access to safe water. These are the conditions more
Country-Specific Information: Travel

China

Getting There

METHOD OF ARRIVAL

By air

The main international airports are in the capital Beijing, Shanghai and Guangzhou (Guangdong province). Shanghai has two international airports – Pudong Airport (PVG) and Hongqiao Airport (SHA); however, Hongqiao airport handles mainly domestic flights with limited international flights. In addition to Beijing Capital Airport (PEK), construction is under way on a second airport to serve Beijing in Daxing district, and is expected to be completed by 2017. Guangzhou Baiyun International Airport (CAN) is the hub for China Southern Airlines and is the second-busiest airport in the country. The airport is also referred to as New Baiyun to distinguish it from its predecessor. The new Kunming Changshui International Airport (KMG), located in Kunming (Yunnan province), began operations in June 2012.

Bomb threats against flights have occurred periodically. While these threats have largely been hoaxes that are criminal in nature or stem from local disputes or personal grievances, there are indications of a intent and capacity of extremist militant cells or disgruntled individuals to target public venues. Tight security should be expected at the airports in Baiyun, Beijing, Hongqiao, Pudong and Kunming airports. Travellers can expect protracted check-in times due to stringent pre-departure screening, including luggage inspection and removal of shoes. Passengers should arrive at least two hours prior to their scheduled departure.

Thieves have been known to pose as airlines representatives at Beijing Airport. They may approach travellers and ask for their bags, then demand money for their return. Travellers should be cautious when dealing with airline employees and thoroughly verify their identity. They should try to remain in public space and consider flagging down another passing airport officer or request to personally speak to the officer's supervisor before following any instructions.

Flights tend to experience considerable disruption due to dense fog and snow in the winter months (November to March); flight disruption is also possible due to thunderstorms between April and June. In addition, significant flight delays can occur due to poor air traffic management. Flights can also be overbooked during national holiday periods, including the Spring Festival and the Chinese New Year (late January–early February), International Labour Day (first week of May) and National Day (first week of October). Passengers should make reservations well in advance for travel during holiday periods.

Airlines have variable security standards. You may wish to consult the website of the [European Commission](https://ec.europa.eu) for a list of airlines banned within the EU and the website of the US Federal Aviation Administration for a database of airline accidents and statistics.
City-Specific Information

- China
  - Overview
  - Security
  - Medical
  - Travel
  - City

Select a City
- Beijing
- Chengdu
- Shanghai
- Guangzhou
- Hong Kong
- Chongqing
- Hainan
- Macau
- Shenyang
- Unlisted

- China
  - Security Advice
  - Travel Advice
  - Security Guide
  - Travel Guide
  - Embassies & Consulates
  - Calendar

Guangzhou
- CITY RISK RATING
  - Low Travel Risk
  - City Security Overview
  - Orientation
  - Country Map

Worldwide reach Human touch
Select the countries for which you would like to receive ISOS Alert emails.
Indicate whether you are interested in medical or non-medical alerts…or choose both.
Emory’s ISOS policy **does not cover**:  
- Payment of medical bills and legal bills  
- Independent Contractors  
- Expenses incurred as a result of a self-inflicted injury  
- Expenses related to injury from caving, skydiving, bungee-jumping, zip-lining, rock climbing, ballooning, hang gliding, etc.  
- Treatment or expense related to childbirth, miscarriage or pregnancy