Travel Information

Visiting Ethiopia and Gondar

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Leicester-Gondar Link Contacts

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www.le.ac.uk/gondar
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INFORMATION FOR VISITORS FROM LEICESTER TO GONDAR

The Medical and University Links between Leicester and Gondar have involved visits to Gondar by members of staff for periods of between one week and 3 months. There have also been a number of medical student elective visits to Gondar for periods of up to 6 weeks.

There are several issues which all visitors face. This is an outline of some important considerations in preparation for a visit.

1. **PROJECT PLANNING**

Whatever the reason for the visit, sponsors, employers and (for medical students) medical school authorities will require the following:

   a. **An outline project proposal (often for funding or preliminary planning purposes).**
      
      This may be a one or two page summary of purpose of the visit with background information, and a clear list of outcomes/outputs which are expected to result from the visit.

   b. **A detailed project proposal**
      
      This may have been prepared for an employer or funding agency, but will be necessary as a basis for an agreement with your opposite number in Gondar.

   c. **Final report**
      
      Again, a final report will be required for funding/governance reasons. This Should include the following:

      - General comment on the visit.
      - The list of outcomes/outputs against those which were proposed.
      - Problems and difficulties, particularly, if these are likely to be instructive for other visitors.
      - Plans for the future, including visits to and from Gondar.

Please ensure that you copy in both Solomon Assefa (solomonazezo@gmail.com) and Nichole Bruce (nb50@le.ac.uk) with all of your plans.
2. **COMMUNICATION WITH GONDAR**

In preparation for the visit, you should identify one or preferably two individuals in Gondar with whom you propose to work. Without an agreement between yourself and your contacts in Gondar, you should not go ahead with a planned visit. Experience shows that visits under these circumstances can be unproductive.

There is generally no problem with email communications. It should be pointed out however that certain groups in Gondar (for instance, nursing staff) have limited access to internet facilities and often have to pay to connect to the internet out of their own pockets.

You need to seek a written and signed invitation on headed note paper by mail or fax, from your colleagues in Gondar. This is required well in advance as this may be essential for the visa application, if you apply for a ‘business’ rather than a ‘tourist’ visa (see below).

3. **SEEKING LEAVE FROM NHS TRUSTS AND LEICESTER UNIVERSITY**

An unwritten agreement with the UHL Trust has been in operation for over 16 years and with Leicester University for 9 years, allowing staff up to 2 weeks of paid special leave, in order to carry out approved project work in Gondar. Leave is given subject to the agreement of the appropriate manager, and provided that the individual’s duties in Leicester are not compromised. Such leave is NOT an automatic ‘right’.

A similar arrangement operates in the Leicester Partnership NHS Trust.

Beyond this two-week period, leave would need to be taken either as official study leave (for instance for a research project or to act as an external examiner) or as holiday leave.

4. **FUNDING**

Please seek external funding for your project will in advance.

Please discuss funding of the visit with the Link Committee as early as possible in the planning process. You can either check the website to see when the next meeting is (www.le.ac.uk/Gondar) or contact Nichole Bruce on nb50@le.ac.uk. Appropriate arrangements will vary depending on the circumstances.

Attached is the [Project Proposal Form](mailto:ProjectProposalForm). This needs to be completed and submitted to nb50@le.ac.uk well in advance of any proposed travel for consideration by the Executive Committee.
5. **Visa Application**

Please access the Ethiopian Embassy website to download a visa application form (attached). Visas can be obtained by post (cost: £14 – postal order), usually within the week if you send them via special delivery. They date from the date of issue, so don’t apply too early. They are issued for a minimum 30 day period, however short your visit. If your trip is purely for project work in Gondar, you should apply for a business visa, and will need a letter of invitation from Gondar. If not, a simple tourist visa is fine. The cost is identical. If you need any help with this, please contact Nichole Bruce at nb50@le.ac.uk. There are also visas available for 3 months – these cost £22 and like above are dated from the date of issue.

**Visa Application Process**

- Completed visa application form (attached)
- Send to Ethiopian Embassy including
  - Passport photograph – with name in CAPITALS on reverse
  - Letter of Invitation from Gondar
  - Photocopy of Passport
  - Original Passport
  - Copy of Flight tickets
  - Self-addressed prepaid special delivery envelope
  - Postal Order for Fee
- Ethiopian Embassy Address:
  - Embassy of Ethiopia
  - Consular Office
  - 17 Princes Gate
  - London
  - SW7 1PZ

6. **Travel**

All travel should be Economy Class. Individuals may wish to upgrade, this this must be at their own expense.

Travelling by air to Gondar takes place via Addis Ababa. Direct flights from Heathrow to Addis (Ethiopian Airlines [http://www.ethiopianairlines.com](http://www.ethiopianairlines.com)). Flights are available from regional airports, for instance, Birmingham by Egypt Air, Lufthansa, Air France and KLM, changing plane in Cairo, Frankfurt, Paris and Amsterdam, respectively. These can often be much cheaper but may be longer journeys. Contact Nichole Bruce nb50@le.ac.uk for advice. Unless you are taking an overnight flight, it will be necessary to stay overnight in Addis Ababa on the way to Gondar (and sometimes on return).

There are generally two flights a day from Addis to Gondar, an early flight at about 7.00am and a slightly later flight at 7.45am. The flight takes about just under an hour. The airport in Gondar is some way out and you should try to arrange to be picked up by up by the University of the Hospital authorities, if possible email Solomon Assefa, our Administrator in Gondar at solomonazezo@gmail.com. If not, a taxi will cost around 100 Birr (£4).
Internal travel in Addis Ababa by taxi is fairly cheap, but do try to avoid being ripped off. Taxi drivers will take you to your named hotel for around 150 Birr (£5.20). Unless they ask for substantially more than this, it is hardly worth arguing, particularly after a long flight. If you want a taxi back to Addis airport early the following day, you can probably negotiate a better deal with the same taxi driver for early the next morning. Some hotels run a courtesy bus – arrange in advance.

Alligan Travel is a new tour company with experienced people working for them. They can arrange guided tours; transport to/from the airport; car hire and hotels. They are extremely trustworthy and honest with the General Manager, Andargachew Girma (familiarly called ‘Dawit’), being a personal friend of a member of the Link (Sandra Kemp). For further information, please contact either via e-mail on info@alligantravel.com, or telephone (00251 0911 950 402). Their website is http://www.alligantravel.com/. They are based in Gondar.

Another company that provide excellent tours of the local area are Explore Abyssinia, you can find them at http://www.exploreybyssinia.com/.

Travelling within Gondar (assuming you are not being picked up by the hospital or university transport) is by shared minibus or by individual taxis. Minibus might cost you 1 Birr from town to the Hospital, whereas the taxi will cost you 30-40 Birr (£1 = 30.48 Birr as at 4/10/13) which is not expensive by our standards.

7. **COMMUNICATING WHILST IN GONDAR**

We recommend that you contact your mobile phone provider to check whether or not they can provide you with a service in Ethiopia and also the level of provision. The Leicester-Gondar Link has purchased an Ethiopian mobile phone that is available to all academic and health professional visitors although not medical students at this stage and we would ask that you top this up a leave a small amount of credit on it before you return home. If you are staying for longer periods you can very cheaply buy an Ethiopian sim card for use during your stay and we would suggest you check that your mobile phone provider before travelling to ensure they will allow you to use this for a short period.

Contact Solomon Assefa on solomonazezo@gmail.com to let him know that you wish to use the phone during your stay in Gondar and he will check that this is available and arrange for it to be given to you on your arrival in Gondar.

8. **HEALTH AND SAFETY**

a. **General Information**

We recommend that you register with the Foreign and Commonwealth Office. You give them your travel and contact details that they will alert you with any travel concerns or emergencies that arrive during your visit. You can register online with the LOCATE service at https://www.locate.fco.gov.uk/locateportal/.

Prior to travel it is recommended that you complete the online United Nations Security Basic Safety in the Field Training. This is available online at http://dss.un.org/BSITF. You can also take the Advanced Security training at http://dss.un.org/ASITF. You only need to register your name and a password if you don’t think you are able to complete the module in one sitting. They take approximately 1 -1 ½ hour(s) to complete.

b. Insurance

It is important that you have adequate travel insurance – please see the travel insurance section.

c. Health

You will require vaccinations and the following are recommended:

- Polio - Tuberculosis
- Hepatitis A
- Meningococcal Meningitis
- Typhoid
- Hepatitis B
- Rabies (if staying for long periods)
- Yellow Fever
- Diphtheria
- Tetanus
- Cholera

Anti-malarials are advisable at all times of the year, but many don’t take them in the dry season (November to March (April)) or if staying entirely in Addis or Gondar Town. Both Addis and Gondar Town are above the malaria zone. Malarone is currently satisfactory, but it is fairly expensive. Please check the following website for up to date information (www.fitfortravel.nhs.uk).

We recommend that you complete a Personal Data Form for your trip. You should keep a copy with you, exchange with colleagues that are travelling with you, email a copy to nb50@le.ac.uk and solomonazezo@gmail.com and also leave a copy with a relative at home. We also suggest leaving a copy of your passport at home in case of loss and any other difficulties.

9. EMERGENCIES

Should you get into any difficulties during your visit in Gondar, you should in the first instance contact the Gondar-based Administrator Solomon Assefa on Tel: 918775250, who may well be able to quickly help you deal with the situation. Nichole Bruce our Leicester-based Administrator is also available to contact in emergencies on 07578717812.
10. **Currency**

The currency in Ethiopia is the Birr, although this is not available outside of the country (£1 = 30.48 Birr as at 4/10/13) current rates at: [www.currencyconverter.uk.com](http://www.currencyconverter.uk.com). You can change Sterling or Dollar travellers cheques or notes (N.B: $100 notes may be refused because of the risk of forgeries) at the bank at the airport on arrival, and in Gondar without any difficulty. We do recommend carrying an amount of US Dollars in small denominations just in case the bank in the airport is not open when you arrive.

Debit cards can now be used in ATM’s in Addis and Gondar, although it is not necessarily safe; you will need to contact your bank before departure. We do recommend carrying an amount of US Dollars in small denominations in case of emergencies as these are widely accepted.

On arrival, you are advised to go through Passport Control and then head straight to the Foreign Exchange Desk which is in the corner of the luggage arrival area, near the luggage belts. Go there immediately, rather than waiting for your luggage before a queue builds up. As a week’s accommodation in Gondar, food, drinks, gifts and travel are unlikely to cost you more than £160, don’t be tempted to change more than this at this stage. There are several banks in Gondar.

Pickpockets operate in Addis, so that you would be advised to tuck most of your money into a discreet money bag around your neck, under your shirt or on your belt. Don’t keep a lot in your back pocket. The risk is small, a couple of years ago we had an individual member of staff mobbed by children in a museum in Addis and had his wallet stolen – money bags that fit underneath clothing are an excellent investment.

11. **Claiming Expenses**

All reasonable expenses in connection with a project visit to Gondar can be claimed by completing the expenses form ([Appendix 4](#)), attaching all receipts and sending to our Leicester-based Administrator.

Only Economy class travel in connection with projects will be reimbursed.

12. **Information Specific to Student Visitors**

(as supplied by the Dean, Dr Sisay; e-mail your request to him at: sisaydr@yahoo.com).

Gondar has a positive attitude towards overseas students undertaking clinical electives. They wish to strengthen the links with universities aboard. The requirements that they need are simple.

Students should have official letters from the Head/Dean of the School or Faculty of Medicine, containing the following information:

- The name of the parent institution.
- Which year of the study they are in.
c. Which type of course they have already undertaken (briefly).
d. For what type of clinical elective they are coming.
e. Recommendation from the department head or the Dean.

They should come with an evaluation form so that our staff can evaluate them at the end of the elective.

More importantly, students should cover all expenses related with travel, accommodation and health insurance. Gondar only exempts tuition fees.

It is useful for students to have some kind of project which is going to benefit all parties but so far we don’t make it mandatory. If they are coming for a clinical elective, recommended by their Medical School, we will accept this.

See the medical electives section of our website for more information at: www.le.ac.uk/gondar.

13. General Information

Of the two guide books, the Lonely Planet Guide is more comprehensive and up to date than the Bradt Guide. Lonely Planet does an Amharic phrase book. A little Amharic, even just a simple greeting, can start you off well with local people.

The hospital in Gondar has its own library and all visitors from the UK are welcome to use it. Contact Solomon Assefa the Gondar-based Link Coordinator to arrange this on solomonazezo@gmail.com or telephone +251918775250.

- Plug Adapters – Ethiopia use the European 2 pin plugs – so you will need a supply of these.
- Clothing – Ethiopia has quite a temperate climate all year round with rains from April to September. You will definitely need covering clothing in the evening as it can get a bit chilly, and umbrellas are a must. Light cotton or linen long sleeve/leg clothing are normally the most comfortable to wear.
- Also Useful - it is always useful to have an umbrella and a torch – rain showers are often short and sharp and street lighting is sparse.

14. Useful Websites

There are some useful websites providing tourist information for travelers to Gondar (history, culture, accommodation etc). These include:

http://www.ethiopiatravel.com/Gondar_eng.htm
http://tourismethiopia.org/
http://realethiopia.com/
15. **TRAVEL INSURANCE INFORMATION**

For University of Leicester Staff members, travelling for Business only, you need to Carol Slingsby in Insurance Services, on 2297630 or Email: cas54@le.ac.uk giving full details of travel and the department you represent. This insurance can also be arranged for groups that are travelling.

For Medical Link members, we have organized a group insurance policy. Please contact Nichole Bruce so she can add you and your visit to the policy and give you the documentation you need (nb50@le.ac.uk or telephone 0116 2525321). A small charge of approximately £8 is made the project per person using this policy to contribute towards costs.

A summary of the cover is given in the Appendix 3 of this document.

16. **HOTEL INFORMATION**

**GONDAR**

New ones are springing up all the time and tend to be of high quality for the first couple of years until fitments begin to break down.

**Lodge Du Chateau**
Tel: 00251581111917/581115311
Fax: 00251581118965. Email eat@ethionet.et. Website: www.exploreybyssinia.com

Cost: 35 USD Single (£22) per night including breakfast for Link members
       40 USD Twin/double (£25) per night including breakfast for Link members

Information can be found about this hotel at http://www.exploreybyssinia.com/hotel.html. It is located close to the Castle complex and has double and twin accommodation as well as a terrace breakfast area with views of the surrounding area. You can also arrange tours of the local area here with Seyoum.

**TAYE Hotel**
Booked through Solomon Assefa to ensure a good rate – solomonazezo@gmail.com

Cost: Around 500 Birr (£15.50 per night)

This is a fairly new hotel a short way from the Castle complex. It is featured on the website - http://uk.hotels.com/ho429431/taye-belay-hotel-gondar-ethiopia/ but for best rates book through Solomon.
Florida Hotel
Booked through Solomon Assefa to ensure a good rate – solomonazezo@gmail.com
Website: http://www.floridainternationalhotel.com/
Cost: Around £15.50 (500 Birr)

Fairly new hotel.

ADDIS ABABA

Being a capital city Addis has a vast array of hotels of all standards and budgets. Some we have used below – but you are best to contact Solomon Assefa our administrator in Gondar who may have some up to date suggestions (solomonazezo@gmail.com).

...Hotel De Leopol International
Good quality hotel close to the centre of Addis.
Phone: +251 (11) 5507777 - website: http://www.hoteldeleopolint.com/
Cost: Around 1500 Birr (£55) per night

...Ghion Hotel
This is a former palace which has been converted into a hotel – see website: http://www.ghionhotel.com.et/
Cost: Around 1700 Birr (£56) per night

Please note that all prices quoted are subject to change and you are recommended to contact the hotels for their current up-to-date rate.

Other hotels for all budgets are available – contact Nichole for details
# Useful Amharic Phrases

Amharic - "Amharigna" - the official national language of Ethiopia

<table>
<thead>
<tr>
<th>Amharic</th>
<th>English</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tenaštalign</td>
<td>How are you?</td>
</tr>
<tr>
<td>Dehnahunu</td>
<td>Goodbye</td>
</tr>
<tr>
<td>Dehnaderu</td>
<td>Goodnight</td>
</tr>
<tr>
<td>Sintinew?</td>
<td>How much is it?</td>
</tr>
<tr>
<td>Ayasfeligelgnim</td>
<td>I don't want it</td>
</tr>
<tr>
<td>Leslassa</td>
<td>Soft drink</td>
</tr>
<tr>
<td>Amboha</td>
<td>Mineral water</td>
</tr>
<tr>
<td>Birra</td>
<td>Beer</td>
</tr>
<tr>
<td>Wiha</td>
<td>Water</td>
</tr>
<tr>
<td>Ow</td>
<td>As in &quot;how&quot; Yes</td>
</tr>
<tr>
<td>Ishi</td>
<td>OK</td>
</tr>
<tr>
<td>Aydellem</td>
<td>No</td>
</tr>
<tr>
<td>Shintibait</td>
<td>Toilet</td>
</tr>
<tr>
<td>Buna</td>
<td>Coffee</td>
</tr>
<tr>
<td>Shai</td>
<td>Tea</td>
</tr>
<tr>
<td>Injera</td>
<td>Sour dough pancake</td>
</tr>
<tr>
<td>Wot</td>
<td>Sauce or stew</td>
</tr>
<tr>
<td>Tela</td>
<td>Local Beer</td>
</tr>
<tr>
<td>Tej</td>
<td>Local Honey</td>
</tr>
<tr>
<td>Yekirta</td>
<td>Excuse Me</td>
</tr>
<tr>
<td>Amesegenalehu</td>
<td>Thank you</td>
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<tr>
<td>Na</td>
<td>Come</td>
</tr>
<tr>
<td>Hid</td>
<td>Go</td>
</tr>
<tr>
<td>Chiger yellem</td>
<td>No problem</td>
</tr>
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</table>
## Project Proposal Form

<table>
<thead>
<tr>
<th>Lead Name:</th>
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<tbody>
<tr>
<td>Other participants:</td>
</tr>
<tr>
<td>General</td>
</tr>
<tr>
<td>Purpose(s) of Visit:</td>
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### Proposal *(No More than 1 side A4)*

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<tr>
<th>Aim(s)</th>
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### Activities Proposed

<table>
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<th>Named Partners (Leicester/Gondar/Elsewhere)</th>
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### Outcomes/Outputs Expected

<table>
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<tr>
<th>Costs</th>
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### How does this expenditure link to the overall Link Strategy?

Please submit form electronically, well in advance of proposed visit, to nb50@le.ac.uk for consideration by the Link Executive Committee. Please do not commit funds to project until expressly approved by the Committee.
PERSONAL DATA FORM

Print out and take a copy of this form with you on your trip. Also leave a copy at home with a friend or relative. We also recommend that you exchange copies with colleagues travelling with you and also email a copy to nb50@le.ac.uk and also solomonazezo@gmail.com prior to any visit.

PERSONAL INFORMATION

<table>
<thead>
<tr>
<th>Full name</th>
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<tbody>
<tr>
<td>Home address</td>
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<tr>
<td>Home phone</td>
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<tr>
<td>Mobile phone</td>
<td></td>
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<tr>
<td>E-mail address</td>
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<tr>
<td>Home e-mail address</td>
<td></td>
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<tr>
<td>UK Contact Number when in Ethiopia</td>
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EMERGENCY AND MEDICAL INFORMATION

| In case of emergency, contact |  |
| Emergency contact’s address  |  |
| Emergency contact’s phone    |  |
| Medical insurer and policy number (if applicable) & International Emergency Contact Number |  |
| Blood Group                  |  |
| Known medical conditions     |  |
| Known allergies              |  |
| Current medications          |  |

AIRLINE INFORMATION

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<tr>
<th>Flight #1</th>
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<th>Flight #3</th>
<th>Flight #4</th>
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<tr>
<td>Date</td>
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<tr>
<td>Airline</td>
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<tr>
<td>Flight number</td>
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<td>Departure city</td>
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<td>Departure time</td>
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<td></td>
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<tr>
<td>Destination city</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Arrival time</td>
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HOTEL ITINERARY

<table>
<thead>
<tr>
<th>Date</th>
<th>Hotel</th>
<th>City, Country</th>
<th>Reservation confirmation number</th>
<th>Phone number</th>
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Please delete as you think appropriate:
Please keep this information on file (updated flight and hotel details to be provided each trip)/ A new form will be completed each trip and information destroyed on return to UK.
BUSINESS TRAVEL INSURANCE SUMMARY

The following summary does not contain the full terms and conditions of the contract and does not form part of your contract of insurance. These can be found in the Certificate, Schedule and any attaching Endorsements.

About your Insurance...
This insurance is underwritten by the Association of Underwriters known as Lloyd’s, led by Syndicate 4020.

Benefits provided...

Medical and Additional Expenses - Up to £10,000,000
Cover for hospital and other medical expenses incurred whilst outside the United Kingdom and within 12 months from the date of injury/illness plus additional accommodation and repatriation costs.
Cover also includes on-going in-patient Medical Expenses incurred within 3 months of return to the United Kingdom up to a maximum of £50,000.
24 hour Medical Emergency assistance included.

Cancellation and Curtailment- Up to £7,500 (maximum £50,000 any one occurrence / event)
Reimbursement for unused travel and accommodation costs if the trip is cancelled or cut short as a result of any cause outside the control of the Assured and/or Insured Person.

Employee Replacement Expenses - Up to £10,000
Additional expenses incurred in replacing an employee if the trip is cut short as a result of any cause outside the control of the Assured and/or Insured Person.

Journey Continuation - Up to £5,000
Reasonable additional travel and accommodation expenses incurred in meeting overseas connection or returning to the United Kingdom if interrupted as a result of any cause outside the control of the Assured and/or Insured person.

Travel Delay - £50 for each 4 hours (maximum £750)
A payment for each completed 4 hours of delay if the scheduled departure of a pre-booked airplane, train, coach or sea vessel is delayed due to specified reasons.

Personal Liability- Up to £5,000,000
Legal liability for injury to third parties (not a member of an Insured Person’s family, household or an employee) or damage to their property, excluding any liability arising out of the occupation or profession of an Insured person.

Legal Expenses - Up to £50,000
Expenses incurred in the pursuit of a claim against a third party who has caused bodily injury or illness to an Insured person.

Personal Accident- £50,000
Payable in the event of Death or Permanent Total Disablement by accident.
Cover also includes Permanent Partial Disablement and other benefits.
For persons under 18 years of age and in full time education, the death benefit is limited to £20,000.
Accumulation Limit £1,000,000.

Hospital Benefit- Up to £20,000
A payment of £50 per complete 24-hour period up to a maximum of 365 days, spent as an in-patient outside the United Kingdom. Cover is extended to include expenses as an in-patient for up to 3 months immediately following return to the United Kingdom unless claimable under the in-patient Personal Accident extension.
**Personal Property & Money**  
Reimbursement for loss of or damage to Personal Property up to £5,000 (Single Article limit £2,000)  
Reimbursement for loss of Money up to £5,000 (cash limit £2,000)

**Delayed Personal Property and Loss of Keys - Up to £1,000**  
For the purchase of immediate necessities if Personal Property is temporarily lost.  
Reimbursement for any reasonable cost of parts and labour to replace relevant keys or locks if the Insured person loses the keys to their main residence.

**Hijack, Kidnap & Detention - Up to £50,000**  
£100 for each completed 24-hour period during such occurrences, subject to a maximum of £5,000.  
In addition, reimbursement of additional expenses incurred, excluding ransom demands to help secure the release of the Insured person.

**Car Hire Excess Waiver - Up to £250**  
Reimbursement of the monetary excess if legally liable to pay, following loss or damage to a rental car hired by the Insured person.

**Political Evacuation - Up to £50,000 and in the aggregate**  
Reimbursement to the Assured for evacuation and repatriation costs and expenses due to Political Evacuation or Political Instability under certain circumstances.

**Winter Sports**  
Ski Passes, Ski Hire, Ski Clothing Hire & Tuition Fees - Up to £250 each Insured person.  
Piste Closure - up to £200 each Insured Person.  
Avalanche - up to £150 each Insured Person.

**Period of Insurance and Operative Time...**  
The Period of Insurance, during which all benefits are operative, will be shown in the Schedule provided to you when you arrange the cover.  
The effective period of cover for each trip commencing during the Period of Insurance shall be from the time of leaving home (or place of work if later) during the whole trip until return to home (or place of work if earlier). In addition, Cancellation cover operates from the date of booking a trip or from the date of issue shown in the Schedule, whichever is the later.

**Cancellation...**  
This Insurance is cancellable within 14 days if you feel it does not meet your needs. A full refund will be allowed if the Certificate and Schedule are returned to the Agent shown in the Schedule within 14 days, provided no claims and no trips have commenced.

**Claims...**  
If you believe that you have a claim under this Insurance, you should notify:  
Claims Administrators  
Accident & Health Claims Services LLP  
7-8 Ducketts Wharf  
South Street  
Bishop's Stortford  
Herts. CM23 3AR.  
Tel: +44 (0)127S 713860

When you notify a claim you will need the Certificate Number shown in the Schedule.
Compensation...
Lloyd’s insurers are covered by the Financial Services Authority’s Compensation Scheme. You may be entitled to compensation from the Scheme if a Lloyd’s insurer is unable to meet its obligations to you under this contract. If you were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this contract. Further information about the Scheme is available from:
Financial Services Compensation Scheme
7th floor Lloyd’s Chambers
Portsoken Street
London E1 8BN
website: www.fscomp.org.uk

Law Applicable to the Insurance...
The parties are free to choose the law applicable to the Insurance Contract. Unless specifically agreed to the contrary this insurance shall be subject to English Law and English Courts alone shall have jurisdiction in any dispute arising hereunder.

Complaints...
Any complaint should be addressed in the first instance to:
The Compliance Officer of the Agent shown in the Schedule

If you are not satisfied with the way that a complaint has been dealt with please contact:

Compliance Officer
Ark Syndicate Management Ltd
30 Fenchurch Avenue
London EC3M 5AD

In the event that you remain dissatisfied and wish to take the matter further you can do so at any time by referring to the Policyholder and Market Assistance Department at Lloyd’s. The contact details are:

Policyholder and Market Assistance Department
Lloyd’s
One Lime Street
London EC3M 7HA

Tel: +44 (0) 20 7327 5693
Fax: +44 (0) 7327 5225
E-mail: complaints@lloyds.com

Complaints that cannot be resolved by the Policyholder and Market Assistance Department at Lloyd’s may be referred to the Financial Ombudsman Service. Further details will be provided at the appropriate stage of the complaints process.

This complaint procedure is without prejudice to your right to take legal proceedings.
Main Exclusions (This is not an exhaustive list. A copy of the full contract of insurance may be seen upon application to your Agent)

Applicable to all sections of this insurance:

- Any trip known to exceed 90 days duration at commencement of the trip, unless declared to and agreed by Underwriters.
- Pre-existing medical conditions where the trip is longer than 3 months duration.
- Any trip booked or commenced contrary to medical advice, to obtain medical treatment or after a terminal prognosis has been made.
- Claims arising whilst participating in military, air force or naval service or operations (other than reserve or volunteer training).
- Nuclear reaction nuclear radiation or radioactive contamination.
- Terrorism involving the actual or threatened use of pathogenic or poisonous biological or chemical materials.
- War, whether war be declared or not, invasion or civil war; except whilst the Insured Person is travelling outside the United Kingdom, however this exception shall not apply where the Insured Person is taking an active part in such War, invasion or civil war.
- Claims of less than £50 each Insured Person.

Additional exclusions applicable to Section 1. Medical and Additional Expenses

- Medical expenses incurred more than 24 months after the date the first expense was incurred or any continuing expense if Insured Person has refused the option of repatriation to the United Kingdom.
- Costs of continuing medication for any health condition known to exist at the start of a trip.
- Any expenses resulting from a sexually transmitted disease or AIDS.
- Self-inflicted injury or suicide.
- Pregnancy and childbirth if the expected delivery date is during the trip or within 8 weeks of the end of the trip.

Additional exclusions applicable to Section 2 - Cancelation and Curtailment

- Any condition or set of circumstances known to exist and which could have been expected to cause the trip to be cancelled or curtailed.
- Pregnancy and childbirth if the expected delivery date is during the trip or within 8 weeks of the end of the trip.
- Claims arising as a result of the default or financial failure of any transport or accommodation provider, of any agent acting for them or of any agent acting for the Assured or Insured Person.
- Claims arising as a result of regulations or order made by any public authority or government.
- Claims arising or as the result of the withdrawal from service, temporary or otherwise of any public conveyance on the order or of the manufacturer, the Civil Aviation Authority, a Port Authority or any similar body in any country.

Additional exclusions applicable to Section 10. Baggage, personal effects and Money

- Money lost or stolen if not reported to the police or appropriate authority.
- Valuables and money left in the custody of a carrier.
- Damage to property by moth or vermin, wear and tear.
- Business Equipment or business samples otherwise insured.
- Property confiscated by Customs or other authority.
- Claims arising out of electrical or mechanical breakdown.
# LEICESTER-GONDAR LINK EXPENSE CLAIM FORM

**Surname:**

**First Name:**

**Address:**

## Details of Expenses

<table>
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<tr>
<th>Receipt No</th>
<th>Date</th>
<th>Details</th>
<th>GBP £</th>
<th>Local Currency*</th>
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**Sub-total**

(Exchange rate used)

**Total Claim**

Once completed and receipts attached, please send to:

Nichole Bruce, Leicester-Gondar Link Administrator, University of Leicester, International Office, University Road, Leicester. LE1 7RH