



UNIVERSITY OF EXETER

STAFF & STUDENTS TRAVEL HANDBOOK

General guidance for
staff and students when travelling overseas
on University related business
July 2024



USEFUL CONTACTS & INFORMATION

Complete this page before travel. Keep a paper and electronic copy of it in an easy to find place; both with you on the trip, and at home: work and family or friends.

Overseas Work Location:	
Overseas Host Contact Name:	
Overseas Host Contact:	Tel:
	Email:
Bangor (BU) Work Contact:	Tel:
	Email:
BU Work Contact Number:	
UK Emergency Contacts:	<p>Bangor University Security 24/7/365: +44 1248 38 2795</p> <p><u>CONTACT THE FOLLOWING FOR EMERGENCY SUPPORT</u></p> <p>Global Response +44 (0) 203 859 1492</p> <p>UMAL@global-response.co.uk (Ref: UMAL 026)</p> <p>Diversity Travel Bookings: If you require urgent assistance (eg cancelled flights or urgent travel request out of normal office hours) call the Diversity Emergency Line. +44 (0) 161 300 8258</p>
British Consulate (destination) Contact:	Tel:
	Email:
University Insurance Officer:	Ian Phillips - i.g.phillips@bangor.ac.uk

EMERGENCY CONTACTS

It is a good idea to write down the details of people that you want contacted in an emergency.

Name	Email	Telephone

INDEX

Useful Contacts and Information	1
Introduction	3
Step 1: Authorisation	4
Step 2: Travel Insurance	6
Step 3: Risk Assessment	7
Step 4: Travel Health Essentials	8
Step 5: Emergencies (includes specialist Support Agencies)	9
Step 6: Travel Basics (includes Pre-Trip Checklist)	11



INTRODUCTION

As a member of University staff or student it is highly likely you will travel abroad during the course of your work or study. However, the nature of a University environment, whose purpose is to learn and discover more, can lead to 'pushing the boundaries'. As such, trips overseas in relation to the destination, and activities once there, can be eclectic! For example, attending a conference in a European city, to climbing Mount Everest to assess how the body copes with limited oxygen.

As trips are away from the University's direct control, and its immediate support in an emergency, travel if not planned and appropriately controlled can be quite hazardous. However, just because there may be some risk does not mean travel should not take place. Just consider risks and controls at the planning stage so suitable arrangements are in place so the trip takes place safely.

In the event you do intend to travel, it is essential you follow the requirements of the **University's Overseas Travel Policy** and University travel insurance and plan your trip in a timely manner so you are fully prepared to ensure arrangements (including emergency) are considered and in place.

To support this Handbook further guidance is available on the [Health and Safety Website](#). This includes **The Taught & Research Fieldwork Handbook**, which offers supplementary guidance if planning group, overseas trips. Staff and students visiting Bangor College, China should refer to the specific **Bangor College, China Handbook**.

[Crisis 24](#), who support the University's Travel Insurance provider UMAL, offer up to the minute travel advice and a training module on travel preparedness to help staff and students plan for their trip. In the event something does go wrong (eg hurricane), contact Global Response **+44 (0) 203 859 1492 / UMAL@global-response.co.uk** (Ref: **UMAL 026**). In addition, please remember University Security are available 24/7 365 days of the year, who will try to assist where possible **01248 38 2795**.

If you have **booked via [Diversity Travel](#)** and require urgent assistance related to travel (eg cancelled flights or urgent travel out of normal office hours) call their Emergency Line **+44 (0) 161 300 8258**

The key stages when arranging an overseas trip are:

- | | |
|----------------|--|
| STEP 1: | Authorisation |
| STEP 2: | Travel Insurance |
| STEP 3: | Risk Assessment |
| STEP 4: | Travel Health Essentials |
| STEP 5: | Emergencies |
| STEP 6: | Travel Basics (incl. Pre-Trip Checklist) |



STEP 1: AUTHORISATION

Please ensure you follow the general overseas travel (and financial) authorisation procedures set by your College / School / Service.

In some cases, to ensure your health, safety and well-being, additional authorisations and / or stipulations will apply. This is usually dependent on the Foreign, Commonwealth and Development Office (FCDO) advice that considers safety and security, entry requirements, travel warnings and health for each country / region worldwide.

The FCDO continually monitor, essentially the world, to make sure the information they provide is pertinent. If the FCDO assesses the risk to travellers as too high, they advise against all travel to an area unless on essential business and / or even advise against all travel to an area.

The University must comply with FCDO advice. As a member of staff or student travelling overseas on University related business, you have a responsibility to:

CHECK, MONITOR & FOLLOW FCDO ADVICE EACH TIME YOU TRAVEL

The following, taken from the University's Overseas Travel Policy, summarises the specific requirements the University implements in response to FCDO advice.

FCDO advises against all travel to an area unless on essential business

- *A comprehensive risk assessment must be completed taking into account any advice from Health and Safety (Campus Services), the University Insurer's and the FCDO. In all cases, the reasons for travel must be evidentially overwhelming.*
- *Authorisation must be given by the Dean of College / Head of Professional Service (or, if the Dean of College / Head of Professional Service travelling, by the Health, Safety & Emergency Management Task Group).*
- *The on-line Travel Insurance Form must be completed.*

FCDO advises against all travel to an area

- *Specific guidance sought from Global Response (appointed by the University's Insurer (UMAL) to offer specialist advice) and the Health, Safety & Emergency Management Task Group.*
- *All such travel (unless travelling to home country), must be approved by Health, Safety & Emergency Management Task Group or the Vice-Chancellor. At least 10 days-notice before departure is required.*
- *The Health, Safety & Emergency Management Task Group will not consider such travel requests unless supported by a written Safety Case, reinforced by the relevant Dean of College or Head of School / Professional Service, clearly stating that the need to travel is evidentially overwhelming.*



- *The University's Insurers must approve the travel and the on-line Travel Insurance Form must be completed.*

Travelling to Home Country or Region

- *Staff or students wishing to return to their home country to undertake research / work and that home country (or region) has FCDO travel restrictions for UK citizens in place, may be authorised provided specific criteria are met. See the Overseas Travel Policy for full details.*

If travelling to a country with an elevated FCDO risk status (as detailed on the previous page), you are advised to Register with the British Embassy or Consular Office on arrival.

Keep their contact details with you at all times.

Global Response

The University's Travel Insurance provider, UMAL, are supported by [Global Response](#) that is part of an International Medical Group, a multinational specialist in the provision of insurance benefits and assistance services. Global Response then utilise [Crisis24](#) (appointed by UMAL) to provide up to the minute travel advice, security information etc.

Global Response has a single emergency telephone number: medical, security and general travel related. Please be aware you may be forwarded to [Crisis24](#) dependent on the nature of the incident:

+44 (0) 203 859 1492 / UMAL@global-response.co.uk (Ref: UMAL 026)

In addition, Global Response (via Crisis24) offers [REGISTERED](#) staff and students access to:

- An online platform, which combines 24/7/365 real-time alerts and advice delivered through a single web portable and mobile App.
- An e-learning Travel Module to help prepare for trips.

Links

- [Overseas Travel Policy / Cymraeg](#)
- [On-line Travel Insurance Form](#)
- [British Consulates](#)
- [Foreign, Commonwealth and Development Office \(FCDO\)](#)
- [Global Response](#)

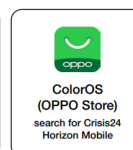
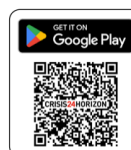
How to Access Horizon

Desktop

Go to <https://crisis24horizon.com/UMAL>

Mobile App

Download from your app store or search for Crisis24 Horizon Mobile.



Logging In

1. Open the mobile or web app, enter your organization email address, and tap Create Account.
2. Enter the additional personal details requested and tap Next.
3. Open the Welcome email and click to activate your account.
4. Create your password and then Sign-In to access Horizon.

Desktop: Go to Preferences, located under your name on the top-right, and set up your preferred notifications.

Mobile: Follow the prompts to enable Push Notifications and Location Services to receive alert notifications based on your current location.



STEP 2: TRAVEL INSURANCE

University Travel Insurance

As standard Personal Travel Insurance does not usually cover business travel, the **University provides FREE Business Travel Insurance** to all staff and students travelling overseas on University related work.

To arrange, complete the [on-line Travel Insurance Form](#) at least two weeks before departure. In most cases, completion of this Form will also act as your Overseas Travel Risk Assessment. When completing the on-line Travel Insurance, be aware that although the University Travel Insurance is suitable for most overseas work and study scenarios, you may sometimes need to check the cover is sufficient. For example, because of the country visited, the duration of your stay, the type of activities undertaken, especially if travelling further afield, and any enhanced medical needs you have such as an ongoing medical prescription. The University Insurance Officer can help with any queries.

Personal Travel Insurance

If in any free time you plan to carry out higher risk activities or extended travel **you must arrange Personal Travel Insurance**. This may also apply if you have specific medical needs, including what you may consider ongoing routine needs such as regular blood tests. When arranging Personal Travel Insurance, always confirm it covers repatriation from the country back to the UK and confirm your plans just to check something that you think is normal, for example, jet skiing, is included. Standard personal travel insurance can be very basic with many exclusion clauses. **PLEASE CHECK!**

Remember

Many countries do not provide medical treatment without proof of Insurance so do take all relevant Insurance information with you, eg, a copy of the Insurance Policy Cover Note, Policy Reference Number, emergency contact numbers, Unique ID Reference (*emailed following completion of the On-line Travel Insurance Form*).

On completion of the University's on-line Travel Insurance Request Form, travellers will also receive a hyperlink to the Insurance Cover Summary Page, which includes key Insurance emergency contacts.

When visiting other parts of the world arrange a UK Global Health Insurance Card (UK GHIC) or, dependent on where you are travelling and if you have rights under the BREXIT Withdrawal Agreement a UK European Health Insurance Card (UK EHIC). Please visit the [Government Website](#) for further information before travel. **NOTE: EHIC or GHIC is not a substitute for travel insurance. It may not cover all health costs and never covers repatriation costs. Arrange travel insurance as well as a card.**

Links

- [European Health Insurance Card \(EHIC\) / UK Global Health Insurance Card \(GHIC\)](#)
- [On-line Travel Insurance Form / Travel Insurance Policy Summary \(staff and students\)](#)
- [College / School / Professional Service Contact Administrators for Travel \(under review\)](#)



STEP 3: RISK ASSESSMENT

For most travel, completion of the Mandatory Overseas Travel Notification will be your Risk Assessment, alongside the University's [Generic Overseas Travel Risk Assessment](#).

However, in some cases, usually dependent on the area visited or the activity undertaken (e.g. attending a conference in an FCDO listed country, carrying out fieldwork) completion of the on-line Travel Insurance Form should be supplemented with a specific Activity Risk Assessment, which may require approval at a senior College / School / Service level.

For all overseas fieldwork, a Fieldwork Risk Assessment is required, just as within the UK.

Preparing the Activity Risk Assessment should not be onerous, and if done in a timely manner before leaving is a useful aide in helping plan general trip logistics to make sure everything is in place. This includes pre-trip arrangements, those once overseas and emergency procedures covering what action to take if something goes wrong. Do remember some arrangements require planning. Examples include; Visas, Passport or vaccinations to be administered a set time before departure or in doses.

The main [Overseas Travel Page](#) on the HSS Website provides a range of information and Handbooks to work out what needs covering in an Activity Risk Assessment eg political situation, vaccinations.

The Taught & Research Fieldwork Handbook is especially useful, prompting about other issues that may need thought when setting up overseas work or study eg Ethical Approval, which could be necessary dependent on the work / research undertaken.

The Handbook also highlights additional considerations if travelling in groups. Such trips can be more complex, not just coordinating general trip arrangements but also catering for, potentially, a range of individual needs such as health conditions, physical ability etc.

In addition, review the [Crisis24](#) Website (supports [Global Response](#)) when planning your trip for up to the minute advice 24/7 365 days a year for all destinations, eg, what local hotels and transport to use, dates to avoid travelling. **It should be noted the use of private accommodation providers such as Airbnb is discouraged.**

NOTE: Please remember that in your free time (ie outside of a university related activity), you are responsible for your own health and safety and must take care of yourself. This includes ensuring you have adequate personal insurance cover for the places you wish to visit and the activities you wish to undertake. Some insurance providers even class jet skiing as high risk, so if you haven't declared it they will not cover you if something does go wrong.

Links

- [Fieldwork](#)
- [General Advice Preparing Risk Assessments](#)
- [Example Risk Assessments](#)



STEP 4: TRAVEL HEALTH ESSENTIALS

Vaccinations / Medication¹

Always check you have the correct vaccinations and medications (eg malaria tablets) before travel. The [NHS Fit for Travel](#) Website lists what vaccinations and prophylaxis are advised (as a minimum), when travelling to individual countries. **Staff and students travelling overseas on University related business, are strongly advised to arrange vaccinations / prophylaxis as per recommendations.**

Be mindful some vaccinations and prophylaxis (e.g. malaria tablets) need administering a set time before departure or even in doses several weeks apart. When travelling always carry the *International Certificate of Vaccination or Prophylaxis (ICVP)* as proof of correct vaccinations. You will not be able to enter some countries without proof of vaccination, for example, some parts of Africa require a Yellow Fever Certificate on entry.

Flying

When flying keep hydrated, drink plenty of water and avoid drinking too much alcohol. If flying long distances wear comfortable clothes, do regular stretching exercises and try to walk around the plane at regular intervals. It is also important to familiarise yourself with guidance regarding [Deep Vein Thrombosis \(DVT\)](#) so you know what action to take if you have concerns after a long flight.

Other Health Considerations

As well as day-to-day health considerations when travelling overseas, eg sunburn, insect bites, some of us need to be mindful of pre-existing medical conditions and how these will be managed once overseas. This includes medical requirements that you consider routine, for example, ongoing blood tests and repeat prescriptions. Further information is available in the links below.

Travelling with Medication

Restrictions and even prohibitions may apply to what medication you can take overseas. For example, some countries ban opiate-based drugs such as codeine. In some cases, a GP's Letter confirming the need for medication may be required. Some airlines also have restrictions regarding what can be carried in hand luggage. Always check before travel and carry medication in its original packaging.

See Pre-Existing Health Considerations for details.

Links

- [Pre-Existing Health Conditions / Day to Day Health Considerations](#)
- [Fit for Travel](#) – NHS advice which lists vaccine etc information by country
- [Travel Health Pro](#) – set up by the Dept. of Health to protect the health of British travellers

¹ Occupational Health does not provide treatments. Staff and students must contact their GP (or alternative provider) for advice about vaccinations / prophylaxis and their College / School / Service about recovering possible treatment costs



STEP 5: EMERGENCIES

General Arrangements

To ensure appropriate support is in place if something does go wrong always consider:

- The country and region visited
- The time of year you are visiting eg monsoon season
- What activities you will undertake. **This includes those in your own time.**
- Your own specific needs eg individual health requirements
- How you will raise help, who will provide it, and how easy this process will be
- The standard of healthcare if required

Support could include taking your own First Aid Kit. In some cases, you may need to arrange on-site support such as a Local Guide. In addition:

- Check your emails for UMAL Travel Alerts (forwarded by University's Insurance Officer) and, if set up, [Crisis24](#) Alerts
- Download the [What3Words](#) App which will help you and others locate your exact position anywhere in the world in an emergency
- Check and follow the advice on the FCDO Website (updated continually)
- Inform your College / School / Service if problems arise when overseas
- If you have **booked via [Diversity Travel](#)** and require urgent travel related assistance call their Emergency Line **+44 (0) 161 300 8258**
- Remember Bangor University Security staff, available 24/7/365: **+44 1248 38 2795**

IMPORTANT NOTE

Collate and take emergency contacts; personal, home and overseas on each trip, with the information also left with your College / School / Service, family or friends.

It is also essential you take your Bangor University Travel Insurance details and any personal insurance cover details. The Cover Summary Page, which travellers receive a hyperlink to when they complete their on-line Travel Insurance Request Form includes details of key Insurance emergency contacts.

General Insurance query contacts are:

- UMAL: +44 (0)207 847 8670 / pa@umal.co.uk
- University Insurance Officer, Ian Phillips - i.g.phillips@bangor.ac.uk



SPECIFIC SUPPORT

Work / Study Related: The University's Insurer (UMAL) has arrangements in place with external, specialist organisations who can support staff and students in specific types of emergencies which arise from their work / study. **Only use in a real emergency.**

Own Time: During free time (ie outside of work / study), you will be responsible for your own health and safety and must take care of yourself. As part of this you must consider the activities you wish to undertake and places you wish to visit in your free time so you have suitable personal insurance. For example, if you choose to bungee jump over a canyon. University Insurance will not cover you for this. You must also declare any 'high risk' activities / places to your personal insurance provider to confirm they will cover you.

Global Response

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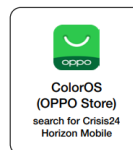
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Desktop: Go to Preferences, located under your name on the top-right, and set up your preferred notifications.

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What3Words App

Download the [What3Words](#) App which will help you and others locate your exact position anywhere in the world in an emergency.



STEP 6: TRAVEL BASICS

The following outlines common sense basics when planning a trip overseas with additional information available on the main HSS [Travel Website Page](#).

<p>General Safety:</p>	<ul style="list-style-type: none"> • Electrical: Standards can vary. Before leaving the UK purchase any adaptors for the electrical appliances you plan to take • Glazing: Some countries do not have safety glass so be mindful if pushing on glass doors / windows to open them • Fire Safety: Familiarise yourself with building / accommodation escape routes. Theft can often override fire safety resulting in fire exit routes being blocked or even locked. Be mindful of this • Personal Safety: Be vigilant taking into account advice offered by Websites, colleagues and overseas contacts regarding where is safe to visit, places and times to avoid and general precautions. For example, only carry essential valuables (which are hidden) • Driving: Standards vary greatly. Always, check for specific restrictions eg foreign nationals not allowed to drive in China, and check with the University Insurance Officer you are insured to drive overseas
<p>Location / Activity:</p>	<p>Consider all areas visited during a trip and what activities you will undertake to ensure you have suitable clothing, insurance etc. This includes the general environment eg city center, high altitude, rough terrain, coastal and the weather that can differ greatly region by region within a country.</p>
<p>Culture:</p>	<p>Pre-trip, research local and religious customs. These can even vary from region to region. For example, dress code, displays of affection, how you identify, consumption of alcohol. Please respect them.</p> <p>Be mindful of restrictions eg, some countries limit Internet access and ban filming / photography at some sites. Be conscious of sensitive topics eg politics, heightened emotions during religious festivals.</p> <p>Be prepared, animals and even people may be treated differently to the UK.</p>
<p>Accessibility:</p>	<p>Discuss needs prior to departure so reasonable adjustments, where possible are in place. As, with any trip overseas, and in order to be prepared it is advisable to research the general provision of facilities in an area pre-trip.</p>



Dietary:	Plan for specific dietary requirements if not easy to accommodate overseas.
Accommodation:	<p>Preferably, book a place known to you or ask colleagues, friends or family who have travelled to the area before or speak to your overseas contact for advice or use a reputable booking Agent / Site. It should be noted the use of private accommodation providers such as Airbnb is discouraged.</p> <p>On arrival familiarise yourself with fire exits etc, and secure your room, even if just briefly popping in.</p> <p>In case you get lost, carry accommodation details: name, address, phone.</p>
Transport:	<p>Book with reputable organisations eg ATOL protected.</p> <p>Vehicle condition and the way people drive (not just what side of the road (!)) differs around the world making driving and even walking difficult.</p> <p>Possibly avoid the more unusual local modes of transport!</p> <p>Ask overseas contacts or your hotel for advice on 'safe' transport eg public transport, taxi firms, hire vehicle plus driver.</p>
General Welfare:	<p>Remember water straight from the tap may not be safe to drink or may have a different mineral content that could cause an upset stomach. The types of food on offer and general hygiene standards, including the style of toilets may also differ around the world.</p> <p>When travelling carry spare tissues, (in case, no loo roll) and antibacterial hand gel. See <i>Travel Health Essentials</i> for more advice on general health.</p> <p>In case of loss of luggage, store some clean clothes in hand luggage.</p> <p>If possible, carry spare glasses and / or contact lenses.</p>
Theft:	<p>Only carry valuables, passports, credit cards etc if needed. Keep currency in a few places. If not needed, store in a secure place, such as hotel safe.</p> <p>Take copies of essential documents eg, Insurance, Passports, Visas, or store electronic copies in an accessible place such as your email account.</p> <p>Make a note of key provider emergency contacts eg Bank, Mobile.</p> <p>Encrypt laptops and take a USB stick to store / download work as you go.</p> <p>Always report theft to the Police, airline or hotel with a written report of the incident obtained. Insurance companies will need evidence of loss.</p>

PRE-TRIP ESSENTIALS CHECKLIST²

Tick ✓

AUTHORISATIONS	<ul style="list-style-type: none"> Is general College / Service process sufficient FCDO Website checked to identify if specific University authorisation required (as per <i>Overseas Travel Policy</i>) 	
INSURANCE	<ul style="list-style-type: none"> University on-line Travel Insurance Form submitted Personal Insurance (if required) e.g. free time activity/trip, medical needs Details noted: Insurance Policy, Unique ID, Emergency Contacts 	
RISK ASSESSMENT	<ul style="list-style-type: none"> Specific Activity Risk Assessment prepared (if required) Activity Risk Assessment 'signed off' (if College / Service Policy) 	
PASSPORT	<ul style="list-style-type: none"> Valid (may need to be valid for at least 6 months after travel) Are two required (cannot enter some countries with stamp of another) 	
PERMITS / VISAS	<ul style="list-style-type: none"> Permit / Visa requirements checked and arranged 	
VACCINATIONS / PROPHYLAXIS	<ul style="list-style-type: none"> Vaccination / prophylaxis needs checked and arranged Evidence obtained ie Vaccine Certificate 	
TRAVEL / TRANSPORT / ACCOMMODATION	<ul style="list-style-type: none"> Itinerary – flight and accommodation booked with details noted Transport to and from the UK airport (and parking) arranged Transport from overseas arrival point to accommodation planned Booking evidence available eg tickets, phone app, email 	
MONEY	<ul style="list-style-type: none"> Local currency purchased (if allowed) Confirmed UK ATM cards will work overseas Traveller's Cheques arranged (safest way to take money abroad) 	
MOBILE PHONE	<ul style="list-style-type: none"> Checked mobile phone will work overseas and costs 	
LAP TOP	<ul style="list-style-type: none"> Laptop encrypted. USB stick to store / back up work 	
HEALTH / MEDICATION	<ul style="list-style-type: none"> Prescription medicines arranged (if airline allows, take in hand luggage) Details of prescriptions noted and GP letters arranged (if required) Extras eg 1st Aid Kit, diarrhoea tablets, insect repellent, spare glasses All medicines, tablets etc kept in original packaging EHIC/GHIC Card CHECK BEFORE TRAVEL 	
CLOTHING	<ul style="list-style-type: none"> Suitable for the region visited, predicted weather, planned activities 	
EMERGENCY ARRANGEMENTS	<ul style="list-style-type: none"> Itinerary, own and overseas contact details given to home contacts eg family, friends, University colleagues. Download the What3Words App Contact numbers noted (electronically and in writing): <ul style="list-style-type: none"> Insurance (University and Personal) Family / Friends / University (incl. Security) / Overseas Colleagues Other Emergency Numbers eg Consulate, Bank, Travel provider 	

² Take two copies of key documents (eg Passport, Visas, Permits, Insurance) or store electronically. If taking hard copies store separately and on arrival store securely eg hotel safe