

Frequently Asked Questions

Global Rescue Trailhead Rescue for AAC Members

1. If I sign up for one of Global Rescue's upgraded services on top of my AAC benefit, will I have the FULL cost of any evacuation (subject to the stated limitations) covered?

As an AAC member, you have two options. The first is the benefit included with your membership: \$5000 worth of Global Rescue services (Global Rescue absorbs the first \$5000 of costs; you pay the rest) to the trailhead. When an AAC member chooses the second option and upgrades to the full Global Rescue membership, available either per trip or for an annual term, they are provided with up to \$500,000 of rescue and evacuation services. For full Global Rescue members, services don't end at the closest clinic to the trailhead -- members who need to be hospitalized after a rescue can choose to be transported back to their home country hospital of choice. For example, rather than spending a month in the Interlaken Regional Hospital in Switzerland, Global Rescue will bring you back home on a medically-equipped aircraft or with a medical team on a commercial flight to be hospitalized close to your friends, family, and own doctors who can provide continuity of care as you recover. Full Global Rescue members also benefit from Global Rescue's best-in-class medical advisory services, offered in conjunction with partners at Johns Hopkins Medicine, consistently ranked the #1 medical institution in the U.S. since 1990. AAC members get a 5% discount on this upgraded service, with plans starting at \$119.

To sign up for the upgraded service plan, please visit:

<http://www.globalrescue.com/affinity/AAC/AAC.html>.

2. Do I have to be climbing or ski mountaineering to receive the benefit of the Global Rescue Trailhead Rescue? What activities does it cover, and where do I have to be to receive the service that comes with my AAC benefit?

The benefits of Global Rescue's Trailhead Rescue apply to any land-based backcountry activity beyond the trailhead. Global Rescue will coordinate a rescue from the time you are beyond the trailhead and/or in the backcountry until the time you return, provided you initiate the rescue by calling Global Rescue's Operation Center. If you choose to upgrade to the full Global Rescue service, offered at a 5% discount through the AAC, this rescue service begins once you are at least 160 miles from your home. The basic AAC Global Rescue membership does not have this mileage restriction.

3. Are there restrictions on elevation with the Global Rescue Trailhead Rescue? What happens if I am above 6,000 meters? Are there any areas in which Global Rescue will not provide rescue service?

There are no elevation limitations with Global Rescue. Any elevation is eligible for a Global Rescue-coordinated evacuation, but understandably Global Rescue cannot guarantee rescue in United States' State Department "Travel Warning List" countries, war zones and/or in places where there's a high chance that the rescue team's lives are in imminent danger. Global Rescue will do everything short of endangering additional lives to facilitate rescue in those areas. In places where Global Rescue's team can't participate directly, they may still be able to help with the coordination and communication. Please remember that the Global Rescue Trailhead Rescue benefit applies

only to rescue and evacuation expenses and does not apply to the search process.

4. What happens in the event that a call for rescue is placed to local services, rather than Global Rescue? What if a rescue is launched without a call being placed at all?

Global Rescue requires that the first call be placed directly to the Global Rescue Operations Center, but understands that there may be times when an AAC member (or someone else on the member's behalf) simply calls the local "911" number first. In those cases, Global Rescue needs to be notified as soon as possible, especially while the rescue is still in process. This will allow Global Rescue to provide full capabilities of logistical support to the mission, forming contingency plans and utilizing a full team of evacuation experts. A family member or companion may also make the call to Global Rescue on the member's behalf. When notified in a timely manner before or during a rescue mission, part of Global Rescue's benefit to the AAC is that GR will absorb the first \$5,000 worth of rescue-generated costs. It is in your best interest to get Global Rescue in the loop as early as possible and that means educating next of kin, partners and guides by providing them with instructions and the Global Rescue Operation Center phone number prior to engaging in the activity. Global Rescue is **not an insurance provider**, but rather a rescue service, more similar to AAA's roadside assistance than to collision coverage. As a result, **Global Rescue cannot pay for rescue services if Global Rescue is not notified of the incident in a timely fashion.**

Should your rescue be completed without Global Rescue assistance, please contact the AAC to report your rescue and to be advised on your options. In certain situations, you may qualify for the Domestic Medical Emergency Evacuation Insurance.

5. How does this work if I am out of the country?

If you are out of the country you will still need to contact Global Rescue to expedite the rescue process. This service is exceptional when coordinating rescue outside of the U.S. where language barriers and geopolitical concerns may weigh on time. If placing an international call will be difficult, be sure to educate your trip leader or guide, team members, next of kin and/or emergency contact ahead of time that he or she will need to call the Global Rescue Operation Center if there is an accident or emergency.

Also, it is important to stress to AAC members the essential responsibility of educating yourself on local processes and procedures when climbing internationally. Ahead of time, be sure to know how to dial an international call, and how to even begin communication for a rescue in your specific climbing location. Every country and region can be quite different, and preparing ahead of time will prove worthwhile in an emergency situation.

6. How do I contact Global Rescue if I am in the mountains with no phone service?

As is the case in any backcountry rescue or evacuation situation, a rescuer may first have to travel to a place where a rescue phone call or communication can be placed. If the first phone call or rescue communication for some reason does not go to Global Rescue, be sure to involve Global Rescue as soon as is feasibly possible. As an AAC member with the eligibility for Global Rescue's Trailhead Rescue benefit, make sure your partners, team members and/or guides know that you have this service, and know the number to call. It may be worthwhile to store the number in team

members' cell phones before the start of the trip.

7. Is the Global Rescue hotline phone number staffed 24/7?

The hotline is staffed 24/7 and is made up of critical care trained paramedics, former Navy SEALs, Army Rangers, and other experts at organizing and coordinating extraction efforts in complicated scenarios.

8. Does Global Rescue have the infrastructure to respond to emergencies as quickly and reliably as calling 911 or a local EMS system? Will there be a delay by adding a “middle man?”

Global Rescue's response team, as described above, has a very extensive network and can coordinate a rescue and provide guidance to the process that can make it quicker, more reliable and more cost-effective for you. Global Rescue will often collaborate with the local rescue service, but you will be relying on experienced professionals who can not only coordinate the rescue based on the extent of the emergency, but also form contingency options in the event of unexpected roadblocks.

9. Is The American Alpine Club switching to Global Rescue as opposed to Rescue Insurance in order to save money?

It actually costs the AACE more to provide the Global Rescue Trailhead Rescue benefit to our members than it did to provide rescue insurance. The AAC's goal is to provide a service that gives additional value to members and helps keep the climbing community safer. The club is far more interested in *saving* your life than *insuring* it; essentially, we want you to come home alive. The switch to the Trailhead Rescue service is designed to benefit the greatest amount of members in complicated situations both domestically and internationally. There may be times where you feel that it is appropriate to supplement this program with additional services (for example, purchasing the upgraded Global Rescue plan), but the AAC thinks that you will find real value in using the Trailhead Rescue.

10. As an AAC member, I am eligible for the first \$5,000 of Global Rescue's services. Are Global Rescue's services more costly than local rescue providers, considering overhead or administrative costs?

Global Rescue is not in the business of marking up rescue services. When coordinating a rescue, Global Rescue will charge for the time and effort of staff, but the fee is usually quite nominal compared to the full cost of rescue. Some situations will require a high level of logistics coordination while others may require very little. It is worth noting that typical fees for rescue operations (on a “fee-for-service” basis) can be quite high, considering the costs of aircraft fuel, medical personnel, etc. If traveling to an area where an evacuation may prove extensive and costly beyond the \$5000 benefit, AAC members are encouraged to take advantage of the 5% discount on an upgraded service from Global Rescue, in which \$500,000 of services are provided.