

## **red24 Alert Security Advice and Response Service**

**Eligibility:** All enrolled members and immediate family members traveling together

The red24 Alert program is designed to provide clients with personal security risk management assistance, whether they need advice for a minor concern or require a full on-the-ground response, via a team of security experts, 24 hours a day, 7 days a week by phone, online, and by email.

The following is a brief description of the benefits members receive.

### **Online Security Information & Advice**

- Personal Security
- Real time country profiles

### **Email Updates**

- Daily News
- Weekly Editorial
- Global Report

### **Security Risk Analysis Reports**

Personalized security reports are designed to:

- Safe at home
- Safe when away

### **24/7 Phone Advice**

- Instant access to trained security specialists

### **Physical Response & Rescue**

- An immediate on-the-ground physical response to rescue the member if found in a life-threatening security situation anywhere worldwide.

### **Definitions**

Where the following words appear they will have the following meanings:-

Host Country	Any country in which you are located at the time of an Incident with the exception of any country where red24 has advised against travel prior to your departure to that country as listed on the Website
Security Assistance	Provision of a specialist to assist in the assessment, containment and management of an Incident which may where red24 considers necessary include evacuation and repatriation
Website	The red24 alert website at <a href="http://www.red24.info">www.red24.info</a>
You/your	The person(s) named as the member on your Membership schedule or the person(s) notified to you by your Intermediary, together with your spouse or partner and dependent children residing with you not exceeding the age of 22 years

### **Membership**

red24 Alert is a Membership designed to provide you with Security Assistance and other Membership Benefits as detailed in these Terms.

During the Period of Membership red24 will allow you to access to the Website. red24 will

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supply you with a personalised registration code to enable you to access the Website. You will keep the registration code secure and not allow anyone access to or use of the registration code.

The Website provides guidance and advice on numerous types of personal security issues. This will include but is not limited to an up to date guide to all the trouble spots around the world and advice on minimising personal risks, travel areas to be avoided, health risks and guidelines, crime zones and the type of action to be taken if in trouble, who to contact and what to do.

### **Exclusions from Security Assistance**

Your Membership is not intended as a replacement for immediate emergency services that are available in a Host Country. Contact information for local emergency services is available on the Website and from the red24 alert 24-hour hotline.

red24 will not be held liable for:-

- any act or alleged act by you which if committed by you in your country of citizenship, would be a criminal offence
- any fraudulent or criminal act or alleged act, by you acting alone or in collusion with others which is committed in the Host Country which contravenes the laws of the Host Country
- you taking part in any anti-government activity or the operations of any security or armed forces
- costs or other liability arising from or attributable, in whole or in part, to a debt, insolvency, bankruptcy, commercial failure, the repossession of any property by any title holder or lien holder or other financial cause
- any loss or damage of whatsoever nature where red24 has advised against travel prior to your departure to that country as listed on the Website

### **Cancellation**

red24 can cancel your Membership by giving you 30 (thirty) days' notice in writing to your last known address. Where such cancellation is made for any reason other than your default or circumstance outside of red24's reasonable control red24 will return your Membership Fee (if any) to you on a pro-rata basis for each month of the unexpired term of the Period of Membership only.

You can cancel the Membership at any time by writing to red24. In the event that you cancel your Membership, the Membership Fee (if any) paid to red24 will not be refunded to you (except as set out below).

Your Membership may be cancelled immediately, in writing, to your last known address, if you do not pay the Membership Fee (where applicable) or do not make payment under any instalment scheme or linked credit transaction. You will not receive a refund for any instalment already paid. If your Membership is cancelled for any reason you must destroy the personalised registration code supplied to you by red24 or your Intermediary.