

Travelling with your cochlear implant

A concern for a lot of our patients is : ‘What if something goes wrong with the processor when I am on holiday?’. Cochlear implant companies are aware of this and give recipients the opportunity to apply for holiday back up kits. Each company has their own form which can be found online or obtained from the company.

We can also provide a letter that you can take with you to the airport which will explain the cochlear implant to the staff. The letter also covers the wearing of the processor through the airport from a safety perspective.

Cochlear Implant Companies Travel Information

Advanced Bionics UK Ltd.

http://www.advancedbionics.com/uk/en/support/support_service_faq.html

Cochlear UK

<http://www.cochlear.com/wps/wcm/connect/uk/home/support/cochlear-implant-systems/travel-programme>

Cochlear Travel Programme

Whether you are travelling for work or relaxing on vacation, damage or loss of your sound processor need not ruin your trip

It would be stressful to be without your sound processor at any time, but much more so if you are working abroad or away on holiday. The Cochlear™ Travel Programme means you don't need to worry about finding a local clinic or spending the rest of your trip in silence. With three plans to suit the needs of different travellers, we've got you covered. You just need to decide which plan suits you best and let us know where and when you are going.

Annual Cover Plan

Great value plan for those who travel frequently

There is no need to make special arrangements each time you go away. With our Annual Cover Plan, it doesn't matter how often you travel or how many different destinations you visit. If you lose or damage your sound processor, we will ship a temporary replacement to you as quickly as possible*. That's one thing less to worry about when you are planning a trip.

Single Trip Plan

Perfect for occasional holidays and travel – with a family option.

Don't risk your holiday being spoiled or your business trip being cut short. In the event of you losing or damaging your sound processor, we will ship a temporary replacement to you to ensure you are hearing again as quickly as possible.

Full Backup Plan

Designed to ensure you won't miss a moment of your trip.

In the event of a trip to a remote country or perhaps you are travelling to an exotic location where our courier can't deliver, you may prefer to carry the backup sound processor with you. With our Full Backup Plan, we send a backup sound processor directly to you before you leave home. You can then enjoy your trip, knowing that you have a replacement sound processor immediately available if you need it.

Plan name	Per person	Per family	Duration of plan
Annual Cover Plan	£95	£135	1 year
Single Trip Plan	£20	£40	2 weeks

Plan name	Per processor	Per family	Duration of plan
Full Backup Plan	£80 (1st processor) £30 Additional fee for second processor (bilateral recipients only)	Not available	2 weeks

*Single Trip and Annual Cover Plans: In most cases, a temporary replacement sound processor would be with you within approximately two days. However, exact delivery times vary by location and details are available on request. All plan prices exclude VAT

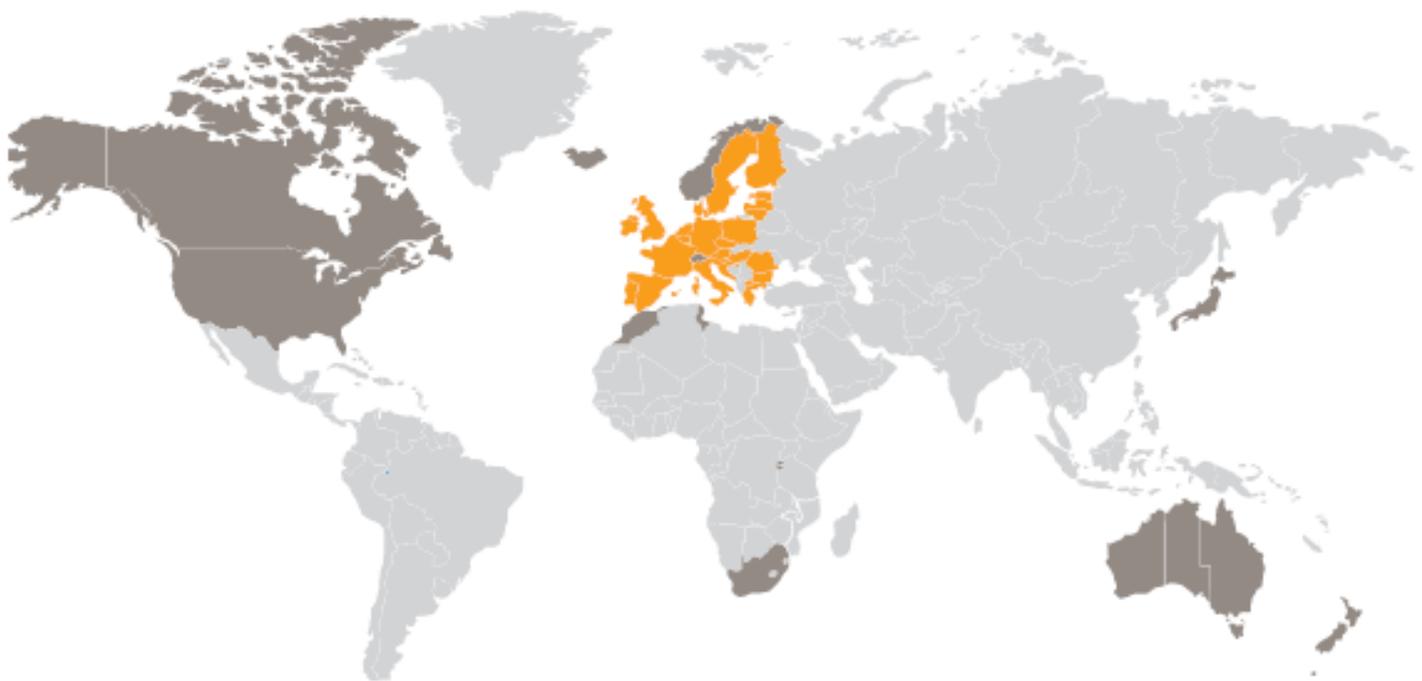
The Travel Programme gives you peace of mind when you are away from home

Your sound processor contains parameters called a MAP, which is unique to you. In the event of your own sound processor being faulty, damaged or lost when you are travelling, Cochlear Europe Ltd can provide you with a mapped sound processor ready for use.

Just choose which plan suits you best then complete and send this request form to Cochlear. We will require your request a minimum of two weeks before you travel so we can obtain an electronic copy of your map from your clinic. If you have chosen the Single Trip or Annual Cover Plan, a mapped sound processor will be couriered to an address of your choice on request (certain geographical restrictions apply below). **Note: You are required to take your own spare cables and coils.**

After your trip, if your own sound processor needs repair, return it to your clinic as per your usual process. Then return the temporary replacement sound processor by courier or registered post to Cochlear **within ten days of your return.**

- **Light Grey** – Only Full Back Up Plan available
- **Grey** – Easy shipping. All plans available
- **Yellow** – Quick, easy shipping. All plans available



Hear, there and everywhere

Application form

Hear now. And always

Select your plan

Please indicate which plan of the Travel Programme you would like.

Plan name	Per person	Per family
Annual Cover Plan		
Single Trip Plan		
Full Backup Plan		

Select your sound processor

Please indicate on the table below what type of sound processor you use and how many you require. If you selected a family plan or you are a bilateral user, please update processor quantity accordingly.

Type	ESPrill™ 3G		Freedom™		Nucleus® 5		Nucleus® 6	
								
Quantity	Belge		Belge		Belge		Belge	
	Brown		Brown		Brown		Brown	

Customer information

Patient name Surname

Name of parent/guardian (if applicable)

Home address

Shipping address (Please give an address where there will be someone available to sign for the delivery.)

For Single Trip Plan, this will be the address where you are staying when travelling. For Annual Plan, you may leave this blank. For Full Backup Plan, you may have the processor sent to you at home or complete a different address here.

Contact telephone number(s)

Contact email

Clinic

Are you a bilateral user? Yes No

Travel period from to

Payment card details (We accept all major credit and debit cards except Lazer (IE). Cheques are not accepted)

Card number

Cardholder name

Expiry date / / Security

Terms and conditions

1. Cochlear Europe Ltd ("Cochlear" or "we") will lend you a mapped sound processor, comprising a sound processor and (BTE) controller but excluding accessories ("Processor") for the fee set out in the request form, based on the plan of the Cochlear™ Travel Programme ("Plan") you have selected and subject to the following terms and conditions.
2. The Processor remains, at all times, the property of Cochlear.
3. Your card details will be used for payment of the Plan fee and for any late, damaged or lost Processor. A Processor will be dispatched to you via courier to the address given on the request form (for the Full Backup Plan). It is your responsibility to ensure that someone is available to receive the parcel at the address you specify. For Single Trip and Annual Cover Plans, the Processor will be dispatched to the address provided by you. You are responsible for the accuracy of the delivery address provided to Cochlear and it is your responsibility to ensure that someone is available to receive the parcel at that address. The parcel will contain the Processor loaded with your MAP.
4. The information provided by you on this request form will only be used for the purpose of supporting the services provided to you under a Plan.
5. We will require your request a minimum of two weeks before you travel so we can obtain an electronic copy of your map from your clinic. Please note (for the Annual Cover Plan) it is your responsibility to advise us of any updates made to your map during the period of cover. Any requests or changes to be communicated via uktravel@cochlear.com at least (2) weeks before you begin your trip. Failure to provide Cochlear with 2 weeks to obtain your MAP may result in your processor not being provided.
6. Your Plan is restricted to certain countries. It does not apply to travel destinations outside these restrictions. Location details can be found both on this form and by visiting our website www.cochlear.com/uk for the most up to date details. You will be advised once we receive your request form if any destination you are travelling to is not covered. While Cochlear will use all reasonable endeavours to deliver a Processor within the time period agreed with you, delivery dates cannot be guaranteed.
7. An Annual Cover Plan is valid for one (1) year from the date supplied by you on the request form and does not automatically renew. If you wish to continue with an Annual Cover Plan, you are required to submit a new request form to Cochlear.
8. You must return the Processor by courier or registered post to Cochlear within ten (10) days of completion of your travel period (as notified to Cochlear on the request form or, for the Annual Cover Plan, as notified to Cochlear by phone).
9. Late return of the Processor will incur a late payment charge of £10 per day up to a maximum of a further ten (10) days. Thereafter, the Processor will be deemed lost and Cochlear will charge £2000 from your payment card.
10. The Processor must be returned by courier or registered post, to Cochlear at the address on the request form and should be insured for a value of £2000. Proof of delivery will be required should a parcel be lost or damaged. All carriage and return charges to Cochlear are your responsibility.
11. Where the Processor has been damaged, misused or has been immersed in fluid, you will be liable to pay a fee of £2000 and this fee will be charged to your payment card by Cochlear. We strongly recommend that you take out the appropriate level of travel insurance to cover the Processor from theft, loss or damage before your travel departure. (Refer to your sound processor user guide)
12. Your use of the Processor is conditional upon your own sound processor being faulty, stolen or lost. Your Plan does not cover your elective use of the Processor.
13. If you use the loan processor because your own sound processor is faulty, on return from your trip, return your faulty processor to your clinic as per your usual process. Once a replacement is issued via your clinic, please return your 'loan' processor to Cochlear.
14. If you use the Processor because your sound processor has been stolen or lost, you must still return the Processor within ten (10) days of the end of your travel period (as notified to Cochlear on the request form or, for the Annual Cover Plan, as notified to Cochlear by phone).
15. All Plan prices are subject to applicable taxes. Pricing is effective from 1 July 2013 for twelve (12) months and will be reviewed annually by Cochlear.
16. Cochlear will not be held responsible for any delay or failure to comply with its obligations under these terms and conditions if the delay or failure arises from any cause which is beyond its reasonable control. This does not affect your statutory rights.
17. By completing and returning the request form you confirm that you have read, understood and agreed to these terms and conditions.

I have read and agree to Cochlear privacy policy online (www.cochlear.com) and the terms of use.

I have read, understood and agree to the terms and conditions for **Hear, there and everywhere service**. I authorise Cochlear Europe Ltd to deduct from my payment card the weekly or annual fee indicated overleaf as well as any other fees which may become due under the terms and conditions.

Print name

Date

Please post this form to:

Cochlear Europe Ltd
Cochlear Travel Programme
6 Dashwood Lang Road
Bourne Business Park
Addlestone
Surrey KT15 2HJ

Or email to: uktravel@cochlear.com

For more information, please contact Cochlear Customer Service
(Monday to Friday 9:00am–5:00pm excludes weekends and Bank Holidays)



Holiday Back Up Kit

If you are planning on going on holiday and would like the security of a back up 'like for like' spare sound processor, headpiece and cable, whilst you're away, we are able to offer a 'Holiday Back Up Kit'.

Advanced Bionics will provide a similar sound processor, headpiece and cable to your originals, ready to use as back ups. This kit is shipped to your home address prior to your departure. **We recommend that you take out sufficient travel insurance to cover the value of these items.**

WHAT YOU NEED TO DO (1 MONTH BEFORE TRAVEL):

- Supply Advanced Bionics with 1 month notice before Travel
- Complete the attached form
- Ask your Cochlear Implant Centre to email us a copy of your current sound processor programs (customerservice.gb@advancedbionics.com) with '**Holiday Back Up Kit**' in the subject title.
- **Return the form** along with a cheque for the correct amount, made payable to '**Advanced Bionics UK**'.
Send the form and cheque to:

**Customer Service Department
Advanced Bionics UK Ltd
2 Breaks House, Mill Court
Great Shelford
Cambridge.
CB22 5LD**

- We can also take card payments by telephone. Please call 01223 847888.

Please Note: In the event of less than a 4 week Notice Period Advanced Bionics may NOT be able to supply. We will always endeavour to supply but will pass on any additional shipping costs for express services

WHAT HAPPENS NEXT:

Your 'Back Up Kit' will be sent to you via registered mail to the address stated on the order form. The pack contains the processor loaded with your programmes as well as a spare headpiece, cable, and a T-mic if you require one. Kit content details are on the form below. Remember to specify an address where someone will be available during the daytime to receive the parcel.

Please note: Batteries are not included with Holiday back up kits.

If you have a problem with your processor and need to use the loaner, you should first try to use it with your own accessories (headpiece/cables/t-mic). All loaned accessories come in sealed bags and if opened will be assumed to have been used. This means that we will send your centre an invoice if your original accessories are out of warranty.

Please take the time to read the following terms and conditions before completing the enclosed form. If you have any queries, please contact us at the UK office (T: 01223 847888).

TERMS AND CONDITIONS:

1. If you do not use the 'Back Up Kit' you should return it to the address above using the original shipping material - no further charges apply. Please use registered post or courier with tracking services.
2. If you use any of the items in the kit during your holiday please contact Customer Services on your return (T: 01223 847888) and you will be guided through the next steps. You will keep the holiday loaner until you receive replacements for your original items. Our main priority is that you have a working system at all times.
3. If faulty items fall outside warranty an additional invoice will be sent to your centre.
4. All the items in holiday loan kits are available to purchase privately. Please contact our office for details.
5. All returned items must be sent by courier or registered post, as proof of delivery will be required should a parcel be lost. All postal charges to Advanced Bionics are the responsibility of the customer.
6. The normal loan period is 30 days from the date of receipt. Late return of items will incur a late payment charge of £10 per day up to a maximum of 10 days after the return date shown on the invoice (40 days after date of receipt).
7. In the event of the processor not being returned within the agreed loan period, loss or damaged by abuse or immersion in fluid, the customer (signatory on contract form) will be liable for a fee of £5,530 payable to Advanced Bionics on demand. We strongly recommend that you take out appropriate travel insurance to cover your loaner processor before departure.

Holiday Back Up Kit

Order Date		Required Delivery Date	
Patient Name		Parent/Guardian Name	
Address			
Delivery Address			
Tel/Mob. (Day)		Email	
Travel Dates	From	To	
Centre Name		Centre Tel. N ^o .	

Kit contents. Please tick the kit you require.

Naída CI Q70: Unilateral <input type="checkbox"/> Bilateral <input type="checkbox"/>	Harmony: Unilateral <input type="checkbox"/> Bilateral <input type="checkbox"/>
Naída CI Q70, Sand beige (includes small & standard earhook) Universal Headpiece UHP Color Caps, Sand Beige RF cable 3.5" 9 cm (beige) RF cable 12" 30 cm (beige) T-Mic™ 2 Small T-Mic™ 2 Medium Naída CI Clip Left Naída CI Clip Right	Harmony Processor Silver Metallic T-Mic Silver Metallic T-Mic - Small Silver Metallic Universal Headpiece UHP Magnet UHP Color Caps, Silver Gray UHP Cable, Silver 4.25" (11cm)
Neptune: Unilateral <input type="checkbox"/> Bilateral <input type="checkbox"/>	PSP: Unilateral <input type="checkbox"/> Bilateral <input type="checkbox"/>
Neptune Sound Processor, Satin Chrome Neptune Connect, White AquaMic AquaMic Color Caps, Alpine White Neptune Cable for AquaMic, White 32" (81cm)	Platinum Series Sound Processor Universal Headpiece UHP Magnet UHP Color Caps, Silver Gray UHP Cable, Beige 42" (107cm)

The information contained on this form will only be used for delivery of the Holiday 'Back Up Kit' and will not be stored, used for marketing purposes or sent to any other organisations.

<i>Charges from Date of Issue (see Terms and Conditions)</i>	
<u>If not returned in 30 days</u>	<input type="checkbox"/> Unilateral Loan 30 days £25.00 plus VAT (Non refundable) Total £30 <input type="checkbox"/> Bilateral Loan 30 days £50.00 plus VAT (Non refundable) Total £60 - a charge of £10 per day will be incurred up to a maximum of 10 days.
<u>If not returned in 40 days</u>	- You will be invoiced for £5,530 plus VAT - as the processor will be presumed lost.

I confirm the above order and have read and accept the guidelines, terms & conditions and agree to pay all additional costs as required under the Holiday 'Back Up Kit' scheme.
I also acknowledge that my personal data will be collected, processed and used only by Advanced Bionics UK Ltd. for the purpose of this agreement of Holiday Backup Kit service supply.

SIGNED:			
PRINT NAME:		Date:	

SEND to:- Customer Services Department, Advanced Bionics Ltd. 2, Breaks House, Mill Court, Great Shelford Cambridge CB22 5LD

Advanced Bionics UK Ltd, 2 Breaks House, Mill Court, Great Shelford, Cambridge CB22 5LD
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