



Medical Travel Process and Guidelines

There are no fees incurred by the patient or Travel Companion unless any changes or cancellations are requested within the change and/or cancellation terms and conditions of the contracted vendors (ex: hotel no-shows or airline cancellations or upgrades).

MTC understands that sometimes plans change and the patient must adhere to the terms and conditions for set by the contracted hotel, air and ground transportation.

All changes or cancellations must be processed through MTC and if there is a fee incurred then the patient is 100% financially responsible.

Airline Reservations:

MTC will book all Patients flight reservations under the approved per-diem. If traveling under 200 miles the patient has a maximum allocation of \$350 round trip and if flying over 200 miles a maximum allocation of \$750 round trip. Prices may not include baggage fees or other fees charged directly by the airline the reservations are booked. Tickets are nonrefundable and nontransferable, and name changes are not permitted. Airline fare quotes are not guaranteed until ticketed. Federal law forbids the carriage of hazardous materials aboard aircraft in your luggage or on your person.

If the patient needs to make a change to their existing airline reservation and the changes are available and there are no fees assessed from the airline and the change results in a credit, the patient foregoes the usage of the refund for personal use.

If the patient makes a change and there are additional fees required and the patient's physical card has not been funded yet, then MTC can use the remaining per-diem to pay the difference. If the physical card has already been funded, then patient will need to use the card or their own personal credit card to pay the balance at the time of the reservation change.

Driving to the Destination

If the patient is traveling under 200 miles to the destination, the patient has a maximum allocation of \$50 round trip, and if they are driving over 200 miles a maximum allocation of \$100 round trip.

If the patient changes their method of travel after their Dean Foods SmartChoice Visa card is funded, then they are responsible to pay the difference of charges incurred by either using the balance of their per-diem, or paying out of pocket. If patient opts to drive to their appointments and not stay at the hotel and have appointments on different day, they will be funded an additional round trip per diem in lieu of their hotel accommodations.

Hotel Reservations:

The nightly room rate does not include any applicable property service fees, charges for optional incidentals (such as minibar snacks or telephone calls), or regulatory surcharges.

The property will assess these fees, charges, and surcharges upon check-out. The hotel property requires that the hotel guest is at least 21 to check in. Base rate is for up to 2 adults, and the patient is subject to additional fees if additional guests are added and based on the hotels policy. The patient is responsible for any increase in the cost of their hotel room as a result of any change or cancellation.

No refunds will be issued for late check-in or early check-out. Stay extensions require a new reservation and must be booked through MTC to get the discounted corporate negotiated rate. Patient can earn hotel loyalty points at contracted hotels if included in the contracted rate and must be supplied to MTC at the time of reservation or upon check in at the front desk.

There are 4 hotel tiers which were mirrored from the official 2019 Government Per-diem Hotel and Lodging Tiers* and include tax and any applicable resort fees and range from \$125 - \$200 depending on the location of the clinic.

Hotel rooms are booked under the per-diem and if patient wishes to upgrade their room, the hotel is notified that the balance between the per diem and upgrade is to be paid directly to the hotel within 72 hours by the patient or the room type defaults back to the room type under the contracted rate with the hotel. Patient can upgrade their room type directly with the hotel as well and will be responsible for the balance.

If the patient's procedure is completed sooner than expected, and if the change in airline reservations is equal to or less than the additional night stay then no approval is needed.

If the change fee is higher, then it is the Patients responsibility to cover the difference with the balance of their per-diem, or out of pocket.

Car Rentals/Ride Share

If the patient opts to book a car rental versus use their personal transportation, ride share or shuttle, MTC can assist with setting up at discounted rates with complimentary upgrades and VIP check in (for Emerald Club Members). MTC also has discounts for Rideshare options and a link will be sent to the patient once reservations are completed.

*** Per-Diems**

Per-diems are fixed amounts to be used for lodging, meals, and incidental expenses when travelling **on official business**. The Dean foods meal per-diem are set by the General Services Administration (GSA) and are used by all government employees, as well as many private-sector employees who travel for their companies. The per-diem amount that the patient will be issued for lodging depends on the location to which they are travelling to and from. There are almost 400 destinations across the United States for which a special per-diem rate has been specified. The per-diem for meals is set for \$35 a day for both the patient and travel companion.

Changes / Cancellations

Any and all changes and/or cancellations for airline or hotel accommodations have to be served through MTC and it is the responsibility of the patient to notify MTC immediately if a change has occurred. If the change is the required by the clinic versus the patient, and additional fees are applied, the clinic will be responsible for covering the additional fees. If the patient is requesting the change and additional fees apply, then the patient will be required to pay the additional fees.

Dean Foods is utilizing a global 14-day cancellation policy for patient and travel companion, and are under similar terms and guidelines that are used with all major booking engine websites. The 14-day cancellation policy is in addition to the existing terms and restrictions of the airline, hotel or ground transportation.

The patient will have 14 days after the completion of the procedure/appointment to use the card, and after that, the card will be cancelled and any remaining funds will no longer be available to the patient.

If you have any questions please reach out to us at info@medtravelconciierge.com.