

KATO supports new AAR “Tourist Rescue Cover”

Message from the KATO Chairman:

The safety of our visitors has always been of paramount importance to the industry. Over the years, there have been times when a client needed emergency rescue services arising from an accident or illness, but not every type of travel insurance includes an immediate evacuation service to the nearest hospital.

The critical period, is the time between the actual incident and evacuation to the nearest competent medical facility ... usually in Nairobi. This time normally calls for a high degree of involvement and cost to the operator in order to facilitate the highest levels of service to the affected client(s).

KATO members have supported the "flying doctor" air rescue cover for many years, and we take this opportunity to reconfirm our support and to welcome the new AAR Tourist Evacuation Cover, which provides the travel trade with an even more efficient way of addressing the issue of evacuation.

With the “no-exemptions” policy and web-based interface to allow tour operators book their clients from the comfort of their own office, this will be a revolutionary way of providing emergency evacuation cover to our visitors. We are pleased to confirm that the cover extends to the whole of East Africa and caters for both road and air evacuation as determined by the particular situation.

I urge all tour operators to consider offering this cover to all their guests for future safaris, if they are not already including this in their tour programs.

Mia Dunford
Chairman, KATO