

UNITED KINGDOM



Hear, there and everywhere

Cochlear™ Travel Programme



Hear, there and everywhere

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.

Full Backup Plan

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

With this 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 PROCESSOR	DURATION OF PLAN
Full Backup Plan	£96 (per processor, inc. VAT) £36 (additional fee for 2nd processor – bilateral recipients only)	2 weeks For trips over 2 weeks, price on application. Please contact Customer Service

How the service works

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. Cochlear Europe Ltd will provide you with a mapped sound processor ready for use in the event that your own sound processor becomes faulty, damaged or lost during your travels.

If you would like the Full Backup Plan, just complete and send this request form to Cochlear by post or email. Your completed application is required a minimum of two (2) weeks before you travel so that we can obtain an electronic copy of your MAP from your clinic.

Note: You are required to take your own spare batteries, cables, coils and dry & store unit.

If the loaner processor(s) were used on your trip due to your device(s) becoming faulty, please contact Cochlear to inform them. If your processor requires repair or replacement, contact your clinic as per your usual process. Once you have received a replacement processor from your clinic, please return the Cochlear loaner processor(s) by courier or registered post to Cochlear **within ten (10) days of your return.**

For more information, please contact Cochlear Customer Service

(Monday to Friday 9:00-17:30 excludes weekends and Bank Holidays)

Telephone: +44 (0)1932 263 640 | Email: uktravel@cochlear.com

www.cochlear.com/uk/travel-programme

Please seek advice from your health professional about treatments for hearing loss. Outcomes may vary, and your health professional will advise you about the factors which could affect your outcome. Always read the instructions for use. Not all products are available in all countries. Please contact your local Cochlear representative for product information.

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