

# Emergency Contact & Rescue Process

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## EMERGENCY CONTACT

24/7 RESCUE HOTLINE

**+977-9801068400**

BACKUP NUMBER

**+977-9851232668**

ALTERNATIVE CONTACT

WhatsApp: [+977-9851232668](https://www.whatsapp.com/business/profile/9779851232668)

[operation@alpine-rescue.com](mailto:operation@alpine-rescue.com)

Tip: If you cannot get through by phone, please try to contact via WhatsApp.

## HAVE THIS READY

- Passport copy
- A short video of the insured (min. 30 seconds)
  - Must show the entire testing process & physical condition, with blood oxygen and heartbeat readings (altitude sickness)
  - Must clearly show overall condition and any injury (accident)
  - Insured should briefly explain their state on video; guide/companion may assist if unable
- Brief description of the condition/situation
- Exact current location (as detailed as possible)
- Medical report (if already at a hospital or facility)
- Copy of Insurance details

## RESCUE PROCESS

- 1 Call the emergency number
- 2 Clearly state your location and condition/problem
- 3 Provide your basic information
- 4 Follow instructions from the Call Center