



Global Travel Companions Ltd



Preferred Vendor & Partnership Information Pack

GLOBAL
TRAVEL COMPANIONS

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1 | Message from the Director

Thank you for taking the time to learn more about Global Travel Companions Ltd.

Our company was founded on a simple belief — that every journey should feel safe, supported, and dignified. Whether assisting a traveller returning home after illness or providing reassurance for someone journeying alone, we approach every case with professionalism, empathy, and respect.

As a nurse-led organisation, we bring together healthcare governance, travel logistics, and genuine human care. Our companions and registered nurses have extensive experience in aviation medicine, acute hospital care, and international assistance and travel. That blend of clinical awareness and real-world travel expertise allows us to anticipate challenges, plan ahead, and ensure a smooth, well-co-ordinated journey for every client.

We work in partnership with insurers, medical-assistance providers, private hospitals, concierge firms, and travel-management companies worldwide. Each collaboration is built on transparency, trust, and shared commitment to traveller safety and wellbeing. Whether it's a one-off case or a long-term service agreement, our focus remains the same — to make travel safer, simpler, and more reassuring for everyone involved.

This Vendor Pack outlines how we operate, the standards that underpin our work, and the governance that supports every decision we make. I hope it gives you a clear understanding of our approach and confidence in the service we deliver.

We look forward to the opportunity to work alongside your organisation and to provide dependable, compassionate support for your clients — wherever their journey takes them.

Richard Wright, RN
Director, Global Travel Companions Ltd

2 | Company Overview

Legal Name: Global Travel Companions Ltd

Registered Address: Suite 6119, Unit 3a, 34–35 Hatton Garden,
London EC1N 8DX, United Kingdom

Established: June 2025

Company No.: 16451301

Director: Richard Wright (RN, NMC Registered Adult Nurse)

Operations: Case coordination based in London, with flexible availability to support clients across UK and international time zones.

Website: www.globaltravelcompanions.co.uk

Global Travel Companions Ltd is a UK-registered organisation specialising in professional travel-companion, non-medical-escort and nurse-escorted-repatriation services. We support individuals, insurers, assistance providers, hospitals and concierge partners in ensuring that travel — especially following illness or hospitalisation — is handled safely, smoothly and with dignity.

Founded by a registered nurse with extensive experience in aviation medicine and international medical assistance, the company was created to bridge the gap between healthcare governance and travel logistics. Our model combines clinical awareness, operational efficiency and compassionate support, ensuring travellers receive the right help at the right time.

Our operations are structured to remain fully compliant with the Care Quality Commission (CQC) framework, operating under the *CQC-exempt model* as we do not provide clinical treatment or regulated personal care. However, our governance, safeguarding and documentation processes are designed to mirror CQC standards — giving partners confidence that every case is managed ethically, lawfully and in line with recognised UK healthcare principles.

From complex overseas repatriations to domestic journeys within the UK, we coordinate cases end-to-end through a trusted network of vetted professionals and partner travel-management companies. Our service is flexible, discreet and always tailored to the client's specific needs.

At the heart of our approach is professional integrity — every journey is managed with transparency, accountability and respect for those in our care. We pride ourselves on being a reliable extension of our partners' service capability, giving clients confidence that their travellers are supported throughout every stage of the journey.



3 | Our Services

3.1 Non-Medical Escort / Travel Companion Services

Support for clients needing reassurance or logistical help without medical intervention: door-to-door escorts, airport and transit assistance, cruise or rail companionship, and post-discharge travel for fit-to-fly clients. All companions are DBS-checked and trained in safeguarding and travel coordination.

3.2 Nurse Escort & Flight Nurse Services

Delivered by registered nurses experienced in acute care and aviation medicine. Ideal for patients needing clinical oversight while travelling but not air ambulance support.

Nurses liaise with treating clinicians, administer prescribed medication, monitor vitals and follow IATA / CAA guidelines. We can also work with insurance companies as required.

3.3 Repatriation Coordination

Support with logistical management including airline liaison, ground ambulance and meet-and-greet arrangements, and bed-to-bed hospital transfers.

3.4 Partnered Travel Management Solutions

Collaboration with third-party TMCs to arrange flights, accommodation and transport through ATOL / ABTA-protected channels, ensuring Package Travel Regulations compliance and competitive rates.

3.5 Travel Support Consultancy

Expert advice for insurers and hospitals on fitness-to-fly processes, documentation, and CQC compliance in travel contexts.

3.6 Concierge, Cruise & VIP Support

Discrete assistance for VIP and corporate travellers — airport escort, cruise disembarkation support, and private itinerary companions.

3.7 Domestic Travel Support (UK)

Escort services within the UK — hospital discharges, care-home transfers, or family visits — all under the same governance framework as international cases.

4 | Governance & Compliance

Behind every journey is a clear governance framework that protects our clients, our contractors, and our partners.

Our systems mirror recognised UK healthcare and aviation standards, providing complete transparency and accountability in every case.

CQC Framework

Global Travel Companions Ltd operates under a *CQC-exempt model*, as we do not deliver treatment or regulated personal care as defined under the Health and Social Care Act 2008.

However, our internal governance structure — policies, record-keeping, and safeguarding protocols — is designed to mirror CQC expectations. This ensures all travel support is delivered ethically, lawfully, and in line with professional healthcare standards.

Insurance

We maintain comprehensive Professional Indemnity (£2 million) and Public Liability (£2 million) cover through Beazley. All of our contractors hold independent Professional Indemnity and Public Liability insurances. Copies of Global Travel Companions current certificate are available and are included in Annex A.

Safeguarding & Vetting

All staff and independent contractors are DBS-checked and complete safeguarding training appropriate to their role (typically Level 2–4). Our director holds safeguarding level 4 training and is the designated safeguarding lead.

Our Safeguarding Policy outlines clear escalation procedures and duty-of-care responsibilities in line with national guidance.

Information Governance & Data Protection

We are registered with the Information Commissioner's Office (ICO) and fully compliant with UK GDPR and the Data Protection Act 2018.

Client data is encrypted, stored securely and transmitted only as necessary for operational purposes.

We maintain strict confidentiality and data-handling protocols for all case documentation.

Health, Safety & Security

All operations comply with the Health and Safety at Work Act 1974, Management of Health and Safety Regulations 1999, and relevant aviation-safety standards.

Dynamic risk assessments are completed for each assignment, and all companions and nurses are required as part of their agreement to undertake regular training / updates on manual handling, infection prevention, and lone-working procedures.

Clinical Governance (For Nurse-Escorted Cases)

Nurse-led assignments follow professional standards set by the Nursing and Midwifery Council (NMC).

Each case includes clinical documentation, pre-travel assessment, and post-journey reporting within a defined governance pathway overseen by the Director (RN).



5 | Operational Standards

Our operational framework is built to reflect the Care Quality Commission's fundamental standards of safety, effectiveness, caring, responsiveness, and good governance — even though Global Travel Companions Ltd operates under the CQC-exempt model (as we do not deliver regulated treatment or personal care).

These standards ensure that every journey is planned, monitored, and reviewed with the same diligence expected within regulated healthcare environments.

Governance and Case Management

Each case follows a structured, auditable pathway — referral → assessment → planning → delivery → review.

A named coordinator maintains oversight and accountability from initial enquiry through to post-journey evaluation.

Safety and Risk Management

Every assignment is preceded by a dynamic risk assessment covering medical fitness, mobility, environmental, and logistical factors.

Controls are recorded in the Travel or Repatriation Plan and re-evaluated during travel.

Post-case reviews identify learning points and feed into continuous-improvement logs.

Clinical Oversight (Nurse-Escorted Cases)

Where nurse escort is required, clinical activities are delivered under the professional standards of the Nursing and Midwifery Council (NMC).

Each nurse completes a pre-travel clinical review, monitors the patient in transit, and submits a post-journey report to the Director for governance sign-off.

Safeguarding and Duty of Care

All personnel are DBS-checked and complete Level 2–4 safeguarding training.

Our safeguarding framework mirrors statutory guidance (*Working Together to Safeguard Adults 2023*).

Concerns are escalated through a clear reporting pathway to the Safeguarding Lead (Director – RN).

Communication and Partner Liaison

A single point of contact ensures consistent updates for partners and families.

We use secure, encrypted channels for all case communications and maintain detailed logs for transparency and audit purposes.

Documentation and Record Keeping

Standardised templates are used for:

- Pre-Travel Assessment
- Travel / Repatriation Plan
- Clinical / travel companion / Escort Report
- Post-Journey Summary

All documentation is stored in line with UK GDPR and Data Protection Act 2018.

Health, Safety & Infection Control

Operations comply with the Health and Safety at Work Act 1974, Management Regulations 1999, and relevant aviation-safety standards. Companions and nurses complete regular training in manual handling, infection prevention, and lone-working safety.

Training and Competence

All contractors and staff complete mandatory induction covering:

- Safeguarding and Duty of Care
 - Information Governance and GDPR
 - Infection Prevention and Control
 - Health & Safety
 - Professional Boundaries and Customer Care
- Clinical staff maintain current NMC registration; non-clinical companions receive periodic refresher training and supervision.
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Information Security

All digital data is encrypted in transit and at rest.

Access is role-restricted, and data retention follows our ICO-registered policy.

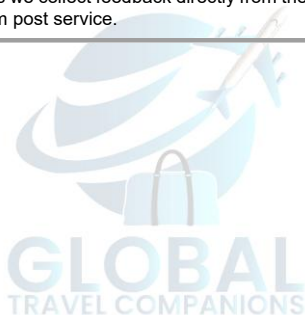
Confidentiality agreements are signed by all contractors.

Collaboration and Escalation

We work in partnership with treating clinicians, insurers, assistance teams, travel management companies, airlines, and ground providers. Clear escalation pathways exist for medical, operational, and safeguarding concerns, ensuring timely response and shared accountability.

Quality Assurance and Continuous Improvement

Every completed case is reviewed against performance indicators: timeliness, safety, communication, and partner feedback. Findings are logged in our Quality Improvement Register and form part of our quarterly governance review. Alongside this we collect feedback directly from the client via our feedback form post service.



6 | Key Supporting Documents & Certifications

Global Travel Companions Ltd maintains a concise set of governance and compliance documents that evidence legal registration, professional accountability, and safe working practice.

Although the company operates under a CQC-exempt model, all policies and procedures are written to mirror the Care Quality Commission's fundamental standards of safety, effectiveness, caring, responsiveness, and good governance.

All documentation is authored and overseen by the Director and reviewed annually or whenever regulations change. Copies of certificates and core policies are available to partners on request.

6.1 Corporate & Legal

- Certificate of Incorporation
- Director Confirmation Statement
- ICO Registration Certificate

6.2 Insurance & Liability

- Professional Indemnity Insurance – £2 million (Beazley)
- Public Liability Insurance – £2 million (Beazley)
- Medical Malpractice Extension – covers nurse-escort work where required - £2 Million (Beazley)
- Contractor Insurance Compliance Statement

6.3 Professional Standards & Clinical Governance

Because the company does not provide regulated treatment or personal care, a formal “clinical governance framework” is not required.

Instead, governance is achieved through:

- Adherence to NMC Code of Professional Conduct (for nurse escorted trips)
- Standardised documentation for risk assessment, travel planning, and post-journey review

- Case oversight by the Director (RN) for all nurse-escorted assignments
-

6.4 Safeguarding & Vetting

- Safeguarding Policy
 - Enhanced DBS Certification held by Director and verified contractors
 - Reference and ID verification for all subcontractors
 - Whistleblowing Policy
-

6.5 Information Governance & Data Protection

- Data Protection Policy
 - Secure Communication Procedure (encrypted email / file transfer)
 - Data Retention Schedule
 - Information Security Incident Procedure
-

6.6 Health, Safety & Infection Control

- Health & Safety Policy compliant with *Health and Safety at Work Act 1974*
 - Risk Assessment Templates – manual handling, infection control, lone working, travel risk
 - Infection Prevention Guidance adapted for travel environments
 - Incident Reporting Form and review process
-

6.7 Quality Assurance & Continuous Improvement

- Audit Checklist – simple case-review tool completed by the Director after each assignment
 - Feedback Form – captures partner or client comments
 - Learning Log – records any actions or service improvements identified
-

6.8 Document Control & Review

All policies are version-controlled and approved by the Director.

Amendments are recorded in the *Revision History and Document Control* section of this pack.

Archived versions are stored securely for audit trail and partner review



7 | Partnership & Collaboration

At **Global Travel Companions Ltd**, we believe great partnerships are built on trust, good communication, and shared purpose. Every case we handle is a joint effort — working alongside our partners to make travel safer, smoother, and more reassuring for those in our care.

How We Work With You

We see ourselves as an extension of your team, not an outside supplier. Whether coordinating a complex repatriation or supporting a traveller who simply needs reassurance, we bring professionalism, flexibility, and empathy to every situation.

You'll always deal directly with someone who understands both the clinical and logistical realities of travel — never a call centre or anonymous inbox.

Communication & Clarity

We keep things simple and transparent.

From first enquiry to final handover, you'll have a single point of contact and clear, timely updates.

Our documentation and communication are straightforward, concise, and secure — designed to make your job easier, not harder.

Shared Values & Quality

Partners choose us because we share the same goals:

- protecting travellers' wellbeing,
- maintaining high standards, and
- delivering excellent service without unnecessary cost.

Our approach helps insurers and hospitals contain costs responsibly while ensuring every traveller is treated with dignity and care.

Ethical & Governance-Led Partnerships

We operate within UK law and CQC guidance, underpinned by clear governance and safeguarding standards.

We only accept cases that can be managed safely, legally, and in the best interests of the traveller.

Integrity and accountability come before commercial gain.

Who We Work With

We're proud to collaborate with:

- **Insurance & assistance companies** seeking trusted non-medical and nurse-escort partners
- **Private hospitals & clinics** coordinating safe discharge or onward travel
- **Concierge & lifestyle firms** supporting VIP or senior clients
- **Corporate & travel-management companies** arranging bespoke care for travellers
- **Cruise lines & port agents** needing reliable assistance for passengers in transit

An Open Invitation

We welcome new partnerships and conversations.

If you value professionalism, reliability, and genuine care for your travellers, we'd love to explore how we can support your organisation. Together, we can make every journey safe, dignified, and stress-free — wherever in the world it begins or ends.



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8 | Contact Information

Thank you for taking the time to learn more about Global Travel Companions Ltd.

We hope this pack has given you a clear sense of who we are, how we work, and the standards that guide every journey we support. We're always happy to discuss potential collaborations, answer questions, or tailor our services to meet your organisation's specific needs.

Get in Touch

General Enquiries & Operations

ops@globaltravelcompanions.co.uk

www.globaltravelcompanions.co.uk

Phone: +44 (0)203 886 2376

WhatsApp: +44 7465 674964

Postal Address

Suite 6119, Unit 3a, 34–35 Hatton Garden, London EC1N 8DX United Kingdom

Let's Work Together

We know that travel assistance is about more than logistics — it's about people.

Behind every journey is a story, a family, or a moment that matters, and we never lose sight of that human side.

If you share our commitment to safety, compassion, and professionalism, we'd love to work with you.

Let's create partnerships that make travel safer, more personal, and more reassuring for everyone involved.

Connect With Us

Follow our latest updates, industry insights, and travel safety tips on:

LinkedIn: [linkedin.com/company/globaltravelcompanions](https://www.linkedin.com/company/globaltravelcompanions)

Facebook: [facebook.com/globaltravelcompanions](https://www.facebook.com/globaltravelcompanions)

Instagram: [instagram.com/globaltravelcompanions](https://www.instagram.com/globaltravelcompanions)



18th July 2025

TO WHOM IT MAY CONCERN

Global Travel Companions Limited

We act as Brokers for the above and confirm their insurance details as follows;

Medical Malpractice

Insurer	Beazley Insurance DAC
Policy Number	W003667-25X
Period of Insurance	20 th June 2025 to 19 th June 2026
Medical Malpractice	£2,000,000 any one claim and in the annual aggregate
Professional Indemnity	£2,000,000 any one claim and in the annual aggregate
Public Liability	£2,000,000 any one claim

This Certificate constitutes a statement of the fact at the date of issuance. Persons relying on this Certificate do so at their own risk.

This document is furnished to you as a matter of information only. Any amendment change or extension of such contract can only be affected by specific endorsement attached hereto.

Yours faithfully,



Jack Parker
Account Handler

ADF Insurance Brokers Ltd Creative Industries Centre Wolverhampton Science Park Wolverhampton WV10 9TG
Tel 01902 424054 Fax 01902 710956
Email enquiries@adfinsurance.co.uk www.adfinsurance.co.uk

Data Protection Registration Certificate

Global Travel Companions Ltd

Suite 6119 Unit 3a
34-35 Hatton Garden
Holborn
London
EC1N 8DX

Registration reference: ZB905570

Date registered: 30 May 2025

Registration expires: 29 May 2026



Issued by: Information Commissioner's Office,
Wycliffe House, Water Lane, Wilmslow, Cheshire
SK9 5AF

Telephone: 0303 123 1113

Website: ico.org.uk



CERTIFICATE OF INCORPORATION ON CHANGE OF NAME

Company Number 16451301

The Registrar of Companies for England and Wales hereby certifies that under the Companies Act 2006:

GLOBAL COMPANIONS LTD

a company incorporated as private limited by shares, having its registered office situated in England and Wales, has changed its name to:

GLOBAL TRAVEL COMPANIONS LTD

Given at Companies House on **22nd May 2025**.

The above information was communicated by electronic means and authenticated by the Registrar of Companies under section 1115 of the Companies Act 2006



Companies House



**THE OFFICIAL SEAL OF THE
REGISTRAR OF COMPANIES**

Annex D – Safeguarding & DBS Summary

Safeguarding Overview

Global Travel Companions Ltd is committed to maintaining the highest standards of safeguarding for all clients, partners, and contractors. Our policies mirror national guidance including the Care Quality Commission's principles of safety and good governance. Safeguarding is overseen by the Director, who acts as the Designated Safeguarding Lead.

All concerns are handled in accordance with our Safeguarding Policy, which outlines clear reporting and escalation pathways. Where necessary, referrals are made to local authorities or appropriate agencies in line with statutory requirements.

DBS Certification

- The Director holds a current Enhanced DBS Certificate, verified via the DBS Update Service (status – *current and valid*).
- Redacted proof of certification (showing name, certificate number, and issue date) can be provided to partners on request.
- All contractors engaged by Global Travel Companions Ltd must provide valid Enhanced DBS certificates prior to engagement.
- DBS documents are checked, recorded, and monitored for renewal by the Director.
- No assignments are offered or continued for contractors whose DBS status is expired, invalid, or non-compliant.

Training & Awareness

- The Director is trained to Safeguarding Adults Level 4.
 - All contractors complete safeguarding training relevant to their role minimum level 2 certificate is required.
 - Refresher training is reviewed annually, and certificates are held on file.
-

Commitment Statement

Global Travel Companions Ltd ensures that every contractor representing the company understands their responsibility to protect clients from harm, act on concerns, and uphold the dignity and safety of those we support.



Annex E - Contractor Insurance Compliance Statement

All independent contractors engaged by Global Travel Companions Ltd must hold valid and appropriate insurance for the services they provide. This includes, as applicable to their role, current:

- **Professional Indemnity Insurance**
- **Public Liability Insurance**
- **Travel or Personal Accident Insurance**

Before undertaking any assignment, each contractor is required to submit evidence of current insurance certificates. These documents are verified and recorded by the Director as part of the onboarding and compliance process.

Only contractors who maintain full and continuous compliance are authorised to represent the company. Assignments are not offered, allocated, or continued for any contractor whose insurance has expired, lapsed, or does not meet the company's compliance requirements.

This policy ensures that every professional representing Global Travel Companions Ltd—whether as a travel companion or nurse escort—operates with adequate protection for themselves, the client, and our partners, in keeping with the company's governance and risk-management standards.

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Annex F– Company Capability Statement

Global Travel Companions Ltd
Trusted Travel Support Worldwide
Version 1.0 – October 2025

About Us

Global Travel Companions Ltd is a UK-registered, led organisation providing professional travel-companion, non-medical-escort, and nurse-escorted-repatriation services.

We work with individuals, insurers, assistance providers, hospitals, and concierge partners to make every journey safe, dignified, and stress-free. Founded by Richard Wright (RN), a Registered Nurse with over 13 years' experience in acute care, aviation medicine, and international medical assistance, the company was created to bridge the gap between healthcare governance and travel logistics.

We understand that behind every journey is a person—often travelling in challenging circumstances—and that reassurance, preparation, and professionalism make all the difference.

Our nurse-led governance ensures every case is managed safely and transparently, while our background in global assistance brings flexibility and responsiveness partners can rely on.

Our Services

We deliver a complete range of travel-support solutions, from non-medical companionship to complex nurse-escorted transfers. Each service is underpinned by clinical awareness, clear communication, and a genuine commitment to care.

We provide professional companions for travellers who need reassurance, mobility assistance, or help navigating airports and transit arrangements.

For clients with medical needs, our nurse-escorted-repatriation service offers a safe and cost-effective alternative to air-ambulance transport, coordinated in line with treating-doctor guidance and airline medical

Clearance where required.

Our team can also manage case coordination and logistics—assistance with medical clearances, ground transfers, and airline liaison—ensuring every journey runs smoothly from hospital to home.

We also support hospitals and insurers with travel consultancy, post-discharge arrangements, and travel planning for vulnerable or recovering travellers.

Whether assisting a solo traveller returning home, supporting an older client on holiday, or coordinating a hospital discharge overseas, we focus on professionalism, empathy, and reliability at every stage.

Governance & Professional Standards

Although our work is non-regulated under the Health and Social Care Act 2008, we operate within a CQC-exempt model and align our processes with the Care Quality Commission's fundamental standards of safety, effectiveness, caring, responsiveness, and good governance.

All services are delivered under clear policies covering safeguarding, information governance, health and safety, and quality assurance. We hold comprehensive Professional Indemnity and Public Liability insurance with Beazley, maintain active ICO registration, and comply fully with UK GDPR and the Data Protection Act 2018.

The Director personally oversees all cases both travel companion/non medical escort and nurse-escorted cases, ensuring compliance with Nursing and Midwifery Council (NMC) professional standards.

All companions and contractors are DBS-checked, insured, and trained in safeguarding and professional boundaries before engagement. Each contractor maintains independent Professional Indemnity and Public Liability insurance, verified on onboarding and monitored for renewal compliance.

Our documentation, record-keeping, and risk-assessment processes mirror recognised governance frameworks—giving partners confidence that every traveller is supported safely, ethically, and in line with UK professional standards.

Why Partners Choose Us

Global Travel Companions Ltd combines the structure of clinical governance with the personal touch of independent care. We offer direct, human communication—no call-centre models—together with transparent pricing and a flexible, client-centred approach. Our nurse-led leadership ensures sound clinical judgment and consistent oversight.

Our companions and nurse escorts bring compassion, discretion, and reliability on every journey.

We are approachable, ethical, and easy to work with—maintaining the standards of a healthcare service with the warmth of a trusted travel partner.

We collaborate with:

- Travel insurers & medical-assistance companies
- Private hospitals, clinics & rehabilitation centres
- Concierge & lifestyle-management firms
- Corporate & travel-management companies
- Cruise lines, port agents & hospitality partners

Every partnership is founded on trust, transparency, and a shared commitment to traveller wellbeing.

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Revision History

Version	Date	Author	Description of Change / Notes
1.0	Oct 2025	R. Wright	Initial issue – Vendor & Partnership Information Pack