



Here are some tips when you become overwhelmed and things aren't going quite right!

You discover the airline has changed your seats:

If seats selected during online check-in have changed once you arrived at the airport - speak to a gate agent (the person manning the desk at the gate versus at ticketing). They are usually the most helpful and can do the most in moving others or asking others to move!

Your flight is delayed:

1. If the delay is less than 30 minutes and not affecting a connecting flight – you are good to go!
2. If the delay is more than 30 minutes and affecting a connecting flight, head straight for the desk to get put on the next flight. Also, call or text me so I can start looking on my end too. I'll advise any transportation companies and hotels of the delay. Transportation providers will typically be monitoring your flight as well.
3. Know your rights

Your flight is cancelled:

Please head to the ticket counter and call or text me. Based on the circumstances and our options, I'll help direct what's next.

Your luggage is delayed or lost:

1. Find the airline baggage desk in the airport (typically in the baggage claim area). Do NOT leave without making a claim. If you don't see your airline's desk, call them, let them know what happened, and open a claim. *This is a crucial step.*
2. Save any receipts for items purchased.
3. File a claim with your travel insurance upon return if applicable. If you do not have travel insurance, contact the airline about your already open claim and ask if there is a way you can submit receipts to them for reimbursement. I can assist in this process, if needed.

Your scheduled transportation doesn't show:

1. Please give it at least 15 full minutes in case the driver is slightly delayed or just parking.
2. Call the number provided in your travel documents first before calling or texting me.
3. As a last resort, take a cab (or Uber) and let me know so I can work on a reimbursement! Keep a receipt!



Your hotel room isn't satisfactory:

Go to the front desk and ask to speak to the manager. If they cannot find another room for you, please call or text me ASAP. Be specific about the issues and be honest about what you're wanting them to do to remedy the situation. I will ask you the same questions so I can work on the appropriate solution.

Your tour guide doesn't show:

1. Please call them (you could also have the front desk/concierge call them) via the number on your documents. They may be running late!
2. If it's truly a no-show, please let me know right away via text. I will try to re-schedule or get you reimbursed.

They won't accept the voucher (they provided) for a service:

1. It's possible the person collecting simply doesn't recognize the voucher. Ground operators partner with multiple travel suppliers, and the vouchers can look different. First, make sure they can see the reference/booking number. If they still don't recognize it, please go ahead and pay for a new ticket, and let me know ASAP so I can find out what went wrong and get you reimbursed.

You lost your passport:

Locate the nearest embassy or ask the concierge to locate it. Here's a [link](#) to the list of U.S. Embassies worldwide.

If I'm not available:

I have provided emergency phone numbers for the suppliers and colleagues that are there to help when I can't or when they can make things happen faster than I could on the ground!

The goal is for none of these things to occur but it is travel and relying on other people to do their job! Remember your smile and patience! Everything will work out.



A Travel Insurance Claim Needs to Be Filed

Here are a few tips to help you should something go wrong with your trip and you think you may need to file a travel insurance claim:

- Notify me as soon as possible. As your travel advisor I cannot start the claims process. However, I would like to stay in the loop to make sure you are well taken care of and also in case I need to provide any documents for any of the items I booked for you.
- Document everything. This will help you remember all the details you might need to file the claim upon your return.
- Keep all receipts for any purchases they need to make such as a hotel for canceled flights, clothing/toiletries for lost luggage, medical receipts due to illness or injury while traveling, etc. This includes any new boarding passes that the airline may issue (as we need to reference flight information).
- Travel insurance claims should be started as soon as possible due to how long it takes for them to be processed.