

# Understanding Your Travel Arrangements

## **About Electronic Tickets and E-documents...**

**Electronic tickets**, or **E-tickets**, are now used by almost every airline, and the era of paper tickets has ended. With an E-ticket and your current government-issued photo ID, you are all set to travel. Simply present your ID at the airline counter roughly 1 1/2 hours prior to your scheduled departure time, and the counter agent will issue your boarding pass. Please remember to call your airline the night before both your outbound and return flights to verify your flight times. Be sure to verify with your travel agent if you have a paper ticket or an E-ticket. Other items such as car rentals, hotel reservations, transfers, etc., may now be added to your itinerary, and will show on your itinerary as well. Again, all you now need is current government-issued photo ID as well as your itinerary or other documents which list your confirmation numbers, and you're all ready to go.

## **About Car Rentals...**

Most car companies require that their clients be at least 25 years old, have a major credit card in their own name which has at least \$500.00 of available credit, and have a good driving record. **Debit cards are not accepted for car rentals.** Please be advised that the prices quoted to you from our professional travel staff must be honored by the car company. Insurance, fuel, taxes, airport surcharges and extra equipment are the renter's responsibility. **Before signing a rental contract with your car company, please ask for a detailed listing of all charges to avoid any misunderstandings.**

## **About Hotel Rentals...**

When you check in, most hotels will ask for a major credit card or a cash deposit to cover any in-room charges such as telephone calls, in-house restaurant charges, room service, gift shop charges, etc.. All charges signed for during your hotel stay will be added to your final room bill.

## **About Correct Reservation Information...**

Please check over all information enclosed in your travel document packet. It is very important that travel dates, times, and the passengers' name spellings are correct. If an error is caught early enough, it can usually be corrected without penalties being assessed by the airlines and/or other travel vendors.

## **About Schedule Changes...**

Even after careful planning, schedule changes can still happen. While some schedule changes are due to weather or other unforeseen acts of God, most schedule changes are generated by the airlines themselves. It is not uncommon for scheduled airlines to run as much as 4 hours different from what was originally booked; and as much as 12 hours different with charter flights. **We strongly advise that you directly call your air carrier 24 hours prior to the departure of both your outbound and return flights to verify your scheduled departures.** In almost all cases, these telephone numbers will be toll free.

## **About Travel Insurance...**

With the frequent rule changes from airlines, and the increasing cost of tours and vacations, we have been inundated with a host of travel insurance products. What exactly does a cruise line, the Disney Travel Company, or a company selling trips to Las Vegas, Hawaii, or Europe, cover if there is a problem before or during a trip? Exactly how much of your money is at risk if you or a family member dies prior to or during my vacation? If emergency medical aid is needed while on vacation, who pays for that? We have read and researched the many policies offered, and we wholeheartedly recommend **Travel Guard Insurance**. Please ask our professional travel agents about **Travel Guard Insurance**. We will be happy to offer you this peace of mind.

## **Help Us to Help You!**

Even with a sharp eye to detail, it is still possible for travel arrangements to go awry. If a problem should arise while you are traveling, please make sure to write down in detail the names of the individuals you speak to. Make note of the city you're in, the time of day, and the employee's name, sign, or number. If one of these individuals advise, change, or fix something in your reservation, carefully write down everything they say. With these notes, we will then have the ability to follow-up with the vendor and afford you the customer service you deserve.

If you have any questions, please don't hesitate to contact your travel professional at

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