



Trip Going As Planned?

**Denied Boarding?
Canceled Flight?
Delayed for a Long Time?**

Do you know your airline's "Contract of Carriage"?

When you purchased your ticket, you entered into a "Contract of Carriage" with your airline. The rules in the contract of carriage differ from airline to airline, but include provisions such as check-in deadlines, refund procedures, responsibilities for delays, lost luggage information and other policies. You may not be given these rules with your ticket, so, you should make a point to ask for it and educate yourself on your specific airline's policies.

Helpful Travel Advice

Know when you go

Find airlines' policies in their contracts of carriage on their Websites or by calling the airline for a copy.

- ✔ Know the odds of your flight departing and arriving on time. (Ask your airline or travel agent or go to www.bts.gov).
- ✔ Avoid the two major causes of misplaced bags: late check-in and tight connections.
- ✔ Consider the weather. If bad weather is predicted, ask your airline if you can depart earlier that day.
- ✔ When selecting a flight, remember that a departure early in the day is less likely to be delayed than a later flight, due to the "ripple" effects throughout the day.
- ✔ If you are concerned about the possibility of lost luggage, ship necessary materials/clothing to your destination prior to travel.



At the Airport

- ✔ Check in for your flight at your first opportunity in case you need time to solve a problem. Know your airline's check-in rules. Many airlines rescind advanced seat assignments 30 minutes before scheduled departures even if you already have a boarding pass.
- ✔ If you are "bumped" because your flight is overbooked, read the Overbooking Notice in your ticket, then ask for a copy of the rules mentioned in that notice. This information applies to oversales, where your flight operates but leaves you behind. It does not apply to a canceled or a delayed flight. If the flight is oversold, usually the last passengers to check in are the first to be bumped.
- ✔ Make your bag stand out. Make sure your bag has your name and contact information. Include this same information inside your bag.
- ✔ Carry on essential and hard-to-replace items such as medicine and glasses. Be sure to check www.tsa.gov for allowable items and amounts.



If Your Flight is Delayed or Canceled

- ✔ Check your airline's policy on putting you on a different airline or in a higher-class seat on another flight.