



## 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](http://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](http://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.