

AIR ASSISTANCE

INFORMATION AND INSTRUCTIONS

The Global Ireland Football Tournament in conjunction with the Emerald Isle Classic will bring historic levels of tourism to Ireland. Authorities have already declared Sunday, September 2 to be the busiest travel day at Dublin Airport ever. While travelers to Ireland are staggered over several days, the flights are still very full. This can certainly present challenges for the airlines and airport support systems. The following information is offered to help you work through any airline issues both to and from Ireland.

Reconfirm your flights directly with the airline 24 - 72 hours prior to departure.

The airlines can adjust the flight schedule at any time, and you want to be sure you have the most up-to-date information, especially for travelers who have domestic flight connections. Further, we encourage you to go online and register for "Flight Status Notification" with your airline, and request updates via email, text message, or phone message.

Check your luggage all the way to your destination in Ireland from your initial departure point.

For instance, if you are traveling American Airlines to Boston and Aer Lingus to Dublin, be sure to check your bag all the way to Dublin.

Arrive to the airport at least three hours in advance of flight times.

We recommend you arrive three hours in advance of your international flight, if possible. Flights to Ireland are FULL during this time, so you do not want to miss your spot! Upon arrival at the airport, go immediately through all security and passport control/customs areas and be ready to board your flight.

If you encounter flight delays or cancellations:

STAY IN CONTACT WITH YOUR AIRLINE. Get in line immediately at the Customer Service Center, as they are in control of your reservation and must rebook or re-accommodate you on another airline. Be sure to get new tickets and documentation before you leave the line. While in line, consider also calling the airline customer service system for assistance, in case you get through there first. Be sure that the airline representative you work with is aware of your final destination (i.e., if you are working on a flight change from Atlanta to Boston, you will also want to inform them that your final destination is Dublin). Be sure you and your baggage are checked to your final destination.

Note: Airlines are not responsible for costs incurred as a result of delayed or cancelled flights caused by weather or natural disaster. In these situations, expenses related to food, hotel and transportation are the responsibility of the traveler. In case of mechanical or personnel failure, the airline should assist you with re-accommodation on another airline, and meal and hotel vouchers, if necessary. If you do not get vouchers and believe some restitution is due from the airline, you should retain boarding passes and all receipts for additional expenses incurred during travel delays. Upon return from your trip, you should write the airline directly for refund consideration.

Anthony Travel (ATI) air support.

We will be proactively monitoring flights to watch for delays and disruptions. We will be in communication with our Ireland staff to adjust arrival transfers accordingly.

If your airline cannot offer a satisfactory solution for your cancelled or disrupted flight, always ask if they can protect you on another airline.

If the agent is not able to do so, ask to speak with a supervisor. The airline is responsible for getting you to your final destination and flights cancelled or delayed due to mechanical, crew or other airline issues are under airport control. The airline agent or supervisor has the authority to rebook you on the next available flight, even if it is not on the same airline.

If you purchased an ATI travel package that includes your arrival transfers, you need to communicate any flight changes to ATI.

Please note that delays do not need to be communicated, as we will be proactively monitoring the flights and communicating with Ireland, but flight or airline changes do. You should email Air@EmeraldIsleClassic.com immediately with your new information, or call (574) 631-7374 and leave your name, reservation number, and new flight information, and every effort will be made to re-accommodate your transfer. If this is not possible, you should take a taxi to your hotel.

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While in Ireland:

If you need to change your return flight for any reason, please email ATI at Air@EmeraldIsleClassic.com or contact an ATI representative at your hotel. If you did not originally purchase your air ticket from us, you will need to go directly to the airline or original booking site, as 3rd party privacy laws will not allow ATI to access your reservation.

Return to the US.

If you experience flight difficulties returning from Ireland, please know that all flights are at maximum capacity and re-accommodation will be challenging. We are scheduling departure transfers to arrive at Dublin airport 3 hours ahead of your flight time. Customs processing for most US bound flights occurs in Ireland. We recommend you proceed immediately through all the checkpoints and wait at your gate.

Finally, we want you to know that Anthony Travel staff will be working with the airlines to help ensure all travelers have a positive departure experience. The airlines were notified about the EIC program and how many travelers are on various flights. Our air support team will be focused on the flights and arrivals, and communicating with Ireland.

Please understand that if you did not book your FLIGHT with Anthony Travel (even if we booked your tour), 3rd party privacy regulations forbid us from accessing your reservation, so we are unable to access or change your flights.

Thank you for traveling with us!

	US CUSTOMER SERVICE	IRELAND
Aer Lingus	(516) 622-4226	(818) 365-000
American Airlines	(800) 223-5436	(818) 286-597
British Airways	(800) 247-9297	(890) 626-747
Delta Airlines	(800) 221-1212	(818) 904-872
United Airlines	(800) 864-8331	(890) 925-252
US Airways	(800) 428-4322	(890) 925-065
Lufthansa	(866) 846-4283	(805) 805-805