

## Disrupted Air Travel Information for Delayed or Canceled Flights

1. Stay in contact with your airline. This is the most important thing to remember. They will provide you with up-to-date flight status information and, if necessary, will also assist you with flight re-accommodation.

For day of departure flight cancellations, please get in line with the airline as they are in control of your reservation and are the only ones that can rebook you. We understand the lines are long during these cancellations, but this is the best way to get your reservation re-accommodated. You need to have your reservation rebooked in order for the ticket to remain valid for future use. Please make sure they confirm new seat assignments for the new flights.

2. Airlines are not responsible for costs incurred as a result of a delayed or canceled flights caused by weather or natural disaster. These are considered an “Act of God.” Additional expenses related to food, hotel and transportation are not the airlines responsibility. We recommend that you ask the airline for meal and hotel vouchers as a courtesy, although there are no guarantees that they will issue them for you.

Please retain all receipts for additional expenses, including boarding passes, incurred during travel delays. You can write the airline directly for refund consideration. Refunds are never guaranteed.

3. If your airline cannot offer a satisfactory solution for your canceled 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 canceled 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.
4. We strongly encourage you to go online and register for “Flight Status Notification” with your airline. Most air carriers offer this service free of charge. Notifications can be sent via email, text message or phone message.

Always reconfirm your flight directly with the airline 72 hours prior to departure. It is also a good idea to check again before leaving for the airport.

We want you to have a great travel experience. By providing you with this information, we hope you are better prepared in the event your travel is disrupted. If you have any questions or concerns regarding these types of trip disruptions, contact your airline for information on their specific procedures, policies and passenger rights.

### Airline Numbers

- **Aer Lingus** USA: 516-622-4222 | IRE: 353 0818 365000
- **United Airlines** USA: 800-864-8331 | IRE: 1890 925 252
- **American Airlines** USA: 800-433-7300 | IRE: 0818 710 299
- **Delta Air Lines** USA: 800-221-1212 | IRE: 353 0 818 904 872
- **U.S. Airways** USA: 800-428-4322 | IRE: 189 0 925065

**Anthony Travel representatives are available for assistance to make sure you have the best travel experience. Please call 877-260-0645. If your air reservations were made through Anthony Travel we will be able to access your reservation details.**