



# TRAVEL AND TRANSPORT'S

## TRAVELER HANDBOOK





# TRAVEL AND TRANSPORT, INC.

Dear Creighton University Travelers and Travel Arrangers:

Travel and Transport welcomes the opportunity to service Creighton University as your travel management company. Our team of dedicated travel counselors will provide the personal attention that all Creighton University travelers expect and deserve.

Travel and Transport places great emphasis on establishing and reporting overall value to our customers. In an ever-changing industry, we recognize that managing our customer's costs while continuously delivering outstanding service is crucial in today's environment.

All of the employee-owners at Travel and Transport thank Creighton University for selecting us to be your travel management company and we look forward to growing our new partnership together. Please feel free to offer your comments and suggestions about our services at anytime.

Again, thank you for your business and we look forward to working with you in the future.

Sincerely,

A handwritten signature in black ink, appearing to read "William H. Tech". The signature is fluid and cursive, with a long horizontal stroke at the end.

William H. Tech, CTC  
President and CEO  
Travel and Transport, Inc.

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# WEB SITES

Visit us on the Web at:

**[www.tandt.com](http://www.tandt.com)**

Visit our vacations Web site at:

**[www.tandtvacations.com/creighton](http://www.tandtvacations.com/creighton)**

eTTek rez Online Reservation System

**<https://ts.tandt.com/ettekrez>**



# TRAVEL AND TRANSPORT CONTACT LIST

## **BUSINESS RESERVATIONS**

Toll Free: (800) 228-2173  
Fax: (402) 343-4074  
General E-mail: Creighton  
University@tandt.com  
Monday-Friday: 8:00 a.m.-5:00 p.m. CST

**After-hours Emergency Service** (866) 851-5353  
From Mexico 001-800-847-0623  
From any other international  
location, call collect (402) 399-4667

**Vacation Reservations/Services** (888) 299-7460

## **SERVICE TEAM:**

**Operations Assistant Manager** (402) 548-3955  
Michelle Jones mjones@tandt.com

**Client Service Representative** (402) 452-3741  
Neely Taylor ntaylor@tandt.com

# TRAVEL AND TRANSPORT, INC. – AT A GLANCE

<b>Established:</b>	1946
<b>Headquarters:</b>	Omaha, Nebraska
<b>National Rank:</b>	6 <sup>th</sup> largest travel management company in the U.S.*
<b>Ownership:</b>	100% employee-owned Largest employee-owned travel management company in the U.S.
<b>Employees:</b>	700 employees nationwide
<b>Divisions:</b>	Business Travel Management Travel and Transport - Global Centralized Online Fulfillment Loyalty Innovations Meeting Trends <sup>®</sup> Travel and Transport Vacations
<b>Total Sales:</b>	\$1 billion

## MISSION STATEMENT

Travel and Transport is dedicated to providing unparalleled travel management services. In pursuit of our mission, we will provide:

- Quality responsiveness to our clients.
- An environment for personal growth and professional development for our people.
- Consistent financial growth for our employee-owners.
- Continued honesty and integrity in our business relationships.

# BOOKING TRAVEL RESERVATIONS

Creighton University Travelers and Travel Arrangers have two optional fee programs when making travel arrangements:

- \$30.00 per transaction for reservations booked via telephone, e-mail or facsimile with a travel counselor.
- \$14.00 per transaction for reservations booked via the Travelport online booking system. <https://ts.tandt.com/creighton>

A transaction is defined as a ticket issued, exchanged, refunded or voided.

# THE RESERVATION PROCESS

In order to obtain the lowest fares and the most effective travel reservations, flexibility and advance planning are key. Travel and Transport will search all carrier options, alternate airports and seat availability to offer you the best fare within your company's travel policy. Contact your Travel and Transport reservations office via phone, e-mail or fax or go to <https://ts.tandt.com/ettekrez> as soon as you know your travel plans as the best fares and the best seat assignments are available to those who plan in advance.

Your personal profile information will be applied to all travel reservations which will include all air, car and hotel preferences, payment information, personal and business contacts, passport and visa information, etc. It is very important that all travelers complete a personal profile form and keep it updated with new information to ensure a smooth reservations process. If you have not completed a personal profile form, your travel counselor can e-mail or fax you a copy to complete.

Please have the following information available when booking travel plans:

- Passenger name
- Names and number of people traveling on identical itineraries
- Date and preferred departure or arrival time at your destination
- Origin and destination airports
- Date and preferred departure or arrival time of return flight
- Car rental requests
- Hotel requests including desired area of the destination city or preferred property information for the destination city
- Any special request for meals, meeting rooms, seating, etc.
- Form of payment for airline tickets and hotel guarantee

Upon receipt of your travel itinerary, please take a moment to review it for accuracy. Contact Travel and Transport immediately to rectify any discrepancies in your travel arrangements. The itinerary will include your airline schedule and seat assignments, hotel contact information including rate, cancellation policy and confirmation number, car contact information including rate and confirmation number and 24/7 Travel and Transport emergency contact information. Code share information is also on your itinerary under the flight detail. Check-in will take place at the ticket counter or kiosk for the airline listed as the “operated by” carrier.

# AIRLINE RESERVATIONS

## TIPS TO SECURE THE LOWEST AIRFARES

**Advance Purchase** - Most non-refundable fares require tickets to be purchased within 24-hours of making the reservation or purchased to meet the advance purchase requirement, whichever comes first, and require an advance purchase of 7,14 or 21 days.

**Communicate with your Travel Counselor** - Travel and Transport travel counselors will check for flights fares according to Creighton University travel policy. Please let us know if your travel plans are flexible. For example: Are you willing to travel anytime throughout the day, two hours before the requested time, one day earlier, etc.? Are you willing to stay a Saturday night if the cost of lodging and meals is less than the difference in airfare? Staying overnight on a Saturday can often save on airfare.

**Flexibility Required** - Deeply discounted, non-refundable fares may require a passenger to fly at specific times of the day, specific days of the week and/or require Saturday night stays. The airlines only allow a few seats per aircraft for these fares therefore, availability is very limited. Also, consider utilizing different airports. It may be less expensive to use an airport located in the suburbs outside a major city, keeping in mind the cost for ground transportation and drive time.

**Round-Trip Travel Required** - If round-trip travel is required for your non-refundable fare and you only use it one way, the remaining one-way cannot be used for future travel.

**Non-refundable means Non-refundable** - The airlines generally will not refund these tickets under any circumstances, even if an employee leaves a company. Most carriers do not issue "travel certificates" for the value of non-refundable tickets. If the traveler does not use or change his/her ticket by the first day of travel, they will lose the entire value of the ticket. Tickets may be changed/cancelled in advance of the departure date by the same traveler (less a \$100 exchange fee) and used towards the purchase of a new ticket on the same airline.

**Issue the Ticket** - There are thousands of airfare changes every day. Even though the airlines may give you 24 hours, fares are always subject to change until they are purchased. Reserving a reservation without issuing the ticket will not guarantee the fare.

**Review your Itinerary Immediately** - Always review your itinerary upon receipt to ensure accuracy. Call Travel and Transport immediately if there is a discrepancy as changes could result in higher fares or rates.

**Change or Cancellation** - The airlines require you to cancel your trip prior to your scheduled departure flight. You then have one year to apply the value of that ticket (less any penalties) to the purchase of a new ticket. If you do not change your plans prior to the day of departure, you will forfeit the entire value of that ticket. Most airlines will charge a \$100 penalty for changes plus the new applicable fare. Contact your Travel and Transport travel counselor as soon as your plans change.

# USING ELECTRONIC TICKETING (E-TICKETS)

E-ticketing is a process that creates a convenient electronic ticket rather than the traditional paper ticket. The “ticket” stores information in a computer database and contains all of the information that is printed on a paper ticket, including advance seat assignments. Because most airlines now charge \$25 or more for a paper ticket, Travel and Transport travel counselors will issue an e-ticket unless instructed otherwise.

Once the ticket has been issued, you will receive your itinerary with flight, hotel and car information, seat assignment and confirmation number. Present your confirmation number or name when you check-in at the ticket counter or check-in kiosk. Have your government issued I.D. (i.e. driver’s license or state I.D.) ready as it will be checked. Boarding passes will be issued by the airline.

If you have an electronic ticket on which you did not travel, please advise Travel and Transport so we can refund or exchange it for future travel. eTTek Track, our electronic ticket-tracking module, was created by Travel and Transport to provide companies with a tool to prevent such costly spoilage. All unused tickets can be tracked by passenger name, record locator, date, frequent flyer number, airline and amount.

During the booking process, whether online or via phone, employees will be notified of any cancelled ticket available for use. In addition, clients will receive monthly reports documenting unused tickets, in turn adding to further cost savings.

## ONLINE CHECK-IN

Many airlines now offer check in for domestic flights via kiosks and online. You may check in and print your boarding pass from home or the office, then proceed directly to security at the airport. This can save time by avoiding check-in lines. An updated list of airlines allowing online check-in can be found at [www.tandt.com](http://www.tandt.com).

# AIRLINE SEAT ASSIGNMENTS

## Preferred Airline Seating

Airlines hold between 15% and 40% of all seat assignments including exit rows for travelers checking in at the airport. Airlines often reserve seats in the forward section of each plane for those travelers with the highest mileage status on that carrier. When flights are overbooked, travelers without a seat assignment will most likely get bumped. Therefore, if your seat preference is not available, our travel counselors will confirm a non-preferred seat and allow Travel and Transport's automated Seat Check program to continuously search for your requested seat preference up to 24 hours prior to departure time or airport control.

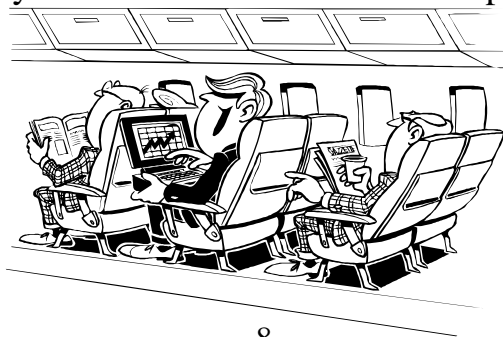
As a reminder, airlines have established minimum time requirements for check-in, typically 20-30 minutes prior to departure. Failure to check-in prior to the indicated times may result in your reservation and preassigned seat being canceled and in the event of an oversold flight may prevent you from being accommodated on that flight.

## In order to ensure you get your preferred seating, Travel and Transport will:

- Always attempt to confirm your preferred seat assignment according to the preference in your profile.
- Assign the best available seat at the time the reservation is booked.
- Seat Check continually searches seat preferences and will cancel non-preferred seats and re-book preferred seats as they become available until 24 hours prior to departure. If the preferred seat is obtained, a notification is entered that the client is satisfied. In 2003, Seat Check improved 43% of seats to better seats. Seat Check also has the capability to recognize travelers preferred status with carriers and can assign the seat appropriately.

To help obtain your preferred seat:

- Book flights as early as possible to increase chances of obtaining your preferred seat.
- If you did not receive your preferred seating, you can have your travel counselor check alternative flights to see if better seating is available.
- Request a better seat assignment at check-in. The airline may have your preference available when they release all the seats.
- Join a frequent flyer club to help you obtain your preferred seating. Airlines hold seat assignments for frequent flyer members that have reached premier levels.



# INTERNATIONAL TRAVEL

In today's world, it is imperative that all travel information be accessible by your company at anytime. Therefore, we make all travel arrangements including air, car and hotel through Travel and Transport.

Services Travel and Transport provides during an emergency situation include:

- Travel assistance 24 hours a day, 7 days a week.
- Reports to your company identifying individuals traveling in affected locations.
- International travel reports identifying travelers in foreign countries.
- Individual travelers are contacted should an emergency arise.
- Facilitate a pre-approval process to certain international destinations.
- Provide traveler with company directed material at time of ticketing such as travel warnings, wallet cards and other information.
- Daily review of travel alerts.

We ask travelers to provide Travel and Transport with contact information such as home, business, cell and pager numbers, emergency contact name and phone numbers, e-mail address and phone number of where we can reach them if a hotel is not booked.

Travel warnings are issued when the State Department recommends that Americans avoid a certain country. Please visit **[travel.state.gov](http://travel.state.gov)** prior to travel to review travel warnings.

## International Travel Tips

- With the state of security, it is very important for people located abroad to register with the local embassy – especially those traveling to high-risk areas such as the Middle East. Once travelers arrive at their destination, they should call the local embassy and give them their name and contact information. In the event of an emergency, the embassy will give travelers instructions to follow. For more information visit: **[www.travel.state.gov/visa/questions\\_embassy](http://www.travel.state.gov/visa/questions_embassy)** and **[www.embassyworld.com/embassy/directory.htm](http://www.embassyworld.com/embassy/directory.htm)**
- We recommend travelers make two photocopies of your passport identification page, airline tickets, driver's license and the credit cards they plan to bring. Leave one photocopy of this data with family or friends at home; pack the other in a place separate from where valuables are carried.
- Many countries require three to six months' validity on your passport. We strongly recommend that you always have at least six months.
- Check the name on your international airline ticket; it must match exactly with the name on your passport.
- Check in for international flights at least two hours prior to departure. The airlines will need to check your documentation.
- Children traveling out of the country with one parent must have a notarized statement from the other parent to authorize and confirm knowledge of the child leaving the United States.

# AIRLINE BAGGAGE POLICY

It's becoming more common for airlines to charge travelers a fee for checking luggage. Before you book your flight, take a look at our chart to see who's charging what! Policy changes are becoming more frequent, be sure to check back each time you fly.

The chart can be found at [www.tandt.com](http://www.tandt.com) (click on Airline Baggage Fees).

## Carry-on Bags

- Your carry-on bag must fit under your seat or in the overhead bin.
- Dimensions should not be more than 9"x14"x 22" (length x height x width) or 45 linear inches (the length, height and width added together).

Typically, personal items include: purse, briefcase, laptop, book bag, backpack, coat, safety seat for ticketed or lap child, small food bag consumable, wheelchair, walker, oxygen or diaper bag.

## Checked bags

- The two checked bags may be up to 62 inches (length + width + height) and 50 pounds each.
- Each checked bag must have the name of the person traveling on the outside of the bag (we recommend on the inside as well).

**Most major airlines charge for extra bags or bags weighing greater than the allowable weight. Check with your carrier for their policy before your trip, as airline policies can vary.**



# PACKING TIPS

- Place identification tags with your name, address and phone number on all baggage, including laptop computers and cell phones.
- Place your name and telephone number inside your luggage.
- Make baggage distinctive by using a colorful sticker, yarn or bright tape to help identify. Always verify the luggage nametag.
- Avoid over packing so that belongings do not spill out of your bag if it is opened for inspection.
- Think carefully about the personal items you place in your carry-on baggage. The screeners may have to open your bag and examine its contents.
- Consider placing articles in clear plastic bags inside your baggage to minimize handling of your personal items.
- Put all undeveloped film and cameras loaded with film in your carry-on baggage. Checked baggage screening equipment will damage undeveloped film.
- Wait to wrap your gifts. Be aware that wrapped gifts may need to be opened for inspection. This applies to both carry-on and checked baggage.
- Make an inventory list of the contents of your baggage and indicate to which bag it refers.
- Pack medicine, eyeglasses, prescriptions, etc. in your carry-on bag.

Prohibited items include weapons, explosives, incendiaries and other items that are seemingly harmless, but may be used as weapons or so-called "dual use" items. You may not bring these items to security checkpoints without authorization. Please visit [www.TSA.gov](http://www.TSA.gov) for more guidelines.

Never pack anything in your "checked baggage" which cannot be replaced. For example:

- Medicine
- Valuables
- Money
- Jewelry
- Business papers
- Keys
- Cameras
- Laptop computers
- Passports
- Airline tickets
- Anything breakable
- Compressed gasses
- Heirlooms



# CAR RENTALS

Travel and Transport enjoys national account status and has exclusive agreements with most major car rental agencies. Our relationships with these companies provide:

- Specially discounted daily car rates
- Car rental discounts up to 25% off leisure rates
- Frequent availability of upgrades
- Promotional opportunities
- International discounted rates
- Preferential promotional discounts as well as upgrades and amenities

Negotiated rates vary among car rental companies. Some focus on special rates for smaller accounts while others offer standard, discounted, corporate rates or leisure rate savings. We negotiate on behalf of many of our clients from Fortune 500 companies to clients with small car rental spending.

National and Enterprise offer a "Commercial Rate Program" with benefits that include discounted rates with unlimited mileage when returned to the original rental location, upgrades and membership fee waived for the Emerald Aisle Club (\$50 value). When picking up your vehicle do not take the additional insurance coverage. Included in the "Commercial Rate Program" is coverage for CDW and Liability. This is included for all business travel in U.S. locations.

## **Limousine and Ground Transportation**

For limousine and other ground transportation, Travel and Transport, in partnership with RADIUS, has a preferred partnership with BostonCoach. BostonCoach offers quality ground transportation services for the business traveler, featuring professional executive drivers and luxury sedans or limousines at substantially discounted rates. Many of Travel and Transport's clients have negotiated programs with various limousine services.

# CAR RENTAL TIPS

## Tips to follow to ensure a smooth rental:

- Be sure to confirm your confirmation number before departing. This number will insure you a car if the rental company is unable to accommodate your reservation. If your reservation cannot be accommodated, the rental company should assist you in finding another vehicle.
- Verify that you are receiving the size of car that you had confirmed. If the size you requested is not available, the rental company should provide you with an upgrade at no charge. If you receive a car that is smaller than what you had confirmed, the rate should be adjusted.
- Before leaving the lot, be sure you know how to work the headlights, turn signal and interior lights. Check windshield wipers and washer fluid to make sure they are working properly. Report any significant damage so you won't be penalized for it.

## Basic car tips:

- Most car rental rates do not include gas, oil, insurance or tax.
- Age requirement is 25 years; this may vary among states and car rental companies.
- Valid driver's license with photo ID is required.
- Collision Damage Waiver (CDW) is available for an additional charge.
- Most gold or platinum credit cards provide a level of CDW at no additional charge.
- A major credit card in the traveler's name is required for rental unless pre-arranged with the car company. Most car companies do not accept debit cards.
- Many car companies require a credit card guarantee/deposit on specialty cars such as convertibles, full size vans and sport utility vehicles.

## What you should know:

In addition to the rate that you have confirmed, many cities have additional surcharges.

Most car rental companies have access to DMV records. If you have two or more driving violations in the past two years or one DUI in the past three years, you could be denied rental at the counter.

There is a penalty for the cancellation of a premium vehicle. Additional penalties may be added in the future, including a no-show penalty.

To receive your airline frequent flyer mileage benefits, you may be charged up to \$2.00 per rental.



# HOTEL RESERVATIONS

Travel and Transport utilizes the best and most comprehensive hotel program available in the marketplace: the RADIUS® Hotel Program. It provides substantial discounts guaranteed to be the lowest available from any travel company. The RADIUS Hotel Program contains several innovative discount programs, all of which add up to superior value for RADIUS customers.

In addition to the RADIUS hotel program, Travel and Transport also has our own hotel program. Through this program Travel and Transport has preferred rates with Best Western International, Choice Hotels International, Cendant Corporation, Marriott, Utell, Woodfin Suite Hotels and BridgeStreet Corporate Housing Worldwide.

If a hotel is sold out or unavailable, the travel counselor will call the property directly to obtain a room, special request or verify a rate. The traveler receives confirmation of the reservation. The reservation is then sent through our eTTek Quality automated quality control system to ensure that the reservation coincides with airline schedules and car rental (if applicable). Reservations are confirmed through our Global Distribution System that checks for the best corporate, leisure or negotiated rates. The hotel reservation will be shown on the traveler's itinerary.

Confirmation of a reservation takes place in most cases within the timeframe of the phone call. If the hotel or car rental company needs to be faxed or called directly, a travel counselor calls or e-mails the traveler with a confirmation (this confirmation documentation is included on the traveler's itinerary).

## **Late Arrival**

Travel and Transport's general policy is to guarantee all hotel reservations for late arrival. The travel counselors will advise the traveler of the cancellation policy at time of booking as well as noting it on the itinerary. When a cancellation is requested, the travel counselor will cancel the reservation and mark the cancellation number in the record.

- Room reservations that have been guaranteed for late arrival must be canceled before the deadline to avoid a "no show" penalty. Travel and Transport must be notified before the deadline (local time) to avoid any "no show" charges.

# TIPPING GUIDELINES

Giving gratuities as you travel can raise perplexing questions. Are you expected to give a tip? How much? Has the tip already been added to the bill? Below are some common tipping options for business travelers in the United States.

## **Airport:**

- Skycaps - \$1 or more per bag
- Wheelchair - \$3 to \$5 unless the person goes out of their way or the trip is unusually long; in that case be more generous.
- Electric cart transport - \$1 to \$2 depending on how the customer is treated.

## **Hotel:**

- Chambermaid - \$2 per person, per night, in upscale hotel; \$1 per person, per night, in less expensive hotel.
- Room service waiter - check for service charge which covers the tip; if there is none, 15% or a minimum of \$2 per delivery.
- Bellhop - \$1 per bag minimum; more if bags are heavy.
- Porter - \$2 to \$3 for deliveries to your room; \$5 dollars for opening and showing the room.
- Lobby attendant - none for opening door or calling taxi from stand; \$1 or more for help with luggage or finding a taxi on the street.
- Desk clerk - none unless special service is given during a long stay; then, \$5.
- Concierge - \$2 to \$10 depending on the complexity of the service.
- Parking valet - \$1 to \$2

## **Restaurant:**

- Waiter or waitress - 15% of bill. 20% if it is a 4 star + restaurant or for large parties.
- Headwaiter / maitre d' - \$20 to \$100 or more depending on the occasion, the restaurant, your frequency and of course, whether you like to be taken good care of during your stay.
- Owner - none
- Wine steward - 15% of wine bill
- Bartender – 10% to 15% of bar bill
- Busboy - none
- Servers at counter - 15% of bill
- Coat check attendant - \$1 for one or two coats
- Rest room attendant - 50¢ to \$1
- Car park attendant - \$1



## **Taxi Driver**

- 15% of fare, no less than 25¢

# COST SAVINGS IDEAS

- Use preferred airlines whenever possible.
- Book trips a minimum of 14 days in advance.
- Consider alternate airports for maximum savings.
- Use connections versus non-stops when schedule allows.
- Select lowest fares available.
- Call Travel and Transport prior to your scheduled departure if you find a discrepancy or if you need to change or cancel your trip.
- Use your preferred agency exclusively.
- Take advantage of a Saturday night stay if possible.
- Avoid use of Internet booking sources to maximize negotiating power.
- Do not let loyalty and frequent flyer programs dictate your travel decisions.
- Use electronic tickets.
- Stay within the free baggage allowance.
- Use preferred car rental agencies (insurance is usually included in rates).
- Always return rental car with a full tank of gas.
- Never purchase additional rental car insurance unless traveling abroad.
- Consider the cost of renting a car versus filing mileage on a personal vehicle before making the trip.
- Avoid renting a car if a local co-worker can pick you up.
- Use complimentary hotel shuttles/vans whenever possible.
- Take advantage of “off airport” parking with shuttles for lower daily rates.
- Compare the cost of taking commercial ground transportation to the airport versus parking for long trips.
- Rent mid-size cars - utilize loyalty programs to upgrade at no additional cost.
- Before renting a car, check for other public transportation options (train, cab).
- Avoid costly room service and mini-bar expenses.
- Take advantage of in-room coffee/tea service.
- Take advantage of complimentary breakfast where offered.
- Cancel hotel reservations prior to cancellation time published on itinerary to avoid no-show charges.
- When you check in, ask the front desk if a lower rate or complimentary upgrade is available.
- If you arrive late and are “walked” to another hotel, request that the offending hotel pay your first night stay.
- Review your cell phone program to assure you have adequate coverage to avoid roaming and long distance charges.
- Use toll-free numbers for computer connections in hotels.
- Do not “logon and leave” as some hotels assess charges for length of logon.
- Use calling cards from hotels versus paying hotel premiums for long distance calls.
- Utilize video conferencing if available as an alternative to travel. Schedule meetings 30 days in advance to allow participants to maximize savings on travel plans.

# TRAVEL SAFETY TIPS

## Airport

- Arrive at least 45 minutes early (or the airline's suggested time) before your scheduled domestic flight and 2 hours early for your international flight.
- Use your business address and phone number on your identification luggage tags. Attach tags to both the inside and outside of your bags.
- Keep your luggage and carry-on luggage with you at all times prior to arriving at the airport and while in the terminal.
- Don't accept any packages or materials from strangers or carry any sharp instruments (i.e., letter openers, knives, box cutters, scissors, etc.) in carry-on luggage. These types of items will be confiscated at airport screening stations. See [www.tsa.gov](http://www.tsa.gov) for more information.
- Do not joke about security issues at the airport.
- Do not draw attention to yourself by displaying large amounts of cash or wearing expensive looking jewelry.
- Contact airline or airport personnel immediately if you see any suspicious activity or see unattended bags.
- Place medication, eyeglasses and a change of clothes in a carry-on bag.
- To avoid spillage, all plastic bottles should be placed in a separate zip-locked bag.
- Do not pack items that cannot be replaced in checked luggage.
- Examine the 3-letter code on your luggage tags while checking in at the ticket counter to make sure it is the destination you are going. One example: LGA is LaGuardia Airport in New York, but LGW is Gatwick Airport in London.
- Carry proper identification, such as a current driver's license or passport, to clear security checkpoints.
- Prepare for delays, expected and otherwise. Bring plenty to read and/or lots of CDs, DVDs, books, etc.
- Many carriers no longer offer food on board so pack a sandwich, fruits, nuts, cheeses or a supply of energy or protein bars. Or, pick up a snack at an airport food court. Since airline travel is dehydrating, drink at least eight ounces of water for every hour of flying. It is a good idea to carry bottles of water in your carry-on bag.
- Use your phone. A flight delay, a cancellation or a security-inspired airport closure will disrupt your plans, but Travel and Transport is here to help. Why wait in an airport line? Program your mobile phone with the Travel and Transport emergency after hours toll-free number listed on your itinerary. Our experienced travel counselors are here to assist you.

## **Hotel**

- If possible, try to stay in hotels located in safe areas of any city and on well-traveled streets.
- Keep your hotel room door closed and locked at all times. Learn the location of stairways, fire escapes, exits and alarms.
- Make certain your door closes securely, the dead bolt works properly and windows are secured and locked.
- Make sure connecting doors are locked.
- If the hotel staff announces your room number at the front desk, request a different room and that the new room number not be announced.
- Select a room located between the 4<sup>th</sup> and 6<sup>th</sup> floor. Avoid rooms on ground level open to the outside and avoid rooms above the 6<sup>th</sup> floor – the maximum height that fire department ladders can reach.
- Never answer your door without asking who is there.
- Take the elevator instead of the stairs.
- Place your room key, preferably next to your bed, in the same place every time.
- Do not call attention to yourself by displaying large amounts of cash and expensive jewelry.
- Use the main entrance when returning to your hotel at night.
- Leave the television or radio on in your room and post the “Do not disturb” sign when you go out.
- Contact hotel personnel immediately if you see suspicious activity or suspicious objects.

## **Car**

- When in line for the car rental counter, never allow anything to distract you from your possessions.
- Be sure you know the route to your destination before leaving the rental center.
- Make sure your rental car does not have stickers that identify it as a rental car.
- Make sure the car is in top operating condition before leaving the rental location.
- Keep your doors locks and windows rolled up.
- Put valuables and items, which identify the car as a rental, in trunk or glove compartment.
- Do not get out of your car or stop on the roadway or shoulder if your vehicle is bumped from behind, a motorist tells you there is something wrong with your vehicle or if your vehicle needs assistance. Drive to the nearest well-lighted public place to notify the proper authorities.
- Look in the back seat before entering the car.

## **Other Transportation**

- Taxis or private cars are the recommended choice of transportation because you are more isolated.
- Do not get in a vehicle that does not have a proper license.

- Airports, ports and train stations have areas clearly marked for taxis and car service pick-up. Do not enter a vehicle that does not pick you up from the designated area.

## EXTRA FLIGHT INSURANCE

# \$100,000

### Automatic Flight Insurance

The Insurance described below is provided to you at no additional cost by the travel agency that issued your ticket. As the ticket holder, you are covered for accidental loss of life, limbs or sight during a flight for which your ticket was issued.

#### DESCRIPTION OF COVERAGE

Coverage applies:

- While you are riding, boarding or alighting as a ticketed passenger in a scheduled aircraft provided by a regularly scheduled airline.
- While you are on airport premises or traveling in any licensed public conveyance to and from the airport in connection with your ticketed flight.
- While you are riding in any land or water conveyance provided by the airline as a substitute for an aircraft.

#### BENEFITS

Full benefit is paid to you for accidental loss of life, two limbs, both eyes or one limb and one eye, one-half the amount is paid for loss of one limb or one eye. Benefits are payable up to one year from the date of accident.

#### LIMITS

Under this policy, the aggregate limit of benefit for all covered losses for any one air travel accident is \$5,000,000.

#### EXCLUSIONS

Coverage does not apply for loss caused by self-inflicted injury, suicide, war, illness or travel for aerial navigation except as expressly provided.

#### BENEFICIARY

The death benefit will be paid to the Estate of the Insured Person. All other benefits will be paid to the Insured.

#### COST

The premium for this Travel Accident Insurance is paid for by your Travel Agency.

#### NOTICE OF CLAIM

Written notice of claim should be mailed to Cook & Company, P. O. Box 150266, Nashville, TN 37215-0266. This outline is not a complete description of the coverage. The group master policy contains the legal provisions of the plan.

Underwritten by  
American Home Assurance Company  
102 Maiden Lane • New York, N.Y.

