

# Flight Information/Delays/Cancellations

## AIRLINE TICKETS

Your tickets are electronic which means you will just need to show your id when checking in. **YOUR NAME ON YOUR TICKET SHOULD MATCH YOUR PASSPORT OR YOU MAY BE DENIED BOARDING.** If you have a concern, please call Cornerstone Travel at 1-800-876-1187 and they can advise you.

## FLIGHT STATUS

**It is the individual's responsibility to check the status of their flight.** You can find your flight status by going directly to the airline website. Go to the flight status area of the web site and enter your flight information for updates. Some airlines allow you to sign up to be notified by text or email of a flight cancellation or delay. We would suggest doing this as a way to track any changes in your flight.

## FLIGHT DELAYS

Even if your flight is delayed, it is important that you still go to the airport and check-in as normal. Delayed times are often changed, or in the case of a missed connection, the airline can reaccommodate you.

## FLIGHT CANCELLATIONS/MORNING OF DEPARTURE

In the unexpected event that your flight is cancelled the morning of departure, please proceed immediately to the airline's service desk to be re-accommodated. If you need to be re-accommodated, please make sure you ask about other airlines for travel, meal vouchers and overnight accommodations if necessary. Depending on the nature of your delay, you may be entitled to these. Once re-accommodated, please notify Cornerstone Travel of your updated itinerary at 1-800-876-1187. Before or after business hours, please leave a message in the general mailbox.

## FLIGHT CANCELLATIONS/DAY PRIOR TO DEPARTURE

Many airlines are now cancelling flights the day prior to departure due to impending severe weather. You can call Cornerstone Travel for assistance during normal business hours. **ALL costs associated with changes will be borne by the passenger. Travel Insurance is suggested.** Due to the sheer magnitude of calls, Cornerstone Travel may be unavailable to assist you with your re-accommodation in a timely manner. To avoid delays, you may want to consider the following for the fastest service and re-accommodation.

1. Call the airlines directly to be re-accommodated on the next available flight. Please have your flight confirmation # handy, as it will be required. Although most reservations agents are very helpful during this time, if you experience difficulties or are not satisfied with assistance, please hang up and call the airlines again until you are fully assisted.
2. Contact our Emergency Travel Helpline at 1-877-580-0786 (see below)

## EMERGENCY TRAVEL HELPLINE

Our afterhours travel helpline is available to assist you with flight delays/cancellations. Please have your confirmation # (highlighted in yellow on your flight information) available to give to the agent. If an airline cannot re-accommodate you to your satisfaction or you choose another airline, you are responsible for payment for these flight changes.

## REIMBURSEMENT FOR CANCELLED FLIGHTS

**If an airline cannot re-accommodate you to your satisfaction, or you choose another airline, you will be responsible for payment or change fees for flight changes.** Often, when weather impacts a flight, a travel advisory will be issued from an individual airline and ticketing/reissue fees are relaxed. You may be entitled to reimbursement so you must keep all receipts (i.e., air, hotel, food, etc.) for documentation.

## AIRLINE SEATING

Due to new airline restrictions on seating, Cornerstone Travel is unable to guarantee seat assignments prior to checking in for your flight. Every effort will be made to secure seats; however, many airlines are holding a large number of seats for frequent fliers, credit card holders and pay for seat options and exact seating assignments cannot be guaranteed. **IF YOU WANT TO LOOK AT UPGRADING YOUR SEATS TO PAID SEATS OR MORE LEG ROOM, PLEASE VISIT THE AIRLINES WEBSITE DIRECTLY. YOU WILL NEED TO INPUT YOUR NAME AND CONFIRMATION #, SO HAVE IT HANDY.**

**NOTE: Cornerstone Travel Group accepts no responsibility for losses or additional expenses due to delays, cancellations or changes in plane, bus or other services, sickness, losses, weather or strikes, or other causes. All such losses or expense will be borne by the passenger. For airline terms and conditions, please visit: <https://www.cornerstonetravelgroup.com/airline-terms-and-conditions>**