

Work With A Travel Agent

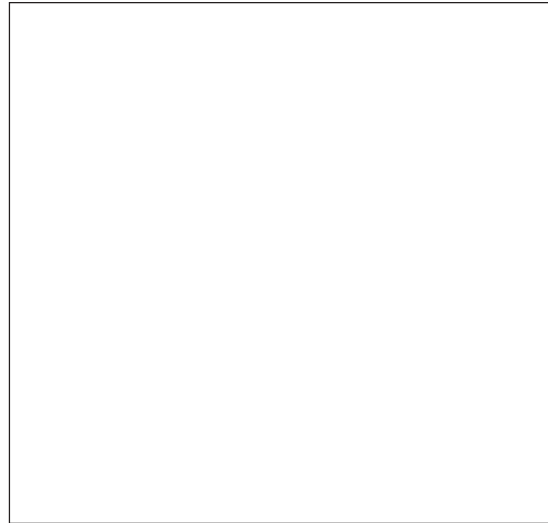
A travel agent is a trained professional who offers expert travel guidance and planning to individuals, groups or businesses. Your travel agent gathers your information and then, based on industry knowledge, personal experience and the most current government and industry information, recommends how best to serve you.

Your travel agent can help you plan what you will do once you arrive. Through personal experience and education, agents gain extensive destination knowledge and can often recommend restaurants and attractions, and help you choose the best hotel and transfer options.

An agent gives you the peace of mind that comes with having confirmed reservations with all the necessary documentation and knowing that help is a phone call away. In the event of a problem, your agent will act as your advocate, ensuring that a solution is reached and, where appropriate, restitution is made.

Agents save you time and money by doing all the necessary research to find the best deals for your money and travel needs.

Questions? Contact your Travel Agent



*Tips
for* **Today's
Air Traveler**

This brochure was compiled from information provided by the U.S. Department of Transportation, the Federal Aviation Administration, Civil Aviation Security, and travel agents.

The U.S. government, in cooperation with airports and airlines, has made travel even safer and continues to strengthen security operations. As a traveler, you can enhance your trip by familiarizing yourself with the new regulations. The better prepared you are, the better your trip will be. And that's what it's all about, right?

Arrival and Check-In

- ▶ Unless you specifically are told otherwise, plan to check in at the airline ticket counter.
- ▶ Arrive early. While airline recommendations vary on how long before departure passengers should arrive, a good rule of thumb is two hours. Be sure to allow extra time for parking and shuttle transportation.
- ▶ Take public transportation to the airport when possible.
- ▶ In many airports, baggage can be checked curbside or via an automated kiosk. Call the airport before you go to see if they're available at your terminal. If not, plan to check in at the airline ticket counter.
- ▶ If you are traveling with an e-ticket and only a carry-on bag, ask your travel agent or airline if you can pass straight through security. Standards vary, but typically, to do this, passengers with e-tickets will need a picture I.D. (driver's license/passport/government-issued I.D.), plus one of the following documents displaying a ticket number: copy of an e-ticket receipt; airline-generated itinerary confirming an e-ticket; or travel agency-generated itinerary and e-ticket confirmation. You may also need to show the credit card you used to purchase your e-ticket.
- ▶ All adult passengers must have a picture I.D. (driver's license/passport/government-issued I.D.). When making reservations, use the exact name appearing on the I.D. you will present at the airport. If your name has changed and the name on your ticket and your I.D. differ, bring documentation of the change (e.g., a marriage certificate or court order).
- ▶ Non-U.S. citizens boarding international flights are required by the Federal Aviation Administration (FAA) to show evidence of admission into the United States, such as a visa, I-94, parole letter or alien resident card.

Going to Your Gate

- ▶ Only ticketed passengers are allowed through security. Appropriate ticket documentation is required: a paper ticket, a boarding pass, or documentation of an e-ticket (check with your travel agent or airline). The FAA requires that all such documentation include ticket numbers. Adult travelers must show a valid picture I.D.
- ▶ Parents meeting unaccompanied minors and persons accompanied by healthcare assistants or guardians should contact their airline in advance to make special arrangements.
- ▶ Do not joke about bombs or firearms. Don't discuss terrorism, weapons or explosives.
- ▶ Be prepared for additional screening for laptop computers, cell phones and other electronics.
- ▶ Always keep your identification handy.
- ▶ Always cooperate fully with all airport security personnel, other airline or airport staff and law enforcement officers.

Luggage

- ▶ Travel light. Smaller bags are easier to carry and stow and mean shorter waits at baggage claim and easier security/customs inspections.
- ▶ Keep your luggage with you until it's checked or stowed.
- ▶ Don't carry on or pack anything for anyone else or agree to watch a stranger's bag.
- ▶ Remove old claim checks to avoid confusion.
- ▶ Identify luggage inside and outside with your name, business address and telephone number. Inside, include a copy of your itinerary.
- ▶ Check your luggage early to ensure your bags make your originating and connecting flights.
- ▶ Travel insurance is important if you are traveling with valuables not covered under the airline's normal luggage allowance. Check with your travel agent for information on obtaining a supplemental policy.

Carry-On

- ▶ The FAA recommends passengers be allowed one carry-on bag plus a personal item, such as a purse or briefcase, but exact limits are set individually by each airline.
- ▶ Typically, the maximum size for a carry-on bag is 45 linear inches (height+width+depth).
- ▶ Check with your travel agent or airline for information on carry-on luggage restrictions.
- ▶ Pack prescription drugs (in original containers with a copy of the prescription), personal hygiene items, passports and important documents in your carry-on bag.
- ▶ Pack valuable items, such as jewelry, cameras and laptop computers, in your carry-on bag.
- ▶ Bring toys and books for the kids. Travel should be fun, and there's no better way to use the time at the gate than reading to your child.
- ▶ You cannot carry on sports equipment that could be used as a weapon, such as golf clubs, bats, pool sticks, ski poles or hockey sticks.
- ▶ You will not be allowed to carry on any cutting or puncturing instruments, including knives, scissors, metal nail files or box cutters.
- ▶ Do not wrap gifts to carry on.
- ▶ Consider packing small loose items in a clear plastic zip-type bags.

DO NOT pack or carry on the following:

- ▶ Fireworks, signal flares or other explosives
- ▶ Flammable materials (including matches)
- ▶ Drain cleaners or solvents
- ▶ Pressure containers (spray cans, butane fuel, scuba tanks, propane tanks or CO₂ cartridges)
- ▶ Weapons (i.e., firearms, ammunition or mace)
- ▶ Other hazardous materials, such as dry ice, gasoline-powered tools, wet-cell batteries, camping equipment with fuel, radioactive materials, poisons or infectious substances
- ▶ For exceptions to these rules, see <http://cas.faa.gov/these.html>.