



Tips for a Smooth Flight

Your departure is almost here! Check-in for your flight begins online 24 hours before your departure time. For international flights, you may not be able to finish the check-in process online (often your passport must be scanned in person at the airport), but it is important to start the process so that any potential schedule changes are discovered before you arrive at the airport. Keep important medications, a spare change of clothes, and valuables in your carry-on bag and not in your checked bag. We recommend flying with only a carry-on bag if possible. Label your checked luggage with your mobile number (inside and out).

What to do if...

My flight is delayed:

1. Stay close to your gate and pay attention to announcements. Sometimes the airline is able to board earlier than expected or they are forced to change gates. Be near in the event of changes.
2. Don't worry about airport transfers quite yet. Your driver is tracking your flight and will adjust accordingly.
3. If you have an Allianz policy, you are entitled to benefits depending upon the length of the delay. Please refer to your policy.

My flight is cancelled:

1. First contact the airline, either at the airport, via telephone, online or via the airline app on your smart phone. The airline is the best source of assistance, and it is important that you focus on getting rebooked by the airline as soon as possible.
2. Once you know your new flight number, contact the transportation company* to reschedule your pickup. If you booked through your cruise line or tour operator, contact their 24 hour emergency number.
3. If you have an Allianz policy, you have benefits for a flight delay or cancellation. Check your policy and contact Allianz.

My luggage is not at baggage claim:

1. Proceed to the Lost Luggage Desk. Provide your hotel address so that your bag may be delivered to you once found.
2. Please get a copy of your claim from Lost Luggage before departing the airport.
3. If you have an Allianz policy, you have benefits depending upon how long your bag is delayed so that you may purchase necessities. Check your policy and contact Allianz. If your luggage is never located, you may file a claim for lost luggage.

Pro Tip: Apple iTags or Tile electronic tags can provide peace of mind. You can put them inside your checked luggage and then track your suitcase's location on your smart phone. For more information, visit a retailer who sells these items.

"Everything will be all right in the end. If it's not all right, it is not yet the end"
– Indian proverb