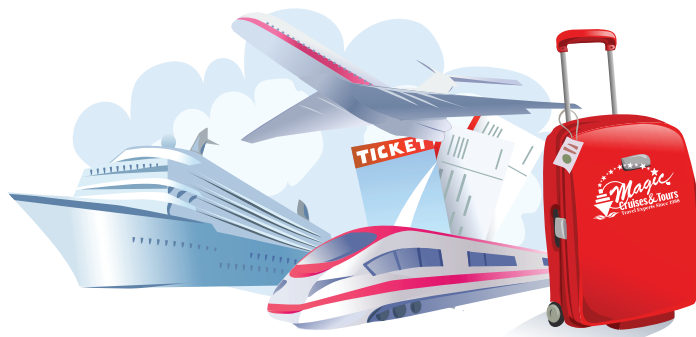


WHAT TO DO IF YOU HAVE A TRAVEL EMERGENCY



Travel should be a wonderful experience, but sometimes issues arise that we have no control over. If you have a travel emergency and our office is open, please contact us to let us know your situation. If it is after hours, when our office is closed, please follow these important instructions:

IF YOU HAVE TO CANCEL BEFORE TRAVEL BEGINS: Contact your cruise line, tour operator, airline directly and give them your **reservation number**. Explain that you must cancel your trip and that your travel agency, **Magic Cruises & Tours**, is not open so they must help you. **Make a note of the date, time, and full name of the representative who you speak with and make sure they note your reservation to say you are cancelling and why.** Then, please email or leave a voice mail for us at MAGIC so we can follow up when our office opens.

If you are cancelling for a medical reason and have travel insurance, be sure to **contact the travel insurance company** and have them review exactly what is needed to start the claim process. (You may be required to have support documentation from a doctor).

IF YOU HAVE A FLIGHT DELAY/CANCELLATION ENROUTE TO YOUR TRIP: If you are at the airport, check with the airline representative(s) to get scheduled on the next available flight to get you to your destination (even if it is on a different airline). You may have to request that they check another airline, but they may be able to do that if another airline has a flight available. Be nice but be assertive. Try and get something in writing from your airline stating that your flight was cancelled/delayed and the reason in case you need to make a travel insurance claim.

If you booked your flights through the cruise line/tour operator, please contact them via the applicable emergency phone number to see if they can reschedule your flights. They may have long hold times but try to reach someone at this number because even if the airlines can reschedule your flights, you still want to let them know your new flight information for applicable transfers to the ship or a hotel. If you have travel insurance, that can be another source to contact for assistance.

Before you travel, it is a good idea to download the airline app* and enter your flight information so you will get notification of updates along the way regarding any time changes, gate changes etc. (be sure you check the airline app or website prior to your flight). **Get to the airport early!** We recommend you arrive two hours early for domestic flights and three hours for international flights.

***MAGIC Tip:** Download all applicable apps before travel—cruise line, tour company, travel insurance, etc. for easy reference!

IF YOU HAVE A MEDICAL EMERGENCY DURING YOUR TRIP: Contact your travel insurance company right away! The cruise line/tour operator may be able to help if you must get medical assistance or go to the hospital, but you want to be in constant contact with the travel insurance company. **Keep all your receipts and notes of all conversations** (again, get name(s), date, time) for your insurance claim. If you do not have travel insurance, try to contact your personal health insurance, however some insurances do not cover you outside of the U.S.

The more prepared and informed you are, the more FUN you will be ready to enjoy!



MAGIC CRUISES & TOURS, 614-847-5551 or 800-783-7245 (Phone lines are open M-F 10am-4pm)