



Trip Going As Planned?

**Denied Boarding?
Canceled Flight?
Delayed for a Long Time?**

Do you know your airline's "Contract of Carriage"?

When you purchased your ticket, you entered into a "Contract of Carriage" with your airline. The rules in the contract of carriage differ from airline to airline, but include provisions such as check-in deadlines, refund procedures, responsibilities for delays, lost luggage information and other policies. You may not be given these rules with your ticket, so, you should make a point to ask for it and educate yourself on your specific airline's policies.

Helpful Travel Advice

Know when you go

Find airlines' policies in their contracts of carriage on their Websites or by calling the airline for a copy.

- ✔ Know the odds of your flight departing and arriving on time. (Ask your airline or travel agent or go to www.bts.gov).
- ✔ Avoid the two major causes of misplaced bags: late check-in and tight connections.
- ✔ Consider the weather. If bad weather is predicted, ask your airline if you can depart earlier that day.
- ✔ When selecting a flight, remember that a departure early in the day is less likely to be delayed than a later flight, due to the "ripple" effects throughout the day.
- ✔ If you are concerned about the possibility of lost luggage, ship necessary materials/clothing to your destination prior to travel.



At the Airport

- ✔ Check in for your flight at your first opportunity in case you need time to solve a problem. Know your airline's check-in rules. Many airlines rescind advanced seat assignments 30 minutes before scheduled departures even if you already have a boarding pass.
- ✔ If you are "bumped" because your flight is overbooked, read the Overbooking Notice in your ticket, then ask for a copy of the rules mentioned in that notice. This information applies to oversales, where your flight operates but leaves you behind. It does not apply to a canceled or a delayed flight. If the flight is oversold, usually the last passengers to check in are the first to be bumped.
- ✔ Make your bag stand out. Make sure your bag has your name and contact information. Include this same information inside your bag.
- ✔ Carry on essential and hard-to-replace items such as medicine and glasses. Be sure to check www.tsa.gov for allowable items and amounts.



If Your Flight is Delayed or Canceled

- ✔ Check your airline's policy on putting you on a different airline or in a higher-class seat on another flight.

Airline Customer Service Plans

Some airlines have customer service plans, found on their websites, which describe what they will do in areas such as:

- ✔ Notifying passengers of known flight delays and cancellations
- ✔ Meeting customers' essential needs during long on-aircraft delays
- ✔ Allowing reservations to be held or tickets to be refunded within 24 hours of purchase
- ✔ Being responsive to customer complaints



Information at BWI Marshall

For Emergencies

Fire/rescue/medical 410-859-7222

Maryland Transportation Authority Police 410-859-7040

bwiairport.com Stay informed and get flight information quickly.

Information Desks

410-859-7207

Upper Level, Concourses A/B and D

Lower Level, Concourses A/B, C, D and E

Daily from 5:00 a.m. to 9:00 p.m. *

*BWI Marshall's information desks are staffed by Pathfinder volunteers and hours may vary.

For facilities and after hours assistance 410-859-7736

Lost and Found Office

410-859-7387

Centrally located near Concourse C, upper level

Open Monday - Friday 9:00 a.m. to 5:00 p.m.

Complimentary Parking Service

410-859-9230

- ✔ Jumper cable service for a dead battery
- ✔ Assistance in locating your car if you parked in one of BWI Marshall's parking facilities
- ✔ Assistance in changing or inflating vehicle tires
- ✔ Assistance with opening your car door if your keys are locked inside (this service is only possible when it can be done without any damage to the vehicle).



How to Get Help

If one of the airlines at BWI Marshall fails to deliver on these services to you, please contact the airline first and then (if needed) contact the **U.S. Department of Transportation's Aviation Consumer Protection** line at **202-366-2220** to record your complaint. To send a complaint or inquiry electronically, use the web form at **<http://airconsumer.ost.dot.gov/escomplaint/es.cfm>**. Every month the DOT publishes the Air Travel Consumer Report with information about the number of complaints received for each airline and problems other passengers have had.

www.faa.gov Register for a free "Aviation Information System" and have delay information sent directly to your handheld device.

<http://airconsumer.ost.dot.gov> A consumer guide to air travel includes information on airfares, reservations and tickets, overbooking, delayed and canceled flights, complaints, passengers with disabilities, sources of information and baggage mishandling reports.

www.bts.gov Ask your airline for its on-time performance code for the flight you are considering. Check out a flight's on-time arrival record at the Bureau of Transportation Statistics' website at **www.bts.gov** or at **www.flightstats.com** or **www.flightaware.com**.

www.tsa.gov The Transportation Security Administration website contains information on items permitted and prohibited for carry-on and checked baggage as well as other security-related details.

Carriers Serving Passengers at BWI Marshall

<i>Airline</i>	<i>Phone</i>	<i>Website</i>	<i>Concourse</i>
Air Canada	1-888-247-2262	aircanada.com	E
AirTran	1-800-247-8726	airtran.com	B
American	1-800-433-7300	aa.com	C
Bahamasair	1-800-222-4262	bahamasair.com	E
British Airways	1-800-247-9297	ba.com	E
Cape Air	1-800-352-0714	flycapeair.com	D
Condor	1-866-960-7915	condor.com	E
Delta	1-800-221-1212	delta.com	D
Frontier	1-800-432-1359	frontierairlines.com	E
jetBlue	1-800-538-2583	jetblue.com	D
Southwest	1-800-435-9792	southwest.com	A/B
Spirit	1-800-772-7117	spirit.com	C
United	1-800-241-6522	united.com	D
USAirways	1-800-428-4322	usairways.com	D