



## Travel Instructions for Arrival Day

### Program Air Participants

#### Checking in for Your Flight

When departing your home city for your OVERNIGHT flight to Amsterdam, it is recommended that you arrive at the airport at least 3 hours prior to your flight departure time due to long expected wait times in TSA security lines. Please verify with your airline the minimum check-in time required with checked luggage. If you are not checked in by the required time, you may be denied boarding by the airline. Any fees associated with checked luggage or luggage weight restrictions will be at your own expense. Please check with your airline to confirm the current luggage allowances and any fees associated with checked luggage as some airlines have changed their luggage allowances for 2024.

#### Ground Transportation

Group ground transportation will be provided for all program air participants.

#### Arrival into Amsterdam Schiphol Airport (AMS)

Upon arriving at the Amsterdam Schiphol Airport (AMS), after clearing customs, follow the signs to the baggage claim area and retrieve your luggage from the carousel. Complimentary luggage carts are available inside the baggage claim area. In the unlikely event that your luggage is missing you must make a "Lost Luggage" claim in the appropriate office within the luggage claim area. If possible, have a member of your party or ask a fellow A-O traveler from your flight to advise the onsite Avalon staff or A-O Trips travel staff that you are filing a lost luggage claim.

Note: It could take up to 2 hours to clear customs and retrieve your luggage.

You must wear your A-O Trips purple or green wristband for identification by the A-O Trips airport staff.

After leaving the baggage claim area proceed towards the central hall near the main exit. Avalon Waterways staff and A-O Trips travel staff will be outside of baggage claim and will direct you to the official meeting point. From here the Avalon Waterways staff, wearing uniforms with the Avalon Waterways logo and A-O Trips travel staff will direct you to the transportation. The transfer to the ship is approximately 40 minutes depending on docking position and traffic.

Once you arrive at the ship, please keep your carry-on luggage containing anything you may need for the day (a change of clothing, raincoat, umbrella, jacket, comfortable walking shoes, medication, etc.) plus your travel documents and any valuables with you. If you need to change your clothes, you will have access to a restroom once you arrive at the ship. Your checked bags will be stored by the ship until your stateroom is ready.

## Arrival at the Avalon Waterways Ship

- Upon arrival at the ship, you will be directed to the lounge where you will wait until you are called to check in. You will check-in with the ship's reception desk to receive your stateroom keys.
  - You will need to provide a credit card for incidentals and charging privileges to receive your stateroom keys. Your on-board account will be settled in Euros if using a credit card, or you can provide cash in US Dollars exchanged at the current exchange rate. **You will need to leave your passports with the ship's reception in order for them to make copies, your passports can be picked up after dinner.**
  - Official check-in is 4:00 pm; however, every effort will be made to have your stateroom ready, and your luggage delivered as soon as possible.
  - If you have not already done so using the MyAvalon<sup>SM</sup> registration site, you can also sign up for included and optional shore excursions with the Cruise Director.
  - Lunch will be available in the ship dining room from 12:00 pm – 1:30 pm.
  - Walking tours of Amsterdam will be available throughout the day.
  - **There will not be a cash allowance for this trip.**
- 6:00 pm MANDATORY Safety Briefing and Welcome in the Lounge
- 7:00 pm Welcome Dinner in the Dining Room
  - Please wear your A-O Trips name badge
  - Attire is Smart Casual: slacks and collared shirt or blouse with slacks, capri pants, skirt, or dress.
- 9:00 pm Ship Departs Amsterdam

**IF YOU MISS THE SHIP DUE TO DELAYED OR CANCELLED FLIGHTS:** You will need to spend the night in Amsterdam and be transferred to Nijmegen (90-minute transfer) the following day in order to catch up to the ship on its itinerary. Hotel accommodations will be at the travelers' expense. Please call the A-O Trips travel staff onsite for assistance with making these arrangements.

For Groups 1-8 (July 20-Aug 20), and groups 15-16, (Oct 29 – Nov 6), call Renee Underwood at 224-220-6364 or internationally 001 224-220-6364

For Groups 9-14, (Aug 21-Sept 14), call Beverly Vandercook at 248-249-9471 or internationally 001 248-249-9471 or contact the ship directly at:

GROUPS 1, 3, 5, 7, 9, 11, 13: Avalon Panorama: 0049 1520 1506 226

GROUPS 2, 4, 6, 8, 10, 12, 14: Avalon Impression: 0049 172 6199 381

GROUP 15: Avalon Vista: 0049 1520 1506 393

GROUP 16: Avalon Expression: 0049 172 6199 341

## Travel Tips for Disrupted Travel or Lost Luggage

*Please Read Before You Depart on Your Trip to be Familiar with the Procedures*

Travel delays and cancelled flights are unavoidable. Here is some helpful information to guide you through your journey should your trip be interrupted due to delays or cancelled flights.

At the airport, if your flight is delayed or cancelled, the airline is responsible for rebooking you on the next available flight to get you to your destination. There are no federal requirements regarding amenities or services. Each airline has its own policies about what it will do for delayed passengers waiting in the airport terminal.

## **Lost or Delayed Luggage Instructions**

If your luggage does not arrive with you at your final destination, you must file a report with the airline prior to leaving the airport. If there is no one at the baggage claim office, find another airline employee to assist. Airlines offer an online tracking service, so make sure you have the file claim number before exiting the airport.

Once you arrive at the ship, please provide your baggage claim information to our onsite staff so they can assist you in tracking your bags. You may be entitled to reasonable reimbursement from the airlines for expenses you incur while waiting for your luggage. Save all receipts as you will need them later to file for reimbursement with the airline.

## **Delayed Flight Instructions**

If your flight is delayed and will result in a missed connecting flight, approach the gate, customer service or counter agent and ask to be rebooked on the next available connecting flight.

Weather delay: Passenger safety is the primary concern of airlines and airports. Weather delays are for your safety and often result in delayed departures. The airline is not required to endorse your ticket to another airline or provide a hotel voucher. Ask for an alternative airline anyway if the airline does not offer it to you.

Mechanical or crew delay: The airline should offer an alternate airline if they cannot rebook you on your original airline. The airline should provide a hotel and meal voucher if the delay requires an overnight stay.

## **Cancelled Flight Instructions**

If your flight is cancelled, approach the gate, customer service or counter agent and ask to be rebooked on the next available flight. If your flight is cancelled, the carrier must offer you either re-routing as close as possible to original departure time or re-routing at a later date. If the cancellation is due to mechanical, air traffic control, crew rest or a late arriving aircraft, you may ask to have your ticket endorsed to another airline. \*Note: some airlines do not endorse tickets to alternate airlines.

It is the policy of Auto-Owners Insurance that you seek assistance from the airlines first for accommodation if you experience a disruption in your travel. However, should you need further assistance other than what is being provided by the airlines, please contact the A-O Trips Travel Desk at Gavel International at 877.379.7101 or 816.334.0101. If you need assistance after normal business hours, please contact our 24-hour Hotline: CCRA Travel Solutions at 800.787.2171 and provide the company

name of Auto-Owners Insurance and the CODE: G14A0. As a reminder, any changes to your airline tickets on the day of travel will need to be done by the airline and any changes you make to your flights/itinerary which incur additional charges will be at your own expense.

### **Contact the Travel Desk with Updated Information**

Once you have been accommodated by the airlines, please contact the A-O Trips Travel Desk at Gavel International at 877.379.7101 or 816.334.0101 to update them with your new flight information.

### **Overnight Accommodations**

If the disruption causes you to have to overnight and depending on the circumstance for which the delay or cancellation occurred, the airline may or may not accommodate you with hotel and/or meal vouchers. In most cases, airlines generally will accommodate passengers who are disrupted due to mechanical issues; however, they typically will not accommodate passengers (beyond booking the next available flight) who are disrupted due to weather related issues.

If you are not accommodated by the airline, you will be responsible for paying any expenses related to your disruption. If you need assistance in finding overnight accommodation, please call the A-O Trips Travel Desk at Gavel International at 877.379.7101 or 816.334.0101. A credit card will be required to make and guarantee a hotel reservation.

### **Packing and Travel Tips**

Lost or delayed luggage is unavoidable and there will be delayed luggage on every group. Plan accordingly and do not let this ruin your trip.

### **Carry-On Bag**

We strongly recommend that you pack a carry-on bag with enough clothing, toiletries, and anything (including medications) that you may need for the first few days of your trip in case your checked bags are delayed. Staff onsite will know where you can purchase a few more items you may need once you arrive in Amsterdam. (Refer to your Important Information Book for suggestions on what to pack in your carry-on bag.) For carry-on restrictions, please visit [tsa.gov](http://tsa.gov).

### **Checked Bags**

If you are traveling with a spouse or guest and will have two checked bags, we recommend you pack items in each bag for each person. If only one bag makes it to the destination, both guests will have some of their items.

### **Travel Insurance**

Many travelers find travel insurance to be an affordable way to offset expenses associated with delayed or cancelled flights. Please see the Travel Insurance Information located on the [aotrips.com](http://aotrips.com) website at the bottom of the itinerary.

