

# Italy



## Travel Instructions for Arrival Day

### Program Air Participants

#### Checking in for Your Flight

When departing your home city for your OVERNIGHT flight to Italy, 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 2023.

#### Ground Transportation

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

#### Arrival Into Rome Fiumicino Airport (FCO)

Upon arriving at the Rome Fiumicino Airport (FCO), follow the signs to the baggage claim area. You must wear your A-O Trips peach or green wristband for identification by the A-O Trips airport staff.

Once in baggage claim, retrieve your luggage from the carousel. Complimentary luggage carts are available inside the baggage claim area. Travel Staff wearing black pants and white shirt will direct you to the transfer vehicles. Porters will be available to assist with the luggage to the bus. It will be a 5-7 minute walk to the vehicles. The transfer to the hotel is approximately 30-40 minutes depending on traffic.

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

#### Arrival at the Rome Cavalieri Hotel – A Waldorf Astoria Hotel

Upon arrival at the hotel, you will need to stop by the remote hotel check-in desk (*located in the Terrazza Monte Mario room*) and check-in with the A-O Trips hospitality desk to receive important program materials.

- You and your guest will need to provide your passports, along with a credit card for incidentals and charging privileges to receive your hotel room keys. There will be a hold of 400 Euros placed on your credit card for your four-night stay. We do not recommend that you use a debit card. The hold on your credit card may not be removed until several business days following your departure from the hotel.
- Hotel check-in is 3:00 p.m. Every effort will be made to have your room ready upon your arrival. If guestrooms are not available upon check-in, guests can use the changing rooms in the Spa to change and get refreshed or change into swimsuits to go to the hotel pool. (*A-O Trips guests have complimentary use of*

*the hotel outdoor pool. There is a fee to use the indoor pool – A-O discounted price of 16 Euros per person per day).*

- Breakfast or lunch will be available upon your arrival at the hotel.
- Optional city of Rome walking tours will be available from the A-O Trips hospitality room.
- The first group event will be a Welcome Dinner this evening.

## 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 to rebook 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. We suggest downloading the app for the airline on which you are traveling. Most airline apps now provide bag tracking within their app.

Once you arrive at the hotel, please provide your baggage claim information to our onsite staff so they can assist you in tracking your bags.

You are 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 airlines.

### **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 accommodations 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: AV0U. 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 accommodations, 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 and a swimsuit*) that you may need for the first few days of your trip in case your checked bag is delayed. Staff onsite will know where you can purchase a few more items you may need once you arrive in Italy. (*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 under Important Information.

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