

# Grand Circle Cruise Line®

Award Winning 4-Star Cruises at Unbeatable Value

## Air Information

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# Personalizing Your Flights

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## Benefits of Grand Circle Air: Choice and Flexibility

Grand Circle Cruise Line makes every effort to provide you with non-stop flights and acceptable connection times to and from your destination.

However, if you wish to change the itinerary we have created for you—for any reason—you have the flexibility to personalize your flights **up to 90 days prior to departure with no service fees**. Simply contact our dedicated Air Service Counselors for additional options.

## What is “Personalization”?

When you book our standard airfare, we will fly you from your selected home airport to your trip and back. Any special arrangements, such as choosing a specific airline or routing, arriving early, or stopping in another city en route are considered “personalization.”

## Types of Personalization

**Breakaways:** A breakaway allows you to fly in before the standard tour arrival date (a pre-breakaway), stay longer after the end of your tour (a post-breakaway), or stopover to explore another city en route to/from your destination (this is different from our Stopover packages which are available on select vacations and stop in a pre-determined city for a set number of days). The benefit of a breakaway is that you can rest, spend more time to explore on your own, acclimate to the time difference, or break up a long flight.

*Example 1: If your trip starts in Paris on August 3rd and returns from Nice on August 17th, but you'd like to arrive in Paris on August 1st and return home from Nice on August 19th.*

*Example 2: Your tour begins in Johannesburg, South Africa and you'd like to stop in Amsterdam for two nights, then continue on to Johannesburg.*

**“Open Jaw”:** Just because your flight leaves from one city doesn't mean you have to return there. You have the option to return to a different city than where you departed.

*Example: You flew out of New York and wish to return Tampa after your trip is over.*

**Home City Not Offered:** If your home airport is not listed in our reservation system, or there's an airport that better suits your needs, make sure to ask one of our Air Service Counselors for more information. Your invoice will still reflect the nearest airport that is listed in our system but we'll arrange your flights from your requested airport.

*Example: San Antonio may be the international airport we have listed in our reservation system, but you live in Corpus Christi. We will book your flights from Corpus Christi but your invoice will reflect San Antonio, plus any difference in the cost of the ticket.*

**Back-to-Back:** Add more value to your international airfare by combining two or more trips in a row. If you book our international airfare, we'll provide you with pricing information and make arrangements for hotels and airport transfers for any nights between your tours.

## Types of Upgrades

**Business Class (Cabin Upgrade):** Business Class, offered by most airlines, is a separate cabin which provides added space and amenities. Just a step below First Class, Business Class is the highest class of ticket offered by Grand Circle air packages. Specific amenities vary by airline and aircraft, but typically include upgraded meal options, complimentary bar service, access to an airport lounge, priority boarding and exiting, and seats offering more leg room and a greater recline (they may be lowered to lie flat on some airplanes).

**Premium Economy (Cabin Upgrade):** Premium Economy is a separate cabin offered by some larger international airlines. The Premium Economy cabin falls between standard Economy and Business Class in terms of price and amenities. While specific amenities vary by airline, you'll generally enjoy wider seats, at least 20% more recline, extra leg room, upgraded meal options, complimentary beverages, and priority boarding and exiting.

**Economy Comfort (Seat Upgrade):** Economy Comfort is an upgraded seat within the standard Economy cabin, offering between 4-9 inches of extra leg room depending on the airline. Some airlines also offer priority boarding, dedicated overhead bin space, and complimentary beverages with this seat upgrade.

## Flight Connections

Each airline and airport determines a legal connection time, which is the minimum amount of time required to transfer from one flight to another or from one terminal to another. These minimum connection times vary based on whether you're connecting from a domestic flight to another domestic flight, a domestic flight to an international flight, or an international flight to a domestic.

Although the airline determines the legal (minimum) connection times, we've created our own guidelines to ensure that you have enough time to comfortably transfer from one flight to the next:

1. **Domestic-to-Domestic Flights:** Minimum of one hour and not more than four hours.
2. **Domestic-to-International Flights:** Minimum of two hours and no more than four hours.
3. **International-to-Domestic Flights:** Minimum of two hours and no more than four hours.

**At the Airport:** Since our representatives are not allowed past airport security, we are unable to assist you when making connections to your international flights. However, the airline and airport staff are there to help; if you need assistance, or directions, just ask!

## What to Know About Your Air Itinerary

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### Air Reservation Timeline

- **310 days from your return date:** Flights are available to be booked.
- **90 days prior to departure:** Your reservation and flights will be finalized.
- **14 days prior to the departure:** You will receive your Final Documents booklet which includes your Day-to-Day itinerary and flight information.

## Understanding Your Online Air Itinerary

For a wealth of information, visit [www.checkmytrip.com](http://www.checkmytrip.com) or the airline website to view your flight details, including:

- **Airline Confirmation Number** (sometimes referred to as a Booking Reference or a Record Locator)
- **Airline, airline code and flight number** (Example: Air France AF 333)
- **Arrival and departure dates, times and airports**
- **Airport departure and arrival terminal information** (if available)
- **Type of aircraft/equipment**
- **Seat requests**, if applicable
- **Included meals and special dietary requests**, if applicable

**Boarding Passes:** Most airlines do not use paper tickets anymore. To collect your boarding pass(es), you simply present your passport at the check-in counter or kiosk.

The airline looks you up using your passport instead of a paper ticket. But if you also like to have a confirmation in print, we've got you covered—the finalized air itinerary at the back of your Final Documents booklet doubles as your ticket confirmation.

# Airline Changes

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## Common Types of Changes

- Equipment Changes
- Schedule Changes
- Cancelled Flights
- Invalid Connections or minimum connection time violations

## Schedule Changes

A schedule change can occur at any time from when your air itinerary is booked to when you board the plane and airlines have varying policies. If you book air travel with Grand Circle Cruise Line, we will assist as much as possible if there are any major schedule changes which impact your flights.

## Weather Delays

If you miss a connecting flight due to weather, you must work directly with the airline to be rebooked on the next available flight. Grand Circle Cruise Line is not able to rebook or assist you with available flight options.

*Once the airline rebooks you, please notify the Air Department at 1-800-321-2835 as soon as possible to provide your new flight information.*

### **Travelers Who Purchased Grand Circle's Travel Protection**

**Plan:** If the airline has rebooked you and you need help securing a hotel or making other arrangements, you have access to One Call, a 24-hour concierge and emergency assistance service. For assistance, call **1-800-555-9095** (within the U.S. & Canada) or **+1 603-894-4710** (outside the U.S. & Canada).



## Who to Contact

To check the status of your flight, please contact the airline directly or visit the airline website.

Please notify the Air Department at **1-800-866-2034** (if you are outside the U.S., please call **1-617-346-6090**; collect calls accepted) if you have an emergency while traveling or if your flights have been rebooked due to weather delays/cancellations.

Your Program Director will communicate with the Air Department directly if there are any flight changes while you are with the group.

## Special Requests

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### Seats

Seating policies vary and some airlines may not assign seats in advance. Your Air Travel Counselor will be able to give you the most up to date seating policy for your airline.

If the airline does not assign your seat in advance, you can check in early at the airport (rather than calling the airline) to request the seating you prefer. Or you can check online—most airlines will open up their seating maps for changes 24-48 hours before the flight departs.

**Viewing Your Seats:** If your airline allows pre-assigned seats, they will be available to view on **www.checkmytrip.com** or the airline website.

**Seat Requests:** If the airline is willing to pre-assign seats, you may make seating requests when speaking with one of our Air Travel Counselors. Some airlines will allow you to pre-assign seats directly with them you may also contact the airline directly or use the airlines website.

Although Grand Circle Cruise Line will forward your seating request to your airline, requests are not guaranteed.

**Seat Restrictions:**

- Bulkhead and exit row seating cannot be pre-assigned—airlines need to qualify passengers for these seats at the time of check-in. If you prefer bulkhead or exit row seating, check in early at the airport to make your request.
- We cannot make seating requests for internal flights in foreign countries as those tickets are received from our representatives on-site. Program Directors will do their best, but often the local airline assigns seats in advance for the entire group.

***All seating—including pre-assigned seats—is at the discretion of the airline and subject to change by them. Seats cannot be fully guaranteed until check-in.***

## **Frequent Flyer Numbers**

Many airlines offer frequent flyer programs designed to encourage loyalty among customers by issuing miles or points which may be redeemed for air travel or other rewards. It is typically free to enroll in these loyalty programs. Once you've enrolled, you'll be issued a Frequent Flyer number which must be submitted to the airline in order to earn miles or points.

## **There are two ways to submit your Frequent Flyer Number:**

- Submit your Frequent Flyer number directly with the airline at check-in
- Provide your Frequent Flyer number when booking your air travel with Grand Circle Cruise Line. We will store this information with your flights, as well as on your profile for future trips

**Earning Frequent Flyer Miles:** Frequent Flier programs with any airline are maintained and operated solely by that airline, and mileage accrual is awarded at the discretion of the airlines. Because we've contracted special group rates to provide you with the best value for your tour, the airline may impose restrictions related to earning miles, and in some cases even prohibit mileage accrual.

Please keep in mind that Grand Circle Cruise Line does not keep copies of your airline tickets on file after you have flown. We therefore recommend that you save all of your boarding passes and your air itinerary from your Final Documents booklet. You may need to present these to the airline after your flights to claim your frequent flyer miles.

**Using Frequent Flyer Miles:** Because we've contracted special group rates with airlines, you will not be able to redeem Frequent Flyer miles toward any portion of your flights or toward upgrades. You may submit your Frequent Flyer numbers with your booking to earn miles.

## **Meals & Special Dietary Requests**

Most flights within the U.S. and to destinations in North America or Central America no longer provide complimentary meals. However, meals may be available for purchase on board. Complimentary meals continue to be provided on most international flights. Please inform an Air Travel Counselor of any special meal requests when you book your air travel (salt-free, low-calorie, kosher, etc.).

# Security & Customs

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## Airport Security

After receiving your boarding pass and checking in any bags, you will pass through a security screening which is controlled and operated by the Transportation Security Administration (TSA).

**Redress Numbers:** Some travelers may have a redress number, a unique TSA-issued number that helps the TSA eliminate watch list misidentification and verify your identity. If you have a redress number, please provide it to your Air Travel Counselor when booking your flights. (*Note: Most travelers do not have a redress number.*)

## Customs

Customs is the authority which regulates the flow of goods into and out of a country. At the beginning of your vacation, you will clear customs at your final destination. (For example, if you are flying to Nairobi via Amsterdam, you'll clear customs in Nairobi.) Upon your return to the U.S., you'll clear customs at your first point of entry. If you have a connecting domestic flight, you'll pick up your checked luggage, clear U.S. Customs, then drop off your checked bag and proceed to your domestic flight.

However, there are several international airports that allow you to clear customs prior to your return to the United States:

- Calgary International Airport
- Edmonton International Airport
- Halifax Robert L. Stanfield International Airport

- Montreal Trudeau International Airport
- Ottawa MacDonalD–Cartier International Airport
- Toronto Lester B. Pearson International Airport
- Vancouver International Airport
- Shannon Airport
- Dublin Airport
- Abu Dhabi International Airport

## TSA Pre-Check & Trusted Traveler Programs

Some travelers have found that TSA Pre-Check and Trusted Traveler programs can expedite long waits at security and customs:

- **TSA Pre-Check:** A program which allows pre-screened, low-risk travelers to use a dedicated security line at participating airports at certain U.S. airports.
- **Trusted Traveler programs:** There are currently three programs available which expedite the process of clearing customs at the U.S. border: Global Entry, NEXUS, and SENTRI. These three programs also include TSA Pre-Check or you can apply solely for TSA Pre-Check.

*TIP: Keep in mind that not all airports and airlines participate in these programs. You may want to consider checking with your airport prior to applying to find out if these programs would benefit you.*

To apply for a Trusted Traveler program or TSA Pre-Check, typically you will be asked to pay an application fee (varies by program) and schedule a background check and/or an interview. If you are approved, you will be issued a Known Traveler Number (KTN). Your KTN is valid for a set number of years, based on the conditions of the program. Please see the

U.S. Customs and Border Protection website for more details on each of these programs: [www.cbp.gov/travel/trusted-traveler-programs](http://www.cbp.gov/travel/trusted-traveler-programs). You can also find more information about TSA Pre-Check at [www.tsa.gov/precheck](http://www.tsa.gov/precheck).

## How to Use TSA Pre-Check & Trusted Traveler Programs

If you are enrolled in TSA Pre-Check (or a Trusted Traveler program that includes it), **you must provide your KTN to the airlines.**

If you are a member of the Global Entry program, proceed to the Global Entry kiosks upon your arrival to the U.S. where you'll present either your passport or U.S. permanent resident card. Place your finger on the scanner for fingerprint verification and complete a customs declaration. The kiosk will issue a transaction receipt and direct you to baggage claim and the exit.

**Where can I update my passport information?** You may update your passport information directly on your My Account at [www.gct.com](http://www.gct.com).

# Frequently Asked Questions

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## **My name is misspelled on my invoice/air itinerary. Will this affect my airline tickets?**

Yes—you need to request a change at least 90 days prior to your departure date. Your name should be as it appears on your passport (minus your middle name), or else your tickets won't be usable. To avoid having to reissue tickets or buying completely new ones, be proactive. You will not be able to request changes within 90 days of departure.

## **How can I find my luggage restrictions? Are baggage fees included?**

For luggage size and weight limits, check with your individual airlines. You may also refer to the Luggage Limits section of your Travel Handbook; this will tell you if you have restrictions on regional flights during your trip. Airline baggage fees are not included in your trip price. If your airline charges baggage fees, you will be required to pay these fees upon checking in at the airport.

## **Can I bring an oxygen canister with me on my flights?**

Please contact your airline regarding oxygen canister restrictions. Most airlines require advance documentation from your doctor and will not allow passengers to carry their own oxygen on board.

## I'm flying with a travel companion— can you book us on the same flights?

If you're traveling with a companion from a different household, and both of you are beginning and ending your trip at the same airport on the same dates, just let us know you'd like to travel together and we'll make every effort to arrange this. However, please understand this is not always possible. If you request any changes to your flights, please be sure that both you and your companion tell us that you still want to fly together.

If you and your companion are starting/ending your trip at different airports, speak to one of our Air Travel Counselors about the possibility of personalizing your international flights.

## How can I get in touch with my airline?

Aer Lingus . . . . .	800-223-6537
Aeroflot . . . . .	888-340-6400
Air Canada . . . . .	800-247-2262
Air China . . . . .	800-882-8122
Air France . . . . .	800-237-2747
Air India . . . . .	800-223-7776
Air New Zealand . . . . .	800-262-1234
Alaska Airlines . . . . .	800-426-0333
Alitalia . . . . .	800-223-5730
American Airlines . . . . .	800-433-7300
Austrian Airlines . . . . .	800-843-0002
Avianca . . . . .	800-284-2622
British Airways . . . . .	800-247-9297
Cathay Pacific Airways . . . . .	800-233-2742
China Airlines . . . . .	800-227-5118



Copa Airlines .....	800-359-2672
Delta Airlines .....	800-221-1212
Emirates .....	800-777-3999
Finnair .....	800-950-5000
Iberia Airlines.....	800-772-4642
Icelandair .....	800-223-5500
Japan Airlines .....	800-525-3663
Jet Airways.....	877-835-9538
JetBlue .....	800-538-2583
KLM Royal Dutch Airlines.....	800-225-2525
Korean Airlines .....	800-438-5000
LAN .....	866-435 9526
Lufthansa German Airlines .....	800-645-3880
Qantas Airways .....	800-227-4500
South African Airways .....	800-722-9675
Swiss Air .....	877-359-7947
Taca International Airlines .....	800-400-TACA
TAP-Air Portugal .....	800-221-7370
Thai Airways.....	800-426-5204
Turkish Airlines .....	800-874-8875
United Airlines.....	800-241-6522
US Airway .....	800-428-4322
Virgin Atlantic .....	800-862-8621

**More questions? See more frequently asked questions on our website at:**

**[www.gct.com/faq-home/general-air-questions](http://www.gct.com/faq-home/general-air-questions)**

**[www.gct.com/faq-home/gct-oat-questions](http://www.gct.com/faq-home/gct-oat-questions)**







Visit [www.gct.com](http://www.gct.com)

Grand Circle Air Department: **1-800-866-2034**  
*If you are outside the U.S., please call **1-617-346-6090***