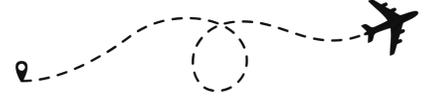


When Your Travel Doesn't Go As Planned

Flight Delays & Missed Connections



Airlines do not guarantee flight schedules, and delays can happen for many reasons, including weather, air traffic control, or mechanical issues. While these situations are often outside the airline's control, they can affect flight times, connections, aircraft, routing, and seat assignments. Understanding this upfront can help you plan more realistic connection times and know what steps to take if your travel does not go as planned. If a disruption occurs, rebooking, refunds, and any compensation are handled by the airline based on their policies and availability.

As You Book Your Flights: Try to ensure that you have at least 60-90 minutes between domestic flights and at least 2-3 hours for transfers between international flights. When returning to the U.S., you'll go through customs & immigration at the first U.S. city you arrive in, so you want to make sure you have 2½ to 3 hours before any onward domestic connection.

If a Delay or Cancellation Causes a Missed Connecting Flight:

- **Work with the airline first.** Start with gate agents, then visit a customer service desk or check in area if needed. If no on site staff can assist, ask for the airline's customer support phone number. Airline staff are best positioned to rebook you or place you on another carrier.
- **Contact ScholarTrip if needed.** If your flight was booked through Colorado College's partner travel agency, ScholarTrip, and the airline cannot resolve the issue, you may contact their 24/7 support line at 855-452-0376. You may also email ScholarTrip at customersupport@scholartrip.com to advise that you are experiencing an issue with your flight. However, you should expect to be directed back to the airline if airline options have not yet been explored.
- **Ask about overnight accommodations.** If rebooking requires an overnight stay, speak with airline staff about a hotel voucher so the cost of your stay may be covered. Keep all receipts for any out of pocket expenses (meals, transportation, lodging, etc.).
- **Reimbursement for additional expenses:** If you are traveling on a Colorado College program or are covered by International SOS, use the International SOS app you were instructed to download to initiate a claim. Trip interruption expenses may be covered.

Damaged, Delayed, and Lost Bags



If your suitcase is damaged, delayed, or does not arrive at all, report the issue to the airline as soon as possible. Most airports have an airline baggage service office located near baggage claim, and baggage issues should be reported there *before* leaving the airport.

If you experience a baggage issue:

- Report the issue to airline staff and ensure a baggage report is created. Request a copy for your records.
- For delayed or missing bags, provide the address where the bag should be delivered.
- Ask for a direct phone number for baggage follow up, not the general reservations line.
- Confirm whether delivery will be provided at no charge if the bag is located.

Airline responsibility and compensation vary by situation and airline policy. Airlines may offer repairs, replacement, or compensation based on the bag's condition, depreciated value, and the circumstances involved. Claims may be denied for fragile items, inadequate packing, or other exclusions outlined by the airline.

Also, another important reminder: *do not pack valuable or irreplaceable items in your checked luggage*; either leave it at home entirely, or if you must bring it, keep it in your checked baggage or on your person.

If a bag is declared lost:

- The airline may require additional claim forms and supporting documentation.
- Claims are typically handled by the airline's central baggage office.
- For itineraries involving multiple airlines, the final carrier is usually responsible for processing the claim.

If you are traveling on a CC program with International SOS coverage:

- Coverage may apply to damaged, delayed, or lost luggage. However, there is a limit of **\$250** on lost luggage coverage through International SOS claims, so, again, do NOT pack valuable or irreplaceable items in your checked baggage.
- Submit a claim through the International SOS app on your phone.
- Coverage and reimbursement are subject to policy terms and documentation requirements.