

GENERAL GUIDELINES FOR FLIGHT DELAYS & CANCELLATIONS

Cancelled flights are an unfortunate but common occurrence while traveling. Joshua Expeditions wants to help you prepare for the best possible outcome if/when this should happen during your tour.

DELAYED FLIGHTS

Prior to Check-In:

- JE Airlines Department will assist in monitoring the flight in case of delays.
- Group Leader (GL) also encouraged to monitor flight(s) for the most up-to-date information.

After Check-In:

- If your flight is delayed by more than a few minutes, the Group Leader should get updates directly from the airline gate attendant or check-in desk. All information JE receives will be passed onto the GL.
- The most accurate information and options for last-minute flight changes will always come from the check-in counter or the gate of the delayed airline directly, not through the JE Airline Department.
- **If there are issues, alert your JE Coordinator BEFORE you leave the counter/gate agent.**

CANCELLED FLIGHTS

Prior to Airport Arrival / Check-In:

- JE Coordinator will notify the GL of any changes to your flight by coordinating with the JE Airline Department.
- JE Airline Department will assist with rebooking and protection of seats on alternative flights.
- GL must also actively monitor flights as changes can happen at any time.

After Check-In:

- Cancellation of flight within 2 hours of flight departure – in theory, the group will already be at the airport this close to departure.
- GL will get updates directly from the airline gate agent. The most accurate information and options for last-minute flight changes will always come from the check-in counter or the gate of the delayed airline directly.
- The airline regularly protects the group on alternative flights. You must be proactive on behalf of your group and approach the gate agent directly and immediately.
- GL will contact the JE Coordinator on your behalf if the Coordinator has not already contacted you.

Cancellation of Flight With No Alternative Option Given At The Airport:

- JE Airline Department will work with JE Coordinator and GL to find the best alternative / available options.
- **If there are issues, alert your JE Coordinator BEFORE you leave the counter/gate agent.**

Above all else, stay up-to-date with all flight announcements! Be proactive on behalf of your group & remain in communication with your JE team.