

PRINT THIS DOCUMENT AND CARRY IT WITH YOU WHEN TRAVELING

Where you are staying:

East Lansing Marriott at University Place at 300 M.A.C. Ave in East Lansing, MI 48823. The phone number of the hotel is 1-517-337-4440.

Emergency Phone Numbers: 1. 517-355-5105* 2. 517-884-6319*

*Please note that we will be unable to help with making changes to your flights or helping with lost luggage while you are in transit. This number is for letting us know of changes to your flight plans. Leave a message with your name and country of origin, the new flight number and airline, and the new arrival time. **Please also try to post on Facebook or email with your information.**

Missed/Delayed/Canceled Flights:

1. Stay calm –everything will work out.
2. Talk directly to the airline representative to reschedule another flight. In many cases the flight is simply delayed. In cases of a missed flight or a canceled flight, the airline should be able to reschedule your flight. In addition, in most cases (but not all), the airlines can provide some food vouchers and/or hotel accommodations, but you typically must ASK for them. Don't be shy—ask what help is available.
3. Call the **emergency phone numbers (517-355-5105 OR 517-884-6319)** to inform us of the delay and the new flight schedule. If you are unable to call, try to email and post on the Facebook group. Please remember that we will be unable to help you arrange a new flight.
4. If you are arriving in Lansing and we know your new flight arrival time, we will try to have someone there to greet you. However, if we miss you, take a taxi to the Marriott. Taxis are available right outside the baggage claim area. The airport is very small and easy to navigate.
5. If you are in Detroit, we do **NOT** recommend that you take a taxi/limo from Detroit to Lansing. The expense, safety, and the problems it causes with your luggage (which may already be on the flight to Lansing) are not worth it. Please wait for the rescheduled flight.

Lost luggage:

Unfortunately this does happen to about 6-10 FLTAs each year, and it is very frustrating, especially when you are tired after traveling for so long. Before you leave home, put your contact information (the Marriott address) on a luggage tag outside of your bags and also put a copy inside your bags. This can help reunite you with your luggage in case it does get lost.

If your luggage is missing during your travels to Lansing, you need to:

- **MAKE SURE YOU CATCH YOUR NEXT FLIGHT EVEN WITHOUT YOUR LUGGAGE. You can file the form for lost luggage at your next destination.**
- Talk to the airline. Fill out the required forms.
- Don't panic. About 98% of misplaced luggage is eventually returned.
- Keep receipts for things you have to buy because your luggage is lost. Some airlines will reimburse you.

***Please pack any medications you may need, a toothbrush, and basic change of clothes in your carry-on luggage, in case your luggage gets lost.**