

## **IF YOUR FLIGHT IS DELAYED OR CANCELLED DUE TO WEATHER**

CHECK WITH YOUR AIRLINE FIRST TO SEE IF THEY CAN RE-PROTECT YOU ON THEIR NEXT FLIGHT OR ANOTHER AIRLINES'S NEXT FLIGHT. IF THEY SAY THEY CAN ONLY PROTECT YOU ON THEIR FLIGHT, PLEASE INSIST THEY CHECK WITH ALL CARRIERS. THERE IS NO COST FOR THE AIRLINE TO DO THIS, SINCE THIS IS A WEATHER IMPACTED SITUATION. IF THE NEXT FLIGHT IS NOT UNTIL THE NEXT DAY, ASK THE CARRIER IF THEY WILL CONFIRM A HOTEL FOR YOU AND PROVIDE YOU WITH A HOTEL VOUCHER TO PAY FOR YOUR HOTEL ROOM.

IF YOU ARE UNABLE TO RECEIVE ASSISTANCE FROM THE AIRLINES, PLEASE CONTACT AMERICAN EXPRESS GLOBAL BUSINESS TRAVEL AFTER HOURS ASSISTANCE @ 1-866-899-5134 ACCESS CODE: AD80 OR CALL COLLECT 313-322-2130 ACCESS CODE: AD80 WE HAVE INFORMED AFTER HOURS TO PAY FOR ANY ADDITIONAL COSTS TO CHANGE YOUR AIRLINE TICKET.

IF YOU ARE REQUIRED TO STAY OVERNIGHT, PLEASE ASK THE AFTER HOUR SERVICE TO BOOK A HOTEL FOR YOU USING A PRE-PAID RATE ONLY. IF THE HOTEL DOES NOT HAVE A PRE-PAID RATE, ASK THE AFTER HOURS SERVICE TO BOOK THE BEST RATE THEN PLEASE CONTACT BILLY BIEDERMAN (biederma@hhmi.org). HE WILL PROVIDE PAYMENT FOR YOUR HOTEL