

Before You Go

- Check in:** Please visit the airline's website you are travelling on within 24 hours before departure to check-in on line, if available, and reconfirm flight departure times. Airport check-in is 3 hours prior to departure and closes 1 hour prior. In most cases you should be at the gate a minimum of 30 minutes prior or you could be denied boarding.
- Get to the airport on time:** Familiarise yourself with official deadlines for check-in and boarding. Failure to meet them may result in reassigned seating and cancellations.
- Check your flight status:** Check your flight status online or call Concierge Services for updates on schedule changes. Failure to cancel a flight prior to departure of your confirmed flight will result in full cancellation and the ticket will have no value.
- Look for travel advisories:** Check if there are any travel advisories such as weather or security alerts that you should be aware of. Flights departing after midnight can be confusing. Be sure you know which day to be at the airport. Example - Las Vegas flights is a popular gateway for these departing flights.
- Tell a family member you'll be away.** It helps if then can pick up your mail, park a car in your driveway. Just don't forget to return the favour when it's time for their vacation!



Your Own Checklist

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Bermuda Hospitals Board

Concierge Services can be easily accessed by contacting **Debbie Trott at BHB:**

e-mail:
debbie.trott@bhb.bm

Telephone:
441-239-6305

Emergency Phone:
441-331-7401

Fax:
441-236-0800



Medical Concierge Services

BEFORE YOU GO: A 'TO DO' LIST

Whether a first-time flyer or a seasoned traveler, the following checklist will help make your journey safe and comfortable.



Prepare

- Check your itinerary:** Review all tickets and vouchers at time of booking and prior to your departure. Verify your date, time fare and seat assignment, and make any necessary changes.
- Check passport validity:** By law, each passenger must have a passport leaving Bermuda. The name on the passport must match the passenger name as it appears on the ticket. Be sure the passport is valid for the duration of your travels.
- Add frequent flyer number:** Advise us of your frequent flyer numbers so that you accumulate any points you may be entitled to through your air carrier of choice and their frequent flyer program.
- Buy travel insurance:** Enjoy extra peace of mind when traveling away from home and ensure you have adequate medical coverage.
- Book hotel stays, car rentals and limo services:** By booking through our services you can take advantage of special offers and booking bonuses.
- Tell us about your special needs:** Travelling with a guide dog? Need wheelchair access? Need request for oxygen? For any special needs, please let Concierge Services know 72 hours or more before your flight.
- Follow travel advisories:** Be informed about special destination-specific travel advisors by checking on line or with Concierge Services before you travel.



Additional Steps for International Travel

- Obtain passports, visas and other travel documentation:** Obtain/renew all required documentation ahead of time and make copies. You must be in possession of valid documentation to enter the country you are visiting and the passport should be valid for a minimum of 6 months after your scheduled return date.
- Familiarise yourself with customs and immigration information:** Learn about important rules, details and documents for travel to/from Canada, the US, UK and all the countries on your itinerary.
- Provide Advance Passenger Information (APIS):** Some of the countries requiring the Airlines to collect Advance Passenger Information are the US, UK, Japan and Barbados. Provide your APIS information on or before arrival at the airport to save time.
- Seat Assignments:** Concierge Services cannot guarantee seat assignments or change of seating. It is solely the airline responsibility as seats can not be guaranteed. We can certainly assist with any requests.
- Request special meals:** Available on select international flights only, 24 hours notice required.
- Get vaccinated:** Schedule an appointment with your doctor 6-8 weeks before traveling for vaccinations that are recommended or required for places you're visiting.
- Beware of security requirements:** Be aware of any security requirements in effect for the places and times you're traveling, and be sure the items you are traveling with respect these requirements.

Packing Your Bags

- Pack your carry-on baggage:** Familiarise yourself with the latest carry-on restrictions and regulations.
- Pack your checked baggage:** Airline baggage allowance varies. It is your responsibility, prior to departure, to check the airline's baggage allowance by visiting the airline website or by calling Concierge Services. Additional fees may apply.
- Pack valuables in your carry-on baggage not in your checked baggage:** Valuables such as money, travel documents nor items such as car keys, medication, etc. should be kept in your carry-on baggage so that in the unlikely event that you checked baggage is misrouted, you will not be without them. *NOTE: Medication must be properly labeled or accompanied by a prescription.*
- Leave gifts unwrapped:** In the event that security and/or customs agents need to inspect the contents of your baggage, all the items in your possession should be unwrapped and easy to access so that the inspection process can be conducted as quickly and efficiently as possible.
- Tag your bags:** Follow the guidelines for labeling your baggage for identification purposes.
- Read about security requirements and dangerous goods:** Enquire about the latest guidelines for packing safely and avoiding items that are not permitted in carry-on or checked baggage.

