



## **AIRPORT PROCEDURES**

- The Group Leader has your E-Ticket confirmations. This is for your information only and not needed by each passenger to check-in.
- If we did not charter buses for airport transfers, please advise us if your arrival is by school buses or private cars.
- Plan to arrive at the airport 2 hours prior to departure. Go to Group Check-in with your photo ID that matches the name on the ticket, and the agent will issue your boarding pass. Acceptable ID's are: Texas driver's license, school ID or passport. Please note, passengers age 18 and over must present one form of photo ID issued by a local, state or federal government agency (e.g.: passport / drivers license / military ID) or two forms of non-photo identification, one of which must have been issued by a state or federal agency (e.g.: U.S. Social Security Card) Passengers without proper ID may be denied boarding. ***Groups should not check-in at the E-Ticket machines.***
- Label each piece of luggage before arriving at the airport. Include complete addresses and phone numbers and you should also list Tour-Rific's phone number. Do not lock your luggage unless you have TSA approved locks.
- Passengers will unload buses / cars and bring all luggage and equipment to the ticket counter. Do not check luggage curbside or request the help of a sky cap unless you are prepared to pay \$1.00 per piece of luggage.
- Airlines will no longer waive the charges for excess or overweight baggage. If charges apply, then payment may be made by credit card. **Please note: Cash is not accepted.**
- Frequent Flyer numbers can be given to the ticket agent at check-in.
- All name changes must be handled through our office. Tickets cannot be changed at the airport. NO EXCEPTIONS!
- Unused tickets can be exchanged for ticket at a later date for the difference in fare (if any) plus a \$200.00 CHANGE FEE. The change must occur before departure date. There is NO CASH VALUE for cancelled tickets. (Southwest tickets have no residual value)

If you need assistance during your trip, please call our office at 281-587-9555. This line is forwarded to a cell phone after hours. Do not hesitate to call if you have any questions about this information. ***\*Airport procedures are subject to change at any time. For the most up to date information please check the airline's website.***