



# WHAT TO DO IN CASE OF EMERGENCY?

When you're planning a trip, it's nice to know you can always rely on an experienced travel specialist to help you out in case of an emergency. Our office hours are from Monday to Friday from 08.30 to 17.30 hours. During these days/times we are always there and you can always reach us.

Do you need urgent assistance outside our office hours (up to 72 hours before departure)? Then our 24-hour service is available to relieve you of any concerns regarding emergencies, disruptions, delays, and emergency bookings. To be able to help everyone at the right time, our 24-hour service works with a self-screening form. We are happy to explain how this works.

## How does our 24-hour emergency service work?

Is there an emergency? Think of calamities, breakdowns, delays or emergency changes, up to 72 hours before departure, and we can't solve this for you within office hours? Then contact our 24-hour emergency service at the following link: <https://afterhours.travel/trf/8V616Q>

## STEP 1

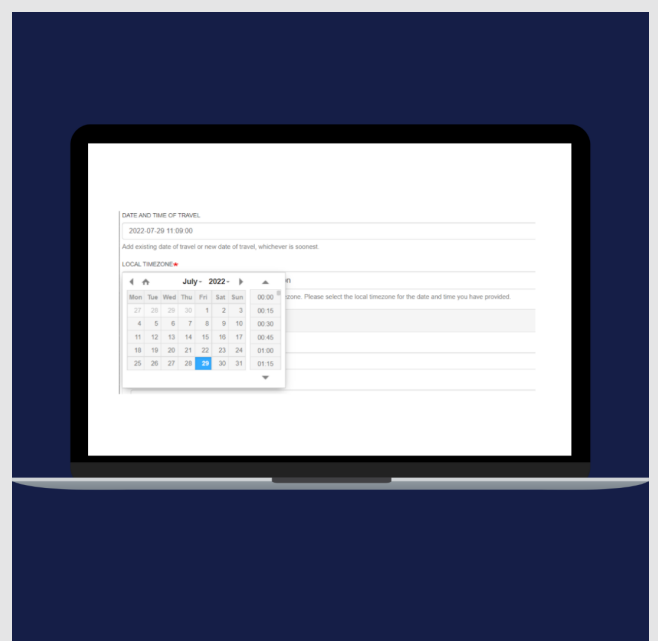
Once you click on the link, you will be taken to the 'self-screening menu'.

Select the travel category you need immediate assistance with, if the booking has multiple elements the agent can discuss this with you when they make contact or please add details into the free textbox Travel Requirements at the bottom of the form.



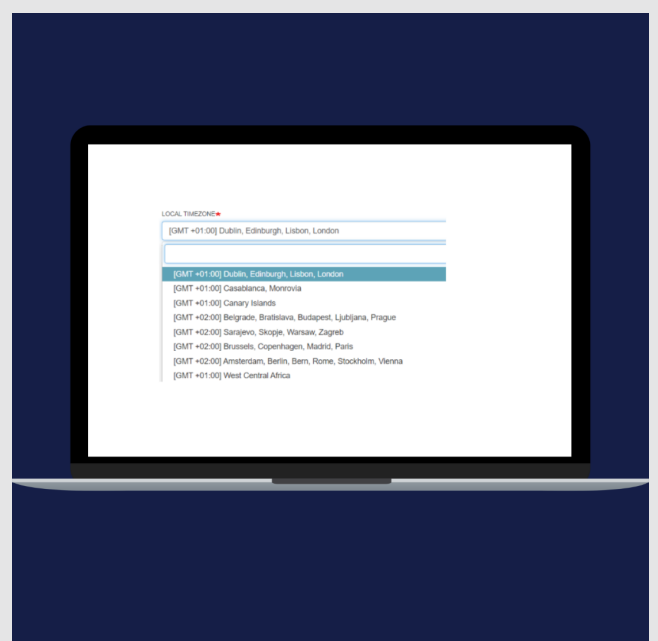
## STEP 2

Use the calendar to select the date and time of travel. This can be either the new or original date/time depending on which is sooner.



## STEP 3

The form will default to Europe/London time zone. Use the drop down to select the relevant time zone if your travel departs from another area.





## STEP 4

Complete your contact details in the boxes provided. Please ensure the contact telephone number and selected country code is correct.

## STEP 5

Please provide the agency booking reference. Should you have more than one booking that needs attention you can add further references by clicking on '[Add another item](#)'.

## STEP 6

Add further useful information/instructions into the optional 'travel requirements' textbox.

## STEP 7

Then click '[submit](#)'. Our 24-hour emergency service will start working on your request. The system automatically prioritizes in order of time and date of departure. In this way, everyone is helped in a timely manner.

**Is there a real emergency and you can NOT wait? Then we recommend contacting our 24-hour emergency service by phone.**

### Contact information 24-hour emergency line

+44 1908 002 537

No immediate urgency and we can handle your request the next business day? Then send us an e-mail in advance or call us the next business day! We will be happy to help you.