



## What If? ~ You Have a Problem on Vacation

### Solutions to 11 problem areas:

1. Shortly before you travel
2. On the way to the airport
3. At the Airport Check-in desk
4. When you transfer to your hotel
5. At the Hotel Check-in Desk
6. When you arrive at your room
7. If/When you book a local tour
8. If you hurt yourself
9. When checking out of the hotel
10. When you transfer from the hotel back to the airport
11. At the Airport Check-in desk for your return home

### Important Phone Numbers:

1. Our Phone Number:  
Inside the US            [800-728-2232](tel:800-728-2232)  
Outside the US        [480-945-3400](tel:480-945-3400)
2. Our After Hours Phone Number:  
Located in the first few pages of your documents

### Now... What you do if you have a problem...

#### 1. Shortly before you travel:

- Reconfirm your flights
- Print your Hotel documents
  - Be sure you know where the important phone numbers above are located
- Put your passport where you can find it quickly
- Check the weather for potential delays in your flight arrival cities
- Check the status of your flight and the incoming flight prior
- If you have a problem with any of these call us at [800-728-2232](tel:800-728-2232) or [480-945-3400](tel:480-945-3400)

## 2. You're on your way to the Airport and something breaks:

- Leave early for the airport
- If you have purchased insurance
  - Call us at [800-728-2232](tel:800-728-2232) or [480-945-3400](tel:480-945-3400)
    - If we are closed, call the After Hours phone number in your documents
- If you have not purchased insurance
  - Call your airline to tell them you will not make the flight. If you 'no-show' without calling beforehand you lose
  - Call us at [800-728-2232](tel:800-728-2232) or [480-945-3400](tel:480-945-3400)
    - If we are closed, call the After Hours phone number in your documents

## 3. At the airport check-in desk and there is a delay:

- Patiently listen and do not get irate ~ Give them time to work things out
- If you purchased your own airfare, call the airline's 800# while you are waiting in line
- If we supplied your airfare, Call us at [800-728-2232](tel:800-728-2232) or [480-945-3400](tel:480-945-3400)
  - If we are closed, call the After Hours phone number in your documents
- If your flight is delayed, don't worry about your airport transfers, they monitor flights
- If your flight is cancelled, call the After Hours phone number in your documents
  - They will let the transfer company know your new arrival flight number

## 4. You arrive at your destination airport & can't find your transfer driver:

- Look on your documents for the name of the transfer company
  - Be sure you are all the way outside the airport exit doors
  - Ask the local Airport Transfer concierge, located outside, where to find them
  - Wait 15 minutes ~ They may have had flights change on them
  - Ask the Airport concierge to call them ~ The number is in your documents
  - Call us at [800-728-2232](tel:800-728-2232) or [480-945-3400](tel:480-945-3400)
    - If we are closed, call the After Hours phone number in your documents

## 5. You're at the Hotel Check-in and they are confused:

- Patiently listen and do not get irate ~ Give them time to work things out
- Ask for the Front Desk Manager to see if they can help
- Call us at [800-728-2232](tel:800-728-2232) or [480-945-3400](tel:480-945-3400)
  - If we are closed, call the After Hours phone number in your documents
- It is important you contact us so we can fix any problems
  - It is hard for us to fix a problem once you leave the hotel

## 6. When you arrive at your Room:

- Upon being let into your room (while your luggage is being brought in) do this:
  - Flush the toilet
  - Turn on the shower (check for hot water)
  - Turn on the sink (check for hot water)
  - Check for ceiling leaks

- Check outside for anything missing from your balcony
- Take a quick scan of the bed linens.....
- Do you have enough pillows?
- Then
  - Have the bellman show you how everything works
    - Room safe, TV, lights, etc.
  - Locate the ice machine
    - Ice is 1 of the 4 food groups
  - **Check the clock radio to be sure the alarm is not set for 4:30am**

### 7. You want to take a local tour:

- Most of the time this goes smoothly
- Book as soon as you check-in ~ Popular tours fill up fast
  - But,
    - Tours are run by 3<sup>rd</sup> Parties ~ Seldom by the hotel
- If you are not satisfied with your service or tour,
  - First, ask the Hotel Concierge for assistance
    - Then ask for the sales manager

### 8. You hurt yourself:

- Ouch....
  - No matter what happens, start with the hotel's on-site doctor
- From there they will direct you to an English speaking medical facility
  - Bring your credit card ~ They only treat you if you pre-pay
- Your health insurance probably doesn't cover you, hopefully you bought good travel insurance because the amount you have to pay may shock you
- If it is something serious call us at [800-728-2232](tel:800-728-2232) or [480-945-3400](tel:480-945-3400)
  - You will feel better and we will too

### 9. You're checking out and something is not right:

- Patiently listen and do not get irate ~ Give them time to work things out
- Ask for a Supervisor to see if they can help
- Call us at [800-728-2232](tel:800-728-2232) or [480-945-3400](tel:480-945-3400)
  - If we are closed, call the After Hours phone number in your documents

### 10. Your transfer back to the airport does not show up:

- BE SURE to reconfirm your transfer pick-up time with your transfer company (they have staff at your hotel) two days before your checkout date - they sometimes have limited hours so as soon as you've checked in, find out where their desk is located and what days/hours it's staffed.
- *Do not be late* for your pickup time, they will have other passengers and *cannot wait*.
  - This is where panic will set in....
- The Bell Captain will know what to do
- If for some reason things are not going smoothly, go to the Front Desk Manager for help

## 11. You're at the Airport check-in desk for your return flight and there is a problem:

- Do not be late for your departure flight ~ You could be 'bumped'
- If you purchased your own airfare and there is a problem: wail, scream and throw yourself to the floor repeatedly
  - It happens all the time
- If we supplied your airfare, Call us at 480-945-3400 (our direct # if you're outside the US)
  - If we are closed, call the After Hours phone number in your documents

### IMPORTANT NOTE:

- Each Hotel has 'The Log Book' that is held by the Front Desk Manager
- This is where the list of all hotel problems is kept
- If you have a problem, *be sure you go to the Front Desk Manager and get your issue in 'The Log Book'*
- If you don't, it is hard to verify you had any problem once you have returned home