



## **TRAVEL SAFE, TRAVEL SMART**

There are several steps that can be taken when faced with a travel emergency in a foreign country, whether due to a strike, political unrest or a natural disaster. A combination of good preparation and keeping one's cool can help remedy the situation and ensure a safe and speedy return home.

### **Use the Designated Travel Agency**

It is important for travellers to make ALL air, hotel and rental car reservations through the company's designated travel agency and online travel booking system. In this way, should an emergency occur overseas, the travel agency can locate travellers quickly, whether the booking was made online or by phone with a consultant.

As an added precaution, travellers should leave a copy of their itinerary with their travel arranger and/or a business associate. Details should include all air, hotel and rental car information, and, if possible, a contact at the arrival destination.

### **Emergency Assistance Options**

The American Express After-Hours Emergency Travel Service provides toll-free assistance after regular business hours. Specially trained consultants have immediate access to the traveller's itinerary and can book alternative arrangements. Emergency Service phone numbers are listed on the traveller's itinerary.

### **Keeping in Touch**

When a crisis happens overseas, it's important to let work and family know your situation. Unfortunately, not all mobile phones work in all foreign countries due to the different communications frequencies used, so it is best to check with your telecommunications provider before you leave. If your mobile does not work in the country you are travelling to there are alternatives:

- International cell phones: Use the universal standard GSM cell phone frequency and work in most countries worldwide.
- Laptop and handheld e-mail capabilities: A fast way to communicate home; however, Internet access may not be available in remote areas.
- Internet cafes: Found mostly in urban locations, these are a good alternative for travellers without a laptop or handheld device.

Be prepared with more than one alternative as not all options are available and/or usage may be limited in remote locations.