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## *Recommended Steps Prior to Travel*

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1. Download American Airlines App – allow push notifications – will let you know if flights are delayed/cancelled, will allow you to change flights if needed, follow your checked baggage, and pick seats
2. Follow updated coronavirus travel information on
  - a. American Airlines - <https://www.aa.com/i18n/travel-info/coronavirus-updates.jsp>
  - b. TSA - <https://www.tsa.gov/coronavirus>
  - c. CDC travel - <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>
  - d. DBQ Airport – [www.flydbq.com](http://www.flydbq.com)
3. Masks are currently required on all American Airlines flights – we strongly recommend when entering terminal building you wear a mask
4. Check the state/country you are flying to (destination) public health policies for any quarantines or travel restrictions
5. Check weather – if bad weather is coming – generally airline will post TRAVEL ALERT on their website and you can generally change flights with no change fee

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## *If Flight is Delayed or Cancelled*

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1. Remain calm, be polite but persistent when talking with agent.
2. If delayed/canceled, you can check on the AA mobile app for options available to you. You should be able to rebook your flight, or you can go to [www.aa.com/flightchange](http://www.aa.com/flightchange). Have your Record Locator Number handy.
3. If you already went through TSA - stay in secured area if you can and rebook with a gate agent or kiosk. That way you won't have to go through screening process again
4. If line is long waiting to talk to a gate agent, – call American Airlines reservations at 800-433-7300 – sometimes this is quicker than standing in line.
5. Check for different options are available to you if flight is canceled.
  - a. Can you be booked on next flight to your destination?
  - b. If next flight is available, but not until the next day – ask the gate agent for a list of displaced traveler hotels in the area. Sometimes discounted rooms are available but verify there is an airport shuttle.
  - c. You can always check flying into surrounding or alternate airports as well.
6. If you have checked luggage, verify it will get transferred to next flight or if you have to pick up from baggage claim.
7. If you choose to drive or leave the airport and not make another flight and have checked bags – make sure to make a baggage claim with the gate agent prior to leaving the airport. They will do two things, they may be able to have your luggage brought to baggage claim carousel or they will put your luggage on the next available flight to your final destination.
8. Rental Cars – Dubuque has Avis, Hertz, and Enterprise available. Avis and Hertz have locations at the Dubuque Airport, while Enterprise is off site in town. If coming back to Dubuque you can check on one-way car rentals – on rental car websites. Sometimes it will say one-way car rental not available from this location. (Especially at O'Hare on bad weather days)
  - a. **SPECIAL TIP** – if O'Hare car rental facilities don't have "one-way" cars to Dubuque available – you can check other locations near O'Hare Airport and possibly Uber/Lyft or take train/taxi to those locations. Such as Avis has location in Franklin Park, Illinois – located 10 minutes from O'Hare. Hertz has a location in Des Plaines, Illinois which is located 15 minutes from O'Hare. Enterprise has a location in Rolling Meadows, Illinois which is approximately 20 minutes from O'Hare.

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## *Helpful Websites & Phone Numbers:*

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### **American Airlines** – [www.aa.com](http://www.aa.com)

- General Reservations – (800) 433-7300
- Baggage Questions – (800) 535-5225
- AAdvantage Travel – (800) 882-8880
- Group Travel – (800) 221-2255

### **Transportation Security Administration (TSA)** – [www.tsa.gov](http://www.tsa.gov)

- General Questions – (866) 289-9673
- PreCheck Questions – (855) 347-8371

### **Dubuque Regional Airport** - [www.flydbq.com](http://www.flydbq.com)

- (563) 589-4128 (Daily from 6 a.m. – 10 p.m.)

### **Avis Rental Car** - [www.avis.com](http://www.avis.com)

- DBQ Avis (563) 556-0657
- O'Hare Avis (773) 825-4600

### **Hertz Rental Car** - [www.hertz.com](http://www.hertz.com)

- DBQ Hertz (563) 583-0267
- O'Hare Hertz (773) 481-2400

### **Enterprise Rental Car** - [www.enterprise.com](http://www.enterprise.com)

- DBQ Enterprise (563) 583-8000
- O'Hare Enterprise (833) 856-0900

### **On Site Hotel - Chicago O'Hare Hilton Hotel** - [www.hilton.com](http://www.hilton.com)

- Hilton O'Hare Hotel – (773) 686-8000

### **Hotels surrounding O'Hare with shuttles**

- <https://www.choosechicago.com/plan-your-trip/find-hotels/>