

Travel Info

GENERAL INFORMATION

It is a good idea to **reconfirm** your reservation 24 hours prior to your scheduled departure by calling Great Lakes Airlines at 800-554-5111. You can also receive accurate flight status information regarding a flight delay or cancellation on our website at www.flygreatlakes.com (click on **Flight Search & Status** under the **Flight Info** tab).

Make sure your luggage is left UN-locked for security purposes and is labeled with your name, address and phone number both inside and out just to be safe.

It is recommended you arrive at the airport at least 90 minutes prior to departure if originating at one of our hub locations. Arriving at least 1 hour prior is sufficient time in our smaller airports.

If you are connecting to another airline, be sure to ask the airline personnel to check your bag through to your final destination. You may view a list of airlines Great Lakes has baggage agreements with on our website at www.flygreatlakes.com, under **Customer Service** and click on **Checking Bags**. Charges may apply, so be sure to contact your connecting carrier for specific information about the luggage fees.

Do not leave your luggage unattended.

When making your reservation, be sure to provide a cell phone number or a number where you can be reached at your origin and destination in case we need to contact you with information regarding any of your flights. If making your reservation through your Travel Agent, request that they provide your number to the airline in case we are unable to reach them with important information about your flight.

If you have purchased a ticket through our code share partner, please reconfirm your reservation through United Airlines at 800-241-6522.

Great Lakes does not offer pre-assigned seating. Your seat will be assigned to you upon check-in at the airport.

HOW TO BOOK A FLIGHT ON GREAT LAKES

Step 1: **Call your local Travel Agent or check the internet booking engines.**

- Log on to your favorite site: **Hipmunk.com; Kayak.com; Expedia.com; Orbitz.com; etc.**
- Search for the lowest fare for your desired routing (e.g., from Cheyenne to Los Angeles).

Step 2: **Check GLA partner websites.**

- Log on to one of GLA's partner airline sites: **United.com; Delta.com; AA.com.**
- Search for the lowest fare for your desired routing (e.g., from Cheyenne to Los Angeles).
- Great Lakes flights appear on all of the above sites as long as you are connecting to that airline at the hub. This allows for one electronic ticket through to your final destination.

Step 3: **Check GLA's website and the connecting airline's website.**

- Log on to www.flygreatlakes.com to purchase the Great Lakes portion of your travel (e.g., from Cheyenne to Denver).
- Then log on to the airline's website that flies to your final destination (e.g., from Denver to Los Angeles) on **AA.com; Southwest.com; United.com; etc.**

Step 4: **Research done, now time to purchase your ticket!**

- Before you purchase, be sure to check each airline for their change or cancellation policy as well as the baggage policy.
- Visit www.flygreatlakes.com for travel tips and other great information.

CHECKING BAGS

For each ticketed passenger we will accept **2 pieces maximum of checked luggage free of charge.**

- First bag, maximum of 62 inches (length + width + height)/50 pounds
- Second bag, maximum 55 inches (length + width + height)/50 pounds

Great Lakes allows for **1 gate check** item in addition to the 2 maximum checked. Gate check items are checked and reclaimed plane side in most locations and must meet TSA restrictions for liquids, aerosols and gels (see www.tsa.gov).

One personal item is also allowed to be taken on the plane. It must fit underneath the seat in front of you or in the overhead bin (20" length x 15" width x 11" height). If the personal item does not fit under the seat or in the overhead compartment it will be gate checked.

Excess, Oversized, and/or Overweight Baggage Fees:

- \$50.00 one-way excess baggage charge applies to each **additional** bag up to 5 bags.
- \$50.00 one-way excess baggage charge applies to each bag that is **oversized**.
- \$50.00 one-way excess baggage charge applies to each bag that is **over 50 pounds**.
- **BE AWARE:** If you are connecting to an airline that does have a charge for checked bags, Great Lakes MAY be required to charge you their fee.

For a list of airlines that Great Lakes has baggage agreements with, please visit our website and click on **Checking Bags** under the **Flight Info** tab.

For active military traveling on orders only, we will allow one bag at 70 pounds and one bag at 50 pounds, one gate check plus one personal item.

Wheelchairs and assistive devices will be carried free of charge for disabled passengers, including seeing-eye dogs and are not included in the Free Baggage Allowance.

Curbside check-in is not available for Great Lakes.

In no event will Great Lakes accept baggage that weighs more than 100 pounds or exceeds 80 inches in all dimensions. It is suggested you check with a ground shipping company such as UPS or FedEx.

Sports Equipment is accepted in place of one 62 inch checked bag; see Contract of Carriage for specifics.

Great Lakes will not accept:

Combustible Liquids, Explosives, Oxidizing Materials, Flammable Liquids and Solids, Corrosive Materials, Organic Peroxides, Explosive Devices, Compressed Gases (Flammable or Non-Flammable), Poisons, Etiologic Agents, a Disease Causing Germ or Virus, or Magnetic Materials.

PORTABLE OXYGEN CONCENTRATORS

Portable Oxygen Concentrators (POCs) are allowed to be carried on our aircraft as an assistive device and can be used per applicable FARs (Federal Aviation Regulations) and Company policy.

Accepted POCs:

AirSep FreeStyle	Invacare Solo2
AirSep LifeStyle	Invacare XPO2
AirSep Focus	Oxlife Independence Oxygen Concentrator
AirSep FreeStyle 5	Oxus, Inc RS-00400
Delphi RS-00400	Precision Medical EasyPulse
Inogen One	Respironics EverGo
Inogen One G2	Respironics SimplyGo
Inogen One G3	SeQual Eclipse
Inova Labs Life Choice	SeQual eQuinox Oxygen System
Inova Labs LifeChoice Activox	SeQual Oxywell Oxygen System
International Biophysics LifeChoice	

VBOX Trooper Portal Oxygen

Note: While the SeQual SAROS (26.8L X 4.375 Diameter) is an FAA-approved device, the device is too long to be stored and used onboard; therefore, it cannot be carried onboard. This item may be checked without charge.

CHILDREN FLYING ALONE (UNACCOMPANIED MINORS)

Great Lakes will accept minors 5-7 years of age on non-stop flights.

Great Lakes will accept minors 8-11 years of age on connecting flights.

Great Lakes will not accept unaccompanied minors for travel on the last flight of the day unless it is the only flight of the day.

A service charge of \$50.00 each way will be charged for all unaccompanied minors traveling on a Great Lakes flight. This service charge will cover up to 3 unaccompanied minors traveling together.

For unaccompanied minors connecting to another airline, please contact the connecting airline to ensure they will accept the minor from Great Lakes.

An Unaccompanied Minor Form will be filled out at check-in with the name, address and phone number of the adult dropping off and picking up the minor. Be sure to coordinate with the person picking up the minor. That person will need to present a government-issued photo ID in order for the minor to be released to them.

Children between the ages of 5 – 11 years may travel without a service charge with someone 12 years or older.

Children 8 days to 5 years of age must be accompanied by someone 14 years or older.

Pets will **not** be permitted to travel with unaccompanied minors in the cabin or hold.

Explain to the child what to expect on the flight and the proper behavior for an airplane.

Reservations for minors can only be booked on Great Lakes by calling Reservations at 1-800-554-5111.

TRAVELING WITH CHILDREN

Allow for extra time.

Bring a car seat or child restraint system for children under 40 pounds.

Pack a carry-on bag with entertainment and snacks.

Prepare for the pressure changes in the aircraft which increases pressure in the inner ear, causing ears to “pop.” Try the following to help you or your child avoid the ear popping:

- Yawn or swallow frequently during the flight. These activities relax the Eustachian tube and allow for air pressure to equalize inside and outside the ear. Chewing gum or sucking on hard candy can help your mouth produce saliva, which induces the swallowing process.
- Pinch your nose and blow gently with your mouth closed to reduce pressure inside the ear. According to SkynetMD, children and adults older than 8 years of age can open up the Eustachian tube by blowing softly into a balloon.
- Before the flight, take a decongestant, which will help clear the Eustachian tube, if you have a cold and are “stuffed up.” If you’re very congested, consider postponing your flight because discomfort or pain can be considerable. In addition, the rapid pressure changes could permanently damage your eardrums.
- Give your infant a pacifier or bottle to prevent him from experiencing painful ear popping, says SkynetMD.

Collapsible strollers work well for young children and can be checked as you board the plane.

You may bring 1 "lap-child" that is at least 8 days old but under the age of 2 at no charge.

Proof of age may be requested at check-in so it would be a good idea to bring their birth certificate.

PET TRAVEL

Great Lakes Airlines will accept domesticated dogs, cats, rabbits, and household birds (canaries, finches, or parakeets only).

Great Lakes will not accept wild or exotic animals; such as reptiles, amphibians, insects, or arachnids.

Great Lakes Airlines will allow 1 pet in cabin and up to 2 medium or 1 large kennels in cargo per flight.

Great Lakes will not accept an extra-large kennel.

No more than 1 pet per passenger is allowed.

To take a pet in the cabin, the kennel must fit under the seat in front of the passenger. The dimension of this space is 20" length, 15" width and 11" height.

Acceptance of an animal as pet-in-cabin will be in lieu of the passenger's one personal item so pack accordingly.

All carriers must be leak proof, be ventilated on at least two sides and prevent any part of the animal from protruding outside the carrier. Soft-sided carriers specifically designed as pet carriers are accepted only in the cabin.

Animals in the cargo area must be in a hard-sided carrier.

A health certificate is required for the animal dated no more than 10 days prior to the flight. (Not applicable to a pet-in-cabin.)

The animal must be able to stand up and turn around comfortably in the kennel.

There is a \$50.00 charge per direction on Great Lakes only. If you are connecting to another airline, please contact that airline directly for their policies and charges.

The customer will be notified should there be a crewmember or another customer that would have adverse health problems due to the animal being in the cabin, the animal would need to be carried in cargo.

Great Lakes Airlines will accept trained service animals and emotional support animals at no charge when certain rules are met. Please consult the Contract of Carriage for a list of these rules.

Make sure your pet is fed at least two hours before getting on the plane.

If the pet is traveling with a passenger, the reservation is booked by calling the Reservations Center at 800-554-5111. If the pet is traveling alone, contact the Great Lakes Cargo Sales Department at 307-432-7023.

For more information on shipping your pet as cargo, visit our cargo link located under the **Customer Service** tab on our website, www.flygreatlakes.com.

HUNTING AND FISHING

Firearms and ammunition are allowed as checked baggage **only**.

Firearms must be unloaded, in a locked hard-sided case, and declared to airline personnel. This applies to bows and arrows as well.

Handguns may be in a locked hard-sided case inside checked baggage.

A "Firearms Unloaded" form will be required upon check-in and must be placed **INSIDE** the case with the firearm.

June 15, 2016

Ammunition must be in a factory box/suitable container and declared to airline personnel.

Failure to comply may result in criminal and civil penalties.

Flammable items, such as stove fuel and propane, are not permitted in checked or carry-on bags. Knives and cutting devices must be placed in checked luggage.

Fishing equipment and tackle box need to be checked.

If you are connecting to another airline, please consult their policies before traveling.

DRY ICE

Meat processors have advised us that under most circumstances, hard frozen meat will remain so for 8 to 10 hours without harm of thawing. Dry ice should not be necessary if the length of travel does not exceed this time limit.

Dry ice is considered a restricted material - maximum amount per package is 4.4 lbs.

Baggage containing dry ice must be clearly marked with the words, "DRY ICE" and the weight/amount of dry ice in lbs.

Baggage must have outside identification to include: name, address, contact number, and contents.

Customers with baggage containing dry ice originating on Great Lakes and connecting to United, may check their baggage to their final destination.

If connecting to another carrier, customers must check with that carrier to ensure acceptance of dry ice.

Consult with connecting airline for possible charges.

SECURITY SCREENING TIPS

Have your boarding pass and photo ID out and ready to show the TSA agent.

Have 1 quart-sized, clear, plastic, zip-top bag with 3.4 ounces or less containers and medications handy to put in the screening bin.

Laptops need to be taken out of case.

Be patient.

See www.tsa.gov for additional tips.

FUN TRAVEL TIPS

Traveling with your laptop? Remember that you are only allowed **one** personal item on the aircraft. So if you have a laptop AND a purse or briefcase one of them would have to be gate-checked. It is recommended you combine these items into one bag so you do not have to check either one of them plane side. Airlines do not cover the destruction of a laptop in checked or gate-checked baggage.

Save those complimentary shower caps you find in the hotel bathroom. You can slip them over your shoes when packing for home, preventing scuffs and stains. Carry only the credit cards you plan to use on your trip. Keep a list of your credit card numbers, separate from your credit cards in order to report lost or stolen credit cards.

Travel with a power strip. Have you ever discovered that outlets in hotel rooms are few and far between and hard to reach? Between cell phone chargers and power cords for laptops, a power strip's extra outlets can really help.

June 15, 2016

Eating right while on the road can be a difficult task, especially if you are a fruit lover. If you want your apple, pear or peach to travel with you unharmed by the other items in your bag, simply pack them into a Koozie. The padding protects them from bumps and bruises along the way.

FEAR OF TRAVELING

Do not rush, remain calm, and give yourself plenty of time.

Eat something before getting on the plane.

Be positive.

Relax – Read or listen to music to take your mind off the flight.

Please use the restroom in the terminal before boarding the flight as not all of our aircraft have a lavatory available.

Turbulence – While turbulence rarely leads to injury, it does make many people nervous. Here are some tips to get you through a turbulent ride:

- **Before you go** – Learn about causes of turbulence. Understanding why something happens often makes it less frightening. Here is a great link to an article from the pilot's perspective:
<http://www.askthepilot.com/questionanswers/turbulence/>
 - Drink lots of water to avoid dehydration which can cause headaches and nausea.
 - Use the restroom before you board the flight.
- **During the flight** - ALWAYS wear your seatbelt. Turbulence may be unexpected, so it is best to be prepared.
 - Set aside and tuck away any loose items.
 - Use relaxation techniques such as calming music, breathing exercises, etc.
 - Control your breathing. When you start to panic, you might hasten your breathing or hold your breath, both of which will make you more anxious. Focus on taking slow, deep breaths.
 - Loosen your grip on the arm rests. Let your body go limp.
 - Distract yourself by closing your eyes and listening to music. Pay close attention to the lyrics. Try and create a music video in your head for the song you are listening to.
 - Read a book or listen to an audiobook.
 - Count to 99 on your fingers.
 - Do the crossword puzzle inside the inflight magazine.