

# 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 up-to-the-minute flight status information regarding a flight delay or cancellation on our website at 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 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](http://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: For example, 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: For example, 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 & the connecting airline's website**
    - Log on to [www.flygreatlakes.com](http://www.flygreatlakes.com) to purchase the Great Lakes portion of your travel: For example, from Cheyenne to Denver
    - Then log on to the airline's website that flies to your final destination. For example, 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](http://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
  - \$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 “Customer Service” tab.
- Great Lakes allows for **1 gate check** in addition to the 2 maximum checked. Gate checks are checked and reclaimed plane side in most locations and must meet TSA restrictions for liquids, aerosols and gels (see [www.tsa.gov](http://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” in length, 15”in width, 11” in height). If the personal item does not fit under the seat or in the overhead compartment it will be gate checked.
- **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 free of charge.
- **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:** Hover Boards, Airwheels, SoloWheels, Mini-Segways, Samsung Galaxy Note 7 cell phones. Note: Smart Luggage is only acceptable if the lithium battery can be removed and carried in the cabin of the aircraft. **Also not acceptable are:** Combustible Liquids, Explosives, Oxidizing Material, 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.

## 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 per cabin and up to 2 medium or 1 large kennel in cargo.
- Great Lakes will not accept an extra large kennel.
- No more than 1 pet per passenger is allowed.
- No more than 1 pet is allowed in the cabin. 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.
- Traveling with a pet in the cabin constitutes one carry-on 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 for 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** at no charge when certain rules are met. Please consult the Contract of Carriage, for a list of these rules
- Great Lakes Airlines will accept **emotional support animals** at no charge when required forms have been submitted and approved at least 48 hours prior to travel. Please view the Emotional Support Animals (Required Documents) link on our website at: [www.flygreatlakes.com](http://www.flygreatlakes.com) Additional information is also available on our Contract of Carriage.
- 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 Reservation 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 Services tab on our website, [www.flygreatlakes.com](http://www.flygreatlakes.com).

## PORTABLE OXYGEN CONCENTRATORS:

- Portable Oxygen Concentrators (POC's) 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 POC's:** AirSep FreeStyle; AirSep LifeStyle; AirSep Focus; AirSep FreeStyle 5; Delphi RS-00400; DeVilbiss Healthcare iGo; Inogen One; Inogen One G2; Inogen One G3; Inova Labs LifeChoice; Inova Labs LifeChoice Activox; Invacare Solo2; Invacare XPO2; Oxus, Inc RS-00400; OxyLife Independence Oxygen Concentrator; Respiroics EverGo; Respiroics SimplyGo; SeQual Eclipse; EasyPulse Precision Medical
- **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

## **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
- 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 minor's traveling together.
- **For unaccompanied minor's connecting to another airline, please contact the connecting airline to ensure they will accept the minor from Great Lakes.**
- Children between the ages of 5 – 11 years may travel without a service charge with someone 14 years or older.
- 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 8 days to 5 years of age must be accompanied by someone 14 years or older.
- Great Lakes will not accept unaccompanied minor's for travel on the last flight of the day unless it is the only flight of the day.
- 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
  - Step 1
    - 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.
  - Step 2
    - 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.
  - Step 3
    - 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.
  - Step 4
    - 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

### **HUNTING AND FISHING:**

- Firearms and ammunition are only allowed as checked baggage.
- Firearms - Must be unloaded, in a locked case and declared to airline personnel.
  - This applies to bows and arrows as well.
- Handguns may be in a locked case inside checked baggage
- A "Firearms Unloaded" form will be required upon check-in and must be placed INSIDE the case with the firearm
- 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.
- Tackle box and equipment needs 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.
- If connecting to another carrier, customers must check with that carrier to ensure acceptance of dry ice.
- See the ‘Checking Bags’ link on our website to determine if we can check your bag on another carrier to your final destination.
- Consult with connecting airline for possible charges.

### **SECURITY SCREENING TIPS**

- Have your boarding pass and ID out and ready to show the TSA agent.
- Have 1 qt bag with 3 oz containers or less and medications handy and ready to put in basket.
- Laptops need to be taken out of case.
- Be patient.
- See [www.tsa.gov](http://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 in to one bag so you do not have to check either one of them planeside. Airlines do not cover any damage 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.
- 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 the 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 – 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