



# BEFORE YOU GO

## ESSENTIAL TRAVELER READINESS CHECKLIST

### 1. FOLLOW RECOMMENDED BOOKING PRACTICES

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#### ○ Follow these tips for streamlining your travel reservations:

- Book your travel using the online booking tool vs. contacting a travel agent when possible.
  - *Note: Due to large volumes of exchanges for unused airline tickets, travelers should anticipate longer than normal hold times when contacting a travel agent for reservation assistance.*
  - *Note: Additional fees may be incurred when an unused airline ticket exchange is applied, even if the booking originated from an online booking tool.*
- Book travel within Adelman's business hours (7:00am – 8:00pm CST) to allow for tickets to be reviewed for exchanges.
- Book your hotel along with your airline reservations.
- If you need assistance with resetting your password for online travel bookings, click the "**Lost Password**" option on the main login screen.
- If you need assistance while booking travel online or require a password reset, contact **Adelman's Online Support Desk** at email: [online@adelmantravel.com](mailto:online@adelmantravel.com) or call: [800-248-5562 Option 2](tel:800-248-5562)

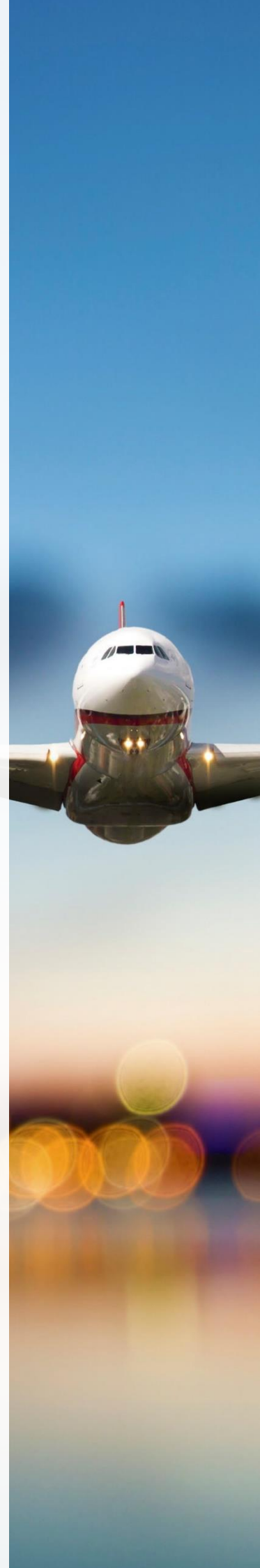
### 2. STAY INFORMED

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#### ○ Whitelist Adelman's Email Address

Please be sure to whitelist the [adelmantravel.com](mailto:adelmantravel.com) email domain to ensure you receive all important communications.

[Click here](#) for instructions on how to add emails to your safe senders list in Gmail, Outlook or Yahoo Mail.





### 3. STAY CONNECTED

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#### ○ Download Adelman's Ava Mobile App

Download the Ava mobile app and 'opt-in' for text message alerts to make sure you receive company alerts and alerts specific to your trip. Download Ava from [Google Play](#) or [Apple](#) App stores

- Get latest alerts and government advisories/responses
- Leverage aggregated intelligence before booking and the day of travel
- Enroll in Smart Traveler Program
- Update your travel profile information
- Access Covid-19 Health and Travel Restrictions for specific destinations
- Review your company's updated travel policies

### 4. ENSURE YOUR SAFETY

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#### ○ Update your personal travel profile

Ensure your contact details are up to date, including the **emergency contacts** listed in your travel profile. You can update your travel profile in the online booking tool and/or your Ava mobile app. Be sure to review all of your information including credit cards, emergency info, phone numbers, addresses, etc. to make sure it's up to date.

### 5. DO YOUR RESEARCH

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#### ○ Follow this advice before you book your next trip:

##### **Check out your company's travel policy**

- Find out if you need pre-trip approval
- If certain airlines or hotels are mandated
- Whether you'll need to drive for journeys under certain distances
- And, what level of insurance coverage your company offers.

##### **Find out the latest on your destination's entry exit requirements, lockdown, restrictions, quarantine, etc.**

- Visit the [COVID-19 Information Hub](#), also accessible in the Ava Mobile app.

##### **Familiarize yourself with the latest COVID-19 protocols**

- Consider all points of your journey: at the airport; in the hotel; using car rental; and taking public transportation. Talk to any contacts you have at the destination for any further details.

