

What to do when Your Flight is *Delayed*

If your flight is delayed by **more than 2 hours** and you've booked an arrival transfer, the transfer company may no longer be able to accommodate you due to strict airport rules and transportation scheduling conflicts.

- Still check for your name upon arrival at the airport.
- No sign of your transfer? Please take a taxi to your hotel.
- Keep your receipt for travel insurance.
- No insurance? Send the taxi receipt to Customer Service — we'll reimburse you as a goodwill gesture.



Excursion Meeting Points & Pick Up Times

(for Shared Tours)

- Check your travel documents for meeting points and scheduled pick up times.
- If you have a voucher, please read it carefully as it often contains important details on meeting points and scheduled pick up times. (Note: Not all excursions require vouchers.)
- Still unsure? Contact us at:
24/7 Customer Support
Email: customerservice@goway.com
WhatsApp: **+1-416-322-2621**
SMS/Text: **+1-416-322-7921**
Direct Dial from overseas: **+1-416-322-1034**

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