



9am-9pm via Tenon Tours app messaging*



EMERGENCY TRAVELER HOTLINE

CALL: **781-435-0425** Ext. **9**

Our TEAM (Travel Experience and Assistance Managers) is available to help assist with travel inquiries such as:

- Touring/Daily suggestions
- Restaurant recommendations/reservations
- Destination advice
- General feedback

*This is **not** a live chat feature, please allow for a delay in response.

- Reservation problems
- Unable to check-in to accommodation
- Reservation not found by vendor
- Transportation issues
- Flights (Delays/Cancellations)

If your call is directed to a voicemail, please leave a message with a return phone number and we will get back to you as soon as possible.

NON-EMERGENCY ASSISTANCE

- If you message our BYSS TEAM or call our Emergency Hotline for assistance that does not require immediate assistance your message will be passed to your Account Manager and Travel Coordinator and they will get back to you during normal business hours with according directions or assistance.
- Please note that change fees may be incurred if you would like to change any aspect of your itinerary, accommodations, transportation or other bookings.
- No refunds will be provided if changing any part of your trip without calling the Traveler Hotline first for instructions and/or restrictions to your confirmed reservations.
- If you are accessing your email while traveling, you are welcome to email travelinfo@tenontours.com for non-emergency situations (this account is **not** monitored 24/7).

TripMate – Travel Protection (if purchased through Tenon Tours)

Plan Number is #F369T Contact Number: 1-800-555-9095 or 603-894-4710

HOW TO DIAL BETWEEN COUNTRIES			HELPFUL NUMBERS	
From a US # To:	Dialing Instructions	From an Int'l # to the US:	Fire, Police, Ambulance	US Embassy
IRELAND	Dial 011 353 then 'number'	Dial 00 then 1 then the US number	999 or 112	(+353) 1-668-8777
UK	Dial 011 44 then 'number'		999 or 112	(+44) 20-7499-900
ITALY	Dial 011 39 then 'number'		112	(+39) 06-46741
ICELAND	Dial 011 354 then 'number'		112	(+354) 1693-9207
HINT*	If the number is for a mobile/cell and starts with a '0' you should drop it when dialing. It is only needed when calling locally from int'l number to int'l number.		travel.state.gov	