

# If you have questions, we have answers.

## 1. Can I create a 2<sup>nd</sup> account using the same email address or the same contract number?

No, you can not create another account using the same email address or the same contract number. However, everyone who is insured under that contract will automatically be listed on a single account.

## 2. What happens if several people are registered on the same account?

As you're registering a flight, we'll ask you to name a contact person. The designated person will receive notifications and payouts. Make sure that the designated person has internet access.

## 3. What happens if my flight delay is announced progressively until finally reaching 3 or 6 hours?

The delay time is calculated from the original departure time. As soon as the delay reaches or exceeds three or six hours, even if it through more than one announcement, you are entitled to compensation or services provided.

## 4. Do I need to pay for the hotel?

No, the Flight Delay Service is responsible for booking and paying the hotel room (maximum \$250). All you need to do is submit the booking confirmation which will be sent to you by text message and email at the hotel reception.

## 5. When the flight is delayed, am I required to have access to an internet network to benefit from this service?

Yes. Access to the airport lounge, hotel reservations and monetary compensation are sent in real time by text messaging (SMS) and email. Roaming or cellular charges are not covered by Blue Cross.

## 6. If my flight is canceled, am I entitled to benefits?

Unfortunately, canceled flights are not supported by the Flight Delay Service.

## 7. How do I enter my flight number?

Enter the alphanumeric flight number as it appears on your boarding pass without spaces: i.e. AC789.



If you encounter difficulties during registration or have any questions about our service,

**Please consult our FAQ**  
**at [flightdelay.service.ca/FAQ](https://flightdelay.service.ca/FAQ)**  
or call us at **1-877-700-2538**



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01CEB0232A (2022-05)

## Flight Delay Service

At no extra cost



Available at no extra cost with the purchase of Blue Cross travel insurance, this service offers a range of benefits if your flight is delayed.



HERE ARE THE BENEFITS YOU'RE ENTITLED TO, DEPENDING ON THE LENGTH OF THE DELAY:



### 3 HOURS OR MORE

#### Access to an airport lounge

If no airport lounge is available, or the lounge is overbooked, you'll receive \$40 in compensation for each person named on the contract.

### 6 HOURS OR MORE

#### Hotel room\*

up to a maximum of \$250 per policy



#### \$50 allowance per person

up to a maximum of \$200 per policy

\* If no hotel room is available, you'll receive compensation of \$250 per contract.

## How to benefit cost-free from our Flight Delay Service?

To register online, simply follow the 3 steps outlined below.

But before you start, make sure to have your **contract number and flight information on hand.**

- 1 Create an account at the [flightdelayservice.ca](https://flightdelayservice.ca) page.
- 2 Select a means of payment for compensation payouts (Interac or bank transfer).
- 3 Enter the alphanumeric flight number as it appears on your boarding pass without spaces.

**You can register your details up to 1 hour before your departure time.**

## How does Flight Delay Service work?

Once you've registered, our system tracks your flight in real time. If your flight is delayed, you'll receive a text message (SMS) and an email telling you how to benefit from the service.

Messages may include:

- notifications of flight delays;
- coupons for the airport lounge and hotel room reservations;
- notifications of fund transfers.