AwayCare Flight Delay Notes
flightdelay.awaycare.ca

Eligibility

To qualify for AwayCare Flight Delay, you must:

• Be listed as an Insured on the travel insurance certificate issued as part of *an AwayCare TrueNorth* plan travel insurance policy.

• Travel while your coverage is in force.

• Be listed as a fare-paying passenger on the delayed registered flight or flights.

• Have registered online to the AwayCare Flight Delay at least three hours prior to the scheduled departure of the delayed registered flight.

• Have a smartphone, be able to receive text messages (SMS) and access Internet, or, have a mobile device and an email address allowing you to access a wireless network (Wi-Fi) in real time so we can communicate with you while you wait for your registered flight.

• Have a bank account or a Paypal account in your name into which AwayCare Flight Delay can make a cash deposit in the event of no airport lounge being available to you.

When you purchase an AwayCare Emergency Medical Plan, you will be sent an email advising you that you can register your flights for if your flights are delayed for more than 2 hours you can have access to the Airport lounge to wait in comfort.
If the Airport you are at does not have a lounge or the lounge is closed, a monetary deposit may be available to you.

- The Flight Delay email sent to you directs you to register at flightdelay.awaycare.ca
- Registration

Required information to register is:
  - First name, Last name, your policy number (*when referring to your policy number do not include the -1 or -2 that is at the end of your policy number*)
  - Email,
  - Mobile phone number,
  - Password *(must contain at least 8 character numbers, a special character, an Upper case and a Lower case letter)*

If you do not input all the mandatory information, you will not be able to register or log in, you will get an error message.

DO NOT touch the Multi-Factor Authentication button.

- Once you have created your registry, you proceed to the" Sign In" tab.

Once you have created your registry and you sign in, you will be asked to follow 3 steps.
Please proceed in the order shown below.

Step 1
Pay Out Method
E-Transfer is the easiest method to use
This is used for if we have to send you the monetary deposit because the airport lounge is not available.

Step 2
Register the travelers who are listed on the travel policy who are travelling on that trip.

Step 3
Register the Flights
When referring to your flight number, make sure to include the letters that show before the actual flight number: i.e. WestJet would be WS…., Air Canada would be AC…. etc.

Follow the prompts:
If you get a message saying flight not found, that could be because you are trying to refer to the wrong flight number, or the airline has changed that flight and you need the new flight number, or your flight is not within your emergency medical policy date.
If your policy ends on a specific day, and your return flight does not land until after midnight, that means that the specific flight cannot be registered because it returns after your policy period. All flights must fall within the policy period on your plan.

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