

How do I change or cancel a reservation?

In many cases, depending on which product you purchased, you can make a change or cancellation. All changes or cancellations to a flight itinerary must be made by contacting Meetings & Incentives Air Department at customerfirst@meetings-incentives.com. We are available 8:00 A.M – 5:00 P.M Central time Monday- Friday. We also have an after hours number if you need assistance after 5:00 P.M or weekends. Please call 800-823-9017 and let the agent know that you booked ticket with Meetings & Incentives.

How do I confirm my seat assignment?

You'll need to call the airline directly. For contact information, please see our "Airline toll-free telephone numbers" page.

Do I need to contact Meetings & Incentives to confirm my booking?

Most of the time, you don't need to call us. As soon as the booking process is complete, we'll send you an e-mail confirming your booking.

Occasionally, however, an airline may take up to 24 hours to confirm a flight. If this is the case, we'll let you know right away. Check your itinerary 24 hours after your booking to make sure it has been confirmed by the airline.

What is an e-ticket?

Electronic ticketing is the time-saving, paperless way to travel!

An e-ticket, also known as electronic ticketing, allows your entire travel experience to be easy, safe and electronic. It is efficient by making it a snap for you to make changes and cancellations. Electronic tickets are electronic, which means no more paper tickets - your ticket is stored in our computer system and the airline's computer system - waiting for you when you arrive at the airport.

With an e-ticket, there is never a paper ticket to lose or forget at home, no waiting for tickets to be delivered, no shipping fee, and no airline-imposed paper ticket fees.

What documents do I need to go through airport security?

Passengers must present a valid government issued photo ID, such as a driver's license or passport and an airline issued boarding pass for the current date to proceed through airport security to the gate.

Passengers can obtain boarding passes from the airline's ticket counter at the airport, curbside check-in, or the airline's self-service ticket kiosk.

What is the baggage allowance for my airline?

Baggage allowances vary from airline to airline and for domestic or international travel. For baggage information, please see our Airline baggage guide. If your airline is not listed, contact the airline directly.