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IMAGINE
CRUISING
More than just a cruise

INFORMATION

Your Flights

The following information provides important details about your flights.

YOUR
Vacation Experts





What is my airline reference number?

You can find your airline reference on your confirmation invoice, listed under “Airline Reference” in the flight information section. In some documents, it may also be called a “Ticket Reference” or “Ticket Number.” Your airline reference will also appear on your Final Booking Summary and MyImagine Flight Information documents, which you will receive with your final travel documents no later than 14 days before departure. An airline reference is six or seven characters long and made up of both letters and numbers (for example, A1B2C3 — this is only an example).

Please note: If your package includes a group flight, your booking may not have an individual airline reference.

What is a ‘group’ flight?

Some of our packages include group flights to provide you with the best possible package price. These flights do not have individual airline references, which means that seat selection and check-in can only be completed at the airport. We recommend arriving early on the day of departure to allow enough time for this process. You can identify a group flight booking if your airline reference begins with “IMP” (for example, IMP123456).

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What if I need special assistance or have mobility requirements?

Upon request, our Customer Support Team will provide you with a form to complete and submit to the airline. This may include requests such as wheelchair assistance within the airport terminal, help with boarding via aircraft stairs, or traveling with medical equipment such as an electric wheelchair or mobility scooter. To begin this process, please contact our Customer Support Team.

How do I access the airline's Manage My Booking portal (excluding group flights)?

Your airline reference number allows you to access the airline's Manage My Booking portal. The easiest way to find the portal is by typing the airline's name followed by "manage my booking" into your preferred search engine (for example, "Qantas manage my booking"). Alternatively, you can go directly to the airline's website and navigate to the Manage My Booking section.

In the portal, you can:

- Select your seats
- Update dietary requirements
- Add frequent flyer membership details
- Manage or add luggage to your booking
- Check in online (usually 24–48 hours before your flight, depending on the airline)

Please Note:

Imagine Cruising is unable to assist with seat selection or online check-in. If you need help, please contact the airline directly by phone or through their website, and provide your airline reference number.

How do I select my seats on the flights?

You may request seat selections once your flights have been confirmed and issued. Most airlines allow advance seat selection; however, please note that additional charges may apply. Seats such as extra legroom, bulkhead, and exit rows usually incur extra fees. While every effort is made to accommodate your request, seating is subject to availability and may be changed by the airline at any time. Costs will vary depending on the airline, seat type, and your flight class. In most cases, you can select and pay for your seats directly on the airline's website. Your airline reference number, provided to you in advance, will allow you to complete this process.

What if I have dietary requirements or need a special meal?

To request a special meal or notify the airline of specific dietary requirements, please visit the airline's official website and log in to the Manage My Booking section using your airline reference number. This option will only be available once your flights have been confirmed, paid in full, and ticketed.

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How do I add my frequent flyer membership details?

While we will do our best to help you add your frequent flyer details to your booking, please note that not all airfares are eligible to earn points or status credits with airline loyalty programs. Eligibility depends on several factors, including the type of fare purchased, the airline you are flying with, and the specific terms and conditions of your loyalty program. Because we often book special group fares, these may not qualify for points or status credits.

Please Note:

- If you are booked on a codeshare flight, the earning rules may vary. In some cases, you may not earn points or status credits at all, or you may earn them at a reduced rate.
- To understand how many points or status credits you may earn for a particular flight, we recommend reviewing your airline's loyalty program terms and conditions, as well as checking the fare rules at the time of booking.

If you need any additional information or clarification before your departure, please contact our Customer Support Team. If you are already at the airport, please speak directly with the airline's staff.

What is my luggage allowance?

Each airline has its own policies regarding luggage allowance, which may include limits on weight, size, and the number of bags permitted. If you would like to increase your luggage allowance, please contact the airline directly or use the flight's Manage My Booking portal. In most cases, arranging this in advance is more affordable than waiting until you arrive at the airport.

Please Note:

Some internal domestic flights may have a lower weight allowance than any international flights, so please ensure you pack to travel with the most restrictive luggage allowance in mind to avoid excess baggage charges. For detailed information, we kindly advise referring to the airline's website and accessing the Manage My Booking section using your airline reference. This can only be done once you flights are confirmed, paid in full, and ticketed.

How do I check in for my flights?

There are several ways to check in for your flight and save time at the airport:

- **Airline App:** Download the airline's official app and check in using your name and airline reference. You'll be able to access a mobile boarding pass, which can be presented during the check-in process.
- **Online Check-In:** Visit the airline's website 24–48 hours before departure and check in using your airline reference. This allows you to activate your boarding passes and, in many cases, select your seats.
- **Airport Check-In Desk:** Provide your airline reference to an airline agent at the airport. They will issue your boarding passes and luggage tags.

What if I want to make changes to my flight or booking?

If you would like to upgrade your flight or make changes to your booking, please contact our dedicated Concierge Team at 1-888-338-0541. The best time to make these requests is when our Concierge Team contacts you to confirm your flights.

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Please Note:

- **Self-Service Kiosk:** If you've checked in through the airline's app or website, you can print your boarding passes and luggage tags at the airport's self-service kiosk, then proceed to the bag drop counter.
- **Check-In Availability:** Check-in opening times vary by airline. If you are unable to check in online, don't worry—not all airlines or flights offer this option, and you can always check in at the airport.

What is a codeshare flight?

Many international airlines operate codeshare services. This means that while your ticket is booked with one airline, your actual flight may be operated by one of their partner airlines. Common examples include Qantas with Emirates, or United Airlines with Lufthansa in Europe. If you are traveling on a codeshare flight, you may need to log in to the partner airline's Manage My Booking portal to view your flight details and make requests such as seat selection. Codeshare flights are often identified by flight numbers with four digits (for example, QF1234 is a codeshare flight, whereas QA123 is not). Please note that these are examples only and not your flight numbers. numbers, this is an example).

How early should I arrive at the airport?

We recommend arriving at least 3 hours before international flights and 2 hours before domestic flights.

How do I get my flight tickets?

Airlines no longer issue physical tickets for check-in, and we do not provide physical tickets or e-tickets in your travel documentation. To check in, you will only need your six-character airline reference, your name, and valid identification—most importantly, a passport for international flights.

Flight Changes/Schedule Changes:

If your flight time changes, Imagine Cruising will make every effort to notify you of the updated details provided by the airline as early as possible, either by phone or email (depending on the nature of the change). In some cases, you may also receive a notification directly from the airline at the same time we are informed. Please rest assured that we will already be working on any necessary adjustments to your holiday package, such as transfers and tours, to ensure your travel plans run smoothly.

Flight Cancellations:

If your flight is canceled, the airline has a duty of care to rebook you on the closest possible route and arrival time, which may include placing you on another airline. If your flight is canceled before your departure, Imagine Cruising will do everything we can to notify you of the cancellation, as outlined by the airline, with as much advance notice as possible. Please note that you may also receive notification directly from the airline at the same time we are informed.

If your flight is canceled while you are already on vacation, the matter will be handled directly by the airline and the airport. In this case, you will need to speak with the airline staff to understand your updated arrangements. Imagine Cruising will not be able to amend these details at that stage. If you have any concerns, please contact the emergency number provided in your final documentation.