



# 2024 Aer Lingus College Football Classic Group Airfare Packages – Frequently Asked Questions

## What are the flight types offered by On Location?

On Location offers two types of flights for the Aer Lingus Football Classic. The first type is a group air package which includes a ticket classified by airlines as a group air ticket. Group air tickets denote that a passenger is travelling with a group of other travelers, and these tickets are subject to specific guidelines and restrictions set by the airline.

The second type of airline ticket offered is an individual flight type. This indicates a ticket booked by an individual outside of a travel group. This ticket type is what you would book if traveling on your own or with family for business or pleasure. These tickets are NOT subject to the same types of guidelines and restrictions dictated by the airline for group air. Purchasing an individual flight will allow for the selection of particular seats and upgrades.

## What is included in the group air packages?

- A round-trip airfare ticket between the United States and Ireland
- Airport transfers in Ireland between your hotel and the airport
- One (1) checked bag under 50 lbs., one (1) carry-on item under 20 lbs., and one (1) personal item

## Why do the flights leave the day before my package starts?

All flights from the United States to Ireland are overnight flights. Therefore, all flights in our group airfare packages depart the evening before travel packages are scheduled to start. Group airfare package flights will land in Ireland in the morning or early afternoon of the first day of your travel package.

## My preferred airport is not offered in a group airfare package, I still want a group air package. What do I do?

- Group air departure cities are determined by both the cities that have received the most requests from booked guests and the seats and flights offered by the airlines.
- If your preferred airport is not offered, On Location recommends booking a connecting flight to an airport that a group airfare package is offered from. Guests can book a connecting flight on their own or through the Flight Sugar portal [HERE](#). Use access code **ALC24** when registering. (Details regarding Flight Sugar are listed below.)



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## **Can I choose my seat or upgrade my seat while booking? Can I request aisle, window, or exit row seating?**

All seat assignments are assigned at check-in by the airline. **We can inform the airline of your preference, but we cannot guarantee specific seating requests will be accommodated.** Enter any special requests you may have in the Additional Details space during booking, and we can provide this to the airline.

## **Will my group be placed together on the flight?**

All names listed on a reservation are submitted to the airlines together as a group. Seats are assigned by the airline and are fully at its discretion. While On Location communicates all requests to the airline, **we cannot guarantee all requests will be fulfilled. It is possible that the airline may seat guests on the same reservation in separate areas.** This includes couples traveling together.

On Location understands that this may not be satisfactory for some guests. **If being seated together is critical for your party, we recommend selecting the individual flight options available through the Flight Sugar link.** The process for this is outlined below.

## **Are you saying my wife and I may not be seated together? Even though we are on the same reservation?**

Unfortunately, yes. The nature of group air offerings means that the airline controls details such as seat assignments. We understand this could cause frustration, which is why we offer the option to book individual flights below.

## **Can I book a different class outside of economy?**

- **All group airfare packages are economy seating only.**
- Due to the group air policies set by the airlines, tickets purchased through group air packages cannot be upgraded to a different class such as business or first class.
- We understand that group air packages may not be the best fit for everyone. If you prefer premium seating such as Business Class or First Class, On Location recommends using the Flight Sugar tool detailed below to book individual flights.
- **Please note: Airport transfers are not included in your travel package and are only provided to guests booking a group airfare package.** Booking a Business or First-Class ticket will require you to arrange your own transfer to your first hotel and from your last hotel to the airport.



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## How do I arrange airport transfers if I book individual flights?

- Guests booking individual flights can book airport transfers using [Optimum Chaeffer Services](#) or Carrawler.
- There are also other modes of transportation such as public buses like [DublinExpress](#) and [Aircoach](#) or on public trains via [Irish Rail](#).
- For arriving guests who are transferring to a Dublin hotel, taxis are available at the airport taxi stand which is managed by airport staff. While the line can sometimes look long, typically the airport staff can keep it moving quickly.
- Ubers and other ride share apps are also an option but the area to meet these services is a much further walk than the taxi stand.

## What is the cancellation policy for the group airfare packages?

After booking, the deposit of 50% of the package price per person is non-refundable. Final payment date for all group airfare packages is February 1<sup>st</sup>, 2024, after which all payments are fully non-refundable.

## Can I use my frequent flyer miles or points?

- Airlines miles or points **cannot** be used for group air packages.
- Guests who wish to redeem miles or points for their flights should book directly through the airline of their choice.

## Can I earn frequent flyer miles or points?

Yes, guests **can** earn miles for their group airfare package. To earn miles, guests will need to provide On Location with each person's airline rewards number to be submitted to the airline during ticketing.

## What documents do I need to travel?

All guests are required to have a valid passport to enter Ireland. Guests with a valid United States passport do not need any additional visa to enter Ireland. Any guests with a different nationality passport should reach out to their nation's embassy to check if any additional visa is required.

## I am traveling with a lap child, what do I need to do?

Any child over the age of 2 is required to have their own seat and therefore is required to purchase a full airfare package.

If guests are traveling with a child under the age of 2 the child does not need an airline ticket if the child sits on an adult's lap. However, On Location must be notified of a lap child as airline taxes and fees will apply and are estimated at \$225.00 per child. On Location will provide final costs once ticketed.





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## What do I need to do when I am traveling with medical equipment that I must have?

- Anyone traveling with an oxygen tank or similar devices must notify On Location during booking and notify the airline upon check-in. Many airlines have specific guidelines and require a medical certificate to board a plane with these devices.
- As a guideline, On Location recommends keeping any necessary medication on your person, in a carry-on, or in your personal item. Medications should never be placed in checked luggage. If you are taking a large quantity of medication, On Location recommends contacting the airline to understand the requirements of traveling with your applicable medications.

## When will I get my boarding pass? When will the flight appear in my airline account?

- Guests will not see their flight reservations appear in the respective airline app or on their airline profile until after the ticketing process is completed. The ticketing process will take place in the Late Spring of 2024 and On Location will notify all airfare package purchases of their confirmation and ticket numbers at least 60 days prior to travel.
- Due to tickets being under group reservations, some airlines will turn off the capability of looking up a group reservation online or in the airline app to protect the privacy of the individuals in the group. To make any changes to a reservation, please contact On Location.

## Can I make changes to my reservation later? Can I change my flight after booking?

- Guests can change the person on an airfare package reservation at no cost up until February 1<sup>st</sup>, 2024. After February 1<sup>st</sup>, 2024, guests may change the person in their reservation, but may be subject to an additional fee determined by the airline.
- ***On Location cannot make any changes to a ticketed flight within 30 days of the flight's departure.***
- All group airfare reservations are roundtrip and flight schedules cannot be modified.



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## Flight Sugar Instructions

1. Click the link provided: [Flight Sugar](#)
2. Fill out the registration information needed:
  - a. Event Code: ALC24
  - b. Full Name: Guest Name
  - c. Email address & Phone Number: Guest email address
3. Once registered, guests can search for flights. Please keep in mind that all flights from the United States to Ireland are overnight flights so guests should book their flights to depart the night before their travel package begins:
  - a. 3-City Packages – Depart the US on August 19, and return on August 28, 2024
  - b. 2-City-Pre-Packages – Depart the US on August 18, and return on August 25, 2024
  - c. 2-City-Post Packages – Depart the US on August 21, and return on August 28, 2024
  - d. Dublin Only Packages – Depart the US on August 21, and return on August 25, 2024
4. Guests will book flights similarly to other websites that feature multiple airlines. Users can search for different dates, airlines, class of ticket, etc. and once they select a flight will enter in passenger information including any frequent flyer numbers, TSA precheck numbers, etc. After entering all the guest information, they will enter credit card information for purchase.
5. After purchasing, guests will receive a confirmation email from Flight Sugar which will include the airline confirmation number. To manage your reservation, including selecting seats, guests can go directly to the airline's website by inputting their name and airline confirmation number. If guests need to make voluntary changes, please reach out to Flight Sugar directly via email at [support@flightsugar.com](mailto:support@flightsugar.com). On Location cannot assist with modifying any bookings made on Flight Sugar.

## OUR OFFICES

\*Please use the Minneapolis address for all billing related items.

**Minneapolis, MN**

12750 Nicollet Avenue  
Suite 210  
Burnsville, MN 55337

(866) 371-4809  
(651) 204-2490

(952) 641-7026

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12750 Nicollet Ave, Burnsville, MN 55337

Los Grandes Mexican

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**Bozeman, MT**

321 E Main Street  
Suite 215  
Bozeman, MT 59715

(866) 371-4809  
(406) 551-4365

(952) 641-7026

View larger map

321 E Main St, Bozeman, MT 59715

Bozeman

Bozeman Softball Complex

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**Online Booking Hours:** 24/7

**Office Hours:**

Monday - Friday | 8:30am - 5:00pm (CST)

**Chat Hours:**

Monday - Friday | 8:30am - 5:00pm (CST)

**Purchase Time (or cutoff) - Online Purchases:**

In order to guarantee the booking and fare, all purchases need to be completed Monday - Friday before 5pm (CST)

**Exceptions:**

Monday - Friday: If same day departure and the departure time is before 12pm CST, booking is not permitted.

Saturday - Sunday: If same day departure, booking is not permitted.



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## Optimum Car Service Instructions

1. Click the link provided: [Optimum Chauffeur Drive](#)
2. Step 1: Ride Information
  - a. Service Type is going to be either Airport Arrival Transfer or Airport Departure Transfer
  - b. Pick-up Date and Pick-up time pertain to when the guest will be picked up at the airport. We suggest allowing at least an hour after arrival time to get through customs and baggage claim.
  - c. Pick-Up Airport should be either Dublin Airport, Shannon Airport or Edinburgh Airport. There are smaller airports in Belfast, Kerry, and Cork that guests may use as well.
  - d. Drop-Off Location should be their first hotel or the airport they are going to.
3. Step 2: Select Vehicle
  - a. We would recommend a car for 1 or 2 people and luggage.
  - b. We would recommend an MPV style vehicle for 3-5 guests and luggage.
  - c. We would recommend a minibus for 6 to 10 guests and luggage.
4. Step 3: Final Details
  - a. Guests do not have to create an account but can if they would like.
  - b. This will be where they will enter guest information, flight information, payment information and the promo code: **AEON24**
5. Step 4: After Booking
  - a. Guests should receive a confirmation email from Optimum.
  - b. If changes need to be made to their booking, they can log back into their account or reach out to Optimum directly via phone (+353 1 814 8873) or email ([info@drive.ie](mailto:info@drive.ie)).