

## 24 Hour Service 365 Days a Year

HRG Germany is available to you 365 days a year, 24 hours a day – especially outside your Business Travel Center's regular office hours.

Regardless of whether you have just missed your flight and require an alternative, would like to book a hotel or require information on the customs regulations for a specific country, the HRG Germany Team is at your disposal with advice and active support.



The HRG Germany 24-Hour Service Team is at your service on toll-charge number **+49 69 / 66 80 21 622**.

### Service Overview:

- Reservation, rebooking and cancellation of scheduled flights, hotels and hire cars
- Issuing of regular flight tickets and electronic flight tickets
- Use of corporate rates
- General travel information:
  - ▶ Available seating capacity on scheduled flights
  - ▶ Flight times for scheduled flights
  - ▶ Rates for scheduled flights
  - ▶ Timetables / rail travel information
- Information:
  - ▶ Customs, visa and vaccination provisions
  - ▶ Climate/weather information

When using the 24-Hour Service, HRG Germany charges you 20 Euro per call. The issuing of travel documents is also subject to the corresponding service charge.