

Travel Emergency Procedures

In the event your flight is delayed or canceled, please follow these steps:

1. Work with the airline agent at the ticket counter to reschedule your flight.
2. If the airline is unable to get you to your destination, call Shannon Becker at PESI: 715-559-7466
3. If unable to reach Shannon, call the Carrousel Travel Emergency Hotline: 800-666-8731 and use code: **L8D**.
4. If you can't reach anyone, please use your discretion for the best resolution to arrive where you need to be.
5. If your delay/cancellation means you will not get to your event, contact your PESI business manager.

Non-Emergency Situations

During business hours (7am-3:30pm CST): Call Shannon Becker at 715-855-8141

After Hours: Call Shannon Becker at 715-559-7466

If Shannon is unavailable, contact:

1. Your business manager, or
2. Carrousel Travel at 800-666-8731 (use ID Code L8D)