

Check-in Prior to flights

Northwest is very strict about running an on-time airline, knowing that most of the passengers on the plane have connections to make. For example, a number of connection times in Memphis are just 30 minutes and that doesn't leave much room for flights that encounter unplanned delays.

The keys to maintaining peace of mind on a travel day:

- **If possible, check in online prior to leaving for the airport.** Even if you unexpectedly arrive at the airport a bit behind schedule, you have already shown your intent to board the flight and this is documented electronically in the system. If you wait until you get to the airport, you risk running into situations along the way that will put you too close to that 30-minute cut-off time.
- Even though its very easy to park at and transit the Columbia Regional Airport, please **allow yourself extra time** for unforeseen situations that could subtract minutes from your planned arrival time. Plan to arrive **at least one hour prior to your flight** and that should set you up for a successful travel experience.

At 30 minutes prior to the scheduled departure time at all NW stations, the option to check in ceases for that flight. Passengers who have not checked in *might* be reaccommodated on the next flight that shows availability. If a passenger is indeed locked out of check-in at the airport kiosk and told to see a ticketing agent, the recommended procedure is to work with your local Northwest Airlines agent at the ticket counter rather than calling the general NWA reservations line. Sometimes this means waiting for a counter agent to return because at 30 minutes prior to departure, the ticket counter is closed temporarily and all NW staff is involved in the departure process at the gate behind security.

Also, please note that TSA staff does not accept late luggage through the security line either, *unless* it is of a carry-on size.