

## Quick Reference Card

(All hours shown are Central Time)

### Baggage Tracing and Claims

8 - 5 p.m., Monday - Friday

Claims for lost and/or damaged bags must be filed through the Baggage Service Office at arrival airport. If not found within five days, contact the System Tracing Center.

Baggage Tracing Center  
P.O. Box 4607, Houston, TX 77210  
Houston (281) 821-3526  
Other (800) 335-2247

### Brochures and Supplies

7:30 a.m. - 5 p.m., Monday - Friday

Requests for ticketing plates, ticket jackets, brochures, OnePass® and Presidents Club<sup>SM</sup> applications, etc. Order through Executive Accounts Desk or fax to number below.

Compass Distribution  
12200 34th St. North, Ste. C, Clearwater, FL 34762-5608  
Fax: (800) 749-4998

### Cargo Sales / QuickPak<sup>SM</sup>

24 hours daily

Air freight and counter-to-counter shipments.

(800) 421-2456

### Charter Department

8 a.m. - 5 p.m., Monday-Friday

Aircraft charter and availability.

(713) 324-6647

### Continental Airlines Vacations

Hours vary by operator.

For questions and reservations on inclusive tour packages to Continental destinations worldwide.

(800) 634-5555

### Customer Care

8:30 a.m.-7:30 p.m., Monday - Friday

We welcome customer comments or complaints in writing or by phone. When calling, please have customer's name, record locator and flight information available.

For pending ticket refunds, please have ticket number available when calling.

(800) WE CARE 2

### E-Ticket Help Desk

Contact your CRS Help Desk.

### Executive Accounts Desk

7 a.m. - 8 p.m., Monday - Friday

8:30 a.m. - 5 p.m., Saturday

Primary contact for assistance with PNR errors, seat assignments, PTAs, commission and travel agency reduced-rate ticketing questions, change of address, phone or fax number, etc.

Domestic (800) 451-1000 (Spanish ext. 1057)

International (800) 766-0010 (Spanish ext. 1057)

### GroupWorks<sup>SM</sup> / MeetingWorks<sup>SM</sup>

6 a.m. - 10 p.m., Daily

To make reservations for groups or meetings. Just 10 or more people traveling to the same destination for an event or meeting qualify for special pricing.

(800) 525-1700

### Lost and Found

Contact arrival airport Baggage Services Office.

### News

Find the latest Continental news and subscribe for news notifications at Continental's new travel professionals' website at [www.continental.com/agency](http://www.continental.com/agency).

### OnePass<sup>®</sup>

Service Center (713) 952-1630

Domestic Reward Desk (800) 621-7467

International Reward Desk (800) 344-1411

Partner Airline Reward Desk (800) 344-3333

InfoPass<sup>SM</sup> (713) 785-8999 (automated OnePass account info)

### Prepaid Ticket Advice

24 hours daily

Prepaid Issuance, refunds and Information.

(800) 472-3828

### Presidents Club<sup>SM</sup> Service Center

8 a.m. - 5 p.m., Monday - Friday

For information on Presidents Club memberships, account service, or replacement cards. Please order enrollment forms through Compass Distribution.

Presidents Club

P.O. Box 4555, Houston, TX 77210-4555

(800) 322-2640

### Senior Citizen Freedom Flights

6:30 a.m. - 8 p.m., Daily

Freedom Flights

P.O. Box 3567, Houston, TX 77253-3567

(800) 441-1135



Continental Airlines

Work Hard.  
Fly Right.