

What if my inbound flight is delayed or diverted?

Abby tracks your inbound flight, for maximum efficiency. Then, in the Greater North Carolina markets, the first hour of waiting time is free. This usually mitigates all but the most stubborn gate, baggage or immigration delays. After that, we charge by the quarter-hour at the prevailing hourly fare for the vehicle-style you ordered.

If, after arriving into regional airspace, your flight diverts, Abby's policy is to quickly cancel that reservation and book another car once we confirm your departure from the diversion city and you are on your way back to NC. This cuts your costs, for the original reservation, to half the estimated fare plus incurred costs like parking or tolls.

This is usually less expensive than keeping car#1 at the airport for an unknown diversion delay. But your final air leg will be short so there may be a short wait for car#2.

Alternatively, you can elect to request us to keep car#1 on your trip, on the clock, to assure we are there before you finally arrive at your intended airport. That first hour is still free. Call Abby anytime for help with these issues.