

AIR ISSUES 101



Quickly manage and prepare for air issues that may affect your clients when air is booked through Europe Express.

STRIKES



The Europe Express air team is notified and manages most labor strikes ahead of time. They will review all affected tickets and notify you about any changes immediately.

MISSED FLIGHT



Clients that miss a flight at their own expense (late to the airport, don't show up) will automatically have all remaining flights on the same PNR cancelled. If this were to occur, clients must speak directly with the airline representatives to rebook the air.

SCHEDULE CHANGES



Each week the Europe Express air team processes schedule changes from the airlines and will advise you if any changes disturb a flight connection. If there is a change, we must collect confirmation from you in email.

NOT BOOKING FROM POINT OF ORIGIN



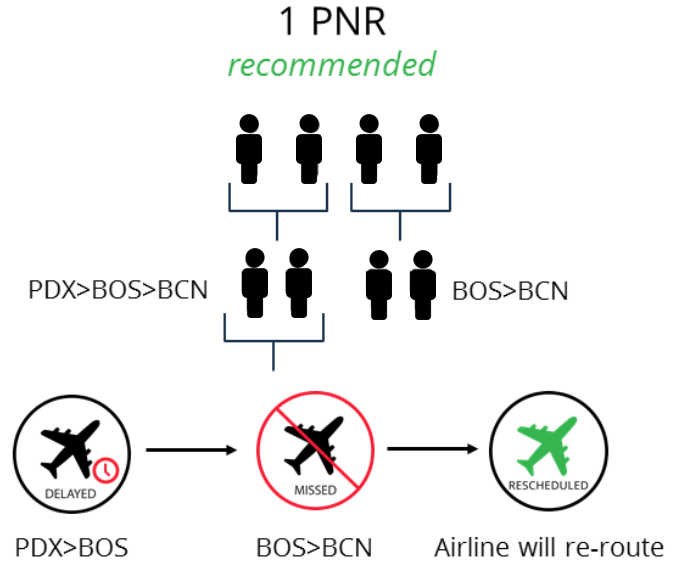
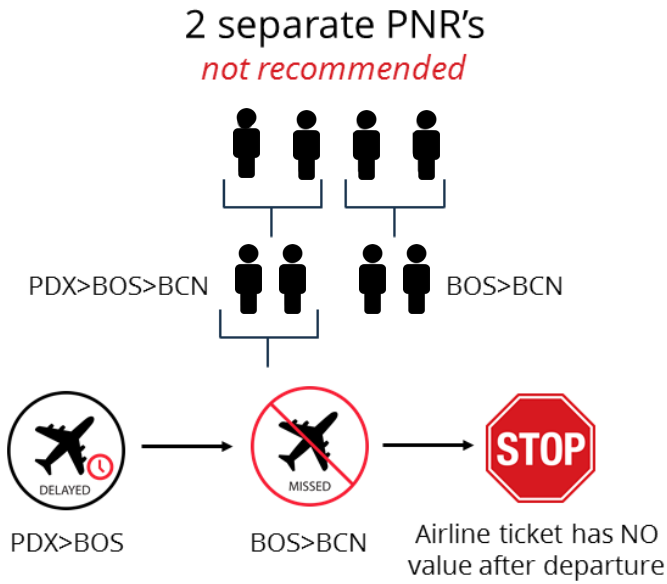
If your clients have booked parts of their air itinerary through another provider, highly recommend travel insurance, as their air segments will not communicate with the air services we provide. If possible, recommend arriving to the departure city of the international flight one day in advance to reduce risk.

TIPS FROM THE EXPERTS



- Arrive to the airport 3 hours early
- Liquids over 3 ounces must be checked in
- Inter-European flights close boarding 20 mins before departure

AIR SCENARIO



DELAY OR CANCELLATION



When flights are delayed or cancelled, we are all at the mercy of the airline. Advise your clients to discuss their options with the airline representative. Remind your clients to be friendly and calm as the airline representative is in full control of rebooking their flight.

If additional services are booked:

DELAY



Transfer services monitor flight delays and are prepared to pick-up at the new estimated arrival time.

CANCELLATION



Transfer services need to be contacted timely to advise of the new flight details. This can be done directly by the client (contact information is included on the voucher). If it is a cancellation that causes an overnight stay, call our emergency line to avoid hotel cancellation.