

Mother Nature, and her impact on Travel:

An off schedule operation due to weather is the most difficult situation the industry as a whole can deal with, as every traveler wants to be home on their original flight and making changes en masse is always a challenge for everyone in the process.

To make this chaos a bit more organized, airlines post a **Storm Policy** when they see their schedules being severely impacted by storms.

When TravelCorp is alerted to these weather updates and storm policies, they pull in all of their resources to answer calls as they do understand that each call will take much longer than that of a "normal reservation".

To help understand the process; the agent must first take a look at the current reservation, check the airline's storm policy to determine what steps travel agencies are permitted by the carrier, rebook the reservation (if permitted) or call the airline directly to affect the change in the reservation and ticketing requirements. At this time, the majority of the travelers will be directed to present themselves to the airline ticket counter at the airport as each carrier must re-issue or re-validate the tickets. As thousands of people are attempting to do the same thing at the same time, please understand that the agency and airlines phone systems as well as the airports are impacted with much longer than average wait times.

We recommend the following steps to any passenger that anticipates that they will be caught in the midst of a "weather event":

- **Review your travel documents in advance** to understand if weather may be an issue in not only the origin or destination city, but the connecting city, if applicable.
- **Sign up via the carrier website to be alerted** in the event of delays or cancellations to your itinerary.
- **Be pro-active:** If you see on the news or online or receive an alert from the airline that weather is or may be impacting one of these cities, pro-actively reach out to either TravelCorp or your airline to see if you can be one of the first to be re-accommodated. All airlines are reporting higher load factors, leaving limited availability on all flights, so it is in the traveler's best interest to be first in line (so they can avoid being placed on the standby list).
- **Should you be at the airport when a flight cancels**, the best thing to do is to go to the ticket counter, gate agent or service center, and dial TravelCorp from your cell phone as you wait in line. The TravelCorp agent may be able to locate an option and book it while waiting & then have the agent re-ticket when you reach the front of the line.

We understand that in some cases, due to circumstances beyond our agency's control, TravelCorp will not be able to secure a reservation within the timeframe requested, and that people will be stranded away from home. We hope that the above tips will assist travelers affected by a similar situation in securing the best possible alternatives, and making travel a bit easier.

Resources: Weather Alerts:
<http://weather.weatherbug.com>