



WEATHER AND OTHER WINTER FLIGHT DISRUPTIONS - WHAT YOU SHOULD DO

Dear Skiers and Snowboarders

The below important information is in regards to when disruptions may take place with your travel arrangements, due to weather and other unforeseen circumstances.

THROUGH FLIGHTS TICKETED TO DESTINATION

90% of our clients have all their flights to and from their destination issued on one ticket, even though several airlines are involved.

For example your ticket home from Aspen could include an American Airlines (often Qantas codeshare) or United flight to Los Angeles and a Qantas Flight from LA home.

If you are at the airport when your flight is cancelled - go immediately to that airline counter for flight reissue. Airport staff have unique authority to book you on any seats available. Irrespective of original booking class, without additional cost. Invariably there will be a queue. Alternative is to call the airline operating the delayed or cancelled flight.

They will also rebook your onward flight home, if delay means you misconnect with your original flight booking.

WHAT TRAVELPLAN CAN DO

Travelplan has a very limited ability to change your flights, as we can only book available classes which will likely result in substantial fare increases and change fees.

Only the airline involved can rebook your flights at no cost, and reissue tickets. Also, when a flight is cancelled, airline staff will commence rebooking passengers as best they can. Once this has commenced, the airline takes over your booking, and Travelplan cannot make any changes.

YOU CAN SEE A STORM IS COMING AND WANT TO MOVE YOUR FLIGHTS TO EARLIER DEPARTURE, OR CHANGE TO AN AIRPORT LESS LIKELY TO BE IMPACTED.

Again, Travelplan can only book available classes which will likely result in substantial cost increases. Your departure airline can only change your flights at no cost, if the airline has issued a waiver for that travel date and airport,

usually only when a delay is imminent.

SEPARATE DOMESTIC FLIGHT BOOKINGS FOR CLIENTS WHO BOOKED INTERNATIONAL FLIGHTS SEPARATELY (OFTEN FREQUENT FLYER)

Generally these domestic flights are not changeable and not refundable. Can only be rebooked by airline involved if a waiver has been issued for travel date and airport. May be necessary to buy a new DOMESTIC ticket.

You also need to directly contact the airline that operates your international flights, if a change is needed.

USEFUL CONTACT NUMBERS TO CALL FROM CANADA AND USA.

AIR CANADA 1 888 247 2262

AIR NEW ZEALAND 1 800 663 5494

ALL NIPPON 1 844 728 0647

AMERICAN AIRLINES 1 800 433 7300

DELTA 1 800 323 2323

QANTAS 1 800 227 4500

UNITED 1 800 864 8331

WESTJET CANADA 1 888 937 8538

JAPAN AIR LINES 1 800 525 3663

TRAVELPLAN BUSINESS PHONE +61 2 9958 9700

TRAVELPLAN AFTER HOURS HELP LINE +61 2 8456 3710

This is an after hours emergency only phone, not monitored 24/7 but checked regularly. Leave message or send email assist@travelplan.com.au

Please give as much information as possible – Travelplan booking number is a great help, spell your surname, and any information that will help us to quickly locate your booking.

Thank you.

Kind Regards,

Travelplan Ski
1300 754 754