

FLIGHT CANCELLATION OR EMERGENCY SITUATIONS PROTOCOL



Some problems, like severe weather, air traffic delays, and mechanical issues, are hard to predict and often beyond the airline's control.

If in the US at the airport:

The group PNR is under airport control.

The airline customer service will do everything possible to find an acceptable solution.

Should you need assistance rebooking your group:

US hours -9h00-17h00 ET

Specialty Groups (+1) 877-GRP-VOYZ or (+1)-877-477-8699

Agent's email address or usgroupsupport@voyzantus.com

After business hours groupssalesteam@voyzantus.com always cc your Account manager

If outside the US:

The group PNR is under local airport control. The local airline customer service will do everything possible to find an acceptable solution... Should you need assistance rebooking your group:

US hours -9h00-17h00 ET

Specialty Groups (+1) 877-GRP-VOYZ or (+1)-877-477-8699

Agents email address or usgroupsupport@voyzantus.com

Outside of US business hours:

CONTACT the specific local airline contact provided with your final documents and advise your account manager and groupssalesteam@voyzantus.com

IN EMERGENCY SITUATIONS:

Should you have any emergencies while travelling and cannot resolve with local contacts provided please email your primary Account Manager and copy :

jcossette@voyzantus.com and Jan@voyzantus.com