

Common Flight Issues

Exodus sells our holidays on a Land Only and Flight Inclusive basis. When we sell a Flight Inclusive tour, the full package is subject to the Package Travel Regulations, which requires British tour operators to take responsibility for the failures and omissions of their suppliers. This includes responsibility for failures and omissions on the part of the airline which forms part of the package tour, e.g. flight delays, schedule change, overbookings or luggage issues. Often we require assistance from our local partners to help fulfil our responsibilities.

Delayed arrivals

- If you become aware that a group or individual are significantly delayed in their arrival, it is important that a suitable level of care is offered to these customers.
- We will endeavour to advise you of the new arrival details of the delayed customers and if they had a transfer booked (group transfer or private transfer), you must make sure they are met. Please ensure that the person due to meet the delayed customers has an appropriate level of English, shows concern for the customers' well-being and clearly explains the onward travel arrangements.
- An explanation of who is liable for the costs of new transfer arrangements is available in the Operator Manual or can be obtained from the Exodus office or via our out-of-hours service.

Delayed departures

- At the end of the trip, tour leaders should accompany those travelling on the group flight to check-in and should (as far as possible) remain with the customers until they are all checked-in.
- If any customers are not able to check-in or the whole flight is delayed or cancelled we must offer all possible assistance until new arrangements are made. If the tour leader is not able to assist, they must ensure the responsibility is passed to the local operator or Exodus.
- Local assistance will include liaising with the airline to confirm new flight details and meal and accommodation arrangements, and remaining in regular contact with the group.
- An explanation of who is liable for the costs of any new arrangements is available in the Operator Manual or can be obtained from the Exodus office or via our out-of-hours service.

Lost/delayed luggage

If a customer's luggage does not arrive with them, the customer must follow the airline's standard procedures to report and reclaim the luggage before leaving the airport (usually by completing a Property Irregularity Report). However, we know that re-uniting delayed bags with a customer may be challenging on many of our tours as the group moves from place to place, often some distance from the airport. It is therefore important that the leader, the local operator and Exodus in London make every effort to ensure the fastest possible return of the bag to the customer. Please note the following:

- Ensure the customer understands the process and is given all the support they need. In most cases this will involve the leader or someone from the local operator regularly speaking with the airline on the customer's behalf (and ensuring the customer is aware of this).
- Find out if the airline takes full responsibility for delivering the bag to the customer's current location, especially if the tour has moved some distance away from the airport.
- Inform Exodus of the details and keep our London office updated. Whilst we can call the airline offices in London, we are generally very limited in our ability speed up the process of locating and re-uniting a customer with their luggage.
- Offer the same level of care and service to Flight Inclusive and Land Only customers, but do not cover any costs for Land Only customers.
- Assist any customers who need to purchase some replacement clothing or equipment and inform them to check their travel insurance policy to see if any cover is available for these expenses.