

NEWSFLASH!

EUROPEAN TRAVEL UPDATE

Although portions of the European sky are expected to reopen to commercial flights as early as Tuesday morning, there are still on-going flight restrictions due to volcanic ash. Travel Resources has worked diligently to protect passengers on alternate flights as schedules have been updated. We will continue to monitor current client departures to/from Europe and to contact any passengers affected by this situation so that we may provide them with assistance in securing alternate flight arrangements.

All travelers holding a ticket for imminent European travel should remember:

- **It is important to confirm the status of every flight by contacting Travel Resources or by contacting the carrier directly.**
- **Never assume a flight is cancelled without checking. If a passenger is listed as a “No-Show”, this could result in the full ticket cost being forfeit.**
- **Always check the airline website for the correct and current status of any flight or operating airport.**

Airline Refund Policies

Travel Resources is finding that the airlines involved in European travel are issuing differing refund policies and we will process refunds according to their policy. In cases where the refund can only be processed through the airline, there is likely to be a delay in seeing that refund on the traveler's or the company's credit card, possibly as long as two months.

Should you have any questions or concerns, do not hesitate to contact Selina Johnston directly at:

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