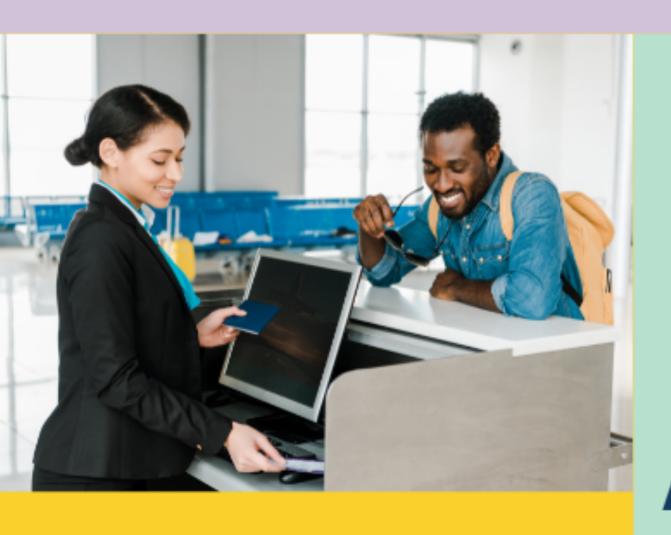
AS A RESULT OF YOUR FLIGHT BEING DELAYED FOR 12 HOURS, YOU NEED TO REQUEST A NEW FLIGHT AND/OR A REFUND OF COSTS. ADDITIONALLY, YOU SOLICIT A COMPLIMENTARY PLACE TO SLEEP FOR THE INCONVENIENCE CAUSED.





AS AN AIRLINE EMPLOYEE, YOU ARE NOT ALLOWED TO PROVIDE RETURNS OR REPLACEMENT FLIGHTS. HOWEVER, YOU ARE AUTHORIZED TO OFFER ALTERNATIVE SOLUTIONS, SUCH AS A FREE MEAL OR A SEAT UPGRADE.