

**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.**



**STUDENT A1**



**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.**



**STUDENT B1**