

Airline Customer Service Knowledge Base

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Airline Customer Service Knowledge Base

1. Booking

Flight Booking Process

- **Online Booking:** Customers can book flights through the airline's website or mobile app by selecting departure/arrival cities, dates, and passenger details
- **Booking Reference:** Each booking receives a unique 6-character alphanumeric confirmation code (PNR - Passenger Name Record)
- **Payment Options:** Credit cards, debit cards, digital wallets, bank transfers, and installment plans
- **Booking Modifications:** Changes allowed within 24 hours of booking without fees for most fare types
- **Group Bookings:** Special rates available for 10+ passengers with dedicated group booking services
- **Multi-city Bookings:** Complex itineraries with multiple destinations can be booked as a single reservation

Holiday Package Booking

- **Package Types:** Flight + Hotel, Flight + Hotel + Car, All-inclusive packages
- **Customization:** Customers can modify package components based on preferences
- **Booking Timeline:** Holiday packages should be booked 45-60 days in advance for best rates
- **Payment Plans:** Flexible payment options including deposits and installments
- **Travel Insurance:** Recommended for all holiday package bookings

2. Inquiry

Flight Information Inquiries

- **Schedule Information:** Flight times, frequency, aircraft type, and route details
- **Availability:** Real-time seat availability and fare options
- **Route Information:** Direct flights, connecting flights, and alternative routes
- **Baggage Allowance:** Carry-on and checked baggage limits per fare type
- **Special Services:** Wheelchair assistance, unaccompanied minors, pet travel

Holiday Package Inquiries

- **Destination Information:** Weather, local attractions, cultural events, and best travel times
- **Accommodation Details:** Hotel ratings, amenities, location, and room types
- **Activity Options:** Tours, excursions, and local experiences included in packages
- **Visa Requirements:** Documentation needed for international destinations
- **Health Requirements:** Vaccinations and health certificates required

3. Complaint

Flight-Related Complaints

- **Delayed Flights:** Compensation eligibility based on delay duration and circumstances
- **Cancelled Flights:** Rebooking options, refunds, and compensation rights
- **Baggage Issues:** Lost, damaged, or delayed baggage handling procedures
- **Service Quality:** In-flight service, staff behavior, and facility cleanliness
- **Overbooking:** Denied boarding compensation and alternative arrangements

Holiday Package Complaints

- **Accommodation Issues:** Room quality, amenities not as described, cleanliness problems

- **Service Failures:** Tours not conducted, activities cancelled, poor guide services
- **Billing Disputes:** Unexpected charges, incorrect pricing, hidden fees
- **Safety Concerns:** Accommodation safety, activity safety standards

Complaint Resolution Process

1. **Initial Response:** Acknowledgment within 24 hours
2. **Investigation:** 5-7 business days for standard complaints
3. **Resolution:** Compensation, refunds, or service recovery as appropriate
4. **Follow-up:** Customer satisfaction confirmation after resolution

4. Feedback

Feedback Categories

- **Service Quality:** Staff friendliness, professionalism, and efficiency
- **Product Quality:** Flight comfort, food quality, entertainment options
- **Process Improvement:** Booking process, check-in experience, boarding procedures
- **Facility Feedback:** Airport lounges, customer service centers, website functionality

Feedback Collection Methods

- **Post-flight Surveys:** Emailed within 24 hours of flight completion
- **Mobile App Ratings:** In-app feedback forms and star ratings
- **Social Media Monitoring:** Response to comments and reviews on social platforms
- **Customer Service Calls:** Feedback collected during support interactions

5. Support

Technical Support

- **Website Issues:** Login problems, payment failures, booking errors
- **Mobile App Support:** Installation, navigation, and functionality issues
- **Account Management:** Password resets, profile updates, communication preferences
- **Digital Check-in:** Online check-in problems and boarding pass issues

Travel Support

- **Pre-travel Assistance:** Documentation requirements, travel advisories, packing guidelines
- **During Travel:** Flight status updates, gate changes, connection assistance
- **Post-travel Support:** Baggage claims, frequent flyer mile credits, receipt requests
- **Emergency Support:** 24/7 support for urgent travel disruptions

6. Refund

Flight Refund Policies

- **Refundable Tickets:** Full refund minus service charges when cancelled within policy terms
- **Non-refundable Tickets:** Refunds only for airline-initiated cancellations or significant delays
- **24-hour Rule:** Full refund available for cancellations within 24 hours of booking
- **Medical Emergencies:** Refunds considered with appropriate documentation
- **Bereavement:** Compassionate refunds for immediate family emergencies

Holiday Package Refunds

- **Cancellation Timeline:** Refund amounts decrease as travel date approaches
- **Supplier Policies:** Individual supplier cancellation terms may apply
- **Force Majeure:** Full refunds for cancellations due to natural disasters or government restrictions
- **Travel Insurance:** Coverage for non-refundable portions under specific circumstances

Refund Processing

- **Processing Time:** 7-10 business days for credit card refunds, 2-3 weeks for bank transfers
- **Refund Methods:** Original payment method unless specified otherwise
- **Partial Refunds:** Calculated based on unused portions of tickets or packages
- **Administrative Fees:** May apply to voluntary cancellations

7. Change

Flight Changes

- **Same-day Changes:** Available for flights within 24 hours, subject to availability
- **Date Changes:** Allowed with fare difference and change fees
- **Route Changes:** Permitted with additional charges based on new routing
- **Passenger Name Changes:** Limited corrections allowed, major changes require new booking
- **Fare Type Changes:** Upgrade to more flexible fare types possible with payment

Holiday Package Changes

- **Accommodation Changes:** Subject to availability and rate differences
- **Date Modifications:** Seasonal pricing differences may apply
- **Activity Changes:** Alternative activities based on availability and preferences
- **Group Size Changes:** May affect per-person pricing and accommodation arrangements

Change Procedures

- **Online Changes:** Available through website or mobile app for eligible bookings
- **Customer Service:** Phone support for complex changes or special circumstances
- **Airport Changes:** Last-minute changes available at airport counters
- **Change Fees:** Vary by fare type and advance notice provided

8. Upgrade

Flight Upgrades

- **Paid Upgrades:** Cash or miles upgrade options available at booking or check-in
- **Complimentary Upgrades:** Based on elite status and availability
- **Bid Upgrades:** Auction-style upgrades where passengers bid for premium seats
- **Upgrade Certificates:** Vouchers from loyalty programs or compensation packages
- **Same-day Upgrades:** Available at airport based on availability

Holiday Package Upgrades

- **Accommodation Upgrades:** Room category improvements with rate adjustments
- **Activity Upgrades:** Premium tour options and exclusive experiences
- **Transportation Upgrades:** Business class flights or luxury ground transportation
- **Dining Upgrades:** Specialty restaurants and premium meal plans

Upgrade Policies

- **Advance Request:** Upgrades can be requested at booking or anytime before travel
- **Waitlist Priority:** Based on elite status, fare type, and request timing
- **Upgrade Confirmation:** Confirmed upgrades guaranteed, waitlist upgrades subject to availability
- **Pricing:** Upgrade costs vary by route, season, and availability

9. Reschedule

Flight Rescheduling

- **Voluntary Rescheduling:** Passenger-initiated changes with applicable fees
- **Involuntary Rescheduling:** Airline-initiated changes due to operational requirements
- **Weather Delays:** Rescheduling at no charge for weather-related disruptions
- **Schedule Changes:** Significant schedule changes allow free rescheduling
- **Alternative Flights:** Options on same airline or partner airlines

Holiday Package Rescheduling

- **Departure Date Changes:** Subject to availability and seasonal pricing
- **Duration Changes:** Extending or shortening stay with rate adjustments
- **Destination Changes:** Alternative destinations within same region or price range
- **Supplier Coordination:** Ensuring all package components align with new dates

Rescheduling Procedures

- **Advance Notice:** Earlier requests have better availability and lower fees
- **Flexible Booking:** Some fare types include free rescheduling benefits
- **Emergency Rescheduling:** Expedited processing for urgent situations
- **Documentation:** May require supporting documents for certain reschedule reasons

10. Check-in

Online Check-in

- **Availability:** Opens 24 hours before departure for most flights
- **Process:** Select seats, add services, and download boarding passes
- **Document Upload:** Passport and visa document verification for international flights
- **Special Services:** Request wheelchair assistance, special meals, or infant services
- **Group Check-in:** Simplified process for family or group bookings

Mobile Check-in

- **App Features:** Check-in, boarding pass storage, and flight notifications
- **Offline Access:** Downloaded boarding passes work without internet connection
- **Real-time Updates:** Automatic notifications for gate changes and delays
- **Digital Wallet:** Boarding pass integration with Apple Wallet or Google Pay

Airport Check-in

- **Counter Service:** Full-service check-in with baggage drop and assistance
- **Kiosk Check-in:** Self-service terminals for quick check-in and boarding pass printing
- **Bag Drop:** Separate counters for passengers already checked in online
- **Special Assistance:** Dedicated counters for passengers requiring extra help

11. Boarding

Boarding Process

- **Boarding Groups:** Priority boarding based on fare type and elite status
- **Boarding Times:** Typically begins 30-45 minutes before departure
- **Group Assignments:** Clearly marked boarding groups on boarding passes
- **Special Boarding:** Families with children, passengers with disabilities, military personnel
- **Gate Changes:** Notifications via app, email, and airport announcements

Boarding Procedures

- **Document Check:** Boarding pass and ID verification at gate
- **Seat Assignments:** Final seat assignments confirmed at boarding
- **Carry-on Verification:** Size and weight compliance checks
- **Standby Boarding:** Standby passengers board based on availability after all confirmed passengers

Boarding Assistance

- **Mobility Assistance:** Wheelchair services and boarding assistance
- **Unaccompanied Minors:** Special boarding procedures and supervision
- **Pet Travel:** Procedures for pets in cabin and cargo
- **Medical Equipment:** Assistance with medical devices and oxygen concentrators

12. Seating

Seat Selection

- **Advance Selection:** Available at booking or anytime before check-in
- **Seat Maps:** Interactive seat maps showing available options
- **Seat Types:** Economy, premium economy, business, and first class options
- **Extra Legroom:** Premium seats with additional space for fee
- **Seat Fees:** Charges vary by seat location and flight duration

Seating Policies

- **Family Seating:** Policies for seating children with parents
- **Accessibility Seating:** Designated seats for passengers with disabilities

- **Exit Row Requirements:** Age and ability requirements for exit row seating
- **Seat Changes:** Modifications possible until boarding begins
- **Blocked Seats:** Some seats held for operational requirements

Special Seating Needs

- **Bassinet Seats:** Bulkhead seats for passengers traveling with infants
- **Dietary Restrictions:** Seating considerations for passengers with special meal requirements
- **Medical Needs:** Seating accommodations for passengers with medical conditions
- **Group Seating:** Ensuring group members are seated together when possible

13. Amenities

In-flight Amenities

- **Entertainment:** Personal seatback screens, streaming options, and audio selections
- **Connectivity:** Wi-Fi service, charging ports, and device holders
- **Comfort Items:** Pillows, blankets, and amenity kits for long-haul flights
- **Refreshments:** Complimentary beverages and snacks based on flight duration
- **Premium Services:** Enhanced amenities in business and first class cabins

Airport Amenities

- **Lounges:** Access criteria, locations, and amenities available
- **Shopping:** Duty-free shops, retail outlets, and local specialty stores
- **Dining:** Restaurant options, quick service, and dietary accommodations
- **Services:** Currency exchange, ATMs, and business centers
- **Relaxation:** Quiet areas, prayer rooms, and wellness facilities

Holiday Package Amenities

- **Accommodation Features:** Pool, spa, fitness center, and recreational activities
- **Dining Options:** All-inclusive meals, specialty restaurants, and room service
- **Entertainment:** Live shows, cultural performances, and nightlife options
- **Activities:** Water sports, excursions, and guided tours
- **Concierge Services:** Local recommendations and booking assistance

14. Meals

In-flight Meals

- **Meal Service:** Complimentary meals on long-haul flights, purchase options on short flights
- **Special Meals:** Dietary restrictions including vegetarian, kosher, halal, and allergy-friendly options
- **Meal Timing:** Service times based on flight duration and departure time
- **Quality Standards:** Fresh ingredients, nutritional balance, and presentation standards
- **Advance Ordering:** Special meal requests must be made 24-48 hours before departure

Meal Policies

- **Dietary Accommodations:** Comprehensive options for religious, medical, and lifestyle dietary needs
- **Meal Availability:** Subject to catering availability and flight capacity
- **Meal Modifications:** Limited modifications available onboard
- **Meal Feedback:** Regular surveys and feedback collection to improve meal quality
- **Infant Meals:** Baby food and formula heating services available

Holiday Package Dining

- **All-inclusive Options:** Unlimited dining at resort restaurants and bars
- **Local Cuisine:** Authentic local dishes and cultural dining experiences
- **Dietary Restrictions:** Accommodation for special dietary needs at resort facilities
- **Cooking Classes:** Interactive culinary experiences and local cooking lessons
- **Private Dining:** Romantic dinners and special occasion arrangements

15. Information

Flight Information

- **Schedules:** Departure and arrival times, flight duration, and frequency
- **Aircraft Information:** Aircraft type, seating configuration, and amenities
- **Route Maps:** Network maps showing destinations and connections
- **Codeshare Partners:** Partner airline flights and reciprocal benefits
- **Seasonal Schedules:** Schedule changes for peak and off-peak seasons

Travel Information

- **Destination Guides:** City information, attractions, and local customs
- **Weather Information:** Climate data and seasonal weather patterns
- **Travel Requirements:** Passport, visa, and health documentation requirements
- **Airport Information:** Terminal maps, transportation options, and facility details
- **Travel Tips:** Packing advice, time zone information, and cultural etiquette

Service Information

- **Baggage Policies:** Size, weight, and content restrictions
- **Pet Travel:** Requirements and procedures for traveling with pets
- **Unaccompanied Minors:** Age requirements and supervision services
- **Medical Assistance:** Services for passengers with medical needs
- **Contact Information:** Customer service numbers and support hours

16. Loyalty Programs

Program Structure

- **Membership Tiers:** Bronze, Silver, Gold, and Platinum levels with increasing benefits
- **Qualification Requirements:** Miles flown or segments completed annually
- **Tier Benefits:** Priority check-in, boarding, seating, and baggage allowances
- **Lifetime Status:** Permanent elite status after reaching lifetime mile thresholds
- **Family Pooling:** Combining family member miles for faster qualification

Earning Miles

- **Flight Miles:** Base miles plus bonus miles based on fare type and elite status
- **Partner Airlines:** Miles earned on codeshare and alliance partner flights
- **Credit Cards:** Co-branded credit cards with sign-up bonuses and ongoing earning
- **Shopping Partners:** Online shopping portal and retail partner miles
- **Dining Programs:** Miles earned at participating restaurants and establishments

Redeeming Miles

- **Award Flights:** Free flights using accumulated miles with various redemption levels
- **Upgrades:** Using miles to upgrade to premium cabin classes
- **Hotel Stays:** Partner hotel redemptions and vacation packages
- **Car Rentals:** Miles for car rental services and ground transportation
- **Merchandise:** Catalog items and gift cards available for redemption

17. Rewards

Reward Categories

- **Travel Rewards:** Free flights, upgrades, and travel certificates
- **Experiential Rewards:** Unique experiences, concerts, and sporting events
- **Merchandise Rewards:** Electronics, travel gear, and luxury items
- **Dining Rewards:** Restaurant vouchers and culinary experiences
- **Charitable Donations:** Option to donate miles to charitable causes

Earning Rewards

- **Bonus Promotions:** Limited-time promotions for extra miles or rewards
- **Credit Card Bonuses:** Sign-up bonuses and category bonuses for spending
- **Survey Participation:** Miles for completing customer satisfaction surveys

- **Referral Bonuses:** Rewards for referring new customers or program members
- **Status Challenges:** Accelerated earning opportunities for elite status

Reward Redemption

- **Redemption Rates:** Variable pricing based on demand and availability
- **Blackout Dates:** Limited blackout periods for award travel
- **Transferability:** Miles transfer options between family members
- **Expiration Policies:** Miles expiration rules and extension options
- **Redemption Assistance:** Customer service support for complex redemptions

18. Promotions

Promotional Categories

- **Seasonal Sales:** Holiday sales, summer promotions, and off-season discounts
- **Flash Sales:** Limited-time offers with significant discounts
- **Route Promotions:** Specific destination promotions and new route launches
- **Package Deals:** Bundled flight and hotel promotions
- **Group Discounts:** Special rates for group bookings and corporate travel

Promotional Channels

- **Email Marketing:** Personalized offers based on travel history and preferences
- **Social Media:** Exclusive social media promotions and contests
- **Website Banners:** Homepage promotions and targeted landing pages
- **Mobile App:** Push notifications for time-sensitive offers
- **Partner Promotions:** Joint promotions with hotels, car rental companies, and attractions

Terms and Conditions

- **Booking Windows:** Specific dates for booking promotional fares
- **Travel Periods:** Valid travel dates and blackout periods
- **Advance Purchase:** Minimum advance purchase requirements
- **Restrictions:** Saturday night stays, minimum stay requirements, and change penalties
- **Capacity Controls:** Limited number of promotional seats per flight

19. Offers

Personalized Offers

- **Targeted Promotions:** Offers based on booking history and preferences
- **Birthday Offers:** Special discounts and bonuses for loyalty program members
- **Anniversary Offers:** Promotional rates for repeat customers
- **Inactivity Offers:** Incentives for customers who haven't traveled recently
- **Milestone Rewards:** Bonuses for reaching spending or travel thresholds

Corporate Offers

- **Business Travel:** Negotiated rates for corporate accounts
- **Group Rates:** Special pricing for group bookings over 10 passengers
- **Meeting Packages:** Discounted rates for conference and meeting attendees
- **Government Rates:** Special fares for government employees and military personnel
- **Non-profit Discounts:** Reduced rates for charitable organizations

Seasonal Offers

- **Holiday Packages:** Special rates for Christmas, New Year, and other holidays
- **Summer Specials:** Vacation packages and destination promotions
- **Off-season Deals:** Discounted rates during low-demand periods
- **Last-minute Offers:** Deals for immediate travel within 14 days
- **Early Bird Specials:** Advance booking discounts for future travel

20. Discounts

Discount Types

- **Student Discounts:** Special rates for students with valid ID
- **Senior Discounts:** Reduced fares for passengers 65 and older
- **Military Discounts:** Special rates for active duty and veteran military personnel
- **Family Discounts:** Reduced rates for families traveling together
- **Frequent Traveler Discounts:** Exclusive discounts for loyal customers

Discount Applications

- **Promo Codes:** Special codes for online booking discounts
- **Membership Discounts:** Automatic discounts for loyalty program members
- **Credit Card Discounts:** Exclusive rates for co-branded credit card holders
- **Partner Discounts:** Discounts through partner companies and organizations
- **Referral Discounts:** Savings for referring new customers

Discount Restrictions

- **Blackout Dates:** Periods when discounts are not available
- **Advance Purchase:** Minimum booking requirements before travel
- **Capacity Limits:** Limited number of discounted seats per flight
- **Fare Restrictions:** Change and cancellation penalties
- **Verification Requirements:** Documentation needed to qualify for discounts

21. Policies

Booking Policies

- **Payment Policies:** Accepted payment methods and security requirements
- **Name Changes:** Policies for correcting passenger names on tickets
- **Age Restrictions:** Minimum age requirements for unaccompanied travel
- **Identification Requirements:** Valid ID requirements for domestic and international travel
- **Booking Modifications:** Rules for changing flights, dates, and passenger details

Travel Policies

- **Check-in Requirements:** Minimum check-in times for domestic and international flights
- **Baggage Policies:** Size, weight, and content restrictions for carry-on and checked bags
- **Pet Travel Policies:** Requirements for traveling with pets in cabin and cargo
- **Medical Policies:** Procedures for passengers with medical conditions
- **Pregnancy Policies:** Travel restrictions and requirements for pregnant passengers

Cancellation and Refund Policies

- **Cancellation Windows:** Time limits for cancelling bookings
- **Refund Eligibility:** Conditions for full and partial refunds
- **Processing Times:** Expected timeframes for refund processing
- **Administrative Fees:** Charges for processing cancellations and refunds
- **Travel Insurance:** Recommended coverage for trip protection

22. Procedures

Booking Procedures

- **Online Booking Steps:** Step-by-step guide for website and app bookings
- **Payment Processing:** Secure payment procedures and verification
- **Confirmation Process:** Booking confirmation and itinerary delivery
- **Modification Procedures:** How to change bookings after confirmation
- **Group Booking Process:** Special procedures for group reservations

Check-in Procedures

- **Online Check-in:** Step-by-step online check-in process
- **Mobile Check-in:** Mobile app check-in and boarding pass storage
- **Airport Check-in:** Counter and kiosk check-in procedures
- **Baggage Drop:** Procedures for checking bags after online check-in
- **Special Assistance:** Procedures for passengers requiring extra help

Boarding Procedures

- **Boarding Groups:** How boarding groups are assigned and called
- **Priority Boarding:** Procedures for elite members and premium passengers
- **Family Boarding:** Special procedures for families with children
- **Gate Procedures:** Document verification and boarding pass scanning
- **Carry-on Inspection:** Procedures for carry-on bag compliance

23. Regulations

Aviation Regulations

- **FAA Regulations:** Federal Aviation Administration safety and operational requirements
- **TSA Requirements:** Transportation Security Administration screening procedures
- **International Regulations:** IATA and ICAO international aviation standards
- **Customs Regulations:** International customs and immigration requirements
- **Health Regulations:** Medical and health requirements for travel

Passenger Rights

- **Denied Boarding:** Rights and compensation for involuntary denied boarding
- **Flight Delays:** Rights and compensation for significant delays
- **Baggage Rights:** Rights for lost, damaged, or delayed baggage
- **Accessibility Rights:** Rights for passengers with disabilities
- **Consumer Protection:** Department of Transportation consumer protection regulations

Security Regulations

- **Prohibited Items:** Items not allowed in carry-on or checked baggage
- **Liquid Restrictions:** 3-1-1 rule for liquids in carry-on bags
- **Electronic Devices:** Restrictions on electronic device use and charging
- **Security Screening:** Procedures for passenger and baggage screening
- **Watchlist Procedures:** Procedures for passengers on government watchlists

24. Security

Airport Security

- **Screening Procedures:** Standard and enhanced screening processes
- **PreCheck Programs:** Expedited security screening for approved travelers
- **Security Documentation:** Required identification and travel documents
- **Prohibited Items:** Comprehensive list of items not allowed through security
- **Special Procedures:** Additional screening for medical devices and special items

Data Security

- **Payment Security:** PCI compliance and secure payment processing
- **Personal Information:** Protection of passenger personal and travel data
- **Privacy Policies:** How customer information is collected and used
- **Data Breach Procedures:** Response procedures for security incidents
- **Account Security:** Password requirements and account protection measures

Travel Security

- **Destination Security:** Travel advisories and security alerts
- **Document Security:** Passport and visa security requirements
- **Emergency Procedures:** Security procedures for in-flight emergencies
- **Threat Response:** Procedures for responding to security threats
- **Coordination with Authorities:** Cooperation with law enforcement and security agencies

25. Safety

Flight Safety

- **Aircraft Maintenance:** Rigorous maintenance schedules and safety inspections
- **Pilot Training:** Comprehensive training and certification requirements

- **Safety Equipment:** Emergency equipment and safety demonstration procedures
- **Weather Procedures:** Protocols for weather-related delays and cancellations
- **Emergency Procedures:** In-flight emergency response and evacuation procedures

Passenger Safety

- **Safety Briefings:** Pre-flight safety demonstrations and instructions
- **Seatbelt Requirements:** Mandatory seatbelt use during taxi, takeoff, and landing
- **Medical Emergencies:** Procedures for handling medical emergencies onboard
- **Turbulence Procedures:** Safety protocols during turbulent conditions
- **Evacuation Procedures:** Emergency evacuation procedures and equipment

Ground Safety

- **Airport Safety:** Ground handling and ramp safety procedures
- **Baggage Handling:** Safe handling and transport of passenger baggage
- **Fueling Procedures:** Safe aircraft fueling and ground support operations
- **Weather Safety:** Ground operations during adverse weather conditions
- **Emergency Response:** Airport emergency response and evacuation procedures

26. Baggage

Carry-on Baggage

- **Size Restrictions:** Maximum dimensions for carry-on bags
- **Weight Limits:** Weight restrictions for carry-on bags
- **Prohibited Items:** Items not allowed in carry-on baggage
- **Liquid Restrictions:** 3-1-1 rule for liquids, gels, and aerosols
- **Personal Items:** Additional personal items allowed in cabin

Checked Baggage

- **Size and Weight Limits:** Maximum dimensions and weight for checked bags
- **Baggage Fees:** Charges for checked bags based on destination and fare type
- **Special Items:** Procedures for checking sports equipment and special items
- **Prohibited Items:** Items not allowed in checked baggage
- **Baggage Tracking:** Systems for tracking checked baggage throughout journey

Baggage Services

- **Delayed Baggage:** Compensation and assistance for delayed bags
- **Lost Baggage:** Procedures for reporting and recovering lost bags
- **Damaged Baggage:** Claims process for damaged baggage
- **Excess Baggage:** Procedures and fees for overweight and oversized bags
- **Baggage Delivery:** Home delivery services for delayed baggage

27. Cancellation

Flight Cancellations

- **Weather Cancellations:** Procedures for weather-related cancellations
- **Mechanical Cancellations:** Procedures for aircraft maintenance cancellations
- **Crew Cancellations:** Procedures for crew-related cancellations
- **Air Traffic Control:** Procedures for ATC-related cancellations
- **Passenger Rights:** Rights and compensation for cancelled flights

Booking Cancellations

- **Voluntary Cancellations:** Passenger-initiated cancellations and refund policies
- **24-hour Rule:** Free cancellation within 24 hours of booking
- **Cancellation Fees:** Fees for cancelling different fare types
- **Refund Processing:** Timeframes and procedures for processing refunds
- **Travel Insurance:** Coverage for trip cancellations and interruptions

Holiday Package Cancellations

- **Cancellation Timeline:** Refund amounts based on cancellation timing
- **Supplier Policies:** Individual supplier cancellation terms and conditions
- **Force Majeure:** Cancellations due to natural disasters or government restrictions
- **Partial Cancellations:** Cancelling portions of a holiday package
- **Rebooking Options:** Alternative arrangements for cancelled packages

28. Planning

Trip Planning

- **Destination Research:** Information about destinations, attractions, and activities
- **Best Time to Travel:** Seasonal information and weather considerations
- **Itinerary Planning:** Creating detailed travel itineraries and schedules
- **Budget Planning:** Estimating costs and finding budget-friendly options
- **Travel Documentation:** Passport, visa, and health requirements

Advance Planning

- **Booking Timeline:** Optimal booking times for best fares and availability
- **Seasonal Considerations:** Peak and off-peak travel periods
- **Event Planning:** Coordinating travel around conferences, weddings, and special events
- **Group Planning:** Coordinating travel for groups and families
- **Special Needs Planning:** Accommodating passengers with special requirements

Travel Tools

- **Trip Planner:** Online tools for creating and managing travel itineraries
- **Flight Alerts:** Notifications for fare changes and schedule updates
- **Weather Monitoring:** Real-time weather information for destinations
- **Currency Converters:** Exchange rate information and conversion tools
- **Translation Services:** Language assistance and translation tools

29. Insurance

Travel Insurance Types

- **Trip Cancellation:** Coverage for non-refundable trip costs if cancelled
- **Trip Interruption:** Coverage for additional expenses if trip is cut short
- **Medical Coverage:** Emergency medical expenses while traveling
- **Baggage Protection:** Coverage for lost, stolen, or damaged baggage
- **Flight Delay:** Coverage for expenses due to significant flight delays

Insurance Benefits

- **Emergency Evacuation:** Coverage for medical evacuation and repatriation
- **Travel Assistance:** 24/7 travel assistance and emergency services
- **Pre-existing Conditions:** Coverage for pre-existing medical conditions
- **Adventure Activities:** Coverage for adventure sports and activities
- **Rental Car Protection:** Coverage for rental car damage and theft

Insurance Recommendations

- **When to Purchase:** Recommended timing for purchasing travel insurance
- **Coverage Amounts:** Appropriate coverage levels based on trip cost and destination
- **Policy Exclusions:** Common exclusions and limitations in travel insurance
- **Claim Procedures:** How to file and process travel insurance claims
- **Provider Recommendations:** Trusted travel insurance providers and policies

30. Others

Accessibility Services

- **Wheelchair Assistance:** Airport and aircraft wheelchair services
- **Visual Impairments:** Services for passengers with visual impairments
- **Hearing Impairments:** Services for passengers with hearing impairments

- **Cognitive Disabilities:** Support for passengers with cognitive disabilities
- **Service Animals:** Policies and procedures for traveling with service animals

Special Circumstances

- **Bereavement Travel:** Emergency travel for family emergencies
- **Medical Travel:** Travel for medical treatment and procedures
- **Deportation Travel:** Involuntary travel arrangements
- **Prisoner Transport:** Secure transport for prisoners and detainees
- **Diplomatic Travel:** Special procedures for diplomatic personnel

Environmental Initiatives

- **Carbon Offset Programs:** Options for offsetting flight carbon emissions
- **Sustainable Aviation Fuel:** Use of sustainable aviation fuel
- **Waste Reduction:** Initiatives to reduce in-flight and ground waste
- **Recycling Programs:** Recycling of aircraft materials and equipment
- **Environmental Reporting:** Transparency in environmental impact reporting

Customer Service Excellence

- **Service Standards:** Commitment to customer service quality
- **Training Programs:** Ongoing training for customer service staff
- **Quality Monitoring:** Regular monitoring and improvement of service quality
- **Customer Feedback:** Systems for collecting and acting on customer feedback
- **Service Recovery:** Procedures for addressing service failures and complaints