

Flight Delayed or Cancelled, Know Your Options

By John Mehrmann

If your flight is cancelled or delayed for reasons other than weather, Rule 240 states that the airline should put you on the next available flight to your destination at no extra charge, even that means using another carrier.

Many ticket / counter agents are not familiar with Rule 240, and most will not offer it. It is up to you to inform them. Politely ask for a Supervisor if necessary, and be aware that Rule 240 may vary slightly based on the airline carrier.

Always remember to be polite, respectful and patient regardless of the circumstances. The ticket agent is not responsible for the delay, but that person could be your hero in the event of unexpected delays.

Rule 240 only applies for factors that are within the airline carrier's control.

- Rule 240 applies in the event of Mechanical Problems, Misconnection, Substitution of Equipment or Class of Service, Schedule Change that requires you to be rerouted, Lack of Airline Crew, Schedule Change and Overbooked flights ("bumped").
- Rule 240 does not apply in the event of Force Majeure events like weather, strike, labor disputes, civil commotions, war, government regulation, airport is closed, fuel shortage or "Acts of God".

If you are delayed more than Four Hours between the hours of 10 PM and 6 AM, you may be entitled to Hotel Accommodations, unless it is your home city of departure. This may include additional amenities at the discretion of the airline carrier as necessary for the safety and welfare of unaccompanied minors, senior citizens or disabilities.

It is important to note that specific language for Rule 240 varies by airline, and only applies for US domestic travel.

Print and keep a copy of Rule 240 in your carry-on bag, use only if necessary.

Share this information with other frequent flyers and business associates.

You can review and print your Free Copy of Rule 240 at www.executiveblueprints.com/traveltips.htm

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