



European Flight Disruptions Cain Travel Action Plan

As many of you have heard, in the wake of the Icelandic volcanic ash cloud spreading over Europe, air traffic control authorities have ordered that large sections of the airspace and many airports in Europe close and/or remain closed.

As a result of this flight disruption, Cain Travel is taking a few steps to ensure the best possible assistance to your travelers:

- We have updated all of our customer portal login systems and our website homepage with details regarding this event.
- We have queried our databases to determine any traveler who has a segment traveling in continental Europe between 4/15/10 and 4/21/10. We will attempt to contact each of these travelers to see if they need assistance in securing reaccommodation or lodging.
- Because of the uncertainty of when the volcanic ash cloud will dissipate to a level that will permit the use of commercial aircraft, we are adding additional staffing to our weekend support team. This group will be available between 11am and 5pm Mountain Time on Saturday, and 12pm-6pm on Sunday to assist. This team can be reached at **800-346-4747**

Other Details

- Many airlines are offering full refunds and/or free change fees for those travelers that have not departed on their original outbound flights. Please check with your Cain agent regarding options should you have a traveler that fits this criteria.
- For those travelers that are currently in Europe or on flights bound for Europe, we will be working to find other transportation options and/or accommodations until this situation passes.