## Handling flight disruptions for your travelers in IRIX Booking System with refundgo





Have you ever experienced a flight disruption while on your way home from your (business) trip or even WORSE: being late from your client or dream vacation?

> Well, we certainly have. It has been a hassle and a lot of unnecessary stress.



# Flight Disruptions are among the top 5 reasons for employees' travel-related stress factors

(Ranking of Travel Stress Factors)

Delayed/Lost Baggage	83.0
	72.0
Poor/No Internet	71.0
	71.0
Return Flight Delays	69.0
Bad Hotel Location	68.0
Long Trips	67.0
Unhealthy Eating	67.0
Inconvenient Flight Time	65.0
Low Category Hotels	65.0
Late Flight Arrival Time	65.0
Indirect Flight	64.0
No Exercise	60.0
Backlog After Trip	59.0
Geopolitical Tensions	57.0
Completing Trip Expenses	56.0
Time Zone Charge	54.0
Last Minute Trip	53.0
Longer Business Hours	53.0

Unfamiliar Language	
Restricted Fares	
Visa Applications	
Weekend Trip	
Immigration & Customs	
Long Stay	
Never Visited Destination	
Home to Airport Commute	
Culture Difference	
Using Foreign Currency	
Using Hire Car	
Packing Luggage	
Using Taxi	
Booking w/Mobile App	
Using Travel Agent	
Using Online Booking Tool	
Add-On Services	
Fear of Flying	

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#### Flight Disruptions lead to Employee Unhappiness

- While most employees enjoy traveling for work, there can be risk factors influencing traveler well-being, which can in turn trigger costs and other concerns for corporations.
- Poor traveler well-being can create costs for employers through <u>higher medical claims</u>, reduced employee productivity and performance, absenteeism, presenteeism and short-term disability, leading to the potential to strain or sever relationships with clients and suppliers.



<u>Collecting compensation</u> from airlines on behalf of air travellers

In case:

- > Arrival is **delayed** by more than 3 hours
- > Flight is **cancelled**
- ➤ Boarding is **denied**
- based on EU Directive 261/2004

To passengers, who fly:

- → From a European departing airport
- → From a non-European airport, with
  - a European operating carrier



### Peace of mind for TAs, Travellers, and Airlines



Flight Refund GO Subscription for tangible Benefits for All



Duty of Care

#### Duty of Care

Additional marketing touchpoint in case of proactive compensation handling



#### VALUE for XY Travel Agency

#### **Heightened Brand Loyalty**

- → Duty of Care
- → Proactive
- → Additional Touchpoint (pre-trip and post-trip service)

#### **Increased Revenue**

- → Mark-up <u>at selling time</u>
- → Early transactional cash
- → Not conflicting, but complementing Insurance Offering

#### Efficiency

- → Outsource handling of claims
- → New service without additional workload

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→ Ease of use: automated, Integrated

## VALUE for the Traveller

- → 100% compensation payout
- → Early payout right after the travel disruption (within 2 days)
- → Peace of mind
- → Requires Subscription before the travel

More cash - Fast pay-out

Your claim has been accepted!

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BUSIN



- There is a need for **additional motivation** for corporate travelers
- → Strengthen employee satisfaction, employee happiness (employees receive extra benefits through visible and quick cash compensation; employees receive Priority in Compensation handling)
- → Proactive support, part of an efficient endto-end disruption management process
- → Additional "peace of mind" for corporate employees for the case of disruptions in corporate travel
- → Automated, no additional workload, nor administration



#### Market is ready

Market studies predict a shift towards Smart Travelers:

- fewer travellers,
- more informed and conscious,
- more technology,
- seeking digital and smarter solutions,
- Value Additional Services, expecting disruptions.

### The market need is real from a customer perspective...

## 90% OF EUROPEAN TRAVELERS ARE WILLING TO PAY EXTRA FOR COMPENSATION COVERAGE



## \*\*\*\*\*\*\*\*

7/10 WOULD PAY Somewhere Between €1-€10 For Delay Protection

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2/10 would pay even more

Those who start travel again, will be more sensitive to cover for disruptions

## refundGO is Integrated in IRIX Booking Engine

#### Add Refund GO:

offer priority in compensation management (100%, immediate pay-out, fast-track process)

Benefits of automation / integration:

- Only show for those segments which are in EU scope
- Ability to automate (add by default) for certain profiles
- Ability to populate own mark-up, customise pricing

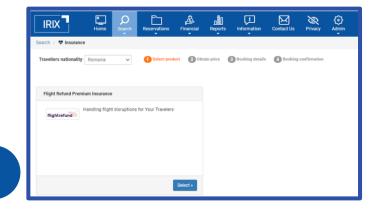
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### How it works in IRIX?

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After booking the flight, select the Flight Refund Premium Insurance from the Search section in your IRIX.



You select the flight reservation you want the insurance to be applied to.

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Telephone	+40745222555		Telephone	+40744555888	

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Fill in the mandatory fields and simply finish your booking.



#### Value of Disruption Management for Corporate Travelers

- → Effective disruption management will lead to employee happiness
- → Employees receive extra benefits through visible and quick cash compensation
- → Employees receive Priority in Compensation handling
- → Employees receive **pro-active support**
- → Flight Refund automates flight compensation handling



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#### www.dcsplus.net www.flightrefund.com

