
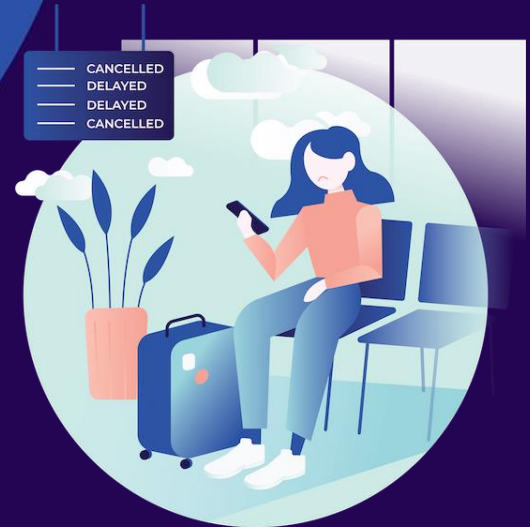


Handling flight disruptions for your travelers
in IRIX Booking System with
refund 

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



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 higher medical claims, reduced employee productivity and performance, absenteeism, presenteeism and short-term disability, leading to the potential to strain or sever relationships with clients and suppliers.



flightrefund is here to help!

Collecting compensation from airlines on behalf of air travellers

In case:

- Arrival is **delayed** by more than 3 hours
- Flight is **cancelled**
- Boarding is **denied**

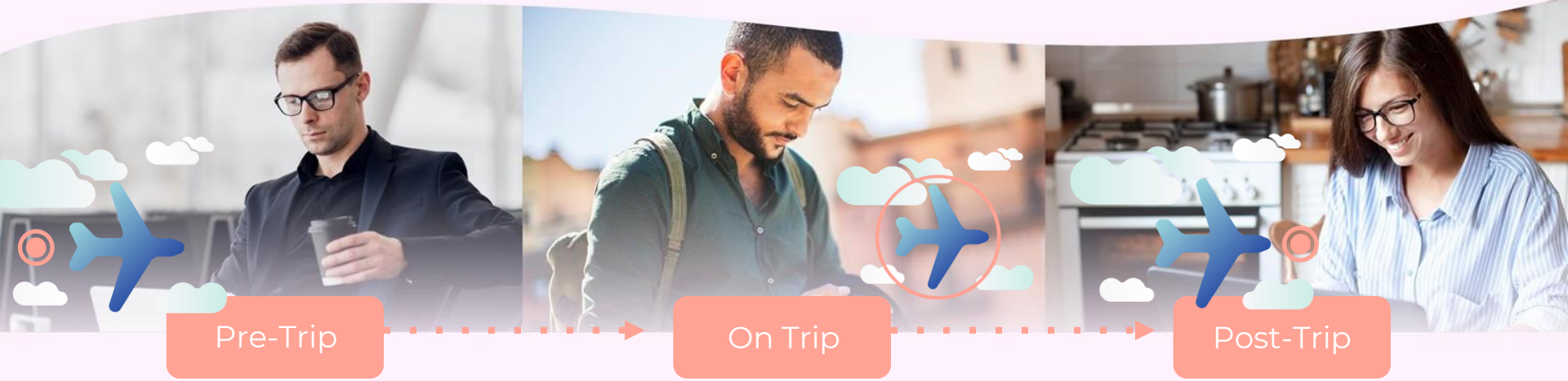
based on EU Directive 261/2004

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

refundg↻

Duty of Care

Duty of Care

Additional marketing touch-point 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 at selling time
- Early transactional cash
- Not conflicting, but complementing
Insurance Offering

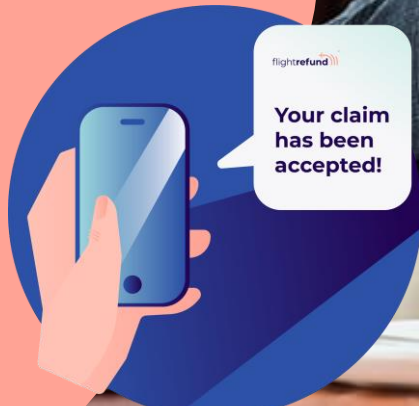
Efficiency

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



flightrefund

Your claim
has been
accepted!

flightrefund





VALUE for Corporate Travelers

- 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 **end-to-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**

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

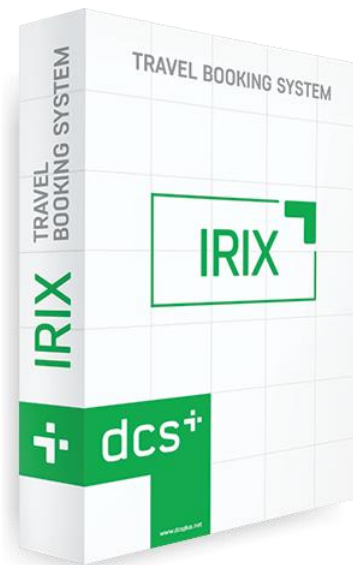
Add Refund GO:

offer priority in compensation management

(100%, immediate pay-out, fast-track process)

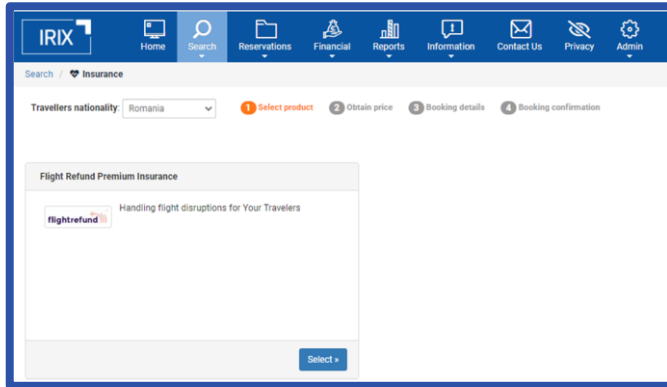
Benefits of automation / integration:

- ☁ 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
- ☁ Integrated in back-office files



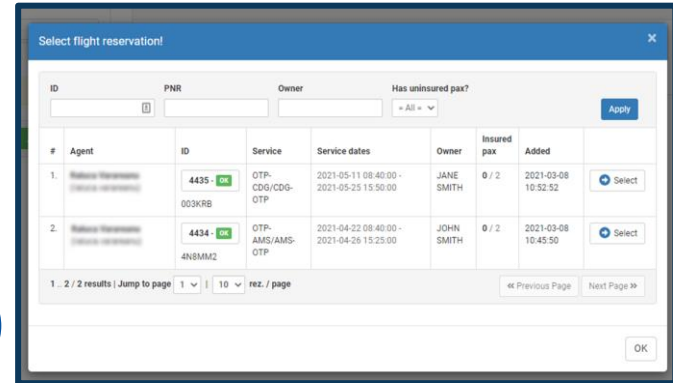
How it works in IRIX?

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

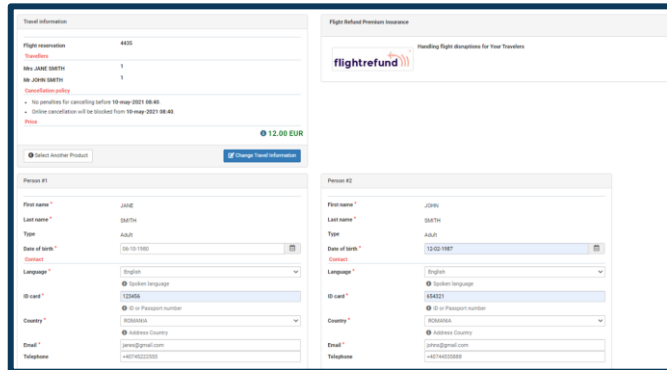


1

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

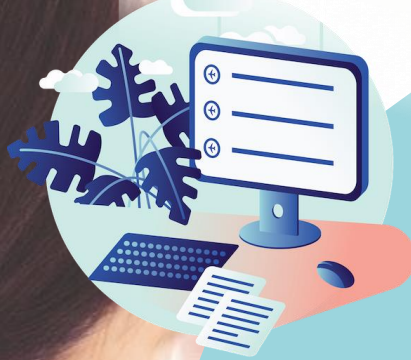


2



3

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**



www.dcsplus.net
www.flightrefund.com

dcst⁺

flightrefund 