



# YOUR PORT IN A STORM

## OVERVIEW

During winter blizzards and political unrest, travelers who book their own “bargain” trips online are out of luck. Nobody to call. No assistance. No alternatives. But clients of Protravel International can rest easy—in hotel beds (including at “sold out” locales) not on airport floors—knowing they are supported by the professionalism, industry insider connections and caring personal service of one of the top travel agencies in the United States. With our dedicated air department, 24-hour emergency phone lines staffed by knowledgeable human beings and decades of experience of over 900 proactive and quick-thinking travel agents, we are able to provide the maximum service and minimum inconvenience to our clients during these uncertain times.

## 2013: HURRICANE SANDY

21,000 flights canceled. 2,200 Protravel passengers grounded. Thousands stranded...Protravel International’s nationwide network of skilled agents and loyal industry partners helped minimize the impact of Hurricane Sandy on our valued clients. Our well-connected, vigilant agents and support staff were there. Here’s **what one client said**: “Thankfully, our Protravel agent found us a hotel room despite every room booked in the city due to Sandy and the Marathon. Not only did he spend hours on the phone searching for a hotel that accepts dogs, he spent his own money buying candles and batteries for me...and he did not even have power at his apartment. Amazing person!!!!”

## 2011: EGYPT POLITICAL CRISIS

As the unrest began, Protravel reporting showed we had over 100 clients traveling throughout Egypt. No US State Department warning had been issued, but we immediately notified all travelers of potential disruptions and discussed how best to manage the situation for them. 104 elected to leave the country. Through our local ground operators we spent 2 days getting everyone to Cairo and situated them all at the Four Seasons, Nile Plaza (a Protravel Preferred Partner). We blocked space on a flight to NYC the next morning, but a curfew was imposed that made it impossible to get everyone to the airport. We then contracted a private charter company to fly from Athens to pick up our clients and take them back to Athens and onto connecting flights to the U.S. When we were unable to get a landing permit, our special relationship the airlines revealed an extra SwissAir flight and we were able to secure the 104 seats our clients needed. The flight took off at 4pm and was the last flight to leave before the airport was closed for 10 days.

## 2010: ICELAND VOLCANO ERUPTION TIMELINE



DATE/ EVENT	IMPACT	PROTRAVEL RESPONSE
Wed 14 April: Eyjafjallajokull volcano erupts	Ash thrown 30,000 ft. into the air. Norway grounds flights over the north of the country.	Preliminary reports run to see if we have anyone in Iceland and Norway. 37 Protravel clients impacted
Thurs 15 April: Ash cloud moves over northern Europe	Airspace in Britain, Ireland, Denmark, Netherlands, Sweden and Belgium closed. 6,000 flights cancelled.	Agents start to reach out to clients to let them know we are ready to help. Protravel clients impacted up to 958
Fri 16 April: Ash spreads East and South	Airports in northern France closed. 17,000 flights cancelled.	8:00am: Protravel implements our Disaster Recovery Program. Protravel clients impacted up to 2,321. Our Air Department generates client "where in the world" reports to forward to all agents so they can contact clients and begin to look for alternative options. All managers brought back to their offices. IT department put on 24/7 alert – systems remain up around the clock. We remain in constant communication with airlines and hotel vendors through our private channels and post constant updates to company-wide intranet and via email alerts so agents always have most current data. Contact private jet vendors and put them on standby that we may need access to aircraft
Sat 17 April: Ash continues to spread. Government Officials, Scientists and Airline Execs discuss options.	Air traffic in 21 European countries remains paralyzed. 17,000 flights cancelled	Protravel clients impacted up to 3,746. Seven hundred Agents working around the clock to assist clients. First Protravel private charter jet leaves Teterboro for Barcelona with 14 passengers on board.
Sun 18 April: Ash spreads throughout Europe	313 European airports closed Impact in U.S. is huge, with passengers stranded all over the country.	Protravel clients impacted reaches 4,523. Agents work long hours finding alternative arrangements. Protravel Air Department increases updates to managers and agents. More private charters are arranged . Agents arrange extended hotel stays, bank wires to stranded passengers, and all travellers are accommodated through our best hotel industry partners. Agents stay in close contact with clients via email, cell phone, and social networks.
Mon 19 April: IATA criticizes the way the crisis has been handled in Europe	European Union transport ministers agree to ease restrictions. European airspace split into three zones – one remains closed. Flight cancellations reach 95,000 since eruption	Agents still working around the clock to help clients gain access to information, flights, trains, buses, ferries, etc.
Tues 20 April: Eruptions decrease in intensity	Flights progressively resume	Huge backlog of clients to help, but by Friday everyone was where they were supposed to be.
Wed 21 April	Flight schedules approach normalcy with all airports open in Europe	Protravel Air Department works closely with all airlines to ensure that client tickets are exchanged correctly and all necessary refunds are issued quickly. Over 4,500 Protravel clients were impacted directly by the volcano, stranded in Europe or the U.S. before Protravel's Disaster Recovery Plan was successfully implemented.