

Top Travel Manager Actions Before and During a Travel Disruption



As much as we hate to think about it, the winter travel season is quickly approaching. That means it IS time to think about how to assist travelers during times of travel disruption. Whether it's a coastal hurricane, a major snowstorm or an airline power outage, work with your travel management provider to ensure your travelers are accommodated during their time of need.

BEFORE THE EVENT

Have a plan

Just like any emergency, it's important to be prepared. Have a written plan that gives you the foundation you need to take action, no matter what the travel disruption.

Leverage your TMC

Before an emergency occurs, work with your TMC to ensure you can rely on them when the time comes...because it will come. How will they work with their supplier networks to benefit your travelers? Will they utilize emergency staffing to handle an uptick in calls?

Be connected with your travelers

Communication with travelers is always important, but during an emergency or disruption, travelers need someone to rely upon more than ever. Make sure travelers know the resources available to them during a travel disruption.

DURING THE EVENT

Separate fact from fiction

Make sure you understand what's REALLY going on. There can be a lot of misinformation floating around during an emergency. Use the intelligence and alert tools provided by your TMC to get the facts so that you can really help your travelers.

Find the affected travelers

Use your traveler tracking programs and communication tools to quickly and easily find and communicate to your travelers in need. A stranded traveler needs information for action more than anything else.

Rely on your TMC

More than any other time, during disruptions and emergencies is when you need the services of your TMC the most. Utilize their expertise and supplier relationships to help you and your travelers through the storm.

Fox Response to Airline Outage



**25 ON-CALL
AGENTS**
ACTIVATED OVER
3 DAYS



3,470
AIRLINE OUTAGE
CALLS RECEIVED



Immediate and regular
contact by airline with status
update due to Fox's preferred
status with the airline.

FOX EMERGENCY SERVICES STAFFING

During natural or
man-made events

80+ AGENTS PREPARED & READY

To assist travelers in need

CONNECT
WITH OUR TEAM

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SOAR
TOGETHER