

Travel Delay Replacement Policy Example

This document outlines an example of a Travel Delay Replacement Policy for reference purposes.

1. Policy Purpose

The purpose of this policy is to provide guidelines for compensation and support in the event of a travel delay, affecting booked journeys.

2. Scope

This policy applies to all passengers with confirmed bookings who are affected by carrier-induced delays of more than 3 hours.

3. Replacement Eligibility

- Delay must exceed 3 hours from originally scheduled departure.
- Delay must be caused by the carrier or operational reasons, not force majeure events such as weather or natural disasters.
- Valid for tickets booked directly through official channels.

4. Replacement Options

1. **Alternate Transportation:** Arrangements on the next available departure at no additional charge.
2. **Refund:** Full refund of the affected segment if alternate transportation is declined.
3. **Accommodation:** For overnight delays, basic accommodation may be provided at the discretion of the carrier.

5. Exclusions

- Delays resulting from natural disasters, security events, or extraordinary circumstances.
- Non-refundable ancillary services or personal arrangements (e.g., hotel bookings, car rentals).

6. Claim Process

1. Contact customer service within 24 hours of the delay notification.
2. Provide a valid booking reference and supporting documents.
3. Claims are processed within 14 business days.

For official policy details, refer to the carrier's published terms and conditions.