

CWT Hot News

Late-breaking news affecting travel

08-May-2009
4:15 PM (EDT)
GLOBAL

China visa issuance update

As follow-up to reports yesterday regarding Chinese visa suspension and entry issues, and subsequent reports with conflicting information, CWT offers the following updates:

- The Chinese embassy has posted an urgent notice on its [U.S. embassy Web site](#), announcing it has suspended all express and rush service for visa applications and extended the standard visa processing time to six business days. Additionally, all visa applicants are now required to complete a Declaration Form that requires them to list all countries and U.S. states they have visited in the previous two weeks.
- The Associated Press has reported a number of related situations involving travelers from the U.S., Canada and Mexico. According to their report, China's Foreign Ministry spokesman refused to address specific visa changes for Americans, saying only that "relevant adjustment (to the visa policy) is non-discriminatory and is not targeted at any country. The adjustment of visa policy will not affect the normal entry of foreigners and exchanges of people." See: [Associated Press story](#).
- At this time, CWT has not been able to obtain official information or confirmation from the Chinese government regarding this matter; however, has been verbally advised by a supplier that from the official standpoint of the Chinese government, "there has been no change in immigration policy" beyond the newly required Declaration Form.
- Also unconfirmed by the Chinese government is whether travelers with current, valid, already-issued visas will be denied entry to China. Continental Airlines confirms "business as usual in most cases;" however, acknowledged the quarantine of some passengers: including those holding Mexican passports, with travel to Mexico since April 20, and/or flu-like symptoms. Continental is advising travelers to "take this information into consideration when planning travel to China." See [Continental](#).
- Additionally, China has instituted procedures for border authorities to screen for the possibility of H1N1 influenza among passengers on arriving international flights: see [U.S. China Embassy](#).

In light of the numerous, unofficial and conflicting reports, CWT clients and client-facing personnel are encouraged to continue use of the *CWT Program Management Center* to identify travelers en route or intending to travel to China in the coming days and weeks.

Travelers who have not yet obtained a visa for China should be advised of the announced changes to visa processing times. Travelers who already have visas and confirmed travel plans for China should be advised of possible entry issues and check with their local Chinese embassy prior to travel. CWT will continue to monitor this situation and advise clients of updates as appropriate.

CWT Hot News

Late-breaking news affecting travel

07-May-2009
4:00 PM (CDT)
North America

China suspends some visa issuance due to H1N1 virus

CWT has obtained reports indicating the Chinese Embassy has announced, effective immediately and until further notice, it is suspending the issuance of visas to certain applicants in response to the H1N1 virus. This suspension applies to travelers holding passports with entry/exit stamps indicating travel in Mexico, Spain, the United States and Canada dated from April 20, 2009 forward. This suspension is irrespective of the traveler's nationality and applies to new applicants and any travelers with existing valid Chinese visas.

In addition, Chinese authorities have advised of a possibility that travelers arriving by aircraft on a previously issued visa may be refused entry by immigration officials if their passport shows recent travel to any of the above listed countries.

CWT North America Traveler & Transaction Services will identify travelers either en route to China and/or with pending travel as requested by clients.

In addition, travel managers are also encouraged to use the *CWT Program Management Center (PMC)* Traveler Locator map to determine if their travelers are en route or intend to travel to China within the next two days. The *CWT PMC* Traveler Locator Map covers a 5-day window and is the quickest way to locate your travelers.

Using the CWT PMC map:

1. Login to *CWT PMC*
2. Select the "Locate Travelers" button in the "Alerts" box.
3. Drill down to China in map to locate travelers by clicking on the "push pin" and then on the "countries" option in the pop up box.
4. You can also select "View Report" in the top right corner of the map to drill into countries by using the navigation bar report

Expanding the date range:

Since China's visa suspension is indefinite, travel managers are advised to run reports regularly using a broader date range to identify pending travel to China outside immediate concern until the suspension has been lifted. Use the *CWT PMC RequestView* functionality to expand the date range that you use to locate your travelers:

1. Login to PMC
2. Click on "Reporting Center" tab
3. Click on "RequestView – Reports"

4. In the "Reports Available" dropdown, select, "Traveler Location Report – Air-Rail-Hotel Detail". Filter by country = China. Enter the travel begin and end date range that you would like to capture.
5. Report will be queued to run and then available in "View Completed Reports" when ready.

In addition:

- Clients using *CWT Horizon* are encouraged to post this information in the message box that appears on the homepage of the booking tool.
- CWT travel counselors are being advised to inform travelers calling to book travel to China of the visa suspension.
- CWT Supplier Management is reaching out to suppliers to understand travelers' options in relation to current or pending travel itineraries and to determine any assistance they are able to offer.

CWT will continue to monitor this situation and provide updates as appropriate.

CWT Hot News

Late-breaking news affecting travel from CWT Guardian

18-Nov-2008
12:30 PM (CST)

North America

French airline pilots strike has ended

The French airline pilots strike reported via *CWT Hot News* on November 13 has ended. The strike, organized to protest against the proposed change under discussion in the French Parliament to raise the retirement age of French pilots from 60 to 65 years of age, caused severe service disruptions across the network.

CWT has been informed by Air France that beginning today, the carrier plans to operate all long-haul flights and 95% of its short- and medium-haul flights.

As the carrier continues to resume full operations today, CWT-ticketed passengers are encouraged to check the carrier's Web site at www.airfrance.us for U.S. originating passengers and www.airfrance.ca for Canadian originating passengers to access current flight status.

CWT will continue to monitor the situation and provide updates as appropriate.

If you have any questions about the information contained in this *Hot News*, please contact your CWT representative.

**13-Nov-2008
7:00 PM (CST)**

North America

French airline pilots announce upcoming strike

Further to the *CWT Alert* sent yesterday, CWT has been informed that French airline pilots' unions have called for a four-day strike from Friday, November 14 at one minute past midnight to Monday, November 17 at midnight, to protest against changes to retirement age currently under discussion in the French Parliament.

Air France is expecting severe disruptions to its operations as a result of this situation. The flight schedule to be operated each day will be published the evening before at approximately 8:00 p.m. However, Air France is not ruling out the possibility of last-minute cancellations. Passengers can find out whether their flight is likely to operate by consulting the Air France Web site in the "Book on line/Flight status" section.

Air France re-accommodations

The following actions may be taken when an Air France flight is cancelled during this period for tickets that have been issued in the USA for travel commencing in the USA. Delta is extending the same flexibility to customers on Delta marketed/AF operated flights.

1. Irrespective of the fare paid, the passenger may be booked and ticketed on another Air France flight in the lowest class available in the same cabin of their ticket.
2. Bookings can be postponed until March 28, 2009 except in the following periods: for long-haul flights: December 20, 2008 to January 4, 2009 and February 14 to March 1, 2009.
3. Irrespective of the fare paid, the passenger may be booked and ticketed to another destination. In this case the value of the unused flight coupons may be applied towards the cost of the new ticket without penalty.
4. Irrespective of the fare paid, the passenger may be booked and ticketed on another airline. In this case the unused Air France ticket will be fully refunded by the Air France Customer Care department.
5. Irrespective of the fare paid, the passenger may use the services of the French Railways (SNCF) in metropolitan France and Europe. In this case, any fare difference between the Air France and SNCF tickets will be refunded.
6. Rerouting via ground transportation: car rental can be reimbursed for category A and/or rail ticket in the travel class corresponding to the air ticket. Reimbursement will be processed by the Air France Customer Care department with the inclusion of invoices and itinerary receipt.
7. Irrespective of the fare paid, if the passengers cannot be rerouted to their destination or to an alternative destination, the ticket will be fully refunded by the Air France Customer Care department.

If the passenger is rebooked on the following SkyTeam carriers, the passenger may go directly to the partner check-in counter:

KL, DL, NW, CO, SU, AM, OK, AZ, KE, CZ

CWT travelers with existing Air France reservations are advised to contact CWT for assistance with ticket rebooking and refund requests.

CWT will continue to monitor the situation and provide updates as appropriate. Passengers should continue to check the carrier's Web site at www.airfrance.com/us for continuing updates.

If you have any questions about the information contained in this *Hot News*, please contact your CWT representative.

CWT Hot News

Late-breaking news affecting travel from CWT Guardian

6-Oct-2008
11:30 AM (CDT)

North America

Alitalia operations return to normal

As reported in mid-September, Alitalia had begun cancelling flights following the withdrawal of a bid to purchase the carrier by a group of Italian investors after six of the carrier's nine unions rejected the bid. However, last week Alitalia announced that the last of its nine unions had agreed to a proposed rescue plan by Italian investment group, CAI. As part of the proposed restructure, CAI is seeking a foreign partner for Alitalia and will move forward with plans to re-launch the carrier as a smaller, more efficiently run airline by early November.

As a result, Alitalia's operations have returned to normal and CWT clients are encouraged to return to their normal booking practices with the carrier.

CWT will continue to monitor the situation and provide updates as appropriate.

If you have any questions about the information contained in this *Hot News*, please contact your CWT representative.

CWT HotNews

LATE BREAKING NEWS AFFECTING CORPORATE TRAVEL

Alitalia announces flight cancellations following bid withdrawal

2:15 p.m. CDT, September 19, 2008

As reported earlier today via *CWT GoAlert24*, Italian air carrier Alitalia has cancelled numerous flights throughout its network. This was the result of Italian investors withdrawing a bid to purchase the airline following the bid's rejection Thursday by six of Alitalia's nine unions. Earlier this month, the carrier filed for bankruptcy protection.

CWT travelers with existing Alitalia reservations are advised to contact CWT for assistance with ticket rebooking and refund requests. Additionally, CWT clients should defer from booking new travel reservations with the carrier until more information becomes available.

CWT will continue to monitor the situation and provide updates as appropriate.

If you have any questions about the information contained in this *Hot News*, please contact your CWT representative.

CWT HotNews

LATE BREAKING NEWS AFFECTING CORPORATE TRAVEL

CWT offices to re-open following Hurricane Ike

1:00 p.m. CDT, September 15, 2008

CWT's Houston Business Travel Centers (BTCs) will re-open with normal business hours on Tuesday, September 16, following a temporary shutdown due to Hurricane Ike.

A CWT site inspection at each location confirmed no damage to the centers' infrastructure or equipment. Both locations are expected to re-open with near-normal staffing levels to service all traveler requests. CWT travelers may experience slightly longer hold times tomorrow as these offices are re-opening, but CWT will monitor call volumes throughout the day and, if necessary, automatically direct calls throughout the network to service all clients in a timely manner.

CWT will continue to monitor the situation and provide updates as appropriate.

If you have any questions about the information contained in this *Hot News*, please contact your CWT representative.

CWT Hot News

LATE BREAKING NEWS AFFECTING CORPORATE TRAVEL

CWT update following Hurricane Ike

11:00 a.m. CDT, September 14, 2008

As previously reported through *CWT Hot News*, CWT temporarily closed its Houston Business Travel Centers (BTCs) to allow for the safety and security of its employees in the path of Hurricane Ike. Consistent with local government direction to businesses and educational facilities in the area, CWT locations will remain closed on Monday, September 15.

CWT contingency plans will remain in effect and phased out only after the operations in the locations return to normal.

- CWT-ticketed passengers with immediate travel inquiries will continue to be serviced by CWT's networked call center locations and Emergency Service Centers (ESCs).
- CWT-ticketed passengers with non-urgent travel inquiries are asked to refrain from calling until normal operations resume.

A re-open date will be communicated following a thorough site inspection and technology assessment at each location to ensure operational readiness.

CWT will continue to monitor the situation and provide updates as appropriate.

If you have any questions about the information contained in this *Hot News*, please contact your CWT representative.

CWT HotNews

LATE BREAKING NEWS AFFECTING CORPORATE TRAVEL

CWT to temporarily close Houston locations due to Hurricane Ike

1:00 p.m. CDT, September 11, 2008

As previously reported through *CWT GoAlert24* and major media, Texas has begun preparations for the arrival of Hurricane Ike, which is expected to make landfall near the Houston area late Friday or early Saturday. The city of Houston has begun evacuation procedures and local government has requested the closure of all non-essential businesses for Friday, which will reduce congestion on major highways to ease evacuation efforts.

In response to these evacuation orders and requests by local government, CWT will temporarily close its Houston call center locations effective with the end of business today.

Effective Friday morning and consistent with CWT's Business Resiliency Plans, CWT will utilize its networked call center locations including Emergency Service Centers (ESCs) to reroute calls and related workload to trained travel counselors. Additionally, to ensure uninterrupted service to travelers during this temporary shut-down, CWT is prepared to extend its hours of operation and utilize additional staff to assist CWT-ticketed passengers impacted by the storm. CWT-ticketed passengers with non-urgent travel inquiries are asked to refrain from calling until normal operations resume.

The locations will undergo a thorough site inspection and technology assessment to ensure operational readiness prior to communicating and resuming normal operations.

CWT will continue to monitor the situation and provide updates as appropriate.

If you have any questions about the information contained in this *Hot News*, please contact your CWT representative.

CWT Hot News

LATE BREAKING NEWS AFFECTING CORPORATE TRAVEL

CWT offices to re-open following Hurricane Gustav

2:00 p.m. CDT, September 4 2008

CWT's New Orleans and Baton Rouge Business Travel Centers (BTCs) will re-open with normal business hours on Monday, September 8, following a temporary shutdown due to Hurricane Gustav.

A CWT site inspection at each location confirmed no damage to the centers' infrastructure or equipment. The decision to postpone re-opening these locations aligns with the return instructions for evacuated residents provided by local government.

As previously communicated, CWT contingency plans will remain in operation through the rest of the week.

- CWT-ticketed passengers with immediate travel inquiries will continue to be serviced by CWT's networked call center locations and Emergency Service Centers (ESCs).
- CWT-ticketed passengers with non-urgent travel inquiries are asked to refrain from calling until normal operations resume.

Both locations are expected to re-open with normal staffing levels to service all traveler requests.

CWT will continue to monitor the situation and provide updates as appropriate.

If you have any questions about the information contained in this Hot News, please contact your CWT representative.

CWT Hot News

LATE BREAKING NEWS AFFECTING CORPORATE TRAVEL

CWT update following Hurricane Gustav

2:00 p.m. CDT, September 2, 2008

As previously reported through *CWT Hot News*, CWT temporarily closed its New Orleans Business Travel Center (BTC) to allow for the safety of its employees in the path of Hurricane Gustav. While the center was tentatively scheduled to re-open tomorrow, it will remain closed until later this week after employees are allowed to return to the area by local government.

A new anticipated re-open date is tentatively scheduled for Thursday, September 4. In addition, due to a loss of power, the Baton Rouge BTC will also be temporarily closed.

CWT contingency plans will remain in operation and will be phased out only after the operations in these two locations return to normal.

- CWT-ticketed passengers with immediate travel inquiries will continue to be serviced by CWT's networked call center locations and Emergency Service Centers (ESCs).
- CWT-ticketed passengers with non-urgent travel inquiries are asked to refrain from calling until normal operations resume.

Both locations will undergo a thorough site inspection and technology assessment to ensure operational readiness prior to communicating and resuming normal operations.

CWT will continue to monitor the situation and provide updates as appropriate.

If you have any questions about the information contained in this *Hot News*, please contact your CWT representative.

CWT Hot News

LATE BREAKING NEWS AFFECTING CORPORATE TRAVEL

Hurricane Gustav: CWT Update

10:30 a.m. CDT, September 1, 2008

As previously reported through *CWT GoAlert24* and major media, Hurricane Gustav is expected to make landfall today in the Louisiana region. CWT has made a business decision to temporarily close its New Orleans Business Travel Center (BTC) to ensure the safety and security of our employees.

Effective today and consistent with CWT's Business Resiliency Plans, CWT will utilize its networked call center locations including Emergency Service Centers (ESCs) to reroute calls and related workload to trained counselors. Additionally, to ensure uninterrupted service to travelers during this temporary shut-down, CWT is prepared to extend its hours of operation and utilize additional staff to assist CWT-ticketed passengers impacted by the storm. CWT-ticketed passengers with non-urgent travel inquiries are asked to refrain from calling until normal operations resume.

CWT is committed to providing the highest levels of service to our clients while also ensuring the safety and security of our employees throughout these types of weather events.

While our site is tentatively set to re-open on Wednesday, September 3, CWT will, if necessary, conduct a site inspection and technology assessment to ensure operational readiness prior to communicating and resuming normal operations.

CWT will continue to monitor the situation and provide updates as appropriate.

If you have any questions about the information contained in this *Hot News*, please contact your CWT representative.

CWT HotNews

LATE BREAKING NEWS AFFECTING CORPORATE TRAVEL

Eos Airlines ceases operations

4:30 p.m. CDT, April 28, 2008

As previously communicated via *CWT GoAlert24*, Eos Airlines has filed a voluntary petition under the U.S. Bankruptcy code in the U.S. Bankruptcy Court in the Southern District of New York and ceased operations effective Sunday, April 27.

CWT clients with a ticketed reservation with the carrier are instructed to contact CWT as soon as possible to request a refund. Under regulations, **CWT has until May 4 to process refunds on behalf of its clients; following this date, all refund requests and disputes need to be processed through the bankruptcy court by mailing a proof of claim, available of the carrier's Web site, to the following address:**

Eos Airlines Claims Processing Center
c/o Kurtzman Carson Consultants LLC
2335 Alaska Avenue
El Segundo, CA 90245

Affected clients should view the information and documentation the carrier has posted on its Web site at: www.eosairlines.com.

CWT will continue to monitor the situation and provide updates if necessary.

If you have any questions about the information contained in this *Hot News*, please contact your CWT representative.

CWT Hot News

LATE BREAKING NEWS AFFECTING CORPORATE TRAVEL

American Airlines cancels flights to inspect MD-80 fleet

11:00 a.m. CDT, April 10, 2008

Updated information:

Customers who were scheduled on a flight that was cancelled may request a full refund or may apply the value of their ticket towards future travel on American Airlines. Additionally, customers scheduled to travel on any MD-80 flight from April 8 – 11, even if their flight has not been cancelled, may rebook without a change fee to any AA flight with availability in the same cabin as long as their travel begins by April 17, as shown below:

If you are traveling to, from or through cities served by MD80 aircraft on April 8-11, 2008, and your ticket was issued no later than April 8, 2008, you may change your reservation to begin travel as late as April 17, 2008.

One ticketed change is allowed, and no change fee will apply.

6:30 p.m. CDT, April 8, 2008

As previously communicated via *CWT GoAlert24*, American Airlines (AA) has cancelled several hundred flights to conduct additional inspections of its MD-80 fleet to ensure compliance with the Federal Aviation Administration's airworthiness directive.

To assist passengers, American will re-accommodate customers on other American flights or on flights operated by airlines in the same market. Customers may be automatically notified of flight changes; they should also check AA.com or contact their CWT representative for flight status.

Passengers with cancelled flights are to be protected by one of the following policies:

- Be rebooked on the next AA flight in the same inventory as ticketed if available.
- Be rebooked on the next AA/American Eagle alternate city such as all multi-airport cities in the same inventory ticketed if available.
- Be issued a full refund of the unused portion of the ticket if available re-accommodation is not acceptable to customer.

CWT will continue to monitor the situation and provide updates if necessary.

If you have any questions about the information contained in this Hot News, please contact your CWT representative.



CWT HotNews

LATE BREAKING NEWS AFFECTING CORPORATE TRAVEL

United Airlines issues waiver for temporary B777 grounding

12:30 p.m. CDT, April 2, 2008

As previously communicated via *CWT GoAlert24*, United Airlines (UA) has temporarily grounded all Boeing 777 aircraft to complete functional testing to ensure compliance with FAA standards. As a result, the carrier is expecting significant flight delays and/or cancellations today.

To assist passengers, UA is working to re-accommodate ticketed passengers where available and has issued a waiver for ticketed travel April 2 through April 3. This applies to only bookings cancelled due to the equipment inspection. A summary of the waiver includes:

- United, United Express, Ted and United code-share flights are covered under the policy
- Changes must be made within seven days of original departure date
- Passengers with cancelled flights are eligible for a full refund

Passengers currently en route

- May make one change to their return trip. Rules and restrictions regarding standard change fees, advance purchase, day or time applications, blackouts, and minimum or maximum stay requirements have been waived. Origin and destination cities must remain the same
- Revised travel must be completed within seven days of original travel

Passengers who have not begun travel (wholly unused tickets)

- May make one change to their travel plans without change fees or advance purchase requirement for the same itinerary. Original booking code must remain the same
- For a new itinerary, one change may be made without change fees
- All rescheduled travel may be subject to higher fares if it does not meet original rule and booking code restrictions or is a new itinerary

Ticketed passengers are encouraged to monitor the carrier's Web site at www.united.com or call 1-800-UNITED-1 (1-800-864-8331) for current flight status. Passenger wishing to rebook should contact CWT.

CWT will continue to monitor the situation and provide updates if necessary.

If you have any questions about the information contained in this Hot News, please contact your CWT representative.



CWT Hot News

LATE BREAKING NEWS AFFECTING CORPORATE TRAVEL

Flights cancelled due to pending Greek strike

5:45 p.m. CST, December 10, 2007

CWT has been notified of a pending strike by Greece's main labor unions to take place December 11-12. The strike is predicted to impact all urban transport as well as flights into and out of the country.

Air traffic controllers have stated that no airplanes will be taking off or landing at Athens' airport except for military, medical, and government aircrafts.

At the time of this message, most air carriers had not issued specific recommendations for travelers, however CWT advises all travelers with plans to travel to, from, or through Greece December 11-12 to check current flight status.

To determine which travelers are scheduled to be traveling through Greece in the coming days, CWT clients have the following options:

- CWT Discovery/Program Management Center (PMC) clients can access the "Locate Travelers" button in the "Alerts" section of the PMC homepage
- Legacy-Navigant clients can run a "Forecast Travelers" report

CWT will continue to monitor the situation and provide updates as appropriate.

If you have any questions about the information contained in this Hot News, please contact your CWT representative.