

Inflight Training

# Training Flight Delays and Cancellations

Process and contact information for travel interruption to or from training.



# Table of Contents

## Overview

The purpose of this guide is to assist flight attendants and support staff with travel interruptions to and from training.

## Table of Contents

<a href="#">Table of Contents .....</a>	<a href="#">2</a>
<a href="#">Traveling to Training .....</a>	<a href="#">3</a>
<a href="#">Traveling from Training .....</a>	<a href="#">4</a>
<a href="#">Delay Compensation and Process.....</a>	<a href="#">6</a>
<a href="#">Contacts and References .....</a>	<a href="#">7</a>

## Revision History

Originator	Version	Reason	Date
R. Copley	1.2	Updated verbiage around attending training	03/12/2024
R. Copley	1.1	Updated to Inflight; added SV6; updated SV6 phone	03/03/2023
R. Copley	1.0	Requested updates: Pay clarification	01/26/2022
R. Copley	Original	Revised and updated previous guidance for clarity and to add additional information	10/18/2021

*Note: The singular “they” is used within this document as a gender-neutral pronoun.*

# Traveling to Training

## Booking Priority

Travel to training from base is A1D. If traveling from a satellite base that is listed as your commuter city, travel to training only is A1D. If traveling from your registered commuter city, it is A3D.

## Delay / Cancellation Process - Origin City

If your flight is delayed or cancelled but you will still arrive one hour or more prior to the start of classroom training, you do not need to contact Training.

If your flight is delayed or cancelled at the origin city and you'll have less than one hour available prior to the start of class, contact the [Training Support](#) team prior to departure if possible. Training Support will work to accommodate you in a future class.

If Training Support is closed or unavailable, contact [Daily Operations](#).

## Delay Process - Diversions and/or Delays In Route

If your flight is diverted or otherwise delayed once in-route, the Training Support and Training Operations teams will continue to monitor your flight's progress.

To preserve hotel and flight information, a flight attendant may not be proactively re-accommodated into a new class until their flight has arrived in DFW.

Step	FA Action	Training Action / Comment
1	FA remains on diverted/delayed flight; contact Training Support when able.	FA's flight and class bookings are left intact while in-route.
2	Upon arrival to DFW, contact one (1) of the below in the order listed. If one is closed, move to the next. 1) <a href="#">Training Support</a> — (hours vary) if closed, contact: 2) <a href="#">Skyview 6 Front Desk</a> (generally 24-hours) - if closed, contact: 3) <a href="#">Daily Operations</a> (24-hours)	FA will be booked a flight home if available and legal; if not available, the FA will utilize the hotel previously booked for the class (if applicable) and contact Training Support the next morning for new flights and training enrollment. Training Operations will mark the flight attendant as "DIVERTED" or "DELAYED" on the class roster to indicate their hotel room is to be kept .

# Traveling from Training

## Booking Priority

Travel from training to base is A1D. If traveling to your registered commuter city, it is A3D.

## Delay / Cancellation Process from DFW

If your flight is delayed or cancelled, continue to standby at the airport until either of the following occurs:

- No additional flights to base/commuter city
- Legal duty day has or will expire (16 hours)

If either occur, follow the below steps:

Step	FA Action	Training Action / Comment
1	<p>Contact and advise that they are departing training and need a room due to the above. Call one (1) of the below, starting with the first listed:</p> <ol style="list-style-type: none"><li>1) <a href="#">Skyview 6 Front Desk</a> - if unavailable, contact:</li><li>2) <a href="#">Training Support</a> — (hours vary) if closed, contact:</li><li>3) <a href="#">Daily Operations</a> (24-hours)</li></ol> <p>You should be automatically rolled to the next day's flights. If not, Training Support or Daily Operations can assist.</p>	<p>A room will be booked and transportation provided by the hotel.</p> <p>Note: When calling Skyview 6 (SV6), ensure you notify them that you are a flight attendant attending training.</p>
2	<p>If you have a trip/reserve the next day, contact <a href="#">Crew Scheduling</a> to inform them of your delayed/cancelled flight and current planned return flight.</p>	

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# Traveling from Training

## Delay Process - Diversions and/or Delays In Route

If your flight is diverted or otherwise delayed once in-route, Daily Operations will handle any necessary changes.

Step	FA Action	Training Action / Comment
1	If the flight is cancelled in a diversion city, contact <a href="#">Daily Operations</a> for a hotel room.	A room will be booked and transportation provided by the hotel.
2	If you have a trip/reserve the next day, contact <a href="#">Crew Scheduling</a> to inform them of your delayed/cancelled flight and current estimated return flight.	Crew Scheduling will make any necessary schedule adjustments for the flight attendant's future schedule.

# Delay Compensation and Process

## Compensation

A flight attendant who reports to the airport for his/her scheduled deadhead to training, including a scheduled deadhead from his/her residence as specified in Paragraph H.1., and the flight fails to operate or is delayed so that the flight attendant will not be able to attend training or arrive home within the sixteen (16) hour limitation will receive a minimum of three (3) hours pay and credit, provided an alternate deadhead flight and training class is not available within the sixteen (16) hour limitation, determined by the check-in time for the original flight.

JCBA Reference: 29.E.4

## Process

Reason	Pay	Comments
Out of base training: Deadhead or commuter flight cancels or delays and unable to get to training (whether from base or commuter city)	3 hour pay and credit - 29.E.4 or duty rig if greater	Assumes no other flight or training class is available on the same day
Out of base training: Travels in, but too late for training. Original schedule must have been within 16-hour limit	3 hour pay and credit - 29.E.4 per duty period or duty rig if greater TAFB applies Hotel provided if RON necessary	Assumes no other flight or training class available on same day. If a FA is required to RON due to no available flight back to crew base, subsequent day will be handled under #3 or #4.
Out of base training: Return flight <u>to crew base</u> is delayed / cancelled, creating illegality with next trip. RON may be necessary.	TAFB continues. Hotel provided if RON necessary. Trip illegality, Illegal Through No Fault protection 29.D.6.b	Only applies if FAR illegal—otherwise FA may split back on-to the trip 10.K.1
Out of base training: Return flight delayed / cancelled, requiring RON; no illegality with subsequent trip. Original schedule must have been within 16 hour limit.	Hotel provided; TAFB paid based on scheduled or actual flights to/from crew base, even if traveling to/from commuter city. No additional pay if training/travel is the same day	Subsequent day travel only: TAFB continues and FA receives 3 hours pay and credit (29.E.4) only.

# Contacts and References

## Contacts

Group	Contact	Reference
Training Support (TSD)	1-800-VIP-Crew (login, #, 6, 1)	Hours vary by day and training schedule. Reference the Training website for hours or click <a href="#">here</a> .  General, hours usually are: Monday - Friday: 0830 - 1700 Saturday/Sunday: 0830 - 1200 Closed Company Holidays
Skyview 6 Front Desk	1-682-746-5706	Generally 24-hours  Note: When calling SV6, reference that you are a FA attending training.
Daily Operations	1-682-315-7070 or 1-888-222-4737	24-hours
Crew Scheduling	1-800-VIP-Crew (login, #, then 3)	24-hours