

Chapter 11

Make the Best of Your Travel Experience

I have worked in the airline industry long enough to know many wonderful, caring, hardworking airline employees. I have seen many friends lose their jobs and absorb soaring health care costs, declining benefits, and falling pay. The folks who remain in the airline industry are working harder than ever to keep you as one of their customers so that the airline industry continues to thrive. Please respect them and work together with them when you experience problems with any aspect of your travel experience. In most cases the airline will treat you fairly. Please be fair in what you ask in compensation for service failures.

Whether you are traveling for sun, fun, business, wedding, graduation, family reunion, or a holiday, have a great, stress-free travel experience.
Thank You!