



Grace's Cruises - Insider Travel Tip

When Travel Plans Change: The Value of Having Someone in Your Corner

Most vacations go exactly as planned. But every once in a while, something unexpected happens.

- Flights are cancelled.
- Schedules change.
- Connections are missed.
- Travel companions get separated (due to last minute schedule changes)

And when that happens, having an experienced travel advisor can make all the difference.



A Real-Life Example

Just this week, four of my clients were departing Vancouver for a Viking river cruise in Europe.

- Their cruise & air package had been booked months in advance and everything appeared to be in order.
- When they arrived at the airport, they discovered that their original itinerary no longer existed.
- The airline had cancelled their flights and they were automatically rebooked by Viking on a completely different routing.
- At first look, the new routing looked better with fewer connections and a more direct journey.
- Unfortunately, there was one major problem.



The Group Had Been Split Up

- Two travelers were assigned to an earlier connecting flight to Prague with a very short layover.
- The other two travelers were assigned to a later flight and faced an 8+ hour layover in Paris.
- Needless to say, everyone was stressed.
- Instead of beginning their European vacation together, they were going to spend most of the day separated.



A Quick Text Changed Everything

- One of the travelers reached out to me directly from the airport.
- While they focused on checking in for the new flights, I immediately contacted Viking's Emergency Air Team and began reviewing alternative options.
- The first response wasn't encouraging. I was advised that flights were sold out and that changing the itinerary would require paying a significant fare difference.
- That wasn't an acceptable solution.



Advocacy Matters

After several discussions and escalations, I was able to secure seats for all four travelers on the same connecting flight from Paris to Prague. Instead of being separated for most of the day:

- ✓ The group remained together
- ✓ Their layover was reduced from 8 hours to approximately 4 hours
- ✓ The additional charge was waived
- ✓ The trip began on a much more positive note

Most importantly, the issue was resolved before they even boarded their first flight.

🤔 Could They Have Done This Themselves?

Absolutely. But instead of spending valuable vacation time on hold with airlines and suppliers, they had someone advocating for them behind the scenes.

- Someone who knew who to call.
- Someone who understood the airline system.
- Someone who wasn't willing to accept the first answer.

★ The Hidden Value of a Travel Advisor

Many travelers assume that a travel advisor's role ends once the booking is made. In reality, that's often when the relationship becomes most valuable.

A travel advisor can assist with:

- Flight schedule changes
- Cruise itinerary changes
- Hotel issues
- Missed connections
- Travel disruptions
- Last-minute questions
- Special requests and adjustments

It's not just about making the reservation. It's about having someone in your corner when you need assistance.

⚓ Final Thoughts From Grace

Travel should be exciting. While none of us can prevent airlines from changing schedules or unexpected situations from occurring, having the right support can make those challenges much easier to navigate.

Hopefully your vacation will go perfectly from beginning to end. But if it doesn't, it's nice to know that someone is only a phone call, text message, or email away. — not overwhelming. Having the right support can make all the difference in how your trip comes together.

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