

FlightGuard48® Terms & Conditions

Effective Date: June 2026

IMPORTANT NOTICE: THIS IS NOT AN INSURANCE POLICY

FlightGuard48® is a **flight disruption assistance and coordination service, not an insurance product**. We do not underwrite financial risk, process indemnity claims, or provide direct cash payouts, reimbursements, or monetary compensation to travelers under any circumstances. All financial limits referenced herein represent the maximum logistical budget that we will pay directly to third-party providers (airlines, hotels, or transport companies) on your behalf to resolve qualifying operational disruptions.

1. Activation and Eligibility

1.1 Per-Passenger Basis

The service is purchased, applied, and active strictly on a **per-passenger basis**. All logistics coordination, support services, and funding thresholds apply individually to each unique passenger and to their corresponding specific booking itinerary.

1.2 Activation Criteria

The service activates and becomes operational only if, within 48 hours of the scheduled flight departure time, the operating air carrier issues an official notice of one of the following events:

- A complete flight cancellation; or
- An operational delay exceeding 3 hours.

This service provides a maximum of one assistance and rebooking sequence per passenger, per booking itinerary.

1.3 Scope of Eligibility

To ensure clarity for travelers, agents, and operators, logistics assistance is strictly separated based on the root cause of the disruption:

Eligible Operational Disruptions (Airline-Controlled) • Aircraft mechanical, technical, or safety faults. • Airline crew shortages or scheduling issues. • Airline IT infrastructure or system-wide outages. • Carrier flight overbookings.	Non-Eligible Disruptions (Outside Scope) • Advance schedule alterations made more than 48 hours before departure. • Air Traffic Control (ATC) restrictions or operational delays. • Airport facility or infrastructure failures. • Weather systems, environmental issues, or natural disasters. • Labor strikes (airline, airport, or air traffic control). • Government-mandated airspace closures or flight bans.
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2. Disruption Assistance Services

When an eligible disruption occurs, live alternative options are evaluated in real time. One or more of the following logistical options may be coordinated, subject to commercial availability.

2.1 Alternative Flight Arrangements

Live alternative flights or flight combinations will be searched and presented. Upon the traveler's confirmation, the new ticket will be secured and funded directly with the provider.

- **Logistical Funding Limit:** Up to \$1,000 per passenger, inclusive of taxes and up to a \$50 ticketing or agency fee.
- **Excluded Ancillaries:** Optional add-ons such as voluntary seat assignments, cabin upgrades, and baggage fees are not handled or funded.
- **Overage Policy:** If the chosen alternative ticket exceeds \$1,000, the traveler must clear the remaining financial balance before the ticket is issued.
- **Inter-Transit Support:** Necessary transfers between nearby transit hubs or emergency overnight hotel accommodations will be managed if a replacement flight departs the following day. All related accommodation and transit costs count toward the cumulative \$1,000 per-passenger cap.

2.2 Airport Comfort Options

If alternative travel options are not immediately available or are operationally unfeasible, the coordination team may provide alternative comfort amenities:

- An digital voucher for airport lounge access; or
- A digital voucher worth up to \$50 per passenger for airport dining or ground transit if lounge facilities are closed, crowded, or inaccessible.

2.3 Alternative Ground Transportation

Where appropriate and faster than air travel, alternative modes of ground or maritime transport (such as high-speed rail, coach, or ferry) may be proposed and secured. These arrangements are subject to identical real-time availability constraints and follow the same \$1,000 per-passenger funding limit detailed in Section 2.1.

3. Service Provision and Access

3.1 Purchase Requirements

The service must be selected and fully paid for at the time of the original booking or within an authorized post-booking retail window. It applies exclusively to the specific passengers declared during the purchase sequence.

3.2 Institutional Programs

For corporate travelers or customers receiving this service as an integrated account benefit through an employer, Travel Management Company (TMC), or financial institution, benefit validation is determined solely by the active status criteria in the master commercial agreement.

3.3 Pre-Existing Disruptions

The service cannot be retroactively applied. If a flight has already been canceled or delayed by more than 3 hours prior to the successful purchase or activation of the service, that flight is permanently ineligible for logistical support.

4. Time-Sensitivity of Live Inventory

Aviation and transit seat inventories fluctuate rapidly during major airport operational failures. Any alternative transport solutions proposed are highly time-sensitive and subject to immediate expiration. Live seating inventory cannot be locked or guaranteed until the traveler provides express confirmation and any required overage payment.

5. Service Boundaries and Limitations

Even during a qualifying operational disruption, widespread infrastructure crises may physically or legally prevent the execution of travel logistics. Logistical coordination, alternative bookings, and direct funding may be restricted under the following scenarios:

- Systemic transit industry failures where zero alternative seats exist.
- Government borders closures, international sanctions, or localized emergency orders that make alternative travel legally impossible.
- Widespread public telecom, internet, or electrical network blackouts outside the control of the individual carrier.

In such exceptional circumstances, reasonable administrative efforts will be made to advise the traveler, but successful rebooking cannot be guaranteed.

5.1 Commercial Availability Rules

Only commercial travel options open to the general public and accessible via standard global distribution or third-party agency ticketing channels can be arranged. Private charters or restricted carrier channels are excluded.

5.2 Coordination Mandate

To utilize the logistical funding budget, all changes must be routed directly through the designated coordination team. Any independent rebookings or changes made by the traveler directly with the airline without explicit prior authorization will void service eligibility.

5.3 No-Show Exclusion

If a traveler fails to properly check in, clear security, or report to the gate for their original flight due to personal errors or delays, the service is void.

5.4 Out-of-Scope Expenses

Independent personal purchases made by the traveler at the airport (including meals, electronics, luggage replacement, or separate personal travel insurance policies) are completely outside the scope of this coordination service and are not eligible for reimbursement.

6. Cancellations and Refunds

6.1 Individual Purchases

Retail service purchases may be canceled for a full refund up to 48 hours before the scheduled flight departure time. Once inside this 48-hour operational window, the service fee becomes fully non-refundable.

6.2 Institutional Programs

For corporate benefits and partner distribution programs, service access, removal, and cancellation rules are dictated strictly by the parameters set in the partner organization's master agreement.