



## Website Business

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The Ultimate Resource for  
Today's Connected Traveler.



### Key reminders for travel disruptions:

#### Plan for Extra Airport Time

Security wait times at many airports are currently longer than usual.

CTM recommends arriving earlier than normal, especially for morning departures, peak travel days, and at larger hub airports, to help ensure a smooth travel experience.

The [MyTSA app](#) is not currently updating airport security wait times due to a partial government shutdown impacting Department of Homeland Security funding.

CTM recommends checking the [FlightAware Misery Map](#) or [Take off Timer](#)

#### Flight Disruptions & Passenger Rights

If your flight is canceled or significantly changed, you may be entitled to a refund, even if you purchased a nonrefundable ticket.

Depending on the situation, airlines may offer:

- Rebooking on a later flight
- Meal vouchers or hotel accommodations in certain circumstances
- Alternate transportation options, depending on the airline and reason for the disruption

Please note that policies vary by airline. Benefits may differ when disruptions are caused by weather or air traffic control issues, as opposed to situations within the airline's control.

Call the CTM Team for assistance

CTM is your Travel Partner Every Step of the Way

**Travel can be unpredictable, as your trusted travel partner, CTM is here to support you every step of the way:**

- We are available & accessible when airlines are not
- We manage trip disruptions, proactively & identify the best rerouting options
- We have priority access to airline waivers and exceptions
- We support Duty of Care initiatives, including real-time “Where Are My Travelers?”
- We track unused tickets and automatically apply them whenever possible

**CTM experienced and responsive agents are dedicated to making travel less stressful for both frequent travelers and travel managers alike.**

**To learn more about passenger rights, visit the U.S. Department of Transportation’s [Flyers Rights](#)**

STAY CONNECTED:



Thank you for your business,  
Corporate Travel Management

[www.goctm.com](http://www.goctm.com)

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