

TWU HOTEL & TRANSPORTATION Q&A

GENERAL HOTEL INFORMATION

Q: Do I need to provide my personal credit or debit card at check-in?

A: No, the hotel should have a credit card authorization on file. If it is missing, Team Member Travel (Crew Travel) can be contacted to request that the authorization be sent. Crew Services are also available if Team Member Travel (Crew Travel) cannot be reached. Additional details are found in Section 9.B.10. of the CBA.

Q: What should I do if my room is not clean (such as mold in the air vents, bed bugs, or insufficient cleaning) or does not comply with CBA provisions?

A: Please request a room change at the front desk. If this is not possible, kindly email crew.travel@allegiantair.com and ht@twu577.org. Ensure your message includes all relevant details, such as the date, location, hotel name, and any applicable photographs, so that your situation can be properly evaluated.

Q: My hotel provides breakfast, but there is an additional charge. Should I submit a grievance?

A: Our contract specifies that breakfast will be provided; however, it does not mandate that breakfast be complimentary. Certain hotel rates may include free breakfast, while others may not. The absence of a complimentary breakfast does not constitute a breach of contract.

Q: I have been assigned a room on the ground floor by the hotel. What steps should I take?

A: Kindly request a room located on one of the upper floors of the hotel. If no such rooms are available, contact Team Member Travel (Crew Travel) for further assistance. In accordance with Section 9.B.2. of the CBA, "*Layover hotel rooms for flight attendants shall not be located on the ground floor of the hotel and shall open to an indoor corridor.*"

Q: What should I do if I believe the hotel assigned to me is located in an area that may be unsafe?

A: Please email your concerns to crew.travel@allegiantair.com and ht@twu577.org. Kindly include the hotel name, address, dates, and any relevant videos or photos in your correspondence.

OVERNIGHTS (TDY, CHARTERS, MULTIDAY PAIRINGS)

Q: What is a TDY?

A: TDY stands for Temporary Duty Assignment. TDYs provide staffing support for bases with increased flying operations during peak times/months. TDY assignments are available through a bidding process and are awarded based on seniority.

Q: During a temporary duty assignment (TDY), what seniority status is applied for bidding purposes?

A: Voluntary TDY: When a Flight Attendant is assigned to a voluntary temporary duty assignment, they are listed at the bottom of the seniority list at the TDY base for bidding purposes.

Involuntary TDY: When a Flight Attendant is assigned to an involuntary TDY, their department seniority will be recognized at the TDY base for bidding purposes.

Q: When picking up a Mission Mode while on TDY, where do I fall on the seniority list?

A: Mission Modes are awarded by seniority, by base seniority first. If you are on a TDY, you will be considered part of the base and use your departmental seniority in the TDY Base for Mission Mode assignments.

Q: When should I expect to receive my hotel information prior to the start of my TDY?

A: The company aims to provide hotel information approximately 30 days before your TDY assignment check-in date.

Q: What is the process for using the Hotel Option during a TDY assignment?

A: Hotel Option rates are pre-calculated quarterly and based off negotiated rates between the Company and the hotel.

If a Flight Attendant chooses the hotel option for a TDY assignment, they will be responsible for their own accommodations and will receive 50% of the anticipated hotel cost. Hotel options rates can be found on G4Connect [HERE](#). For example, the anticipated nightly hotel rate is \$150, and you are on TDY 30 nights. You will be paid:

$$\$150 \times 30 = \$4,500.00 / 2 = \$2,250.00$$

More information about the hotel option can be found in Section 9.B.13. of the CBA.

Q: Does the contract stipulate that accommodation featuring kitchenettes and laundry facilities must be provided for extended TDY assignments of one month or longer?

A: While not required by contract, the company aims to book hotels with kitchenettes and laundry facilities. During hotel visits for long-term TDY assignments, both the company and the committee seek properties offering these amenities.

Q: What happens if I trip-trade a charter, and it still shows the other Flight Attendants reservation on it?

A: Team Member Travel (Crew Travel) reserves all charter rooms under Allegiant Air. If you want to verify any hotel information, please reach out to the Allegiant charter representative or Team Member Travel (Crew Travel).

Q: When does my rest period begin during an overnight?

A: Rest begins 20 minutes after the aircraft is blocked in. If there are circumstances that delay this, such as accommodating deplaning of wheelchairs or weather issues, Crew Services must be contacted before leaving the airport, and the Lead Flight Attendant should submit an email explaining the delay. This should be done immediately after completing the duty to ensure compliance and proper documentation.

Q: In the event of a delay, when would it be appropriate for me to request access to a day room?

A: If you are away from base and expect your delay to exceed five hours, you may contact Crew Services to request a day room.

TRANSPORTATION AND PARKING

Q: Is transportation arranged or provided for Flight Attendants during overnight stays away from their base?

A: Yes. In accordance with the Collective Bargaining Agreement (CBA), Section 9.C.1, the Company shall provide transportation to and from the hotel for overnights away from base. This applies to Charters, Multi-Day Pairings (MDPs), TDY assignments and unscheduled overnights.

The transportation options will be determined by a set of factors to ensure flexibility and compliance. These factors include, but are not limited to:

- Available transportation resources at the overnight location.
- Hotel proximity and shuttle availability.
- Local rideshare service accessibility.
- Availability of rental cars.
- Local private transportation companies.
- Safety and reliability of available options.
- Company travel policy and budget considerations.

Note: if applicable, when issued a car for temporary duty (TDY), individuals should email the TDY location Base Supervisor to request a parking pass.

Q: What are the transportation options?

A: The following transportation methods may be utilized based on the above considerations:

1. Hotel Shuttle: When available, dedicated hotel shuttles will be used to transport Flight Attendants between the airport and the hotel.
2. Rideshare Transportation: Approved rideshare services, such as Uber or Lyft, may be arranged, ensuring vehicles meet safety, cleanliness, and insurance standards.
3. Shared Rental Cars: Where feasible (and the previous options are not available), shared rental cars will be provided exclusively for Flight Attendant use and managed by Team Member Travel (Crew Travel).
4. Private Transportation Companies: Local, insured private transportation providers may be contracted to offer direct service to Flight Attendants.

Q: What should I do if there is a concern with the transportation provided?

A: All transportation arranged by the company via Team Member Travel (Crew Travel) will adhere to the following standards to comply with CBA Section 9.C.4 and 9.C.5:

- Vehicles must be safe, clean, and climate controlled.
- All vehicles must be appropriately insured.
- Transportation will normally not be shared with passengers.
- Providers must be vetted for reliability and safety.
- Team Travel will monitor feedback and maintain a list of approved transportation providers.
- Flight Attendants are encouraged to communicate any concerns and feedback with the TWU Hotel & Transportation Committee and Allegiant's Team Travel.

Q: Can I suggest my own flights to and from a training event (FA recurrent)?

A: Yes, flight preferences may be submitted up to 30 days before your recurrent session. A JIRA ticket will be generated on your behalf to facilitate the submission of your travel preferences. You will receive an email with all relevant deadlines and detailed instructions prior to your recurrent training.

Q: How can I find out my DH amount if I drive to recurrent training?

A: You can find the drive times on G4Connect [HERE](#). The Company and the Hotel and Transportation Committee reconcile drive times annually.

Q: I have a concern regarding my parking situation at my Base. What steps should I take?

A: Please contact your Base Supervisor and ht@twu577.org regarding any concerns.

Q: Can I get a parking pass at a base other than my own?

A: Yes, you can have one (1) parking pass at your assigned base, or any other base, if available. Please refer to the CBA Section 9.C.7.