

# SSDP for Overnight Delays

## Why ?

SSDP has been hugely successful for cancellations and thanks to recent innovation we're now able to offer access for customers who are eligible to use SSDP for their accommodation requirements in the event of an overnight delay. Since going live on the 28<sup>th</sup> of May, there has been some confusion regarding the process.

## Procedure:

### ICC/Disruption Team:

The CDO will send the standard SITA message to the affected airports and this will also be sent to TA Connections to ensure they are aware and source accommodation.

The CDO will be responsible for drops of customers from original flight to the new overnight delayed flight 9xxx for all customer types.

### Ground Handler

TA Connections will initially load 40 rooms for customers who are eligible to access via SSDP.

The Ground handler must advise TA connections of how many rooms are required in total, this figure must be as accurate as possible based on customer requirements.

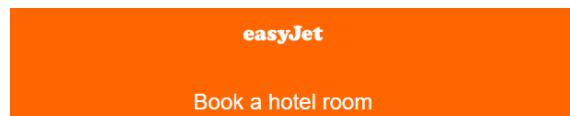
The Ground Handler must support any customers that are not able to use SSDP and manually issue rooms to customers.

### **easyJet holidays customers cannot use SSDP.**

Ground Crew are required to provide hotel rooms manually and should not be directed to easyJet holidays team.

### Message if hotels not available in SSDP

If a customer receives the following message, then the allocation has been used and the GH must contact TA Connections:



We're really sorry; we're currently unable to find hotel rooms in the area. If you need a hotel room and are able to make your own arrangements, we'll refund the cost of a reasonably priced room, meals and travel costs to and from your hotel. See more details on the Delays & Cancellations page on our website.

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## **FAQ**

### **Customers do not have access to the internet or SSDP ?**

There will be customers who cannot use SSDP for a variety of reasons, ground handler's will still be required to support this customers.

### **We're unable to source transport, what should I advise customers?**

Ground crew are required to help any customers needing help and any ground transport that can't be provided should keep their receipts and claim back.

### **Why are 40 Rooms loaded initially ?**

Cancellations are only loaded with 10 rooms initially, in order to support local teams we have agreed to load 40 rooms initially to ensure greater availability in order for customers to self serve.

### **A customer wants to source their own hotel, can they do this ?**

On rare occasions when accommodation cannot be source, the CDO will liaise with the ground crew to advise customers to source their own. Customers should not be advised to source their own unless approved by CDO.

### **Which types of customers cannot access SSDP ?**

easyJet holidays customers will not have access. Other customers who've not booked direct may also not have access e.g. large group bookings, some bookings through 3<sup>rd</sup> parties. In any case you must assist the customer. easyJet holidays customers must not be referred to easyJet holidays team.

### **Can a customer change to a different flight through SSDP for overnight Delays ?**

For overnight delays, only accommodation can be selected as the CDO will ensure all customers are lrop'd onto the new flight the following day. For any other entitlement the customer should contact CMC.

### **Why don't we just keep the original procedure and Ground Handler manages the whole flight ?**

This new procedure ensures that customers have a choice to manage on line and is in addition to the current procedure and will reduce pressure on Ground Handler during disruption.

### **Why is transport not available on SSDP**

Currently SSDP does not support transport to and from hotels, this is under development and will be shared once available

### **Why do we need to provide the number of rooms required, this isn't needed for cancellations ?**

The requirements for rooms is difficult to estimate and varies by route, destination, time of day and other flight availability. Only local teams on the ground can provide an accurate number and reduce unnecessary costs for unused rooms.

### **Is SSDP for Overnight Delays working ?**

77% of rooms prior to the launch in SSDP were issued by GH, since launch only 30% are now issued by GH.

**Glossary:**

SSDP: Self Service Disruption Management Portal

CDO: Customer Disruption Officer within Integrated Control Centre.

CMC: Customer Management Centre

GH: Ground Handler

Irop'd/Irop: Irregular operations as defined in eRes