



Topic: HOTAC During easyJet Disruptions

Dear Supervisors and Lead Agents

Normally HOTAC on easyJet can only be booked by TA Connections, however after yesterday's experience, Alex (from easyJet) said that we should feel free and offer TA Connections that we are able to book hotels via LayoverSolutions.

So, next time, when you see that it takes a long time for TA Connections to arrange the hotel, feel free to send them an email and ask them for their approval for LayoverSolutions.

Important: We cannot just do it without their approval. TA Connections must approve it, that we can book via LayoverSolutions!

And again, great job yesterday!!

Thank you all!

Norbert