

Monthly Meeting – April 2021

Puget Sound Business Travel Association

Connecting the people that connect the world.™



AGENDA

11:00 – Networking

11:05 – Welcome and Business

11:10 – Presentation

12:00 – Thank you's

American Airlines



Carolyn Gorski
Corporate Account Manager
Pacific Northwest



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American Airlines

VIDEO LAUNCH: [LINK TO VIDEO](#)



Carolyn Gorski
Corporate Account Manager
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More choice, more benefits



The expanded partnership between the airlines provides you seamless account management from both carriers, offers travelers more options across a broader network, and gives loyalty members with benefits across both airlines

Seamless account management

As part of the bilateral agreement, travel managers can expect exceptional service and account management, streamlined support from both Alaska and American teams, and your travelers will continue to arrange travel through existing booking process



Alaska Airlines, the newest member of the oneworld® alliance

Alaska Airlines is officially joining the oneworld® alliance on 03/31. This move connects Alaska guests to more than 1,000 destinations across more than 170 countries and territories



More options across a broader network

- As a part of the partnership, American launched direct flights from Seattle (SEA) to London Heathrow (LHR), and pending government approval, will also launch service from SEA to Shanghai, China (PVG). American will also launch the first service from Seattle (SEA) to Bengaluru, India (BLR) with daily flights beginning October 30, 2021
- The carriers continue to expand their domestic codeshare that offers customers hassle-free booking and travel between the two networks, and eventually will expand it to include international routes from Los Angeles (LAX) and SEA

More options across a broader network



Provides travelers with more options and destinations across a broader network, with the carriers serving a total of 104 nonstop destinations out of Seattle (SEA)

New service to and from Seattle

Origin	Destination	Departure	Arrival	Aircraft
SEA	LHR	7:10 p.m.	12:50 p.m. +1	777-200
LHR	SEA	1:50 p.m.	3:55 p.m.	777-200
SEA	BLR	5:55 p.m.	11:05 p.m. +1	787-9
BLR	SEA	1:45 a.m.	6:00 a.m.	787-9
SEA	PVG	12:50 p.m.	4:25 p.m. +1	777-200
PVG	SEA	6:25 p.m.	3:10 p.m.	777-200

- Launched direct flights from SEA to London Heathrow (LHR)
- First nonstop service from SEA to Bengaluru, India (BLR) in Oct 2021
- Pending government approval, we'll launch SEA to Shanghai, China (PVG)

* Please check your GDS for full schedule information

American's Boeing 777-200s have several premium seating options, including 37 lie-flat seats in Flagship® Business, 24 Premium Economy seats, and 66 Main Cabin Extra seats. American's Boeing 787-9 Dreamliner also has several premium seating options, with 30 lie-flat seats in Flagship® Business, 21 Premium Economy seats, and 34 Main Cabin Extra seats. Wi-Fi is available throughout both aircraft, and every seat has seatback inflight entertainment and power for charging personal devices



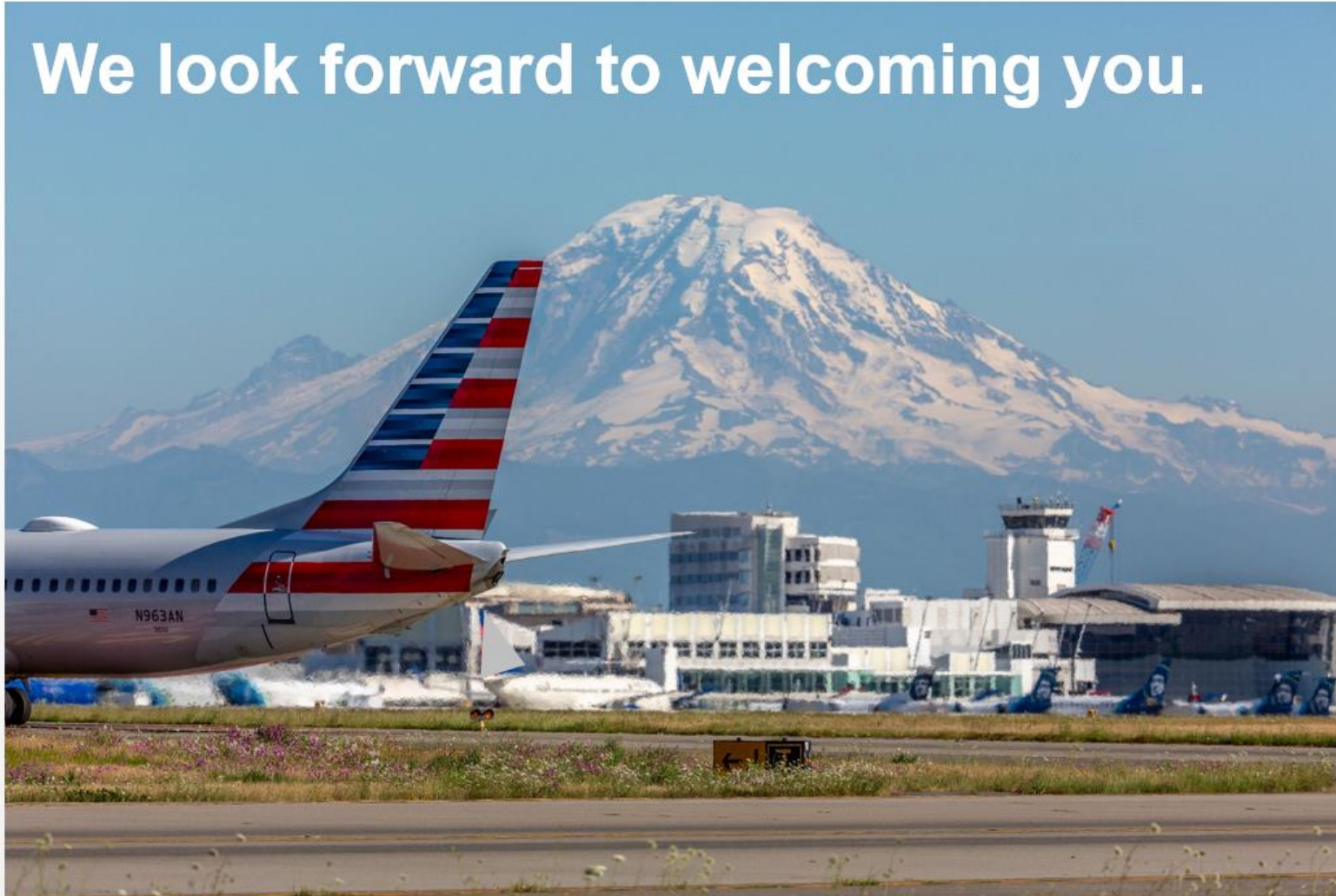
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Lounge Access at SEA



We look forward to welcoming you.



Traveler Expectations for Post-Pandemic Travel

Puget Sound Business Travel Association

April 21, 2021

Greg Duff
Foster Garvey PC

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Greg Duff, Foster Garvey

- Chair of the firm's national Hospitality, Travel & Tourism practice dedicated to hotels, restaurants, tour operators, cruise companies, airlines and industry associations
- 25+ years lodging industry experience, including previously serving in-house legal and business roles with the Westin Hotel Company/Starwood Hotels and Resorts, Homegrocer.com/Webvan Group and Columbia Hospitality



Guest Communication

- Alleviating Guest Concerns vs. Mitigating Liability
- Communicate Early and Often
- Protocols, Practices and Amenities
- Booking Terms and Conditions
- COVID Resources

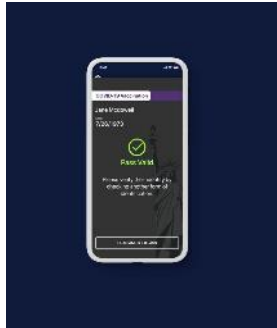


Guest Releases and Waivers

- Venue Liability
- Civil Immunity
- Release and Waivers
 - Generally
 - Specific Activities
- Booking Terms and Conditions



COVID-19 Protocols, Testing, Vaccines and Health Passports



- COVID Protocols
- On-property Testing Products and Services
 - Third Parties
 - Privacy
- Vaccination Requirements - “COVID Free Zones”
- Health Passports



Deposits, Cancellations and Refunds

- Cash is King
- The Intermediaries' Dilemma
- Booking Terms and Conditions
- Industry or Property Viability
- Force Majeure



Alternative Uses

- Student Housing
- Homeless Shelters
- Medical Staff/Patients
- Office Sharing
- Workout Studios
- Effects on Transient Guests?





Call to Action



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DUFF ON HOSPITALITY LAW
duffonhospitalitylaw.com

Thank you

