

Hotel Gainsharing Policy

The Hotel Gainshare Program allows a flight attendant with a scheduled domestic layover (US mainland, Alaska & Hawaii) to cancel their hotel room and receive a reimbursement of \$20.00.

I've recently received a number of questions and concerns regarding the process of the Hotel Gainsharing Program. Some examples of problems occurred after the hotel room was cancelled included the inability to trade a pairing; personal drops were denied and why the toll free number is not working to cancel a hotel room.

Listed below is a recap of the program and some clarifications that I hope will be helpful.

- ❖ The Hotel Gainshare program is automated & must be completed online through CCS. The toll free phone numbers used in the past to cancel hotel rooms have been deactivated in June 2006.
- ❖ The cancellation of your hotel room needs to be completed online through CCS 24 hours before check in (no more than 72 hours before check in)
- ❖ Once your hotel room has been cancelled, your pairing is ineligible for trip trade or personal drop. Cancellations are final and cannot be rescinded.
- ❖ If you have cancelled your hotel room, are reassigned or call in sick, please advise Crew Scheduling of your cancelled hotel room. Hotel accommodations need to be made for your replacement flight attendant.
- ❖ To cancel a room, login to CCS and select the "Other" menu to get to the Hotel Gainshare page. This first page outlines the terms and eligibility requirements to cancel your hotel room. After accepting the terms, a page of your overnight locations will appear with the option to cancel your hotel.
- ❖ After you select the hotel location, (inbound flight # & date) you need to 'Confirm Selection' and print the "Transaction Complete" for your records. A list of cancelled hotel rooms can also be located in the Reports Menu/ Hotel Gainsharing Program on CCS.
- ❖ Reimbursements of \$20.00 for each cancelled hotel room will be included on the clean-up check on the following month of the cancellation.

Since this is a program that you may not use on a regular basis, I can certainly understand the questions that have come up! There is a lot to consider before canceling that room!

I thank each of you for sending your hotel questions & concerns on the Local Lodge Website. You can access the website from the crew room @ <http://www.2339c.org/>. This website is an abundant source of information that Marcus Valentino has created. He has made this website available to all of us from the Cleveland Crew Room. The quality of the information and timely updates alone reflect Marcus' commitment as Webmaster for the past two years plus the work serving as our local lodge president. Thank you Marcus!

Please complete an on-line report to OPERATIONAL PERFORMANCE (My COAIR / OPERATION PERFORMANCE). To print your report (Before submitting) you can print the report before submitting it by selecting "Ctrl + P" on keyboard. Please leave a copy of your report with Chrysta Leonard or Lauren Herold (V file).

OPERATIONAL PERFORMANCE <https://www.coair.com/OpPerf/> & <http://www.2339c.org/>- Hotel Issues.