

Tips for handling flight delays and cancellations

By Better Business Bureau

Pilot strikes, labor shortages and high travel demand have all contributed to a summer of chaos for the flight industry. On average, one out of five flights have experienced delays and over 116,000 flights have been canceled so far in 2022, according to FlightAware data. As airlines continue to try to accommodate stranded passengers, the Better Business Bureau provides guidance to travelers who may be seeking compensation and refunds for cancellations.

When are consumers entitled to a refund after a flight delay or cancellation?

When a consumer is flying domestically in the United States, rules regarding flight delays and cancellations are overseen by the U.S. Department of Transportation. In general, there are no U.S. federal laws requiring airlines to provide passengers with compensation for a delayed flight. Airlines may have their own policies and may provide better benefits if a flight was canceled or significantly delayed within the airline's scope of control.

However, when flights are canceled by the airline, consumers are always entitled to a full refund according to USDOT. This includes a refund of any bag fees or extras, such as additional legroom for a seat. If the airline offers a voucher in lieu of a refund, ask about expiration and blackout dates. Airlines may also have additional restrictions on the use of vouchers. Consumers are not obligated to accept vouchers and may insist on a full refund instead.

Typically, nearly all domestic airlines will try to accommodate passengers on the next avail-



Getty Images

Summer 2022 has been plagued by widespread flight cancellations. Don't get caught without a backup plan.

able flight, and sometimes (but rarely) on a different carrier.

Essentially, consumers' experiences will vary depending on the airline they choose. Some airlines have stronger reputations than others for their amenities and coverages. Consumers can look up companies on BBB.org for ratings, consumer alerts, complaint trends, and examples of how the business responds to their customers.

Plan for delays and look up route's performance history

Unfortunately, there are many variables that can affect scheduling that is outside of the airline's control, therefore consumers must keep this in mind while planning their trip.

Once you have a specific flight in mind, you can look up its performance and check the likelihood of a delay occurring. According to USDOT's website, "On-time performance percentages for individual flights

of the larger U.S. airlines are available by phone from those airlines upon request. These airlines are also required to post this information on their websites, with special notice for flights that experienced serious delays or cancellations."

Check carrier and credit card terms

While federal regulations don't require airlines to reimburse expenses such as rooms or food in the event a flight is canceled or severely delayed, the carrier and credit card companies may have different policies. Purchase tickets with a credit card that offers trip protection or travelers insurance and check individual airline policies.

Should you find your particular incident is covered by a carrier or credit card company's policy, BBB can help both parties come to a resolution using the BBB Online Complaint System.

Keep documentation

Keep receipts and records for expenses incurred as a result of a significantly delayed or canceled flight. Consumers should keep receipts for extra purchases, like a hotel room, so they can submit them to their airline or credit card company for reimbursement later.

Check the carrier's website

Most airlines allow consumers to initiate refunds directly on the carrier's website. Using a website may help a consumer obtain a refund or rebook a trip much faster than waiting for a consumer service agent in person or on the phone.

Rules are different for foreign flights

Flights that were canceled while in another country will be affected by the laws of that nation. Check with the local country's department of transportation while traveling internationally.

70th anniversary: Doris and Malcolm Edmunson

Doris and Malcolm Edmunson of Bend will celebrate their 70th wedding anniversary on Sept. 17 with an open House from 2 p.m. to 4 p.m. at their family home in Bend.

The couple were married September 14, 1952, at the Old Presbyterian Church in Redmond, OR.

Mr. Edmunson is a retired county assessor. He graduated from the University of Oregon in 1957 and is a fourth generation Oregon born. His ancestors traveled over the Oregon Trail to settle in Oregon.

Mrs. Edmunson moved with her family to Oregon at age 14, from South Dakota. She graduated from Redmond High School in 1952 and worked at the Pentagon her first year of marriage when Malcom was assigned to Fort Belvoir in Washington, DC.

They were married when



Submitted Photo

Mr. Edmunson was home on leave from serving in Korean, then they left the next day for his next assignment in Washington, DC Fort Belvoir for one year before returning to Oregon.

After Mr. Edmunson retired from the LA County Assessor's office, the couple moved back home to Bend 43 years ago.

50th anniversary: Renee and Bob Horton

Renee and Bob Horton of Powell Butte celebrated their 50th wedding anniversary on July 1.

The couple were married July 1, 1972 at the United Methodist Church in Nyssa, Oregon. After the 1969 moon landing, the couple met while viewing a lunar rock display at Oregon State University.

They have two children and four grandchildren: Russell Horton and wife Ginette Lalonde of Tacoma, Washington, and Rebecca Botaitis and husband John of Portland, Oregon.

Mr. Horton retired from the Contact Industries in Prineville in 2012. His hobbies include woodworking, travel and fishing.

Mrs. Horton retired from



Submitted Photo

working at Safeway in Redmond in 2013. Her hobbies include quilting, reading and traveling. She had been a PEO member for 31 years.

They have lived in Central Oregon for 27 years.

Police Log

The Spokesman will update items in the Police Log when such a request is received. Any new information, such as the dismissal of charges or acquittal, must be verifiable.

Redmond Police Department Friday, Aug. 5

9:35 a.m., NW Oak Tree Lane. Arrested: Aimee Sahagun, 28, Redmond. Charge: Theft II

5 p.m.: NE Greenwood. Arrested: Missty Evon Foote, 40, Redmond. Charge: Reckless burning, arson II, resisting arrest, escape.

5:31 p.m.: SW Highway 97. James Michael Walker, 20, La Pine. Charge: Criminal mischief

Sat., Aug. 6

9:40 p.m., car accident at SW Airport Way and 13th. Arrested: Wyzeas Jermaine Cooper, 43, Bend. Charge: DUII, reckless endangering.

Sun., Aug. 7

2:25 p.m.: NW 9th and NW Kingwood. Arrested: Aaron John Ray Eisler. Charges: Violation of restraining order, giving false info to police, resisting arrest, misdemeanor attempt to elude Police

5:35 p.m., Veterans Way and Highway 97. Arrested: Kevin T Kismatali, 40, Redmond. Charge: Possession of stolen vehicle, felony attempt to elude.

10 p.m., SW Highland Ave. Arrested: Tara Lynn O'Keefe, 67, Bend. Charge: DUII,

reckless driving.

Mon., Aug. 8

1:30 a.m., NW Hazlewood Ave. Arrested: Esteven Arturo Hato Diaz, 33, Redmond. Charge: Coercion, misdemeanor assault

5 p.m., SW 31st. Arrest: Michael Edward Anderson, 24, Redmond. Charge: Unlawful possession of firearm.

10 p.m. SW Jackson, Deschutes. Arrest: Johnny Ray Phillips Sr., 61, Redmond. Charge: In-state warrant.

Wed., Aug. 10

7:15 p.m. 2000 block S. Highway 97. Arrest: Bryson Verl Setzkorn, 33, Terrebonne. Charge: Coercion, harassment, parole violation.

Thurs., Aug. 11

9:15 p.m., SW Sixth and SW Forest. Arrest: Yesenia Ramon Aquino, 24, Redmond. Charge: Harassment.

Thefts

From were reported from Aug. 5-11 on the following blocks in Redmond:

NW 6TH ST
SW 14TH ST
NE GREENWOOD AVE/NE 17TH ST
SW BLACK BUTTE BLVD
SW YEW CT
NW 4TH ST
NW OAK TREE LN
W ANTLER AVE
SW 5TH ST
SW 27TH ST
NE 3RD ST
SW VETERANS WAY
NE 4TH ST
SW MONKSHOOD LN
SW 11TH ST
SW FOREST AVE
SW CANYON DR
SW VETERANS WAY
NW 6TH ST
NW 7TH ST
NW OAK TREE LN

OBITUARY POLICY

Death Notices are free, but specific guidelines must be followed. Local obituaries are paid advertisements submitted by families or funeral homes. When submitting, please include your name, address and contact number. • For deadlines or other information, call 541-385-5809. • Email: classified@redmondspokesman.com



Partners In Care

Upcoming Volunteer Orientation

Our valued volunteers play a vital role in the exceptional service and support provided by Partners In Care. Each volunteer shares his or her heart, time and skills to make a positive and rewarding impact with our patients, family members, caregivers and community. Numerous opportunities are available for volunteers, whether you choose to have direct patient contact or are helping with other supportive activities.

Thursday,
September 15
8:30 - 5pm

Application available at

partnersbend.org/get-involved/volunteer

Orientation will be held in person at the Bend Park & Recreation office

(541) 382-5882 PartnersBend.org

Hospice | Home Health | Hospice House | Transitions | Palliative Care | Grief Support

C.J. Chenier & The Red Hot Louisiana Band



High Desert Music Hall
Wed. Aug. 24 ~ 7:30p
tix/info: cascadesradiohour.com

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