



SECTION 34: Hotels

- A. 1. The Company will provide, at no expense to the Flight Attendant, comfortable and adequate single occupancy lodging at overnight stations, on all CDO pairings, and training away from her/his domicile. The provisions of this paragraph shall not apply to new hire initial training.
2. Day Rooms – When a Flight Attendant's ground time, outside of her/his domicile, is scheduled for or anticipated to be more than five (5) hours, inclusive of the assignment to new flying period in Section 8.F. of this Agreement, Day Rooms will be shared but only if both Flight Attendants are of the same sex. A Flight Attendant may be required to remain at the airport for the two-hour assignment to new flying period in Section 8.F. of this Agreement; however, if there are no flights scheduled to arrive or depart from that airport during the two-hour period, or if she/he requests to be, and is, released by Crew Scheduling, the Flight Attendant will not be required to remain at the airport for the two-hour period and will be provided the day room.
3. In-domicile Overnights – If an overnight pairing cancels or splits in domicile, the Flight Attendant(s) originally scheduled to work the pairing(s) will be provided a comfortable, safe and suitable single-occupancy hotel room, if requested, so long as the actual rest period has been rescheduled to less than ten (10) hours. If the overnight is more than the above rest, the Flight Attendant may still request a hotel room but it will be provided at the Company's discretion. However, the discretionary decision will be applied no less favorably to Flight Attendants than to pilots on the same crew.
- a. A Flight Attendant who is a commuter may request a hotel in domicile to allow her/him to commute the night before or the last night of a pairing or block of reserve days. Such consideration will be granted to a Flight Attendant who is a commuter four (4) times in a contractual month. For the purpose of this settlement, a commuter is a Flight Attendant whose address on file is greater than fifty (50) miles from her/his domicile airport. Hotels must conform to Section 34 of this Agreement. [SL-KK]
4. If it is determined that a hotel room will not be available within sixty minutes (:60) after check-in at the hotel, the Flight Attendant can request that the hotel provide another comparable quality accommodation and advise Crew Scheduling.



5. When irregular operations (e.g. weather, diversions , etc.) require Flight Attendants to layover in an unscheduled location and to stay in an unscheduled hotel, Crew Scheduling or the appropriate Company representative will be authorized to secure appropriate hotel accommodations. Such accommodations shall meet all minimum requirements in accordance with the provisions of this Section.

B. Transportation & Meals

1. The Company will provide safe and reliable transportation between the airport and lodging facilities.
 - a. The hotel van or contracted transportation will make a stop en route to the hotel at suitable eating facilities, if such is unavailable near the lodging.
 - b. If no such suitable establishment is en route to the hotel, the Flight Attendant will be provided transportation to and from a suitable restaurant.
2. In the event a crew has waited more than fifteen minutes (:15) at the curb for transportation to or from the hotel, the crew will be reimbursed for the amount of the taxi, if the hotel does not pay for the taxi. The intent of this paragraph is to provide one (1) crewmember reimbursement per incident.

C. General

1. The Company, upon request, will meet with the Union Hotel Committee at least on a quarterly basis at pre-determined, mutually acceptable dates, locations and times to discuss accommodations.
2. The Company will provide the Hotel Committee or other Union-designated MEC representative with a complete listing, including the complete address and phone numbers, of every hotel with which the Company has an agreement to provide lodging for Flight Attendants.
3. Recommendations of the Union's Hotel Committee will be given serious consideration by the Company and management will implement any recommendations whenever it is feasible and practical to do so without causing the Company to incur an unreasonable increase in cost. The Company will accept one of the top three AFA selections for each layover location provided the hotel selected accepts the contract terms proffered by the Company.
4. All reports and documentation of non-compliance of hotel contracts will be addressed and responded to in the manner required and agreed to as set out in the hotel contract in question. The Company agrees to take



immediate action if there is a major breach in the safety and security provided by the hotel to our crews. The Union will be provided copies of all reports and documents associated with the incidents and/or instances of non-compliance, upon request.

5. The Union Hotel Committee shall work with the Company or the hotel consulting business contracted by the Company in determining the layover and back-up hotels. The Company shall confer with the Committee in all phases of the selection process including review of the initial list of hotels supplied by the hotel consulting company, the narrowing of the list and site visits. Appropriate confidentiality agreements may be required. When the Company's hotel administrator goes on a review/visit of a hotel which is currently used or is being considered to be used by the Company to lodge Flight Attendants, it shall afford the Union's designated representative the opportunity to attend the review/visit and shall relieve the Flight Attendant from any of her/his pairing(s), as requested by the Union and will pay the affected Flight Attendant as if she/he had flown the time removed. Furthermore, if the hotel being reviewed/visited offers complimentary room accommodations for the Flight Attendant, the Company shall facilitate the arrangements of such accommodations and the Flight Attendant will not be charged for the single occupancy room. If offline transportation is required to facilitate the hotel review/visit, the Company will request passes, if available, from the offline carrier on behalf of the Association's Representative. Any charges associated with passes that are secured on the Flight Attendant's behalf will be paid for by the Association. The Company shall reimburse a Flight Attendant for any arrival and departure fees associated with the travel.

D. Hotel Standards

The Company will ensure that the following list of minimum standards is met by all of the hotels used for crew overnights in the Continental United States. The standards below marked with an asterisk (*) must be provided in all hotels system-wide. Any standard listed below may be waived by mutual agreement with the Union Hotel Committee.

1. Hotel Services
 - *Twenty-four (24) hour front desk operation or twenty-four (24) hour security guard
 - *Reliable wake-up services and/or functioning alarm clock
 - *Free toll-free calls
 - *Clean and pest free rooms
 - Complimentary Business Center computer with internet and working printer



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- *Hotel will ensure food options at standard cost with layovers on Thanksgiving, Christmas and New Year's holidays when hotel restaurant is either closed or open for limited hours.
2. Safety
 - *Located in safe area
 - *Well-lit hallways
 - *Smoke detectors in guest rooms
 - *No first floor rooms
 - All rooms open onto interior hallway unless agreed otherwise.
 - *There shall be a secondary locking mechanism on guest room doors.
 3. Rooms
 - *Single occupancy with double, queen or king sized beds, no Murphy beds
 - *No connecting rooms except with another Company crewmember
 - *Clean and neat
 - *Linen and towels changed before each occupancy
 - *Working air conditioning and heater in rooms as warranted by the climate
 - *Working showers with hot water
 - No handicap rooms
 - *Iron and ironing board provided upon request if not provided in-room
 4. Flight Attendants who do not receive the above minimum standards may notify the Company and AFA Hotel Committee of the discrepancy and it shall be addressed in the hotel complaint process.
 5. Preferred but not Required Items
 - Complimentary breakfast provided
 - Early-morning departures "grab and go" provided if prior to the start of breakfast
 - Discount off in-house/on premise restaurant
 - Complimentary in-room coffee
 - Refrigerator and microwave available for Flight Attendant use
 - Free local calls
 - Transportation by the hotel or contracted transportation company to and from suitable eating facilities.
 - Complimentary internet provided and/or complimentary wireless access where available.



E. Hotel without Water – Procedures

In the event a designated layover hotel is without water service or without water of sufficient quantity for a Flight Attendant to tend to her/his physiological/hygienic needs (e.g., bathing/showering, brushing of one's teeth, toilet flushing), the following shall apply:

1. If the Company knows prior to the block-in of the flight immediately preceding the layover that the layover hotel is without water service or anticipates no water service for the duration of the layover of a sufficient quantity for the Flight Attendant to tend to her/his physiological/hygienic needs (e.g. bathing/showering, brushing of one's teeth, toilet flushing), the Company will provide the crew with single room accommodations in an alternate hotel.
 2. It is understood that the duty period will not end and the rest period will not begin until such time as Crew Scheduling confirms reservations at the alternate layover hotel.
 3. If it is not known prior to the point at which the crew departs for the layover hotel, that the layover hotel is without water or without water of sufficient quantity, or upon learning that the hotel is without water or without water of sufficient quantity for a Flight Attendant to attend to physiological/hygienic needs, the Flight Attendant will immediately contact Crew Scheduling to report the situation. (If telephone contact directly from the Flight Attendant cannot be made, she/he will contact the Airport General Manager at the layover station who will in turn contact Crew Scheduling on behalf of the Flight Attendant(s).)
 - a. If no acceptable alternative hotel accommodation can be provided as described in paragraph one (1) and a Flight Attendant is compelled to utilize the substandard hotel, the subsequent day the crew will operate its assigned return flight to the domicile at which point the following will apply: the Flight Attendant may opt to be removed from the remainder of the day's flying including the incidental return leg to domicile, following a layover, if applicable. It is understood the Flight Attendant will be paid and credited as if she/he had flown the flying from which removed pursuant to this paragraph.
 4. Following the paid and credited removal from flying pursuant to paragraph 4.a. the Flight Attendant will return to her/his original pairing.
 5. Once notified that a hotel is without water service or without water service of sufficient quantity, to tend to her/his physiological/hygienic needs (e.g. bathing/showering, brushing of one's teeth, toilet flushing), the Company's applicable corporate travel department will conduct an internal investigation to determine whether the situation represents a material breach of its contract with the hotel such that a new layover hotel should be contracted.
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