



FOR IMMEDIATE RELEASE

Contact: Raymond M. Flynt, President
Travelers Aid International
(202) 546-1127 | info@travelersaid.org

**TRAVELERS AID WILL BE AVAILABLE – IN PERSON AND ONLINE –
TO HELP HOLIDAY PASSENGERS WITH PROBLEMS**

Washington DC, December 18, 2009 – Holiday airline travel, while expected to be down 2.4% over last year and down 12.8% from the record 47 million passengers two years ago, still poses potential headaches and stress for airline travelers. “With airlines cutting seat capacity by 3%, expect more crowded flights,” says Ray Flynt, President/CEO of Travelers Aid International. “Coupled with unpopular bag check fees and predictions for wintry weather conditions, travelers will need more help than ever.”

Travelers Aid offers a handy online communications feature called “**E-HELP**” on the home page of its Web site www.travelersaid.org which allows distressed travelers to type in a description of their problem and receive a prompt, individualized e-mail response from a member of the group’s trained staff. Travelers can also email to: e-help@travelersaid.org.

Once embarked on the journey, problems can develop beyond a traveler’s control. That’s where Travelers Aid steps in – with high-touch customer service at volunteer-staffed “Information” and “Help” kiosks in 26 North American Airports, as well as 6 train stations and 9 bus terminals. Services provided range from reuniting family members who have become separated, to providing emergency food or shelter to stranded passengers, and even emotional counseling.

(more)

#

About Travelers Aid –

Travelers Aid, the oldest, non-sectarian social welfare organization in the United States, has become known as the “Number One name in airport customer assistance.” In 2008, TA assisted 6.5 million individuals at transportation centers and provided casework services to an additional 200,000 individuals in crisis. While each of its 51 member agency shares the core service of helping stranded travelers, many Travelers Aid agencies provide shelter for the homeless, transitional housing, job training, counseling, local transportation assistance and other programs to help people in their communities who encounter crises as they journey through life.

Travelers Aid International

1612 K Street NW, Suite 206, Washington DC 20006
P. (202) 546-1127 | F. (202) 546-9112 | www.travelersaid.org