

## August 29, 2022 - Travel Updates

Please find below your weekly bulletin of industry updates to keep you in-the-know.

- Delta adds service to Las Vegas from 19 global cities for CES 2023
- Where Could American Use All Those Boom Planes?
- Lufthansa Reorg Connects Customer Experience with Operations
- Southwest: Flyers can now buy boarding upgrades in advance
- Flight Disruptions Push U.S. Air Travel Complaints up by 35 Percent in June
- DOT Suspends Chinese Airline Flights from U.S. in Tit-for-Tat Retaliation
- IATA Insight Platform to manage business security risks
- The Remarkable Customer Experience Recovery System and Digital Transformation
- Travel Managers Urged to Get a Handle on Remote Workers
- New DOT Proposed Refund Rules Are Worthwhile But Don't Add Much Value for Travelers
- <u>Don't Just Blame the Airlines Widespread Airport Chaos is a Result of Secretary Buttigieg's Failure to Hold Them Accountable</u>
- Hotel Groups Upbeat Despite Concerns About Cooling Demand

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