

Learning the 1-3-1 Rule Can Save You From Travel Nightmares

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When your travel plans are going smoothly, you breathe a sigh of relief. It's like being on cloud nine! But when flights are delayed and canceled, even the most seasoned flyer can get frustrated. However, there's a smart strategy that can help keep things running smoothly: **the 1-3-1 rule** .

This simple technique can help you book a new flight and get back on track—instead of having your trip derailed completely. According to Scott Keyes, founder and chief aviation expert at the cheap-flights app Going, **the 1-3-1 rule** summarizes the current best practice for dealing with unexpected problems. ' *It's a nifty approach that combines all of the above to maximize your chances of getting a good alternative flight* ,' he says.

Next, Keyes breaks this method down for us and explains why the 1-3-1 travel rule can completely change your game on your next trip.

| FLIGHT | GATE | TIME | CLAIM | STATUS | CITY |
|--------|------|--------|-------|-----------|--------|
| 39 | 40 | 1:45P | 23 | On Time | Nassa |
| 17 | 3 | 8:20A | 21 | Delayed | New O |
| 5 | | 10:50A | | Cancelled | New O |
| 8 | | 12:15P | | Cancelled | New Yo |
| 104 | | 12:15P | 12 | Now at | New Yo |
| 122 | | 2:15P | 14 | On Time | New Yo |
| 8 | | 10:58A | 21 | Delayed | New Yo |
| 54 | | 12:07P | 24 | On Time | New Yo |
| 20 | | 12:48P | 21 | Now at | New Yo |
| 11 | | 1:07P | 7 | Delayed | New Yo |
| 56 | | 1:50P | 25 | Now at | New Yo |
| 125 | | 10:45A | 13 | Delayed | New Yo |
| 11 | | 10:56A | 9 | EN | New Yo |
| 42 | | 1:57P | 23 | On Time | New Yo |

2022 10:16 AM

What is the 1-3-1 rule?

The 1-3-1 formula helps passengers feel prepared and in control when faced with service disruptions. Here's what each number in the 1-3-1 rule means—and how it can help you.

1: Stay informed with a travel app

Reliable travel apps like Flighty and FlightAware help you avoid travel chaos by providing real-time updates on flight status, delays, and departure gate changes. Speed is key, as disruptions leave seats vacant on available flights that are allocated on a first-come, first-served basis. *'Being first in line can mean the difference between a minor inconvenience and a lengthy delay at your destination,'* says Keyes.

3: Triple Your Contact Methods

When flight plans change, act quickly by contacting your airline through three main channels:

1. Directly at the airport
2. Airline app or website or online via social media
3. By phone with customer service

And yes, you should do all three in succession rather than waiting for a response from each channel. Keyes recommends taking multiple actions while you wait by opening the airline's app to see your flight change options. You can also post complaints and requests for assistance on the airline's social media accounts, as awareness is important for carriers, but Keyes notes that this strategy is less effective than it once was with the rise of apps that help passengers. Next, call customer service. *"You can reschedule before you get in line,"* he says.

1: Use available resources at the airport

The airline's obligations to passengers in case of flight delays or cancellations have been clearly stipulated by the Ministry of Transport (MOT) in Circular 19/2023, effective from September 1.

In the event of a controllable flight cancellation, most major airlines are required to rebook passengers at no additional cost, including partner airlines or those with which they have agreements.

For flights delayed by 2 hours or more, the airline must change the appropriate itinerary free of charge or transfer to another flight so that the passenger can reach the final destination of the journey. For flights delayed by 4 hours or more, the airline must pay a non-refundable advance compensation in cash or other appropriate form to passengers who have confirmed seats and tickets on the flight. For flights delayed by 5 hours or more, in case the passenger no longer wants to travel, he/she has the right to request the airline to refund the ticket price.



For flights canceled without prior notice, the airline will provide non-refundable advance compensation, free change of suitable itinerary for the passenger or transfer to another flight. In case the passenger refuses to apply the above, the airline will refund the entire ticket price or refund the unused portion of the ticket.

The 1-3-1 rule works because it relies on speed and uses multiple paths to secure a new flight. As you can see, it's not that hard to follow, right?

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