



Please complete and return to Alderney Chamber of Commerce
c/o Bell & Co, Victoria Street, Alderney GY9 3UF
Email info@alderneychamber.com

This form is designed to document the operational failures and personal/financial consequences of Aurigny service disruptions.

FLIGHT DISRUPTION SURVEY

PERSONAL INFORMATION:

PASSENGER NAME:

FLIGHT NUMBER:

ROUTE: departing

arriving

DATE OF TRAVEL:

DAY MONTH YEAR

_____ / _____ / _____

EMAIL

ADDRESS _____

Please enter your email address below. This email address is only required to ensure legitimate responses are being entered. Submissions will remain anonymous and your email address will not be shared or used for marketing purposes.

Type of Disruption

- Delay
- Cancellation
- Denied Boarding (Overbooking)
- Diverted Flight
- Arrived without luggage / luggage flown on different flight

SCHEDULED DEPARTURE:

ACTUAL DEPARTURE:

TOTAL LENGTH OF DELAY:

Reason for Disruption Given by Aurigny Staff

- Adverse Weather (wind etc)
- Fog
- Technical Issues
- Operational Issues
- Lack of Crew
- Medivac
- Other (please specify) _____

If you have any further comments on the above, please add them to the Comment Box at the bottom of this survey.

LOSS & EXPENSES

Please list all out-of-pocket expenses resulting from this disruption.

(e.g., Meal at Airport, Hotel, Taxi)

Meals & Hydration	<input type="text"/>	Alternative Transport	<input type="text"/>	TOTAL LOSS £
Accommodation	<input type="text"/>	Other	<input type="text"/>	<input type="text"/>

Impact on Personal & Professional Life

- Missed Work Days
- Missed Medical Appointment
- Missed Event
- Health Impact
- Other

Please give further details to the above here. Financial impact (lost wages / unpaid leave etc), consequence of rescheduling appointments, type of event missed, impact on health.

1 2 3 4 5

Promptness of Communication
(1 – Bad / 5 – Good)

Clarity of Information Provided
(1 – Bad / 5 – Good)

Provision of Refreshments/Care
(1 – Bad / 5 – Good)

Where did the service fail most?

Comments