

Title (en)

AIRLINE PASSENGER CARE KITS

Title (de)

KIT FÜR LUFTFAHRZEUGPASSAGIERE

Title (fr)

DOSSIERS D'ASSISTANCE AUX PASSAGERS DE LIGNES AERIENNES

Publication

EP 1119459 A1 20010801 (EN)

Application

EP 00926415 A 20000427

Priority

- US 0011307 W 20000427
- US 31122499 A 19990513

Abstract (en)

[origin: WO0069652A1] A kit (10) or pocket of documents handed to an airline passenger who has experienced a flight delay or some other type of inconvenience is described. The kit includes an instruction sheet (10) for use by a customer service agent. This sheet is removed and retained for the airline's records and the rest of the kit is given to the passenger. The passenger receives a complimentary phone card, an amenity coupon and a comment card (34), shingled together for quick access. If desired, the kit also contains a travel discount certificate (156).

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B42D 15/00; B42D 5/00; B41L 1/24

IPC 8 full level

B42D 15/00 (2006.01); **G09F 3/20** (2006.01)

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See references of WO 0069652A1

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