

To provide info on SATO leisure travel support to Soldiers who will or have already booked block leave/R&R travel reservations

SUBJECT: SATO Leisure Travel Support (During Block Leave/R&R Periods)

DISCUSSION:

a. 104th ASG has raised questions concerning SATO Travel Services support to Soldiers/families who must cancel block leave and/or R&R leisure travel reservations because of changes in the Soldier's return to Germany.

b. Coordination with the IMA-Europe Travel Services Office (Mr. André Hall) indicates:

(1) SATO is working the issue

(2) There is no total answer available at this time, however, if Soldiers present proof that they are delayed from returning from the war area (or if they are required to return to the war area), American Flag Air Carriers will provide relief (e.g., that the Soldiers payment for reservations will be refunded 100% without any cancellation penalty).

(3) SATO is working with Lufthansa and other European air carriers and cruise operators to ascertain if they will also honor this change in plans without penalty charges to our Soldiers.

WAY AHEAD:

Pending receipt of further information, IMA-E will appraise USAREUR G1, ASG/BSBs and IMA-E Transportation Committee officials of on-going SATO Travel Services efforts to support our Soldiers.

COORDINATION: USAREUR G1, IMA-E (Logistics) Travel Management Office.

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