



## **National Sheriffs' Association Learned the True Value of MacNair Travel Management's Commitment to Quality Service on September 11<sup>th</sup>**

On September 11, 2001, the Director of Meetings of the National Sheriffs' Association called MacNair Travel from on-site at his organization's annual convention. Due to the national emergency at hand, the Director needed to send home hundreds of America's sheriffs who were urgently needed in their respective communities. Naturally, the sheriffs and their traveling companions were anxious because of the terrorist attacks, which had shut down the air traffic system and thus removed their way home. Fortunately, since MacNair had been chosen by the Association to reserve and control the attendees' reservations, it was able to run a report showing all travelers and their hometown destinations. MacNair delivered this report to the Director and then set about the hard work of re-accommodation in a crippled system. The company was able to work with hotels (to extend stays), re-accommodate travelers, and find rental cars and other travel opportunities. And once everyone was safely home, MacNair fought for refunds and exchanges on multiple tickets on behalf of its valued customers.

### **Results:**

The Association praised MacNair Travel for its advocacy and persistence, especially during such challenging times.