

DOT Consumer Advisory: Status of Spirit Airlines Operations

The U.S. Department of Transportation is closely monitoring the ongoing financial difficulties Spirit Airlines is experiencing and their ability to service passengers. Passengers with questions about their flights should contact the airline directly, and if a flight is cancelled they should work with the airline and their credit card company.

Action Steps for Current Travelers

If you have an upcoming flight with Spirit Airlines:

- Check Before You Go: Confirm your flight status via the Spirit Airlines website or mobile app before heading to the airport to ensure your flight is still scheduled as planned.

In the event of permanent flight cancellations, the Department will work with other carriers to encourage them to help passengers whose flights have been disrupted. Passengers can:

- Contact Your Credit Card Company: If you purchased your ticket with a credit card, you may be protected under the Fair Credit Billing Act. Contact your issuer to request a "chargeback" for services not rendered.
- Check Your Travel Insurance: If you have travel insurance, contact your provider to see if your policy covers "insolvency" or "service cessation."
- File a Bankruptcy Claim: You may file a formal "proof of claim" with the bankruptcy court. Note that this process can take time and may only result in a partial refund.

Additional Resources

For more detailed information on navigating an airline or ticket agent bankruptcy, please visit the DOT website: [transportation.gov/airconsumer/service-cessations-bankruptcy](https://www.transportation.gov/airconsumer/service-cessations-bankruptcy)

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