

## Summary of non-refundable ticket exchange policies

**Updated December 7, 2006**—For our clients' convenience, CWT has updated the matrix below to provide additional details about non-refundable ticket exchange policies for major domestic carriers. Updates occur quarterly or as per major policy changes.

Non-refundable fares have more restrictive fare rules but are usually more value-priced:

- Most fares require advance purchase
- Some round-trip fares may require a minimum night stay
- A change fee applies to any ticket changes

Travelers should always refer to the specific fare rules when booking non-refundable flights so they understand the fare restrictions and exchange policies. Travelers can also check their itinerary receipt to determine if a ticket is refundable or non-refundable.

Non-refundable ticket exchange policies Major NORAM carriers	
Air Canada (AC)	<ul style="list-style-type: none"> <li>• <b>Travelers must cancel reservations prior to the ticketed departure date/time of their original flight—failure to notify CWT or the airline prior to the ticketed departure time will render the ticket null and void.</b></li> <li>• The policy applies to non-refundable tickets issued for travel within Canada and the United States only on Air Canada and Air Canada Jazz.</li> <li>• Travel can be rebooked for up to one year from the original ticket issue date.</li> <li>• Immediate rebooking is not required and unused tickets may be applied toward the purchase of a new ticket.</li> <li>• Applicable change fees on non-refundable tickets apply for each change made, as well as all other fare terms and conditions.</li> <li>• Any difference in fare when changing travel plans will be the responsibility of the traveler.</li> <li>• For partially unused tickets, the remaining portion of travel must be completed within one year of original outbound date and all travel must be completed within one year of the first flight.</li> </ul>
AirTran Airways (FL)	<ul style="list-style-type: none"> <li>• All AirTran Airways coach tickets are non-refundable, and a \$50 fee per person applies to any change made after purchase through December 31, 2006 plus any applicable increase in airfare. A \$60 fee per person will apply to changes made after December 31, 2006, plus any applicable increase in airfare.</li> <li>• <b>Cancellations must be made at least one hour prior to departure</b> or customer forfeits reservation and any monies paid against the reservation. This reservation is non-transferable - no name changes allowed.</li> <li>• If the rebooking is not done immediately, the remaining balance will be placed in a credit file for future use, valid for a period of one year from the original date of booking.</li> <li>• Business class tickets (A and J fare classes only; not including promotional fares) are fully refundable and no fee applies to changes.</li> <li>• Travelers may <b>standby</b> at no charge for flights other than the one for which they have a reservation on the same day of departure.</li> </ul>

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<b>American Airlines (AA)</b>	<p>Travelers must <b>cancel their ticketed flight reservations prior to the ticketed departure date/time or the ticket will have no value</b>. This policy applies to voluntary itinerary changes on non-refundable fare tickets that allow changes to the itinerary.</p> <p>If the ticketed reservations are canceled prior to ticketed departure time, the ticket will be valid as follows:</p> <ul style="list-style-type: none"> <li>• Wholly unused tickets—Travel must commence within one year from original ticket issue date</li> <li>• Partially used tickets—Travel must be completed within one year from outbound travel date</li> </ul> <p>Any fare difference and applicable change fees must be paid and tickets must be reissued when the itinerary is rebooked. Passengers who no-show a flight without canceling will lose the value of the remaining coupons.</p> <p>This applies to non-refundable tickets issued from all points of sale as follows:</p> <ul style="list-style-type: none"> <li>• For travel within the 50 United States</li> <li>• For travel between the 50 United States and Canada</li> <li>• For transatlantic, transpacific, Mexico, Central America, and South America fares for travel originating in the U.S. only</li> <li>• For Caribbean and Puerto Rico/U.S. Virgin Islands non-refundable fares originating in either direction</li> </ul> <p><b>Same-day travel changes/standby</b>                      Travelers may get a confirmed seat for same-day flight changes for domestic travel† on all fares for a \$25 fee*. Passengers can call a CWT travel counselor or handle the transaction at the airport ticket counter or self-service check-in machines. If eligible seats are available within three hours of departure of alternate flights for the same itinerary, the flight change can be confirmed. American continues to offer the same-day option of standing by for an earlier or later domestic flight for eligible fares at no charge.</p> <p>†Available for flights in the U.S., Puerto Rico, U.S. Virgin Islands and the Caribbean on American Airlines, American Eagle® and AmericanConnection®.</p> <p>*Note: Passengers traveling on unrestricted fares (Y, B, H) and AAdvantage AAnytime travel awards have the flexibility to change flight arrangements at no charge. Passengers traveling on AAdvantage MileSAAver awards continue to have the flexibility to change the date and/or time of their flights at no charge, subject to availability. Fees are non-refundable.</p>

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<b>Continental Airlines (CO)</b>	<ul style="list-style-type: none"> <li><b>Travelers must cancel reservations prior to the scheduled departure date/time of the originally scheduled flight to apply the value of that ticket to future travel.</b></li> <li>Travelers have one year from the date of original ticket issuance to reschedule travel and apply the unused ticket to their new itinerary without losing the value of the ticket.</li> <li>Tickets must be reissued and travel must begin within one year of the date the original ticket was issued.</li> <li>Change fees and any applicable difference in fare will apply to the new itinerary.</li> <li>Exchange of a higher value non-refundable ticket for a lower value ticket will result in issuance of an MCO (miscellaneous charge order) or travel certificate for the residual value. The applicable service charge cannot be deducted from any residual. If multiple tickets are exchanged for a new ticket, the service charge applies per ticket.</li> </ul>
<b>Delta Air Lines (DL)</b>	<p>The policies regarding non-refundable ticket changes for partially used tickets and unused tickets vary. Check <b>same-day travel changes</b> (below) to review options for only changing the time of departure or request an upgrade.</p> <p><b>Unused tickets</b></p> <ul style="list-style-type: none"> <li>Unused tickets for travel within North America <b>must be reissued and all travel completed within one year from the original date of issue</b>.</li> <li>For travel outside North America, all travel must begin within one year of the original date of issue.</li> </ul> <p><b>Change fees</b> Based on the fare rules, a service fee may apply to change a ticket as well as any additional difference in fare.</p> <ul style="list-style-type: none"> <li>For travel within the 50 United States, the fee is \$50 for Delta</li> <li>For travel outside the United States, the change fee is typically \$200, but can vary based on location and type of fare. Changes are usually permitted only to the return portion of an international itinerary.</li> </ul> <p>***This policy applies for travel on Delta and Delta Connection®</p> <p><b>Same-day travel changes/standby</b> Delta offers the following same-day confirmed travel and same-day travel upgrade options.</p> <p><i>Same-day confirmed travel</i>—This option allows travelers to change their flight time on the same day of travel for a fee of \$25. To use this option, travelers must confirm their new flight within three hours of the scheduled departure time. The same-day confirmed option can be used for travel within the United States, Canada, Puerto Rico, and the U.S. Virgin Islands on Delta and Delta Connection® flights.</p> <p>Limitations:</p> <ul style="list-style-type: none"> <li>This option is limited to specific flight routing and connection changes.</li> <li>Passengers can change from a connection flight to a nonstop/direct flight.</li> <li>Passengers will be booked in the same class of service as originally ticketed.</li> <li>If a Medallion member is currently confirmed for an upgrade in V class, they will be rebooked in Coach class and will need to request an upgrade for the new flight.</li> </ul> <p>The following are not permissible:</p> <ul style="list-style-type: none"> <li>No changes between origin, destination, or co-terminals (such as New York's LaGuardia and JFK airports).</li> <li>No changes to routing for fares that are flight specific or require specific routing.</li> </ul>

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<p><b>Delta Air Lines (DL)</b> <i>[...continued]</i></p>	<p><b>Service charges:</b> Passengers can confirm their new flight for \$25 within three hours of the departure time. If changing prior to three hours of the flight departure time, the standard rules of the fare will apply.</p> <p><b>Award ticket applicability:</b> The same-day confirmed option is available for Award Tickets. However, these rules do not apply if using Medallion unlimited complimentary upgrades or other upgrade products.</p> <p><i>Same-day standby upgrades</i>—This option allows passengers to upgrade their flight for a small fee—\$50 to \$150 USD based on miles traveled—provided space is available and the ticket is eligible.</p> <p>Platinum and Gold Medallion® members receive same-day travel benefits (below).</p> <p><b>Same-day travel benefits</b></p> <p><i>Same-day confirmed program</i>—Platinum or Gold Medallion members may request a change to their itinerary and be confirmed at no extra charge for an earlier or later Delta or Delta Connection® flights on the same day as ticketed. The request must be within three hours of the scheduled departure of the new requested flight.</p> <p><i>Same-day standby option</i>—If unable to secure flights with the same-day confirmed program, Delta offers this standby option free of charge to Platinum and Gold Medallion members at the kiosk or ticket counter.</p> <ul style="list-style-type: none"> <li>• The requested flight must be within three hours of the time when the request to standby is made.</li> <li>• All flights between the origin and final destination must be standby to be eligible for this new option, unless the requested change allows the passenger to keep the original confirmed connecting flight segment.</li> </ul> <p>All terms and conditions of the same-day confirmed program apply. Additional terms and conditions include:</p> <ul style="list-style-type: none"> <li>• This option is available to Platinum and Gold Medallion members only. Travel companions, family members, etc. are not eligible.</li> <li>• This program is not currently available for SkyTeam elite members or Northwest Airlines and Continental Airlines customers with equivalent Platinum and Gold Medallion status.</li> <li>• Applicable areas of travel are within the U.S., Canada, Puerto Rico and the U.S. Virgin Islands on Delta and Delta Connection flights.</li> <li>• Change is only permitted based on the original ticketed paid cabin.</li> <li>• This is a voluntary option only if Delta is unable to confirm the flights requested. Use of the Same-day standby option is not a guarantee that seats will be available on any portion of a traveler's standby request. If Delta is unable to accommodate a traveler on their standby flight, they may confirm seats on the next available flight, according to the rules of Delta's Same-day confirmed program.</li> <li>• Delta is not responsible for amenity expenses if unable to accommodate a traveler on their standby flights.</li> <li>• If any flight or combination of flights between the origin and the destination cannot be confirmed, travelers will be required to standby for all segments, except when a change allows them to keep their original confirmed connecting flight.</li> </ul>
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<b>Midwest Airlines (YX)</b>	<ul style="list-style-type: none"> <li>Non-refundable fare types may require an advance ticket purchase. Seats at these fares are limited. A minimum stay may be required on non-refundable fare types.</li> <li>Non-refundable fare types are just that, nonrefundable. If a ticket needs to be cancelled, the ticket remains valid for one year from the date of purchase. The value may be applied toward the purchase of another non-refundable fare type. A \$100 change fee will be charged, plus any difference in fare s. If the new fare is less expensive than the original fare, the difference may be applied toward the change fee.</li> <li>To change travel dates, the same non-refundable fare type must be available for the new travel dates. If it is not and a higher-level non-refundable fare type is available, the difference between the two fare levels, plus the change fee, must be paid. If no seats are available at any non-refundable fare types, travelers may purchase a new ticket at the lowest available fare for the new dates.</li> <li>Some non-refundable fare types permit <b>standby</b> travel for an earlier or later flight on the same day as listed on the ticket and between the same cities in markets where more than one flight option is available.</li> <li>Back-to-back tickets are prohibited under the terms and conditions of the ticket.</li> <li>Fare reductions are allowed. A transportation voucher will be issued for the entire fare difference on eligible fares within the first seven days of ticket purchase. Fare adjustments requested beyond seven days from the original date of purchase will be given via a transportation voucher less the \$100 change fee. If the change fee is greater than the fare reduction, no credit will be given. Fares governed by this rule may not be reduced to instant purchase internet-only fares.</li> <li>Name changes are allowed on wholly unused tickets for a \$50 fee. Requests must be made in writing and signed by the original traveler or purchaser. The letter and photo ID must be presented at the airport on day of travel. This policy does not apply to codeshare flights, bulk fare tickets , or Web fare tickets.</li> </ul>

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<b>Northwest Airlines (NW)</b>	<p><b>Domestic</b></p> <p>Effective for tickets issued on/after November 1, 2006:</p> <ul style="list-style-type: none"> <li>• <b>Wholly unused tickets-</b> If a traveler misses the ticketed travel date, they are required to select a new travel date and exchange the ticket within one year from the original departure date.</li> <li>• <b>Partially used nonrefundable tickets -</b> If a traveler misses the ticketed continuing or return flight, a new flight may be rescheduled and the ticket exchanged no later than one year from the original departure date.</li> <li>• <b>Unused domestic tickets</b> that have previously been exchanged must commence travel within one year from the original ticket's outbound travel date.</li> </ul> <p>Effective for tickets issued on/before November 1, 2006:</p> <ul style="list-style-type: none"> <li>• <b>Wholly unused tickets-</b> If a traveler misses the ticketed travel date, they are required to select a new travel date and exchange the ticket within 90 days after the original ticketed flight.</li> <li>• <b>Partially used nonrefundable tickets -</b> If the traveler misses the ticketed continuing or return flight, a new flight may be rescheduled and the ticket exchanged no later than 90 days after the date of the first missed flight, provided new travel dates are within the original period of validity.</li> <li>• <b>Unused domestic tickets</b> that have previously been exchanged must commence travel within one year from the original ticket's outbound travel date.</li> </ul> <p>Extensions to these validity policies are not permitted. Once any ticket expires, Northwest will retain all amounts collected from the traveler as an administrative service charge/cancellation fee.</p> <p><b>Same-day travel changes – FlyNow option</b></p> <ul style="list-style-type: none"> <li>• This option allows travelers to make confirmed same-day changes to their domestic flights for a \$25 fee. If the customer's fare qualifies for <b>standby</b> and eligible seats are available on the desired Northwest or Northwest Airlink-operated domestic flights scheduled within three hours of the time the customer checks in for their original flight, Northwest will confirm the customer on the alternate flight or flights and issue boarding passes for the \$25 FlyNow fee. The new desired flights must be on the same day as the travel originally scheduled.</li> <li>• In addition, Northwest will allow customers to use the FlyNow option on different routings to their destination. For example, if an itinerary is scheduled for a domestic connection through Northwest's Minneapolis/St. Paul hub, and a connection through the airline's Detroit hub will arrive at the destination sooner, customers may choose the FlyNow option and be confirmed on the Detroit routing, if eligible space is available.</li> <li>• <i>Complimentary standby option</i>—Northwest continues to offer its customers the option of standing by for an earlier or later domestic flight on the same day and the same routing at no cost.</li> <li>• If requested, Northwest will place customers on the standby lists for both their first flight and their domestic connecting flight at their initial point of check-in. If seats are unavailable on the first flight for which the customer would like to stand by, the customer will be added to the standby list of the next possible flight.</li> </ul> <p><b>International</b></p> <ul style="list-style-type: none"> <li>• <i>Wholly unused international non-refundable tickets:</i> <b>For tickets issued April 15, 2006- July 31, 2006:</b> Wholly unused tickets, to remain valid, must be exchanged by earlier of 90 days after first missed flight date or within one year after ticket issue date. Partially used tickets must be exchanged within 90 days after first missed flight date to remain valid and expire one year after original date of issue. Once any ticket expires, Northwest will retain the fare collected from the passenger. <b>For tickets issued on and after August 1, 2006:</b> Wholly unused tickets, to remain valid, must be exchanged within one year from date of issue on the original ticket. Partially used tickets will remain valid for up to one year after the original departure date.</li> <li>• When applying an unused international ticket toward the purchase of a new ticket, the base fare amount of the new ticket needs to be equal to or higher than the base fare amount of the original ticket and the penalty fee applies. Unused international tickets can be applied toward a new domestic or international ticket as long as it follows the rule mentioned above.</li> <li>• Effective April 15, 2005, for international tickets, when a voluntary change is made to a reservation, the ticket must be reissued at the same time the reservation is modified. All change fees and fare differences must be collected at the time of reissuance. The simultaneous ticket reissuance policy will continue to apply to all restricted fares that contain change fees.</li> </ul> <p>Note: Any difference in fare when changing travel plans will be the responsibility of the traveler. If the new itinerary has a higher fare, the fare difference will be collected along with the change fees. If the new itinerary has a lower fare than the original ticket, the administration fee may be deducted from the difference in fares. If there is excess value left after deducting the fee, then a credit</p>

	voucher will be issued for the residual amount less any fees, which may be applied toward the purchase of future travel on Northwest.
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<b>United Airlines (UA)</b>	<ul style="list-style-type: none"> <li>Travelers holding non-refundable tickets that allow changes have one year from the date of original ticket issuance to reschedule travel and apply the unused ticket to a new itinerary without losing the value of the ticket less applicable change fees.</li> <li>For domestic travel, tickets must be reissued and <b>travel completed</b> within one year of the original ticket date.</li> <li>For international travel, tickets must be reissued to the same or another international destination, and <b>travel must begin</b> within one year of the original ticket date. A fully unused International ticket may be upgraded to a higher fare. If the request for an international ticket exchange is for United domestic travel, then the value of the domestic ticket must be equal to or greater value and all travel must be via United.</li> <li>Travelers must change or cancel reservations by the first flight date to retain the value of the ticket for one year from the purchase date. Failure to make the change on/before the scheduled flight time will result in the ticket having no value for travel or exchange.</li> <li>Applicable change fees on non-refundable tickets apply for each change made, as well as all other fare terms and conditions.</li> <li>Any difference in fare when changing travel plans will be the responsibility of the traveler.</li> </ul> <p><b>Same-day travel changes</b></p> <ul style="list-style-type: none"> <li>Travelers can confirm a seat on an alternate flight on the same day of travel anywhere United flies in the United States <b>within four hours</b> of their request. If seats are available on an alternate flight, the traveler's change will be confirmed and a \$25 fee will be charged.</li> <li>Customers holding a discount ticket in economy class may confirm a seat on a flight for a \$25 fee if an available seat exists instead of traveling standby. (The fee is nonrefundable and will be collected at the time the change request is made.)</li> <li>Holders of business and full-fare economy class tickets can make changes without paying the \$25 fee as current policy allows.</li> <li>Alternate flights must be scheduled to depart within four hours of the traveler's request. Flights outside this timeframe do not qualify and the existing change fee applies.</li> <li>Same day travel changes are available within the 50 United States.</li> </ul>
<b>US Airways (US)</b>	<p>Domestic flight changes are subject to a \$100 fee and international flight changes are subject to a \$200 fee, in addition to any difference in fare.</p> <p>The following rules apply:</p> <ul style="list-style-type: none"> <li>If a reservation is canceled on/before the ticketed departure date, the value of the ticket may be applied toward future travel up to one year from the original issue date. Travel on the new ticket must be completed within one year of the original date of issue.</li> <li>If any part of the ticket is unused after the ticketed departure date and the reservation has not been canceled, the ticket has no value.</li> <li>Once the value of a non-refundable ticket has been applied toward the purchase of a new ticket, the original ticket is considered valueless.</li> </ul> <p><b>Day of departure flight changes – Move Up Program</b></p> <ul style="list-style-type: none"> <li>US Airways allows travelers to "move up" to an earlier flight on the same day of the originally scheduled departure time at the airport (with the exception of flights to Hawaii and Europe). <b>Day-of-departure changes may only be made at the airport.</b> <ul style="list-style-type: none"> <li>If an open seat is available on a flight departing on the same day as the originally scheduled departure, passengers may change to that flight. The airline will automatically confirm the reservation for \$25 for flights within the 48 contiguous United States and \$50 for flights to Latin America, the Caribbean, Canada, and Alaska. This lower confirmation fee replaces the usual \$100 change fee, plus any differences between the old fare and new fare.</li> <li>If an open seat is <b>not</b> available on a flight departing on the same day as the originally scheduled departure, passengers may stand by for that flight at no charge. Standing by at no charge is not permitted if the airline can confirm there is an open seat available for that flight. Seats on "full" flights may become available if passengers with confirmed reservations don't show up for the flight. However, unlike a confirmed reservation, flying standby does not mean travelers will get on a particular flight, and this is why travelers are permitted to stand by at no charge.</li> </ul> </li> </ul>

**All policies are subject to change at any time without notice.**

Please direct any questions about the information contained in this matrix to your CWT representative.