

Winter weather Haiti Earthquake 4:30 p.m. CDT February 8, 2010 Summary of airline advice and re-accommodation policies

With disruptions to flight operations due to winter weather across the United States and affects of the Haiti earthquake, airlines are offering waivers or flexible re-accommodation policies. The policies apply to travelers scheduled to fly to/from/through the regions or whose flights have been delayed or cancelled due to the weather. Provided below is an outline of the individual airline re-accommodation policies for issues related to the impact of the weather as currently reported to CWT.

Airline Restrictions, Re-accommodation and Baggage Policies	
Air Canada	<p>Winter Weather Flights may be impacted by forecasted winter storm conditions. Air Canada and Jazz advise that flights to, from or connecting through the airport(s) listed may be delayed or cancelled.</p> <p>Location:</p> <ul style="list-style-type: none"> • Washington, R. Reagan National, Washington, DC (DCA) • Washington, Dulles, Washington, DC (IAD) • Baltimore, International Thurgood Marshall Airport, Maryland (BWI) • Philadelphia, Pennsylvania (PHL) • Chicago, O'Hare Int'l, Illinois (ORD) <p>Date: February 8-9, 2010</p> <p>Additional Information: Air Canada has revised its ticketing policy for customers booked on affected flights to facilitate changes to bookings. Those customers wishing to make alternate travel arrangements can do so without penalty, space permitting.</p>
American Airlines	<p>Mid-West Travel Policy Due to weather conditions, American Airlines offers customers the convenience to change their plans. Customers ticketed to travel on AA flights to or from the areas listed may change flights as shown without penalty.</p> <p>To From Through</p> <ul style="list-style-type: none"> • Illinois • Indiana • Michigan • Ohio • Wisconsin <p>Date February 8-10, 2010</p> <p>And your ticket was issued no later than: February 8, 2010</p> <p>You may begin travel as late as: February 8-12, 2010</p> <p>Original ticketed inventory required? No</p> <p>Additional Information One ticketed change is allowed with no penalty.</p> <hr style="width: 20%; margin-left: 0;"/>

Mid-Atlantic Travel Policy

Due to weather conditions, American Airlines offers customers the convenience to change their plans. Customers ticketed to travel on AA flights to or from the areas listed may change flights as shown without penalty.

To From Through

- Maryland
- Massachusetts
- North Carolina
- Pennsylvania
- Virginia
- West Virginia
- Washington D.C. (BWI, DCA, IAD)
- Newark, NJ (EWR)
- New York City, NY (JFK, LGA)
- White Plains, NY (HPN)

Date

February 8-14, 2010

And your ticket was issued no later than:

February 8, 2010

You may begin travel as late as:

February 8-14, 2010

Original ticketed inventory required?

Yes

Additional Information

One ticketed change is allowed with no penalty.

Haiti Travel Policy

Due to the earthquake in Haiti American Airlines offers customers the convenience to change their plans. Customers ticketed to travel on AA flights to or from the areas listed may change flights as shown without penalty.

To From Through

- Port au Prince, Haiti (PAP)

Date

January 13 - 28, 2010

And your ticket was issued no later than:

January 21, 2010

You may begin travel as late as:

February 28, 2010

Original ticketed inventory required?

No

Additional Information

One ticketed change is allowed with no penalty.

To From Through

- Port au Prince, Haiti (PAP)

Date

January 13 - March 19, 2010

And your ticket was issued no later than:

	<p>January 28, 2010</p> <p>You may begin travel as late as: March 19, 2010</p> <p>Original ticketed inventory required? No</p> <p>Additional Information One ticketed change is allowed with no penalty.</p>
<p>Continental Airlines</p>	<p>Winter storm</p> <p>Travel to/from/through</p> <p>Washington, DC (DCA - National);Cleveland, OH (CLE); Newark, NJ (EWR - Liberty); Baltimore, MD (BWI); Charlotte, NC (CLT); Columbus, OH (CMH); Charleston, WV (CRW); Cincinnati, OH (CVG); Dayton, OH (DAY); Detroit, MI (DTW); Grand Rapids, MI (GRR); Greensboro, NC (GSO); Washington, DC (IAD - Dulles); Indianapolis, IN (IND); Milwaukee, WI (MKE); New York, NY (LGA - LaGuardia); Chicago, IL (ORD); Pittsburgh, PA (PIT); Philadelphia, PA (PHL); Richmond, VA (RIC); Raleigh/Durham, NC (RDU); Norfolk, VA (ORF)</p> <p>Original Travel Dates: Feb. 8, 2010 - Feb. 10, 2010</p> <p>Final Travel must be completed by: End of Validity of ticket (one year from date of issue)</p> <p>Additional Information Change fees and/or additional fare collection will be waived for rescheduled travel booked in the same fare class on or before Feb. 24, 2010. Travel rescheduled after Feb. 24, 2010 will qualify for a change fee waiver only.</p>
<p>Delta Air Lines/Northwest</p>	<p>Mid-Atlantic Winter Storm</p> <p>Destination (To, From, or Through):</p> <ul style="list-style-type: none"> • District of Columbia (DC) • Maryland • Massachusetts • New Jersey • New York State • North Carolina • Ohio • Pennsylvania • Rhode Island • Virginia • West Virginia • Connecticut <p>Dates of Travel Impacted Feb 5-12, 2010</p> <p>Ticket Reissue Date (On or Before) Feb 13, 2010</p> <p>New Travel Origination Dates (No Later Than) Feb 13, 2010</p> <p>Conditions & Restrictions Changes to origins and destinations may result in an increase in fare. Any difference in fare between your original ticket and the new ticket will be collected at the time of booking.</p> <p>Earthquake in Haiti</p>

	<p>Destination (To, From, or Through)</p> <ul style="list-style-type: none"> • Port Au Prince, Haiti (PAP) <p>Dates of Travel Impacted Jan 26-Feb. 14, 2010</p> <p>Ticket Reissue Date (On or Before) March 31, 2010</p> <p>New Travel Origination Dates (No Later Than) March 31, 2010</p> <p>Conditions & Restrictions Changes to origins and destinations may result in an increase in fare. Any difference in fare between your original ticket and the new ticket will be collected at the time of booking.</p> <hr/> <p>Machu Picchu Flood</p> <p>Destination (To, From, or Through)</p> <ul style="list-style-type: none"> • Lima, Peru (LIM) <p>Dates of Travel Impacted Jan 27- Feb 28 , 2010</p> <p>Ticket Reissue Date (On or Before) March 25, 2010</p> <p>New Travel Origination Dates (No Later Than) March 25, 2010</p> <p>Conditions & Restrictions Changes to origins and destinations may result in an increase in fare. Any difference in fare between your original ticket and the new ticket will be collected at the time of booking.</p>
<p>Southwest Airlines</p>	<p>Winter Storm Based on the winter weather conditions, the majority of morning services at the airports listed below have been cancelled. Service resuming will be dependent on conditions of runways, taxiways, and other airport services.</p> <p>Locations</p> <ul style="list-style-type: none"> • Chicago (Midway) (MDW) • Cleveland (CLE) • Detroit (DTW) • Indianapolis (IND) • Louisville (SDF) • Milwaukee (MKE) <p>Dates February 9-10, 2010</p> <p>Additional Information Customers holding reservations to/from the locations and dates listed above are eligible to reschedule their flight in accordance with our accommodation procedures: the flexibility to rebook this flight in the original class of service or travel standby within 14 days of the original date of travel between the original city-pairs without paying any additional charge.</p>

<p>United Airlines</p>	<p>Winter Weather Travel Advisory Travel waivers have been issued for the East Coast due to winter weather.</p> <p>Traveling to, from or through</p> <ul style="list-style-type: none"> • Maryland • New Jersey • New York • North Carolina • Pennsylvania • Virginia • Washington, D.C. <p>Dates February 3 - 9 , 2010</p> <p>Tickets purchased on or before February 3, 2010</p> <hr/> <p>Winter Weather Travel Advisory Travel waivers have been issued for the Midwest due to a winter storm.</p> <p>Traveling to, from or through</p> <ul style="list-style-type: none"> • Illinois • Indiana • Michigan • Ohio • Wisconsin <p>Dates February 9-10 , 2010</p> <p>Tickets purchased on or before February 8, 2010</p> <hr/> <p>Winter Weather Travel Advisory Travel waivers have been issued for the Northeast due to a winter storm.</p> <p>Traveling to, from or through</p> <ul style="list-style-type: none"> • Connecticut • Maine • Maryland • Massachusetts • New Hampshire • New Jersey • New York • Pennsylvania • Rhode Island • Vermont • Virginia • West Virginia • Washington, D.C. <p>Dates February 10-11 , 2010</p> <p>Tickets purchased on or before February 8, 2010</p> <p>Important flight status and waiver information Please check the status of your flight We strongly recommend checking your flight status before going to the airport.</p> <p>All United®, United Express® and United code-share flights are covered under the</p>
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	<p>relevant policy.</p> <p>Customers currently en route:</p> <ul style="list-style-type: none"> • May make one change to their return trip. Rules and restrictions regarding standard change fees, advance purchase, day or time applications, blackouts, and minimum or maximum stay requirements have been waived. Origin and destination cities must remain the same. • Revised travel must be completed within 7 days of original travel date. <p>Customers who have not begun travel (wholly unused tickets):</p> <ul style="list-style-type: none"> • May make one change to their travel plans without change fees or advance purchase requirement for the same itinerary. Changes must be made within 7 days of waiver travel dates. Original booking code should be used. If original booking code is unavailable, travel may move up to two booking codes higher. • For a new itinerary, one change may be made anytime within ticket validity without change fees. • All rescheduled travel may be subject to higher fares if it does not meet original rule and booking code restrictions or is a new itinerary. <p>Customers with cancelled flights (i.e., flights that are not operating) are eligible for a full refund. Policies also apply to Mileage Plus, consolidator and internet tickets. United will monitor the situation and adjust ticketing policies as necessary.</p>
<p>US Airways</p>	<p>Winter Storms</p> <p>Cities Affected Washington, DC (Dulles) ; Washington, DC (Reagan) ; Baltimore, MD ; Salisbury, MD; Newark, NJ ; Islip, NY ; New York, NY (LaGuardia) ; New York, NY (JFK) ; Newburgh, NY ; White Plains, NY ; Fayetteville, NC ; Jacksonville, NC ; New Bern, NC ; Wilmington, NC ; Philadelphia, PA ; Asheville, NC ; Charlotte, NC ; Greenville, NC; Greensboro, NC ; Raleigh/Durham, NC ; Charlottesville, VA ; Lynchburg, VA ; Newport News, VA ; Norfolk, VA ; Richmond, VA ; Roanoke, VA</p> <p>Date Range 2/3/2010 2:00 PM ET through 2/11/2010 11:30 PM ET</p> <hr/> <p>Cities Affected Boston, MA ; Allentown, PA ; Harrisburg, PA ; Pittsburgh, PA ; Scranton, PA</p> <p>Date Range 2/4/2010 8:00 PM ET through 2/11/2010 11:30 PM ET</p> <hr/> <p>Cities Affected Chicago, IL (O'Hare) ; Indianapolis, IN ; Detroit, MI ; Akron, OH ; Cincinnati, OH ; Cleveland, OH ; Columbus, OH ; Dayton, OH ; Milwaukee, WI</p> <p>Date Range 2/8/2010 1:00 PM ET through 2/11/2010 11:30 PM ET</p> <p>Revised Ticket Policy US Airways has relaxed ticketing policies for the cities listed above, which may be affected by bad weather. US Airways will waive the standard change fee, advance reservation and ticketing requirements for customers with travel to, from or through the cities listed above on the dates above. If US Airways service continues to operate to the affected destinations, you can make certain changes without incurring the standard change fee, advance reservation or ticketing requirements:</p> <ul style="list-style-type: none"> • You can move your entire itinerary up to seven days before or after the

	<p>scheduled origination date.</p> <ul style="list-style-type: none">• You can apply the full value of your wholly unused tickets toward the purchase of a ticket to an alternate destination, although travel must originate within seven days of the scheduled origination date. <p>Terms and conditions Customers traveling on certain tickets - such as some available from third-party ticket discounters, including but not limited to discount travel websites - may not have all the elements of the policy available to them. Tickets issued by US Airways for travel on airlines other than US Airways, US Airways Shuttle or US Airways Express will follow the rules of the airline operating the flight(s).</p> <p>Itinerary changes are subject to availability, and in certain cases, an additional collection fee. Customers will be able to stand by for alternate flights without incurring the standby fee if a satisfactory alternate itinerary cannot be confirmed.</p>
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CWT will continue to monitor the situation and communicate any major updates as they are received.

All policies are subject to change without notice.

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