

Summary of non-refundable ticket exchange policies

Updated June 22, 2009—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 to this document 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)	<p>General ticket exchange policy</p> <p><u>Time frame:</u></p> <ul style="list-style-type: none"> • Most nonrefundable tickets must be used on the ticketed date of travel. • Travel must commence within 1 year of date of original issue. <p><u>Fee:</u></p> <ul style="list-style-type: none"> • Many tickets are non-refundable, while others may be subject to a refund penalty, which limit their refundable value. In most cases, the words "non-refundable" or "non-ref" are clearly printed on the ticket and ticket receipt. • Certain tickets allow no changes/refunds at all. Other tickets may allow changes (other than a name change) with a fee. • Fully unused non refundable tickets may be applied as a credit towards the purchase of one new ticket in the passenger's name. • If the fare for the new journey is lower, any residual amount will be forfeited. Additional fare amount and change fees may apply. <p><u>Additional Information:</u></p> <ul style="list-style-type: none"> • In the case of a refundable ticket, only the unused portion of the ticket is refundable. <hr style="width: 20%; margin-left: 0;"/> <p>Same-day travel changes/standby Some fares are available for same-day changes and are subject to availability.</p> <p><u>Fees:</u></p> <ul style="list-style-type: none"> • No additional charges for fare difference apply for changes made on the day of travel. <p><u>Additional Information:</u></p> <ul style="list-style-type: none"> • Same-day changes can only be made at the airport.

American Airlines (AA)

General ticket exchange policy

Time frame:

- Travelers must **cancel their ticketed flight reservations prior to the ticketed departure date/time or the ticket will have no value**. This policy applies to voluntary itinerary changes on non-refundable fare tickets that allow changes to the itinerary.
- If the ticketed reservations are canceled prior to ticketed departure time, the ticket will be valid as follows:
 - Wholly unused tickets—Travel must commence within one year from original ticket issue date
 - Partially used tickets—Travel must be completed within one year from outbound travel date

Fee:

- 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.

Location:

- This applies to non-refundable tickets issued from all points of sale as follows:
 - For travel within the 50 United States
 - For travel between the 50 United States and Canada
 - For transatlantic, transpacific, Mexico, Central America, and South America fares for travel originating in the U.S. only
 - For Caribbean and Puerto Rico/U.S. Virgin Islands, non-refundable fares originating in either direction

Additional Information:

- Please refer to the specific fare rule for complete details.
- Effective May 21, 2008 **Non-Refundable E-tickets to Refundable E-tickets** may be applied to the purchase of a refundable fare ticket. Once the value of a non-refundable fare ticket has been applied to the purchase of a refundable fare ticket, only the original non-refundable amount remains non-refundable

Same-day travel changes/standby

Timeframe:

- Travelers may get a confirmed seat for same-day flight changes for domestic travel†
- If eligible seats are available within 12 hours of departure of alternate flights for the same itinerary, the flight change can be confirmed.

Fee:

- \$50 *
- American continues to offer the same-day option of standing by for an earlier or later domestic flight for eligible fares at no charge.

Location:

- †Available for flights in the U.S., Puerto Rico, U.S. Virgin Islands, Canada and the Caribbean on American Airlines, American Eagle® and AmericanConnection®.

Additional Information:

- *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>Continental Airlines (CO)</p>	<p>General ticket exchange policy</p> <p><u>Timeframe:</u> When a valid ticket is exchanged, the new ticket validity will be one year from date of exchange.</p> <p><u>Fee:</u></p> <ul style="list-style-type: none"> • Change fees and any applicable difference in fare will apply to the new itinerary. • Domestic and International change fees vary based on the fare. • 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. • There are no fees for changes to reservations within 24 hours, including canceling your reservation and requesting a refund to the original form of payment. <p><u>Additional Information:</u></p> <ul style="list-style-type: none"> • Non-refundable to refundable – A non-refundable ticket may be exchanged for a refundable ticket with the original value remaining non-refundable. The non-refundable restriction of the original ticket value will be carried forth to the new ticket. • Domestic to International – A wholly-unused domestic paid fare ticket may be exchanged for an international ticket. Tickets must be in the same currency. Any service charge applicable to the original domestic ticket must be collected and not deducted from any residual.
<p>Delta Air Lines (DL)</p>	<p>General ticket exchange policy</p> <p>The policies regarding ticket changes for non-refundable tickets vary.</p> <p><u>Location:</u></p> <ul style="list-style-type: none"> • For travel within North America <p><u>Timeframe:</u></p> <ul style="list-style-type: none"> • The ticket must be reissued and all travel completed within one year from the original date of issue. <hr/> <p><u>Location:</u></p> <ul style="list-style-type: none"> • For travel outside North America <p><u>Timeframe:</u></p> <ul style="list-style-type: none"> • If travel was started, the ticket must be reissued and all travel must be completed within one year of the start date. • If travel was not started, the ticket must be reissued and travel must begin within one year of the original date of issue. <p><u>Fee:</u></p> <ul style="list-style-type: none"> • Based on the fare rules, a service fee may apply to change a ticket as well as any additional difference in fare. <hr/> <p><u>Location:</u></p> <ul style="list-style-type: none"> • For travel within the 50 United States <p><u>Fee:</u></p> <ul style="list-style-type: none"> • \$150 USD <hr/> <p><u>Location:</u></p> <ul style="list-style-type: none"> • For travel outside the United States <p><u>Fee:</u></p> <ul style="list-style-type: none"> • \$250 USD • Fees can vary based on location and type of fare. <p><u>Additional Information:</u></p> <ul style="list-style-type: none"> • Changes are usually permitted only to the return portion of an international itinerary. <hr/>

Same-day travel changes/standby

Delta offers the following same-day confirmed travel and same-day travel upgrade options.

Timeframe:

- Same-day confirmed travel—This option allows travelers to change their flight time on the same day of travel
- Travelers must confirm their new flight within three hours of the scheduled departure time.

Fee:

- \$50

Location:

- 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.

Limitations:

- This option is limited to specific flight routing and connection changes.
- Passengers can change from a connection flight to a nonstop/direct flight.
- Passengers will be booked in the same class of service as originally ticketed.
- A \$75 fee applies to restricted Delta Shuttle fares when changing to a peak flight time.
- 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.

The following are not permissible:

- No changes between origin, destination, or co-terminals (such as New York's LGA and JFK).
- No changes to routing for fares that are flight specific or require specific routing.

Additional Information:

- The standard rules of the fare will apply.
- 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.

Platinum and Gold Medallion® members

Receive same-day travel benefits *Same-day confirmed program*—Platinum or Gold Medallion members may request a change to their itinerary for an earlier or later Delta or Delta Connection® flight.

Timeframe:

- The request must be within three hours of the scheduled departure of the new requested flight.

Fee:

- No extra charge on the same day as ticketed.

Same-day standby option

If unable to secure flights with the same-day confirmed program, Delta offers this standby option for Platinum and Gold Medallion Members.

Timeframe:

- The requested flight must be within three hours of the time when the request to standby is made.

Fee:

- Free of charge to Platinum and Gold Medallion members at the kiosk or ticket counter.

Additional Information:

- 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.
- All terms and conditions of the same-day confirmed program apply. Additional terms and conditions may also apply.

Northwest Airlines (NW)

General ticket exchange policy

Location:

- **Domestic Travel** (in/between the 50US/Canada /San Juan / Mexico / and the Caribbean)

Timeframe:

- **For tickets issued on/after February 5, 2009**
 - Passengers may apply the unused value of a domestic ticket towards future travel provided changes are made and tickets are reissued one year **from original ticket issue date**.
 - Domestic tickets are valid for one year from date of original ticket issuance.
 - The ticket must be exchanged and the new origination date must be within one year of the original ticket date on the original ticket.
- **For tickets issued on/before February 4, 2009**
 - Passengers may apply the unused value of nonrefundable tickets towards future travel provided changes are made and tickets are reissued one year **from date of travel origination**.
 - Domestic tickets are valid for one year from date of travel origination.
 - The ticket must be exchanged and the new origination date must be within one year of the original outbound date designated on the original ticket.

Fees:

- For higher valued non-refundable tickets, the passenger must pay the difference in fare plus the administration fee of the ticketed fare.
- For equal value non-refundable tickets, the passenger must pay the administration fee of the ticketed fare.
- For lower value non-refundable tickets, the difference in fare less the administration fee amount will be returned in the form of an MCO valid for travel NWA only.

Additional Information:

- A wholly unused domestic ticket issued with a nonrefundable fare can be applied toward the purchase of another Northwest or KLM domestic or international fare of higher, equal or lower value.
- Passengers are not required to cancel the reservation prior to the original departure date. The ticket must be reissued within the rules of the fare.
- Extensions to this validity policy are not permitted. Once any ticket expires, Northwest will retain all amounts collected from the passenger as an administrative service charge/cancellation fee.

Location:

- International

Timeframe:

- All tickets impacted by a voluntary change of the itinerary must be reissued at the same time the reservation is modified.
- Partially used tickets must be exchanged within one year after the original departure date unless otherwise specified in the fare rule.
- To remain valid, wholly unused nonrefundable tickets must be exchanged within one year of the date of issue unless otherwise specified in the fare rule. The new ticket will then be valid for travel originating within one year from the date of the exchange.
- Once any ticket expires, Northwest will retain the fare collected from the passenger.

Fee:

- Any difference in fare when changing travel plans will be the responsibility of the traveler.
- All change fees and fare differences must be collected at the time the ticket is reissued.
- Passenger may apply the full value of the original ticket towards the purchase of a new NW/KL ticket of equal or higher value and pay the change fee from the originally ticketed fare.
- If the new itinerary has a higher fare, the fare difference will be collected along with the change fees.

Additional Information:

- The simultaneous ticket reissue policy will continue to apply to all restricted fares that contain change fees.

	<ul style="list-style-type: none"> An international ticket that was issued for travel on a fare that contained either a penalty for cancellation or was non-refundable is considered canceled if unused and is subject to the applicable cancellation penalty. <p>_____</p> <p>Same-day travel changes</p> <p><u>Timeframe:</u></p> <ul style="list-style-type: none"> The FlyNow option allows customers to confirm an alternate, qualifying domestic flight anytime during the day with the same origin and destination. <p><u>Fee:</u></p> <ul style="list-style-type: none"> \$50 <p><u>Location:</u></p> <ul style="list-style-type: none"> Within the continental United States, Alaska and to/from Canada <p><u>Additional Information:</u></p> <ul style="list-style-type: none"> The FlyNow option is available to customers checking in on the day of departure at nwa.com or at a Self-service Check-in Kiosk
<p>Southwest Airlines (WN)</p>	<p>General ticket exchange policy</p> <p><u>Timeframe:</u></p> <ul style="list-style-type: none"> If a traveler chooses not to use a restricted ticket or Ticketless Travel funds that have already been purchased, the amount paid for travel may be applied toward the purchase of future travel on Southwest Airlines so long as travel will be completed within the eligibility period printed on the ticket or Ticketless Travel authorization If applying an unused ticket, Ticketless Travel funds, and/or other Southwest Airlines travel credit toward the purchase of a new reservation, the new reservation record will reflect the expiration date of the oldest ticket, Ticketless Travel funds, or Southwest Airlines travel credit used to pay for the new reservation. The Ticketless Travel Funds expiration date will be printed on the new Ticketless Travel Itinerary and Receipt and the expiration date of the new paper ticket (if exchanged at a Southwest Airlines Ticket Counter) will be printed on the face of the paper ticket. <p><u>Fee:</u></p> <ul style="list-style-type: none"> The new reservation may, without penalty or fee, be subject to different terms, conditions, and restrictions. Southwest will charge the appropriate fare for the new travel, which may mean more money, but Southwest does not charge a “fee” for the “exchange” of tickets or Ticketless Travel. No cash refunds or credit card adjustments are made on any amounts paid for nonrefundable tickets, including taxes, security fees, and passenger facility charges associated with a nonrefundable fare.
<p>United Airlines (UA)</p>	<p>General ticket exchange policy</p> <p><u>Timeframe:</u></p> <ul style="list-style-type: none"> 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 – provided the traveler cancels the reservation prior to the scheduled departure time For domestic travel, tickets must be reissued and travel completed within one year of the original ticket date. For international travel, tickets must be reissued to the same or another international destination, and travel must begin within one year of the original ticket date. <p><u>Fees:</u></p> <ul style="list-style-type: none"> Applicable change fees on non-refundable tickets apply for each change made, as well as all other fare terms and conditions. Domestic travel - subject to \$150 change fee International travel – subject to rules of the fare, and change fees of \$150-\$250 <p><u>Additional Information:</u></p> <ul style="list-style-type: none"> A fully unused International ticket may be upgraded to a higher fare. If the request for an

	<p>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</p> <ul style="list-style-type: none"> • Failure to make the change on/before the scheduled flight time will result in the ticket having no value for travel or exchange. • Any difference in fare when changing travel plans will be the responsibility of the traveler. <hr/> <p>Same-day travel changes</p> <p><u>Timeframe:</u></p> <ul style="list-style-type: none"> • Travelers can confirm a seat on an alternate flight on the same day of travel as the scheduled itinerary within three hours of the time of their request. • Alternate flights must be scheduled to depart within three hours of the traveler's request. For flights outside of three hours the standard change fee policy will apply. <p><u>Location:</u></p> <ul style="list-style-type: none"> • Same-day travel changes are available for flights within the 50 United States. • Available only for identical routing: same destination and same connection city. <p><u>Fee:</u></p> <ul style="list-style-type: none"> • If eligible seats are available on an alternate flight, the traveler's change will be confirmed and a \$75 fee will be charged. • No change fee will be required for confirmed same-day changes to business class or full-fare economy class tickets. The same-day change fee will apply to discounted economy class tickets. • The confirmed same-day change fee is nonrefundable and will be collected at the time when the change request is made.
<p>US Airways (US)</p>	<p>General ticket exchange policy</p> <p><u>Timeframe:</u></p> <ul style="list-style-type: none"> • 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. <p><u>Fee (in addition to any difference in fare):</u></p> <ul style="list-style-type: none"> • Domestic flight changes are subject to a \$150 fee • International flight changes are subject to a \$250 fee <p><u>Additional Information:</u></p> <ul style="list-style-type: none"> • 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. • Once the value of a non-refundable ticket has been applied toward the purchase of a new ticket, the original ticket is considered valueless. <hr/> <p>Same-day travel changes Day of departure flight changes—Move Up Program</p> <ul style="list-style-type: none"> • 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). Day-of-departure changes may only be made at the airport. • 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 <p><u>Fee:</u></p> <ul style="list-style-type: none"> • \$50 • This lower confirmation fee replaces the usual \$150 change fee, plus any differences between the old fare and new fare. • If an open seat is not 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. • Flying standby does not guarantee that travelers will get on a particular flight, and this is why travelers are permitted to stand by at no charge.

	<p><u>Location:</u></p> <ul style="list-style-type: none"> For flights within the 48 contiguous United States , Latin America, the Caribbean, Canada, and Alaska. <p><u>Additional Information:</u></p> <ul style="list-style-type: none"> Seats on “full” flights may become available if passengers with confirmed reservations don't show up for the flight.
WestJet (WS)	<p>General ticket exchange policy</p> <p><u>Timeline:</u></p> <ul style="list-style-type: none"> Cancellations made on the same day of booking (i.e. a cancellation completed prior to 01:00am MST for any WestJet booking made in the preceding 24 hour period) <p><u>Fee:</u></p> <ul style="list-style-type: none"> Changes are subject to any upgrade in fare and based on the type of fare being changed, may be subject to a fee of \$50 CAD (plus tax) per person. Are not subject to a change fee, but are subject to any upgrade in fare. can be either placed in a WestJet Credit File (fare, fees, surcharges and taxes included), OR refunded minus a \$25 CAD (plus tax) per booking cancellation fee. Cancellations made on the same day of booking (i.e. within 24 hours of the original booking time) will be refunded to the original form of payment. <hr/> <p><u>Timeline:</u></p> <ul style="list-style-type: none"> Cancellations made after the day of booking (i.e. more than 24 hours after the original booking time) Credit files are valid for one year from the date of creation and are fully transferable. <p><u>Fee:</u></p> <ul style="list-style-type: none"> May be subject to a \$50 CAD fee (plus tax) per person depending on the type of fare being cancelled. Any remainder will be placed in a WestJet Credit File. <p><u>Additional Information:</u></p> <ul style="list-style-type: none"> Credit files are valid for one year from the date of creation and are fully transferable. Some promotional fares may have additional fare rules (specified at the time of booking). The fare, fees, charges, surcharges and taxes paid are non-refundable for guests who fail to show up for their flight.

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.