

Volcanic Activity and Ash - 3:00 p.m. CDT May 26, 2010

Summary of airline advice and re-accommodation policies

With disruptions to flight operations due to Volcanic Activity in Iceland and ash disrupting travel in Europe, airlines are offering waivers or flexible re-accommodation policies. The policies apply to travelers scheduled to fly to/from/through the region or whose flights have been delayed or cancelled due to this event. Provided below is an outline of the individual airline re-accommodation policies for issues related to the impact of the flooding as currently reported to CWT.

Airline Restrictions, Re-accommodation and Baggage Policies	
American Airlines	<p>Europe Travel Policy Due to the ash plume over Northern Europe, customers concerned regarding their travel will have the option to be rebooked according to the travel dates published below. In addition, some flights to/from Europe have been cancelled.</p> <p>If you are traveling to or from:</p> <ul style="list-style-type: none"> • London Heathrow, UK (LHR) <p>On the following dates:</p> <ul style="list-style-type: none"> • May 18- June 9, 2010 <p>And your ticket was issued no later than:</p> <ul style="list-style-type: none"> • May 10, 2010 <p>You may begin travel as late as: August 8, 2010</p> <p>Original ticketed inventory required? Yes</p> <p>Additional Information One ticketed change is allowed with no penalty.</p> <p>Links</p> <p>American Airlines notices specific to this event General refund policy information (not specific to this event)</p>
Continental Airlines	<p>Volcanic Activity</p> <p>Travel to/from/through</p> <ul style="list-style-type: none"> • Amsterdam, Netherlands (AMS) • Barcelona, Spain (BCN) • Belfast, Northern Ireland (BFS) • Birmingham, England (BHX) • Bristol, England (BRS) • Dublin, Ireland (DUB) • Edinburgh, Scotland (EDI) • Glasgow, Scotland (GLA) • Lisbon, Portugal (LIS) • London, England (LHR - Heathrow) • Shannon, Ireland (SNN) • Manchester, England (MAN) <p>Original Travel Dates: May 16, 2010 - May 18, 2010</p> <p>Final Travel must be completed by: End of Validity of ticket (one year from date of issue)</p> <p>Flight Changes:</p> <p>When rescheduled travel commences by June 1, 2010, change fees and fare differences will be waived. If you would like to change your travel to an alternate flight in the UK and obtain ground transportation at your expense, no fee will apply. For all other dates and ticket uses, the change fee will be waived, but a difference in fare may</p>

	<p>apply.</p> <p>Refunds:</p> <p>Refunds to original form of payment are permitted. OnePass rewards may be cancelled and redeposited for no fee.</p> <p>Links</p> <p>Continental Airlines policies specific to this event General refund policy information (not specific to this event)</p>
<p>Delta</p>	<p>Volcanic Ash Update</p> <p>Periodic air traffic control restrictions due to volcanic ash may impact travel</p> <p>To, from, or through</p> <ul style="list-style-type: none"> • Europe • U.K., • Ireland <p>Rescheduling Flights</p> <p>If your flight is canceled or significantly delayed, you are entitled to a refund. If your flight is delayed or canceled due to volcanic ash, you may also make a one-time change to your ticket without fee if you are scheduled to travel to, from, or through Europe, the U.K., or Ireland.</p> <p>Conditions & Restrictions</p> <p>Changes to origins and destinations may result in a difference in fare. Any difference in fare between your original ticket and the new ticket will be collected or returned as a voucher at the time of rebooking.</p> <p>Links</p> <p>Delta Air Lines policies specific to this event General refund policy information (not specific to this event)</p>

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.