

Tropical Storm Ida –1:00 p.m. CDT November 9, 2009 Summary of airline re-accommodation policies

With disruptions to flight operations due to Tropical Storm Ida, 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 tropical storm. 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 Re-accommodation Policies	
Continental Airlines	<p>Tropical Storm Ida</p> <p>Continental is providing the option to re-schedule or re-route your travel once, without penalty, if you are ticketed to/from one of the cities listed below.* Travel must be completed by the original validity dates specified on the ticket and changes must be confirmed in the same class of service as the original ticket. The value of the ticket may also be used towards purchasing another Continental Airlines ticket.</p> <p>Traveling to, from or through</p> <ul style="list-style-type: none"> • New Orleans, LA (MSY) • Baton Rouge, LA (BTR) • Lafayette, LA (LFT) • Lake Charles, LA (LCH) • Gulfport/Biloxi, MS (GPT) • Mobile, AL (MOB) • Pensacola, FL (PNS) • Fort Walton Beach, FL (VPS) <p>Original Travel Dates: Nov. 9 2009 — Nov. 11, 2009</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 if the rescheduled flights are booked in the original class of service to the same city pairs as originally ticketed and rescheduled travel commences on or before Nov. 25, 2009.</p> <p>If the new travel commences after Nov. 25, 2009, change fees will be waived, however, additional fare collection will apply.</p>
Delta Air Lines	<p>Tropical Storm Ida</p> <p>Tropical Storm Ida may impact travel to, from, and through Alabama, Florida, and Mississippi. Check flight status frequently for up-to-the-minute info about your flight plans, or get updates sent directly to your wireless device or email with Delta Messenger.</p> <p>Rescheduling Flights</p> <p>If your travel plans are impacted, you may make a one-time change to your ticket without fee if you are scheduled to travel to, from, or through the following destinations on Delta, Delta Connection®, or Delta-coded flights during the specified time periods listed below. If you are unable to reissue your ticket within the given timeline, you can cancel your reservation and use the value of the ticket towards the purchase of a new ticket for a period of one year from the date of original issuance.</p> <p>Traveling to, from or through</p> <ul style="list-style-type: none"> • Fort Walton, FL (VPS) • Gulfport, MS (GPT) • Mobile, AL (MOB) • Panama City, FL (PFN) • Pensacola, FL (PNS) • Tallahassee, FL (TLH)

	<p>Dates of Travel Impacted Nov 9-10, 2009</p> <p>Ticket Reissue Date (On or Before) Nov 11, 2009</p> <p>New Travel Origination Date (No Later Than) Nov 11, 2009</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>US Airways</p>	<p>Tropical Storm Ida</p> <p>Cities Affected:</p> <ul style="list-style-type: none"> • Mobile, AL • Fort Walton Beach, FL • Pensacola, FL • Tallahassee, FL Gulfport/Biloxi, MS <p>Date Range 11/9/2009 7:00 AM ET through 11/11/2009 11:30 PM ET</p> <p>Revised Ticket Policy:</p> <p>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 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 your scheduled origination date. • 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>Cities Affected New Orleans, LA</p> <p>Date Range 11/9/2009 7:00 AM ET through 11/11/2009 11:30 PM ET</p> <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 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>

All policies are subject to change without notice.

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