

Summary of Airline non-refundable policies as of June 17, 2008

This is only a guide. Restrictions can change without notice. In general non-refundable fares have restricted rules but are less expensive. A change fee applies in most cases. 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.

<p>Air Canada</p>	<ul style="list-style-type: none"> • Ticket must be cancelled or changed 2 hours prior to flight time or ticket has no value. • Most nonrefundable tickets must be used on the ticketed date of travel. • Many tickets are non-refundable, while others may have penalties, which limit their refundable value. In most cases, the words “non-refundable” or “non-ref” are clearly printed on the ticket and ticket receipt, above the passenger name. • Certain tickets allow no changes/refunds at all. Other tickets may allow changes with a fee. • Tickets are non-transferable. • Fully unused non refundable tickets may be applied as a credit towards the purchase of one new ticket in the passenger’s name. • The majority of tickets are valid for one year from the date of original issue date. Travel must commence within 1 year of date of original issue. • If the fare for the new journey is lower, any residual amount will be forfeited. Additional fare amount and change fees may apply. <p>Change Fees: up to \$60 but varies depending on market and fare.</p>	<p>Same-day standby:</p> <ul style="list-style-type: none"> • Many variables exist. • There is no fee for a refundable fare. • Nonrefundable fares have a \$40 stand-by fee. • Inter-Canada flights do not allow stand-by. • Tango and Tango Plus do not allow stand-by. • Same Day Confirmed Stand-by: Tango \$150.00 Tango Plus \$50.00 Latitude and Executive \$0 <p>Additional Fees:</p> <p>Baggage as of July 15: Economy Tango, Tango Plus North America Aeroplan Airmiles: 1 bag free and 2nd bag \$25.00</p> <p>Economy Latitude and International, Air Canada Prestige and Star Alliance Silver: 2 bags free</p> <p>Executive Class , Executive First and Star Alliance Gold: 3 bags free</p> <p>Air Canada Super Elite and Elite: 4 bags free</p> <p>Pets in Cabin (One-Way fees)</p> <p>North America \$105.00 International \$270.00</p> <p>Tango Fares Advanced Seat Selection:</p> <p>\$15, \$17 and \$20</p>
<p>Air Tran</p>	<ul style="list-style-type: none"> • Cancellations must be made at least one hour prior to departure or customer forfeits reservation and any monies paid against the reservation. The reservation is non-transferable. • All AirTran Airways coach tickets are non-refundable. • 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. • Business class tickets (A and J fare classes only; not including promotional 	<p>Same-day standby</p> <p>Customers have two options for changing to a flight other than their reserved flight at the airport on the day of travel:</p> <ul style="list-style-type: none"> • Based on space availability, customers may reserve a confirmed seat on an earlier flight to the same destination for \$25 per person per segment. • Or, customers have the option to standby for another later flight to the same destination at no charge. These options are only available at the airport on the day of travel. <p>Additional Fees:</p> <p>Baggage</p>

	<p>fares) are fully refundable and no fee applies to changes.</p> <p>Change Fees: \$75, plus any applicable increase in airfare.</p>	<p>First bag checked is free Second checked bag \$10.00 if checking in online Second checked bag \$20.00 if paying at kiosk or counter 3 or more bags \$50.00</p>
<p>Alaska Airlines</p>	<p>•Customers with nonrefundable tickets will have 1 full year from the original date of issue to reschedule and the travel must begin within 1 year of original ticket date, without losing the value of their tickets. When tickets are reissued, the validity date from the original ticket must be carried over to the new ticket. After 1 year, ticket has no value.</p> <p>Change Fees: \$50.00-75.00 but varies depending on market and fare.</p>	<p>Same-day standby</p> <ul style="list-style-type: none"> • Same day standby allowed. <p>• Based on space availability, customers may reserve a confirmed seat on an earlier flight to the same destination for \$25 per person per segment.</p> <p>Additional Fees:</p> <p>Baggage First bag checked is free Second checked bag \$25 Third checked bag \$100 If travel is solely in Alaska then may check 3 bags at no charge.</p> <p>Pets in Cabin \$100.00 – each way</p> <p>Unaccompanied Minor \$75.00 each way</p>
<p>American</p>	<p>Must cancel ticketed flight reservations prior to the ticketed departure date/time or the ticket will have no value. 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"> • 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 <p>Any fare difference and applicable change fees must be paid and tickets must be reissued when the itinerary is rebooked.</p> <p>Passengers who no-show a flight without canceling will lose the value of the remaining coupons.</p> <ul style="list-style-type: none"> • A non-refundable ticket may be exchanged for a refundable ticket. Once a non-refundable ticket has been applied to a refundable ticket, only the original non-refundable amount remains non-refundable. This applies to tickets issued on/after May 21, 2008. <p>Change Fees: Domestic \$150 plus any applicable increase in airfare</p> <p>International \$150-300, varies depending on market and fare, plus any applicable increase in airfare</p>	<p>Same-day standby</p> <ul style="list-style-type: none"> •Travelers may get a confirmed seat for same-day flight changes for domestic travel on all fares for a \$35 fee. <p>Passengers traveling on unrestricted fares (Y, B, H) and AAdvantage AAnytime travel awards have the flexibility to change flight arrangements at no charge.</p> <p>Passengers traveling on AAdvantage MileSAver awards continue to have the flexibility to change the date and/or time of their flights at no charge, subject to availability.</p> <p>Fees are non-refundable.</p> <p>Passengers can handle the transaction at the airport ticket counter or self-service check-in machines or call a World Travel agent for assistance.</p> <p>If eligible seats are available within 12 hours of departure of alternate flights for the same itinerary, the flight change can be confirmed.</p> <p>American continues to offer the same-day option of standing by for earlier or later domestic flights on eligible fares at no charge.</p> <p>Standby is not permitted for travel to/from Europe, Mexico, Central/South America, The Middle East and Japan.</p> <p>Additional Fees:</p> <p>Baggage First checked bag \$15.00 (effective for tickets issued on or after June 15)</p> <p>(Excludes Advantage Gold, Platinum and Executive Platinum, full fare, Biz and First Class passengers and international flights)</p>

		<p>Second checked bag \$25.00 Oversized Bags \$150</p> <p>Pets Pet in Cabin \$100 Checked Pet \$150</p> <p>Unaccompanied Minor \$100.00 each way</p> <p>Others: <i>Award ticket \$20</i></p> <p><i>Reservations Service Fee \$20</i></p> <p><i>External Reservation Handling fee \$20</i></p> <p><i>Airport Service Fee \$30</i></p> <p><i>Travel Center Service Fee \$30</i></p>
<p>Continental Airlines</p>	<p>Must cancel ticketed flight reservations prior to the ticketed departure date/time or the ticket will have no value. 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"> • When a valid ticket is exchanged, the new ticket validity will be one year from date of exchange. <p>Non-refundable to refundable</p> <ul style="list-style-type: none"> • 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. <p>Change Fees: Domestic \$150.00, plus any applicable increase in airfare</p> <p>International – varies based on the fare, plus any applicable increase in airfare</p> <p><i>Continental requires that the penalty fee must be charged in a separate transaction. Agencies cannot take penalty fee out of any residual value from an exchanged ticket. Change fees and any applicable difference in fare will apply to the new itinerary.</i></p>	<p>Same-day standby</p> <ul style="list-style-type: none"> • Confirmed same day stand-by for flight change within a 3 hour window for \$50.00. This must be done directly with CO or at the airport on the kiosks or with an airport agent at the ticket counter or gate.
<p>Delta Airlines</p>	<p>Ticketed domestic reservations must be cancelled or changed prior to flight time of original schedule departure date, or ticket has no value.</p> <p>Ticketed international reservations must be cancelled or changed 24 hours prior to flight time of original schedule departure date, or ticket has no value.</p> <ul style="list-style-type: none"> • Unused tickets for travel within North America must be reissued and all travel 	<p>Same-day standby</p> <p>Same-day confirmed travel—This option allows travelers to change their flight time on the same day of travel for a fee of \$50. 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>

	<p>completed within one year from the original date of issue.</p> <ul style="list-style-type: none"> • For travel outside North America, all travel must begin within one year of the original date of issue. <p>Change Fee: Domestic \$100.00, plus any applicable increase in airfare</p> <p>International \$200 but varies depending on market and fare, plus any applicable increase in airfare</p>	<ul style="list-style-type: none"> • 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. <p>The following are not permissible:</p> <ul style="list-style-type: none"> • No changes between origin, destination, or co-terminals (such as New York's LaGuardia and JFK airports). • No changes to routing for fares that are flight specific or require specific routing. <p>Same-day confirmed program for Platinum or Gold Medallion members. You may request a change to an itinerary and be confirmed at no extra charge for an earlier or later Delta or Delta Connection® flight on the same day as ticketed. The request must be within three hours of the scheduled departure of the new requested flight.</p> <p>Additional Fees:</p> <p>Baggage</p> <p>Non-Elite or Economy: First bag checked is free Second checked bag \$25.00</p> <p>Elite or First and Business: Three free bags allowed</p> <p>Pets</p> <p>In Cabin \$100.00 – each way Checked \$200.00 – each way</p> <p>Unaccompanied Minor</p> <p>\$100.00 each way</p>
<p>Frontier</p>	<ul style="list-style-type: none"> • Customers with nonrefundable tickets will have 1 full year from the original date of issue to reschedule and the travel must begin within 1 year of original ticket date, without losing the value of their tickets. When tickets are reissued, the validity date from the original ticket must be carried over to the new ticket. After 1 year, ticket has no value. <p>Change Fee: \$100.00</p>	<p>Same-day standby</p> <ul style="list-style-type: none"> • Can fly stand-by same day at no charge for applicable fares. • Confirmed stand-by same day 4 hours to 45 minutes prior to original flight for \$50.00 • Confirmed stand-by for flights one day earlier or one day later for \$100.00. <p>Additional Fees:</p> <p>Baggage</p> <p>First bag checked is free Second checked bag \$25.00 Third checked bag \$50.00 Oversize/overweight \$75.00</p> <p>Pets</p> <p>In Cabin \$100.00 – each way Checked – \$200.00 roundtrip</p> <p>Unaccompanied Minor</p>

		\$50.00 per segment per child
Jet Blue	<ul style="list-style-type: none"> •All Jet Blue tickets are nonrefundable. •Ticketed domestic reservations must be cancelled or changed prior to flight time of original schedule departure date, or ticket has no value. •New ticket must be reissued within 1 year of the day trip was canceled. After 1 year, ticket has no value. <p>Change Fee: \$100.00 / \$40.00 for same day change</p>	<p>Same-day standby</p> <ul style="list-style-type: none"> • Can fly stand-by same day at no charge. • Same day confirmed \$40.00 <p>Additional Fees: Baggage</p> <p>First bag free Second bag \$20.00</p>
Midwest	<ul style="list-style-type: none"> •Travel must be completed within 1 year of original issue date. After 1 year, ticket has no value. <p>Change Fee: \$100.00 plus any difference in fares. If the new fare is less expensive than the original fare, the difference may be applied toward the change fee.</p>	<p>Same-day standby</p> <ul style="list-style-type: none"> • Some non-refundable fare types permit standby 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 <p>Confirmed Standby Option</p> <ul style="list-style-type: none"> • Passengers may request a confirmed standby seat at any Midwest Airlines or Midwest Connect ticket counter or gate within <i>three hours</i> of the scheduled departure of the new flight. If seats are available, the passenger will receive a boarding pass and confirmed seat assignment on his or her desired flight upon payment of a \$35 service fee (plus any difference in government imposed fees). <p>This option applies to all refundable and most nonrefundable tickets, as well as award tickets. Travel must depart from and arrive in the same cities earlier or later the same day as the original ticket, though intermediate stops may vary.</p> <p>Midwest Airlines will continue to offer their existing standby option at no charge. Under that option, passengers may stand by for a flight earlier or later the same day, but are not guaranteed a seat will be available</p> <p>Additional Fees: Baggage</p> <p>First bag free Second bag \$20.00 Each bag exceeding the second checked bag \$100</p> <p>This is waived for MM Executives and Active Military.</p>
Northwest	<ul style="list-style-type: none"> • Customers with nonrefundable tickets will have 1 full year from the original date of issue to reschedule and the travel must begin within 1 year of original ticket date, without losing the value of their tickets. When tickets are reissued, the validity date from the original ticket must be carried over to the new ticket. After 1 year, ticket has no value. • For tickets issued on/before September 30 2007, a wholly unused domestic ticket issued with a nonrefundable fare may be applied toward the purchase of another NW/KL nonrefundable domestic or 	<p>Same-day standby</p> <ul style="list-style-type: none"> • The FlyNow option allows customers to make same-day domestic flight changes for a \$25 fee on qualifying flights when the same booking class is available as the originally confirmed reservation. 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 for flights with the continental United States, Alaska and to/from Canada. FlyNow changes can be made for a flight either earlier or later than original flight. • Customers traveling on refundable tickets may continue to confirm same-day flight changes without incurring a fee.

	<p>international fare of higher, equal or lower.</p> <ul style="list-style-type: none"> For tickets issued on/after October 1, 2007, 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. The nonrefundable value of the original ticket remains nonrefundable for any subsequent ticket exchange. <p>International</p> <ul style="list-style-type: none"> Wholly unused international non-refundable tickets: For tickets issued on and after August 1, 2006: <p>Wholly unused tickets, to remain valid, must be exchanged within one year from date of issue on the original ticket. Partially used tickets must be exchanged within one year after the original departure date unless otherwise specified in the fare rule.</p> <ul style="list-style-type: none"> 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. <p>Change Fee: Domestic \$100.00 but varies by market and fare plus any applicable increase in airfare International \$200 but varies by market and fare plus any applicable increase in airfare</p>	<ul style="list-style-type: none"> Standby option—Standby is one of three options available under ‘Change Flight’ during self service check-in on nwa.com or at the airport self-service kiosks. Standby is available for earlier flights on the same routing and same date as your confirmed ticket. When available, the cost to standby is USD 25.00 (this fee is waived for Northwest WorldPerks Elite and most SkyTeam Elite members). The USD 25.00 fee is payable by credit card only and will be collected when standby is selected. The charge will not be billed to your credit card until you are issued a boarding card at the gate for your standby flight. With the exception of WorldPerks Elite and SkyTeam Elite members, standby will not be offered on flights where the FlyNow option is available. <p>Additional Fees:</p> <p>Baggage</p> <p>First bag checked is free Second checked bag \$25.00 Additional bags \$100.00 each way</p> <p>First class - 3 bags free of charge. \$100.00 each-way for each bag over 3.</p>	
<p>Southwest</p>	<ul style="list-style-type: none"> Travel must be completed within 1 year of original issue date. After 1 year, ticket has no value. <p>Change fees: none</p>	<p>Same-day standby</p> <ul style="list-style-type: none"> No stand-by allowed on Wanna Get Away. Same day stand-by allowed on Business Select and Anytime fares. <p>Additional Fees:</p> <p>Baggage</p> <p>First two bags are free Third bag checked \$25.00 Fourth through ninth checked bag \$50.00 Each bag over nine \$110.00 each way</p>	
<p>United</p>	<ul style="list-style-type: none"> Travelers must change or cancel reservations by the first flight time 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. Travelers holding non-refundable tickets 	<p>Same-day standby</p> <ul style="list-style-type: none"> Travelers can confirm a seat on an alternate flight on the same day of travel anywhere United flies in the United States within three hours of their request. If 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 	

	<p>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.</p> <ul style="list-style-type: none"> • 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. 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. <p>Change Fees: Domestic - \$150.00 International – \$250.00 plus any applicable increase in airfare .</p>	<p>discounted economy class tickets.</p> <ul style="list-style-type: none"> • Same-day travel changes are available for flights within the 50 United States. • Alternate flights must be scheduled to depart within three hours of your request. For flights outside of three hours the standard change fee policy will apply. • The confirmed same-day change fee is nonrefundable and will be collected at the time when the change request is made. <p>Additional Fees: Baggage</p> <p>\$15 for a single bag on domestic flights.</p> <p>Three or more bags, overweight bags or items that require special handling are \$125 to \$250 depending on the item.</p> <p>These changes apply to customers who purchase a ticket on or after June 13 for travel within the United States and to or from Canada, Puerto Rico and the U.S. Virgin Islands on or after August 18. The \$15 fee does not apply to some customers who are members of United's loyalty programs. Those exceptions: Traveling First or UA Business, Mileage plus 1K, Premier Executive, Premier or Premier Assoc Star Alliance Gold or Silver member, Military personnel on traveling orders.</p>
<p>US Airways</p>	<ul style="list-style-type: none"> • Ticketed reservations must be cancelled or changed prior to flight time of original schedule departure date, or ticket has no value • 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. • 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. • Old America West tickets can be exchanged for a new US Airways ticket. Penalties and rules still apply as does the 1 year validity. <p>Change Fees: Domestic \$150, in addition to any difference in fare.</p> <p>International \$250, in addition to any difference in fare.</p>	<p>Same-day standby 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). <p>Day of departure changes may only be made at the airport.</p> <p>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.</p> <p>This lower confirmation fee replaces the usual \$150 change fee, plus any differences between the old fare and new fare.</p> <p>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.</p> <p>Standing by at no charge is not permitted if the airline can confirm there is an open seat available for that flight.</p> <p>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 guarantee that travelers will get on a particular flight, and this is why travelers are permitted to stand by at no charge.</p> <p>Additional Fees: Baggage</p>

One bag free of charge
Second bag \$25.00

Effective July 9th

\$15 for a single bag on domestic flights.
Second checked bag \$25.00

(excluded from this fee: All Dividend Miles Preferred members:(Silver, Gold, Platinum and Chairman's Preferred, Passengers traveling to and from Europe, or to and from Asia, Star Alliance Silver and Gold status members, Unaccompanied minors, Passengers checking personal assistive devices, Confirmed First Class and Envoy passengers at time of check-in (51-70 lb/23-32 kg bag free of charge unless traveling from the following European destinations: MAN, LGW, GLA, LIS, MXP, ARN, BRU, LHR, SNN, DUB, and Active military personnel with ID and government issued travel orders/on active duty status-luggage up to 99 lbs/45 kg free of charge.)

Others:

Award tickets

A \$25, \$35 or \$50 processing fee will apply (depending on where you travel) for award tickets booked on or after August 6, 2008. The Preferred bonus miles will be discontinued for travel booked on or after August 6, 2008.

Drinks

Beginning in August 2008, a \$2 charge for all non-alcoholic beverages (including sodas, juices, bottled water and coffee) and \$7 for alcoholic beverages (currently available for \$5) will be implemented.

US Airways Shuttle, and First Class and Envoy will continue to enjoy complementary beverages.

Ticketing Fees

Call center fees will increase to \$25 for domestic U.S. tickets purchased through the call center and airport ticket counters and \$35 for all international tickets purchased through the call center and airport ticket counters.

E-mails from their customer service departments from these airlines and their web sites were the source of the information.

Thank you.

Monet Raths, Training Manager, World Travel Inc.