

**Airline Policy Changes
As of 09/22/03**

The following information is subject to change without prior notice. Specific low fares may be more restrictive. Unless otherwise noted, the following changes affect travel within the U.S. and Canada. Please contact your agent with any questions.

	American Airlines Complete Update 08/05/03	Continental Airlines Complete Update 08/05/03	Delta Air Lines Complete Update 08/05/03	Northwest Airlines Complete Update 08/05/03	United Airlines Complete Update 08/05/03	US Airways Complete Update 08/05/03
Cancellation of Nonrefundable Fares Some nonrefundable fares may not be affected by this change.	<p>UPDATED: 08/19/03</p> <p>Tickets are valid for 1 year from date of issue when the original flights are canceled prior to the original departure time. If flights are canceled after the departure time, then the ticket has no value.</p> <p>Old ticket must be reissued on/before 1 year from original date of issue and travel has to begin within 1 year from original date of issue.</p> <p>Valid for outbound travel on/after August 19, 2003, regardless of when the ticket was issued.</p>	<p>UPDATED: 08/21/03</p> <p>Tickets are valid for 1 year from date of issue when the original flights are canceled prior to the original departure time. If flights are canceled after the departure time, then the ticket has no value.</p> <p>Old ticket must be reissued on/before 1 year from original date of issue and travel has to begin within 1 year from original date of issue.</p> <p>Valid for outbound travel on/after August 20, 2003, regardless of when the ticket was issued.</p>	<p>UPDATED: 08/29/03</p> <p>Nonrefundable tickets do not have to be canceled prior to departure to retain the value of the ticket..</p> <p>Domestic nonrefundable tickets: Travel must be completed within 1 year from original date of issue.</p> <p>International nonrefundable tickets: Travel must begin on/before 1 year from original date of issue.</p> <p>Valid for outbound travel on/after August 21, 2003, regardless of when the ticket was issued. Valid for tickets issued for domestic travel within the U.S., Puerto Rico, the U.S. Virgin Islands or Canada and for international travel from the U.S., Puerto Rico or the U.S. Virgin Islands.</p> <p>International travel originating in Canada, the policy applies for travel on/after October 20, 2003, to comply with Canadian government requirements.</p>	<p>UPDATED: 08/28/03</p> <p>Nonrefundable tickets do not have to be canceled prior to departure to retain the value of the ticket.</p> <p>Valid for travel beginning on/after August 22, 2003, regardless of when the ticket was issued.</p> <p>Domestic nonrefundable tickets: Travel must begin on/before 1 year from original date of travel.</p> <p>International nonrefundable tickets: Travel must begin on/before 1 year from original date of issue.</p>	<p>UPDATED: 09/22/03</p> <p>Tickets are valid for 1 year from date of issue when the original flights are canceled prior to the original departure time. If flights are canceled after the departure time, then the ticket has no value.</p> <p>Old ticket must be reissued on/before 1 year from original date of issue, but travel does not have to begin within 1 year from original date of issue.</p> <p>Valid for outbound travel on/after August 23, 2003, regardless of when the ticket was issued.</p> <p>Applies to both domestic and international reservations that originate in the U.S., Canada, Puerto Rico, or the U.S. Virgin Islands.</p>	<p>UPDATED: 09/15/03</p> <p>Tickets are valid for 1 year from date of issue when the original flights are canceled prior to the original departure time. If flights are canceled after the departure time, then the ticket has no value.</p> <p>Old ticket must be reissued on/before 1 year from original date of issue and travel has to begin within 1 year from original date of issue.</p> <p>Valid for outbound travel on/after September 13, 2003, regardless of when the ticket was issued.</p>
Using Multiple One-way Nonrefundable fares on the same ticket. (Airline Suggestions)	If using multiple one-way nonrefundable fares, each fare should be issued on a separate ticket. If issued on the same ticket and the outbound is not used, the entire ticket loses all value.	If using multiple one-way nonrefundable fares, each fare should be issued on a separate ticket. If issued on the same ticket and the outbound is not used, the entire ticket loses all value.	If using multiple one-way nonrefundable fares that are combined to make a roundtrip itinerary (e.g. ATL-ORD-ATL) each fare should be issued on a separate ticket. If issued on the same ticket and the outbound is not used, the entire ticket loses all value. If multiple one-way nonrefundable fares are used but the itinerary does not make a roundtrip (e.g. ATL-ORD-CVG) and the first fare is not used, the second fare is still valid until that departure date.	If using multiple one-way nonrefundable fares, each fare should be issued on a separate ticket. If issued on the same ticket and the outbound is not used, the entire ticket loses all value.	If using multiple one-way nonrefundable fares, each fare should be issued on a separate ticket. If issued on the same ticket and the outbound is not used, the entire ticket loses all value.	If using multiple one-way nonrefundable fares, each fare should be issued on a separate ticket. If issued on the same ticket and the outbound is not used, the entire ticket loses all value.

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	Complete Update 08/05/03	Complete Update 08/05/03	Complete Update 08/05/03	Complete Update 08/05/03	Complete Update 08/05/03	Complete Update 08/05/03
Changing Nonrefundable Fares	Permitted on/prior to ticketed departure date of each flight, subject to fare restrictions and fees.	Permitted on/prior to ticketed departure date of each flight, subject to fare restrictions and fees.	Permitted on/prior to ticketed departure date of each flight, subject to fare restrictions and fees.	Permitted on/prior to ticketed departure time of each flight, subject to fare restrictions and fees.	Permitted on/prior to ticketed departure date of each flight, subject to fare restrictions and fees.	Permitted prior to ticketed departure date of each flight, subject to fare restrictions and fees.
Outbound Flight	Changes permitted to entire ticket for routing and dates, subject to new fare restrictions and fees.	Changes permitted to entire ticket for routing and dates, subject to new fare restrictions and fees.	Changes permitted to entire ticket for routing and dates, subject to new fare restrictions and fees.	Changes permitted to entire ticket for routing and dates, subject to new fare restrictions and fees.	Changes permitted to entire ticket for routing and dates, subject to new fare restrictions and fees.	Changes permitted to entire ticket for routing and dates, subject to new fare restrictions and fees.
Return Flight	Changes to other than originating flight are permitted if: no changes in routing and the change meets min/max stay provisions of original ticket. Change fee and applicable fare add-collect will apply.	Changes to other than originating flight are permitted if: no changes in routing and the change meets min/max stay provisions of original ticket. Change fee and applicable fare add-collect will apply.	Changes to other than originating flight are permitted if: no changes in routing and the change meets min/max stay provisions of original ticket. Change fee and applicable fare add-collect will apply.	Changes to other than originating flight are permitted if: no changes in routing and the change meets min/max stay provisions of original ticket. Change fee and applicable fare add-collect will apply.	Changes to other than originating flight are permitted if: no changes in routing and the change meets min/max stay provisions of original ticket. Change fee and applicable fare add-collect will apply.	Changes to other than originating flight are permitted if: no changes in routing and the change meets min/max stay provisions of original ticket. Change fee and applicable fare add-collect will apply.
Reissuing of Changed Nonrefundable Ticket	<p>A nonrefundable ticket must be reissued immediately after the change is made. This applies to e-tickets issued for domestic or international travel. If the traveler has a domestic paper ticket, is already on the trip and changing the return flight(s), the traveler must bring the ticket in to an AA location to have the change made and the ticket reissued prior to the original travel date; the agency cannot make the change.</p> <p>For international paper tickets, where the traveler has already used the outbound flight(s) and is changing the return flight(s), the traveler must bring the ticket in to an AA location to have the change made and the ticket reissued. On a case-by-case situation, the agency can contact AA's Sales Support Desk to see if the change can be made ahead of time and to have the airport collect the additional fees.</p>	<p>A nonrefundable ticket must be reissued immediately after the change is made for travelers holding an e-ticket. For travelers with paper tickets and who have already used the outbound flight(s), the agency can make the change prior to original return flight date and contact CO reservations to have them note the record with the dollar amount to be collected at the airport. The paper ticket would still have to be reissued prior to the original return travel date.</p>	<p>A nonrefundable ticket must be reissued immediately after the change is made. This applies to e-tickets and paper tickets issued for domestic or international travel. If the traveler has a paper ticket and is already on the trip and changing the return flight(s), the traveler must bring the ticket in to a DL location to have the change made and the ticket reissued prior to the original travel date; the agency cannot make the change.</p>	<p>A nonrefundable ticket must be reissued immediately after the change is made. This applies to e-tickets and paper tickets issued for travel within the U.S. and between the U.S. and Canada or San Juan. If the traveler has a paper ticket and has already flown on the outbound flight(s) and is now changing the return flight(s), either the traveler or the agent must contact NW's reservation center to have the reservation marked for reissuance and any additional fees to be collected at the airport.</p>	<p>A nonrefundable ticket must be reissued immediately after the change is made. This applies to e-tickets issued for domestic or international travel. If the traveler has a domestic paper ticket, is already on the trip, and is changing the return flight(s) with only the \$100 change fee to be charged - UA reservations can make the change and do the add-collect over the phone. If the change requires more fees than the \$100 fee to be collected, the traveler must bring the ticket in to a UA location to have the change made and the ticket reissued; the agency cannot make the change.</p> <p>For international paper tickets, the agency or UA reservations can make the change and the ticket will be reissued at the airport when checking in.</p>	<p>A nonrefundable ticket must be reissued immediately after the change is made for travelers holding an e-ticket. For travelers with paper tickets, who have already used the outbound flight(s), the agency can make the change prior to original return flight date and contact US reservations to have them note the record with the dollar amount to be collected at the airport. The paper ticket would still have to be reissued prior to the original return travel date.</p>

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	Complete Update 08/05/03	Complete Update 08/05/03	Complete Update 08/05/03	Complete Update 08/05/03	Complete Update 08/05/03	Complete Update 08/05/03
Domestic Nonrefundable Fare Change Fee	\$100	\$100	\$100	\$100	\$100	\$100
International Nonrefundable Fare Change Fee	\$200 May vary by destination	\$200 May vary by destination	\$200 May vary by destination	\$200 May vary by destination	\$200 May vary by destination	\$200 May vary by destination
Nonrefundable Business Flex Fares Rules are subject to change at any time.	\$100 Change Fee This applies to nonrefundable fare basis codes that end in -BZN . An unused BizFlex ticket can be applied to another nonrefundable ticket up to 1 year from the original issue date. If the fare basis ends in -BIZN , then it must be applied to a new nonrefundable ticket on/before the original outbound travel date.	\$100 Change Fee This applies to nonrefundable fare basis codes that end in -BIZN . An unused BizFlex ticket must be applied to another nonrefundable ticket prior to the original outbound travel date.	\$100 Change Fee This applies to nonrefundable fare basis codes that end in -BIZNR . An unused BizFlex ticket is valid for 1 year from date of issue and all travel must be completed by that date.	\$100 Change Fee This applies to nonrefundable fare basis codes that end in -BIZN . An unused BizFlex ticket can be applied to another nonrefundable ticket up to 1 year from the original outbound travel date.	\$100 Change Fee The fare basis code varies by market. An unused BizFlex ticket must be applied to another nonrefundable ticket prior to the original outbound travel date.	\$100 Change Fee This applies to nonrefundable fare basis codes that end in -1NZ . An unused BizFlex ticket can be applied to another nonrefundable ticket up to 1 year from the original outbound travel date.
Paper Ticket Charge Exceptions may exist and vary by carrier.	Tickets issued on/after May 1, 2003, the paper ticket fee is \$50. The fee applies when a paper ticket is issued in the U.S. or Canada for all e-ticket eligible flights. The fee does not apply to itineraries that involve flights or carriers that do not have an e-ticket agreement with AA.	Tickets issued on/after June 13, 2003, the paper ticket fee is \$50. The fee applies when a paper ticket is issued in the U.S./Canada/Puerto Rico/U.S. Virgin Islands/Palau/Micronesia or the Marshall Islands for any domestic or international e-ticket eligible flights. The fee does not apply to any itinerary that is not eligible for e-ticketing.	Tickets issued on/after September 5, 2002, the fee is \$20. The fee applies when a paper ticket is issued when it is e-ticket eligible. Applies for both domestic and international destinations.	For tickets issued on/after June 10, 2003, the paper ticket fee is \$50. This applies when a paper ticket is issued for e-ticket eligible itineraries for travel within North America.	Tickets issued on/after September 6, 2002, the paper ticket fee is \$20. This fee applies when a paper ticket is issued in the U.S., Puerto Rico or the U.S. Virgin Islands for domestic or international e-ticket eligible itineraries. The fee does not apply to any itinerary that is not eligible for e-ticketing.	Tickets issued on/after August 27, 2002, the paper ticket fee is \$25. The fee applies to paper tickets issued by US Airways when the domestic or international itinerary is eligible for e-ticketing Paper tickets issued by travel agents are not charged.

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	Complete Update 08/05/03	Complete Update 08/05/03	Complete Update 08/05/03	Complete Update 08/05/03	Complete Update 08/05/03	Complete Update 08/05/03
Standbys on Nonrefundable Tickets Current Policy	Permitted for same day of travel for the same origin and destination. No additional cost provided flights and routing are applicable for the fare charged. Updated: 12/17/02	Permitted for same day of travel for the same origin and destination. No additional cost provided flights and routing are applicable for the fare charged. Updated: 12/17/02	Travel within or between the U.S., Puerto Rico, U.S. Virgin Islands and Canada on DL, DL Express or DL Connection, for travel on/after March 1, 2003. Travelers may confirm travel for a earlier/later same day DL nonstop and/or connecting flight/s between same origin and destination airports for a \$25 fee. The same class of service is needed on the new flight. Standby is permitted on either outbound or return flight(s). New flights/routing must qualify for the fare being charged. If request is made more than 3 hours prior to new flight time or if class/flight/ routing do not apply to the original fare purchased, the traveler is charged the \$100 change fee plus any applicable fare difference. Changes can be made with DL res, at DL self-service kiosks or at a DL Direct phone banks at select airports. The \$25 fee does not apply to SkyMiles Platinum and Gold Medallion members and travelers using 800-Mile Segment Upgrade (MSU) or other SkyMiles upgrade products. The fee applies to travelers using SkyMile Award tickets.	Permitted for same day of travel for the same origin and destination. No additional cost provided flights and routing are applicable for the fare charged.	Permitted for same day of travel for the same origin and destination. No additional cost provided flights and routing are applicable for the fare charged. Updated: 12/13/02	Effective January 9, 2003, the standby fee for travel within the United States and between the United States and Canada has been reduced to \$25 USD/\$40 CAD. This applies to all tickets in these markets issued on or after August 27, 2002.

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Standby Coupons						<p>For travel on/after January 9, 2003, the standby fee (if fare allows standby) for travel within the United States and between the United States and Canada is \$25 USD/\$40 CAD. Standby fee in Shuttle markets is \$25 USD, as of 01/31/03.</p> <p>Standby coupons are valid for up to 1 year from date of issuance and are nonrefundable. The coupons are transferable. Lost or stolen coupons have no replacement value.</p> <p>Current Fees: Domestic U.S.: \$25 US Airways Shuttle: \$25 U.S. to/from Canada: \$25 / \$40CAD U.S./Canada - to/from San Juan/U.S. Virgin Islands: \$100 / \$154CAD U.S. to Europe: \$100 Europe to U.S.: Per fare rule U.S. to/from Caribbean: \$100</p>

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Standby for Refundable Fares	For refundable fares - Standbys will be allowed on earlier/later same day flights as the flight booked. AA will no longer allow standbys for other days. No fee is charged to standby. New flights and routings must be applicable to the original fare charged. If not applicable, traveler must pay for difference in fares.	For refundable fares - Standbys will be allowed on earlier or later same day flights. Standbys for other days are not allowed. No fee is charged. New flights and routings must be applicable to the original fare charged. If not applicable, traveler must pay for difference in fares.	Travel within or between the U.S., Puerto Rico, U.S. Virgin Islands and Canada on DL, DL Express or DL Connection, for travel on/after March 1, 2003. Travelers may confirm travel for a earlier/later same day DL nonstop and/or connecting flight/s between same origin and destinations airports for a \$25 fee. The same class of service is needed on the new flight. Standby is permitted on either outbound or return flight(s). New flights/routing must qualify for the fare being charged. If request is made more than 3 hours prior to new flight time or if class/flight/ routing do not apply to the original fare purchased, the traveler is charged the \$100 change fee plus any applicable fare difference. Changes can be made with DL res, at DL self-service kiosks or at a DL Direct phone banks at select airports. The \$25 fee does not apply to SkyMiles Platinum and Gold Medallion members and travelers using 800-Mile Segment Upgrade (MSU) or other SkyMiles upgrade products. The fee applies to travelers using SkyMile Award tickets.	For refundable fares - Standbys will be allowed on earlier or later same day flights. Standbys for other days are not allowed. No fee is charged. New flights and routings must be applicable to the original fare charged. If not applicable, traveler must pay for difference in fares.	For refundable fares - Standbys will be allowed on earlier or later same day flights. Standbys for other days are not allowed. No fee is charged. New flights and routings must be applicable to the original fare charged. If not applicable, traveler must pay for difference in fares.	For refundable fares - Standbys will be allowed on earlier or later same day flights. Standbys for other days are not allowed. No fee is charged. New flights and routings must be applicable to the original fare charged. If not applicable, traveler must pay for difference in fares.
Waivers and Favors Current Policy	Will no longer allow waivers to min/max stay or advance purchase restrictions.	Strict policy against waivers and favors, rigid enforcement of rules.	Strict policy against waivers and favors, rigid enforcement of rules.	Waiver policy has not changed.	Strict policy against waivers and favors, rigid enforcement of rules.	Will not waive advance purchase, min/max stay or service fees. Will still try to help in other situations.

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	Complete Update 08/05/03	Complete Update 08/05/03	Complete Update 08/05/03	Complete Update 08/05/03	Complete Update 08/05/03	Complete Update 08/05/03
Baggage Fees Additional baggage size and weight restrictions apply and may vary by carrier and destination. Excess baggage embargoes may exist. Number of checked bags allowed: 2 Number of carry-on bags allowed: 1	For tickets purchased on/after 12/04/02 Checked bag weight: 0 - 50 pounds: No Charge 51-70 pounds: \$25 71-100 pounds: \$50 100+ pounds: Send as cargo For tickets purchased on/before 12/03/02 Checked bag weight: 0 - 70 pounds: No Charge 71-100 pounds: \$80 100+ pounds: Send as cargo Additional fees may apply if bag is oversized. Weight and size restrictions may vary for international travel.	Tickets issued on/before April 14, 2003. Checked bag weight: 0 - 70 pounds: No Charge 71-100 pounds: \$80 101+ pounds: Send as cargo Tickets issued on/after April 15, 2003. Checked bag weight: 0 - 50 pounds: No Charge 51-70 pounds: \$25 71-100 pounds: \$50 101+ pounds: Send as cargo Additional fees may apply if bag is oversized. Weight and size restrictions may vary for international travel.	Checked bag weight: 0 - 50 pounds: No Charge 51-70 pounds: \$25 71-100 pounds: \$80 101+ pounds: Send as cargo Additional fees may apply if bag is oversized. Weight and size restrictions may vary for international travel. Members of DL's elite frequent flyer program and first class passengers will not be charged for bags weighing between 50 and 70 pounds. The new policy applies to travel on Delta, Delta Express, Delta Shuttle, Atlantic Coast Airlines, Atlantic Southeast Airlines, Chautauqua Airlines, Comair and SkyWest Airlines.	Checked bag weight: 0 - 50 pounds: No Charge 51-70 pounds: \$25 71-100 pounds: \$50 101+ pounds: Send as cargo Additional fees may apply if bag is oversized. Weight and size restrictions may vary for international travel. International Baggage Bags weighing over 100 pounds will not be accepted as checked baggage. The international free baggage allowance remains at two bags weighing up to 70 pounds each.	Checked bag weight: 0 - 50 pounds: No Charge 51-70 pounds: \$25 71-100 pounds: \$50 101+ pounds: Send as cargo Additional fees may apply if bag is oversized. Weight and size restrictions may vary for international travel.	Checked bag weight: 0 - 50 pounds: No Charge 51-70 pounds: \$25 71-100 pounds: \$80 101+ pounds: Send as cargo Additional fees may apply if bag is oversized. Weight and size restrictions may vary for international travel.
Applying Nonrefundable (NR) Tickets to Other Tickets Additional rules and restrictions may apply.	Domestic NR Tickets: Apply NR to Refundable ticket: No Apply NR to International NR ticket: Yes International NR Tickets: Apply NR to Refundable ticket: No Apply NR to Domestic NR ticket: Yes	Domestic NR Tickets: Apply NR to Refundable ticket: Yes Apply NR to International NR ticket: Yes International NR Tickets: Apply NR to Refundable ticket: Yes Apply NR to Domestic NR ticket: Yes	Domestic NR Tickets: Apply NR to Refundable ticket: Yes - entire ticket becomes NR. Apply NR to International NR ticket: Yes International NR Tickets: Apply NR to Refundable ticket: Yes - entire ticket becomes NR. Apply NR to Domestic NR ticket: No	Domestic NR Tickets: Apply NR to Refundable ticket: No Apply NR to International NR ticket: Yes International NR Tickets: Apply NR to Refundable ticket: No Apply NR to Domestic NR ticket: Yes	Domestic NR Tickets: Apply NR to Refundable ticket: Yes Apply NR to International NR ticket: Yes International NR Tickets: Apply NR to Refundable ticket: Yes Apply NR to Domestic NR ticket: Yes	Domestic NR Tickets: Apply NR to Refundable ticket: No Apply NR to International NR ticket: Yes International NR Tickets: Apply NR to Refundable ticket: No Apply NR to Domestic NR ticket: Yes