



Non-Refundable Ticket Exchange & Same Day Flight Change/Standby Policies

PLEASE NOTE: All airline policies are subject to change at any time without notice – Last updated 1/4/06

AIR CANADA - AC

Cancellation and Change Policies:

- Travelers must cancel reservations PRIOR to the ticketed departure date/time of their original flight or customer loses any credit of the purchase price of the ticket for future travel.
- The policy applies to non-refundable tickets issued for travel within Canada and the United States only on Air Canada and Air Canada Jazz.
- Travel can be rebooked for up to one year from the original ticket issue date. Immediate rebooking is not required and unused tickets may be applied toward the purchase of a new ticket.

Same Day Flight Changes / Standby Policy:

- For most non-refundable airfares passengers may confirm earlier/later same day flights between the same origin/destination for a non-refundable fee of CAD \$50 / USD \$40.
- The seat inventory must be available in the cabin applicable to the fare charged.
- Confirmed change may only be made at the airport on the day of the flight.
- Same day standby is not allowed
- Regular fare rules apply for any changes which do not qualify for the airport same day confirmed change fee policy.

AIRTRAN AIRWAYS - FL

Cancellation and Change Policies:

- Cancellations must be made at least one hour prior to departure or customer loses any credit of the purchase price of the ticket for future travel.
- All AirTran coach tickets are non-refundable and a \$50 fee per person applies to any change made after purchase plus any applicable increase in airfare.
- 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.

Same Day Flight Changes / Standby Policy:

- Customers may standby at no charge for flights other than the one for which they have a reservation on the same day of departure.

AMERICA WEST – HP

Cancellation and Change Policies:

- Cancellations must be made before midnight on the day of departure or customer loses any credit of the purchase price of the ticket for future travel.
- The credit must be used for travel within one year from the original ticket issue date.
- No refund is permitted for a decrease in fare.

Same Day Flight Changes / Standby Policy:

- America West allows you to "move up" to any earlier flight on the same day of your originally scheduled departure time at the airport (with the exception of flights to Hawaii and Europe).
- Please note that day-of-departure changes may only be made at the airport.
 - If there is an open seat available on a flight that departs on the same day as your originally scheduled departure, you may change to that flight and America West will automatically confirm your reservation for \$25 for flights within the 48 contiguous United States and \$50 for flights to Latin America, the Caribbean, Canada and Alaska. This lower confirmation fee replaces the usual \$100 change fee for non-refundable tickets.
 - If there is NOT an open seat available on a flight that departs on the same day as your originally scheduled departure, you may stand by for that flight at no charge. Standing by at no charge is not permitted if America West can confirm that there is an open seat available for that flight. Seats may become available if passengers with confirmed reservations don't show up for the flight. However, unlike a confirmed reservation, flying standby does not mean that you will get on the particular flight that you want, and this is why you are permitted to stand by at no charge.

AMERICAN AIRLINES - AA

Cancellation and Change Policies:

- Cancellations must be made prior to the ticketed departure date/time of customer loses any credit of the purchase price of the ticket for future travel.
- For wholly unused tickets - Travel must commence within one year from original ticket issue date.
- For partially used tickets - Travel must be completed within one year from outbound travel date.

Same Day Flight Changes / Standby Policy:

- Travelers can now get a confirmed seat for same day flight changes on non-refundable domestic tickets for a \$25 fee. If eligible seats are available within 3 hours of departure of alternate flights for the same itinerary, the flight change can be confirmed.
- American continues to offer the same day option of standing by for an earlier or later domestic flight for eligible fares at no charge.

CONTINENTAL AIRLINES - CO

Cancellation and Change Policies:

- Cancellations must be made prior to the scheduled departure date/time of the originally scheduled flight or customer loses any credit of the purchase price of the ticket for future travel.
- Travelers have one year from the date of original ticket issuance to reschedule travel and apply the unused ticket to their new itinerary without losing the value of the ticket.

Same Day Flight Changes / Standby Policy:

- Passengers may standby on same day flights after their ticketed departure time ONLY if they have cancelled their reservation prior to their ticketed departure time.
 - There is no additional cost provided the flights and routing are applicable for the fare charged.
 - If the change is applicable for the fare charged – then the passenger must pay the difference in airfares plus the change fee.

DELTA AIRLINES - DL

Cancellation and Change Policies: (verify w/airline's website)

- Non-refundable tickets must be reissued and travel completed within one year of the date the original ticket was issued.
- For travel within the 48 contiguous United States – the reissue fee for all Delta flights is \$50.
- For travel outside the United States – the typical reissue fee is \$200 but can vary based on the fare. Changes are usually permitted only to the return portion of an international itinerary.

Same Day Flight Changes / Standby Policy:

- The same day confirmed travel option allows travelers to change their flight time on the same day of travel for a fee of \$25. To use this option, travelers must confirm their new flight within 3 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.
- This option is limited to specific flight routing and connection changes.
 - You can change from a connection flight to a nonstop/direct flight.
 - You will be booked in the same class of service you were originally ticketed.
- The following changes are not permissible:
 - Changes to the origin, destination, or co-terminals (such as New York's LaGuardia and JFK airports)
 - Changes to routing for fares that are flight specific or require specific routing.
- If the requested change is outside of the 3-hour window, then the standard reissue/change fees will apply.

FRONTIER AIRLINES – F9

Cancellation and Change Policies: (verify w/airline's website)

- The unused ticket value is valid for one year from the date of purchase.

Same Day Flight Changes / Standby Policy:

- Standby travel with Frontier Airlines is permitted only on the day of departure of the original itinerary.

MIDWEST EXPRESS AIRLINES - YX

Cancellation and Change Policies: (verify w/airline's website)

- Travelers have one year from the date of original ticket issuance to reschedule travel and apply the unused ticket to their new itinerary without losing the value of the ticket.

Same Day Flight Changes / Standby Policy:

- 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.

NORTHWEST AIRLINES - NW

Cancellation and Change Policies: (verify w/airline's website)

- Domestic airline tickets
 - Wholly unused non-refundable tickets expire one year after date of first departure on the ticket; however, to remain valid, Non-refundable tickets must be exchanged within 90 days after first missed flight date.
 - All tickets impacted by a voluntary change of the itinerary must be reissued at the same time the reservation is modified.
- International airline tickets
 - Wholly unused non-refundable tickets expire one year after date of first departure on the ticket; however, to remain valid, Non-refundable tickets must be exchanged within 90 days after first missed flight date.
 - 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.
 - All non-refundable international tickets impacted by a voluntary change of the itinerary must be reissued at the same time the reservation is modified.

Same Day Flight Changes / Standby Policy:

- This option allows travelers to make confirmed same day changes to their domestic flights for a \$25 fee. If the customer's fare qualifies for standby and eligible seats are available on the desired domestic flights scheduled within three hours of the time the customer checks in for their original flight, Northwest will confirm the customer on the alternate flight and issue a boarding pass for the new \$25 FlyNow fee. Some full fares continue to feature a lower fee, or no fee, for making changes.
- Northwest will allow customers to use the FlyNow option on different

routings to their destination. For example, if an itinerary is scheduled for a domestic connection through Northwest's Minneapolis/St. Paul hub, and a connection through the airline's Detroit hub will arrive at the destination sooner, customers may choose the FlyNow option and be confirmed on the Detroit routing, if eligible space is available.

- Northwest continues to offer its customers a complimentary standby option for an earlier or later domestic flight on the same day and the same routing at no cost.

SOUTHWEST AIRLINES - WN

Cancellation and Change Policies: (verify w/airline's website)

- The amount paid for the unused non-refundable ticket may be applied towards the purchase of another Southwest ticket so long as travel will be completed within one year from date of purchase.
- Southwest does not charge a fee for the "exchange" of an unused non-refundable ticket. The traveler will only be charged the airfare difference if the new ticket is higher.

Same Day Flight Changes / Standby Policy:

- Southwest does not allow standby on same day travel for no additional cost for non-refundable tickets. The traveler would have to pay any additional airfare, if applicable.

SUN COUNTRY AIRLINES - SY

Cancellation and Change Policies: (verify w/airline's website)

- Travelers have one year from the date of original ticket issuance to reschedule travel and apply the unused ticket to their new itinerary without losing the value of the ticket. If the new ticket is lower than the original one, Sun Country does not permit a refund or credit for the airfare difference.

Same Day Flight Changes / Standby Policy:

- Sun Country will waive their reissue policy for a non-refundable ticket if the passenger presents themselves at the Sun Country ticket counter at the airport of departure or calls Sun Country reservations no later than two hours after the scheduled departure time shown on the ticket and accepts transportation on a standby basis for the next available Sun Country flight.
- In order for a passenger to confirm a seat on the next available Sun Country flight, they would need to pay the change fee to be rebooked in the same fare class. If the same fare class is not available, then the passenger would have to pay the fare difference to the next higher level.

UNITED AIRLINES - UA

Cancellation and Change Policies: (verify w/airline's website)

- Cancellations & changes must be made prior to the ticketed departure date/time or customer loses any credit of the purchase price of the ticket for future travel.
- 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 and travel must begin within one year of the original ticket date. 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.

Same Day Flight Changes / Standby Policy:

- Travelers can confirm a seat on an alternate flight on the same day of travel anywhere United flies within the United States and within four hours of the time they request. If seats are available on an alternate flight, then the change will be confirmed and the traveler will be charged a \$25.00 fee.
- Same day travel changes are available within the 50 United States.
- Flights outside of four hours do not qualify and the existing change fee policy applies.
- Flight changes can be made at the airport with a United Customer Service Representative or with a Reservation Sales Representative by phone

US AIRWAYS – US

Cancellation and Change Policies:

- Cancellations must be made before midnight on the day of departure or customer loses any credit of the purchase price of the ticket for future travel.
- The credit must be used for travel within one year from the original ticket issue date.
- No refund is permitted for a decrease in fare.

Same Day Flight Changes / Standby Policy:

- Us Airways allows you to "move up" to any earlier flight on the same day of your originally scheduled departure time at the airport (with the exception of flights to Hawaii and Europe). Please note that day-of-departure changes may only be made at the airport.
 - If there is an open seat available on a flight that departs on the same day as your originally scheduled departure, you may change to that flight and US Airways will automatically confirm your reservation for \$25 for flights within the 48 contiguous United States and \$50 for flights to Latin America, the Caribbean, Canada and Alaska.
 - If there is NOT an open seat available on a flight that departs on the same day as your originally scheduled departure, you may stand by for that flight at no charge. Standing by at no charge is not permitted if US Airways can confirm that there is an open seat available for that flight.

Seats may become available if passengers with confirmed reservations don't show up for the flight. However, unlike a confirmed reservation, flying standby does not mean that you will get on the particular flight that you want, and this is why you are permitted to stand by at no charge.