

## Airline Policy Updates

Airline	Waiver Policy	Paper Ticket Policy		Non-Refundable Policy		Non Refundable Same Day Standby Policy	
		Fee	Details	Details	Effective	Details	Effective
AC		\$15CAD \$10USD	<ul style="list-style-type: none"> <li>Fee applies to e-ticket eligible paper tickets issued by AC</li> <li>N/A for tickets issued by Travel Agencies</li> </ul>	<ul style="list-style-type: none"> <li>A non-refundable ticket must be used or changed on/before departure date/time, or it will have no value after departure date. Re-booking rules &amp; restrictions apply.</li> <li>Changes are permitted en route, if booked prior to the return date/time.</li> <li>Applicable to all tickets issued in Canada &amp; US</li> </ul>	Tickets issued 09/06, for travel on/after 10/01/02	<ul style="list-style-type: none"> <li>Standby allowed for same day flight, no fee charged.</li> <li>Rules were not changed for non-refundable tickets.</li> </ul>	
AA	Waivers not allowed for: <ul style="list-style-type: none"> <li>Min/Max stay</li> <li>Advance Purchase Fare Rules.</li> </ul>	\$30CAD \$20USD	<ul style="list-style-type: none"> <li>Fee applies to e-ticket eligible paper tickets issued from all US &amp; Canada points of sale.</li> <li>Fee collected by MCO</li> </ul>	<ul style="list-style-type: none"> <li>A non-refundable ticket must be used or changed on/before departure date/time, or it will have no value after departure date. Re-booking rules &amp; restrictions apply.</li> <li>Changes are permitted en route, if booked prior to the return date/time.</li> <li>Change fees are \$100 USD/\$145 CAD</li> <li>Applicable to all tickets issued in Canada and the US, and for tickets issued internationally, for travel originating in Canada and the US</li> </ul>	Tickets issued 08/30 for travel on/after 10/01/02	<ul style="list-style-type: none"> <li>Customers with non-refundable will be charged a \$100US/\$145CAD fee to stand by for an alternate flight on their ticketed day of departure.</li> <li>If passengers arrive at an AA Airport Ticket Office within 2 hours after his/her original departure time he/she will be allowed to fly standby for free for the next available flight</li> </ul>	Tickets issued 08/30 for travel on/after 01/01/03
CO	<ul style="list-style-type: none"> <li>CO will no longer grant any fare rule waivers on any fare in any market</li> </ul>	\$20USD	<ul style="list-style-type: none"> <li>Fee applies to e-ticket eligible paper tickets issued from the US (&amp; affiliates), for travel within the US &amp; affiliates.</li> <li>N/A for tickets issued by travel agencies in Canada</li> <li>Fee collected by MCO.</li> </ul>	<ul style="list-style-type: none"> <li>A non-refundable ticket must be used or changed on/before departure date/time, or it will have no value after departure date. Re-booking rules &amp; restrictions apply.</li> <li>Changes are permitted en route, if booked prior to the return date/time</li> <li>Change fees are \$100USD/\$145 CAD</li> </ul>	Tickets issued 08/30 for travel on/after 10/01/02	<ul style="list-style-type: none"> <li>Customers with non-refundable will be charged a \$100US/\$145CAD fee to stand by for an alternate flight on their ticketed day of departure</li> <li>If passengers arrive at a CO Airport Ticket Office within 2 hours after his/her original departure time he/she will be allowed to fly standby for free for the next available flight</li> </ul>	Tickets issued 08/30 for travel on/after 01/01/03
DL	Waivers not allowed for: <ul style="list-style-type: none"> <li>adv. purchase/e-ticketing time limits</li> <li>min/max stay requirements</li> <li>refunding non-ref service charges</li> <li>admin. service charges</li> </ul>	\$30CAD \$20USD	<ul style="list-style-type: none"> <li>Fee applies to e-ticket eligible paper tickets issued from all points of sale in the US &amp; its affiliates, and Canada</li> <li>Fee collected by MCO</li> </ul>	<ul style="list-style-type: none"> <li>A non-refundable ticket must be used or changed on/before departure date/time, or it will have no value after departure date. Re-booking rules &amp; restrictions apply.</li> <li>Changes are permitted en route, if booked prior to the return date/time</li> <li>Change fees are \$100USD/\$145 CAD</li> </ul>	Tickets issued 09/05 for travel on/after 10/01/02	<ul style="list-style-type: none"> <li>Delta will allow customers travelling on most restricted fares to standby for a different flight on the same day of ticketed travel, for a fee of \$100 US/ \$145 CAD.</li> </ul>	Tickets issued 09/05 for travel on/after 01/01/03
NW		\$40CAD \$25USD	<ul style="list-style-type: none"> <li>Fee applies to e-ticket eligible paper tickets issued from all US, Canada &amp; Caribbean points of sale</li> <li>Fee collected by MCO</li> </ul>	<ul style="list-style-type: none"> <li>A non-refundable ticket must be used or changed on/before departure date/time, or it will have no value after departure date. Re-booking rules &amp; restrictions apply.</li> <li><b>Exception:</b> non-refundable BizFlex fares,</li> <li>Changes are permitted en route, if booked prior to the return date/time</li> <li>Change fees are \$100USD/\$145CAD</li> </ul>	Tickets issued 09/05 for travel on/after 10/01/02	<ul style="list-style-type: none"> <li>Standby is still permitted at no fee, for same day of travel for all types of fares</li> </ul>	
UA	Waivers not allowed for: <ul style="list-style-type: none"> <li>Advance purchase</li> <li>Ticketing time limits</li> <li>Min/max stay requirements</li> <li>Refunding of non-refundable tickets</li> <li>Administrative service charges</li> <li>Other requirements and tariff rules.</li> </ul>	\$20USD	<ul style="list-style-type: none"> <li>Fee applies to e-ticket eligible paper tickets issued in the US, &amp; its affiliates.</li> <li>N/A for tickets issued by agencies in Canada</li> <li>Fee collected by MCO.</li> </ul>	<ul style="list-style-type: none"> <li>A non-refundable ticket must be used or changed on/before departure date/time, or it will have no value after departure date. Re-booking rules &amp; restrictions apply.</li> <li>Certain high level non-ref. fares will retain the ability to make changes after the ticketed date of departure including ME101N, ME141N</li> <li>Change fees are \$100USD/\$145CAD</li> </ul>	Tickets issued 09/06 for travel on/after 10/01/02	<ul style="list-style-type: none"> <li>UA will allow customers travelling on most restricted fares to standby for a different flight on the same day of ticketed travel, for a fee of \$100US/145CAD, applicable for travel within US &amp; affiliates and Canada</li> </ul>	Tickets issued 09/06/ for travel on/after 01/01/03
US Air	Waivers not allowed for: <ul style="list-style-type: none"> <li>Advance purchase</li> <li>min/max stay requirements</li> <li>refunding of non-refundable tickets</li> </ul>	\$25USD	<ul style="list-style-type: none"> <li>Fee applies to e-ticket eligible paper tickets issued by US Airways</li> <li>N/A for tickets issued by Travel Agencies</li> </ul>	<ul style="list-style-type: none"> <li>A non-refundable ticket must be used or changed on/before departure date/time, or it will have no value after departure date. Re-booking rules &amp; restrictions apply.</li> <li>Change fees are \$100USD/\$145CAD</li> </ul>	Tickets issued 08/27	<ul style="list-style-type: none"> <li>Non-refundable ticket holders may stand by for a different flight on the same day, for a fee of \$100US/\$145CAD</li> </ul>	Tickets issued 08/27/02 for travel on/after 01/01/03

**Notes:** This summary is designed to provide a general, comprehensive overview and may not include some minor details that are applicable to an individual airline.

**Travellers are advised to verify the rules applicable to the fare they are booking at time of reservation.**

Some booking classes do not allow any refunds or changes – travellers are advised to confirm whether their reservation is subject to this rule, prior to booking.

Non-refundable tickets issued prior to the new policy dates are valid for up to one year after their original departure date unless otherwise specified.