

Airline Rules for Domestic Non-Refundable Tickets

Updated 1/26/06

Restrictions can change at any time without prior airline notification.

Use this as a guide only....It is always best to check the fare rules for the most accurate information.

******Although we try to generalize the penalty amount, the penalty can vary depending on booking class.

In all cases, MCO's must be exchanged within 1 year of issue date, or they have no value.

Air Canada (AC)

***Tickets must be reissued by flight time of original schedule departure date, or ticket has no value. After 1 year, ticket has no value.** AC will allow upgrade to refundable fare type, penalty applies. However, the original non-refundable amount remains non-refundable – amount must be documented in endorsement box. Non-transferable. Depending on the fare basis, if a lower fare becomes available without an ITIN change, AC **may** allow a refund for fare difference to original FOP, no penalty. Call the airline each time for AC to authorize this refund. Do not refund without a documented OK from AC. If using higher priced non-refundable for lower priced new ticket, passenger gets nothing back – penalty applies.

****Change Fee** - \$22.00 per fare basis, per direction. - all fares in N. Am. are now one way fares.

Paper Ticket Fee- Paper tickets are not allowed.

Name Change – No Name Changes allowed.

Use It Or Lose It-Yes, on specific fares, unless canceled prior to departure. This applies to Tango Fares class of service R,I,N,G,P,E,T.

Change to return before or after outbound flight is flown-change to same class of service, pax still must qualify for fare rules (ie Sat night stay, min/max stay etc), penalty applies. - All fares in N. Am. are now one way fares.

AirTran Airways (FL)

***New ticket must be reissued within 1 year of original issue date. After 1 year ticket has no value.** FL will allow upgrade to refundable fare type, penalty applies. The new refundable ticket will stay non-refundable. Non-transferable. If a lower fare becomes available without an ITIN change, FL does **not** allow an exchange. If using higher priced non-refundable for lower priced new ticket can issue a MCO for the difference, penalty applies – may be deducted from the airfare difference.

****Change Fee**- \$50.00

Paper Ticket Fee-Paper tickets are not allowed.

Name Changes – In some cases name changes are allowed. Call Virginia Muse 407-251-3627 to request Name change for Ticketless Corporate tickets. Cannot do name change on paper tickets. **Fee** - \$50.00

Use It Or Lose It- Must cancel 1 hour prior to departure or forfeit that portion of the ticket.

Stand-by - Can fly stand-by for later flight, same day at no charge.

Change to return before or after outbound flight is flown-all fares are one way type fares, must re-price and requalify for fare and pay upgrade-if applicable, penalty applies.

Alaska (AS)

***Travel must be completed within 1 year of original outbound travel date. After 1 year, ticket has no value.** AS will allow upgrade to refundable fare type, penalty applies. However, the original non-refundable amount remains non-refundable – amount must be documented in endorsement box. Non-Transferable. If a lower fare becomes available without an ITIN change, can refund difference to original FOP less the penalty -or- issue MCO for the complete airfare difference, no penalty. If using higher priced non-refundable for lower priced new ticket, passenger gets nothing back - penalty applies.

****Change Fee** - \$50.00

Paper Ticket Fee-Paper tickets are not allowed.

Name Change – Yes, Name Changes allowed, but only by credit card holder. Requires a waiver from an AS agent. Last name must remain the same and only the first name can be changed. Immediate family members only. **Fee** - \$50.00

Use It Or Lose It-No

Change to return before or after outbound flight is flown-change to same class of service, pax must still qualify for fare rules, penalty applies.

American (AA)

***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.** Non-refundable tickets must be exchanged for another non-refundable. If a lower fare becomes available without an ITIN change, issue MCO for the complete airfare difference, less the penalty (penalty does apply for involuntary changes). If using higher priced non-refundable for lower priced new ticket can issue a MCO for the difference, penalty applies – may be deducted from the airfare difference. Penalty can not be taken from the residual when the exchange involves a name change.

Effective 5/12/03 – AA discontinued the ability to print an e-ticket to paper.

****Change Fee - \$100.00 - less in some markets, must check fare basis**

Paper Ticket Fee- \$100.00

Name Changes – AA will do a name change on occasion, call Sales Support for approval. **Fee - \$100.00**

Use It Or Lose It-Yes, unless canceled prior to departure, can usually change suspended to open in the same day.

Change to return before or after outbound flight is flown-change to same class of service, pax must still qualify for fare rules, penalty applies.

Stand-by – Confirmed same day flight change within a 4 hour window, only if E class is available - \$25.00

American Transair (TZ)

***New ticket must be reissued within 1 year of original issue date. After 1 year, ticket has no value.** TZ will allow upgrade to refundable fare type, penalty applies. Ticket is now non-refundable. Non-transferable. If a lower fare becomes available without an ITIN change, TZ does **not** allow an exchange. If using higher priced non-refundable for lower priced new ticket, can issue a MCO for the difference, penalty applies – may be deducted from the airfare difference.

****Change Fee- \$50.00**

Paper Ticket Fee-Agency \$0/Airline \$20.00

Name Changes – Call for approval on Corporate tickets. Ask for Exchange Desk. **Fee - \$50.00**

Use It Or Lose It-No

Change to return before outbound flight is flown-must re-price entire itinerary, requalify for fare, pay upgrade-if applicable, penalty applies.

Change to return after outbound flight is flown-change to same class of service, pax must still qualify for fare rules, penalty applies.

America West (HP)

***Travel must be completed within 1 year of original issue date. After 1 year, ticket has no value.** HP will allow upgrade to refundable fare type, penalty applies. However, the new ticket becomes non-refundable – must be documented in endorsement box. If a lower fare becomes available without an ITIN change, issue MCO for difference, penalty applies (do charge a penalty), or call HP directly and they can issue exchange without a penalty and send a travel voucher. If using higher priced non-refundable for lower priced new ticket, passenger gets nothing back - penalty applies.

****Change Fee- \$100.00**

Paper Ticket Fee-\$25.00

Name Changes -- No Name Changes allowed.

Use It Or Lose It-Yes, unless canceled by Midnight day of departure.

Change to return before outbound flight is flown-must re-price entire itinerary, requalify for fare, pay upgrade, if applicable, penalty applies.

Change to return after outbound flight is flown-change to same class of service, pax must still qualify for fare rules, penalty applies.

Stand-by – Only on earlier flights - \$25.00

Continental (CO)

***New ticket must be reissued within 1 year of original issue date. After 1 year, ticket has no value.** CO will allow upgrade to refundable fare type, penalty applies. However, the original non-refundable amount will remain non-refundable – amount must be documented in endorsement box. Non-transferable. If a lower fare becomes available without an ITIN change, issue MCO for the complete airfare difference, penalty applies. If using a higher priced non-refundable for lower priced new ticket can issue MCO for difference, penalty applies - must charge \$100.00 fee in a separate transaction. Cannot take service fee out of residual value.

****Change Fee- \$100.00** – some fare basis are less than \$100.00, depends on market, read rules

Paper Ticket Fee- \$50.00

Name Change – No Name Changes allowed.

Use It Or Lose It- Yes, unless canceled prior to departure.

Change to return before or after outbound flight is flown-change to same class of service, pax must still qualify for fare rules, penalty applies.

Delta (DL)

***New ticket must be reissued and travel completed within 1 year of original issue date. After 1 year, ticket has no value. Can only apply 1 non-refundable ticket for another.** For domestic travel, tickets must be reissued and travel completed within 1 year of the original ticket date. For international, travel must commence within 1 year of the original ticket date. DL will allow upgrade to refundable fare type, penalty applies. However, the new ticket becomes non-refundable – must be documented in endorsement box. International tickets must be reissued to the same or another international destination (can not be exchanged for a domestic ticket.) If lower fare becomes available without an ITIN change, issue an MCO for the difference but the exchange penalty applies. If using a higher priced non-refundable for lower priced new ticket can issue a MCO for the difference, penalty applies – may be deducted from the airfare difference. Voluntary changes must be exchanged at time of change.

****Change Fee-** \$50.00 , some fare basis with DL Song are \$25.00 (effective 12/15/04)

Paper Ticket Fee- \$20.00

Name Change – No name changes allowed.

Use It Or Lose It-No

Stand-by - Same Day Confirmed - \$25.00

Change to return before or after outbound flight is flown-change to same class of service, pax must still qualify for fare rules, penalty applies. Best to call Reissue Desk to verify fare rules.

Frontier Airlines (F9)

***New ticket must be reissued within 1 year of original issue date. After 1 year ticket has no value.**

F9 will allow upgrade to refundable fare type, penalty applies. However, non-refundable amount will remain non-refundable – amount must be documented in endorsement box. Non-transferable. If a lower fare becomes available Frontier does not allow an exchange with residual value. Passenger is stuck with the amount they paid. If using higher priced non-refundable for lower priced new ticket, passenger gets nothing back - penalty applies.

Note: Frontier does not allow a change to the return for a \$100 penalty if the outbound portion has not been taken. You must re-price the entire trip, charge the fare difference plus the penalty. However, if the outbound portion has been flown and the same class of service is available on the new return flight, then you can change the return flight for only \$100 fee, assuming same class of service is available.

Note: If changing the return and same class of service is not available and you plan on doing a Phase IV, only Phase IV the one-way NOT the round-trip.

****Change Fee-** \$100.00

Paper Ticket Fee- \$25.00

Name Change – No Name Changes allowed

Use It Or Lose It- No

Change to return before outbound flight is flown-must re-price entire itinerary, requalify for fare, pay upgrade-if applicable, penalty applies.

Change to return after outbound flight is flown-change to same class of service, pax must still qualify for fare rules, penalty applies. When phasing the partial record, price only the one-way fare, not the round-trip fare.

Jet Blue (B6)

***New ticket must be reissued within 1 year of the day trip was canceled. After 1 year, ticket has no value.**

****Change Fee-** \$25.00- Internet / \$30.00 - Phone

Use It Or Lose It- Yes, unless canceled prior to departure.

Change to return before outbound flight is flown-must re-price segment that is being changed, requalify for fare, pay upgrade-if applicable, penalty applies.

Change to return after outbound flight is flown-re-price flight, requalify for fare, pay upgrade if applicable, penalty applies.

**Midwest Airlines
(YX)**

***Travel must be completed within 1 year of original issue date. After 1 year, ticket has no value.** Must be exchanged for another non-refundable. YX does *not* allow upgrade to a refundable fare type. If lower fare becomes available without an ITIN change, can issue an MCO for the complete difference, no penalty. If using higher priced non-refundable for lower priced new ticket can issue a MCO for the difference, penalty applies – may be deducted from the airfare difference.

****Change Fee-** \$100.00

Paper Ticket Fee- \$25.00

Name Changes – Name Changes can *only* be done on nonrefundable to nonrefundable exchanges, no exceptions. Obtain letter from original purchaser approving transfer, to be attached to agent's coupon. Call the Summit Desk for a waiver code – must be documented in endorsement box. **Fee** - \$50.00

Use It Or Lose It-No

Change to return before outbound flight is flown-must re-price entire itinerary, requalify for fare, pay upgrade-if applicable, penalty applies.

Change to return after outbound flight is flown-must re-price the new segment sold and pay the fare difference, pax must still qualify for fare rules, penalty applies.

Northwest (NW)

***Effective 4/15/05 tickets must be reissued within 90 days of original first flight so not to lose value of ticket. Travel must be completed within 1 year.** Must be exchanged for another non-refundable. NW does *not* allow upgrade to a refundable fare type. Non-transferable. MCO's and vouchers are good for 1 year from date of issue. If lower fare becomes available without an ITIN change, issue MCO for complete airfare difference, penalty applies, depending on market, possible \$25.00 or more, call airline to verify. If using higher priced non-refundable for lower priced new ticket, can issue a MCO for the difference, penalty applies – may be deducted from the airfare difference. However, if exchanging a higher priced MCO for a lower fare ticket, you **cannot** issue another MCO for the residual value.

Effective 9/04 – Passenger can change outbound only flight for \$100 penalty (or less in some markets, must check rules on fare basis). However, new ticket must be the same day, same city pairs, same class of service, and same connecting city.

****Change Fee-** \$100.00 -less in some markets, must check rules on fare basis

Paper Ticket Fee-Paper tickets are not allowed.

Name Changes – No Name Changes allowed.

Use It Or Lose It-No

Change to return before or after outbound flight is flown-change to same class of service, pax must still qualify for fare rules, penalty applies.

Southwest (WN)

***Travel must be completed within 1 year of original issue date. After 1 year, ticket has no value.** Expired ticket may be sent to WN with request letter for a 1-time extension - valid for 90 days only. May be exchanged for a non-refundable, a refundable, or a companion fare type. However, the original non-refundable amount remains non-refundable. Amount must be documented in endorsement box (only applicable for Paper tickets, no need to do this for Ticketless called into WN.) If lower fare becomes available, can refund complete difference to original FOP, no penalty - must be done at the airport. MCOs not allowed.

****Change fees-** none

Paper Ticket Fee-No

Name Change – *Not* allowed on Paper Tickets. Allowed on WN ticketless. Purchaser's name must be known.

Use It Or Lose It-No

Change to return before outbound flight is flown-one way/stand alone fare types-must re-price and pax must still qualify for fare and pay upgrade if applicable. Roundtrip fares-must re-price entire itinerary and pay upgrade if applicable.

Change to return after outbound flight is flown-re-price flight, requalify for fare, pay upgrade if applicable.

United (UA)

***Travel must be completed within 1 year of original issue date. After 1 year, ticket has no value.** UA will allow upgrade to refundable fare type, penalty applies. However, the original non-refundable amount remains non-refundable – amount must be documented in the endorsement box. Non-transferable. If lower fare becomes available without an ITIN change, can refund the difference to original FOP less the penalty -or- issue MCO for the complete difference, no penalty. If using higher priced non-refundable for lower priced new ticket can issue a MCO for the difference, penalty applies – may be deducted from the airfare difference.

UA has discontinued the ability to print an e-ticket to paper.

****Change Fee - \$100.00**

Paper Ticket Fee-\$50.00

Name Changes – No Name Changes allowed

Use It Or Lose It-Yes, unless canceled by midnight day of departure.

Change to return before or after outbound flight is flown-change to same class of service, pax must still qualify for fare rules, penalty applies.

Stand-by – Effective 12/05 Same day, same routing and within 4 hours of contacting United no charge. Alternate routing same day flight, if applicable seats are available- \$25.00. Changes must be made with United.

US Airways (US)

***Travel must be completed within 1 year of original issue date. After 1 year, ticket has no value.** Can not exchange a non-refundable for a refundable ticket. In order to apply a non-refundable MCO to a refundable ticket, a waiver must be obtained from the On Call Desk. It is not granted all of the time. If lower fare becomes available without at ITIN change, issue MCO for complete difference, no penalty. If using higher priced non-refundable for lower priced new ticket can issue a MCO for the difference, penalty applies – may be deducted from the airfare difference. If changes are made on a penalty ticket the agency is required to collect the penalty or will be debited.

****Change Fee- \$100.00**

Paper Ticket Fee- \$50.00

Name Changes – No name changes allowed.

Use It Or Lose It-Yes, unless canceled by 11:59pm day of departure.

Change to return before or after outbound flight is flown-change to same class of service, pax must still qualify for fare rules, penalty applies.