

U.S. and Canadian Winter Storms 11:45 a.m. CST February 3, 2012 Summary of airline advice and re-accommodation policies

With disruptions to flight operations due to winter weather in parts of the United States and Canada, airlines are offering waivers or flexible re-accommodation policies. The policies apply to travelers scheduled to fly to/from/through the impacted areas or whose flights have been delayed or cancelled due to the weather. Provided below is an outline of the individual airline re-accommodation policies for issues related to the impact of the weather as currently reported to CWT.

Airline Restrictions and Re-accommodation Policies	
Air Canada	<p>Location:</p> <ul style="list-style-type: none"> St. John's, Newfoundland (YYT) <p>Dates:</p> <ul style="list-style-type: none"> February 3, 2012 from 20:00 to 23:59 February 4, 2012 – All day <p>Additional information: Customers wishing to make alternate travel arrangements can do so without penalty, space permitting.</p>
American Airlines	<p>Midwest Travel Policy</p> <p>Locations:</p> <ul style="list-style-type: none"> Aspen, CO (ASE) Colorado Springs, CO (COS) Cheyenne, WY (CYS) Denver, CO (DEN) Vail / Eagle, CO (EGE) Steamboat Springs / Hayden, CO (HDN) Grand Island, NE (GRI) Omaha, NE (OMA) <p>Original Travel Dates: February 2-4, 2012</p> <p>Tickets purchased on or before: February 2, 2012</p> <p>May begin travel as late as: February 6, 2012</p> <p>Original inventory required? Yes</p> <p>Additional information</p> <ul style="list-style-type: none"> The ticket reissue charge will be waived for one ticket change. Destination change on tickets permitted within Colorado only.
Continental Airlines	<p>Midwest Winter Storm</p> <p>Airports:</p> <ul style="list-style-type: none"> Aspen, CO (ASE) Colorado Springs, CO (COS) Des Moines, IA (DSM)

	<ul style="list-style-type: none"> • Denver, CO (DEN) • Eagle/Vail, CO (EGE) • Omaha, NE (OMA) • Steamboat Springs/Hayden CO (HDN) <p>Original Travel Dates: February 2-4, 2012</p> <p>Final Travel must be completed by: End of Validity of ticket (one year from date of issue)</p> <p>Flight Changes: When rescheduled travel commences by February 11, 2012 changes fees and fare differences will be waived. For all other changes, the change fee will be waived, but a difference in fare may apply.</p>
<p>Delta Air Lines</p>	<p>Colorado Winter Weather</p> <p>Traveling to/from/through</p> <ul style="list-style-type: none"> • Colorado Springs, Colorado (COS) • Denver, Colorado (DEN) <p>Travel dates covered: February 2-3, 2012</p> <p>Ticket must be reissued on or before: February 7, 2012</p> <p>Rebooked travel must begin no later than: February 7, 2012</p> <p>Additional information: Changes to origins and destinations may result in an increase in fare. Any difference in fare between your original ticket and the new ticket will be collected at the time of booking.</p>
<p>Southwest Airlines</p>	<p>Denver Winter Weather</p> <p>Traveling to/from/through</p> <ul style="list-style-type: none"> • Denver <p>Travel dates covered February 2-3, 2012</p> <p>Travelers holding reservations for the locations/dates above are eligible to reschedule their flight in accordance with Southwest's accommodation procedures</p>
<p>United Airlines</p>	<p>Denver travel waiver A travel waiver has been issued for the Denver area due to snow.</p> <p>Traveling to/from/through</p> <ul style="list-style-type: none"> • Aspen, CO (ASE) • Colorado Springs, CO (COS)

	<ul style="list-style-type: none"> • Des Moines, IA (DSM) • Denver, CO (DEN) • Eagle/Vail, CO (EGE) • Omaha, NE (OMA) • Steamboat Springs/Hayden CO (HDN) <p>Travel dates covered February 2-4, 2012</p> <p>Tickets purchased on or before February 1, 2012</p> <p>Click here for details.</p>
<p>US Airways</p>	<p>February Snow Storm</p> <p>Traveling to/from/through</p> <ul style="list-style-type: none"> • Denver, CO • Durango, CO • Des Moines, IA • Omaha, NE <p>Travel dates covered February 3, 2012 1:00 a.m. ET to February 4, 2012 11:59 p.m. ET</p> <p>Travel dates may be changed to February 2, 5, 6</p> <p>Additional Information</p> <ul style="list-style-type: none"> • Change-fee policies have been relaxed. Changes can be made and in most cases, change fees will be waived.

CWT will continue to monitor the situation and communicate any major updates as they are received.

All policies are subject to change without notice.

Please direct any questions about the information contained in this matrix to your CWT representative.