Special Notice

COVID-19 Airline Policy Refunds and Transfers

American Airlines

We're taking care of our customers as quickly as possible. If you wish to cancel your flight you can do this online. Please call back any time before December 31, 2020 to rebook your trip.

To provide you with more flexibility and control we have waived change fees for certain dates of travel.

This includes offering customers who bought tickets before March 1, 2020 and are traveling through April 30, 2020, the flexibility to rebook without change fees. Customers who book March 1 – March 31, 2020, for travel through January 30, 2021, can change their reservation at a later date without change fees, too. And for all customers scheduled to travel to Europe, including the United Kingdom, we have additional flexibility through May 31, 2020.

Delta Airlines

To help address customers with immediate travel needs, we are asking those who do not have travel in the next 72 hours to refrain from contacting us as we are experiencing high volume. Thank you for your patience and partnership as we work through this unprecedented situation.

If you are traveling in the next couple of days and meet the coronavirus waiver conditions, please know that we can still process a refund or reservation change for an un-flown ticket if you can’t get through before your scheduled departure.

Waiver Information

For tickets where we are permitting a one-time change without a fee, the fare for your new flight will apply. If the new fare is higher, we will collect the difference. If the new fare is lower, we will issue a Delta travel voucher for the difference (very limited exceptions apply).

If you are traveling to an impacted destination and a waiver applies (for example, designated countries in Asia, Europe and South or Central America), there is no price difference when you move your travel dates if you select travel that begins before December 31, 2020.

- Travel in March or April 2020,
- Travel Purchased in March 2020,
- Travel in Restricted Areas,
- Travel On or After May 1,

Travel in March or April 2020
You have the option to change your ticket, one time, and the change fee will be waived. Please note, if your new flight is more expensive, the fare difference will apply. Your new travel should begin before December 31, 2020 or your ticket expiration date (whichever is sooner).

Travel Purchased in March 2020

You have the option to change your ticket, one time, and the change fee will be waived. Please note, if your new flight is more expensive, the fare difference will apply. Your new travel should begin before your ticket expiration date.

**Southwest Airlines**

Change and Cancellation Fee Policies

Southwest Airlines never charges Customers a fee to change or cancel their flight. If a Customer’s plans change, or they decide they no longer want to travel, the funds used to pay for their flight can be applied to future travel – as long as they cancel their flight at least 10 minutes prior to the scheduled departure. The funds are valid for future travel up to one year from the original purchase date and must be used by the individual named on the ticket. More information on policies related to travel funds can be found on Southwest.com. We hope these policies provide our Customers with flexibility and peace of mind as they plan their travel.

**United Airlines**

*Booking a new flight:* We know people are taking a second look at their travel plans right now, and we want you to have flexibility when planning your next trip — that's why when you book a flight with us between March 3 and March 31, 2020, you can change it for free over the next 12 months

*Rescheduling a trip:* We’re also waiving change fees for all tickets issued on or before March 2 — domestic or international — with original travel dates of March 9 through April 30. [See waiver details]

*How to change or cancel your flight:* To change or cancel your flight online, [view your reservation], enter your trip details and select the appropriate option.

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<tr>
<th>All change fees waived for tickets issued on or before March 2, 2020 for All cities</th>
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Original travel dates

March 9, 2020 - April 30, 2020

**FLIGHT CHANGES**

- New tickets must be reissued on/before December 31, 2020 or 12 months from original ticket date, whichever is earlier
- Rebooked travel must commence within 12 months from the original ticket issue date

**ORIGINAL TICKET MUST BE ISSUED ON OR BEFORE:** March 2, 2020