



Financial Services Division

There have been several changes in airline ticketing policy that everyone traveling should be aware of.

For tickets issued on or after Sep. 5, 2002, nonrefundable tickets must be used for the flights ticketed, except in cases where customers pay certain fees to change their itinerary PRIOR to departure. After the departure date, tickets for nonrefundable fares will have no value and cannot be changed or used for any purpose. If you have a nonrefundable ticket, and you know prior to departure that you will not be using it, the only way to keep value in that ticket is to book a new flight for a later date and pay the change fee and any additional fare amount that will apply. This will be fine as long as you know the exact dates for the later trip, but if you don't, you will have to make up a date, pay the change fee, then change the trip again for ANOTHER change fee when you have the correct dates.

Another new policy is that for tickets purchased on or after Sep. 5, 2002, the airline will allow customers traveling on most restricted fares to standby for a different flight on the same day of ticketed travel for a fee of \$100.

Yet another new policy is an airline-imposed charge for all paper tickets. On all itineraries that can be electronically ticketed, the airlines will impose a \$20-\$25 fee if a passenger requests a paper ticket. (The fee varies based on airline-you will be advised at the time of booking what your particular airline's charge is.) PLEASE NOTE – this only applies to itineraries that can be electronically ticketed. There are a few, though very rare, markets that are not eligible for electronic ticketing; you will be advised at the time of booking of your choices.