

**Winter weather and airport security restrictions—4:30 p.m. CDT January 6, 2010
Summary of airline advice, re-accommodation and baggage policies**

With disruptions to flight operations due to winter weather across the United States, airlines are offering waivers or flexible re-accommodation policies. The policies apply to travelers scheduled to fly to/from/through the regions 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.

In addition, due to increased airport security measures currently in place following the attempted attack on Northwest Airlines Flight 253 from Amsterdam, Netherlands to Detroit, Michigan December 25, a number of airlines are offering various levels of traveler advice, adjustments to baggage policies, and either waivers or flexible re-accommodation policies. Provided below is an overview of individual airline policies/advice as currently reported to CWT.

Airline Restrictions, Re-accommodation and Baggage Policies	
Air Canada	<p>Air Canada and Jazz remind customers that due to new security measures imposed by Canadian and U.S. government authorities on flights from Canada to the U.S., there are strict limits in effect for carry-on articles allowed in the cabin.</p> <p>Air Canada advises passengers that the new regulations permit only a single carry-on item and recommends customers consult Transport Canada guidelines at http://www.tc.gc.ca/eng/mediaroom/backgrounders-menu-5781.htm for details on permissible carry-on items such as a small purse, laptop computer or infant care items. Air Canada is waiving excess baggage charges for checked baggage on a temporary basis for U.S.-bound customers travelling from Canada. Customers will be permitted to check up to three items of baggage at no additional charge until further notice. Customers should continue to expect delays on U.S.-bound flights. Flights from the U.S. to Canada are also being impacted due to late inbound aircraft. Customers can also expect potential delays on domestic and international flights due to airport congestion and delayed aircraft.</p> <p>Air Canada recommends passengers traveling to the U.S. from Canada check the status of their flight before going to the airport and arrive early for their flight in order to allow adequate time for additional personal searches. Under new rules enacted by Transport Canada and the U.S. Transportation Security Administration, passengers and their carry-on allowance will be strictly limited and subject to full searches at airport screening points.</p>
American Airlines	<p>New International Security Measures</p> <p>For all flights departing from any non-U.S. location TO the United States, the Transportation Security Administration (TSA) has issued new security screening measures. This measure is in addition to the normal screening that all passengers must complete to enter secured areas. All passengers should plan to arrive at the airport at least three (3) hours in advance of their flight departure to allow extra time for check-in and the boarding process. As always, be sure to check your flight status information before you head to the airport.</p>
Continental Airlines	<p>Houston Weather Alert</p> <p>Original Travel Dates: Jan. 7, 2010</p> <p>Final Travel must be completed by: End of Validity of ticket (one year from date of issue)</p> <p>Additional Information Change fees will be waived for re-scheduled travel on or after Jan. 6, 2010, however, additional fare collection will apply.</p> <hr style="width: 20%; margin-left: 0;"/> <p>New International Security Measures</p> <p>The Transportation Security Administration is currently requiring enhanced security measures for all flights departing from non-U.S. locations to the United States. We</p>

	<p>recommend that you ensure that any liquids, aerosols or gels that are included in your carry-on bags adhere to the <u>restrictions</u> currently in place. Customers are advised to arrive at the airport one (1) hour prior to normal <u>processing times</u>.</p> <p>For details regarding the new security measures, go to tsa.gov.</p>
<p>Delta Air Lines/ Northwest Airlines</p>	<p>Southeast Weather Winter weather may impact operations in the Southeast. Winter weather travel waivers have been issued for that area.</p> <p>Travel to/from/through</p> <ul style="list-style-type: none"> • Alabama • Arkansas • Georgia • Mississippi • Tennessee <p>Dates of Travel Impacted Jan 7, 2010</p> <p>Ticket Reissue Date (On or Before) Jan 9, 2010</p> <p>New Travel Origination Dates (No Later Than) Jan 9, 2010</p> <p>Conditions & Restrictions 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> <hr/> <p>New International Security Measures Passengers may notice additional screening measures put into place to ensure the safety of the traveling public. Due to these additional measures and increased holiday travel, please arrive early for your flights. For customers who are traveling from a non US location to the US, please arrive at the airport 3 hours in advance due to the new International Security measures. Check tsa.gov for the latest updates.</p>
<p>Southwest Airlines</p>	<p>Arctic Blast Southwest Airlines is preparing for an arctic blast that is expected to impact scheduled service to/from several locations.</p> <p>Traveling to, from or through</p> <ul style="list-style-type: none"> • Chicago (Midway) (MDW) • Kansas City (MCI) • Milwaukee (MKE) • Omaha (OMA) • St. Louis (STL) <p>Dates January 6-7</p>

<p>United Airlines</p>	<p>Southeast winter weather</p> <p>Traveling to, from or through</p> <ul style="list-style-type: none"> • Alabama • Arkansas • Georgia • Mississippi • Tennessee <p>Dates January 7, 2010</p> <p>Tickets purchased on or before January 6, 2010</p> <hr/> <p>Midwest winter weather</p> <p>Traveling to, from or through</p> <ul style="list-style-type: none"> • Illinois • Iowa • Missouri • Nebraska • South Dakota • Wisconsin <p>Dates January 7-8, 2010</p> <p>Tickets purchased on or before January 6, 2010</p> <hr/> <p>Important flight status and waiver information</p> <p>Please check the status of your flight We strongly recommend checking your flight status before going to the airport.</p> <p>All United®, United Express® and United code-share flights are covered under the relevant policy.</p> <p>Customers currently en route:</p> <ul style="list-style-type: none"> • May make one change to their return trip. Rules and restrictions regarding standard change fees, advance purchase, day or time applications, blackouts, and minimum or maximum stay requirements have been waived. Origin and destination cities must remain the same. • Revised travel must be completed within 7 days of original travel date. <p>Customers who have not begun travel (wholly unused tickets):</p> <ul style="list-style-type: none"> • May make one change to their travel plans without change fees or advance purchase requirement for the same itinerary. Changes must be made within 7 days of waiver travel dates. Original booking code should be used. If original booking code is unavailable, travel may move up to two booking codes higher. • For a new itinerary, one change may be made anytime within ticket validity without change fees. • All rescheduled travel may be subject to higher fares if it does not meet original rule and booking code restrictions or is a new itinerary. <p>Customers with cancelled flights (i.e., flights that are not operating) are eligible for a full refund. Policies also apply to Mileage Plus, consolidator and internet tickets. United will monitor the situation and adjust ticketing policies as necessary.</p>
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	<p>Please be advised that the Canadian government has instituted a temporary ban on carry-on baggage. Learn more</p> <hr/> <p>The Transportation Security Administration (TSA) has issued new security measures for all flights departing from any foreign location and traveling to the United States. This is in addition to the normal screening that all customers go through to enter secured areas. All customers should allow extra time for check-in and the boarding process and, as always, should check their flight status before departure. For updates, please visit the TSA website.</p>
<p>US Airways</p>	<p>January Snow Storm</p> <p>Cities Affected Birmingham, AL ; Huntsville, AL ; Mobile, AL ; Montgomery, AL ; Fayetteville, AR ; Little Rock, AR ; Atlanta, GA ; Chicago, IL (O'Hare) ; Des Moines, IA ; Gulfport/Biloxi, MS ; Jackson, MS ; St. Louis, MO ; Omaha, NE ; Chattanooga, TN ; Johnson City, TN ; Knoxville, TN ; Memphis, TN ; Nashville, TN ; Milwaukee, WI</p> <p>Date 1/7/2010 4:00 AM ET through 1/8/2010 11:30 PM ET</p> <p>Revised Ticket Policy US Airways has relaxed ticketing policies for the cities listed above, which may be affected by bad weather. US Airways will waive the standard change fee, advance reservation and ticketing requirements for customers with travel to, from or through the cities listed above on the dates above. See revised ticketing policy for rules and restrictions.</p> <p>If US Airways service continues to operate to the affected destinations, you can make certain changes without incurring the standard change fee, advance reservation or ticketing requirements:</p> <ul style="list-style-type: none"> • You can move your entire itinerary up to seven days before or after the scheduled origination date. • You can apply the full value of your wholly unused tickets toward the purchase of a ticket to an alternate destination, although travel must originate within seven days of the scheduled origination date. <p>Terms and conditions Customers traveling on certain tickets - such as some available from third-party ticket discounters, including but not limited to discount travel websites - may not have all the elements of the policy available to them. Tickets issued by US Airways for travel on airlines other than US Airways, US Airways Shuttle or US Airways Express will follow the rules of the airline operating the flight(s).</p> <p>Itinerary changes are subject to availability, and in certain cases, an additional collection fee. Customers will be able to stand by for alternate flights without incurring the standby fee if a satisfactory alternate itinerary cannot be confirmed.</p> <hr/> <p>Travel from Canada to the United States</p> <p>Transport Canada, a department of the Canadian government, has implemented a ban on carry-on baggage. Customers on flights from any airport in Canada to the United States are not permitted to carry-on any baggage. Exempt from this ban are medication or medical devices, small purses, cameras, coats, items for care of infants, laptop computers, crutches, canes, walkers, containers carrying life sustaining items, a special needs item, musical instruments, or diplomatic or consular bags. This restriction on carry-on baggage is in effect until 9 PM ET on December 29, 2009, although it may be extended.</p> <p>Temporary policy effective immediately (updated December 26, 2009): To better comply with new industry security requirements issued by the Transportation Security Administration (TSA), US Airways will temporarily amend its baggage policies on all in-bound flights to the United States from foreign destinations. Each passenger will be limited to one carry-on item per person, and first and second checked bag fees will temporarily be waived. These changes do not apply to flights</p>

	<p>from San Juan, St. Thomas and St. Croix.</p> <p>The Transportation Security Administration (TSA) has issued new, additional security measures for all flights departing from a foreign location for travel into the U.S. Please allow extra time at the airport.</p>
<p>WestJet</p>	<p>Increased security measures in place for travel to the U.S. WestJet limits carry-on baggage for U.S.-bound guests.</p> <p>Due to the new, increased security measures imposed by the Canadian and U.S. transportation authorities, flights to and from the United States continue to be affected by significant delays and in some cases, cancellations. In addition, some domestic flights have also been adversely affected due to late arriving aircraft from the U.S. WestJet is advising guests travelling to the U.S. between now and December 30, 2009, of the following:</p> <ul style="list-style-type: none"> • No carry-on baggage will be permitted, with the exception of a small purse, diaper bag, laptop bag or backpack. Roller bags and larger backpacks must now be checked in. • Arrive at the airport two to three hours before scheduled departure • Required medication should be carried with you, rather than put in checked baggage • Before leaving home, check for updated flight times at westjet.com • For more information on the security screening measures, please visit www.catsa-acsta.gc.ca. • International flights over U.S. airspace (eg. to Mexico or the Caribbean) are not affected by these new measures.

International carriers

At this time, each individual airline or country may further increase security at any time based on the information they have related to security threats. Accordingly, and as this information is expected to change frequently, CWT advises travelers check with their specific airline(s) and airport(s) for detailed and timely information related to their itinerary. Longer term, CWT expects that as airlines, airports and governments review security procedures, additional measures may be announced.

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.