Airline Rules for Domestic Non-Refundable Tickets
Revised 4/27/09 CL (removed baggage rules)

Rules are subject to change at any time without prior airline notification.

**Use this as a guide only**...It is always best to check with the carrier for the most accurate information.

**Change/cancel penalties 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.

Checked Baggage Allowances below apply to domestic nonrefundable economy class tickets. Rules vary by destination and frequent flyer status.

**Air Canada (AC)**

*Tickets must be reissued within 1 year from date of purchase, or ticket has no value. Travel must commence started within one year from date of purchase. If the ticket was previously exchanged, the expiration date of the very 1st original ticket carries over to the new ticket.*

AC will allow upgrade to refundable fare type, penalty applies. However, the original non-refundable amount remains non-refundable — amount and non-refundable must be documented in endorsement box.

*Non-transferable.*

**Change Fee** - $40.00 USD ($40 CAD) per fare basis, per direction. - all fares in N. Am. are now one way fares. There is an additional $25 service fee charged for all changes made through the airline.

**Paper Ticket Fee** - Paper tickets are not allowed.

**Name Change** - No Name Changes allowed, but name corrections are allowed.

**Use It Or Lose It** - Yes, on non-refundable fares, unless canceled before end of business day.

**Change to return before or after outbound flight is flown** - All fares in N. Am. are one way type fares, must re-price and re-qualify for fare and pay upgrade-if applicable, penalty applies.

**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, only refundable upgrade portion of fare remains refundable. If upgrading to First class no penalty—only fare difference. Non-transferable. If a lower fare becomes available without an ITIN change, FL will allow an exchange, and fare difference will remain as a credit. 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** - $75.00 eff 10/1/07 (was $60.00 eff 1/1/07)

**Paper Ticket Fee** - none.

**Name Change** - In some cases name changes are allowed. Call Virginia Muse for name changes on paper tickets 407-251-3627. Call FL reservations for e-ticket name changes. **Fee** - $60.00

**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 earlier or later flight, same day at no charge. If pax does not get on standby, they lose the ticket value.

**Change to return before or after outbound flight is flown** - All fares are one way type fares, must re-price and re-qualify 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. If the ticket was previously exchanged, the expiration date of the very 1st original ticket carries over to the new ticket.*

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 issue MCO for the complete airfare difference, no penalty. Guarantee airfare rule applies for 90 days only. If using higher priced non-refundable for lower priced new ticket, passenger gets nothing back - penalty applies. Cannot take penalty from fare difference.

**Change Fee** - $50.00

**Paper Ticket Fee** - Paper tickets are not allowed.

**Name Change** - Yes, Name Changes allowed, but only by credit card holder. CC holder can designate new ticket to anyone. **Fee** - $50.00 total (only 1 fee applies).

**Use It Or Lose It** - No, however some web specials have them.

**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 year from the date of issue to reschedule. Travel must commence within 1 year from date of original ticket issue. If the ticket was previously exchanged, the expiration date of the very 1st original ticket carries over to the new ticket.* Per Kenon 3/7/07 non-refundable tickets can now be exchanged for a refundable ticket also and new ticket becomes non-refundable, with strict rules. 1) No residual value MCO can be issued. 2) Penalty charged outright, not be taken out of fare difference. 3) New fare must be higher. 4) Have to put NR in the fare basis. 5) Endorsement box state Non-refundable, so you do not accidentally refund. 6) Call Sales Support — they will approve and document the record.

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.

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

**Change Fee - $100**  
**Paper Ticket Fee- $50.00**

Name Changes – The name change fee does not apply to MCO's. You can still apply an MCO to anyone without calling and asking for approval and you do not charge the penalty amount. If the original ticket was a higher priced ticket then the new one, and you are doing a name change you will not be able to do a residual value MCO (they lose the difference), plus you will still need to charge the $150 ($100 for the penalty and $50 for the name change fee.) Fee - $50.00 additional charge to the exchange penalty.

Use It Or Lose It - Yes, unless canceled prior to departure. Sometimes AA will change suspended to open within the same day. Usually AA will wait till next day to change segment status to suspended, so double check status.

**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 12 hour window, only if E class is available - $25.00. AA must process, however only the airport can process within 1 hour of flight time. Can confirm stand by up to 12 hours prior to flight time.

American Trans Air (TZ)

*New ticket must be reissued and travel complete by 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- $60.00. $100.00 for Hawaii and Mexico**  
**Paper Ticket Fee- $60.00 eff 2/1/07, $100.00 for Hawaii and Mexico**

Name Changes – Call for approval on Corporate tickets. Ask for Exchange Desk. Fee - $60.00. $100 .00 for Hawaii and Mexico.

Use It Or Lose It- No

**Change to return before outbound flight is flown** - must re-price entire itinerary, re-qualify 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.

Continental (CO)

*New ticket must be reissued within 1 year of original issue date-travel after is ok.* 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.

**Same Day Change** - $25.00 – Must be able to confirm 3 hours in advance – no later than 30 minutes prior to departure – same class of service
Change to return before or after outbound flight is flown—On Round-trip fares change to same class of service, pax must still qualify for fare rules, penalty applies. On one way fares, must abide by current fare and fares 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 apply 2 unused tickets to 1 new ticket. When tickets are reissued, the validity date from the original ticket must be carried over to the new ticket. 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. Delta now allows international tickets to be exchanged toward domestic flights. 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. Per Sales Rep Residual Value MCO’s are transferable to another traveler, they are still good for 1 year from original ticket issue date.

**Change Fee** - $75.00   There is an additional $20 service fee charged for all changes made through the airline.

*Paper Ticket Fee*- $20.00
*Name Change* – No name changes allowed.

**Use It Or Lose It** - No, not on most domestic, however check fare rules. Yes, for International reservations – must be canceled 24 hours prior to departure and document record with an OSI (OSI ex: 3OSI DL ROUNDTRIP CITY PAIR cxld on DATE (Example: 3OSI DL SDF-CDG-SDF cxld on DEC 7 2007)

**Same Day Change** - $50.00 – Must be able to confirm no more than 3 hours in advance of new flight time – no later than 30 minutes 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. Best to call Reissue Desk to verify fare rules.

**Express Jet (XE)**

*New ticket must be reissued and travel completed within 1 year of original issue date. After 1 year, ticket has no value. When cancelled, fee is removed from ticket price and balance is on file for future use. If new ticket is less than original ticket, balance remains on file – no fee when this balance is applied. Ticketless airline only, therefore only accept credit cards for form of payment.

**Change Fee** - $50.00

**Stand-by** – **Unconfirmed**: No charge to stand by same day – stand bys are generally cleared no more than 20 minutes before departure. Confirmed standby: $50 plus any fare difference.

**Use It Or Lose It** - Yes, must be canceled prior to departure.

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

**Frontier Airlines (F9)**

*New ticket must be reissued within 1 year of original issue date—travel after is ok. 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. If using higher priced non-refundable for lower priced new ticket, passenger gets nothing back – $100.00 penalty applies. Cannot take penalty out of fare difference.

**Note**: Frontier does not allow a change to the return for a $100 penalty. You must re-price the remaining part of the ticket and charge the fare difference plus the penalty.

**Note**: If changing the return and same class of service is not available and you plan on doing a Pricing record, only price 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

**Stand-by**: Frontier does not offer standby. If you miss your flight or wish to travel on an earlier flight, we can confirm a seat for you at the Airport Ticket Counter. You may travel on a different flight on the same day for a flat fee, as long as there are seats available. Tickets purchased on/before 12/17/08 may confirm a seat at the Airport Ticket Counter for a flat fee of $75. Tickets purchased on/after 12/18/08 may confirm a seat at the Airport Ticket Counter, based on the type of Economy - $150
Classic - $75
Classic Plus – free.
Summit members and Airtran A+ Elite member - free
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.

**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-** $45.00- Internet / $50.00 - Phone

Name change - Names changes are allowed with no additional charge.

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

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

**Midwest Airlines (YX)**

*Travel must be reissued within 1 year of original issue date—travel after is ok (only up to 11 months)*

beyond). After 1 year, ticket has no value. Non-refundable tickets can be exchanged for refundable tickets. Must add NR to the fare basis and must transfer original endorsement information to the new tickets endorsement box. If lower fare becomes available without an ITIN change, can issue an MCO for the complete difference, no penalty if done within 7 days of original ticket date. 8 days or more the $100 would apply. 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. No waiver needed. Fee - $50.00 additional charge to the exchange penalty.

Use It Or Lose It-No

Standby - $30.00 – Must be able to confirm 3 hours in advance of new flight time – no later than 30 minutes prior to departure. No fee for unconfirmed same day standby.

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

**Change to return after outbound flight is flown**—if fare class is available and meets fare rules only pays penalty. If fare class not available must re-price the new segment sold and pay the fare difference, pax must still qualify for fare rules, penalty applies.

**Northwest (NW)**

*Tickets must be reissued within 1 year from original date of travel. After 1 year, ticket has no value. If the ticket was previously exchanged, the expiration date of the very 1st original ticket carries over to the new ticket.*

Non-refundable domestic tickets issued on/before 9/30/07 may only be exchanged for another non-refundable ticket. Non-refundable domestic tickets issued on/after 10/1/07 may be exchanged for any non-refundable or refundable ticket. Non-refundable international tickets may always be exchanged for any non-refundable or refundable ticket of higher value and a different rule number.

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, $25.00 administration fee applies. 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.

**Change Fee-** $25.00 - $100.00, must check rules on fare basis. A $15 Call Center Assistance fee will be assessed for NW to assist with an exchange on a voluntary itinerary change.

Paper Ticket Fee- $50.00

Name Changes – No Name Changes allowed, call 800-692-0012 for name corrections.

Use It Or Lose It-No

Standby – As of April 2007 Northwest Airlines has expanded its FlyNow option, which permits confirmed flight changes within three hours of scheduled travel for a $25
minimum fee, to now include flights throughout the entire day of departure. They will not allow standby without a charge. Standby can only be handled through the web or at the airport.

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. If the ticket was previously exchanged, the expiration date of the very 1st original ticket carries over to the new ticket.*

Expired ticket may be sent to WN with request letter for a 1-time extension - valid for 6 more months, and a $50 penalty per person will be taken out of credit. 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, on same fare basis, can refund complete difference to original FOP, no penalty. MCOs not allowed.

**Change Fee - None**

**Paper Ticket Fee - None**

**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 or after 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.

**United (UA)**

*Ticket must be reissued within 1 year of original issue date—travel after is ok. 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 an MCO, penalty applies. 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 - $75.00**

**Name Changes – No Name Changes allowed, name corrections 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.

**Same day change**—same routing, if H class or lower class seats are available, call United within 4 hours of flight - $50.00. Changes must be made with United. No charge for same day unconfirmed Standby – must be done at the airport.

**US Airways (US)**

*Travel must be completed within 1 year of original issue date. After 1 year, ticket has no value.*

If the ticket was previously exchanged, the expiration date of the very 1st original ticket carries over to the new ticket.

US will allow upgrade to refundable fare type, penalty applies. However, the original non-refundable amount remains non-refundable – amount must be documented and you must make sure new ticket says Non-refundable in the endorsement box. If lower fare becomes available without at ITIN change, can not issue an MCO for the difference. If using higher priced non-refundable for lower priced new ticket, you can NOT issue a MCO for the difference, the pax would lose the difference, and penalty applies. Penalty can not be taken out of the fare difference.

**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 departure or return before or after outbound flight is flown** – In all cases – no matter what – if there is a change to a reservation, any segment, you will re-price the entire reservation, and charge the fare difference plus the penalty.

**Stand-by** – Only on earlier flights - $25.00, elite members do not have to pay