

## BLUE SKIES AHEAD – WAIVER GUIDE AND UNUSED TICKET ADJUSTMENTS

As of November 10, 2021 – the following information is intended as a guide for unused ticket expirations and airline waiver information due to COVID-19. Information is subject to change at any time. We will continue to update as new information becomes available. Please check with Conlin Travel to confirm waiver eligibility on any specific ticket.

### Major United States Carriers

Delta Airlines/ Air France/KLM		
Unused tickets and credits	Travel Dates	New dates allowed
Issued Apr 1, 2019 – Sept 30, 2020	All travel dates	Extended to Dec 31, 2022 - Travel must originate on or before Dec 31, 2022
Tickets Issued Mar 1, 2020 – April 30, 2021	Any destination  DL accounts with CSA and/or MSA are allowed name change through May 21, 2022 (rebook and travel by). SkyBonus: Name changes permitted. Agent must call for waiver. No fee to change.	New Travel must be rebooked and travel by March 27, 2022.
BASIC ECONOMY TICKETS: Applies only for customers with an original ticket issue date from: May 1, 2021 through December 31, 2021 booked for travel between July 28 and Dec 31, 2021  * DL UATP card funds do not expire	Original tickets issued May 1, 2021 through December 31, 2021, for any destination	Tickets must be reissued on or before Dec 31, 2021.  All travel must be completed by Dec 31, 2022
Residual value credits (MCO)	MCOs if valid and with CSA/MSA account and allow multiple name changes. MCOs can be used for anyone in the company, once extended. No residual value on MCOs once name on MCO has been changed. (call agent to discuss.)	The extension applies to Residual Value MCOs issued between January 1, 2020 and December 31, 2020 Residual Value MCOs must be applied toward a ticket and all travel must be completed by December 31, 2022 If the new ticket is of lesser value than the value of the MCO, a new Residual Value MCO may be issued: The expiration date on the new Residual Value MCO will be December 31, 2022 This new Residual Value MCO must be applied toward a ticket and all travel must be completed by December 31, 2022
<b>NAME CHANGES:</b> Allows name change without fee if;	Applies for tickets issued between March 1, 2020 and <b>April 30, 2021</b> , For Future Travel Dates: March 1, 2020 – March 27, 2022	Applies for tickets issued on or before April 17, 2020, Dates of Impacted Travel: U.S. 50 Domestic: March 1, 2020 – <b>March 31, 2021</b> International: February 25, 2020 – <b>March 31, 2021</b>
KLM/AF ONLY	Extended ticket validity for travel from 03 March 2020 and until further notice: AF and KL have extended the ticket validity to up to 560 days from the last flight segment date mentioned in the ticket.	Refund-Waiver This is applicable for all reservations that are ticketed, including EMDs with a travel date on or after 03 March 2020 and up to and including 31 December 2021.

United Airlines		
Unused tickets and credits	Travel Dates	New dates allowed
*UA: United UATP accounts are valid for 24 months once the account receives their UATP welcome letter.	Tickets purchased beginning May 1, 2019 through the end of 2021 will remain valid until Dec. 31, 2022. Tickets purchased beginning Jan. 1, 2022 of next year will expire after 12 months.	No extension but Change Fee Waiver applies
Residual value credits (MCO)		Residual value is good for 1 year from new MCO issue date. No extensions.
Waivers	Dates	Rules
<b>NAME CHANGES:</b>	Pre-Covid, prior to March 1, 2020. \$100 name change fee \$200 for the change fee  After March 1, 2020 – \$100 name change fee – out of pocket (not off of the ticket) Change Fee: Agent to obtain waiver for change fee (no fee)  Perks Plus – no name changes allowed	
American Airlines		
Unused tickets and credits	Travel Dates	New dates allowed
Issued on or before Sept 30, 2020 for all destinations (Domestic and International)  *AA UATP card funds are currently extended through 3/31/22. Only those accounts that have an SMB will be considered for extension beyond that point.	Global Flexibility Waiver • Any ticket purchased on or before September 30, 2020, for travel between March 1, 2020 through March 31, 2021, will have the ticket validity extended to March 31, 2022. • If customers have an unused ticket with an expiration date that is between March 1, 2020 and March 31, 2021, the validity will also be extended to March 31, 2022 • All corporate customers, including Business Extra or On Business will also get multiple name changes on any tickets falling in the Global Travel Notice Waiver dates. New ticket must contain a valid CART,JBID(IN #)/ Business Extra number, or On Business number in the IT box *	Special Extended Waiver 2021* • Valid for itineraries which include ticketed travel to or from the European Union, Schengen countries, Great Britain, Hong Kong, Australia, or New Zealand as long as original tickets issued March 1, 2020 – August 31, 2021 and original travel dates March 1, 2020 – December 31, 2021, the ticket validity extended to December 31, 2022
Tickets issued Dec 15, 2020 through Dec 31, 2021	All tickets in accordance with this Travel Notice will be valid through December 31, 2021	Travel on the new ticket must be completed by December 31, 2021
<b>NAME CHANGES:</b>	If companies have an SBA (cart #) name changes are free through March 2022	All corporate customers, including Business Extra will also get multiple name changes on any tickets falling in the Global Travel Notice Waiver dates. New ticket must contain a valid CART,JBID (IN #)/ Business Extra number
MCOs	March 1, 2020 – March 31, 2021 including expiring tickets/MCOs. are valid until March 31, 2022.	You will receive a residual value You cannot change the name on the MCO but you can use towards the purchase of a ticket for another person.
Waivers	Dates	Rules

Name Change Waiver

Only American Airlines SMB and Business Extra contract customers – allow multiple changes with tickets issued between March 1 and Dec 31, 2020. No fee for changes.

Other Carriers

Air Canada		
Unused tickets and credits	Travel Dates	New dates allowed
Up to August 31, 2021	Between March 1, 2020 – Aug 31, 2022	For tickets issued on/before March 31, 2021: Travel must be completed within 24 months from the date on the last unused flight.  For tickets issued on/after April 1, 2021: Travel must be completed within 24 months from the date of issue of the original ticket
<b>NAME CHANGES:</b> Name changes are not allowed.	All unused tickets effected by COVID-19 are eligible for refund.	Air Canada 014 tickets for travel on/after February 1, 2020, and <b>issued before</b> April 13,2021
Alaska Airlines **** AGENTS TO VERIFY RESTRICTIONS WITH AIRLINE ****		
Unused tickets and credits	Travel Dates	New dates allowed
Tickets purchased on or after <b>January 1, 2021</b> will expire one year from the date of issue.		Alaska Air credit certificates and wallet funds that expire in 2021 will be extended through December 31, 2021. The extension will be reflected in our system on April 15, 2021.  You must use credit certificates and wallet funds to purchase a new ticket before the expiration date passes. Travel can take place up to 11 months later, but the ticket must be purchased with the credit or funds before the expiration date.
<b>NAME CHANGES:</b>  Allows a name change with fee \$125.00 plus any fare difference.		<b>Name transfers</b> Alaska does not process name transfers through our call centers, online, or at ticket counter locations. Travel agents may process name transfers through a GDS. No waiver code is required.  The name transfer can be processed by changing the name field of the existing record or starting over in a new record. The resulting ticket must be priced at a current fare. Charge the \$125.00 name transfer fee plus any difference in fare. Name transfers will require a \$125 fee regardless of the fare rules.
Aero Mexico **** AGENTS TO VERIFY RESTRICTIONS WITH AIRLINE ****		
Unused tickets and credits	Travel Dates	New dates allowed
For tickets issued July 1, 2020 and later	Change fee waived and any fare difference must be collected, if applicable	
NO Residual value credits (MCO)		No extensions
ANA Airlines **** AGENTS TO VERIFY RESTRICTIONS WITH AIRLINE ****		
Unused tickets and credits	Travel Dates	New dates allowed
Tickets issued between Friday, June 12, 2020 - Wednesday, March 31, 2021		Eligible Routes: all travel originating from the United States, Canada, Mexico, Brazil or Peru  Applicable Conditions for Reservation Changes: Rescheduled travel must be completed by original

		ticket validity (original rules apply for refunds)
<b>Jet Blue **** AGENTS TO VERIFY RESTRICTIONS WITH AIRLINE ****</b>		
<b>Unused tickets and credits</b>	<b>Travel Dates</b>	<b>New dates allowed</b>
Unused tickets between February 27, 2020 and June 30, 2020  Tickets issued after June 1, 2020	Eligible changes made will receive a credit on Jet Blue. No residual value.	Ticket is valid for exchange until December 31, 2021. Travel must be completed by June 30, 2022.  Tickets will expire 12 months from their date of issue.  One time change fee waived and any fare difference must be collected, if applicable
NO Residual value credits (MCO)		No extensions
<b>NAME CHANGES:</b> Does not allow name changes		

Lufthansa *** AGENTS TO VERIFY RESTRICTIONS WITH AIRLINE ***		
Unused tickets and credits	Travel Dates	New dates allowed
	On or before 31 July 2021, with a travel date between 01 February 2020 and 31 August 2021 can be exchanged once for new travel, including changes to your travel class, departure or destination airport.	New travel must be ticketed by <b>15 January 2022</b> New travel must begin by <b>31 December 2022</b> . The ticket will be recalculated, and additional payment may be required if the new fare is higher.
<b>NAME CHANGES:</b> Does not allow name changes		
Singapore Airlines *** AGENTS TO VERIFY RESTRICTIONS WITH AIRLINE ***		
Unused tickets and credits	Travel Dates	New dates allowed
Free rebooking for ALL bookings made March 5, 2020 through June 30, 2021. Should there be a fare difference, it will be collected at time of booking.	Any new bookings must be made prior to original travel date or within 1 year of the date on which your ticket was issued.	
<b>NAME CHANGES:</b> Does not allow name changes		
Turkish Airlines *** AGENTS TO VERIFY RESTRICTIONS WITH AIRLINE ***		
Unused tickets and credits	Travel Dates	New dates allowed
Tickets issued on or before March 30, 2020 with a travel date through Dec 31, 2020	No change fee	Travel must begin by Dec 31, 2021
<b>NAME CHANGES:</b> Does not allow name changes		
Westjet Airlines *** AGENTS TO VERIFY RESTRICTIONS WITH AIRLINE ***		
Unused tickets and credits	Travel Dates	New dates allowed
No fees to change or cancel before April 30, 2021. The full value will be credited to a travel back valid for 24 months from date of issue.		
Singapore Airlines *** AGENTS TO VERIFY RESTRICTIONS WITH AIRLINE ***		
Unused tickets and credits	Travel Dates	New dates allowed
<b>NAME CHANGES:</b> Does not allow name changes		

Updated 11/10/2021 TG