

Airport security restrictions—1:30 p.m. CDT December 29, 2009

Summary of airline advice, re-accommodation and baggage policies

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>Travel from Canada to the U.S.</p> <p>Due to long lines at Canadian airports, created by new international screening procedures, American Airlines offers customers the convenience to change their plans. Customers ticketed to travel on AA departing from Canada to the U.S. may change their itineraries without penalty on the day they are scheduled to travel as outlined below.</p> <p>If you are traveling from: Canada to the U.S. On the following dates: December 27-30, 2009 And your ticket was issued no later than: December 27, 2009 You may begin travel as late as: December 31, 2009</p> <p>One ticketed change is allowed with no penalty.</p> <hr/> <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>The Transportation Security Administration is currently requiring enhanced security measures for all flights departing from non-U.S. locations to the United States. We recommend that you ensure that any liquids, aerosols or gels that are included in your carry-on bags adhere to the restrictions currently in place. Customers are advised to arrive at the airport one (1) hour prior to normal processing times.</p> <p>For details regarding the new security measures, go to tsa.gov.</p>

Delta Air Lines/ Northwest Airlines	<p>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>
United Airlines	<p>Travel Waivers A waiver has been issued for travel from Canada to the United States due to check-in delays.</p> <p>Eligible travel: From Canada to the United States Dates covered: December 28-30, 2009 Tickets purchased on or before: December 28, 2009</p> <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> <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>
US Airways	<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 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, travel on most major carriers based outside of North America seems to be minimally affected. Many international carriers have made no proactive reference to any increased security measures, while others are suggesting additional time will be required for security procedures at airports. Additionally, two are reporting new limitations on the number of carry-on items—particularly for travelers on international flights. This information is summarized as follows:

- British Airways is allowing only one item of hand luggage for all passengers traveling to the United States from Heathrow, Gatwick or London City Airport. This applies to passengers whose journey originates in London, as well as those who are transferring flights.
- Virgin Atlantic has advised that hand baggage allowances for all passengers flying into all U.S. airports has been reduced to only one item of hand baggage. The item should not exceed 9x14x22 inches.

At this time, there are no major, sweeping changes to security measures that are felt by travelers across the globe, but 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.