Major Airline Cancellation Policies

1. **Alaska Airlines**
   - Change and cancellations fees will be waived.
   - Tickets must be changed or canceled prior to the departure of your original flight.
   - If you purchased your tickets through a third party, such as Expedia, another travel agency, or another airline, contact them directly for assistance.
   - If you purchased a **Saver Fare** for travel through March 31, 2020, you may:
     - **Cancel your trip** and deposit the funds into your My Account wallet.
   - If you purchased a **Nonrefundable First Class, main, or award ticket** for travel through March 31, 2020, you may:
     - **Change without fee.** New travel must be completed by February 28, 2021. A fare difference may apply to your new itinerary.
     - **Cancel your trip** and deposit the funds into My Account wallet or credit card certificate via email.
   - This waiver is valid only for tickets issued by Alaska Airlines, which you can identify by a 13-digit ticket number that begins with Alaska Airlines code "027". Tickets issued by other airlines with a different carrier code (ticket numbers that don’t begin with “027”) are subject to the waiver policy of the other airline.
   - Tickets issued by other airlines with a different carrier code (ticket numbers that don’t begin with “027”) are subject to the waiver policy of the other airline.

2. **American Airlines**
   - American has extended its offer to waive change fees for customers who purchased tickets prior to March 1 for travel through April 30. The offer is available for any of American’s fares and customers have until December 31 to rebook travel for future flights. Additional updates on existing travel alerts can be found on [aa.com/travelalerts](http://aa.com/travelalerts).
   - Any ticket purchased prior to March 1 will not incur change fees prior to travel. Customers must pay any fare difference, if applicable, at time of ticketing of the new fare.
   - This is available for any of American’s fares for travel through April 30.
   - The new ticket must be reissued on/before December 31 or 12 months from the original ticket date (whichever is earlier). Travel must also commence on/before December 31.
3. **Delta Air Lines**

- No change fees for all tickets purchased between **March 1-31, 2020**.
- Ticket Can Be Changed One-Time to An Alternate Itinerary. Must Be Re-issued On/Before: **February 28, 2021**.
- Rebooked Travel Must Begin No Later Than: **February 28, 2021**.
- Your current flight reservation will remain if you choose not to make any changes.
- If you change to a different flight, you may make a one-time change and we will waive any applicable change fee. Note, the change fee will be waived, however, a difference in fare may apply.
- You may choose to cancel your trip and use the value towards a future flight.
  - You may cancel your flight and apply any unused value of the ticket toward the purchase of a new ticket for a period of one year from the original issue date.
  - The change fee will be waived; however, fare difference will apply for new travel dates and will be collected at the time of booking the new ticket.
- No change fees for customers scheduled to travel **March 1 – April 30, 2020**.
- New ticket must be re-issued on/before **December 31, 2020**.
- Rebooked travel must begin no later than **December 31, 2020**.

4. **Frontier Airlines**

- For tickets issued prior to **March 10, 2020** with original travel dates between **March 10** and **April 30, 2020** customers may make a one-time change to their itinerary without a change/cancel fee by contacting us at 801-401-9000.
- For tickets issued **March 10** through **March 31, 2020**, customers may make a one-time change to their itinerary without a change/cancel fee by contacting us at 801-401-9000
- As always - no change fees apply 60 days or more before departure.
- To provide you with additional flexibility, bookings made between **March 10** and **March 31, 2020** will be permitted a one-time change to travel plans without a fee. To change your reservation under this special fee waiver, please contact us at 801-401-9000.
- Changes under this special waiver are subject to the terms and conditions below; additional restrictions may apply.
- Customers can complete a one-time change free of charge as below:
  - Change to new flight of equal or lesser value: change fee waived, no residual value retained by customer
  - Change to new flight at higher price: change fee waived, customer pays fare difference
  - Cancel flight: cancel fee waived, customer retains the value of the ticket to be applied toward the purchase of a future ticket within 90 days of cancellation
- For changed flights, travel must be completed by **November 9, 2020**
- Changes under this waiver must be made at least 24 hours prior to the flight’s scheduled departure time
- All tickets are nonrefundable unless otherwise specified in the Contract of Carriage
- To provide you with additional flexibility, bookings made prior to **March 10** with original travel dates between **March 10, 2020** and **April 30, 2020** will be permitted a one-time change to travel plans without a fee. To change your reservation under this special fee waiver, please contact us at 801-401-9000.
Changes under this special waiver are subject to the terms and conditions below; additional restrictions may apply.

Customers can complete a one-time change free of charge as below:

- Change to new flight of equal or lesser value: change fee waived, no residual value retained by customer
- Change to new flight at higher price: change fee waived, customer pays fare difference
- Cancel flight: cancel fee waived, customer retains the value of the ticket to be applied toward the purchase of a future ticket within 90 days of cancellation

For changed flights, travel must be completed by November 9, 2020

Changes under this waiver must be made at least 24 hours prior to the flight’s scheduled departure time

All tickets are nonrefundable unless otherwise specified in the Contract of Carriage

5. JetBlue

Customers with existing bookings now have additional flexibility. Due to continued concerns about the coronavirus, we will waive change/cancel fees for customers traveling March 10, 2020 through April 30, 2020.

Customers may rebook their flights for travel through October 24, 2020 online in the Manage Flights section of jetblue.com or contact us prior to the departure time of their originally scheduled flight. Original travel must have been booked on or before March 10, 2020. Fare difference may apply. For cancellations, funds will be issued as a JetBlue Travel Bank Credit, valid for one year from date of issuance.

Due to continued concerns about the coronavirus, we have suspended change and cancel fees for all new flight bookings made between March 6, 2020 and March 31, 2020 for travel through September 8, 2020.

The change/cancel fees suspension still applies for bookings made between February 27, 2020 and March 5, 2020 for travel through June 1, 2020.

While there are no current travel restrictions to the locations we fly, customers can book with confidence on jetblue.com and jetbluevacations.com and know that changes or cancellations will be allowed without penalty should the situation change.

In the event you need to make a change to bookings made between the qualifying dates above, visit the Manage Flights section of jetblue.com or contact us for assistance.

6. Southwest Airlines

Southwest Airlines never charges Customers a fee to change or cancel their flight. If a Customer’s plans change, or they decide they no longer want to travel, the funds used to pay for their flight can be applied to future travel – as long as they cancel their flight at least 10 minutes prior to the scheduled departure. The funds are valid for future travel up to one year from the original purchase date and must be used by the individual named on the ticket. More information on policies related to travel funds can be found on Southwest.com. We hope these policies provide our Customers with flexibility and peace of mind as they plan their travel.
7. **Spirit Airlines**
   - We recognize the potential uncertainty regarding travel plans during this time and offer the following flexible travel policy.
   - Spirit Guests who must alter their travel plans due to COVID-19 are eligible to make a one-time free modification (fare difference applies) by contacting Spirit Guest Care through the following options:
     - Calling (801) 401-2222
     - Texting 48763
     - Texting via WhatsApp to (801) 401-2222 with “Hello”
   - Alternatively, Guests who must alter their travel plans due to COVID-19 have the option to receive a reservation credit for the full value of their reservation. This reservation credit can be used for up to 6 months to book any flight currently available (including beyond the 6-month timeframe), and it can be used toward flights as well as other options (excluding 3rd party products). Guests who cancel their reservation can request a refund of their travel insurance premiums from Travel Guard, if eligible, [here](#).
   - Guests needing to cancel or make changes to a reservation due to other circumstances are advised to make modifications to their reservation online.

8. **United Airlines**
   - We know people are taking a second look at their travel plans right now, and we want you to have flexibility when planning your next trip — that's why when you book a flight with us between March 3 and March 31, 2020, you can change it for free over the next 12 months. [See terms and conditions](#)
     - **Tickets:** For tickets issued March 3 through March 31, 2020, customers will be permitted to change free of charge to a flight of equal or lesser value up to 12 months from the original ticket issue date. If the new flight is priced higher, the customer may change for no fee but must pay the fare difference. If the new flight is priced lower, the customer may change for free but no residual value will be given. If the customer decides to cancel their flight, they can retain the value of the ticket to be applied to a new ticket without fee for travel up to 12 months from the original ticket issue date.
     - **Cancellations:** If the customer decides to cancel the flight they booked between March 3 and March 31, 2020, they can retain the value of the ticket to be applied to a new ticket without fee for travel up to 12 months from the original ticket issue date.
     - **Fare Validity:** This applies to all tickets, all fare types, all destinations, all points-of-sale, all travel dates available for sale, provided ticket number starts with 016.
     - **Minimum Stay:** No minimum stay.
     - **Blackout Dates:** No blackout dates.
     - **Miscellaneous:** Fares, fees, rules and offers are subject to change without notice. Seats are capacity-controlled and may not be available on all flights or days. Fares are nonrefundable except during the first 24 hours after purchase. Other restrictions may apply.
   - We're also waiving change fees for all tickets issued on or before March 2 — domestic or international — with original travel dates of March 9 through April 30. [See waiver details](#) (country dependent)
Major Ground Transportation Cancellation Policies

1. Amtrak
   - The safety of Amtrak’s customers and employees is our top priority. While there are currently no travel restrictions on Amtrak, we continue to closely monitor the coronavirus and are taking action based on guidance from public health experts. In order to maintain a safe environment and address customer concerns and potential business impact, we are taking the following measures:
     - **Before You Travel** - If you are planning your Amtrak trip:
     - **Travel with confidence**: As a valued customer, we are waiving change fees on all existing or new reservations made before **April 30, 2020**. Simply log in to your account or go to Modify Trip on Amtrak.com, or find your reservation from your account on the home screen in the Amtrak app. A fare difference may apply to your new itinerary. If you want to cancel your reservation, call 800-USA-RAIL.
     - **Minimal service impacts**: As we are experiencing some lower demand, we have temporarily suspended three trains that operate between New York and Washington (Trains 2401, 2402, 2403). All three of these trains have alternate services available 30 minutes before and after their scheduled departure. Amtrak continues to operate 300 daily trains, including more than 100 daily trains on the Northeast Corridor, offering customers plenty of options for travel.

2. Megabus
   - Here at megabus.com, we understand the valid concern arising in conjunction with the rise of Coronavirus (COVID-19) cases in the United States and Canada. While we are currently running all scheduled trips, our goal is to communicate any and all changes to our standard procedure to keep our passengers and employees safe and worry-free.
   - We understand the widespread concern and hesitation to travel during times like these. In an effort to make travel better for you, we have amended our rescheduling policy as follows:
     - If you book a trip on or before **March 20, 2020** for travel before **April 30 2020**, you can reschedule your trip for any travel date between **March 20** and **September 8, 2020** at no additional cost.
     - To take advantage of rescheduling your trip for free, please contact our customer service department at 877-462-6342.
     - Please note that this rescheduling policy does not apply to trips that have already departed.
3. **Greyhound**

- We understand the stresses of travel planning as new information about the coronavirus continues to emerge. Along with others across the nation, we are working hard to stay informed on its impact as new information becomes available and our heartfelt sympathy goes out to everyone who’s been affected by coronavirus.
- Currently we have no cancellations or travel restrictions due to coronavirus. However, we understand you may have concerns about travel and we would like to ease your worries by offering no change fees if you wish to postpone your travel plans because of concerns related to coronavirus.
- To help you book with peace of mind we are offering a one-time complementary reissue so you can rebook and travel for a later date for free.
- Here’s how it works:
  - If you booked an Economy or Economy Extra fare for travel through **May 31, 2020**.
  - You are eligible for a one-time complementary reissue to postpone travel and rebook for a later date.
  - The reissue request must made at least 1 day prior to the scheduled departure date of your original trip.
  - New travel must be completed by **December 31, 2020**.
  - If you wish to postpone your trip to a later date, contact us at 1-800-231-2222 and our friendly customer care agents will be ready to assist.

<table>
<thead>
<tr>
<th>Original Purchase Date</th>
<th>Original Travel Dates</th>
<th>New Travel Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 5, 2020 - March 9, 2020</td>
<td>March 5, 2020 - May 31, 2020</td>
<td>March 18, 2020 - December 31, 2020</td>
</tr>
<tr>
<td>March 10, 2020 - March 31, 2020</td>
<td>March 10, 2020 - May 31, 2020</td>
<td>April 1, 2020 - December 31, 2020</td>
</tr>
</tbody>
</table>