



# Airline Exchange Policies

**IMPORTANT NOTICE:** The grid below summarizes the general ticket exchange policies for the major U.S. and Canadian air carriers as of July 9, 2008. In most cases, the information in this chart was gathered from telephone or e-mail communications with individual airline personnel. Not only can airline policies change without notice, but experience teaches us that awareness of complex policies among airline personnel often varies dramatically. For those reasons, and also because individual airline policies may vary in specific markets, **agents are advised to either contact the carrier directly or verify the individual fare rule for the most complete, up-to-date information prior to ticketing.** Please contact [askasta@asta.org](mailto:askasta@asta.org) if you have information requiring a change. The information in the chart is for general guidance only and ASTA is not liable for deviations that individual airlines may apply.

	Domestic Change Fee	International Change Fee	Can a non-refundable ticket be applied toward a refundable ticket?	Can a residual value be applied toward a change fee?	Does the airline allow an MCO for a residual?
<b>Air Canada</b>	\$60 Tango fare, \$40 Tango Plus fare, effective 02/07/08	Check Fare Rule	YES*	NO	NO
<b>Air Tran</b>	\$75	N/A	YES*	NO	YES
<b>Alaska</b>	\$75 AS direct, \$100 travel agent ticket	N/A	YES*	NO	NO
<b>American</b>	\$150, eff. 05/21/08	\$150-300**	Check Fare Rule	YES	YES
<b>Continental</b>	\$150, eff. 04/24/08	\$150-250**, eff. 04/24/08	YES*	Dom No / Int'l YES	YES
<b>Delta</b>	\$100	Check Fare Rule	YES*	YES	YES
<b>Frontier</b>	\$100	N/A	YES*	NO	NO
<b>Jet Blue</b>	\$100	N/A	N/A	YES	YES
<b>Midwest</b>	\$100	N/A	NO	YES	YES
<b>Northwest</b>	\$150, eff. 07/09/08	\$100-400**	YES*	YES	YES
<b>Southwest</b>	N/A	N/A	YES*	N/A	YES
<b>United</b>	\$150, eff. 04/18/08	\$150-250**, eff. 04/18/08	YES*	YES	YES
<b>US Airways</b>	\$150, eff. 04/29/08	\$150-250**, eff. 04/29/08	YES*	NO	NO

\* When a nonrefundable ticket can be exchanged for a refundable ticket, the nonrefundable restriction applies and the new ticket must be identified as non-refundable.

\*\*International change fees vary greatly, depending on the fare basis, country traveling to/from, etc. These are just guidelines and agents are strongly urged to review the specific fare rule of the quoted fare for the exact amount.

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