

GROUP POLICY SUMMARY

For travel agents in the United States

Applicable to all fares, including seat sales; exceptions may apply

	NORTH AMERICA	INTERNATIONAL
DEPOSIT	<ul style="list-style-type: none"> Standard Policy \$50 Peak Policy \$100 Due 30 days after booking; non-refundable 60 days prior to departure 	<ul style="list-style-type: none"> Standard Policy \$100 Peak Policy \$200 Due 30 days after booking; non-refundable 60 days prior to departure <p>For Asia Peak Policy*:</p> <ul style="list-style-type: none"> Deposit: \$500 Due 14 days after booking; non-refundable 90 days prior to departure
FULL PAYMENT NAMES TICKETING	<ul style="list-style-type: none"> Due 30 days prior to departure, or within 72 hours for groups booked within 30 days of departure For AC online, due 14 days prior to departure Interline: due 45 days prior to departure, or within 72 hours of booking for groups booked within 45 days of departure 	<ul style="list-style-type: none"> For AC online, and interline only with LH, LX¹, OS¹, UA on Trans-Atlantic Joint Venture routes, due 30 days prior to departure, or within 72 hours for groups booked within 30 days of departure <p>Exceptions:</p> <ul style="list-style-type: none"> Other interline: due 45 days prior to departure, or within 72 hours of booking for groups booked within 45 days of departure Asia Peak Policy: full payment due 90 days prior to departure
GUARANTEED FARES	<ul style="list-style-type: none"> Lowest base fare, at time of booking or at final payment, is guaranteed Taxes and fees reassessed at time of full payment 	<ul style="list-style-type: none"> Lowest base fare, at time of booking or at final payment, is guaranteed Taxes, fees, and fuel surcharge are reassessed at time of full payment
FARE MATCHES	Requests accepted for consideration	Requests accepted for consideration
NAME CHANGES ONLY WITH AC ONLINE	<ul style="list-style-type: none"> Free before tickets are issued \$40 US/CA fee per ticket after ticketing 	<ul style="list-style-type: none"> Free before tickets are issued \$100 US/CA fee per ticket after ticketing
TOUR CONDUCTOR	<ul style="list-style-type: none"> Standard Policy: 1 in 20 (21st free) Peak Period Policy: 1 in 25 (26th free) 	<ul style="list-style-type: none"> Standard Policy: 1 in 20 (21st free) Peak Period Policy: 1 in 25 (26th free)