

## Hurricane Alex - 8:45 a.m. CDT July 1, 2010

### Summary of airline advice and re-accommodation policies

With disruptions to flight operations due to Hurricane Alex, airlines are offering waivers or flexible re-accommodation policies. The policies apply to travelers scheduled to fly to/from/through the region or whose flights have been delayed or cancelled due to this event. Provided below is an outline of the individual airline re-accommodation policies for issues related to the impact of the Hurricane as currently reported to CWT.

Airline Restrictions, Re-accommodation and Baggage Policies	
<b>American Airlines</b>	<p><b>Hurricane Alex Travel Policy</b> Due to Hurricane Alex, American Airlines is allowing customers the ability to make changes to their flights as listed below.</p> <p><b>If you are traveling to or from:</b></p> <ul style="list-style-type: none"> <li>• Brownsville, TX (BRO)</li> <li>• Corpus Christi, TX (CRP)</li> <li>• McAllen, TX (MFE)</li> <li>• Monterrey, MX (MTY)</li> </ul> <p><b>On the following dates:</b> June 30 - July 5, 2010, 2010</p> <p><b>And your ticket was issued no later than:</b> June 30, 2010</p> <p><b>You may begin travel as late as:</b> July 12, 2010</p> <p><b>Original ticketed inventory required?</b> No</p> <p><b>Additional Information</b> One ticketed change is allowed with no penalty. Passengers who changed tickets prior to the Hurricane Alex Travel Policy are allowed an additional change at no charge for travel.</p>
<b>Continental Airlines</b>	<p><b>Hurricane Alex</b></p> <p><b>Travel to/from/through</b></p> <ul style="list-style-type: none"> <li>• Brownsville, TX (BRO)</li> <li>• Corpus Christi, TX (CRP)</li> <li>• Harlingen, TX (HRL)</li> <li>• Laredo, TX (LRD)</li> <li>• McAllen, TX (MFE)</li> <li>• Monterrey, Mexico (MTY)</li> <li>• Saltillo, Mexico (SLW)</li> <li>• Torreon, Mexico (TRC)</li> <li>• Victoria, TX (VCT)</li> </ul> <p><b>Original Travel Dates:</b> June 29, 2010 – July 5, 2010</p> <p><b>Final Travel must be completed by:</b> End of Validity of ticket (one year from date of issue)</p> <p><b>Additional Information</b> <b>Flight Changes:</b> When rescheduled travel commences by July 19, 2010, change fees and fare differences will be waived. For all other dates and ticket uses, the change fee will be waived, but a difference in fare may apply.</p> <p><b>Refunds:</b> OnePass rewards may be cancelled and redeposited for no fee.</p> <p>-----</p>

	<p><b>Hurricane Alex</b></p> <p><b>Travel to/from/through</b></p> <ul style="list-style-type: none"> <li>• Belize City, Belize (BZE)</li> <li>• Cancun, Mexico (CUN)</li> <li>• Ciudad Del Carmen, Mexico (CME)</li> <li>• Cozumel, Mexico (CZM)</li> <li>• Merida, Mexico (MID)</li> <li>• Roatan, Honduras (RTB)</li> <li>• San Pedro Sula, Honduras (SAP)</li> <li>• Villahermosa, Mexico (VSA)</li> </ul> <p><b>Original Travel Dates:</b> June 26, 2010 – July 1, 2010</p> <p><b>Final Travel must be completed by:</b> End of Validity of ticket (one year from date of issue)</p> <p><b>Additional Information</b></p> <p><b>Flight Changes:</b> When rescheduled travel commences by July 15, 2010, change fees and fare differences will be waived.</p> <p>For all other dates and ticket uses, the change fee will be waived, but a difference in fare may apply.</p> <p><b>Refunds:</b> OnePass rewards may be cancelled and redeposited for no fee.</p>
<p><b>Delta Airlines</b></p>	<p><b>Hurricane Alex</b> Hurricane Alex has impacted travel to, from, or through the locations listed below.</p> <p><b>Destination(To, From, or Through)</b></p> <ul style="list-style-type: none"> <li>• McAllen, Texas (MFE)</li> <li>• Monterrey, Mexico (MTY)</li> </ul> <p><b>Dates of Travel Impacted</b> June 29 through July 2, 2010</p> <p><b>Ticket Reissue Date (On or Before)</b> July 4, 2010</p> <p><b>New Travel Origination Dates (No Later Than)</b> July 4, 2010</p> <p><b>Conditions &amp; Restrictions</b> Changes to origins and destinations may result in an increase in fare. Any difference in fare between your original ticket and the new ticket will be collected at the time of booking.</p>
<p><b>Southwest Airlines</b></p>	<p><b>Tropical Weather Advisory – Alex</b> SouthWest Airlines will continue to evaluate the forecasted conditions, and we will make the necessary adjustments to our scheduled service. Based on the forecasted weather conditions, there is a possibility that flights could be disrupted (delayed, diverted, and/or cancelled) affecting the locations listed below.</p> <p><b>Locations:</b></p> <ul style="list-style-type: none"> <li>• Corpus Christi (CRP)</li> <li>• Harlingen (HRL)</li> </ul>

**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.