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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 01APR09  
AREA: US TARIFF: DGR CXR: NW RULE: 0001  
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TITLE/APPLICATION - 70

APPLICATION OF TARIFF

- A) RULES IN THIS TARIFF GOVERN THE APPLICATION OF ALL FARES AND CHARGES PUBLISHED IN TARIFFS WHICH SPECIFICALLY REFER TO AND ARE MADE SUBJECT TO THIS TARIFF WITH SUCH EXCEPTIONS AS MAY BE EXPRESSLY STATED. THESE RULES CONSTITUTE THE CONDITIONS UPON WHICH CARRIER TRANSPORTS OR AGREES TO TRANSPORT AND ARE EXPRESSLY AGREED TO BY THE PASSENGER TO THE SAME EXTENT AS IF SUCH RULES WERE INCLUDED AS CONDITIONS IN THE CONTRACT OF CARRIAGE. RULES, REGULATIONS AND CONDITIONS OF CARRIAGE ARE SUBJECT TO CHANGE WITHOUT NOTICE EXCEPT AS REQUIRED BY APPLICABLE LAWS, ORDERS, OR GOVERNMENT REGULATIONS; HOWEVER, ANY CHANGE IN CONTRACT FOR CARRIAGE WILL NOT APPLY IF SUCH CARRIAGE HAS ALREADY COMMENCED. REFERENCE TO TARIFFS, PAGES, RULES, ITEMS AND NOTES ARE CONTINUOUS AND INCLUDE REVISIONS, SUPPLEMENTS THERETO AND REISSUES THEREOF.

INT'L TRANSPORTATION - 71

- B) INTERNATIONAL TRANSPORTATION WILL BE SUBJECT TO THE RULES RELATING TO LIABILITY ESTABLISHED BY, AND TO ALL OTHER PROVISIONS OF, THE CONVENTION FOR THE UNIFICATION OF CERTAIN RULES RELATING TO INTERNATIONAL TRANSPORTATION BY AIR, SIGNED AT WARSAW, OCTOBER 12, 1929, OR SUCH CONVENTION AS AMENDED OR SUPERCEDED (HEREAFTER REFERRED TO AS THE CONVENTION), WHICHEVER MAY BE APPLICABLE TO THE TRANSPORTATION HEREUNDER. ANY PROVISIONS OF THESE RULES WHICH ARE INCONSISTENT WITH ANY PROVISION OF THE SAID CONVENTION WILL, TO THAT EXTENT, BUT ONLY TO THAT EXTENT, BE INAPPLICABLE TO INTERNATIONAL TRANSPORTATION.

FARES IN EFFECT - 72

- C) FARES, CHARGES AND RULES APPLICABLE TO CHANGES THERETO EXCEPT AS OTHERWISE PROVIDED WITHIN SPECIFIC FARE RULES, TRANSPORTATION IS SUBJECT TO THE RULES, FARES AND CHARGES IN EFFECT ON THE DATE/TIME ON WHICH THE TICKET IS PURCHASED.

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FARES IN EFFECT - 72(CONT)

DECREASE IN FARES OR CHARGES

A) REFUNDABLE TICKETS

IF, AFTER A FULLY REFUNDABLE TICKET HAS BEEN ISSUED AND BEFORE ANY PORTION HAS BEEN USED, A DECREASE IN THE FARES OR CHARGES APPLICABLE TO THE TRANSPORTATION COVERED BY THE TICKET (SAME ORIGIN, DESTINATION, AND STOPOVER POINT (S) BECOMES EFFECTIVE OR A NEW FARE FOR WHICH THE PASSENGER CAN QUALIFY BECOMES EFFECTIVE, THE DIFFERENCE IN FARES WILL BE REFUNDED IN/TO THE ORIGINAL FORM OF PAYMENT AND TO THE PASSENGER NAMED ON THE TICKET PROVIDED:

1. THERE IS NO CHANGE IN THE ORIGIN/DESTINATION/STOPOVER POINT(S) /FLIGHTS/DATES SHOWN ON THE ORIGINAL TICKET, OR ANY TICKET ISSUED IN EXCHANGE FOR THE ORIGINAL TICKET.
2. ONCE A DECREASE IN THE FARES/CHARGES AND/OR THE ADDITION OF A NEW FARE HAVE BECOME EFFECTIVE, THE ORIGINAL TICKET MUST BE REISSUED AND ALL CONDITIONS OF THE DECREASED FARES/CHARGES OF THE NEW FARE MUST BE MET INCLUDING ADVANCE RESERVATION/BOOKING CODE/TICKETING REQUIREMENT.

B) NONREFUNDABLE TICKETS

- 1) IF, AFTER A NONREFUNDABLE TICKET/NONREFUNDABLE UNTICKETED PREPAID TICKET ADVICE (PTA) HAS BEEN ISSUED AND BEFORE ANY PORTION HAS BEEN USED, A DECREASE IN THE FARES OR CHARGES APPLICABLE TO THE TRANSPORTATION COVERED BY THE TICKET (SAME ORIGIN, DESTINATION, AND STOPOVER POINT (S) BECOMES EFFECTIVE OR A NEW FARE FOR WHICH THE PASSENGER CAN QUALIFY BECOMES EFFECTIVE THE PASSENGER WILL RECEIVE THE DIFFERENCE IN FARES IN THE FORM OF AN MCO/TRAVEL CREDIT VOUCHER AFTER SUBTRACTING A USD50.00 ADMINISTRATIVE SERVICE FEE FOR TICKETS ISSUED ON/BEFORE 11NOV08, OR A USD 150.00 ADMINISTRATIVE FEE FOR TICKETS ISSUED ON/AFTER 12NOV08.

ONCE A DECREASE IN THE FARES/CHARGES AND/OR THE ADDITION OF A NEW FARE HAVE BECOME EFFECTIVE, THE ORIGINAL TICKET MUST BE REISSUED AND ALL CONDITIONS OF THE DECREASED FARES/CHARGES OF THE NEW FARE MUST BE MET INCLUDING ADVANCE RESERVATION/BOOKING CODE/TICKETING REQUIREMENT.

- NOTE:
1. AN MCO IS NONTRANSFERABLE.
  2. MCOS MAY BE USED AS PAYMENT FOR AIR TRAVEL OR TRAVEL RELATED SERVICES ON NWA.
  3. MCOS REDEEMED FOR TRAVEL OR TRAVEL RELATED SERVICES MUST BE REDEEMED OR EXCHANGED FOR A TICKET WITHIN ONE YEAR OF THE MCO ISSUE DATE.
  4. PARTIALLY USED MCOS WILL NOT HAVE RESIDUAL VALUE.

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FARES IN EFFECT - 72(CONT)

INCREASE IN FARES OR CHARGES

WHERE THE TICKET HAS BEEN ISSUED BEFORE THE EFFECTIVE DATE/TIME OF A TARIFF CONTAINING AN INCREASE IN THE APPLICABLE LOCAL OR JOINT FARE, NW WILL GUARANTEE THE PRICE OF THE PASSENGER'S TICKET UP TO ONE YEAR FROM THE DATE OF ISSUANCE AND WILL NOT COLLECT ANY ADDITIONAL FARE WHICH MAY BE EFFECTED EITHER THROUGH AN INCREASE IN FARE LEVEL, A CHANGE IN THE CONDITIONS GOVERNING THE FARE, OR A CANCELLATION OF THE FARE ITSELF, PROVIDED THE FOLLOWING CONDITIONS ARE MET:

- A) THE TICKET IS ISSUED ON NW TICKET STOCK OR BY AN AUTHORIZED SATO FACILITY CONNECTED WITH A MILITARY INSTALLATION.  
NOTE: SEE RULE 5 FOR DEFINITION OF NW TICKET/STOCK.
- B) THE TICKET IS ISSUED REFLECTING CONFIRMED RESERVATIONS FOR TRAVEL FROM THE POINT OF ORIGIN TO THE FIRST POINT OF STOPOVER AT A FARE CONTAINED IN A TARIFF IN EFFECT ON THE DATE OF TICKET ISSUANCE (DETERMINED BY THE DATE OF THE VALIDATION STAMPED OR IMPRINTED ON THE TICKET); AND THESE CONFIRMED FLIGHTS ARE NOT CHANGED AT THE REQUEST OF THE PASSENGER SUBSEQUENT TO THE INCREASE IN FARES/CHARGES OR THE CANCELLATION OF THE FARE ITSELF AND OTHER COUPONS OF THE TICKET ARE NOT VOLUNTARILY CHANGED TO REFLECT A REVISED ROUTING VIA WHICH THE ORIGINAL FARE CHARGED WOULD NOT HAVE BEEN APPLICABLE
- C) THIS PROVISION WILL APPLY ONLY TO THE PASSENGER TO WHOM THE TICKET WAS ORIGINALLY ISSUED.  
NOTE 1: PURCHASE OF A PREPAID TICKET ADVICE (PTA) WILL CONSTITUTE PURCHASE AND ISSUANCE OF A TICKET FOR THE PURPOSE OF THIS RULE, PROVIDED THAT THE PTA SPECIFIES THE PASSENGER'S CONFIRMED FLIGHT (S) FROM THE POINT OF ORIGIN TO THE FIRST POINT OF STOPOVER AND ALL OTHER CONDITIONS IN 2) ABOVE ARE MET.

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APPLICATION OF TARIFF - 73

- D) NORTHWEST AIRLINES, INC. WILL BE RESPONSIBLE FOR THE FURNISHING OF TRANSPORTATION ONLY OVER ITS OWN LINES. WHEN NW UNDERTAKES TO ISSUE A TICKET, CHECK BAGGAGE OR MAKE ANY OTHER ARRANGEMENTS FOR TRANSPORTATION OVER THE LINES OF ANY OTHER CARRIER (WHETHER OR NOT SUCH TRANSPORTATION IS PART OF A THROUGH SERVICE), NW WILL ACT ONLY AS AN AGENT FOR SUCH OTHER CARRIER AND WILL ASSUME NO RESPONSIBILITY FOR THE ACTS OR OMISSIONS OF SUCH OTHER CARRIER.
  - E) FARES APPLY FOR TRAVEL ONLY BETWEEN THE POINTS FOR WHICH THEY ARE PUBLISHED. TICKETS MAY NOT BE ISSUED AT FARE(S) PUBLISHED TO AND/OR FROM A MORE DISTANT POINT(S) THAN THE POINTS BEING TRAVELED, EVEN WHEN ISSUANCE OF SUCH TICKETS WOULD PRODUCE A LOWER FARE. WHEN A THROUGH OR CONNECTING PASSENGER ENPLANES AT AN INTERMEDIATE POINT BETWEEN THE ORIGIN AND DESTINATION SHOWN ON THEIR TICKET, NW MAY REQUIRE EVIDENCE, SUCH AS A BOARDING PASS, OF USE OF A PRECEDING FLIGHT FOR THE PORTION OF THE TICKET FROM POINT OF ORIGIN TO INTERMEDIATE POINT. ABSENT SUCH EVIDENCE, NW MAY REQUIRE ADDITIONAL FARE COLLECTION FROM THE PASSENGER FOR ANY DIFFERENCE BETWEEN THE FARE PAID FOR THE TICKET FROM ORIGIN TO DESTINATION AND THE FARE WHICH WOULD APPLY FROM THE INTERMEDIATE BOARDING POINT TO THE DESTINATION.
  - F) NO EMPLOYEE OR AGENT OF NORTHWEST AIRLINES, INC. HAS THE AUTHORITY TO ALTER, MODIFY OR WAIVE ANY PROVISION OF THE CONTRACT OF CARRIAGE OR OF THIS TARIFF UNLESS AUTHORIZED BY A CORPORATE OFFICER OF NW IN WRITING. NW APPOINTED AGENTS AND REPRESENTATIVES ARE ONLY AUTHORIZED TO SELL TICKETS FOR AIR TRANSPORTATION PURSUANT TO APPROVED FARES, RULES AND REGULATIONS OF NW.
- 3) MISFILED FARES
- NW, AS A POLICY, DOES NOT FILE OR INTEND TO OFFER TICKETS PRICED AT ZERO OR NEAR ZERO. ESSENTIALLY, SUCH FARES DO NOT MAKE ANY ECONOMIC SENSE. WE HAVE INTRODUCED WARNING MECHANISMS TO TRY TO PREVENT SUCH OCCURRENCES; HOWEVER, FARES SUCH AS THESE OCCASIONALLY GET LOADED INTO THE COMPUTER RESERVATION SYSTEMS NOT CONTROLLED BY NW BY MISTAKE. AGENTS/CUSTOMERS SHOULD BE AWARE THAT IN THESE CIRCUMSTANCES THEY ARE NOT ALLOWED TO TICKET AT THESE FARES AND NW WOULD NOT HONOR FARES OF ZERO OR NEAR ZERO. IN THE EVENT THAT ONE OF THESE FARES IS TICKETED INADVERTENTLY, NW WILL VOID SUCH TICKET AND MAY CHOOSE TO WAIVE, IN ITS SOLE DISCRETION, CERTAIN RULES OR RESTRICTIONS OF EXISTING PUBLISHED FARES AS A GESTURE OF GOOD WILL.

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— ELECTRONIC FARE RULES

ELECTRONIC FARE RULES APPEAR IN A STANDARDIZED FORMAT AND MAY CONTAIN ANY OR ALL OF THE CATEGORIES OF INFORMATION LISTED BELOW. CONDITIONS GOVERNING FARES ARE FOUND IN THE FARE RULE THAT APPLIES TO A FARE. IN ADDITION, UNLESS OTHERWISE INDICATED, GENERAL RULES PUBLISHED ON BEHALF OF EACH CARRIER WILL ALSO APPLY.

THE ASSUMPTIONS THAT APPEAR BELOW APPLY IF A CATEGORY DOES NOT APPEAR IN AN ELECTRONIC FARE RULE, OR IF A SPECIFIC PROVISION, E.G., DIFFERENT COMBINABILITY, JOURNEY TYPES, IS NOT ADDRESSED.

CATEGORY 1 - ELIGIBILITY

THIS CATEGORY IS USED TO DEFINE THE IDENTIFICATION REQUIREMENTS AND AGE RANGE FOR A PARTICULAR PASSENGER TYPE, IF SUCH CONDITIONS EXIST. IT IS NOT USED TO DEFINE THE ACTUAL PASSENGER TYPES, E.G., CLERGY, MILITARY, ETC., FOR A FARE CLASS. THIS INFORMATION IS PROVIDED IN THE FARE CLASS APPLICATION. IF THIS CATEGORY IS ABSENT, THE ASSUMPTION IS THAT THERE ARE NO ELIGIBILITY RESTRICTIONS.

DAY/TIME - 71

— CATEGORY 2 - DAY/TIME

THIS CATEGORY DEFINES TIMES AND/OR DAYS WHEN TRAVEL IS PERMITTED. THE DAY/TIME INFORMATION APPLIES TO ORIGINS OF TRIPS SCHEDULED TO DEPART DURING THAT TIME PERIOD. IF THIS CATEGORY IS ABSENT, THE ASSUMPTION IS THAT THE FARE IS AVAILABLE FOR TRAVEL AT ALL TIMES OF THE DAY AND ALL DAYS OF THE WEEK.

FARES APPLY ANY TIME SUBJECT TO BLACKOUT DATE RESTRICTIONS THAT MAY BE NOTED IN CATEGORY 11 (BLACKOUT DATES), CLASS OF SERVICE, CAPACITY LIMITATION RESTRICTIONS, AND ANY LIMITATIONS INDICATED BY THE FOOTNOTES AFFIXED TO THE FARES.

TRAVEL MAY CONTINUE ON CONNECTING FLIGHTS AT TIMES/DAYS OTHER THAN THOSE SPECIFIED IN AN APPLICATION. IN ADDITION, ARRIVAL AT THE DESTINATION/STOPOVER POINT IS PERMITTED OUTSIDE THE RESTRICTED TIME FRAME.

MIDWEEK/WEEKEND APPLICATIONS TO/FROM HAWAII/ALASKA APPLY ON THE NONSTOP PORTION OF TRAVEL BETWEEN THE CONTINENTAL U.S./CANADA GATEWAY AND THE HAWAII/ALASKA GATEWAY.

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— ELECTRONIC FARE RULES (CONT)

SEASONALITY - 72

— CATEGORY 3 - SEASONALITY

THIS CATEGORY IS USED TO REFLECT THE DATES ON WHICH A FARE IS VALID (FOR PROMOTIONAL FARES) OR THE DATES OF A SPECIFIC SEASON (FOR SEASONAL FARES). FARES THAT APPLY SEASONALLY MUST BE SPECIFICALLY NOTED AS SUCH. IT WILL BE ASSUMED THAT ANY FARE WILL BE PROMOTIONAL, UNLESS A REFERENCE TO SEASONALITY IS MADE. IF THIS CATEGORY IS ABSENT, THE ASSUMPTION IS THAT THE FARE IS AVAILABLE EVERY DAY OF THE YEAR. WHEN IT IS STATED THAT TRAVEL APPLIES THROUGH A SPECIFIC DATE, SUCH DATE REFERS TO THE LAST DATE ON WHICH TRAVEL MAY BEGIN FROM POINT OF ORIGIN FOR SEASONAL FARES AND EACH SEGMENT FOR PROMOTIONAL FARES. TRAVEL MAY BE COMPLETED AFTER OR CONTINUE ON CONNECTING FLIGHTS AT TIMES/DAYS OTHER THAN THOSE SPECIFIED IN AN APPLICATION UNLESS INDICATED TO THE CONTRARY IN CATEGORY 6, MINIMUM STAY OR CATEGORY 7, MAXIMUM STAY.

FARES APPLY ANY TIME SUBJECT TO BLACKOUT DATE RESTRICTIONS THAT MAY BE NOTED IN CATEGORY 11 (BLACKOUT DATES), CLASS OF SERVICE, CAPACITY LIMITATION RESTRICTIONS, AND ANY LIMITATIONS INDICATED BY FOOTNOTES AFFIXED TO THE FARES.

IF DAY-OF-WEEK/TIME-OF-DAY PROVISIONS ARE NOT INCLUDED, FARES ARE VALID ANY DAY/ANY TIME THE APPLICABLE CLASS OF SERVICE IS AVAILABLE, ACCORDING TO EACH CARRIER'S GENERAL SCHEDULE.

SEASONAL/PROMOTIONAL APPLICATIONS TO/FROM HAWAII/ALASKA APPLY ON THE NONSTOP PORTION OF TRAVEL BETWEEN THE CONTINENTAL U.S./CANADA GATEWAY AND THE HAWAII/ALASKA GATEWAY.

PROMOTIONAL FARES - THE ASSUMPTION FOR APPLYING THIS CATEGORY IS THAT THE DATES FOR A PROMOTIONAL FARE ARE APPLIED TO EACH PORTION OF TRAVEL UNLESS INDICATED OTHERWISE.

SEASONAL FARES - THE ASSUMPTION FOR APPLYING THIS CATEGORY IS THAT A SEASONAL FARE IS BASED ON THE SEASON OF THE ORIGIN PORTION OF TRAVEL. THE SEASONAL LEVEL IN EFFECT AT THE ORIGIN IS USED FOR ALL SUBSEQUENT TRAVEL REGARDLESS OF DATE UNLESS INDICATED OTHERWISE.

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ELECTRONIC FARE RULES            (CONT)

FLT CHANGES/CANCELLATION - 73

\_\_    CATEGORY 4 - FLIGHT APPLICATION

THIS CATEGORY REFLECTS INFORMATION REGARDING THE USE OF A FARE ON SPECIFIC FLIGHT NUMBERS, TYPES OF SERVICE (NONSTOP, MULTISTOP, ETC.), EQUIPMENT TYPES AND TRAVEL VIA POINTS. IT MAY BE USED TO REFLECT EITHER POSITIVE OR NEGATIVE APPLICATION OF THE INFORMATION. IF THIS CATEGORY IS ABSENT, IT INDICATES THAT THERE ARE NO FLIGHT RESTRICTIONS FOR THE FARE.

ADVANCE RES/TKT - 74

\_\_    CATEGORY 5 - ADVANCE RESERVATIONS/TICKETING

THIS CATEGORY IS USED TO DEFINE RESERVATIONS AND TICKETING REQUIREMENTS APPLICABLE TO A FARE FOR ORIGINAL TICKET ISSUE. IT WILL INDICATE WHICH SECTORS OF TRAVEL, IF ANY, MUST BE CONFIRMED PRIOR TO TICKETING. WHEN TIME LIMITS EXIST, IT IS ASSUMED THAT THESE MUST BE MET PRIOR TO COMMENCEMENT OF OUTBOUND TRAVEL. REVALIDATION OR REISSUE ADVANCE REQUIREMENTS ARE NOT REFLECTED IN THIS CATEGORY BUT ARE REFLECTED IN CATEGORY 16, PENALTIES. IF THIS CATEGORY IS ABSENT, THERE ARE NO ADVANCE RESERVATION OR TICKETING REQUIREMENTS FOR THE FARE.

PROVISIONS IN RULES 100 (TICKETS), 105 (TICKET VALIDITY), 110 (ISSUANCE OF TICKET STOCK), 115 (CONFIRMATION OF RESERVATIONS), AND 135 (CANCELLATION OF RESERVATIONS) OF THE GOVERNING GENERAL RULES APPLY UNLESS NOTED TO THE CONTRARY.

IF IT IS NOTED THAT "SEATS ARE LIMITED," THE CARRIER, AT ITS OWN DISCRETION, MAY LIMIT THE NUMBER OF PASSENGERS CARRIED ON ANY FLIGHT AT SUCH FARES. IN ADDITION, THOSE FARES WILL NOT NECESSARILY BE AVAILABLE ON ALL FLIGHTS IN A SPECIFIC MARKET. ADDITIONAL DETAILS FOR MOST CARRIERS ARE PROVIDED IN RULE 20 (CAPACITY LIMITATIONS) OF THE GOVERNING GENERAL RULES.

PASSENGERS TRAVELING AT FARES THAT REQUIRE ADVANCE RESERVATIONS AND TICKETING WILL BE ACCOMMODATED ONLY ON THE FLIGHT FOR WHICH THEY HOLD A CONFIRMED RESERVATION.

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— ELECTRONIC FARE RULES (CONT)

MINIMUM STAY - 75

— CATEGORY 6 - MINIMUM STAY

THIS CATEGORY SPECIFIES THE FIRST TIME RETURN TRAVEL MAY COMMENCE. IT WILL ALSO INDICATE THE POINTS TO BE USED IN CALCULATING THE MINIMUM STAY. UNLESS STATED OTHERWISE, IT IS ASSUMED THAT THE CALCULATION BEGINS AT THE POINT OF ORIGIN AND THE DAY OF DEPARTURE IS NOT INCLUDED. IF THE POINT FROM WHICH RETURN TRAVEL MAY COMMENCE IS NOT DEFINED, IT WILL BE ASSUMED TO BE THE LAST POINT OF STOPOVER. LIKewise, IF THE OUTWARD DESTINATION IS NOT DEFINED, IT WILL BE ASSUMED THAT THE OUTWARD DESTINATION IS THE LAST POINT OF STOPOVER. THE ABSENCE OF THIS CATEGORY INDICATES THAT THERE ARE NO MINIMUM STAY REQUIREMENTS FOR THIS FARE. TICKETS ARE VALID FOR ONE YEAR FROM THE DATE OF ISSUANCE OF THE TICKET AS DETAILED IN RULE 105 (TICKET VALIDITY) OF THE GOVERNING GENERAL RULES.

EXAMPLE OF CALCULATING MINIMUM STAY:

IF THE DAY OF DEPARTURE IS MONDAY, JANUARY 6, AND THE MINIMUM STAY IS 2 DAYS, RETURN TRAVEL MAY NOT BEGIN UNTIL WEDNESDAY, JANUARY 8.

EXCEPTION: TO/FROM HAWAII, THE MINIMUM NUMBER OF DAYS REFERS TO RETURN TRAVEL ON THE NONSTOP PORTION BETWEEN HAWAII AND THE NORTH AMERICAN MAINLAND.

MAXIMUM STAY - 76

— CATEGORY 7 - MAXIMUM STAY

THIS CATEGORY INDICATES THE LAST TIME AT WHICH RETURN TRAVEL MAY COMMENCE OR BE COMPLETED. WHEN THIS CATEGORY IS PRESENT, IT WILL ALWAYS SPECIFY WHETHER THE MAXIMUM STAY APPLIES TO TRAVEL COMMENCEMENT OR TRAVEL COMPLETION. AS IN MINIMUM STAY, IT IS ASSUMED THAT THE POINTS OF CALCULATION FOR MAXIMUM STAY ARE THE DAY OF DEPARTURE AND THE LAST POINT OF STOPOVER UNLESS STATED OTHERWISE. LIKewise, THE DAY OF DEPARTURE IS NOT INCLUDED WHEN COUNTING. IN NO CASE SHALL THE MAXIMUM STAY BE GREATER THAN ONE YEAR FROM THE DATE TRAVEL COMMENCES FROM POINT OF ORIGIN. THE ABSENCE OF THIS CATEGORY INDICATES THAT THERE IS NO MAXIMUM STAY FOR THE FARE.

TICKETS ARE VALID FOR ONE YEAR FROM THE DATE TRAVEL BEGINS, OR, WHEN NO PORTION OF THE TICKET IS USED, FROM THE DATE OF ISSUANCE OF THE TICKET AS DETAILED IN RULE 105 (TICKET VALIDITY) OF THE GOVERNING GENERAL RULES.

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MAXIMUM STAY - 76 (CONT)

- CATEGORY 7 - MAXIMUM STAY

EXAMPLE OF CALCULATING MAXIMUM STAY:  
IF THE DAY OF DEPARTURE IS MONDAY, JANUARY 6, AND THE  
MAXIMUM STAY IS 7 DAYS, RETURN TRAVEL MUST BEGIN NOT LATER  
THAN MONDAY, JANUARY 13.

STOPOVERS - 77

- CATEGORY 8 - STOPOVERS

THIS CATEGORY DEFINES THE CONDITIONS UNDER WHICH STOPOVERS  
ARE PERMITTED AND THE APPLICABLE CHARGES. TWO ASSUMPTIONS  
ARE MADE FOR THIS CATEGORY. IT IS ASSUMED THAT STOPOVERS  
ARE NOT PERMITTED UNLESS THIS CATEGORY IS PRESENT. IF  
STOPOVERS ARE ALLOWED, IT IS ASSUMED THAT (1) THEY MAY BE  
MADE AT ANY POINT ALONG THE CARRIER'S ROUTING, (2) THAT  
STOPOVERS ARE PERMITTED FREE OF CHARGE AT THE POINT OF  
TURNAROUND, AND (3) THAT AN INTERRUPTION OF TRAVEL FOR MORE  
THAN 4 HOURS CONSTITUTES A DOMESTIC STOPOVER UNLESS  
SPECIFIED OTHERWISE IF THIS CATEGORY IS ABSENT, STOPOVERS  
ARE NOT PERMITTED ANYWHERE ALONG THE PASSENGER'S ROUTE.  
THE POINT OF TURNAROUND/OUTWARD DESTINATION OF A ROUND-TRIP  
FARE IS NOT COUNTED AS A STOPOVER. THE NUMBER OF STOPOVERS  
PERMITTED IS IN ADDITION TO THE STOP AT THE POINT OF  
TURNAROUND.

TWO AIRPORTS SERVING THE SAME CITY ARE CONSIDERED THE SAME  
POINT, E.G. DCA AND IAD. AIRPORTS THAT SERVE THE SAME CITY  
BUT ALSO SERVE OTHER METROPOLITAN AREAS, SUCH AS SJC AND  
SFO, ARE NOT CONSIDERED THE SAME POINT UNLESS SO STATED IN  
THE SPECIFIC RULE.

TRANSFERS - 78

- CATEGORY 9 - TRANSFERS

THIS CATEGORY HAS NO APPLICATION FOR DOMESTIC TRAVEL.  
EXCEPTION: VIA UA, PROVISIONS IN RULE 183 (TRANSFERS) OF  
THE GOVERNING GENERAL RULES (DGR-1) APPLY  
UNLESS NOTED TO THE CONTRARY.

COMBINABILITY - 79

- CATEGORY 10 - PERMITTED COMBINATIONS

THIS CATEGORY DEALS WITH COMBINATIONS THAT ARE PERMITTED  
WITH SPECIFIED FARES AND OTHER FARES TO CONSTRUCT ONE-WAY,  
ROUND-TRIP, CIRCLE-TRIP, AND OPEN-JAW TRANSPORTATION. IT  
CONSISTS OF FOUR MAJOR CATEGORIES AND FOUR MINOR  
SUB-CATEGORIES.

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COMBINABILITY - 79 (CONT)

- CATEGORY 10 - PERMITTED COMBINATIONS

THE FOUR MAJOR TYPES ARE: (1) OPEN JAWS, (2) TWO-COMPONENT CIRCLE TRIPS, (3) MORE THAN TWO-COMPONENT CIRCLE TRIPS, AND (4) END-TO-END.

THE FOUR MINOR SUB-CATEGORIES ARE USED TO PROVIDE SPECIFIC RESTRICTIONS FOR THE FOUR MAJOR TYPES. THEY ARE (1) CARRIER COMBINATIONS, (2) TARIFF/RULE COMBINATIONS, (3) FARE CLASS/FARE TYPE COMBINATIONS AND (4) OPEN JAW SETS (I.E., WHERE OPEN JAWS ARE/ARE NOT PERMITTED.)

THE FOLLOWING ASSUMPTIONS AND DEFINITIONS ARE MADE WHEN PRESENTING THIS CATEGORY.

DEFINITIONS

- 1) ROUND TRIP - FROM POINT A TO POINT B AND BACK TO POINT A ON THE SAME FARE CLASS AND SAME CARRIER.
- 2) CIRCLE TRIP - (TWO COMPONENTS) FROM POINT A TO POINT B AND BACK TO POINT A ON TWO DIFFERENT CARRIERS, OR SAME CARRIER BUT DIFFERENT FARE CLASSES, OR DIFFERENT CARRIERS AND SAME OR DIFFERENT FARE CLASSES.
- 3) CIRCLE TRIP - (MORE THAN TWO COMPONENTS) FROM POINT A TO POINT B TO POINT C AND BACK TO POINT A ON THE SAME OR DIFFERENT CARRIES, AND ON THE SAME OR DIFFERENT FARE CLASSES.
- 4) END-TO-END - ANY TWO OR MORE PUBLISHED FARES COMBINED TO CONSTRUCT A THROUGH JOURNEY.
- 5) OPEN JAW - ANY TRIP THAT IS ESSENTIALLY OF A ROUND-TRIP OR CIRCLE-TRIP NATURE EXCEPT THAT THE OUTWARD POINT OF DEPARTURE AND THE INWARD POINT OF ARRIVAL, OR THE OUTWARD POINT OF ARRIVAL AND INWARD POINT OF DEPARTURE ARE NOT THE SAME. IN DOUBLE OPEN-JAW TRIPS, BOTH THE OUTWARD AND INWARD POINTS OF ARRIVAL AND DEPARTURE ARE NOT THE SAME.

ASSUMPTIONS

- 1) ONE-WAY FARES MAY ALWAYS BE COMBINED WITH ANY ONE-WAY OR ROUND-TRIP FARE UNLESS SPECIFICALLY PROHIBITED. PROVISIONS THAT RESTRICT THE COMBINATION OF ONE-WAY FARES MUST BE SPECIFICALLY NOTED AS SUCH. IT WILL BE ASSUMED THAT ANY PROVISIONS FOR COMBINATIONS IN A RULE WILL APPLY ONLY TO ROUND-TRIP FARES UNLESS THE ONE-WAY REFERENCE IS MADE.

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COMBINABILITY - 79 (CONT)

- CATEGORY 10 - PERMITTED COMBINATIONS (CONT)
- 2) OPEN JAWS AND MORE THAN TWO-COMPONENT CIRCLE TRIPS ARE NOT PERMITTED UNLESS STATED OTHERWISE.
  - 3) ALL ROUND-TRIP FARES GOVERNED BY THE SAME RULE AND WITHIN THE SAME TARIFF EXCEPT FARES APPLICABLE DURING DIFFERENT SEASONS, MAY BE COMBINED TO CONSTRUCT A TWO-COMPONENT CIRCLE TRIP UNLESS THE COMBINATION IS SPECIFICALLY PROHIBITED. FARES GOVERNED BY THE SAME RULE IN EF-2, CDFR-2, AND DFR-3 MAY BE COMBINED UNLESS OTHERWISE PROHIBITED IN THE RULE.
  - 4) EXCEPT FOR END-TO-END COMBINATIONS, THE MOST RESTRICTIVE CONDITIONS APPLY WHEN COMBINING HALF ROUND-TRIP FARES. (PENALTIES WILL NOT BE CONSIDERED WHEN DETERMINING THE MOST RESTRICTIVE CONDITIONS DURING COMBINABILITY.) ALL FARES MAY BE COMBINED END-TO-END AND TRAVEL MUST BE VIA THE POINT OF COMBINATION UNLESS SPECIFIED OTHERWISE.
  - 5) WHEN CIRCLE TRIPS ARE PERMITTED, THE FARE FOR A CIRCLE TRIP WILL BE 50% OF THE ROUND-TRIP FARE FOR EACH SECTOR. {N}WHEN CIRCLE TRIPS OF MORE THAN TWO COMPONENTS ARE PERMITTED, IF A ROUND-TRIP FARE IS NOT PUBLISHED ON ANY ONE SECTOR, THE APPLICABLE ONE-WAY FARE WILL BE CHARGED FOR THAT SECTOR. ADDITIONAL CIRCLE-TRIP PROVISIONS ARE COVERED IN RULE 175 (CIRCLE TRIPS) OF THE GOVERNING GENERAL RULES, AND APPLY TO BOTH THE CONSTRUCTION OF CIRCLE TRIPS WITH ONE-WAY FARES AND TO THOSE ROUND-TRIP FARES GOVERNED BY RULES WHICH PERMIT CIRCLE TRIPS.
  - 6) REFERENCES TO STOPOVERS IN THIS CATEGORY FOR CIRCLE TRIPS ARE FARE BREAK POINTS.
  - 7) WHEN OPEN-JAW TRIPS ARE PERMITTED, THE FARE FOR AN OPEN-JAW TRIP WILL BE 50% OF THE ROUND-TRIP FARE FOR THE GOING PORTION AND 50% OF THE ROUND-TRIP FARE FOR THE RETURN. UNLESS THE TERM "DOUBLE OPEN JAW" IS SPECIFIED, OPEN-JAW PROVISIONS REFER ONLY TO SINGLE OPEN-JAW TRAVEL. FOR THE PURPOSE OF OPEN-JAW COMBINATIONS, 2 AIRPORTS PRIMARILY SERVING THE SAME CITY AND COTERMINALS ARE CONSIDERED THE SAME POINT.
  - 8) WHEN ROUND-TRIP TRAVEL FALLS ON A WEEKEND IN ONE DIRECTION AND MIDWEEK IN THE OTHER, 50% OF A WEEKEND FARE WILL BE COMBINED WITH 50% OF A MIDWEEK FARE. THIS PRINCIPLE ALSO APPLIES WHEN THE INBOUND AND OUTBOUND PORTIONS ARE ON DAYS WHEN DIFFERENT FARE LEVELS APPLY, WHETHER OR NOT THESE DAYS ARE SPECIFICALLY IDENTIFIED AS MIDWEEK OR WEEKEND.
  - 9) WHEN ROUND-TRIP TRAVEL FALLS DURING PEAK/DAY HOURS OR FLIGHTS IN ONE DIRECTION AND OFF-PEAK/NIGHT HOURS OR FLIGHTS IN THE OTHER DIRECTION, 50% OF A PEAK/DAY FARE MAY BE COMBINED WITH 50% OF AN OFF-PEAK/NIGHT FARE.

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BLACKOUT DATES - 80

- CATEGORY 11 - BLACKOUT DATES  
THIS CATEGORY IS USED TO DEFINE SINGLE DATES OR DATE RANGES WHEN TRAVEL IS NOT PERMITTED. THE ASSUMPTION IS MADE THAT BLACKOUT TIMES APPLY TO THE SCHEDULED DEPARTURE TIME OF A FLIGHT REGARDLESS OF THE PORTION OF THE PASSENGER'S TRAVEL THAT THEY REPRESENT. THE ABSENCE OF THIS CATEGORY INDICATES THAT THE FARE IS NOT SUBJECT TO BLACKOUT DATES.

NO SEGMENT OF THE TRIP MAY BE FLOWN ON THESE DAYS UNLESS OTHERWISE INDICATED IN THE RULE.

EXCEPTION: CANCELLED.

SURCHARGE - 81

- CATEGORY 12 - SURCHARGES  
THIS CATEGORY DEFINES THE CONDITIONS WHEN SURCHARGES ARE APPLICABLE AND THE CORRESPONDING CHARGE. THE ASSUMPTION IS THAT THERE ARE NO SURCHARGES UNLESS THIS CATEGORY IS PRESENT. IF RESTRICTIONS FOR A FARE MAY BE WAIVED OR MODIFIED BASED UPON PAYMENT OF A CHARGE, THESE CONDITIONS WILL BE FOUND IN EITHER THIS CATEGORY OR IN CATEGORY 16, PENALTIES.

ACCOMPANIED TRAVEL - 82

- CATEGORY 13 - ACCOMPANIED TRAVEL  
THIS CATEGORY IS USED AS A COMPONENT OF A RULE WHEN TRAVEL WITH ONE OR MORE OTHER PASSENGERS IS NECESSARY TO QUALIFY FOR A FARE. IF THIS CATEGORY IS ABSENT, ANY PASSENGER MAY TRAVEL ALONE OVER THE ENTIRE ROUTING.

FARE APPLICATIONS THAT APPLY TO ACCOMPANIED CHILDREN APPLY TO CHILDREN 2-11 YR. OLD AND ONLY WHEN THE CHILD IS ACCOMPANIED ON THE SAME FLIGHTS AND IN THE SAME COMPARTMENT FOR THE ENTIRE TRIP BY AN ADULT FARE-PAYING PASSENGER AT LEAST 12 YR. OLD.

TRAVEL RESTRICTIONS - 83

- CATEGORY 14 - TRAVEL RESTRICTIONS  
THIS CATEGORY IS USED TO STATE SPECIFIC TRAVEL DATE RESTRICTIONS. USUALLY THESE ARE THE DATES WHEN THE FARE MAY BE FIRST USED FOR TRAVEL OR AFTER WHICH IT MAY NO LONGER BE USED. IF THIS CATEGORY IS ABSENT, THE FARE IS AVAILABLE FOR TRAVEL AT ALL TIMES.

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TICKETS - 84

- CATEGORY 15 - SALES RESTRICTIONS  
THIS CATEGORY IS USED TO DEFINE A FARE THAT IS AVAILABLE FOR SALE SUBJECT TO RESTRICTIONS BASED ON DATE, POINT OF SALE, OR SIMILAR CONDITIONS. THE DATES ARE MOST COMMONLY FIRST AND LAST RESERVATION OR TICKETING DATES. IF THIS CATEGORY IS ABSENT, THE FARE IS AVAILABLE FOR RESERVATIONS AND TICKETING AT ALL TIMES, ANYWHERE, AND BY ANYONE.

SALES OF A PARTICULAR FARE ARE PERMITTED WORLDWIDE.

THE PURCHASE OF A PTA WILL CONSTITUTE PURCHASE OF A TICKET.

PENALTIES - 85

- CATEGORY 16 - PENALTIES  
THIS CATEGORY IS USED TO DETERMINE IF PENALTIES ARE APPLICABLE FOR A FARE AND WHAT CHARGES WILL BE ASSESSED. IT IS ALSO USED TO SPECIFY UNDER WHAT CONDITIONS REROUTINGS MAY TAKE PLACE OR TICKETS MAY BE REISSUED. THE ASSUMPTION IS THAT THERE ARE NO PENALTIES FOR A FARE UNLESS THIS CATEGORY IS PRESENT.

ROUND-TRIP FARES APPLY ONLY WHEN PURCHASED AT SUCH FARES BEFORE DEPARTURE FROM POINT OF ORIGIN. A PASSENGER CANNOT UPGRADE A TICKET TO SUCH FARES AFTER TRAVEL BEGINS UNLESS SO STATED IN THE RULE.

RULES 260 (INVOLUNTARY REFUNDS) AND 270 (VOLUNTARY REFUNDS) OF THE GOVERNING GENERAL RULES APPLY.

VOLUNTARY REFUNDS ARE REFUNDS MADE TO THE PASSENGER WHEN THE PASSENGER HAS CANCELLED THE TRIP OF HIS/HER OWN VOLITION OR FAILED TO OCCUPY THE RESERVED SPACE FOR ANY REASON. INVOLUNTARY REFUNDS ARE REFUNDS MADE TO THE PASSENGER WHEN THE PASSENGER'S TRIP IS TERMINATED BEFORE THE PASSENGER REACHES THE FINAL DESTINATION SHOWN ON THE TICKET BECAUSE OF FLIGHT CANCELLATION OR OMISSION OF A SCHEDULED STOP.

HIGHER INTERM. POINT - 86

- CATEGORY 17 - HIGHER INTERMEDIATE POINT  
THIS CATEGORY HAS NO APPLICATION FOR DOMESTIC TRAVEL.

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TICKET ENDORSEMENTS - 87

- CATEGORY 18 - TICKET ENDORSEMENTS  
THIS CATEGORY IS USED TO INDICATE TICKET ENDORSEMENT REQUIREMENTS AND THE LOCATION ON THE TICKET FOR THE ENDORSEMENT. IF THIS CATEGORY IS ABSENT, THERE ARE NO TICKET ENDORSEMENT REQUIREMENTS FOR THE FARE.

DISCOUNTS - 88

- CATEGORY 19 - CHILDREN'S DISCOUNTS  
THIS CATEGORY IS USED TO PROVIDE EITHER SPECIFIC FARE AMOUNTS OR THE INFORMATION FOR CALCULATING DISCOUNT FARES FOR CHILDREN. IT ALSO SPECIFIES ACCOMPANYING TRAVEL REQUIREMENTS FOR THE CHILDREN TRAVELING AT THE CALCULATED OR SPECIFIED FARE. IF THIS CATEGORY IS ABSENT, THE FARE IS NOT DISCOUNTABLE FOR CHILDREN.  
DISCOUNTED FARES FOR CHILDREN, WHEN APPLICABLE, ARE EITHER PUBLISHED AS SEPARATE FARES OR ARE LISTED IN RULE 8000 (CHILDREN'S FARES) WHERE THEY ARE EXPRESSED AS A PERCENTAGE OF THE CORRESPONDING ADULT FARE. IT IS ASSUMED THAT RULE 8000 DOES NOT APPLY.

WHEN THIS CATEGORY IS OMITTED FROM A SPECIFIC RULE, THE DISCOUNTS SPECIFIED IN RULE 8000 (CHILDREN'S FARES) MAY NOT BE APPLIED TO THE FARE CLASSES LISTED IN THAT RULE. IN LIEU OF DISCOUNTS LISTED IN RULE 8000, A CARRIER MAY ELECT TO PUBLISH SPECIFIC CHILDREN' FARES. WHEN NEITHER THE STANDARD CHILDREN'S DISCOUNTS NOR SPECIFIC CHILDREN'S FARES ARE INDICATED AS AVAILABLE IN A GIVEN RULE, CHILDREN ARE STILL GENERALLY ELIGIBLE FOR THE STANDARD DISCOUNT APPLIED AGAINST THE FULL NORMAL ADULT FARE PUBLISHED BETWEEN THE CITIES IN QUESTION, OR FOR OTHER CHILDREN'S DISCOUNTS/FARES IN THE MARKET, PROVIDED ALL CONDITIONS OF SUCH FARES ARE MET. UNLESS OTHERWISE SPECIFIED, PASSENGERS TRAVELING AT A CHILDREN'S DISCOUNT MUST BE ACCOMPANIED IN THE SAME COMPARTMENT ON ALL SECTORS BY AN ADULT AT LEAST 12 YEARS OF AGE.

- CATEGORY 20 - TOUR CONDUCTOR DISCOUNTS  
THIS CATEGORY IS USED TO PROVIDE EITHER SPECIFIC FARE AMOUNTS OR THE INFORMATION FOR CALCULATING DISCOUNT FARES FOR TOUR CONDUCTORS. IT ALSO SPECIFIES ACCOMPANYING TRAVEL REQUIREMENTS FOR THE TOUR CONDUCTORS TRAVELING AT THE CALCULATED OR SPECIFIED FARE. IF THIS CATEGORY IS ABSENT, THE FARE IS NOT DISCOUNTABLE FOR TOUR CONDUCTORS.

TOUR CONDUCTOR DISCOUNTS WHEN PROVIDED, ARE SPECIFIED IN DFR-3, RULES 6035 AND 6040.

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DISCOUNTS - 88 (CONT)

CATEGORY 21 - AGENT DISCOUNTS

THIS CATEGORY IS USED TO PROVIDE EITHER SPECIFIC FARE AMOUNTS OR THE INFORMATION FOR CALCULATING DISCOUNT FARES FOR AGENTS. IT ALSO SPECIFIES THE ACCOMPANYING TRAVEL REQUIREMENTS FOR THE AGENTS TRAVELING AT THE CALCULATED OR SPECIFIED FARE. IF THIS CATEGORY IS ABSENT, THE FARE IS NOT DISCOUNTABLE FOR AGENTS.

AGENT DISCOUNTS, WHEN PROVIDED ARE SPECIFIED IN DFR-3, RULES 6045, 6050, 6055, 6065, 6070, AND 6080.

CATEGORY 22 - ALL OTHER DISCOUNTS

THIS CATEGORY IS USED TO PROVIDE THE SPECIFIC FARE AMOUNTS OR THE INFORMATION FOR CALCULATING DISCOUNT FARES FOR ALL PASSENGER TYPES OTHER THAN CHILDREN, TOUR CONDUCTORS, AND AGENTS. IT ALSO SPECIFIES THE ACCOMPANYING TRAVEL REQUIREMENTS FOR THE CALCULATED OR SPECIFIED FARE. IF THIS CATEGORY IS ABSENT, THE FARE IS NOT DISCOUNTABLE FOR THE PASSENGER TYPES THAT FALL INTO THIS CATEGORY.

DISCOUNTS FOR PASSENGER OCCUPYING TWO SEATS DO NOT APPLY UNLESS STATED IN THE RULE. SUCH DISCOUNTS, WHEN PROVIDED, ARE SPECIFIED IN DFR-3, RULE 6020 (PASSENGERS OCCUPYING TWO SEATS).

MISCELLANEOUS PROVISIONS - 89

- CATEGORY 23 - MISCELLANEOUS PROVISIONS

THIS CATEGORY IS USED TO SPECIFY WHETHER SPECIFIC FARES SHOULD OR SHOULD NOT BE USED FOR CONSTRUCTION OF UNPUBLISHED FARES, PRORATION, REFUND CALCULATION, CURRENCY ADJUSTMENTS, OR AS PROPORTIONAL FARES. IT WILL ALSO CONTAIN ANY MISCELLANEOUS INFORMATION THAT IS NOT CATEGORY SPECIFIC, E.G., GENERAL RULES NOT APPLICABLE. THE ASSUMPTION IS THAT FARES MAY BE USED FOR ANY PURPOSE.

FARE BY RULE - 90

- CATEGORY 25 - NOT AVAILABLE

GROUP REQUIREMENTS - 91

- CATEGORY 26 - GROUPS

THIS CATEGORY DEFINES THE REQUIREMENTS TO QUALIFY FOR GROUP FARES, E.G., MINIMUM GROUP SIZE, TYPE OF GROUP, SUBSTITUTES, TRAVEL TOGETHER, AND INDIVIDUAL TRAVEL RESTRICTIONS. IF THIS CATEGORY IS ABSENT, THE ASSUMPTION IS THAT THERE ARE NO GROUP PROVISIONS FOR THE FARE.

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GROUP REQUIREMENTS - 91 (CONT)

- CATEGORY 26 - GROUPS

WHEN IT IS INDICATED THAT THE GROUP MUST TRAVEL TOGETHER, THE GROUP MUST TRAVEL IN THE SAME AIRCRAFT ON ALL SEGMENTS OF THE TRIP. HOWEVER, WHEN LACK OF SEATING ACCOMMODATIONS OR OTHER OPERATING CONDITIONS MAKE IT IMPOSSIBLE FOR THE PASSENGERS TO TRAVEL AS A SINGLE GROUP, SOME MEMBERS OF THE GROUP WILL BE CARRIED ON PRECEDING OR SUCCEEDING FLIGHTS.

GROUP FARES PUBLISHED IN THIS TARIFF APPLY PER PASSENGER.

TOUR CONDUCTOR DISCOUNTS - 92

- CATEGORY 27 - TOURS

THIS CATEGORY SPECIFIES THE TOUR REQUIREMENTS FOR A FARE, E.G., THE MINIMUM PACKAGE AND NIGHTS, MINIMUM PRICE, THE TOUR NUMBER, AND TOUR TYPE. IF THIS CATEGORY IS ABSENT, THE ASSUMPTION IS THAT THERE ARE NO TOUR PROVISIONS FOR THE FARE.

THE TOUR PRICE QUOTED IN CONJUNCTION WITH A SPECIFIC FARE RULE REFERS TO LAND ARRANGEMENTS AND IS IN ADDITION TO THE PUBLISHED AIR FARE.

VISIT ANOTHER COUNTRY - 93

- CATEGORY 28 - VISIT ANOTHER COUNTRY

THIS CATEGORY REFLECTS THE REQUIREMENTS TO QUALIFY FOR A VISIT ANOTHER COUNTRY FARE, E.G., COUNTRY OF RESIDENCE, DISTANCE FROM DESTINATION COUNTRY, AND TICKET PURCHASE. IF THIS CATEGORY IS ABSENT, THE ASSUMPTION IS THAT THE FARE IS NOT A VISIT ANOTHER COUNTRY FARE.

DEPOSIT RECEIPTS - 94

- CATEGORY 29 - DEPOSITS

THIS CATEGORY INDICATES IF THERE ARE DEPOSIT REQUIREMENTS TO QUALIFY FOR A FARE, E.G., DEPOSIT AMOUNT, DAYS REQUIRED PRIOR TO TICKETING/TRAVEL, REFUND OF DEPOSIT CONDITIONS, AND WAIVERS FOR THE DEPOSIT REQUIREMENTS. IF THIS CATEGORY IS ABSENT, THE ASSUMPTION IS THAT THERE ARE NO DEPOSIT REQUIREMENTS FOR THE FARE.

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AS USED UNLESS OTHERWISE DEFINED IN A SPECIFIC FARES RULE:

ACTIVE DUTY U.S. MILITARY PERSONNEL - SEE U.S. MILITARY PERSONNEL.

ADD-ONS - AN AMOUNT PUBLISHED FOR USE ONLY IN COMBINATION WITH OTHER FARES FOR THE CONSTRUCTION OF THROUGH FARES.

ADMINISTRATIVE SERVICE CHARGE - MEANS A NOMINAL FEE CHARGED TO COVER COSTS INVOLVED IN CHARGING OR REFUNDING A PASSENGER'S TICKET.

ADULT - ANY PERSON AT LEAST 18 YEARS OF AGE.

ADVERTISED AIR TOUR - A COMPLETE FULLY PREPAID TRAVEL PACKAGE APPROVED BY THE CARRIER, OFFERED FOR SALE TO THE PUBLIC AND ADVERTISED IN A TOUR FOLDER WHICH MUST INCLUDE THE NAME, TITLE AND FULL ADDRESS OF THE TOUR OPERATOR. SUCH TOURS ARE REGISTERED WITH AND APPROVED BY THE CARRIER/ATC/IATA.

ADVERTISED GROUP TOURS - A TOUR INVOLVING A ROUND TRIP, CIRCLE TRIP OR OPEN-JAW TRIP WHICH IS ADVERTISED AND DESCRIBED IN LITERATURE CIRCULATED FOR THE PURPOSE OF PROMOTING THE SALE OF THE TOUR INCLUDING DESCRIPTIVE COPY COVERING HOTEL ACCOMMODATIONS AND OTHER FACILITIES AND ATTRACTIONS AVAILABLE AT STOPPING POINTS INCLUDED IN THE TOUR.

AIRCRAFT CONFIGURATION - UPON REQUEST, SALES AGENTS WILL ADVISE AIRCRAFT CONFIGURATION INCLUDING SEAT SIZE AND PITCH. IF AN AIRCRAFT HAS MORE THAN ONE SEAT SIZE OR PITCH, AGENTS WILL ADVISE CUSTOMERS OF THE SEAT SIZE AND PITCH MOST COMMONLY FOUND ON THE AIRCRAFT TYPE.

AIR/SEA INCLUSIVE TOUR - A FULLY PREPAID VACATION CRUISE PACKAGE OFFERED FOR SALE TO THE PUBLIC WHICH INCLUDES IN THE PUBLISHED PRICE AND TOUR LITERATURE THE AIR FARE TO/FROM THE CRUISE AND A CRUISE ON A STEAMSHIP LINE.

AIR TRAFFIC CONFERENCE - (ATC) IS THE DIVISION OF THE AIR TRANSPORT ASSOCIATION RESPONSIBLE FOR COORDINATING INTERLINE OPERATIONS AND AGREEMENTS BETWEEN CARRIERS AND TOUR WHOLESALERS/TRAVEL AGENTS.

AIR TRANSPORT ASSOCIATION OF AMERICA - (ATA), THE TRADE ASSOCIATION OF U.S. AND CANADIAN (AS ASSOCIATE MEMBERS) SCHEDULED AIR CARRIERS.

ANIMALS - IN ADDITION TO THE USUAL CONNOTATION, INCLUDE REPTILES, BIRDS, POULTRY AND FISH.

APPLICABLE ADULT FARE - THE FARE WHICH WOULD BE APPLICABLE TO AN ADULT FOR THE TRANSPORTATION TO BE USED EXCEPT THOSE SPECIAL FARES WHICH WOULD BE APPLICABLE DUE TO THE ADULTS' STATUS (SUCH AS CLERGY FARES, MILITARY FARES, SENIOR CITIZEN FARES, ETC.)

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APPLICABLE FULL FARE - THE FULL ADULT FARE FOR THE CLASS OF SERVICE DESIGNATED IN THE CARRIER'S OFFICIAL GENERAL SCHEDULE FOR THE AIRCRAFT OR COMPARTMENT OF THE AIRCRAFT USED BY THE PASSENGER.

AREA 1 - BOTH THE NORTH AND SOUTH AMERICAN CONTINENTS, CENTRAL AMERICA AND THE ISLANDS ADJACENT THERETO; BERMUDA; GREENLAND; THE WEST INDIES AND THE ISLANDS OF THE CARIBBEAN SEA; THE HAWAIIAN ISLANDS (INCLUDING MIDWAY AND PALMYRA).

AREA 2 - ALL OF EUROPE (INCLUDING THAT PART OF THE FORMER U.S.S.R. WEST OF THE URALS) AND THE ISLANDS ADJACENT THERETO; ICELAND; THE AZORES; ALL OF AFRICA AND THE ISLANDS ADJACENT THERETO; THE ASCENSION ISLANDS; THAT PART OF ASIA LYING WEST OF, AND INCLUDING, IRAN.

AREA 3 - ALL OF ASIA AND THE ISLANDS ADJACENT THERETO EXCEPT THAT PORTION INCLUDED IN AREA 2; ALL OF THE EAST INDIES, AUSTRALIA, NEW ZEALAND, AND THE ISLANDS ADJACENT THERETO; THE ISLANDS OF THE PACIFIC OCEAN EXCEPT THOSE INCLUDED IN AREA 1.

CARIBBEAN AREA -

ANGUILLA	GUADELOUPE
ANTIGUA	GUYANA
ARUBA	HAITI
BAHAMA ISLANDS	JAMAICA
BARBADOS	MARTINIQUE
BARBUDA	MONSERRAT
BERMUDA	NETHERLANDS ANTILLES
BRITISH VIRGIN ISLANDS	ST. KITTS-NEVIS
CAYMAN ISLANDS	ST. LUCIA
CUBA	ST. MARTIN (ST. MAARTEN)
DOMINICA	ST. VINCENT AND THE GRENADINES
DOMINICAN REPUBLIC	SURINAM
FRENCH GUIANA	TRINIDAD/TOBAGO
GRENADA	TURKS AND CAICOS ISLANDS

CHANGE OF AIRCRAFT - NW RESERVATION SALES AGENTS WILL ADVISE THE CUSTOMER THAT THERE IS A CHANGE OF AIRCRAFT SCHEDULED IN THE BOOKED ITINERARY AT THE TIME THE RESERVATION IS MADE. PASSENGERS MUST BE ADVISED WHENEVER THE SALES AGENT DISCUSSES A SCHEDULE AND/OR AVAILABILITY FOR A NEW BOOKING (PRIOR TO SELLING) OR FOR A CHANGE TO AN EXISTING ITINERARY. THIS INFORMATION MUST BE DISCLOSED TO PASSENGERS WHENEVER A SCHEDULE INFORMATION REQUEST IS MADE

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THAT INVOLVES A PLANE CHANGE EN-ROUTE ON A SINGLE-NUMBERED FLIGHT. THIS DEPARTMENT OF TRANSPORTATION MANDATE BECAME EFFECTIVE AUGUST 25, 1999 AND IS TO BE COMPLIED WITH BEFORE THE ACTUAL SALE, WHENEVER A RESERVATION SALES AGENT DISCUSSES SPECIFIC FLIGHT SCHEDULES.

CHILD, MINOR, OR CHILDREN - ANY PERSON(S) UNDER 18 YEARS OF AGE.

CIRCLE TRIP - ANY TRIP, THE ULTIMATE DESTINATION OF WHICH IS THE POINT OF ORIGIN, BUT WHICH INCLUDES A STOP AT LEAST ONE OTHER POINT, AND WHICH IS NOT MADE VIA THE SAME ROUTING/CARRIER IN BOTH DIRECTIONS.

EXAMPLES OF CIRCLE TRIPS

EXAMPLE 1: POINT 1 TO POINT 2 ON AIRLINE A  
POINT 2 TO POINT 1 ON AIRLINE B

EXAMPLE 2: POINT 1 TO POINT 2 TO POINT 3 ON AIRLINE A

EXAMPLE 3: POINT 1 TO POINT 2 ON AIRLINE A (FIRST CLASS)  
POINT 2 TO POINT 1 ON AIRLINE A OR ANY OTHER AIRLINE (COACH)

CLASS OF SERVICE - REFERS TO THE COMPARTMENT OCCUPIED BY THE PASSENGER I.E. FIRST CLASS/COACH CLASS.

COACH - MEANS THE SERVICE ON FLIGHTS LISTED IN CARRIER'S OFFICIAL GENERAL SCHEDULES AS COACH.

CODESHARE - NORTHWEST, LIKE MOST MAJOR AIRLINES, HAS ENTERED INTO RECIPROCAL AGREEMENTS WITH OTHER AIRLINES IN THE UNITED STATES AND THROUGHOUT THE WORLD TO OFFER CUSTOMERS CONVENIENT ACCESS TO DESTINATIONS NOT SERVED DIRECTLY BY NORTHWEST (SEE A CURRENT LISTING OF NORTHWEST'S CODE SHARE PARTNERS AT WWW.NWA.COM). WHEN DISCUSSING SCHEDULE AVAILABILITY WITH A CALLER, THE NW RESERVATIONS AGENT OR TICKET AGENT WILL ADVISE IF ANY SEGMENT OF AN ITINERARY IS WITH ONE OF NORTHWEST'S "CODE SHARE" PARTNERS OR ANY OTHER AIR CARRIER. THE CUSTOMER SHOULD CHECK THEIR PRINTED ITINERARY TO CONFIRM THE OPERATING CARRIER AND CHECK-IN INSTRUCTIONS FOR THOSE FLIGHTS OPERATED BY AIRLINES OTHER THAN NORTHWEST. BECAUSE FLIGHT NUMBERS SOMETIMES CHANGE, A PASSENGER SHOULD ALSO VERIFY FLIGHT NUMBERS UPON ARRIVAL AT THE AIRPORT.

CONJUNCTION TICKET - MEANS 2 OR MORE TICKETS CONCURRENTLY ISSUED TO A PASSENGER AND WHICH TOGETHER CONSTITUTE A SINGLE CONTRACT OF CARRIAGE.

CONTINENTAL UNITED STATES - THE DISTRICT OF COLUMBIA AND ALL STATES OF THE UNITED STATES OTHER THAN ALASKA AND HAWAII.

CONTRACTOR - ANY PERSON WHO HAS ENTERED INTO A CONTRACT WITH A CARRIER FOR THE PURCHASE OF SEATS FOR RESALE TO THE GENERAL PUBLIC.

CO-TERMINAL - TWO OR MORE RELATIVELY ADJACENT AIRPORTS, WHICH FOR THE PURPOSE OF THESE FARES, WILL BE CONSIDERED THE SAME POINT.

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DEPENDENT - UNLESS OTHERWISE INDICATED, DEPENDENTS MEANS SPOUSE AND CHILDREN OF MILITARY PERSONNEL/U.S. EMBASSY PERSONNEL STATIONED OVERSEAS, WHOLLY DEPENDENT UPON SUCH PERSONNEL FOR THEIR LIVELIHOOD.

DIRECT FLIGHT - A FLIGHT WHICH ALLOWS INTERMEDIATE STOPS BETWEEN ORIGIN AND DESTINATION AND MAY OR MAY NOT INVOLVE A CHANGE OF AIRCRAFT AS NOTED IN FLIGHT DISPLAY.

DOT HAZARDOUS MATERIALS REGULATIONS - THE HAZARDOUS MATERIALS REGULATIONS ISSUED BY THE MATERIALS TRANSPORTATION BUREAU OF THE DEPARTMENT OF TRANSPORTATION IN TITLE 49 OF THE CODE OF FEDERAL REGULATIONS, PARTS 171 THROUGH 177 (49 CFR 171-177).

EUROPE - THAT AREA COMPRISED OF

ALBANIA/ALGERIA/ANDORRA/ARMENIA/AUSTRIA/AZERBAIJAN/BELARUS/  
BELGIUM/ BOSNIA AND HERZEGOVINA/BULGARIA/CROATIA/CZECH  
REPUBLIC/DENMARK/ESTONIA/FAROE ISLANDS/FINLAND/France/  
GEORGIA/GERMANY/GIBRALTAR/GREECE/HUNGARY/ICELAND/IRELAND/  
ITALY/LATVIA/LICHTENSTEIN/LITHUANIA/  
LUXEMBOURG/MACEDONIA/MALTA/REPUBLIC OF MOLDOVA/MONACO/  
MOROCCO/THE NETHERLANDS/NORWAY/POLAND/  
PORTUGAL (INCLUDING AZORES AND MADEIRA/  
ROMANIA/RUSSIAN FEDERATION (WEST OF THE URAL MOUNTAINS)/  
SAN MARINO/ SLOVAKIA/SLOVENIA/  
SPAIN (INCLUDING BALEARIC AND CANARY ISLANDS)/  
SWEDEN/SWITZERLAND/TUNISIA/TURKEY (IN EUROPE AND ASIA)/  
UKRAINE/UNITED KINGDOM/YUGOSLAVIA.

EXTRATERRITORIAL TRIP -

- A) ANY TRIP WHICH INCLUDES TRANSPORTATION (1) VIA ONE OR MORE CARRIERS WITHIN THE AREA CONSISTING OF THE CONTINENTAL U.S. AND CANADA, AND (2) VIA COMMERCIAL AIR (NOT INCLUDING CHARTER SERVICES) OR MILITARY AIR SERVICES TO OR FROM ANY POINT OUTSIDE SUCH AREA.
- B) A TRIP VIA NW BETWEEN HAWAII AND ALASKA/CONTINENTAL U.S., OR A TRIP VIA NW BETWEEN ALASKA AND HAWAII/CONTINENTAL U.S.

FIRST CLASS - MEANS THE SERVICE ON FLIGHTS LISTED IN CARRIER'S OFFICIAL GENERAL SCHEDULES AS FIRST.

FLIGHT COUPON - A PORTION OF THE PASSENGER'S TICKET THAT INDICATES PARTICULAR PLACES BETWEEN WHICH THE COUPON IS GOOD FOR CARRIAGE.

NOTE: IN ADDITION THE USE OF THE ONLINE TRANSFER MANIFEST (OS141) ALSO REPRESENTS A FLIGHT COUPON.

FULL ADULT FARE - THE ONE WAY DESIGNATED BY FARE CLASS AND CODE "Y" WHETHER SPECIFICALLY PUBLISHED OR DERIVED BY CONSTRUCTION. IF APPLICABLE TO JOINT TRANSPORTATION, FULL ADULT FARE MEANS A ONE WAY COACH "Y" OR STANDARD CLASS "S" FARE.

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GATEWAY - THE PASSENGER'S FIRST POINT OF ARRIVAL OR LAST POINT OF DEPARTURE IN AREAS 1, 2 OR 3.

GOVERNMENT TRANSPORT REQUEST - (GTR) IS A FORM USED FOR TICKET PAYMENT AND TRAVEL AUTHORIZATION FOR PASSENGERS TRAVELING ON OFFICIAL BUSINESS FOR THE FEDERAL GOVERNMENT BY THE U.S.

GROUP ORGANIZER - ANY PERSON ENGAGED IN ORGANIZING GROUPS AND/OR RESPONSIBLE FOR THE TRAVEL ARRANGEMENTS OF THE GROUP UNDER THE TERMS AND CONDITIONS OF THE APPLICABLE RULE IN THIS TARIFF, EXCEPT THAT AN AIR CARRIER SHALL NOT ACT AS A GROUP ORGANIZER.

GTR - SEE GOVERNMENT TRANSPORT REQUEST.

IATA - SEE INTERNATIONAL AIR TRANSPORT ASSOCIATION.

IMMEDIATE FAMILY - SPOUSE, CHILDREN, STEP-CHILDREN, SONS-IN-LAW, DAUGHTERS-IN-LAW, GRANDCHILDREN, BROTHERS, SISTERS, BROTHERS-IN-LAW, SISTERS-IN-LAW, STEP-BROTHERS, STEP-SISTERS, PARENTS, FATHERS-IN-LAW, MOTHERS-IN-LAW, STEP-PARENTS, AND GRANDPARENTS.

INCLUSIVE TOUR - AN OFFICIALLY PUBLISHED TOUR IN WHICH LAND ARRANGEMENTS ARE OFFERED AT A FLAT RATE. LAND ARRANGEMENTS INCLUDE HOTELS OR OTHER SLEEPING ACCOMMODATIONS, AIRPORT TRANSFERS AND AT LEAST ONE OTHER TOUR FEATURE SUCH AS CAR RENTALS, SIGHTSEEING, MOTOR COACH TRIPS OR OTHER TOURIST SERVICES. SUCH OFFICIAL INCLUSIVE TOURS MUST CONTAIN AN IT NUMBER - THE CODE DESIGNATED ON AN INCLUSIVE TOUR FOLDER THAT INDICATES THAT THE TOUR HAS BEEN APPROVED BY THE ATC/IATA.

INCLUSIVE TOUR FARES - ROUND, CIRCLE OR OPEN-JAW TRIP FARES OFFERED IN CONJUNCTION WITH THE PURPOSE OF A MINIMUM LAND PACKAGE WHICH MUST BE OFFICIALLY DESIGNATED AS AN INCLUSIVE TOUR BY THE ATC/IATA.

INDUCTEE - A PERSON TRAVELING BETWEEN THEIR HOME AND AN ARMED FORCES EXAMINING AND ENTRANCE STATION FOR ENLISTMENT/INDUCTION INTO THE U.S. DEPT. OF THE AIR FORCE/ARMY/NAVY/MARINE CORPS/COAST GUARD.

INTERCHANGE FLIGHT - A FLIGHT OPERATED OVER THE ROUTES OF TWO OR MORE CARRIERS WITHOUT CHANGE OF EQUIPMENT.

INTERLINING - UTILIZING THE SERVICES OF MORE THAN ONE CARRIER IN CONNECTION WITH A PARTICULAR FARE.

INTERNATIONAL AIR TRANSPORT ASSOCIATION - THE WORLD TRADE ASSOCIATION OF AIRLINES WHICH OPERATE INTERNATIONAL SERVICES.

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— DEFINITIONS (CONT)

INTERNATIONAL TRANSPORTATION - ANY TRANSPORTATION OR OTHER SERVICES, FURNISHED BY ANY CARRIER, WHICH ARE INCLUDED WITHIN THE SCOPE OF THE TERM INTERNATIONAL TRANSPORTATION AS USED IN THE CONVENTION FOR THE UNIFICATION OF CERTAIN RULES RELATING TO INTERNATIONAL TRANSPORTATION BY AIR, SIGNED AT WARSAW, OCTOBER 12, 1929, OR SUCH CONVENTION AS AMENDED, WHICHEVER MAY BE APPLICABLE TO THE TRANSPORTATION HEREUNDER, AND TO WHICH THE SAID CONVENTION APPLIES. FOR THE PURPOSE OF DETERMINING THE APPLICABILITY OF THE TERM INTERNATIONAL TRANSPORTATION:

AGREED STOPPING PLACE - ALL STOPS BETWEEN THE ORIGINAL PLACE OF DEPARTURE AND THE PLACE OF FINAL DESTINATION SCHEDULED BY ANY CARRIER BY AIR WHICH PARTICIPATES IN THE TRANSPORTATION BETWEEN SUCH PLACES, AS SHOWN IN THE SCHEDULED OR TIME TABLES OF SUCH CARRIERS, SHALL CONSTITUTE AGREED STOPPING PLACES; BUT EACH PARTICIPATING CARRIER RESERVES THE RIGHT TO ALTER THE AGREED STOPPING PLACES IN THE CASE OF NECESSITY WITHOUT THEREBY DEPRIVING THE TRANSPORTATION OF ITS INTERNATIONAL CHARACTER, AND;

SINGLE OPERATION - TRANSPORTATION TO BE PERFORMED BY SEVERAL SUCCESSIVE CARRIERS BY AIR, ARRANGEMENTS FOR WHICH ARE MADE IN ADVANCE, IS REGARDED AS A SINGLE OPERATION, AND SHALL BE DEEMED TO BE ONE UNDIVIDED TRANSPORTATION WHETHER ONE OR MORE TICKETS OR OTHER DOCUMENTS ARE ISSUED TO COVER SUCH TRANSPORTATION, AND WHETHER OR NOT ALL SUCH TICKETS OR DOCUMENTS ARE ISSUED PRIOR TO THE COMMENCEMENT OF SUCH TRANSPORTATION; BUT THIS PROVISION SHALL NOT BE DEEMED TO CONTAIN AN EXCLUSIVE DEFINITION OF TRANSPORTATION WHICH IS REGARDED BY THE PARTIES AS A SINGLE OPERATION.

NOTE: RULES STATING ANY LIMITATION ON, OR CONDITION RELATING TO, THE LIABILITY OF CARRIERS FOR PERSONAL INJURY OR DEATH ARE NOT PERMITTED TO BE INCLUDED IN TARIFFS FILED PURSUANT TO THE LAWS OF THE UNITED STATES, EXCEPT TO THE EXTENT PROVIDED IN RULE 95 WITH RESPECT TO THIS TARIFF ISSUED BY AIRLINE TARIFF PUBLISHING COMPANY, AGENT. ANY SUCH LIMITATION OR CONDITIONS IN ANY RULE HEREIN EXCEPT TO THE EXTENT PROVIDED IN RULE 95 IS NOT PART OF THIS TARIFF ISSUED BY AIRLINE TARIFF PUBLISHING COMPANY, AGENT. NOTHING IN THIS TARIFF MODIFIES OR WAIVES ANY PROVISION OF THE SAID CONVENTION.

JET AIRCRAFT - MEANS THE FOLLOWING AIRCRAFT (AND ALL SERIES THEREOF): A319/A320/ARJ/CRJ/DC9/D10/ 727/747/757.

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\_ DEFINITIONS (CONT)

MAXIMUM OUTSIDE LINEAR DIMENSIONS - THE SUM OF THE GREATEST OUTSIDE LENGTH, PLUS THE GREATEST OUTSIDE WIDTH, PLUS THE GREATEST OUTSIDE HEIGHT.

MCO - SEE MISCELLANEOUS CHARGES ORDER.

MILITARY AGENCIES - DEPARTMENTS OF THE ARMY, NAVY AND AIR FORCE; THE MARINE CORPS; THE COAST GUARD; THE RESPECTIVE ACADEMIES OF THE ARMY, NAVY, AIR FORCE, AND COAST GUARD; AND THE NATIONAL GUARD. THE RESERVE OFFICER TRAINING CORPS IS NOT INCLUDED.

MILITARY PASSENGER - MILITARY PERSONNEL OF THE U.S. MILITARY AGENCIES WHO ARE ON ACTIVE DUTY STATUS OR WHO HAVE BEEN DISCHARGED FROM ACTIVE MILITARY SERVICE WITHIN SEVEN DAYS OF THE DATE OF TRAVEL.

MILITARY RECRUIT PASSENGER - A MEMBER OF ONE OF THE U.S.

MILITARY AGENCIES TRAVELING FROM RECRUITING/INDUCTION STATION TO FIRST TRAINING INSTALLATION OR FROM FIRST TRAINING INSTALLATION TO FIRST DUTY ASSIGNMENT.

MISCELLANEOUS CHARGES ORDER - A DOCUMENT ISSUED BY A CARRIER OR ITS AGENTS REQUESTING ISSUE OF AN APPROPRIATE PASSENGER TICKET AND BAGGAGE CHECK, OR PROVISION OF SERVICES TO THE PERSON NAMED IN SUCH DOCUMENT.

NW - NORTHWEST AIRLINES, INC.

NW TICKET/STOCK

- A) PAPER TICKETS WHICH ARE IMPRINTED WITH THE CARRIER CODE (012) AS PART OF THE SERIAL NUMBER AND WHICH ARE ISSUED AND VALIDATED WITH A NW VALIDATOR BY AN AUTHORIZED NW EMPLOYEE, APPOINTED TRAVEL AGENCY, OR ANY OTHER PERSON AUTHORIZED TO ISSUE NW TICKETS.
- B) ELECTRONIC TICKETING. AN ELECTRONIC TICKET (E-TICKET) IS THE RECORD OF THE TICKET AGREEMENT MAINTAINED AND PROCESSED WITHIN THE CARRIER'S ELECTRONIC RESERVATION SYSTEM. A WRITTEN RECEIPT IS PROVIDED TO THE PURCHASER OF THE TICKET WHICH CONTAINS A REFERENCE FOR RETRIEVING THE RECORD WITHIN THE CARRIER'S RESERVATION SYSTEM AND SUMMARY OF THE TICKET INFORMATION.
- C) 012 TICKET DESIGNATOR - REFERS TO PAPER TICKETS ISSUED ON NORTHWEST PROPRIETARY 012 TICKET STOCK OR E-TICKETS ISSUED BY NORTHWEST OR ON ITS BEHALF, AS DESCRIBED ABOVE.

NONREFUNDABLE - IN THE CONTEXT OF A TICKET OR FARE SOLD ON NW TICKET STOCK, OR WITH A 012 TICKET DESIGNATOR, NONREFUNDABLE MEANS THAT ONCE THE PASSENGER PURCHASES

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\_ DEFINITIONS (CONT)

SUCH A TICKET OR FARE, THE PASSENGER IS NOT ENTITLED TO RECEIVE FROM NORTHWEST ANY RETURN OF THE AMOUNT PAID FOR

NONREFUNDABLE (CONT)

SUCH TICKET OR FARE. NONREFUNDABLE INCLUDES, BUT IS NOT LIMITED TO, THOSE TICKETS OR FARES SUBJECT TO THE 100% CANCELLATION FEE DESCRIBED IN RULE 105.

NONSTOP FLIGHT - ONE FLIGHT WITH NO INTERMEDIATE STOP OR CHANGE OF PLANES BETWEEN ORIGIN AND DESTINATION.

NORTH AMERICA - THAT AREA COMPRISED OF THE CARIBBEAN AREAS, CANADA, MEXICO AND THE UNITED STATES, EXCLUDING THE CANAL ZONE.

NORTHWEST - NORTHWEST AIRLINES, INC.

OPEN-JAW TRIP - ANY TRIP WHICH IS ESSENTIALLY OF A ROUND TRIP/CIRCLE TRIP NATURE, EXCEPT THAT THE OUTWARD POINT OF DEPARTURE AND THE INWARD POINT OF ARRIVAL/THE OUTWARD POINT OF ARRIVAL, AND THE INWARD POINT OF DEPARTURE ARE NOT THE SAME. IN A DOUBLE OPEN-JAW TRIP, BOTH OUTWARD AND INWARD POINTS OF ARRIVAL AND DEPARTURE ARE NOT THE SAME.

EXAMPLE OF OPEN-JAW TRIP

POINT 1 TO POINT 2 TO POINT 3

OUTWARD DESTINATION - OUTWARD DESTINATION MEANS THE POINT OF STOPOVER ON THE PASSENGER'S ITINERARY TO WHICH THE FURTHEST MILEAGE FROM THE POINT OF ORIGIN APPLIES. WHEN THE MILEAGE BETWEEN THE POINT OF ORIGIN AND THE FIRST AND SECOND POINTS OF STOPOVER ARE EQUAL, THE OUTWARD DESTINATION SHALL BE THE LAST POINT OF STOPOVER.

PORTION - THE SPACE BETWEEN 2 CONSECUTIVE SCHEDULED STOPS ON ANY GIVEN FLIGHT; ALSO REFERRED TO AS A LEG.

PRE-ENLISTEE/PRE-INDUCTEE - A PERSON TRAVELING BETWEEN THEIR HOME AND AN ARMED FORCES EXAMINING AND ENTRANCE STATION/RECRUITING MAIN STATION AT THE DIRECTION OF A RECRUITING STATION/SELECTIVE SERVICE LOCAL BOARD.

PREPAID TICKET ADVICE - THE NOTIFICATION BETWEEN OFFICES OF A CARRIER OR BETWEEN CARRIERS THAT A PERSON IN ONE LOCATION HAS PURCHASED AND REQUESTED ISSUANCE OF PREPAID TRANSPORTATION TO ANOTHER PERSON IN ANOTHER LOCATION.

PROPELLER AIRCRAFT - MEANS THE FOLLOWING AIRCRAFT (AND ALL SERIES THEREOF): SAAB 340.

PTA - SEE PREPAID TICKET ADVICE.

REBOOKING - MEANS A CHANGE IN DATE/TIME OF RESERVATION OR OTHER CHANGE NOT REQUIRING TICKET REISSUANCE.

REISSUE - MEANS ANY CHANGE TO A VALIDATED TICKET REQUIRING A REPLACEMENT TICKET BE ISSUED, INCLUDING BUT NOT LIMITED TO THE FOLLOWING:

UPGRADE/DOWNGRADE/ADDITIONAL COUPONS/INCREASE IN FARE.

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DEFINITIONS (CONT)

REROUTE - TO ISSUE A NEW TICKET COVERING TRANSPORTATION TO THE SAME DESTINATION AS, BUT VIA A DIFFERENT ROUTING THAN, THAT DESIGNATED ON THE TICKET, OR PORTION THEREOF/THEN HELD BY THE PASSENGER/OR TO HONOR THE TICKET OR PORTION THEREOF, THEN HELD BY THE PASSENGER FOR TRANSPORTATION TO THE SAME DESTINATION AS, BUT VIA A DIFFERENT ROUTING THAN, THAT DESIGNATED THEREON.

RESPONSIBLE ADULT - ANY PARENT, LEGAL GUARDIAN, OR ADULT AUTHORIZED FOR THE CARE AND WELL BEING OF A CHILD PASSENGER.

REVALIDATION - MEANS ANY CHANGE IN RESERVATIONS OF FLIGHT WHICH CAN BE MADE ON A TICKET WITH A REVALIDATION STICKER/STAMP EVIDENCING THAT IT HAS BEEN OFFICIALLY ALTERED.

ROUND TRIP - ANY TRIP, THE ULTIMATE DESTINATION OF WHICH IS THE POINT OF ORIGIN, AND WHICH IS MADE VIA THE SAME ROUTING IN BOTH DIRECTIONS.

EXAMPLES OF ROUND TRIPS

EXAMPLE OF LOCAL ROUND TRIP

POINT 1 TO POINT 2 ON AIRLINE A  
POINT 2 TO POINT 1 ON AIRLINE A

EXAMPLE OF JOINT ROUND TRIP

POINT 1 TO POINT 2 ON AIRLINE A  
POINT 2 TO POINT 3 ON AIRLINE B  
POINT 3 TO POINT 2 ON AIRLINE B  
POINT 2 TO POINT 1 ON AIRLINE A

ROUTING - THE CARRIER(S) AND/OR THE CITIES AND/OR CLASS OF SERVICE AND/OR AIRCRAFT (JET OR PROPELLER) VIA WHICH TRANSPORTATION IS PROVIDED BETWEEN TWO POINTS.

SECTOR - THE PORTION OF TRAVEL BETWEEN TWO FARE BREAK POINTS AS DETERMINED IN THE FARE CONSTRUCTION. SECTORS ARE MADE UP OF ONE OR MORE SEGMENTS OF LEGS.

SEGMENT - THAT PART OF A JOURNEY FROM A PASSENGER'S BOARDING POINT TO A DEPLANING POINT. EACH FLIGHT COUPON REPRESENTS A SEGMENT OF A TRIP.

NOTE: IN ADDITION TO USE OF AN ONLINE TRANSFER MANIFEST (OS141) ALSO REPRESENTS A FLIGHT COUPON.

SOUTHWEST PACIFIC - THAT AREA COMPRISED OF AMERICAN SAMOA/AUSTRALIA/COOK ISLANDS/FIJI ISLANDS/FRENCH POLYNESIA/KIRIBATI/NAURU/NEW CALEDONIA/NEW ZEALAND/NIUE/NORFOLK ISLAND/PAPUA NEW GUINEA/PITCAIRN ISLAND/SAMOAN ISLANDS/SOLOMON ISLANDS/TONGA/TUVALU/VANUATU/WALLIS AND FUTUNA ISLANDS.

STANDBY PASSENGERS - PASSENGERS WHO WILL BE ENPLANED ON A FLIGHT SUBJECT TO AVAILABILITY OF SPACE AT DEPARTURE TIME AND ONLY AFTER ALL PASSENGERS HAVING RESERVATIONS FOR SUCH FLIGHT, AND ALL PASSENGERS WITHOUT RESERVATIONS, BUT PAYING FARES OTHER THAN ADULT STANDBY FARES, HAVE BEEN ENPLANED ON SUCH FLIGHT.

STOPOVER - A DELIBERATE INTERRUPTION OF A JOURNEY BY THE

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— DEFINITIONS (CONT)

PASSENGER, AGREED TO IN ADVANCE BY THE CARRIER, AT A POINT BETWEEN THE PLACE OF DEPARTURE AND THE PLACE OF DESTINATION. UNLESS OTHERWISE NOTED, A STOPOVER WILL OCCUR WHEN A PASSENGER ARRIVES AT A POINT VIA AN NW SCHEDULED FLIGHT AND FAILS TO DEPART FROM SUCH POINT ON:

- A) THE FIRST NW FLIGHT ON WHICH SPACE IS AVAILABLE, OR;
- B) THE NW FLIGHT THAT WILL PROVIDE FOR THE PASSENGER'S EARLIER ARRIVAL AT DESTINATION OR NEXT STOPOVER POINT, VIA THE CLASS OF SERVICE (I.E. FIRST CLASS/COACH CLASS COMPARTMENT) SHOWN ON THE PASSENGER'S TICKET.

TOUR CONDUCTOR - A PERSON AT LEAST 18 YEARS OF AGE, WHO IS IN CHARGE OF AND GUIDES A GROUP FOR THE DURATION OF A TOUR.  
TRANSIT POINT - ANY STOP AT AN INTERMEDIATE POINT ON THE ROUTE TO BE TRAVELED (WHETHER OR NOT A CHANGE OF PLANES IS MADE) WHICH DOES NOT FALL WITHIN THE DEFINITION OF A STOPOVER.

U.S.A. - THE AREA COMPRISED OF THE FIFTY STATES, THE DISTRICT OF COLUMBIA, PUERTO RICO, AND THE U.S. VIRGIN ISLANDS.

U.S. TERRITORIES - MEANS THE OVERSEAS TERRITORIES OF THE UNITED STATES OF AMERICA INCLUDING BUT NOT LIMITED TO AMERICAN SAMOA/BAKER ISLAND/GUAM/HOWLAND ISLAND/JARVIS ISLAND/JOHNSON ATOLL/KINGMAN REEF/MIDWAY ISLAND/NORTHERN MARIANA ISLAND/SAIPAN/SWAINS ISLANDS/PACIFIC TRUST TERRITORIES/PALMYRA ISLANDS AND WAKE ISLAND.

UNITED STATES DEPARTMENT OF DEFENSE - THE U. S. DEPARTMENTS OF THE ARMY, NAVY AND AIR FORCE, AND THE U.S. MARINE CORPS.  
U.S. ARMED FORCES/U.S. MILITARY AGENCIES - THE DEPARTMENT OF THE ARMY, NAVY, AIR FORCE, MARINE CORPS AND COAST GUARD OF THE UNITED STATES OF AMERICA; THE RESPECTIVE ACADEMIES OF THE ARMY, NAVY, AIR FORCE AND COAST GUARD AND DOES NOT INCLUDE THE NATIONAL GUARD BUREAU OR THE RESERVE OFFICER TRAINING CORPS OR MEMBERS OF THE RESERVES NOT HOLDING A VALID DUTY ARMED FORCES OF THE UNITED STATES GREEN IDENTIFICATION CARD.

U.S. MILITARY PERSONNEL - UNLESS OTHERWISE INDICATED, REFERS ONLY TO ACTIVE DUTY MILITARY PERSONNEL AND MEANS:

- A) MILITARY PERSONNEL OF THE UNITED STATES MILITARY AGENCIES HOLDING A VALID ACTIVE DUTY ARMED FORCES OF THE UNITED STATES GREEN IDENTIFICATION CARD ON ACTIVE DUTY STATUS AND TRAVELING ON AUTHORIZED FURLOUGH, LEAVE OR PASS.
- B) MILITARY PERSONNEL DOES NOT INCLUDE PERSONNEL ON TEMPORARY DUTY ORDERS TRAVELING TO OR FROM THEIR TEMPORARY DUTY STATION.
- C) PERSONNEL WHO HAVE BEEN DISCHARGED FROM ACTIVE MILITARY SERVICE IN ANY ONE OF THE UNITED STATES MILITARY AGENCIES, AND WHOSE TRAVEL IS COMPLETED WITHIN 7 DAYS AFTER THE DATE OF DISCHARGE.

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\_ DEFINITIONS (CONT)

VALIDATION - MEANS THE AUTHORIZED STAMPING OR WRITING UPON THE PASSENGER TICKET EVIDENCING THAT IT HAS BEEN OFFICIALLY ISSUED BY THE CARRIER OR ITS AUTHORIZING AGENT.

WAITLIST - A LIST, ESTABLISHED BY AN AIRLINE, OF PASSENGERS WHO ARE EITHER SEEKING SPACE ON A FLIGHT THAT IS SOLD OUT, OR TRAVELING ON A STANDBY BASIS/STANDBY FARE THAT DOES NOT PERMIT BOARDING A PARTICULAR FLIGHT UNTIL ALL PASSENGERS WITH CONFIRMED RESERVATIONS HAVE BEEN BOARDED.

WESTERN HEMISPHERE - THE AREA COMPRISING AREA 1.

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- ADMINISTRATIVE FORMALITIES - PASSPORTS, VISAS AND  
TOURIST CARDS

COMPLIANCE W/ REGULATIONS - 71

- - A) COMPLIANCE WITH REGULATIONS  
NOTE: SECURITY REGULATIONS MAY REQUIRE CARRIER TO  
PROVIDE GOVERNMENT AGENCIES ACCESS TO DATA DISCLOSED  
BY THE PASSENGER.  
THE PASSENGER SHALL COMPLY WITH ALL LAWS, REGULATIONS,  
ORDERS, DEMANDS, ORAL OR WRITTEN DIRECTIVES, OR TRAVEL  
REQUIREMENTS OF COUNTRIES TO BE FLOWN FROM, INTO, OR  
OVER, AND WITH ALL RULES, REGULATIONS, AND INSTRUCTIONS  
(ORAL OR WRITTEN) OF THE CARRIER. CARRIER SHALL NOT BE  
LIABLE FOR ANY AID OR INFORMATION GIVEN BY ANY AGENT OR  
EMPLOYEE OF THE CARRIER TO ANY PASSENGER IN CONNECTION  
WITH OBTAINING NECESSARY DOCUMENTS OR COMPLYING WITH  
SUCH LAWS, REGULATIONS, ORDERS, DEMANDS, REQUIREMENTS,  
OR INSTRUCTIONS, WHETHER GIVEN ORALLY, IN WRITING, OR  
OTHERWISE, OR FOR THE CONSEQUENCES TO ANY PASSENGER  
RESULTING FROM THEIR FAILURE TO OBTAIN SUCH DOCUMENTS  
OR TO COMPLY WITH SUCH LAWS, REGULATIONS, ORDERS,  
DEMANDS, REQUIREMENTS, OR INSTRUCTIONS.

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PASSPORTS AND VISAS - 72

B) PASSPORTS AND VISAS

- 1) EACH PASSENGER DESIRING TRANSPORTATION ACROSS ANY INTERNATIONAL BOUNDARY WILL BE RESPONSIBLE FOR OBTAINING ALL NECESSARY TRAVEL DOCUMENTS AND FOR COMPLYING WITH ALL GOVERNMENT TRAVEL REQUIREMENTS. THE PASSENGER MUST PRESENT ALL EXIT, ENTRY AND OTHER DOCUMENTS REQUIRED BY ANY LAWS, AND SHALL INDEMNIFY THE CARRIER FOR ANY LOSS, DAMAGE, OR EXPENSE SUFFERED OR INCURRED BY SUCH CARRIER BY REASON OF SUCH PASSENGER'S FAILURE TO DO SO. CARRIER IS NOT LIABLE TO THE PASSENGER FOR LOSS OR EXPENSE DUE TO THE PASSENGER'S FAILURE TO COMPLY WITH THIS PROVISION. CARRIER RESERVES, IN ITS SOLE DISCRETION, THE RIGHT TO REFUSE CARRIAGE TO ANY PASSENGER WHO HAS NOT, IN THE JUDGEMENT OF CARRIER, COMPLIED WITH APPLICABLE LAWS, REGULATIONS, ORDERS, ORAL OR WRITTEN DIRECTIVES, DEMANDS, OR REQUIREMENTS, OR WHOSE DOCUMENTS ARE NOT COMPLETED. CARRIER, IN ITS SOLE DISCRETION, SHALL BE ENTITLED TO MAKE THE FINAL DETERMINATION OF WHETHER PASSENGER HAS COMPLIED WITH THE REQUIREMENTS OF THIS PARAGRAPH B)1). CARRIER ALSO RESERVES THE RIGHT TO HOLD, PHOTOCOPY, OR OTHERWISE IMAGE REPRODUCE A TRAVEL DOCUMENT PRESENTED BY ANY PASSENGER AND ACCEPTED BY THE CARRIER AS A CONDITION OF BOARDING. NO CARRIER SHALL BE LIABLE FOR ANY AID OR INFORMATION GIVEN BY ANY AGENT OR EMPLOYEE OF SUCH CARRIER TO ANY PASSENGER IN CONNECTION WITH OBTAINING SUCH DOCUMENTS OR COMPLYING WITH SUCH LAWS, WHETHER GIVEN ORALLY, OR IN WRITING, OR OTHERWISE.
- 2) SUBJECT TO APPLICABLE LAWS AND REGULATIONS, THE PASSENGER AGREES TO PAY THE APPLICABLE FARE WHENEVER CARRIER, ON GOVERNMENT ORDER, IS REQUIRED TO RETURN A PASSENGER TO HIS OR HER POINT OF ORIGIN OR ELSEWHERE DUE TO THE PASSENGER'S INADMISSIBILITY INTO OR DEPORTATION FROM A COUNTRY, WHETHER OF TRANSIT OR OF DESTINATION. THE FARE APPLICABLE WILL BE THE FARE THAT WOULD HAVE BEEN APPLICABLE HAD THE ORIGINAL TICKET DESIGNATED THE REVISED DESTINATION ON THE NEW TICKET. ANY DIFFERENCE BETWEEN THE FARE SO APPLICABLE AND THE FARE PAID BY THE PASSENGER WILL BE COLLECTED FROM OR REFUNDED TO THE PASSENGER AS THE CASE MAY BE. CARRIER MAY APPLY TO THE PAYMENT OF SUCH FARES ANY FUNDS PAID BY THE PASSENGER TO PASSENGER IN THE POSSESSION OF CARRIER. THE FARE

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PASSPORTS AND VISAS - 72 (CONT)

CARRIER FOR UNUSED CARRIAGE, OR ANY FUNDS OF THE COLLECTED FOR CARRIAGE TO THE POINT OF REFUSAL OR DEPORTATION WILL NOT BE REFUNDED BY THE CARRIER, UNLESS THE LAW OF SUCH COUNTRY REQUIRES THAT SUCH FARE BE REFUNDED.

CUSTOMS INSPECTIONS - 73

C) GOVERNMENT OR OTHER INSPECTIONS

A PASSENGER AND THEIR BAGGAGE, IS SUBJECT TO SEARCH BY CARRIER, CUSTOMS OR OTHER GOVERNMENT OFFICIALS WHENEVER ENTERING OR LEAVING A COUNTRY, OR BY AGENTS OF NW OR THE AIPIORT AND TRAFFIC SECURITY ADMINISTRATION (TSA) OR CONTRACTED FOR ON BEHALF OF TSA BY NW, OR OF NW FOR SUCH PURPOSES WHENEVER BOARDING A FLIGHT IN GENERAL. IF REQUIRED, THE PASSENGER MUST ATTEND INSPECTION OF THEIR BAGGAGE; CHECKED OR UNCHECKED, BY CUSTOMS OR OTHER GOVERNMENT OFFICIALS. CARRIER ACCEPTS NO RESPONSIBILITY TOWARD THE PASSENGER IF THE LATTER FAILS TO OBSERVE THIS CONDITION. IF CUSTOMS OR OTHER APPROPRIATE GOVERNMENT ENTITY IMPOSES A FINE OR OTHER FINANCIAL PENALTY ON CARRIER BECAUSE OF PASSENGER'S FAILURE TO COMPLY WITH LAWFUL DIRECTIVES, AS REQUIRED BY THIS PARAGRAPH, PASSENGER SHALL BE LIABLE TO INDEMNIFY CARRIER THEREFOR. NW SHALL NOT BE LIABLE IF AN EXTENDED SEARCH OR SEARCHES RESULTS IN A PASSENGER ARRIVING AT THE DESIGNATED BOARDING GATE LATER THAN THE CHECK-IN TIMES LISTED IN RULE 135(C). CARRIER SHALL NOT BE LIABLE TO THE PASSENGER FOR ANY AID, ASSISTANCE, DATA, OR OTHER INFORMATION PROVIDED TO CUSTOMS OR OTHER GOVERNMENT AGENCIES INVOLVED IN BORDER CONTROLS OF ANY COUNTRY PERTAINING TO PASSENGER OR PASSENGER'S TRAVEL.

GOVERNMENT REGULATIONS - 74

D) GOVERNMENT REGULATIONS

NO LIABILITY SHALL ATTACH TO CARRIER IN CARRIER'S APPLICATION AND ENFORCEMENT OF APPLICABLE LAW, GOVERNMENT REGULATION, DEMAND, ORDER OR REQUIREMENT, INCLUDING CARRIER'S REFUSAL TO CARRY A PASSENGER IN COMPLIANCE THEREWITH.

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— CAPACITY LIMITATIONS

A) NW MAY LIMIT THE NUMBER OF PASSENGERS CARRIED ON ANY ONE FLIGHT AT FARES GOVERNED BY RULES OR FARES MAKING REFERENCE HERETO, AND SUCH FARES WILL NOT NECESSARILY BE AVAILABLE ON ALL FLIGHTS. THE NUMBER OF SEATS WHICH NW SHALL MAKE AVAILABLE ON A GIVEN FLIGHT WILL BE DETERMINED BY NW'S BEST JUDGMENT AS TO THE ANTICIPATED TOTAL PASSENGER LOAD ON EACH FLIGHT.

B) A RESERVATION FOR SPACE ON A GIVEN FLIGHT IS VALID ONLY WHEN THE AVAILABILITY AND ALLOCATION OF SUCH SPACE IS CONFIRMED AT SUCH FARES BY A RESERVATION AGENT OF THE CARRIER.

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— A) DEFINITIONS

PASSENGERS SHALL BE CONSIDERED DISABLED WHEN THEIR PHYSICAL, MEDICAL OR MENTAL CONDITION REQUIRES INDIVIDUAL ATTENTION ON ENPLANING/DEPLANING, DURING FLIGHT, IN AN EMERGENCY EVACUATION OR DURING GROUND HANDLING WHICH IS NORMALLY NOT EXTENDED TO OTHER PASSENGERS.

- 1) AMBULATORY - A PERSON WHO IS ABLE TO MOVE ABOUT WITHIN THE AIRCRAFT UNASSISTED.
- 2) NON-AMBULATORY - A PERSON WHO IS NOT ABLE TO MOVE WITHIN THE AIRCRAFT UNASSISTED.
- 3) SELF-RELIANT - A PERSON WHO IS INDEPENDENT, SELF-SUFFICIENT AND CAPABLE OF TAKING CARE OF ALL PHYSICAL OR UNUSUAL ON-BOARD NEEDS BEYOND THAT AFFORDED TO THE GENERAL PUBLIC, EXCEPT SUCH ASSISTANCE IN BOARDING AND/OR DEPLANING AS MAY BE REQUIRED.
- 4) NON-SELF-RELIANT - A PERSON WHO IS INCAPABLE OF SELF-CARE DURING A FLIGHT.
- 5) ASSISTANT (PERSONAL ATTENDANT) - AN ABLE-BODIED PERSON PHYSICALLY CAPABLE OF ASSISTING A DISABLED PASSENGER TO AN EXIT IN THE EVENT OF AN EMERGENCY, AND WHO WILL ATTEND TO THE PERSONAL NEEDS OF THAT PASSENGER DURING FLIGHT, WHERE SUCH IS REQUIRED.

B) PASSENGERS WITH DISABILITIES  
ALTHOUGH NOT REQUIRED AS A CONDITION OF TRAVEL, IT SHALL BE THE RESPONSIBILITY OF A DISABLED PASSENGER TO GIVE NOTICE OF THEIR CONDITION TO NORTHWEST PERSONNEL AS EARLY AS PRACTICABLE (INCLUDING AT THE TIME OF

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\_ B) PASSENGERS WITH DISABILITIES (CONT)

MAKING RESERVATIONS) TO ENSURE THAT ANY SPECIFIC REQUIREMENTS OF PASSENGER MAY BE ACCOMMODATED BY NORTHWEST. NORTHWEST WORKS CLOSELY WITH AUTHORITIES AT ALL AIRPORTS SERVED TO ENSURE INCREASED ACCESSIBILITY FOR PEOPLE WITH DISABILITIES.

- 1) ELECTRIC CARTS AND/OR WHEELCHAIRS ARE AVAILABLE AT ALL AIRPORT LOCATIONS FOR INDIVIDUALS WHO REQUIRE THIS EQUIPMENT.
- 2) NORTHWEST CUSTOMER SERVICE PERSONNEL CAN ASSIST PEOPLE WITH DISABILITIES IN BOARDING AND DEPARTING AN AIRCRAFT WITH BOARDING CHAIRS UNIQUELY DESIGNED FOR NARROW AIRCRAFT AISLES.
- 3) ONBOARD WHEELCHAIRS ARE AVAILABLE ON EVERY NORTHWEST AIRCRAFT FOR THOSE INDIVIDUALS REQUIRING THEIR USE DURING FLIGHT.
- 4) MOST NORTHWEST 747'S AND DC10'S HAVE BEEN RETROFITTED WITH A WHEELCHAIR ACCESSIBLE LAVATORY.
- 5) ALL NEW AIRCRAFT DELIVERED TO NW INCLUDE HANDICAP ACCESSIBLE FEATURES.

C) ACCEPTANCE OF DISABLED PASSENGERS

- 1) AS PROVIDED BY NW, NW WILL ACCEPT A PASSENGER'S DETERMINATION OF THEIR SELF-RELIANCE WITH RESPECT TO AIR TRANSPORTATION.
- 2) NW RESERVES THE RIGHT TO REQUIRE A MEDICAL CLEARANCE FROM THE COMPANY MEDICAL AUTHORITIES IF TRAVEL INVOLVES ANY UNUSUAL RISK OR HAZARD TO THE PASSENGER (INCLUDING IN CASES OF PREGNANT PASSENGERS, UNBORN CHILDREN) OR TO OTHER PERSONS.
- 3) ALL INDIVIDUALS WITH DISABILITIES ARE ACCEPTED FOR TRANSPORTATION ON NORTHWEST REGARDLESS OF DISABILITY OR DEGREE OF DISABILITY WITHOUT AN ATTENDANT EXCEPT AS FOLLOWS:
  - A) AN ATTENDANT FOR A QUALIFIED INDIVIDUAL WITH A DISABILITY IS REQUIRED ONLY FOR A PERSON TRAVELING ON A STRETCHER OR IN AN INCUBATOR. WITH THE EXCEPTION OF A STRETCHER CUSTOMER, THE ATTENDANT FOR SUCH A PERSON MUST BE CAPABLE OF TENDING TO THE CUSTOMER'S IN-FLIGHT MEDICAL NEEDS AND WILL BE REQUIRED TO PURCHASE A TICKET FOR TRAVEL.
  - B) NW CAN REFUSE TO TRANSPORT, OR WILL REMOVE AT ANY POINT, ANY PASSENGER WHOSE MENTAL OR PHYSICAL CONDITION IS SUCH AS TO RENDER THEM

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C) ACCEPTANCE OF DISABLED PASSENGERS (CONT)

INCAPABLE OF CARING FOR THEMSELVES WITHOUT ASSISTANCE, UNLESS THEY ARE ACCOMPANIED BY AN ATTENDANT WHO WILL BE RESPONSIBLE FOR CARING FOR THEM EN ROUTE, AND, WITH THE CARE OF SUCH ATTENDANT, THEY WILL NOT REQUIRE UNREASONABLE ATTENTION OR ASSISTANCE FROM EMPLOYEES OF THE CARRIER.

- C) DISABLED PASSENGERS WILL NOT BE PERMITTED TO OCCUPY SEATS IN THE UPPER DECK OF 747 EQUIPMENT OR IN ANY SEATS DESIGNATED AS EMERGENCY EXIT ROWS, OVER-WING EMERGENCY EXIT ROWS OR WHERE THE CENTRAL STAIR MAY HAVE TO BE USED AS AN EMERGENCY EXIT. ESCORTS TRAVELING WITH DISABLED PASSENGERS MUST BE SEATED IMMEDIATELY ADJACENT TO THE PASSENGER THEY ARE ESCORTING.
- D) NW CAN REFUSE TO ACCEPT A PASSENGER WHO IS UNABLE TO SIT IN A SEAT WITH A BELT FASTENED.
  
- 4) NORTHWEST WILL NOT REQUIRE A QUALIFIED INDIVIDUAL WITH A DISABILITY TO PROVIDE ADVANCE NOTICE OF THEIR INTENTION TO TRAVEL OR OF THEIR DISABILITY AS A CONDITION FOR TRAVEL OR RECEIVING SERVICES OR ACCOMMODATIONS EXCEPT AS IN (6).
- 5) FORTY-EIGHT HOURS ADVANCE NOTICE AND ONE HOUR ADVANCE CHECK-IN IS REQUIRED OF A QUALIFIED INDIVIDUAL WITH A DISABILITY WHO REQUESTS THE FOLLOWING SERVICES OR ACCOMMODATIONS:
  - A) MEDICAL OXYGEN FOR USE ON THE AIRCRAFT;
  - B) CARRIAGE OF AN INCUBATOR;
  - C) HOOK UP FOR A RESPIRATOR TO THE AIRCRAFT ELECTRICAL POWER SUPPLY WHERE AVAILABLE;
  - D) ACCOMMODATION FOR A CUSTOMER WHO MUST TRAVEL ON A STRETCHER;
  - E) PROVISION BY NORTHWEST OF HAZARDOUS MATERIALS;
  - F) PACKAGING FOR A BATTERY FOR A WHEELCHAIR OR OTHER ASSISTING DEVICE;
  - G) ACCOMMODATION FOR A GROUP OF TEN OR MORE QUALIFIED INDIVIDUALS WITH DISABILITIES WHO MAKE RESERVATIONS AND TRAVEL AS A GROUP;
  - H) PROVISION OF AN ONBOARD WHEELCHAIR ON AN AIRCRAFT THAT DOES NOT HAVE AN ACCESSIBLE LAVATORY.
- 6) WHEN A CUSTOMER DOES NOT MEET ADVANCE NOTICE OR CHECK-IN REQUIREMENTS, NORTHWEST SHALL NONETHELESS PROVIDE THE SERVICE, EQUIPMENT OR ACCOMMODATION IF

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IT CAN DO SO BY MAKING A REASONABLE EFFORT WITHOUT DELAYING THE FLIGHT.

- D) FULL DETAILS CAN BE FOUND IN NORTHWEST'S "AIR TRAVEL FOR PEOPLE WITH DISABILITIES" BROCHURE, AVAILABLE AT TRAVEL AGENCIES AND THROUGH NORTHWEST RESERVATIONS AT 800-225-2525. THIS IS AVAILABLE IN PRINT, AUDIO AND BRAILLE VERSIONS.

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TITLE/APPLICATION - 70

— REFUSAL TO TRANSPORT

NW WILL REFUSE TO TRANSPORT OR WILL REMOVE AT ANY POINT, ANY PASSENGER:

GOVERNMENT REQUEST - 71

- A) GOVERNMENT REQUEST OR REGULATIONS - WHENEVER SUCH ACTION IS NECESSARY TO COMPLY WITH ANY GOVERNMENT REGULATION, OR TO COMPLY WITH ANY GOVERNMENTAL REQUEST FOR EMERGENCY TRANSPORTATION IN CONNECTION WITH THE NATIONAL DEFENSE, OR WHENEVER SUCH ACTION IS NECESSARY OR ADVISABLE BY REASON OF WEATHER OR OTHER CONDITIONS BEYOND ITS CONTROL (INCLUDING, BUT WITHOUT LIMITATION, ACTS OF GOD, FORCE MAJEURE, STRIKES, CIVIL COMMOTION, EMBARGOES, WARS, HOSTILITIES OR DISTURBANCES) ACTUAL, THREATENED OR REPORTED.

SEARCH OF PASSENGER - 72

- B) SEARCH OF PASSENGER OR PROPERTY - WHO REFUSES TO PERMIT SEARCH OF THEIR PERSON OR PROPERTY FOR EXPLOSIVES OR A CONCEALED, DEADLY OR DANGEROUS WEAPON OR ARTICLE.

PROOF OF IDENTITY - 73

- C) PROOF OF IDENTITY - WHO REFUSES ON REQUEST TO PRODUCE IDENTIFICATION.  
NOTE: NW SHALL HAVE THE RIGHT, BUT SHALL NOT BE OBLIGATED TO REQUIRE IDENTIFICATION OF PERSONS PURCHASING TICKETS AND/OR PRESENTING A TICKET(S) FOR THE PURPOSE OF BOARDING THE AIRCRAFT. NW MAY DENY BOARDING TO ANY PASSENGER WHO PRESENTS A TICKET TO BOARD AN AIRCRAFT AND THEIR IDENTIFICATION DOES NOT MATCH THE NAME ON THE TICKET.

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TITLE/APPLICATION - 70

\_ REFUSAL TO TRANSPORT (CONT)

ACROSS INT'L BOUNDARIES - 74

- \_ D) ACROSS INTERNATIONAL BOUNDARIES - WHO IS TRAVELING ACROSS ANY INTERNATIONAL BOUNDARY IF:
- 1) THE TRAVEL DOCUMENTS OF SUCH PASSENGER ARE NOT IN ORDER;
  - 2) FOR ANY REASON, SUCH PASSENGER'S EMBARKATION FROM, TRANSIT THROUGH OR ENTRY INTO ANY COUNTRY FROM, THROUGH OR TO WHICH SUCH PASSENGER DESIRES TRANSPORTATION WOULD BE UNLAWFUL;
  - 3) SUCH PASSENGER FAILS OR REFUSES TO COMPLY WITH THE RULES AND REGULATIONS OF NW.

COMFORT AND SAFETY - 75

- \_ E) COMFORT AND SAFETY  
IN THE FOLLOWING CATEGORIES WHERE REFUSAL OR REMOVAL MAY BE NECESSARY FOR THE COMFORT AND SAFETY OF THEMSELVES OR OTHER PASSENGERS:
- 1) PERSONS WHOSE CONDUCT IS DISORDERLY, ABUSIVE OR VIOLENT OR WHOSE CONDUCT, STATUS, AGE, MENTAL OR PHYSICAL CONDITION IS SUCH AS TO RENDER THEM INCAPABLE, UNWILLING OR UNLIKELY TO ABIDE BY FEDERAL AVIATION REGULATIONS, CREW SAFETY DIRECTIVES OR ANY COMPANY SAFETY POLICIES.
  - 2) PERSONS WHO ARE BAREFOOT.
  - 3) PERSONS WHO ARE UNABLE TO SIT IN THE SEAT WITH THE SEAT BELT FASTENED AND THE ARMREST DOWN.  
NOTE: A PASSENGER WILL NOT BE REMOVED UPON THE PURCHASE OF AN EXTRA SEAT. IF AN EXTRA SEAT IS NOT AVAILABLE FOR SALE ON THE SAME FLIGHT, NW WILL TRANSPORT THE PASSENGER, WITHOUT PENALTY, ON THE NEXT FLIGHT HAVING ADJACENT AVAILABLE SEATS, AND THE PASSENGER WILL BE REQUIRED TO PURCHASE THE EXTRA SEAT AS A CONDITION OF CARRRAGE, UNLESS THE PASSENGER HAS THERETOFORE ALREADY PURCHASED SUCH EXTRA SEAT.
  - 4) PERSONS WHO APPEAR TO BE INTOXICATED OR UNDER THE INFLUENCE OF DRUGS.
  - 5) PERSONS WHO REFUSE TO EXTINGUISH SMOKING MATERIALS UPON REQUEST BY CREW MEMBERS.
  - 6) PERSONS WHO HAVE AN OFFENSIVE ODOR.
  - 7) PERSONS WHO WEAR OR HAVE ON OR ABOUT THEIR PERSONS CONCEALED OR UNCONCEALED DEADLY OR DANGEROUS WEAPONS; PROVIDED HOWEVER, THAT NW WILL CARRY PASSENGERS WHO MEET THE QUALIFICATIONS AND CONDITIONS ESTABLISHED IN F.A.R. 108.11.

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TITLE/APPLICATION - 70

\_ REFUSAL TO TRANSPORT (CONT)

\_ E) COMFORT AND SAFETY (CONT)

8) MANACLED PERSONS IN CUSTODY OF LAW ENFORCEMENT  
PERSONNEL OR OTHER PERSONS WHO HAVE RESISTED  
OR MAY REASONABLY BE BELIEVED TO BE CAPABLE OF  
RESISTING ESCORTS.

CONDITIONS OF PSGR ACCEPT - 76

\_ F) CONDITIONS OF PASSENGER ACCEPTANCE:

IN THE FOLLOWING CATEGORIES REFUSAL OR REMOVAL MAY BE  
NECESSARY FOR THE COMFORT AND SAFETY OF THEMSELVES OR  
OTHER PASSENGERS:

1) PERSONS WHO ARE KNOWN TO, OR APPEAR TO HAVE A  
COMMUNICABLE DISEASE OR INFECTION TRANSMISSIBLE IN THE  
NORMAL COURSE OF A FLIGHT.

NOTE: NW MAY ACCEPT SUCH PASSENGERS PROVIDED THAT: A)  
THEY HAVE A PHYSICIAN'S STATEMENT INDICATING FITNESS  
TO TRAVEL AND ADVISING OF REASONABLE PRECAUTIONS TO BE  
TAKEN BY PASSENGER THAT ARE NECESSARY FOR SAFE TRAVEL,  
AND; B) THEY DO NOT POSE A THREAT TO OTHER TRAVELING  
PASSENGERS.

2) PERSONS WHO WOULD REQUIRE UNUSUAL OR UNREASONABLE TYPE  
OF ASSISTANCE OR MEDICAL TREATMENT ENROUTE, UNLESS  
ACCOMPANIED BY A TICKETED PASSENGER CAPABLE OF GIVING  
NECESSARY ASSISTANCE. NW PERSONNEL ARE NOT PERMITTED  
TO GIVE HYPODERMIC INJECTIONS. NW WILL PROVIDE  
REASONABLE ENPLANING AND DEPLANING ASSISTANCE, EXCEPT  
WHERE SUCH ASSISTANCE WOULD SUBJECT NW PERSONNEL OR  
PASSENGERS TO HARM, OR NW EQUIPMENT TO DAMAGE.

3) PERSONS WHO REQUIRE OXYGEN, STRETCHERS, INCUBATOR,  
OR HOOK-UP TO POWER SUPPLY, AND PERSONS WITH  
DISABILITIES IN GROUPS OF 10 OR MORE, AND PERSONS  
WHO REQUIRE AN ON-BOARD WHEELCHAIR (OR HAZARDOUS  
MATERIAL PACKAGING FOR WHEELCHAIR BATTERY), UNLESS  
THEY HAVE PROVIDED NOTICE OF SUCH AT LEAST  
48 (FORTY-EIGHT) HOURS IN ADVANCE OF THEIR FLIGHT AND  
CHECK IN FOR THE FLIGHT AT LEAST 1 (ONE) HOUR IN  
ADVANCE.

NOTE: DEFINITION OF HANDICAPPED FOR PURPOSES OF THIS  
RULE: ANY INDIVIDUAL WHO HAS A PHYSICAL  
OR MENTAL IMPAIRMENT THAT, ON A PERMANENT  
OR TEMPORARY BASIS, SUBSTANTIALLY LIMITS ONE  
OR MORE MAJOR LIFE ACTIVITIES, HAS A RECORD OF  
SUCH AN IMPAIRMENT, OR IS REGARDED AS HAVING  
SUCH AN IMPAIRMENT.

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TITLE/APPLICATION - 70 (CONT)

LIABILITY OF CARRIER - 77

- G) LIABILITY

NW IS NOT LIABLE FOR ITS REFUSAL TO TRANSPORT ANY PASSENGER OR FOR ITS REMOVAL OF ANY PASSENGER IN ACCORDANCE WITH THE PRECEDING PARAGRAPHS OF THIS RULE, BUT NW WILL, AT THE REQUEST OF THE PASSENGER, IN ANY SITUATION ARISING UNDER PARAGRAPHS A) OR F) ABOVE, REFUND IN ACCORDANCE WITH RULE 260 (REFUNDS-INVOLUNTARY), WHETHER OR NOT THE PASSENGER'S TICKET IS REFUNDABLE. SITUATIONS ARISING UNDER PARAGRAPH A) MAY, DEPENDING ON THE CIRCUMSTANCES, ENTITLE THE PASSENGER TO COMPENSATION UNDER RULE 240 (FAILURE TO OPERATE ON SCHEDULE). IN SITUATIONS ARISING UNDER PARAGRAPHS B), C), D), OR E) ABOVE EXCEPT E)1 AND E)4-5 AND E)7-8, A PASSENGER SHALL NOT BE ENTITLED TO A REFUND IF THE PASSENGER'S TICKET IS NONREFUNDABLE. NOT WITHSTANDING THE FOREGOING, IN SITUATIONS ARISING UNDER E)1 AND E)4-5 AND E)7-8, TO COMPENSATE NW FOR DELAY OR INCIDENTAL EXPENSES RELATED TO SAID SITUATION, A PASSENGER REFUSED BOARDING OR REMOVED FROM A FLIGHT, WILL NOT BE ENTITLED TO A REFUND, WHETHER OR NOT THE TICKET IS REFUNDABLE. AS AN EXPRESS PRECONDITION TO ISSUANCE OF ANY TICKET OR GRANTING OF PASSAGE BY NW HEREUNDER, NW SHALL NOT BE RESPONSIBLE FOR COMPENSATORY OR PUNITIVE DAMAGES. EXCEPT AS OTHERWISE SET FORTH HEREIN, THE PASSENGER'S SOLE AND EXCLUSIVE REMEDY SHALL BE RULE 260 (REFUND-INVOLUNTARY).

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TITLE/APPLICATION - 70

—      ELECTRONIC SURVEILLANCE OF PASSENGERS AND BAGGAGE

ELECTRONIC SURVEILLANCE OF PASSENGERS AND BAGGAGE

- A) PASSENGERS AND/OR THEIR BAGGAGE ARE SUBJECT TO INSPECTION BY EMPLOYEES OF THE TRANSPORTATION SECURITY ADMINISTRATION (TSA) ACCORDING TO STANDARDS AND PROCEDURES ESTABLISHED BY THE TSA, WITH AN ELECTRONIC DETECTOR WITH OR WITHOUT THE PASSENGER'S CONSENT OR KNOWLEDGE.
  
- B) SECURITY PROCEDURES IN U.S. AIRPORTS  
THE TSA HAS INSTITUTED STANDARDIZED SCREENING PROCEDURES AT AIRPORTS ACROSS THE COUNTRY. THE FOLLOWING INFORMATION DESCRIBES THE NEW ENHANCED PROCEDURES AS THEY PRESENTLY EXIST:
  - 1) EACH PASSENGER MUST GO THROUGH TWO STAGES OF SCREENING:
    - A) BAGGAGE CHECKPOINTS:  
SECURITY SCREENER WILL SCREEN ALL CHECKED BAGGAGE BEFORE IT IS LOADED ONTO THE PLANES. SEE C) BELOW FOR PRESENT TSA GUIDELINES FOR CHECKED BAGGAGE.
    - B) PASSENGERS CHECKPOINTS:  
PASSENGERS MUST PASS THROUGH THIS CHECKPOINT TO ACCESS THEIR DEPARTURE GATE. SECURITY SCREENER WILL SCREEN PASSENGERS AND CARRY-ON BAGGAGE. THIS CHECK POINT INCLUDES X-RAY MACHINE, WALK-THROUGH METAL DETECTOR, SECONDARY SCREENING WHICH MAY INCLUDE A HAND-WAND INSPECTION AND/OR A PAT-DOWN INSPECTION, INCLUDING POSSIBLE EXAMINATION OF ITEMS SUCH AS SHOES (AS DETERMINED BY THE TSA). IF CARRY ON BAGGAGE IS SELECTED FOR A SECONDARY SCREENING, BAG MAY BE OPENED AND EXAMINED AND MAY ALSO BE INSPECTED WITH AN EXPLOSIVE TRACE DETECTION MACHINE (ETD), WHICH IS SEPARATE FROM THE X-RAY MACHINE UTILIZED AT THE CHECKPOINT.
  - 2) SOME PASSENGERS MAY BE SELECTED FOR ADDITIONAL TSA SCREENING AT THE DEPARTURE GATE.
- C) TSA GUIDELINES FOR CHECKED LUGGAGE
  - . LEAVE CHECKED LUGGAGE UNLOCKED IN CASE TSA SCREENER MUST OPEN TO INSPECT. IF LUGGAGE IS LOCKED AND TSA NEEDS TO OPEN A BAG THE LOCKS MAY HAVE TO BE BROKEN. IF TSA SCREENER OPEN YOUR BAG DURING THE SCREENING PROCEDURE, THEY WILL CLOSE IT WITH A SECURITY SEAL. IN ADDITION, TSA WILL PLACE A NOTICE IN YOUR BAG.
  - . PACK FOOTWEAR ON TOP OF OTHER CONTENTS.

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TITLE/APPLICATION - 70 (CONT)

— ELECTRONIC SURVEILLANCE OF PASSENGERS AND BAGGAGE

- . PUT PERSONAL BELONGINGS, LIKE A TOOTHBRUSH, IN PLASTIC BAGS IN CASE A TSA SCREENER HAS TO HANDLE IT.
- . DO NOT STACK BOOKS (SINCE THEY MAY GIVE THE APPEARANCE OF A SINGLE, DENSE OBJECT).
- . DO NOT WRAP GIFTS
- . PUT SCISSORS, POCKET KNIVES AND OTHER SHARP ITEMS IN CHECKED LUGGAGE.
- . PUT UNDEVELOPED FILM IN CARRY ON LUGGAGE. (ETD MACHINES MAY DAMAGE NEGATIVE AND UNDEVELOPED FILM.
- . TSA WILL ASSESS ANY CLAIMS MADE TO TSA ON AN INDIVIDUAL BASIS. CONTACT THE TSA CONSUMER RESPONSE CENTER AT 1-866-289-9673.

NOTE: NORTHWEST AIRLINES IS NOT LIABLE FOR PROPERTY THAT HAS BEEN LOST OR DAMAGED DUE TO SECURITY SCREENING REQUIREMENTS. PASSENGERS WHO DO NOT FOLLOW TSA GUIDELINES AND PROCEDURES FOR CHECKED LUGGAGE WILL NOT BE PERMITTED TO BOARD THEIR FLIGHT AND MAY BE SUBJECT TO OTHER INCONVENIENCE. NORTHWEST AIRLINES WILL NOT BE LIABLE IN ANY RESPECT FOR A PASSENGER'S FAILURE TO COMPLY WITH TSA'S SURVEILLANCE AND INSPECTION REQUIREMENTS.

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TITLE/APPLICATION - 70

— PRIVACY POLICY

NORTHWEST AIRLINES IS COMMITTED TO PROTECTING THE PRIVACY OF ITS CUSTOMERS IN COMPLIANCE WITH ALL RELEVANT DATA PROTECTION LAWS. WHEN A PASSENGER BOOKS OR PURCHASES A NORTHWEST TICKET FOR TRANSPORTATION OR REQUESTS ANY OTHER SERVICE FROM NORTHWEST, PERSONAL DATA MAY BE COLLECTED, PROCESSED, RETAINED, USED, AND TRANSFERRED FOR ANY OF THE FOLLOWING THE BUSINESS PURPOSES:

- 1) MAKING A RESERVATION;
- 2) PURCHASING A TICKET;
- 3) PARTICIPATING IN OR OPERATING NW'S FREQUENT FLYER PROGRAM;
- 4) PURCHASING CARGO SERVICES;
- 5) PROVIDING ANCILLARY SERVICES, INCLUDING BUT NOT LIMITED TO:
  - a. ACCOMMODATING SPECIAL SERVICE REQUESTS;
  - b. UNACCOMPANIED MINOR AND ADULT ASSIST PROGRAMS; OR
  - c. MEAL AND SHOPPING PURCHASES ABOARD AIRCRAFT;
- 6) ACCOUNTING, BILLING, AND AUDITING;

- 7) CHECKING CREDIT OR OBTAINING PAYMENT AUTHORIZATIONS;
- 8) SYSTEMS TESTING, MAINTENANCE AND DEVELOPMENT;
- 9) CUSTOMER RELATIONS;
- 10) SALES AND MARKETING;
- 11) PROMOTIONS FOR NORTHWEST AND THIRD PARTIES' GOODS AND SERVICES;
- 12) STATISTICAL ANALYSIS;
- 13) DEVELOPING AND TAILORING CURRENT AND FUTURE SERVICES;
- 14) FACILIATING TRAVEL;
- 15) FACILITATING IMMIGRATION AND ENTRY PROCEDURES AND CUSTOMS CLEARANCE;
- 16) PROVIDING SUCH DATA TO GOVERNMENTAL AGENCIES AND THIRD PARTIES IN CONNECTION WITH YOUR TRAVEL;
- 17) PROVIDING SUCH DATA TO GOVERNMENTAL AGENCIES AND THIRD PARTIES TO COMPLY WITH, OR ASSIST IN THE DEVELOPMENT OF, SECURITY OR SAFETY MEASURES FOR PASSENGERS, BAGGAGE, OR CARGO, OR TO PROVIDE THE PREVENTION OR DETECTION OF CRIMINAL ACTS OR THE APPREHENSION OR PROSECUTION OF OFFENDERS; AND
- 18) PROTECTING THE LEGAL RIGHTS OF NW OR KL.

THE PROVISION TO NORTHWEST OF PERSONAL DATA BY A PASSENGER THUS AUTHORIZES NORTHWEST AND ITS AFFILIATES OR AUTHORIZED AGENTS THROUGHOUT THE WORLD TO; (1) COLLECT, PROCESS, RETAIN, USE, AND TRANSFER TO THIRD PARTIES, INCLUDING OTHER CARRIERS AND GOVERNMENT AGENCIES FOR THEIR USE, PROCESSING, AND RETENTION SUCH PERSONAL DATA AS NORTHWEST DEEMS NECESSARY TO CARRY OUT THE ABOVE-MENTIONED BUSINESS PURPOSES. NORTHWEST DOES NOT WARRANT OR REPRESENT THAT ANY PARTY THAT IT PROVIDES SUCH PERSONAL DATA TO IN ACCORDANCE WITH THIS POLICY WILL APPLY THIS POLICY.

ADDITIONAL PRIVACY POLICIES ARE AVAILABLE ON NORTHWEST.COM RELATING TO ONLINE PURCHASES.

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TITLE/APPLICATION - 70

-- ACCEPTANCE OF CHILDREN

ACCEPTANCE OF CHILDREN - 71

- A) ACCOMPANIED CHILDREN - CHILDREN UNDER 15 YEARS OF AGE WILL BE ACCEPTED FOR TRANSPORTATION WHEN ACCOMPANIED ON THE SAME FLIGHT BY A RESPONSIBLE ADULT OR BY A PARENT OR LEGAL GUARDIAN WHO IS AT LEAST 15 YEARS OF AGE.

UNACCOMPANIED CHILDREN - 72

- B) UNACCOMPANIED CHILDREN - CHILDREN TRAVELING ALONE OR NOT ACCOMPANIED ON THE SAME FLIGHT BY RESPONSIBLE ADULT OR BY A PARENT OR LEGAL GUARDIAN WHO IS AT LEAST 15 YEARS OF AGE WILL BE ACCEPTED FOR TRANSPORTATION AT NW'S SOLE DISCRETION AS FOLLOWS:
- 1) UNDER 5 YEARS OLD - NOT ACCEPTED UNDER ANY CONDITIONS.
  - 2) AGES 5-7 YEARS OLD - ONLY IF ENROLLED IN UNACCOMPANIED MINOR PROGRAM AND ONLY ON NONSTOP FLIGHTS OR DIRECT FLIGHTS THAT DO NOT INCLUDE A SCHEDULED AIRCRAFT CHANGE.
  - 3) AGES 8-14 YEARS OLD - ONLY IF ENROLLED IN UNACCOMPANIED MINOR PROGRAM.
  - 4) AGES 15-17 - MAY TRAVEL UNACCOMPANIED OR MAY ENROLL IN UNACCOMPANIED MINOR PROGRAM.  
NOTE: CHILD AGED 15-17 WILL NOT BE ALLOWED TO ENROLL IN UNACCOMPANIED MINOR PROGRAM IF TRAVELING WITH CHILD UNDER 5 YEARS OF AGE.

UNACCOMPANIED MINOR - 73

- C) UNACCOMPANIED MINOR PROGRAM - CHILDREN ENROLLED IN THE UNACCOMPANIED MINOR PROGRAM ARE SUBJECT TO THE FOLLOWING CONDITIONS:
- 1) THE CHILD MUST BE BROUGHT TO THE DEPARTURE AIRPORT BY A RESPONSIBLE ADULT AT LEAST ONE HOUR BEFORE THE CHILD'S SCHEDULED DEPARTURE. THE RESPONSIBLE ADULT MUST REMAIN WITH THE CHILD UNTIL THE CHILD HAS BOARDED THE FLIGHT AND MUST REMAIN AT THE GATE UNTIL ITS DEPARTURE FROM THE DATE.
  - 2) THE RESPONSIBLE ADULT MUST ARRANGE FOR THE CHILD TO BE MET BY ANOTHER RESPONSIBLE ADULT UPON DEPLANING AT THE CHILD'S DESTINATION AND MUST COMPLETE AND SIGN AN UNACCOMPANIED MINOR FORM, WHICH WILL REQUIRE THE NAME AND CONTACT INFORMATION OF THE RESPONSIBLE ADULT MEETING THE CHILD AS WELL AS THE NAME AND CONTACT INFORMATION OF A PERSON TO BE AVAILABLE WHILE THE CHILD IS IN NW'S CARE IN CASE OF EMERGENCY.

- 3) THE UNACCOMPANIED CHILD MUST FOLLOW ALL RULES OF THE UNACCOMPANIED MINOR PROGRAM, INCLUDING, IF REQUIRED, THE WEARING OF ANY WRISTBAND OR STICKER IDENTIFYING THE CHILD AS AN UNACCOMPANIED MINOR.
- 4) IN NO EVENT WILL UNACCOMPANIED CHILDREN BE ACCEPTED FOR TRAVEL IF:
  - A) THE FLIGHT ON WHICH THE CHILD HOLDS A RESERVATION MAY TERMINATE SHORT OF OR BYPASS THE AIRPORT(S) INDICATED ON THE CHILD'S TICKET.
  - B) THE FLIGHT DEPARTS BETWEEN 9:00 P.M. AND 5:00 A.M. UNLESS TRAVEL IS ON AN INTERNATIONAL FLIGHT, A FLIGHT OPERATING OUT OF HAWAII OR ALASKA, OR A DOMESTIC FLIGHT OF TWO HOURS OR LESS.
  - C) THE ITINERARY INCLUDES A CONNECTION TO THE LAST AVAILABLE ON-LINE FLIGHT OF THE DAY, UNLESS THE CONNECTING FLIGHT IS THE ONLY PUBLISHED SERVICE TO THAT DESTINATION.
- 5) NW RESERVES THE RIGHT TO REFUSE TRANSPORTATION TO ANY CHILD THAT DOES NOT APPEAR, IN NW'S SOLE DISCRETION, TO MEET AGE REQUIREMENTS WHERE NO PROOF OF AGE IS AVAILABLE, OR IF THE RESPONSIBLE ADULT FAILS TO CHECK IN THE CHILD ONE HOUR PRIOR TO SCHEDULED DEPARTURE.
- 6) CHILDREN AGED 8-17 MAY BE ACCEPTED FOR ON-LINE TRANSPORTATION OR FOR INTERLINE TRANSPORTATION (ON DL/KL/AF ONLY) PROVIDED THAT SPACE HAS BEEN CONFIRMED TO A POINT WHERE THE CHILD IS TO BE MET BY A RESPONSIBLE ADULT.
- 7) CHILD AGED 15-17 MAY NOT TRAVEL WITH CHILD AGE 5-15 YEARS OF AGE UNLESS BOTH CHILDREN ARE ENROLLED IN THE UNACCOMPANIED MINOR PROGRAM, EXCEPT IF THE CHILD AGE 15-17 IS THE YOUNGER CHILD'S PARENT OR LEGAL GUARDIAN.
- 8) UNACCOMPANIED MINOR PROGRAM FEE - UNACCOMPANIED MINOR ASSISTANCE IS AN ADDITIONAL SERVICE PROVIDED BY NW AND IS SUBJECT TO THE FOLLOWING FEES:
  - A) ONE-WAY SERVICE-
    - I) NONSTOP - \$ 100
    - II) CONNECTING - \$ 100

NOTE: THE CONNECTING RATE APPLIES WHETHER CONNECTING TO AN ON-LINE FLIGHT OR AN INTERLINE FLIGHT.
  - B) IF TWO OR MORE CHILDREN ARE TRAVELING TOGETHER ON THE SAME UNACCOMPANIED MINOR FORM, ONLY ONE SERVICE FEE WILL BE ASSESSED. A MAXIMUM OF FOUR CHILDREN TRAVELING TOGETHER WILL BE ALLOWED ON ONE FORM AND FEE, EXCEPT THAT MORE THAN FOUR RELATED FAMILY MEMBERS WILL BE ALLOWED ON ONE FORM AND FEE.

ADULT ASSIST PROGRAM - 74

- D) (APPLICABLE ONLY FOR REQUESTS RECEIVED BEFORE 01DEC08)  
ADULT ASSIST PROGRAM - ANY ADULT REQUESTING UNACCOMPANIED ASSISTANCE IN THE SAME FORM AS PROVIDED UNDER THE UNACCOMPANIED MINOR PROGRAM WILL BE PROVIDED

SUCH ASSISTANCE SUBJECT TO THE SAME POLICIES,  
PROCEDURES, AND FEES OF THE UNACCOMPANIED MINOR PROGRAM  
DESCRIBED ABOVE, EXCEPT ADULT PASSENGERS ARE NOT SUBJECT  
TO THE RESTRICTIONS RELATING TO RED-EYE FLIGHTS. SUCH  
ASSISTANCE MAY BE REQUESTED BY THE REQUESTING ADULT  
PASSENGER, A LEGAL GUARDIAN, OR OTHER PERSON RESPONSIBLE  
FOR THE ADULT PASSENGER'S CARE AND WELL-BEING. THE ADULT  
ASSIST PROGRAM WILL BE DISCONTINUED AND NOT BE OFFERED  
FOR REQUESTS RECEIVED ON/AFTER 01DEC08.

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IN EFFECT ON: 01APR09

AREA: US TARIFF: DGR CXR: NW RULE: 0080

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TITLE/APPLICATION - 70

- INFLIGHT ENTERTAINMENT

WHEN INFLIGHT VISUAL ENTERTAINMENT IS PROVIDED IN THE MAIN  
CABIN, NW WILL ASSESS A CHARGE FOR EACH PASSENGER WHO:  
1) REQUESTS AND IS PROVIDED THE USE OF AN AUDIO HEADSET, OR  
2) CONNECTS AN AUDIO HEADSET OTHER THAN THAT PROVIDED BY NW  
TO NW'S INFLIGHT ENTERTAINMENT SYSTEM.  
C) (X)

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 01APR09

AREA: US TARIFF: DGR CXR: NW RULE: 0085

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TITLE/APPLICATION - 70

- SMOKE FREE SERVICE

NW WILL PROVIDE SMOKE FREE SERVICE ON ALL FLIGHTS.

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 01APR09

AREA: US TARIFF: DGR CXR: NW RULE: 0090  
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TITLE/APPLICATION - 70

- OXYGEN SERVICE

NW WILL PROVIDE ONLINE INFLIGHT OXYGEN SERVICE ON ALL  
NORTHWEST FLIGHTS UPON REQUEST.

- A) THE PASSENGER MUST GIVE NW AT LEAST 48 HRS. NOTICE  
THAT INFLIGHT OXYGEN WILL BE NEEDED. IT WILL BE THE  
PASSENGER'S RESPONSIBILITY TO MAKE ARRANGEMENTS FOR  
OXYGEN SERVICE VIA OTHER CARRIERS INVOLVED IN THE  
PASSENGER'S INTERLINE TRANSPORTATION.
- B) NW WILL REQUIRE A WRITTEN STATEMENT FROM THE PASSENGER'S  
PHYSICIAN, WHICH WILL CERTIFY THE NEED FOR INFLIGHT  
OXYGEN SERVICE, THE MAXIMUM USAGE PER HOUR AND THE OXYGEN  
FLOW RATE PER MINUTE.
- C) THE CHARGE FOR OXYGEN SERVICE IS USD 100.00USD PER FLIGHT  
COUPON (PER PASSENGER). THIS CHARGE IS NOT REFUNDABLE OR  
SUBJECT TO ANY DISCOUNT.

NOTE: (X)

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 01APR09

AREA: US TARIFF: DGR      CXR: NW    RULE: 0091  
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TITLE/APPLICATION - 70

—      RULE 91NW STRETCHERS

NW WILL CARRY AN INCAPACITATED PASSENGER, SUBJECT TO RULE NO. 35 IN THIS TARIFF, ON A STRETCHER FURNISHED BY NW PROVIDED:

- 1) ADVANCE ARRANGEMENTS ARE MADE AND APPROVED BY NW, AND A STRETCHER AND APPROPRIATE EQUIPMENT FOR MOUNTING THE STRETCHER WITHIN THE AIRCRAFT ARE MADE AVAILABLE.
- 2) A MEDICAL CERTIFICATE FROM A LICENSED PHYSICIAN, ON A FORM PROVIDED BY NW, WILL BE SUBMITTED NOT LATER THAN 72 HOURS BEFORE THE SCHEDULED FLIGHT.
- 3) THE STRETCHER PASSENGER IS ACCOMPANIED BY THE NUMBER OF ABLE-BODIED ATTENDANTS INDICATED BELOW WHO ARE RESPONSIBLE FOR THE CARE OF THE STRETCHER PASSENGER DURING THE TRIP AND WHO OCCUPY THE SEAT ADJOINING THOSE OCCUPIED BY THE STRETCHER PASSENGER.
- 4) LOADING AND UNLOADING OF THE STRETCHER PASSENGER IS THE RESPONSIBILITY OF THE ATTENDANT AND OTHER PERSONS AS MAY BE ARRANGED BY THE PASSENGER, AND THE COST OF LOADING AND UNLOADING THE STRETCHER PASSENGER, AS WELL AS THE COST OF AMBULANCE SERVICE, HOSPITALIZATION, AND OTHER GROUND EXPENSES ARE BORNE BY THE PASSENGER.
- 5) THE FOLLOWING CHARGES FOR THE STRETCHER PASSENGER ARE PAID TO NW FOR ONE-WAY NORTHWEST ONLINE TRAVEL (VIA OTHER THAN -UP26 TYPE FARES):

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 01APR09

AREA: US TARIFF: DGR CXR: NW RULE: 0091

TITLE/APPLICATION - 70

— RULE 91NW STRETCHERS

AIRCRAFT TYPE	CHARGES	INCLUDES
747/D10 A330	6 FULL EXECUTIVE CLASS FARES (6-26 COACH TYPE FARES BETWEEN POINTS WHERE EXECUTIVE CLASS FARES ARE NOT PUBLISHED	TRANSPORTATION OF THE STRETCHER PASSENGER PLUS ONE ACCOMPANYING ATTENDANT
A319/A320 757	4 FULL FIRST CLASS FARES	TRANSPORTATION OF THE STRETCHER PASSENGER PLUS TWO ACCOMPANYING ATTENDANTS

NOTE 1: STRETCHER PASSENGERS ARE NOT ACCEPTED ON AIRCRAFT  
TYPES OTHER THAN THOSE LISTED ABOVE.

NOTE 2: THE CHARGES STATED ABOVE ARE NOT SUBJECT TO ANY  
DISCOUNT, INCLUDING (BUT NOT LIMITED TO) INDUSTRY  
DISCOUNTS OR DISCOUNTS FOR AGENTS/INFANTS/CHILDREN.

NOTE 3: THE NORMAL BAGGAGE ALLOWANCE APPLIES TO EACH FARE  
PAID.

NOTE 4: WHERE THE STRETCHER PASSENGER'S ITINERARY INVOLVES  
A CHANGE OF AIRCRAFT TYPE, THE CHARGE WILL BE THE  
SUM OF THE CHARGES APPLICABLE TO EACH AIRCRAFT TYPE  
USED.

EXCEPTION: WHEN THERE IS A CHANGE BETWEEN A 747  
AIRCRAFT AND A 727 AIRCRAFT, THE  
CHARGES APPLICABLE TO THE ONE-WAY  
ROUTING FLOWN CAN BE CALCULATED AS IF  
A 747 AIRCRAFT WAS OPERATED OVER THAT  
ENTIRE ROUTING IF THAT PRODUCES A LOWER  
CHARGE.

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 01APR09  
AREA: US TARIFF: DGR CXR: NW RULE: 0095  
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TITLE/APPLICATION - 70

-- CLAIMS

PERSONAL INJURY AND DEATH - 71

- A) PERSONAL INJURY AND DEATH  
NO ACTION SHALL BE MAINTAINED FOR INJURY TO OR DEATH OF ANY PASSENGER UNLESS:
- 1) NOTICE OF THE ALLEGED OCCURRENCE OF EVENTS RESULTING IN THE CLAIM IS PRESENTED IN WRITING TO THE GENERAL OFFICES OF THE CARRIER ALLEGED TO BE RESPONSIBLE WITHIN 90 DAYS, AND;
  - 2) ACTION REGARDING THE CLAIM COMMENCES WITHIN ONE YEAR OF ITS ALLEGED OCCURRENCE.

BAGGAGE CLAIMS - 72

-- BAGGAGE CLAIMS

- 1) PRELIMINARY NOTICE  
IN THE CASE OF MISSING, DELAYED OR DAMAGED BAGGAGE, THE PROVISIONS IN B)2) WILL APPLY, EXCEPT THAT PRELIMINARY NOTICE OF LOSS, DELAY OR DAMAGE MUST BE REPORTED TO NW WITHIN 24 HOURS AFTER THE FLIGHT ON WHICH THE LOSS, DELAY OR DAMAGE IS ALLEGED TO HAVE OCCURRED. IF THE CLAIMANT FAILS TO GIVE NOTICE WITHIN SUCH TIME LIMIT, NO SUCH ACTION WILL LIE AGAINST NW UNLESS THE CLAIMANT ESTABLISHES TO THE SATISFACTION OF NW THAT THEY WERE UNABLE TO GIVE SUCH NOTICE.
- 2) OTHER TIME LIMITATIONS  
NO ACTION WILL BE MAINTAINED FOR ANY LOSS OF, DAMAGE TO OR DELAY IN THE DELIVERY OF ANY PROPERTY OR BAGGAGE OR ON ANY OTHER CLAIM (EXCEPTING PERSONAL INJURY OR DEATH), IN CONNECTION WITH TRANSPORTATION OF OR FAILURE TO TRANSPORT ANY PASSENGER'S PROPERTY OR BAGGAGE UNLESS NOTICE OF THE CLAIM IS PRESENTED IN WRITING TO AN OFFICE OF NW WITHIN 45 DAYS AFTER THE ALLEGED OCCURRENCE. THE ACTION MUST BE INITIATED WITHIN 2 YRS. AFTER SUCH ALLEGED OCCURRENCE. ANY WRITTEN NOTIFICATION RECEIVED BY THE CARRIER WITHIN 45 DAYS WHICH INFORMS THE CARRIER OF THE NATURE OF THE CLAIM IS SUFFICIENT TO MEET THE REQUIREMENTS FOR TIMELY NOTICE. FAILURE TO GIVE THE ABOVE NOTICE WILL NOT BE A BAR IF THE CLAIMANT CAN SHOW GOOD CAUSE FOR THEIR FAILURE TO BRING CLAIM WITHIN 45 DAYS.
- 3) LIMITS  
EFFECTIVE DECEMBER 22, 2008, THE AMOUNTS RECOVERABLE FOR MISSING OR LOST BAGGAGE SHALL NOT EXCEED \$3300.00 USD.

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 01APR09

AREA: US TARIFF: DGR CXR: NW RULE: 0095

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TITLE/APPLICATION - 70

-- CLAIMS (CONT)

OVERCHARGES - 73

-- C) OVERCHARGES

NO CLAIMS FOR OVERCHARGES SHALL BE VALID AND NO ACTION SHALL BE MAINTAINED THEREON MORE THAN 2 YEARS AFTER THE DATE OF THE SALE OF THE TICKET, UNLESS SUCH CLAIM OR ACTION IS ACCOMPANIED BY THE PASSENGER COUPON PORTION OF SAID TICKET.

NW WILL AVAIL ITSELF OF THE LIMITATION OF LIABILITY PROVIDED IN THE CONVENTION FOR THE UNIFICATION OF CERTAIN RULES RELATING TO INTERNATIONAL CARRIAGE BY AIR SIGNED AT WARSAW OCTOBER 12, 1929, OR PROVIDED IN THE SAID CONVENTION AS AMENDED BY THE PROTOCOL SIGNED AT THE HAGUE SEPTEMBER 28, 1955, AS EITHER OF THE SAME MAY BE AMENDED OR SUPERCEDED. HOWEVER, IN ACCORDANCE WITH ARTICLE 22(1) OF SAID CONVENTION OR SAID CONVENTION AS AMENDED BY SAID PROTOCOL, THE CARRIER AGREES THAT, AS TO ALL INTERNATIONAL TRANSPORTATION BY THE CARRIER AS DEFINED IN THE SAID CONVENTION OR SAID CONVENTION AS AMENDED BY SAID PROTOCOL WHICH ACCORDING TO THE CONTRACT OF CARRIAGE INCLUDES AS A POINT IN THE UNITED STATES OF AMERICA A POINT OF ORIGIN, POINT OF DESTINATION OR AGREED STOPPING PLACE:

- 1) THE LIMIT OF LIABILITY FOR EACH PASSENGER FOR DEATH, WOUNDING OR OTHER BODILY INJURY WILL BE THE SUM OF USD \$75,000.00 INCLUSIVE OF LEGAL FEES AND COSTS EXCEPT THAT IN CASE OF A CLAIM BROUGHT IN A STATE WHERE PROVISION IS MADE FOR SEPARATE AWARD OF LEGAL FEES AND COSTS, THE LIMIT WILL BE THE SUM OF USD \$58,000.00 EXCLUSIVE OF LEGAL FEES AND COSTS.
- 2) THE CARRIER WILL NOT, WITH RESPECT TO ANY CLAIM ARISING OUT OF THE DEATH, WOUNDING OR OTHER BODILY INJURY OF A PASSENGER, AVAIL ITSELF OF ANY DEFENSE UNDER ARTICLE 20(I) OF SAID CONVENTION OR SAID CONVENTION AS AMENDED BY SAID PROTOCOL.  
NOTHING HEREIN WILL BE DEEMED TO AFFECT THE RIGHTS AND LIABILITIES OF NW WITH REGARD TO ANY CLAIM BROUGHT BY OR ON BEHALF OF OR IN RESPECT TO ANY PERSON WHO HAS WILLFULLY CAUSED DAMAGE WHICH RESULTED IN DEATH, WOUNDING OR OTHER BODILY INJURY OF A PASSENGER.

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 01APR09

AREA: US TARIFF: DGR CXR: NW RULE: 0095

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TITLE/APPLICATION - 70

\_ CLAIMS (CONT)

CUSTOMER COMPLAINTS - 74

\_ D) RESPOND TO CUSTOMER COMPLAINTS

THE DIRECTOR OF CUSTOMER RELATIONS AND SALES SUPPORT IS THE DESIGNATED OMBUDSMAN FOR COMPLAINT RESOLUTION AT NW. ALL CUSTOMER COMPLAINTS SHOULD BE FORWARDED TO THE FOLLOWING ADDRESS:

U.S. MAIL: NORTHWEST AIRLINES  
DIRECTOR - CUSTOMER RELATIONS  
P.O. BOX 1908  
MINOT ND 58702

TELEPHONE: 701-420-6282

INTERNET/E-MAIL: WWW.NWA.COM/TALK

FACSIMILE: 651-367-8459

E) HANDLING CUSTOMER COMPLAINTS

- 1) CUSTOMERS CAN OBTAIN NW ADDRESSES AND TELEPHONE NUMBERS FROM TICKET COUNTER AGENTS, GATE AGENTS AND THROUGH THE NW TOLL-FREE RESERVATION LINE (800-225-2525). THE ADDRESS AND E-MAIL ADDRESS ARE PUBLISHED IN NW'S IN-FLIGHT MAGAZINE, WORLDTRAVELER, AS WELL AS IN NW'S CUSTOMER GUIDE WHICH IS AVAILABLE AT ALL NW AIRPORT LOCATIONS AND CITY TICKET OFFICES.
- 2) COMPLAINTS ARE COLLECTED THROUGH FIVE DIFFERENT DEPARTMENTS IN THE UNITED STATES. THEY INCLUDE CUSTOMER RELATIONS (POST-EVENT ISSUES), CUSTOMER ACTION DESK (PRE-EVENT ISSUES), REFUNDS, CENTRAL LUGGAGE SERVICE AND NW WORLDPERKS.
- 3) ONCE THE APPROPRIATE AREA RECEIVES THE COMPLAINT, IT WILL BE LOGGED AND CODED, AND A RESPONSIVE CUSTOMIZED LETTER IS ISSUED.
- 4) CUSTOMER RELATIONS IS OPEN DURING THE HOURS OF 7:30 A.M. - 7 P.M. CENTRAL TIME, MONDAY - FRIDAY.
- 5) INTERNAL STANDARDS ARE SET AND USED FOR MEASURING TURNAROUND TIMES, ANSWERING TIMES AND QUALITY. A MAXIMUM OF 60 DAYS IS USED AS A STANDARD FOR RESPONDING TO COMPLAINTS.

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 01APR09

AREA: US TARIFF: DGR CXR: NW RULE: 0100  
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TITLE/APPLICATION - 70

— TICKETS - GENERAL

- A) NO PERSON SHALL BE ENTITLED TO TRANSPORTATION EXCEPT UPON PRESENTATION OF A VALID TICKET. SUCH TICKET SHALL ENTITLE THE PASSENGER TO TRANSPORTATION ONLY BETWEEN POINT OF ORIGIN AND DESTINATION AND VIA THE ROUTING DESIGNATED THEREON.
- B) FLIGHT COUPONS WILL BE HONORED ONLY IN THE ORDER IN WHICH THEY ARE ISSUED, AND ONLY IF ALL UNUSED FLIGHT COUPONS AND THE PASSENGER COUPONS ARE PRESENTED TOGETHER.
- C) USE OF COUPONS FROM TWO OR MORE TICKETS ISSUED AT ROUND TRIP FARES FOR THE PURPOSE OF CIRCUMVENTING APPLICABLE TARIFF RULES (SUCH AS ADVANCE PURCHASE/MINIMUM STAY REQUIREMENT) IS NOT PERMITTED. NW AGENTS AND AUTHORIZED TRAVEL AGENTS ARE PROHIBITED FROM ISSUING TICKETS, COMMONLY REFERRED TO AS "BACK TO BACK TICKETING", WITH THE INTENT TO ABUSE AND/OR MISUSE RESTRICTED ROUND TRIP FARES. AGENTS FOUND ISSUING SUCH TICKETS MAY BE LIABLE FOR THE DIFFERENCE BETWEEN THE FARE PAID AND THE FARE FOR TRANSPORTATION USED. IN ADDITION, IN EXERCISE OF ITS REASONABLE DISCRETION, NW MAY, TAKE SUCH ACTION IN RELATION TO AN OFFENDING PASSENGER'S WORLDPERKS ACCOUNT, INCLUDING TERMINATION OF MEMBERSHIP AND FORFEITURE OF ACCRUED MILES. NW HAS THE RIGHT TO DENY TRANSPORTATION TO PASSENGERS FOUND UTILIZING TICKETS IN THIS MANNER UNLESS THE DIFFERENCE BETWEEN THE FARE PAID AND THE FARE FOR TRANSPORTATION USED IS COLLECTED.
- D) THE PURCHASE AND USE OF ROUND TRIP TICKETS FOR THE PURPOSE OF ONE-WAY TRAVEL ONLY, KNOWN AS "THROWAWAY TICKETING" IS PROHIBITED BY NW.
- E) FARES APPLY FOR TRAVEL ONLY BETWEEN THE POINTS FOR WHICH THEY ARE PUBLISHED. TICKETS MAY NOT BE PURCHASED AND USED AS FARE(S) FROM AN INITIAL DEPARTURE POINT ON THE TICKET WHICH IS BEFORE THE PASSENGER'S ACTUAL POINT OF ORIGIN OR TRAVEL, OR TO A MORE DISTANT POINT(S) THAN THE PASSENGER'S ACTUAL DESTINATION BEING TRAVELED EVEN WHEN THE PURCHASE AND USE OF SUCH TICKETS WOULD PRODUCE A LOWER FARE. THIS PRACTICE IS KNOWN AS "HIDDEN CITIES TICKETING" OR "POINT BEYOND TICKETING" AND IS PROHIBITED BY NW.
- F) A TICKET WHICH HAS NOT BEEN VALIDATED OR WHICH HAS BEEN ALTERED, MUTILATED OR IMPROPERLY ISSUED SHALL NOT BE VALID.
- G) TICKETS MAY BE PURCHASED BY CREDIT, INSTALLMENT, OR TIME PAYMENT PLANS IN EFFECT.
- H) THE PURCHASER OF A NW TICKET AND THE PASSENGER

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 01APR09

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TITLE/APPLICATION - 70

-- TICKETS - GENERAL (CONT)

INTENDING TO USE SUCH TICKET ARE RESPONSIBLE FOR ENSURING THAT THE TICKET ACCURATELY STATES THE PASSENGER'S NAME. PRESENTATION OF A TICKET FOR TRANSPORTATION ON NW BY SOMEONE OTHER THAN THE PASSENGER NAMED THEREON RENDERS THE TICKET VOID. SUCH TICKET WILL BE SUBJECT TO CONFISCATION AND WILL BE INELIGIBLE FOR ANY REFUND.

- I) TICKETS ARE NOT TRANSFERABLE. FURTHERMORE, NW IS NOT LIABLE TO THE OWNER OF A TICKET WHEN PRESENTED BY ANOTHER PERSON FOR HONORING OR REFUNDING.
- J) ALL TICKETS MUST BE USED ACCORDING TO THE FARE RULE APPLICABLE TO THE FARE OR FARES SHOWN ON THE TICKET.
- K) AS A CONDITION TO PURCHASE OF A TICKET, ALL PASSENGERS WAIVE ANY CLAIM FOR COMPENSATORY OR PUNITIVE DAMAGES ARISING FROM DENIED BOARDING.
- L) FOR DEFINITION OF NW TICKET/STOCK SEE RULE 005.
- M) AN ELECTRONIC TICKET (E-TICKET/ET) IS THE RECORD OF AGREEMENT PROCESSED AND MAINTAINED WITHIN THE NORTHWEST'S ELECTRONIC RESERVATION SYSTEM. A WRITTEN RECEIPT IS PROVIDED TO THE PURCHASER OF THE ELECTRONIC TICKET WHICH CONTAINS A SUMMARY OF THE TICKET INFORMATION AND A REFERENCE FOR RETRIEVING THE RECORD WITHIN THE NORTHWEST'S RESERVATION SYSTEM AND SUMMARY OF THE TICKET INFORMATION.
- N) ELECTRONIC TICKETS ARE REQUIRED FOR ALL E-TICKETABLE ITINERARIES. PAPER TICKETS WILL NOT BE ACCEPTED IN E-TICKET ELIGIBLE MARKETS. WHEN AN AGENCY IS UNABLE TO ISSUE AN ELECTRONIC TICKET:
  - 1) U.S. AGENCIES CAN ISSUE A PAPER TICKET. A USD 15.00 PAPER TICKET FEE WILL APPLY. FEE IS WAIVED FOR INFANT TICKETS.
  - 2) CANADIAN AGENCIES CAN ISSUE A PREPAID TICKET. A USD15.00/CAD15.00 SERVICE CHARGE WILL APPLY. SERVICE CHARGE IS WAIVED FOR INFANT TICKETS.
- O) NORTHWEST WILL ONLY ACCEPT AGENCY ISSUED ELECTRONIC TICKETS WHEN AT LEAST ONE NW OR KL MARKETED FLIGHT IS ON THE ORIGINAL TICKET.
- P) IN ADDITION TO THE OTHERWISE APPLICABLE FARE, NORTHWEST WILL COLLECT AT THE TIME OF TICKETING AN ADDITIONAL USD 20.00 FOR REVENUE TICKETS AND FOR AWARD TICKETS PURCHASED DIRECTLY FROM NORTHWEST OVER THE TELEPHONE. FOR TICKETS PURCHASED DIRECTLY FROM NORTHWEST AT AN AIRPORT TICKET OFFICE, NORTHWEST WILL COLLECT AN ADDITIONAL USD 35.00 FOR REVENUE TICKETS, USD 45.00 FOR AWARD TICKETS WHEN ALL TRAVEL IS ON NORTHWEST/DELTA, AND USD 60.00 FOR AWARD TICKETS WHEN ALL TRAVEL IS NOT ON NORTHWEST/DELTA.

THIS ADDITIONAL CHARGE IS NOT REFUNDABLE AND SHALL BE INCLUDED IN THE TOTAL FARE QUOTED TO THE PASSENGER AT THE TIME OF TICKETING.
- Q) 1) NORTHWEST WILL COLLECT AN AGENT ASSISTANCE FEE FOR ANY CHANGE TO A RESERVATION OR TICKET REQUESTED THROUGH A NW CALL CENTER RESERVATIONS AGENT OR THROUGH A NW AIRPORT TICKET AGENT FOR TICKETS ORIGINALLY ISSUED IN THE U.S. THROUGH EXTERNAL TICKETING SOURCES SUCH AS: TRADITIONAL TRAVEL

AGENCIES, ONLINE TRAVEL AGENCIES, ONLINE WEBSITES, OR OTHER AIRLINES.  
THE FEE FOR A CHANGE REQUESTED THROUGH A CALL CENTER  
RESERVATIONS AGENT OR THROUGH A NW AIRPORT TICKET AGENT  
WILL BE USD 50.00.

- R) THE ADDITIONAL CHARGES SHOWN IN Q) ABOVE ARE SUBJECT TO  
CHANGE WITHOUT NOTICE, ARE NOT REFUNDABLE, AND ARE IN  
ADDITION TO ANY ADMINISTRATIVE FEE OR OTHER ADDITIONAL  
FARE COLLECTION. THE APPLICABLE CHARGE SHALL BE THE CHARGE IN  
EFFECT AT THE TIME OF TICKETING OR WHEN A CHANGE IN THE  
RESERVATION OR TICKETING IS MADE.

\_ TICKET VALIDITY AND CANCELLATION

PERIOD OF VALIDITY - 71

- A) PERIOD OF VALIDITY  
EXCEPT AS PROVIDED IN THE APPLICABLE FARE RULE,  
EXTENSION OF VALIDITY, AND SPECIAL FARE PROVISIONS  
PARAGRAPHS BELOW, A TICKET WILL BE VALID FOR  
TRANSPORTATION FOR ONE YEAR FROM THE ORIGINAL OUTBOUND  
DATE DESIGNATED ON THE TICKET.

EXTENSION OF VALIDITY - 72

- B) EXTENSION OF VALIDITY  
IF THE PASSENGER IS PREVENTED FROM USING THE TICKET, OR  
A PORTION OF THE TICKET, DURING THE PERIOD OF VALIDITY  
DUE TO DENIED BOARDING CAUSED BY OVER SALE OR FLIGHT  
CANCELLATION, THE TICKET WILL REMAIN VALID UNTIL  
SPACE CAN BE PROVIDED ON A SCHEDULE COMPARABLE TO THE  
SCHEDULE THAT THE PASSENGER HAS REQUESTED.

SPECIAL FARE PROVISIONS - 73

- C) SPECIAL FARE PROVISIONS  
WHEN A TICKET (MEANING ALL FLIGHT COUPONS COMPRISING  
THE EXCURSION OR SPECIAL FARE) OR E-TICKET INCLUDES  
A REFUNDABLE EXCURSION OR SPECIAL FARE HAVING A SHORTER  
PERIOD OF VALIDITY THAN ONE YEAR, THE SHORTER PERIOD OF  
VALIDITY WILL APPLY ONLY TO THE FLIGHT COUPONS OR E-TICKET  
COMPRISING SUCH REFUNDABLE EXCURSION OR SPECIAL FARE.  
EXCEPTION: WHEN FARES ARE COMBINED TO CREATE  
ROUND/CIRCLE/OPEN-JAW TRIPS, THE MOST RESTRICTIVE  
PROVISIONS IN DETERMINING THE LENGTH OF THE VALIDITY  
OF THE TICKET WILL APPLY TO THE ENTIRE JOURNEY.
- D) NW WILL ASSESS A USD25.00 NONREFUNDABLE SERVICE CHARGE WHEN A  
PASSENGER REQUESTS THE REFUND OF ANY TAXES ON A NONREFUNDABLE  
TICKET. THIS SERVICE CHARGE WILL BE IN ADDITION TO ANY OTHER  
REISSUE/REROUTING/CANCELLATION FEE REQUIRED BY THE RULE  
GOVERNING THE FARE TYPE ON THE TICKET. WHEN SUCH REFUND OF  
TAX IS GRANTED, THE PASSENGER CONSENTS TO THE FORFEITURE OF  
ANY REMAINING VALUE ON THE TICKET.

CANCELLATION FEE - 74

- E) CANCELLATION FEE APPLICABLE TO INVALID TICKETS ONCE THE FLIGHT COUPON(S) OR TICKET BECOMES INVALID, UNLESS THE TICKET SPECIFIES OTHERWISE THE FARE AND RELATED TAXES AND FEES WILL BE REFUNDED. SIMULTANEOUSLY WITH THE REFUND, NORTHWEST WILL IMPOSE A CANCELLATION FEE EQUAL TO 100 PERCENT OF ALL AMOUNTS COLLECTED BY NORTHWEST FOR ISSUANCE OF THE TICKET (INCLUDING THE FARE AND APPLICABLE TAXES, FEES AND OTHER CHARGES). THE PASSENGER CONSENTS TO THE REFUND, THE IMPOSITION OF SUCH FEE, AND TO THE APPLICATION OF THE REFUND (VIA CREDIT) OF THE FARE AND ANY APPLICABLE TAXES, FEES, AND OTHER CHARGES TO SUCH CANCELLATION FEE. IF FOR ANY REASON THIS 100% CANCELLATION FEE MAY NOT BE OR IS NOT IMPOSED, THE PASSENGER CONSENTS TO FORFEITURE OF THE REFUND VALUE OF THIS TICKET AND THE RETENTION BY THE AIRLINE OF SUCH VALUE.

UPGRADING CLASS - 75

- F) FARE APPLICABLE TO UPGRADING CLASS OF SERVICE WHILE IN FLIGHT
- 1) WHEN A PASSENGER WHO PAID THE FULL ONE-WAY Y26 (OR EQUIVALENT) TYPE FARE FOR TRANSPORTATION IN THE COACH COMPARTMENT OF A COMBINATION FIRST CLASS/BUSINESS CLASS/COACH AIRCRAFT, DESIRES TO MOVE INTO THE FIRST CLASS/BUSINESS CLASS COMPARTMENT WHILE IN FLIGHT, NW WILL PERMIT SUCH PASSENGER TO MOVE INTO THE FIRST CLASS/BUSINESS CLASS COMPARTMENT SUBJECT TO THE FARE DIFFERENTIAL SPECIFIED IN PARAGRAPH (2) BELOW.
  - 2) THE ADDITIONAL FARE TO BE COLLECTED WILL BE THE DIFFERENCE BETWEEN:
    - A) THE APPLICABLE ONE-WAY COACH FARE FROM THE PASSENGER'S POINT OF ORIGIN ON SUCH FLIGHT TO THE LAST SCHEDULED STOP BEFORE THE PASSENGER'S REQUEST TO MOVE TO THE FIRST CLASS/BUSINESS CLASS COMPARTMENT, PLUS THE ONE-WAY FIRST CLASS/BUSINESS CLASS FARE FROM SUCH STOP TO THE PASSENGER'S DESTINATION ON THE FLIGHT; AND
    - B) THE APPLICABLE ONE-WAY COACH FARE BETWEEN THE PASSENGER'S POINT OF ORIGIN AND DESTINATION ON SUCH FLIGHT.
  - 3) THE ACCEPTANCE OF SUCH PASSENGER IN THE FIRST CLASS/BUSINESS CLASS COMPARTMENT FOR THE TRAVEL BEYOND THE NEXT SCHEDULED STOPPING POINT OF THE FLIGHT WILL BE SUBJECT TO THE AVAILABILITY OF SPACE.
  - 4) THE SAME CONCEPTS BEHIND THE PROVISIONS IN

- (E)(1) AND (2) ADJUSTED FOR THE DIFFERENT CLASSES INVOLVED, APPLY WHEN THE PASSENGER PAYS THE FULL BUSINESS CLASS FARE AND DESIRES TO MOVE INTO THE THE FIRST CLASS COMPARTMENT WHILE IN FLIGHT.
- 5) NO DISCOUNTS WILL APPLY ON ANY FARES USED IN THE CALCULATIONS ABOVE.

TICKET - 76

- G) NOTWITHSTANDING THE PROVISIONS OF THIS RULE, THE CARRIER WILL NOT ACCEPT FOR ANY PURPOSES UNDER THIS RULE PASSENGER TICKETS OR RELATED TRANSPORTATION DOCUMENTS ISSUED BY ANY CARRIER WHICH IS IN SUBSTANTIAL DEFAULT OF ITS INTERLINE OBLIGATIONS OR WHICH HAS BECOME THE SUBJECT OF BANKRUPTCY PROCEEDINGS (THE DEFAULTING CARRIER).
- EXCEPTION: NOTWITHSTANDING THE PROVISIONS OF THIS PARAGRAPH, TICKETS ISSUED BY THE DEFAULTING CARRIER OR ITS SALES AGENTS PRIOR TO THE DEFAULT WILL BE REISSUED/REROUTED SOLELY FOR TRANSPORTATION OVER THE LINES OF NW TO THE EXTENT SUCH TICKETS ORIGINALLY SPECIFIED TRANSPORTATION VIA NW. SUCH TRANSPORTATION SHALL BE LIMITED TO THE NW ROUTING SPECIFICALLY INDICATED. WHEN TICKETS ARE ACCEPTED, NO ADJUSTMENTS IN FARE WILL BE MADE WHICH WOULD REQUIRE NW TO REFUND MONEY TO THE PASSENGER.

TICKET - 77

- H) NW SHALL HAVE NO OBLIGATION TO REROUTE ANOTHER CARRIER'S TICKET WHICH DOES NOT REFLECT A CONFIRMED RESERVATION ON NW UNLESS THE ISSUING CARRIER REISSUES THE TICKET FOR ANY CHANGE IN ROUTING. IN THE EVENT SUCH CARRIER IS NOT AVAILABLE TO REISSUE THE TICKET, NW RESERVES THE RIGHT TO REROUTE THE PASSENGERS ONLY OVER ITS OWN LINES BETWEEN THE POINTS NAMED ON THE ORIGINAL TICKET.

TITLE/APPLICATION - 70

ISSUANCE OF TICKET STOCK

NORTHWEST IS NOT OBLIGATED TO HONOR TICKETS ISSUED BY ANY PERSON OTHER THAN NORTHWEST, A TRAVEL AGENT WHICH IS APPOINTED BY THE AIRLINE REPORTING CORPORATION ("ARC") OR THE INTERNATIONAL AIR TRANSPORT ASSOCIATION ("IATA"), ANOTHER AIRLINE WITH AN INTERLINE AGREEMENT WITH NORTHWEST (PROVIDED THAT THE TICKET IS ISSUED IN ACCORDANCE WITH SUCH INTERLINE AGREEMENT), OR ANY OTHER PERSON WHO IS EXPLICITLY AUTHORIZED BY NORTHWEST TO SELL NORTHWEST TICKETS AND SERVICES. LIKewise, NORTHWEST IS NOT OBLIGATED TO HONOR TICKETS FOR WHICH NEITHER NORTHWEST NOR ITS AUTHORIZED AGENTS HAVE RECEIVED PAYMENT.

NOTE: FOR THE PURPOSE OF THE ABOVE PARAGRAPHS, 'PERSON' MEANS AN INDIVIDUAL, FIRM, CO-PARTNERSHIP, CORPORATION, COMPANY, ASSOCIATION, JOINT-STOCK ASSOCIATION OR BODY POLITIC; AND INCLUDES ANY TRUSTEE, RECEIVER, ASSIGNEE OR SIMILAR REPRESENTATIVE THEREOF.

CONFIRMATION OF RESERVED SPACE

A) A RESERVATION FOR SPACE ON A GIVEN FLIGHT IS VALID WHEN A PASSENGER HAS OBTAINED A TICKET ISSUED BY NW OR AN AUTHORIZED AGENT OF NW (EITHER A PAPER TICKET OR AN ELECTRONIC TICKET) THAT REFLECTS SPACE IS CONFIRMED ON A SPECIFIC FLIGHT AND DATE, PROVIDED THE PASSENGER HAS OBTAINED SUCH TICKET WITHIN THE FOLLOWING TIME LIMITS:

- 1) FOR FLIGHTS BETWEEN ALL POINTS IN THE FIFTY UNITED STATES (EXCEPT DEPARTURES FROM ATLANTA, DENVER OR LAS VEGAS), AT LEAST 30 MINUTES BEFORE THE SCHEDULED DEPARTURE TIME OF THE APPLICABLE FLIGHT OR
- 2) FOR FLIGHTS DEPARTING FROM ATLANTA, DENVER, OR LAS VEGAS, AT LEAST FORTY-FIVE (45) MINUTES BEFORE THE SCHEDULED DEPARTURE TIME OF THE APPLICABLE FLIGHT

3) FOR ALL OTHER FLIGHTS, AT LEAST 60 MINUTES BEFORE SCHEDULED DEPARTURE TIME OF THE APPLICABLE FLIGHT  
EXCEPTION: IF ANY OTHER RULES CONTAINED HEREIN PROVIDE FOR ISSUANCE, VALIDATION OR PURCHASE OF A TICKET MORE THAN 30/45/60 MINUTES (AS APPLICABLE) BEFORE THE SCHEDULED DEPARTURE TIME OF THE APPLICABLE FLIGHT, THE ADVANCE TICKETING LIMIT SPECIFIED IN SUCH OTHER RULES WILL APPLY. DURING A NW WORK STOPPAGE RESULTING FROM A STRIKE, SLOW DOWN OR OTHER LABOR ACTION BY ONE OR MORE OF NW'S LABOR UNIONS, NW WILL CANCEL FLIGHTS THAT IT IS UNABLE TO OPERATE AS A RESULT OF THE WORK STOPPAGE. FOR THE DURATION OF THE WORK STOPPAGE, NW WILL ACCEPT ONLY PROVISIONAL RESERVATIONS FOR SUCH FLIGHTS BEFORE THEIR ACTUAL CANCELLATION. AT THE TIME PROVISIONAL RESERVATIONS ARE ACCEPTED, NW WILL INFORM PASSENGERS  
GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

TITLE/APPLICATION - 70 CONT

CONFIRMATION OF RESERVED SPACE (CONT)

THAT THE PROVISIONAL RESERVATIONS ARE ONLY VALID PROVIDING THAT SUCH FLIGHTS OPERATE PROVIDE FOR ISSUANCE, VALIDATION OR PURCHASE OF A TICKET MORE THAN 30/45/60 MINUTES (AS APPLICABLE) BEFORE THE SCHEDULED DEPARTURE TIME OF THE APPLICABLE FLIGHT, THE ADVANCE TICKETING LIMIT SPECIFIED IN SUCH OTHER RULES WILL APPLY. DURING A NW WORK STOPPAGE RESULTING FROM A STRIKE, SLOW DOWN OR OTHER LABOR ACTION BY ONE OR MORE OF NW'S LABOR UNIONS, NW WILL CANCEL FLIGHTS THAT IT IS UNABLE TO OPERATE AS A RESULT OF THE WORK STOPPAGE. FOR THE DURATION OF THE WORK STOPPAGE, NW WILL ACCEPT ONLY PROVISIONAL RESERVATIONS FOR SUCH FLIGHTS BEFORE THEIR ACTUAL CANCELLATION. AT THE TIME PROVISIONAL RESERVATIONS ARE ACCEPTED, NW WILL INFORM PASSENGERS THAT THE PROVISIONAL RESERVATIONS ARE ONLY VALID PROVIDING THAT SUCH FLIGHTS OPERATE. SUBJECT TO PAYMENT, A VALIDATED TICKET FOR SUCH FLIGHTS WILL BE ISSUED BY NW INDICATING SUCH PROVISIONAL RESERVATIONS. SUCH TICKET WILL ONLY BE VALID FOR CONFIRMED SPACE PROVIDING THAT SUCH FLIGHTS OPERATE.

- B) NW MAY OVERBOOK, THAT IS, ACCEPT RESERVATIONS OF SPACE FOR SPECIFIC FLIGHTS IN EXCESS OF AVAILABLE SPACE ONBOARD THE AIRCRAFT. EXCESS RESERVATIONS ARE MADE TO OFFSET THE LATE CANCELLATIONS OF SPACE AND THE FAILURE OF PERSONS WITH CONFIRMED RESERVATIONS TO USE RESERVED SPACE. WHEN THE NUMBER OF PASSENGERS WHO MAKE LATE CANCELLATIONS OR WHO OTHERWISE FAIL TO USE THEIR CONFIRMED RESERVATIONS IS LESS THAN THE NUMBER OF EXCESS RESERVATIONS, AN OVERSALE RESULTS. WHEN AN OVERSALE OCCURS AND THE NUMBER OF PASSENGERS HOLDING CONFIRMED RESERVATIONS OF SPACE ACTUALLY PRESENTING THEMSELVES FOR BOARDING AT THE TIME OF DEPARTURE EXCEEDS THE AVAILABLE SPACE ON BOARD, NW WILL NOT ACCOMMODATE SOME OF THOSE PASSENGERS. IF NW CANNOT ACCOMMODATE A PASSENGER ON THE AIRCRAFT FOR WHICH THEY HOLD A CONFIRMED RESERVATION, NW'S OBLIGATION TO THE PASSENGER IS EXCLUSIVELY GOVERNED BY RULE 245. THE PASSENGER SHALL NOT BE ENTITLED TO COMPENSATORY OR PUNITIVE DAMAGES IN THE EVENT OF AN OVERSALE. UPON REQUEST, NW RESERVATION SALES AGENTS, AIRPORT TICKET OFFICE AGENTS AND CITY TICKET OFFICE AGENTS WILL ADVISE WHETHER OR NOT A FLIGHT IS OVERBOOKED. NW'S COMPUTER RESERVATIONS SYSTEM WILL BE PROGRAMMED TO RETURN TO A 'YES/NO' ANSWER BASED ON ENTIRE AIRCRAFT CAPACITY. IN CASES WHEN THE FLIGHT IS OVERBOOKED, THE AGENT WILL THEN NOTIFY THE PASSENGER THAT THE PARTICULAR FLIGHT IN QUESTION IS OVERBOOKED WITH A REMINDER THAT FEW

TITLE/APPLICATION - 70 CONT

CONFIRMATION OF RESERVED SPACE (CONT)

PASSENGERS ARE EVER DENIED BOARDING DUE TO OVERBOOKING AND THAT IT SHOULD NOT BE A PROBLEM OBTAINING A SEAT.

C) ONCE A PASSENGER PURCHASES A TICKET FROM NW OR AN AGENT OF NW, INDICATING CONFIRMED SPACE FOR A SPECIFIC FLIGHT AND DATE, THE RESERVATION IS CONSIDERED CONFIRMED EVEN IF NO RECORD CAN BE FOUND IN NW'S ELECTRONIC RESERVATIONS SYSTEM. IN THE EVENT THE NUMBER OF PASSENGERS PRESENTING THEMSELVES WITH CONFIRMED TICKETS ON A FLIGHT PURSUANT TO RULE 135 EXCEEDS THE NUMBER OF SEATS AVAILABLE, THOSE PASSENGERS WITH CONFIRMED TICKETS NOT ACCOMMODATED WILL BE SUBJECT TO RULE 245 WHICH MAY PROVIDE FOR DENIED BOARDING COMPENSATION PAYMENT.

EXCEPTION: WHERE THERE IS A RECORD THAT THE RESERVATION HAS A WAIT LIST STATUS OR WAS CANCELLED IN NW'S RESERVATION SYSTEM AFTER THE TICKET WAS ISSUED, THE TICKET FOR CONFIRMED OR WAIT-LISTED SPACE MAY NOT BE HONORED OR BE SUBJECT TO THE PROVISIONS OF RULE 245.

TITLE/APPLICATION - 70

COMPUTER RESERVATION SYSTEM (CRS) BOOKING/TICKETING POLICIES

BOOKING AND TICKETING PRACTICES AND PROCEDURES TO WHICH A CRS SUBSCRIBER/AGENT MUST ADHERE WHEN ACTING AS AN AGENT OF NW/KL AND TO SPECIFY CERTAIN FEES TO BE PAID BY A CRS SUBSCRIBER/AGENT FOR NONCOMPLIANCE.

A) DEFINITIONS:

CRS SUBSCRIBER - ANY PERSON AUTHORIZED BY A CRS TO ACCESS A CRS TO BOOK AND TICKET NW/KL FLIGHTS INCLUDING BUT NOT LIMITED TO ARC MEMBER AGENTS, IATA MEMBER AGENTS AND/OR ALL OTHER USERS OF A CRS.

PNR - PNR SHALL MEAN THE PASSENGER NAME RECORD.

B) ORIGIN/DESTINATION JOURNEY CONTROLS

- 1) CRS SUBSCRIBER/AGENT MUST BOOK MULTIPLE-SEGMENT CONNECTIONS IN A SINGLE TRANSACTION.
- 2) IN ORDER TO MAKE A BOOKING, THE INTENDED CLASS(ES) OF SERVICE MUST SHOW AVAILABLE ON ALL SEGMENTS FROM ORIGIN TO DESTINATION. (INCLUDING WHEN IT IS CONNECTING SERVICE).
- 3) CRS SUBSCRIBER/AGENT SHALL NOT ALTER A RESERVATION IN ORDER TO ACHIEVE BETTER ACCESS TO FARE BOOKING: CLASSES BY:
  - (A) CANCELING PART OF A CONNECTION WITHIN A PNR  
EXAMPLE: BOOKING AN MCO-MSP-BRD CONNECTION AND THEN CANCELING THE MSP-BRD SEGMENT.
  - (B) USING SEPARATE SELL TRANSACTION TO BOOK THE SEGMENTS OF A CONNECTION WITHIN A PNR  
EXAMPLE: BOOKING BOS-DTW IN A PNR AND THEN BOOKING DTW-SEA IN A PNR AND TICKETING A BOS-DTW-SEA CONNECTION.

NOTE: EXCEPTIONS MAY BE MADE FOR GROUP BOOKINGS AT THE DISCRETION OF NWA.

C) BOOKING AND TICKETING POLICIES

- 1) DUPLICATE BOOKINGS  
CRS SUBSCRIBER/AGENT SHALL NOT CREATE A DUPLICATE BOOKING FOR ANY REASON. IF A CRS SUBSCRIBER/AGENT SUBSCRIBES TO MULTIPLE CRS PROVIDERS, THE SUBSCRIBER SHALL NOT, UNDER ANY CIRCUMSTANCES, DUPLICATE RESERVATIONS THAT EXIST IN ANOTHER CRS.
- 2) FRAUDULENT, FICTITIOUS, SPECULATIVE BOOKINGS  
CRS SUBSCRIBER/AGENT SHALL NOT CREATE ANY FRAUDULENT, FICTITIOUS OR SPECULATIVE BOOKINGS.
- 3) PASSIVE BOOKINGS  
CRS SUBSCRIBER/AGENT SHALL ONLY CREATE PASSIVE BOOKINGS FOR THE PURPOSE OF TICKETING AN IDENTICAL RESERVATION WHICH WAS ORIGINALLY BOOKED DIRECTLY WITH NW/KL.
- 4) CREATION OF HIDDEN GROUP BOOKINGS  
CRS SUBSCRIBER/AGENT SHALL NOT CREATE MULTIPLE PNRS

TITLE/APPLICATION - 70 Cont

COMPUTER RESERVATION SYSTEM (CRS) BOOKING/TICKETING POLICIES

FOR PARTIES OF LESS THAN 10 THAT IN TOTAL EXCEED 9 PASSENGERS OR PASSIVE GROUP BOOKINGS THAT DO NOT HAVE CORRESPONDING CONFIRMED BOOKINGS IN NW/KL'S RESERVATIONS SYSTEM OR SPECULATIVE GROUP BOOKINGS.

D) FEES AND PAYMENT FOR NONCOMPLIANCE

1) FEES AND PAYMENT

IF CRS SUBSCRIBER/AGENT IS DETERMINED TO HAVE VIOLATED ANY OF THE PROVISIONS OF B) AND OR C) ABOVE NW/KL RESERVES THE RIGHT TO CHARGE EACH AGENT OF THE FOLLOWING:

- A) A FEE OF UP TO ANY AMOUNT EQUAL TO FIFTY DOLLARS (USD 50.00) PER EACH DEBIT MEMO ISSUED IN RESPECT OF ONE OR MORE PNRS THAT DO NOT ADHERE TO THIS AGREEMENT
- B) THE AMOUNT OF ANY CRS FEES ASSOCIATED WITH SUCH PNRS
- C) THE EXCESS IF ANY OF THE APPROPRIATE APPLICABLE FARES ASSOCIATED WITH SUCH PNRS OVER THE TICKETED FARE COLLECTED
- D) THE AMOUNT OF LOST REVENUE ASSOCIATED WITH SUCH VIOLATIONS.

NW/KL WILL CHARGE SUCH FEES BY ISSUANCE OF A DEBIT MEMO TO CRS SUBSCRIBER/AGENT.

2) ADDITIONAL REMEDIES

IF CRS SUBSCRIBER/AGENT BOOKS A RESERVATION OR ISSUES A TICKET IN VIOLATION OF THIS AGREEMENT OR ANY FURTHER INSTRUCTIONS THAT NW/KL MAY SUBSEQUENTLY PROVIDE TO CRS SUBSCRIBER/AGENT THEN NW/KL MAY DEBIT CRS SUBSCRIBER/AGENT AND CRS SUBSCRIBER/AGENT AGREES TO PAY NW/KL FOR ANY LOSS INCURRED BY NW/KL IN CONNECTION WITH SUCH VIOLATION. SUCH RIGHT TO DEBIT IS IN ADDITION TO ANY OTHER RIGHT OR REMEDY AVAILABLE TO NW/KL IN PARTICULAR BUT WITHOUT LIMITATION NW/KL RESERVES THE RIGHT TO:

- A) TERMINATE CRS SUBSCRIBERS/AGENTS APPOINTMENT
- B) RESTRICT CRS SUBSCRIBER/AGENTS CAPABILITY TO BOOK, TICKET OR SELL NW/KL AIR TRANSPORTATION.

TITLE/APPLICATION - 70

— CANCELLATION OF RESERVATIONS

- A) NW MAY CANCEL RESERVATIONS OF ANY PASSENGER WHENEVER SUCH ACTION IS NECESSARY TO COMPLY WITH ANY GOVERNMENTAL REGULATION, OR TO COMPLY WITH ANY GOVERNMENTAL REQUEST FOR EMERGENCY TRANSPORTATION IN CONNECTION WITH THE NATIONAL DEFENSE, OR WHENEVER SUCH ACTION IS NECESSARY OR ADVISABLE BY REASON OF WEATHER OR OTHER CONDITIONS BEYOND ITS CONTROL, INCLUDING FORCE MAJEURE EVENTS.

— FAILURE TO OCCUPY SPACE - 71

- B) FAILURE TO OCCUPY SPACE - IF THE PASSENGER FAILS TO OCCUPY SPACE THAT HAS BEEN RESERVED FOR THE PASSENGER ON A NW FLIGHT AND NW FAILS TO RECEIVE NOTICE OF THE CANCELLATION OF SUCH RESERVATION BEFORE THE DEPARTURE OF SUCH FLIGHT; OR IF ANY CARRIER CANCELS THE RESERVATION OF ANY PASSENGER IN ACCORDANCE WITH THIS RULE, NW MAY CANCEL ALL RESERVATIONS HELD BY SUCH PASSENGER ON NW FOR CONTINUING OR RETURN SPACE.

— CHECK IN AND BOARDING TIME LIMITS - 72

- C) NW RESERVES THE RIGHT TO CANCEL THE RESERVATION OR SEAT ASSIGNMENT OF ANY PASSENGER WHO FAILS TO COMPLY WITH THE AIRPORT CHECK-IN AND BOARDING TIME LIMITS LISTED BELOW.

- 1) CHECK-IN TIMES - PASSENGER MUST CHECK-IN VIA A SELF SERVICE DEVICE, THE INTERNET, OR THROUGH A NW AGENT IN ACCORDANCE WITH THE FOLLOWING TIME LIMITS:

- A) FLIGHTS BETWEEN ALL POINTS IN THE FIFTY UNITED STATES (EXCEPT DEPARTURE FROM ATLANTA, DENVER, LAS VEGAS, NEWARK, TAMPA, LOS ANGELES, OR WASHINGTON DULLES) - AT LEAST THIRTY (30) MINUTES BEFORE THE SCHEDULED OR POSTED DEPARTURE TIME;
- B) FLIGHTS DEPARTING FROM ATLANTA, DENVER, NEWARK, WASHINGTON DULLES AIRPORT, TAMPA, OR LOS ANGELES TO OTHER POINTS IN THE FIFTY UNITED STATES - AT LEAST FORTY-FIVE (45) MINUTES BEFORE THE SCHEDULED OR POSTED DEPARTURE TIME;
- C) FLIGHTS DEPARTING FROM LAS VEGAS TO OTHER POINTS IN THE FIFTY UNITED STATES - AT LEAST SIXTY (60) MINUTES BEFORE THE SCHEDULED OR POSTED DEPARTURE TIME;
- D) FLIGHTS DEPARTING FROM ALL POINTS NOT COVERED BY SECTIONS 1) A) OR 1) B) ABOVE - AT LEAST SIXTY (60) MINUTES BEFORE THE SCHEDULED OR POSTED DEPARTURE TIME.
- E) PASSENGERS CHECKING IN VIA THE INTERNET MUST CHECK-IN AT LEAST SIXTY (60) MINUTES BEFORE

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TITLE/APPLICATION - 70 CONT

\_\_ CHECK IN AND BOARDING TIME LIMITS - 72 (CONT)

THE SCHEDULED OR POSTED DEPARTURE TIME.

- F) AT SOME STATIONS, NW MAY CLOSE THE TICKET COUNTER THIRTY (30) MINUTES BEFORE A SCHEDULED DEPARTURE. IN SUCH CASE, CHECK-IN AND BAGGAGE CHECK-IN WILL NOT BE PERMITTED AFTER THE CHECK-IN DEADLINE.
- 2) BOARDING TIMES - PASSENGER MUST BE ON BOARD OR PRESENT AT THE BOARDING GATE-IN ACCORDANCE WITH THE FOLLOWING TIME LIMITS:
- a) FLIGHTS BETWEEN ALL POINTS IN THE FIFTY UNITED STATES - AT LEAST FIFTEEN (15) MINUTES BEFORE THE SCHEDULED OR POSTED DEPARTURE TIME;
- b) FOR ALL OTHER FLIGHTS - AT LEAST THIRTY (30) MINUTES BEFORE THE SCHEDULED OR POSTED DEPARTURE TIME.
- 3) WHEN A FLIGHT IS DELAYED AND THE SCHEDULED DEPARTURE TIME IS REVISED, THE MINIMUM CHECK-IN AND BOARDING TIMES SPECIFIED IN C)1 AND C)2 ABOVE SHALL APPLY TO THE REVISED DEPARTURE TIME.
- 4) PASSENGERS CHECKING BAGGAGE ARE ALSO SUBJECT TO THE BAGGAGE CHECK-IN TIMES GOVERNED BY RULE 190.
- 5) PASSENGER RESPONSIBILITY - PASSENGER MUST ARRIVE AT THE AIRPORT WITH SUFFICIENT TIME TO COMPLETE CHECK-IN, GOVERNMENT REQUIREMENTS, SECURITY CLEARANCE, AND DEPARTURE PROCESS AND MEET THE TIME LIMITS DETAILED ABOVE. NW RECOMMENDS THAT PASSENGERS ARRIVE NOT LESS THAN SEVENTY-FIVE (75) MINUTES BEFORE SCHEDULED DEPARTURE TIME. FLIGHTS WILL NOT BE DELAYED FOR PASSENGERS THAT HAVE NOT COMPLETED ANY OF THESE PRE-BOARDING REQUIREMENTS. NW IS NOT LIABLE FOR LOSS OR EXPENSE DUE TO THE PASSENGER'S FAILURE TO COMPLY WITH THIS PROVISION.
- 6) NW DOES NOT GUARANTEE ANY PARTICULAR SEAT IN THE AIRCRAFT, INCLUDING SEATS REQUESTED IN ADVANCE.
- D) PASSENGERS WHO ARE UNABLE TO PRESENT THEMSELVES FOR CHECK-IN IN ACCORDANCE WITH THE ABOVE, DUE TO THE LATE ARRIVAL ON AN INBOUND CONNECTING FLIGHT OF NW OR ANOTHER CARRIER, WILL BE CONSIDERED TO HAVE MISCONNECTED.
- E) NW MAY CANCEL ANY RESERVATION WHICH APPEARS TO:
- 1) DUPLICATE ANOTHER RESERVATION.
  - 2) OCCUPY INVENTORY WITHOUT AN ACTUAL PASSENGER.
  - 3) BE IN VIOLATION OF, OR BE CREATED TO, AVOID THE REQUIREMENTS OF NW'S CONTRACT OF CARRIAGE OR
  - 4) BE CREATED BY A PERSON NOT AUTHORIZED TO SELL THE AIR TRANSPORTATION.

IN EFFECT ON: 01APR09  
AREA: US TARIFF: DGR CXR: NW RULE: 0135

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TITLE/APPLICATION - 70 CONT

— CHECK IN AND BOARDING TIME LIMITS - 72 (CONT)

- F) NW IS NOT LIABLE WHEN IT CANCELS THE RESERVATION OF ANY PASSENGER IN ACCORDANCE WITH THIS RULE, BUT:
- 1) IF SUCH RESERVATION WAS CANCELED PURSUANT TO PARAGRAPHS A) OR D) OF THIS RULE, NW WILL TAKE SUCH ACTION AS IS PROVIDED IN RULE 240 (FAILURE TO OPERATE ON SCHEDULE OR FAILURE TO CARRY).
  - 2) IF SUCH RESERVATION WAS CANCELED PURSUANT TO PARAGRAPHS B) OR C) OF THIS RULE, NW WILL REROUTE IN ACCORDANCE WITH RULE 255 (REROUTING - WHEN ALLOWED), OR WILL REFUND IN ACCORDANCE WITH RULE 270 (REFUND-VOLUNTARY).
  - 3) THE REMEDIES IN SUB-PARAGRAPHS 1) AND 2) ABOVE SHALL BE THE SOLE AND EXCLUSIVE REMEDIES FOR A PASSENGER. THE PASSENGER SHALL HAVE NO CLAIM OF LAW OR EQUITY FOR COMPENSATORY OR PUNITIVE DAMAGES.
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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 01APR09  
AREA: US TARIFF: DGR CXR: NW RULE: 0140

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TITLE/APPLICATION - 70

— WAITLISTS

WAITLIST ACCEPTANCE/CLEARANCE IS BASED ON ACTUAL REVENUE AND IS AT THE DISCRETION OF NW.

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 01APR09

AREA: US TARIFF: DGR CXR: NW RULE: 0150

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TITLE/APPLICATION - 70

APPLICATION OF FARES - GENERAL

- A) WHERE A LOCAL OR JOINT FARE IS SPECIFICALLY PUBLISHED VIA THE DESIRED ROUTING FROM POINT OF ORIGIN TO POINT OF DESTINATION, SUCH FARE IS APPLICABLE OVER SUCH ROUTE EVEN THOUGH IT MAY BE HIGHER OR LOWER THAN THE COMBINATION OF INTERMEDIATE FARES VIA SUCH ROUTING.

GROUND TRANSFER SERVICE - 71

- B) FARES AND CHARGES SHALL APPLY ONLY TO AIR TRANSPORTATION BETWEEN THE AIRPORTS THAT ARE NAMED IN CONNECTION WITH SUCH FARES AND CHARGES INCLUDING INTERMEDIATE STOPS. GROUND TRANSPORTATION, TO OR FROM AN AIRPORT, WILL BE ARRANGED BY THE PASSENGER, AT THEIR OWN EXPENSE.

RESERVATIONS - 72

- C) WHEN A CUSTOMER IS MAKING A FARE INQUIRY THROUGH THE NW TELEPHONE RESERVATIONS SYSTEM, A NW AIRPORT OR CITY TICKET OFFICE, NW AGENTS WILL OFFER THE LOWEST FARE AVAILABLE FOR WHICH THE CUSTOMER IS ELIBIBLE, FOR THE DATE, FLIGHT AND CLASS OF SERVICE REQUESTED.
  - 1) SPECIFIC ITINERARY REQUESTS  
NW AGENTS WILL RESPOND WITH THE LOWEST PUBLISHED FARE WHEN GIVEN A SPECIFIC FLIGHT/DATE/TIME.  
NW HAS IN PLACE COMPUTER SYSTEMS (POWERSHOPPER DOMESTIC AND LOWEST FARE PRICE CELLS DOMESTIC AND INTERNATIONAL), WHICH ARE USED TO DETERMINE THE LOWEST PRICE FOR A GIVEN ITINERARY. NW WILL NOT REFUSE TO PROVIDE A FARE FOR A CUSTOMER WHO HAS NOT YET CHOSEN FIRM DATES.
  - 2) GENERAL TRAVEL REQUESTS  
WHEN GIVEN A RANGE OF TRAVEL DATES, TIMES, FLIGHTS OR CITIES, NW AGENTS WILL RESPOND WITH THE LOWEST PUBLISHED FARE FROM THE FARE DISPLAY. FOR EXAMPLE, AN AGENT WILL ADVISE, "WE HAVE ROUNDTrip FARES AS LOW AS USD 77.00 IN THE CHICAGO-MINNEAPOLIS MARKET AND, DEPENDING ON YOUR CHOICE OF DAY, TIME, AIRPORT AND THE PRESENT

AREA: US TARIFF: DGR CXR: NW RULE: 0150

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TITLE/APPLICATION - 70

RESERVATIONS - 72 (CONT)

AVAILABILITY OF SEATS ON THE AIRCRAFT, I CAN FIND  
THE LOWEST PRICE FOR YOUR ITINERARY."  
3) FARE TYPES THAT ARE EXCLUDED FROM THIS COMMITMENT  
ARE:  
CYBER/UNPUBLISHED PROMOTIONS/  
INTERNET FARES

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IN EFFECT ON: 01APR09  
AREA: US TARIFF: DGR CXR: NW RULE: 0160

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TITLE/APPLICATION - 70

— CURRENCY

ALL FARES AND CHARGES ARE STATED IN U.S. CURRENCY.

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 01APR09

AREA: US TARIFF: DGR CXR: NW RULE: 0165

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TITLE/APPLICATION - 70

— FARE CONSTRUCTION

- A) WHEN THE FARE BETWEEN ANY 2 POINTS IS NOT SPECIFICALLY PUBLISHED VIA THE DESIRED ROUTING, SUCH FARE SHALL BE CONSTRUCTED BY COMBINING THOSE FARES, APPLICABLE VIA THE DESIRED ROUTING FROM THE PASSENGER'S POINT OF ORIGIN TO POINT OF DESTINATION, WHICH PRODUCE THE LOWEST FARE FOR THE CLASS OF SERVICE USED; PROVIDED, HOWEVER, THAT SUCH FARE WILL NOT EXCEED THE LOWEST FARE DETERMINED IN ACCORDANCE WITH PARAGRAPH B) OF THIS RULE.
- B) MAXIMUM FARE - TRAVEL VIA THE SAME OR DIFFERENT CLASSES OF SERVICE A COMBINATION OF FARES OF THE SAME OR DIFFERENT CLASSES OF SERVICE (SEE NOTES BELOW) MAY NOT EXCEED THE LOWEST OF THE FOLLOWING FARES OR COMBINATION OF FARES VIA THE SAME CARRIER(S) BETWEEN AND VIA THE SAME POINT:
- 1) A COMBINATION OF FARES VIA THE CLASS OF SERVICE USED FOR A PORTION OF THE TRANSPORTATION AND FARES FOR A HIGHER CLASS OF SERVICE FOR THE REMAINDER OF THE TRANSPORTATION, OR
  - 2) A COMBINATION OF FARES VIA HIGHER CLASSES OF SERVICE, OR
  - 3) A THROUGH PUBLISHED FARE VIA A HIGHER CLASS OF SERVICE, OR

EXCEPTION: A THROUGH PUBLISHED FARE VIA A HIGHER CLASS OF SERVICE TO OR FROM A MORE DISTANT POINT MAY NOT BE USED TO CONSTRUCT A FARE FOR AN INTERMEDIATE POINT(S) IF THERE IS A PUBLISHED FARE FOR THE SAME HIGHER CLASS OF SERVICE TO/FROM SUCH INTERMEDIATE POINT(S).

NOTE: THE EXCEPTION APPLIES REGARDLESS IF THERE IS A PUBLISHED FARE.

NOTE: FOR THE PURPOSE OF PARAGRAPHS A), B), AND C), FARES ARE PUBLISHED IN THE FOLLOWING DESCENDING ORDER OF CLASSES OF SERVICE:

- 1) JET FIRST CLASS.
- 2) DELUXE NIGHT COACH CLASS/OFF-PEAK FIRST CLASS.
- 3) JET DAY COACH CLASS.
- 4) JET NIGHT COACH CLASS/OFF-PEAK COACH CLASS.

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IN EFFECT ON: 01APR09

AREA: US TARIFF: DGR CXR: NW RULE: 0170

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TITLE/APPLICATION - 70

— ROUND-TRIP FARES

WHEN A TICKET IS PURCHASED BEFORE THE TRANSPORTATION COMMENCES, OR IS REISSUED PURSUANT TO RULE 255 (REROUTING - WHEN ALLOWED), THE FARE APPLICABLE TO A ROUND TRIP BETWEEN TWO POINTS OVER THE LINES OF ONE OR MORE CARRIERS SHALL BE:

- A) WHEN SPECIFICALLY PUBLISHED VIA THE DESIRED ROUTING, THE APPLICABLE ROUND TRIP FARE PUBLISHED BY OR ON BEHALF OF SUCH CARRIER(S).
- B) WHEN NOT SPECIFICALLY PUBLISHED VIA THE DESIRED ROUTING, THE SUM OF THE ONE-WAY FARES APPLICABLE TO THE RESPECTIVE ONE-WAY SEGMENTS.

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 01APR09

AREA: US TARIFF: DGR CXR: NW RULE: 0175

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TITLE/APPLICATION - 70

— CIRCLE-TRIP FARES

- A) EXCEPT AS PROVIDED BELOW, WHEN A TICKET IS PURCHASED BEFORE THE TRANSPORTATION COMMENCES OR IS REISSUED ACCORDING TO RULE 255 (REROUTING - WHEN ALLOWED), THE FARE APPLICABLE TO A CIRCLE TRIP WILL BE AS FOLLOWS: THE SUM OF 50% OF THE APPLICABLE ROUND-TRIP FARES FOR THE RESPECTIVE SECTIONS, CONSTRUCTED FROM THE POINT OF ORIGIN VIA THE ROUTE OF TRAVEL THAT PRODUCES THE LOWEST FARE FOR THE CIRCLE TRIP FOR CLASS OF SERVICE USED.
- B) THE PROVISION OF THIS RULE WILL ALSO APPLY WHEN A PORTION OF A CIRCLE TRIP INVOLVES PASSAGE OTHER THAN BY AIR BETWEEN A CITY IN "COLUMN A" AND A CITY IN "COLUMN B".

COLUMN A	COLUMN B
BWI	WAS
FLL	MIA
NYC	HPN/EWR
LAX	BUR/ONT/SNA/LGB
ONT	BUR/SNA
BUR	SNA/LGB
SFO	OAK/SJC
OAK	SJC
LGB	SNA

EXCEPTION: THE PROVISIONS OF THIS RULE ARE NOT APPLICABLE WHEN ANY PORTION OF THE CIRCLE TRIP IS FLOWN VIA CHARTER SERVICES OR MILITARY AIR SERVICES.

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 01APR09

AREA: US TARIFF: DGR CXR: NW RULE: 0180

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TITLE/APPLICATION - 70

\_ STOPOVERS

- A) STOPOVERS, AS DEFINED IN RULE 5, OF THIS TARIFF WILL BE PERMITTED ONLY UPON PAYMENT OF THE COMBINATION OF APPLICABLE FARES, OR STOPOVER CHARGES WHEN PROVIDED ON TRANSPORTATION SOLELY WITHIN THE CONTINENTAL UNITED STATES, UNLESS THE APPLICABLE FARE PERMITS SUCH STOPOVERS.  
EXCEPTION 1: (APPLICABLE TO NW LOCAL OR JOINT TRANSPORTATION BETWEEN POINTS IN THE CONTINENTAL U.S.A./ALASKA AND POINTS IN THE STATE OF HAWAII). STOPOVERS WILL BE PERMITTED WITHOUT CHARGE AT INTERMEDIATE POINTS ON THE APPLICABLE ROUTING, UNLESS THE APPLICABLE TARIFF SPECIFICALLY EXCLUDES SUCH STOPOVER.  
EXCEPTION 2: (APPLICABLE TO NW LOCAL OR JOINT TRANSPORTATION BETWEEN POINTS IN THE CONTINENTAL U.S.A. AND POINTS IN THE STATE OF ALASKA). STOPOVERS WILL BE PERMITTED WITHOUT CHARGE AT MINNEAPOLIS-ST PAUL MN (MSP MUST BE SPECIFIED ON THE APPLICABLE ROUTING) UNLESS THE APPLICABLE TARIFF SPECIFICALLY EXCLUDES SUCH STOPOVER.
- B) A STOPOVER, AS USED HEREIN, OCCURS WHEN A PASSENGER ARRIVES AT AN INTERMEDIATE OR JUNCTION TRANSFER POINT ON A FLIGHT OF ANY CARRIER AND FAILS TO DEPART FROM SUCH INTERMEDIATE OR JUNCTION TRANSFER POINT ON A FLIGHT DEPARTING WITHIN 4 HOURS AFTER THEIR ARRIVAL AT SUCH POINT.

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 01APR09

AREA: US TARIFF: DGR CXR: NW RULE: 0183

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TITLE/APPLICATION - 70

\_ TRANSFERS

FOR ONLINE TRANSPORTATION VIA NW/NW AIRLINK, NO MORE THAN 4 CONNECTIONS IN EACH DIRECTION ARE PERMITTED VIA ANY PUBLISHED FARE.

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 01APR09  
AREA: US TARIFF: DGR CXR: NW RULE: 0185  
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TITLE/APPLICATION - 70

\_ ROUTINGS

- A) EACH FARE APPLIES TO TRANSPORTATION VIA THE ROUTINGS SPECIFIED IN CONNECTION WITH SUCH FARE. ANY LOCAL ROUTING IN CONNECTION WITH A FARE APPLICABLE TO TRANSPORTATION OVER THE LINES OF ANY ONE CARRIER BETWEEN ANY 2 POINTS WILL BE INCLUDED IN ANY ROUTING IN CONNECTION WITH ANY PUBLISHED JOINT FARE WHICH INCLUDES TRANSPORTATION OVER THE LINES OF SUCH CARRIER BETWEEN SUCH POINTS, UNLESS EXPRESSLY EXCLUDED FROM THE JOINT FARE ROUTING OR ROUTINGS.
- B) WHERE MORE THAN ONE LOCAL FARE APPLIES FOR THE PORTION OF PASSAGE VIA A CARRIER PARTICIPATING IN A JOINT FARE, THE JOINT FARE APPLIES VIA THE ROUTINGS SPECIFIED IN CONNECTION WITH THE LOWEST LOCAL FARE.

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 01APR09  
AREA: US TARIFF: DGR CXR: NW RULE: 0187  
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TITLE/APPLICATION - 70

\_ MINIMUM FARES

EXCEPT AS OTHERWISE PROVIDED, WHEN RULES IN THIS TARIFF, OR IN TARIFFS GOVERNED BY THIS TARIFF, PROVIDE FOR APPLICATION OF FARES BASED ON PERCENTAGES OF OTHER FARES, THERE WILL BE A MINIMUM ONE-WAY FARE OF USD 23.26 APPLICABLE TO THE TOTAL LOCAL OR INTERLINE TRANSPORTATION VIA NW SOLD SUBJECT TO THIS TARIFF, PROVIDED THAT, IN THE EVENT THE PASSENGER'S TRANSPORTATION IS VIA NW AND ONE OR MORE OTHER CARRIERS HAVING DIFFERENT MINIMUM FARES, THE HIGHEST MINIMUM FARE WILL APPLY TO SUCH INTERLINE TRANSPORTATION.

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 01APR09

AREA: US TARIFF: DGR      CXR: NW      RULE: 0190  
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TITLE/APPLICATION - 70

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BAGGAGE

THE PROVISIONS CONTAINED IN THIS RULE APPLY VIA NW FOR TRAVEL SOLELY BETWEEN POINTS IN THE AREA COMPRISED OF THE CONTINENTAL U.S.A., ALASKA AND HAWAII AND APPLY WHEN TRAVEL IS:

- 1) VIA U.S.A. DOMESTIC FARES, OR
- 2) VIA THROUGH INTERNATIONAL FARES APPLICABLE TO/FROM/VIA THE AREA COMPRISED OF THE CONTINENTAL U.S.A., ALASKA AND HAWAII WHEN TRAVEL VIA NW IS NOT PART OF CONTINUOUS INTERNATIONAL AIR TRANSPORTATION.

NOTE: AS USED IN THIS RULE, 'CONTINUOUS INTERNATIONAL AIR TRANSPORTATION' MEANS TRANSPORTATION BETWEEN A POINT IN THE AREA COMPRISED OF THE CONTINENTAL U.S.A., ALASKA AND HAWAII AND A POINT OUTSIDE SUCH AREA WHICH IS PERFORMED ON SCHEDULED PASSENGER AIR SERVICE (AS OPPOSED TO CHARTER OR MILITARY SERVICE) BY ONE OR MORE CARRIERS WITHOUT A VOLUNTARY STOPOVER REQUESTED BY THE PASSENGER IN THE CONTINENTAL U.S.A., ALASKA OR HAWAII. THE BAGGAGE PROVISIONS FOR 'CONTINUOUS INTERNATIONAL AIR TRANSPORTATION' WILL BE THOSE APPLICABLE TO THE CARRIER PERFORMING THE CARRIAGE FROM THE LAST POINT OF DEPARTURE IN THE AREA COMPRISED OF THE CONTINENTAL U.S.A., ALASKA AND HAWAII OR TO THE FIRST POINT OF ARRIVAL IN SUCH AREA. PROVISIONS CONTAINED IN THIS RULE ARE ARRANGED IN SUBTOPICS WHICH MAY BE LOCATED IN THE FOLLOWING PARAGRAPHS:

- A) BAGGAGE LIABILITY
- B) GENERAL CONDITIONS OF ACCEPTANCE OF CHECKED AND CARRY-ON BAGGAGE
- C) FREE BAGGAGE ALLOWANCE FOR CHECKED AND CARRY-ON BAGGAGE
- D) APPLICABLE EXCESS/OVERSIZE/OVERWEIGHT CHARGES
- E) CABIN-SEAT BAGGAGE
- F) BOXES
- G) SPECIAL ITEMS
- H) FRAGILE AND PERISHABLE ITEMS
- I) RESTRICTED ARTICLES
- J) BAGGAGE CHECKING REQUIREMENTS
- K) LOST BAGGAGE AND DELIVERY OF CHECKED BAGGAGE

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BAGGAGE LIABILITY - 71

A) BAGGAGE LIABILITY

NW LIMITATIONS ON LIABILITY:

(1) GENERAL

LIABILITY FOR THE LOSS OF, DAMAGE TO, OR DELAY IN THE DELIVERY OF ANY PERSONAL PROPERTY OR BAGGAGE (WHETHER SUCH PROPERTY HAS BEEN CHECKED OR OTHERWISE DELIVERED INTO THE CUSTODY OF NW) MAY NOT BE MORE THAN USD 3300.00 PER PASSENGER, UNLESS THE PASSENGER ELECTS TO PAY FOR DECLARED HIGHER LIABILITY AS PROVIDED IN PARAGRAPH 3) BELOW. NW WILL COMPENSATE THE PASSENGER FOR ALL REASONABLE, DOCUMENTED EXPENSES WITH RECEIPTS INCURRED SOLELY AS A RESULT OF LOSS OF, DAMAGE TO, OR DELAY IN THE DELIVERY OF ANY PERSONAL PROPERTY, AS EXEMPLIFIED BY SECTION K) 2) C), UP TO THE LIMITS OF LIABILITY OR DECLARED VALUE, WHICHEVER IS APPLICABLE, PROVIDED THE PASSENGER HAS TRIED TO MINIMIZE THE AMOUNT OF DAMAGES. WHEN TRANSPORTATION IS OVER THE ROUTES OF NW AND ONE OR MORE CARRIERS WITH A LIMITATION OF LIABILITY OTHER THAN USD 3300.00 WHEN RESPONSIBILITY FOR LOSS, DAMAGE, OR DELAY IN DELIVERY OF PROPERTY CANNOT BE DETERMINED, THE LOWEST MAXIMUM LIABILITY WILL BE USED AMONG ALL CARRIERS INVOLVED IN THE TRANSPORTATION OF THE PASSENGER AND THEIR PROPERTY.

EXCEPTION 1: THE BAGGAGE LIMITATIONS OF LIABILITY SET FORTH IN THIS RULE DO NOT APPLY TO LIABILITY FOR LOSS, DAMAGE OR DELAY CONCERNING WHEELCHAIRS OR OTHER ASSISTIVE DEVICES. LIABILITY FOR A LOST OR IRREPARABLY DAMAGED WHEELCHAIR OR OTHER ASSISTIVE DEVICE WILL BE THE ORIGINAL PURCHASE PRICE OF THE DEVICE, OR WHERE REPAIRABLE, THE ACTUAL COST OF REPAIR. DOCUMENTARY PROOF, INCLUDING RECEIPTS, IS REQUIRED FROM THE PASSENGER FOR ANY CLAIM FOR DAMAGE, LOSS OR REPAIR. NW HAS THE RIGHT TO INSPECT AND DOCUMENT ANY PRE-EXISTING DAMAGE PRIOR TO ACCEPTANCE OF WHEELCHAIRS OR OTHER ASSISTIVE DEVICES AS CHECKED BAGGAGE.

EXCEPTION 2: FOR THE PURPOSE OF ESTABLISHING LIABILITY FOR THE LOSS OF, DAMAGE TO, OR DELAY IN, THE DELIVERY OF ANY PERSONAL PROPERTY OR BAGGAGE COVERED BY THIS RULE, IT SHALL BE CONCLUSIVELY PRESUMED THAT ANY INDIVIDUAL PIECE OF BAGGAGE TENDERED BY A PASSENGER

BAGGAGE LIABILITY - 71 (CONT)

CONTAINS ONLY THE PROPERTY OF THAT  
PASSENGER WHO IS THE PERSON INTENDING TO FLY.

2) EXCLUSION FROM LIABILITY

A) FRAGILE ARTICLES:

WHEN NW HAS EXERCISED ORDINARY STANDARD OF CARE, IT SHALL NOT BE LIABLE FOR DAMAGE TO, OR DAMAGE CAUSED BY FRAGILE ARTICLES DESCRIBED IN PARAGRAPH G) BELOW,

B) PERISHABLE ARTICLES:

NW SHALL NOT BE LIABLE FOR ANY PERISHABLE ARTICLES CHECKED AS BAGGAGE WHETHER WITH OR WITHOUT NW'S KNOWLEDGE.

C) NW SHALL NOT BE LIABLE FOR LOSS OR DAMAGE TO ARTICLES DUE TO THE FOLLOWING:

- 1) PROTRUDING PARTS SUCH AS BUT NOT LIMITED TO FEET, WHEELS, PULL STRAPS, PULL HANDLES.
- 2) OVERSIZED/OVERPACKED BAGS.
- 3) MANUFACTURER'S DEFECT.
- 4) NORMAL WEAR SUCH AS, BUT NOT LIMITED TO, MINOR CUTS, SCRATCHES, DENTS, OR SOIL.

D) SPECIFIC EXCLUSIONS TO LIABILITY:

NW ASSUMES NO LIABILITY FOR LOSS, DAMAGE, OR DELAY IN THE DELIVERY OF THE FOLLOWING ARTICLES (INCLUDING BUT NOT LIMITED TO) WHEN SUCH VALUABLES ARE INCLUDED IN CHECKED OR UNCHECKED BAGGAGE OR OTHERWISE DELIVERED INTO THE CUSTODY OF NW:

- 1) MONEY
- 2) JEWELRY (INCLUDING WATCHES)
- 3) SILVERWARE
- 4) NEGOTIABLE PAPERS
- 5) CAMERA EQUIPMENT, FILM, PHOTOGRAPHS
- 6) PHOTOGRAPHIC EQUIPMENT
- 7) ELECTRONIC EQUIPMENT
- 8) SECURITIES
- 9) BUSINESS DOCUMENTS
- 10) SAMPLES
- 11) COMPUTER EQUIPMENT AND RELATED COMPONENTS
- 12) PAINTINGS
- 13) ANTIQUES
- 14) MANUSCRIPTS
- 15) IRREPLACEABLE BOOKS OR PUBLICATIONS
- 16) KEYS
- 17) MEDICATION
- 18) IRREPLACEABLE ITEMS (ONE OF A KIND)

BAGGAGE LIABILITY - 71 (CONT)

E) BAGGAGE LIABILITY RELEASE FORM:  
NW SHALL NOT BE LIABLE FOR THE DAMAGE OR  
DELAY IN DELIVERY OF A PASSENGER'S CHECKED  
BAGGAGE AND PROPERTY ACCEPTED PURSUANT TO THE  
EXECUTION OF A BAGGAGE LIABILITY RELEASE FORM  
TO THE EXTENT THAT SUCH RELEASE RELIEVES NW  
OF LIABILITY. THIS PROVISION APPLIES WITH OR  
WITHOUT THE PASSENGER'S SIGNATURE ON THE  
BAGGAGE LIABILITY FORM.

EXCEPTION: BAGGAGE LIABILITY RELEASE FORMS  
WILL NOT BE REQUIRED OF  
PASSENGERS CLAIMING LIABILITY FOR  
DAMAGE TO, LOSS OF, OR DELAY IN  
DELIVERY OF WHEELCHAIRS OR OTHER  
ASSISTIVE DEVICES.

3) DECLARATION OF HIGHER VALUE/LIMITS ON DECLARED  
HIGHER VALUES

A PASSENGER MAY, WHEN CHECKING IN FOR A FLIGHT AND  
PRESENTING PROPERTY FOR TRANSPORTATION, PAY AN  
ADDITIONAL CHARGE OF USD 1.00 PER USD 100.00 OR  
FRACTION THEREOF FOR TRANSPORTATION VIA NW, AND  
DECLARE A VALUE HIGHER THAN THE MAXIMUM AMOUNT  
SPECIFIED IN A) 1) ABOVE AND UP TO A MAXIMUM OF  
USD 5000.00, IN WHICH EVENT, NW'S LIABILITY  
MAY NOT EXCEED SUCH DECLARED HIGHER VALUE. WHEN  
PERSONAL PROPERTY, INCLUDING BAGGAGE, IS TENDERED  
FOR TRANSPORTATION VIA 2 OR MORE CARRIERS WITH  
DIFFERENT MAXIMUM LIMITS ON DECLARED VALUE, THE  
LOWEST MAXIMUM LIMIT FOR ANY SUCH CARRIER  
APPLIES TO ALL CARRIERS PARTICIPATING IN SUCH  
TRANSPORTATION.

NOTE: ANY HIGHER DECLARED VALUE WILL NOT APPLY  
TO:

- 1) LOSS OR DAMAGE OCCURRING TO ITEMS OR  
CONDITION OF SUCH ITEMS LISTED IN 2)A)  
THROUGH 2)D);AND
- 2) ANIMALS

CONDITIONS OF ACCEPTANCE - 72

B) GENERAL CONDITIONS OF ACCEPTANCE OF CHECKED AND CARRY-ON BAGGAGE

NW WILL ACCEPT FOR TRANSPORTATION AS BAGGAGE SUCH  
PERSONAL PROPERTY AS IS NECESSARY OR APPROPRIATE FOR  
THE WEAR, USE, COMFORT, OR CONVENIENCE OF THE PASSENGER  
FOR THE PURPOSE OF THE TRIP, SUBJECT TO THE FOLLOWING  
CONDITIONS:

- 1) ALL BAGGAGE IS SUBJECT TO INSPECTION BY NW,  
HOWEVER, THERE IS NO OBLIGATION THAT NW PERFORM AN

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CONDITIONS OF ACCEPTANCE - 72 (CONT)

INSPECTION. NW WILL REFUSE TO TRANSPORT OR WILL REMOVE AT ANY POINT, BAGGAGE THAT THE PASSENGER REFUSES TO SUBMIT TO INSPECTION.

- 2) NW HAS THE RIGHT TO REFUSE TO TRANSPORT BAGGAGE ON ANY FLIGHT OTHER THAN THE ONE CARRYING THE PASSENGER. NW HAS THE RIGHT TO REFUSE TO TRANSPORT BAGGAGE ON ANY FLIGHT OTHER THAN THE ONE CARRYING THE PASSENGER. THE NAME OF THE PASSENGER PRESENTING THE TICKET SHALL BE THE ONLY IDENTIFYING NAME AFFIXED TO THE BAGGAGE, AND NW MAY REFUSE TO ACCEPT ANY BAGGAGE THAT HAS A NAME DIFFERENT FROM THAT OF THE PASSENGER AFFIXED THERETO.
- 3) NW WILL REFUSE TO ACCEPT PROPERTY FOR TRANSPORTATION WHICH SIZE, WEIGHT, OR CHARACTER RENDERS IT UNSUITABLE FOR TRANSPORTATION ON THE PARTICULAR AIRCRAFT WHICH IS TO TRANSPORT IT; WHICH CANNOT BE ACCOMMODATED WITHOUT HARMING OR ANNOYING PASSENGERS; OR WHICH IS NOT SUITABLE OR ADEQUATELY PACKAGED TO WITHSTAND ORDINARY HANDLING, UNLESS THE PASSENGER EXECUTES A LIABILITY RELEASE FORM. NW'S FAILURE TO REQUEST A LIABILITY RELEASE FORM DOES NOT, OF ITSELF, DEMONSTRATE A PACKAGE WAS PROPERLY PACKED.
- 4) NW WILL CHECK BAGGAGE WHICH IS TENDERED BY A PASSENGER ONLY UPON PRESENTATION OF A VALID TICKET FOR TRANSPORTATION OVER THE LINES OF NW, OR OVER THE LINES OF NW AND ONE OR MORE OTHER CARRIERS, SUBJECT TO THE CONDITIONS SPECIFIED BELOW:
  - A) BAGGAGE MUST BE CHECKED AT THE CITY OR AIRPORT OFFICE DESIGNATED BY NW AND IN ADVANCE OF FLIGHT DEPARTURE TIME AS PRESCRIBED BY THE CARRIER. FAILURE TO MEET CHECK-IN TIMES AS PRESCRIBED BY THE CARRIER WILL RESULT IN THE BAGGAGE NOT BEING ACCEPTED UNLESS A LIABILITY RELEASE FORM IS EXECUTED.
  - B) THE PASSENGER'S NAME MUST APPEAR ON THE BAGGAGE.
  - C) BAGGAGE WILL NOT BE CHECKED:
    - I) TO A POINT NOT NAMED ON THE PASSENGER'S TICKET.
    - II) BEYOND THE PASSENGER'S NEXT POINT OF STOPOVER OR, IF THERE IS NO STOPOVER, BEYOND THE FINAL DESTINATION DESIGNATED ON THE PASSENGER'S TICKET.
    - III) BEYOND THE POINT TO WHICH ALL APPLICABLE CHARGES HAVE BEEN PAID.
    - IV) BEYOND A POINT AT WHICH THE PASSENGER IS

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CONDITIONS OF ACCEPTANCE - 72 (CONT)

TO TRANSFER TO A CONNECTING FLIGHT, IF THAT CONNECTING FLIGHT IS SCHEDULED TO DEPART FROM AN AIRPORT DIFFERENT FROM THE ONE AT WHICH THE PASSENGER IS SCHEDULED TO ARRIVE.

V) TO A POINT WHICH IS INTERMEDIATE TO THE PASSENGER'S NEXT POINT OF STOPOVER, OR, IF NONE, INTERMEDIATE TO THE FINAL DESTINATION.

5) UNLESS OTHERWISE SPECIFIED WITHIN THIS TARIFF, IN ADDITION TO THE PROVISIONS STATED ABOVE, NO ARTICLE WILL BE ACCEPTED IF THE MAXIMUM OUTSIDE LINEAR DIMENSIONS (LENGTH PLUS WIDTH PLUS HEIGHT) EXCEED 80 INCHES OR IF THE ARTICLE WEIGHS MORE THAN 100 LBS.

EXCEPTION: THESE WEIGHT/SIZE LIMITATIONS DO NOT APPLY TO:

- 1) SPORTING EQUIPMENT
- 2) CABIN-SEAT BAGGAGE
- 3) DUFFEL BAGS, SEA BAGS OR B-4 BAGS WHEN CHECKED BY MILITARY PASSENGERS.

C) BAGGAGE ALLOWANCE FOR CHECKED AND CARRY-ON BAGGAGE

NW WILL ACCEPT THE FOLLOWING BAGGAGE SUBJECT TO THE LIMITATIONS BELOW.

1) CARRY-ON BAGGAGE

ALL PASSENGERS SHALL BE ENTITLED TO BRING ONBOARD THE AIRCRAFT ONE PIECE OF CARRY-ON BAGGAGE MEETING THE FOLLOWING LIMITATIONS:

- A) BAGGAGE MUST FIT WITHIN AND BE STORED IN AN OVERHEAD BAGGAGE COMPARTMENT OF THE AIRCRAFT, OR UNDER A SEAT IN FRONT OF THE PASSENGER. BAGGAGE NOT MEETING THESE SPECIFICATIONS MUST BE TRANSPORTED AS CHECKED BAGGAGE.
- B) LACK OF SPACE ONBOARD THE AIRCRAFT TO STORE CARRY-ON BAGGAGE SHALL REQUIRE THE CARRY-ON BAGGAGE TO BE CHECKED. CARRY-ON BAGGAGE CHECKED DUE TO LACK OF SPACE ON THE AIRCRAFT SHALL NOT BE SUBJECT TO THE FEES ASSOCIATED TO PARAGRAPH D)1) BELOW.

2) CHECKED BAGGAGE FOR FIRST CLASS PASSENGERS

FIRST CLASS PASSENGERS SHALL BE ALLOWED THREE

CHECKED PIECES OF FREE BAGGAGE MEETING THE FOLLOWING LIMITATIONS:

I) A MAXIMUM OUTSIDE LINEAR DIMENSION OF 62 INCHES/158 CENTIMETERS PER PIECE; AND

II) A MAXIMUM WEIGHT OF 70 LBS/23 KGS PER PIECE.

NOTE: MAXIMUM LINEAR DIMENSION (LENGTH PLUS WIDTH PLUS HEIGHT)

3) CHECKED BAGGAGE FOR ECONOMY/COACH CLASS PASSENGERS

ECONOMY/COACH CLASS PASSENGERS SHALL NOT BE ENTITLED TO CHECK ANY BAGGAGE FOR FREE. UPON PAYMENT OF THE FEES SHOWN IN PARAGRAPH

D)1) BELOW, ECONOMY/COACH PASSENGERS SHALL BE ALLOWED TO CHECK BAGGAGE MEETING THE FOLLOWING LIMITATIONS:

- I) A MAXIMUM OUTSIDE LINEAR DIMENSION OF 62 INCHES/158 CENTIMETERS PER PIECE; AND
- II) A MAXIMUM WEIGHT OF 50 LBS/23 KGS PER PIECE.

EXCEPTION: ACTIVE DUTY MILITARY PERSONNEL TRAVELING ON ORDERS SHALL BE ALLOWED TEN CHECKED PIECES OF FREE BAGGAGE WEIGHING UP TO 100 LBS PER PIECE. FOR TRAVEL ON NW AIRLINK FLIGHTS, FOUR PIECES SHALL BE ALLOWED.

4) ARTICLES CARRIED FREE IN ADDITION TO STATED MAXIMUM EACH FARE PAYING PASSENGER MAY CARRY THE FOLLOWING ARTICLES ON BOARD THE AIRCRAFT WITHOUT CHARGE PROVIDED THEY ARE RETAINED IN THE CUSTODY OF THE PASSENGER:

- 1) HANDBAG/POCKETBOOK/BRIEFCASE
- 2) SMALL LAPTOP COMPUTER
- 3) AN OVERCOAT OR WRAP
- 4) AN UMBRELLA
- 5) A CAMERA AND/OR PAIR OF BINOCULARS
- 6) A REASONABLE AMOUNT OF READING MATERIAL FOR THE FLIGHT
- 7) ONE INFANT DIAPER BAG IF ACCOMPANYING AN INFANT
- 8) BRACES OR OTHER PROSTHETIC DEVICES PROVIDED THE PASSENGER IS DEPENDENT UPON SUCH DEVICES.
- 9) A COLLAPSIBLE BATTERY-POWERED MANUAL WHEELCHAIR-IF APPROVED STORAGE SPACE IS AVAILABLE.
- 10) MEDICAL/LIFE-SUPPORT ASSISTIVE DEVICE.
- 11) ONE TWO-WHEELED LUGGAGE CART, PROVIDED THAT THE COMBINATION OF THE LUGGAGE CART AND THE CARRY-ON BAG WILL FIT IN THE OVERHEAD BAGGAGE COMPARTMENT OF THE AIRCRAFT OR UNDER A SEAT IN FRONT OF THE PASSENGER.
- 12) ONE INFANT SEAT - IF APPROVED STORAGE SPACE IS AVAILABLE.
- 13) A FULLY COLLAPSIBLE UMBRELLA STYLE STROLLER - IF APPROVED STORAGE SPACE IS AVAILABLE.

EXCESS/OVERSIZE/OVERWEIGHT CHARGES -74

D) EXCESS/OVERSIZE/OVERWEIGHT CHARGES

BAGGAGE IN EXCESS OF THE MAXIMUM ALLOWANCE SPECIFIED ABOVE, OR OVERWEIGHT AND/OR OVERSIZED BAGGAGE AS DEFINED IN 2) AND 3) BELOW, WILL BE ACCEPTED FOR TRANSPORTATION ONLY UPON PAYMENT OF APPROPRIATE EXCESS/OVERSIZE/OVERWEIGHT CHARGE(S). THESE CHARGES WILL APPLY FROM THE POINT AT WHICH BAGGAGE IS ACCEPTED FOR TRANSPORTATION TO THE POINT TO WHICH BAGGAGE IS CHECKED. BAGGAGE CONNECTING TO OTHER AIRLINES WILL ALSO BE SUBJECT TO THE CONNECTING AIRLINE'S CHARGES, IN ADDITION TO NW'S CHARGES.

- 1) EXCESS PIECES

BAGGAGE IN EXCESS OF THE CHECKED BAGGAGE ALLOWANCE SPECIFIED IN C)2) AND C)3) ABOVE WILL BE CHARGED 125.00 USD FOR THE FIRST EXCESS PIECE, AND \$200.00 FOR EACH ADDITIONAL EXCESS PIECE. A TOTAL OF UP TO 10 CHECKED BAGS MAY BE ACCEPTED ON NW, AND UP TO 4 CHECKED BAGS ON NW AIRLINK FLIGHTS.)

EXCEPTION: FOR ECONOMY/COACH CLASS PASSENGERS, THE CHARGE FOR THE FIRST EXCESS PIECE WILL BE USD \$15.00, THE CHARGE FOR THE SECOND EXCESS PIECE WILL BE USD \$25.00. EVERY PIECE AFTER THE SECOND EXCESS PIECE IS SUBJECT TO THE ABOVE CHARGE.

THESE CHARGES ARE IN ADDITION TO ANY CHARGES ASSESSED PURSUANT TO B) AND C) BELOW.

EXCEPTION: FOR TRAVEL BETWEEN US MAINLAND AND HAWAII, AND TO/FROM FLORIDA, ONE CONTAINER OF FRUIT WILL BE ALLOWED IN ADDITION TO THE NORMAL CHECKED BAGGAGE ALLOWANCE FOR A FEE OF USD 10.00. THE MAXIMUM WEIGHT PERMITTED IS 10 LB.

- 2) OVERWEIGHT PIECES  
BAGGAGE WHICH IS OVER THE MAXIMUM WEIGHT OF 50 LBS. AND UP TO 70 LBS. WILL BE CHARGED USD 90.00.  
BAGGAGE WEIGHING 71-100 LBS WILL BE CHARGED USD 175.00 PER PIECE.

NOTE: THESE CHARGES ARE IN ADDITION TO ANY CHARGES ASSESSED PURSUANT TO 1) ABOVE AND 3) BELOW.

- 3) OVERSIZE PIECES  
BAGGAGE WHICH IS OVER THE MAXIMUM TOTAL LINEAR DIMENSIONS OF 62 INCHES, AND UP TO 80 INCHES IN TOTAL LINEAR DIMENSIONS WILL BE CHARGED USD 175.00 FOR EACH PIECE.

THESE CHARGES ARE IN ADDITION TO ANY CHARGES ASSESSED PURSUANT TO 1) AND 2) ABOVE.

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CABIN SEAT BAGGAGE - 75

- E) CABIN-SEAT BAGGAGE  
WHEN A PASSENGER REQUESTS THAT AN ITEM OF BAGGAGE BE CARRIED IN THE PASSENGER CABIN OF THE AIRCRAFT, AND IT IS DETERMINED BY NW THAT THE ITEM IS ACCEPTABLE AS CABIN BAGGAGE BUT IT IS SO FRAGILE AND/OR BULKY AS TO REQUIRE THE USE OF A SEAT, THE PROVISIONS SPECIFIED BELOW WILL APPLY:
- 1) NW WILL CHARGE 100% OF THE APPLICABLE ADULT FARE FOR THE PORTION OF THE TRIP ON WHICH THE EXTRA SEAT IS USED. THE CABIN-SEAT BAGGAGE WILL NOT BE

INCLUDED IN DETERMINING CHECKED BAGGAGE ALLOWANCE OR EXCESS BAGGAGE CHARGES.

- 2) CABIN-SEAT BAGGAGE MUST BE CARRIED ABOARD THE AIRCRAFT BY THE PASSENGER AND SECURED IN A SEAT, DESIGNATED BY NW, WITH A SEATBELT OR OTHER ACCEPTABLE FORM OF RESTRAINT.
- 3) CABIN SEAT BAGGAGE MUST BE ASSIGNED BULKHEAD SEATING BEHIND A HARD/RIGID DIVIDER TO COMPLY WITH FAA REGULATIONS. ON DC9/A319/A320/757 AIRCRAFT TYPES, RIGID BULKHEADS ARE ONLY IN FIRST CLASS CABIN, THEREFORE CABIN SEAT BAGGAGE ON SUCH AIRCRAFT TYPES MUST BE IN FIRST CLASS. CABIN-SEAT BAGGAGE MUST BE IN A SEAT, PREFERABLY NEXT TO THE PASSENGER, IN THE SAME COMPARTMENT/CLASS OF SERVICE, PROVIDED A PHYSICAL BULKHEAD OR DIVIDER IS PRESENT AT THE FRONT OF THE COMPARTMENT.

BOXES - 76

- F) BOXES  
NW DOES NOT STOCK BOXES AT AIRPORTS FOR CUSTOMER PURCHASE.

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SPECIAL ITEMS - 77

- G) SPECIAL ITEMS  
THE FOLLOWING ARE SPECIAL ITEMS OR TYPES OF ITEMS THAT WILL BE ACCEPTED AS BAGGAGE PER FARE-PAYING PASSENGER SUBJECT TO THE CONDITIONS AND CHARGES STATED BELOW:

DESCRIPTION/ LIMITATIONS	CHARGES (WHETHER OR NOT PRESENTED AS A SINGLE PIECE)
ANIMAL ANTLERS ANTLERS RETAINED AS HUNTING TROPHIES, E.G.	WILL NOT BE INCLUDED IN THE CHECKED BAGGAGE ALLOWANCE AND

MOOSE/ELK/DEER ANTLERS,  
ETC.

WILL BE SUBJECT TO A  
SERVICE CHARGE OF USD  
175.00 PER ITEM.

CONDITIONS OF ACCEPTANCE

- 1) ACCEPTED AS CHECKED BAGGAGE ONLY AND ONLY UPON EXECUTION OF A LIABILITY RELEASE FORM.
- 2) ONE SERVICE CHARGE APPLIES WHEN SMALLER ANTLERS ARE NESTLED INSIDE LARGER ANTLERS AND STRAPPED TOGETHER.
- 3) ANTLERS MUST BE AS FREE OF RESIDUE AS POSSIBLE.
- 4) THE SKULL MUST BE WRAPPED AND TIPS PROTECTED.
- 5) MAXIMUM OF OUTSIDE LINEAR DIMENSIONS MUST NOT EXCEED 120 INCHES.
- 6) THE PASSENGER MUST MAKE ALL ARRANGEMENTS AND ASSUME FULL RESPONSIBILITY FOR COMPLYING WITH ANY APPLICABLE LAWS, CUSTOMS AND/OR OTHER GOVERNMENT REGULATIONS, REQUIREMENTS, OR RESTRICTIONS OF THE COUNTY, STATE OR TERRITORY TO AND FROM WHICH THE ANTLERS ARE BEING TRANSPORTED.

INFANT CARRYING/  
CAR SEATS

CARRIED FREE

CONDITIONS OF ACCEPTANCE

- 1) ACCEPTED FOR CARRIAGE OF AN INFANT IN THE PASSENGER CABIN OF THE AIRCRAFT ONLY WHEN AN ADDITIONAL SEAT IS RESERVED FOR THE INFANT, A TICKET IS PURCHASED (AT THE APPLICABLE FARE FOR AN INFANT OCCUPYING A SEAT), AND THE ITEM

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SPECIAL ITEMS - 77

G) SPECIAL ITEMS (CONT)

THE FOLLOWING ARE SPECIAL ITEMS OR TYPES OF ITEMS THAT WILL BE ACCEPTED AS BAGGAGE PER FARE-PAYING PASSENGER SUBJECT TO THE CONDITIONS AND CHARGES STATED BELOW:

DESCRIPTION/ LIMITATIONS	CHARGES (WHETHER OR NOT PRESENTED AS A SINGLE PIECE)
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INFANT CARRYING/ CAR SEATS	CARRIED FREE
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CAN BE PROPERLY SECURED  
BY A SEAT BELT OR OTHER

ACCEPTABLE FORM OF  
RESTRAINT. MAY ALSO BE  
CARRIED AS PART OF  
FREE BAGGAGE ALLOWANCE,  
PROVIDED ACCEPTABLE  
STORAGE SPACE IS  
AVAILABLE.

2) ONLY FAA APPROVED SEATS  
WILL BE ACCEPTED FOR CARRIAGE  
OF AN INFANT IN THE  
PASSENGER CABIN OF THE  
AIRCRAFT. INFANT SEAT IS  
SUBJECT TO INSPECTION  
AND FINAL APPROVAL BY NW  
PERSONNEL. FEDERALLY APPROVED  
SEATS MUST BEAR LABEL STATING:  
- CERTIFIED FOR USE IN MOTOR  
VEHICLES AND AIRCRAFT.  
- CONFORMS TO FEDERAL MOTOR  
VEHICLE SAFETY STANDARDS.

\*OR\*

- APPROVAL OF FOREIGN  
GOVERNMENT/UNITED NATIONS.  
3) ONE ITEM FOR EACH  
ACCOMPANIED CHILD WILL  
BE ACCEPTED AS CHECKED  
BAGGAGE FREE OF CHARGE  
UPON EXECUTION OF A  
LIABILITY RELEASE FORM.

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SPECIAL ITEMS - 77 (CONT)

- G) SPECIAL ITEMS (CONT)

DESCRIPTION/ LIMITATIONS	CHARGES (WHETHER OR NOT PRESENTED AS A SINGLE PIECE)
BICYCLES	
EITHER 1 NON-MOTORIZED TOURING, RACING OR TANDEM BICYCLE	CANNOT BE INCLUDED IN THE CHECKED BAGGAGE ALLOWANCE AND WILL ALWAYS BE SUBJECT TO A CHARGE OF 175.00 PER BIKE

EXCEPTION

IF A PASSENGER IS TRAVELING WITHIN  
HAWAII ON NW FLIGHTS 1-1999 A  
USD 25.00 CHARGE WILL BE  
ASSESSED PER BIKE.

CONDITIONS OF ACCEPTANCE

- 1) ACCEPTED AS CHECKED  
BAGGAGE ONLY AND ONLY  
UPON EXECUTION OF A  
LIABILITY RELEASE FORM.
- 2) THE HANDLEBARS MUST BE  
FIXED SIDEWAYS AND THE  
PEDALS MUST BE REMOVED  
OR THE HANDLE BARS AND  
PEDALS MUST BE ENCASED IN  
PLASTIC FOAM OR SIMILAR  
MATERIAL, OR THE BICYCLE  
MUST BE PLACED IN A  
CARDBOARD CONTAINER.
- 3) TANDEM BIKES WILL BE  
ACCEPTED ON 747/757/A319/  
A320 TYPE AIRCRAFTS ONLY.  
SOME NW AIRLINK CARRIERS  
AND AIRCRAFT MAY NOT ACCEPT  
BICYCLES AS CHECKED BAGGAGE  
AND MAY HAVE DIFFERENT LIMITS.

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SPECIAL ITEMS - 77

G) SPECIAL ITEMS (CONT)

DESCRIPTION/ LIMITATIONS	CHARGES (WHETHER OR NOT PRESENTED AS A SINGLE PIECE)
BOOGIE BOARDS	BOOGIE BOARDS NOT EXCEEDING 43 IN./107CM WILL BE ACCEPTED IN CHECKED LUGGAGE ALLOWANCE. BOOGIE BOARDS EXCEEDING 43 IN./107CM WILL BE ACCEPTED AT AN EXCESS CHARGE OF USD 175.00
BOWLING EQUIPMENT	MAY BE INCLUDED IN THE

CHECKED BAGGAGE ALLOWANCE  
IF OVERWEIGHT, THE ITEM  
WILL BE SUBJECT TO THE  
APPLICABLE EXCESS BAGGAGE  
CHARGE.

CONDITIONS OF ACCEPTANCE  
ACCEPTED AS CHECKED  
BAGGAGE ONLY UPON  
EXECUTION OF A LIABILITY  
RELEASE FORM.

CAMERA/FILM  
EQUIPMENT

CAMERAS, FILM, LIGHT-  
ING AND SOUND  
EQUIPMENT OF TELEVISION  
BROADCASTING COMPANIES  
OR COMMERCIAL FILM-  
MAKING COMPANIES OR  
PHOTOGRAPHY COMPANIES.  
CONDITIONS OF ACCEPTANCE

- 1) ACCEPTED AS CHECKED  
BAGGAGE ONLY AND ONLY  
UPON EXECUTION OF A  
LIABILITY RELEASE FORM.
- 2) ACCEPTED ONLY WHEN  
TENDERED BY REPRESENT-  
ATIVES OF NETWORK OR  
LOCAL TELEVISION  
BROADCASTING COMPANIES  
OR COMMERCIAL FILM-  
MAKING COMPANIES OR  
PHOTOGRAPHY COMPANIES.

CHARGED THE APPLICABLE  
CHECKED BAG FEE FOR THE  
1<sup>ST</sup> OR 2<sup>ND</sup> CHECKED BAG.  
WHEN IN EXCESS, THE ITEM  
WILL BE SUBJECT TO A USD 50.00  
PER PIECE CHARGE.

DUFFEL BAG/SEA BAG/B-4 BAG

ACTIVE DUTY MILITARY PERSONNEL  
TRAVELING ON ORDERS SHALL BE  
ALLOWED TEN CHECKED PIECES  
OF FREE BAGGAGE WEIGHING UP  
TO 100 LBS. PER PIECE. FOR TRAVEL  
ON NW AIRLINK FLIGHTS, FOUR CHECKED  
PIECES SHALL BE ALLOWED.

CONDITIONS OF ACCEPTANCE  
1) ACCEPTED AS CHECKED  
BAGGAGE ONLY.

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SPECIAL ITEMS - 77

G) SPECIAL ITEMS (CONT)

DESCRIPTION/ LIMITATIONS	CHARGES (WHETHER OR NOT PRESENTED AS A SINGLE PIECE)
FIREARMS	
ONE OF THE FOLLOWING ITEMS MAY BE ACCEPTED:	MAY BE INCLUDED IN THE CHECKED BAGGAGE ALLOWANCE. IF OVERWEIGHT, THE ITEM WILL BE SUBJECT TO THE APPLICABLE EXCESS/OVERWEIGHT BAGGAGE CHARGE.
1) 1 RIFLE CASE CONTAINING UP TO FOUR RIFLES (WITH OR WITHOUT SCOPES), ONE SHOOTING MAT, NOISE SUPPRESSORS, AND SMALL RIFLE TOOLS.	
2) ONE BOW AND QUIVER OF ARROWS AND MAINTENANCE KIT ENCLOSED IN A CASE OR CONTAINER OF SUFFICIENT STRENGTH TO PROTECT THE BOW AND QUIVER FROM ACCIDENTAL DAMAGE.	
3) 1 PISTOL CASE CON- TAINING NOT MORE THAN 5 PISTOLS, NOISE SUPPRESSORS ONE PISTOL TELE- SCOPE AND SMALL PISTOL TOOLS. IN ADDITION TO ONE OF THE ABOVE ITEMS OF SHOOTING EQUIPMENT SMALL ARMS AMMUNITION FOR PERSONAL USE MAY BE INCLUDED.	

CONDITIONS OF ACCEPTANCE

- 1) FIREARMS WHICH ARE  
ACCEPTED FOR CARRIAGE  
MUST BE PACKED IN A  
MANUFACTURER'S CRUSH-  
PROOF TYPE CONTAINER OR  
HARD CASE MANUFACTURED  
SPECIFICALLY FOR A  
FIREARM.

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SPECIAL ITEMS - 77 (CONT)

DESCRIPTION/ LIMITATIONS	CHARGES (WHETHER OR NOT PRESENTED AS A SINGLE PIECE)
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FIREARMS (CONT)

- 2) LUGGAGE CONTAINING FIREARMS WILL NOT KNOWINGLY BE ACCEPTED FOR TRANSPORTATION AT THE POINT OF ORIGIN OR ANY ONLINE OR INTERLINE CONNECTING POINT UNLESS A DECLARATION, SIGNED AND DATED ON THE DATE THE BAGGAGE IS ACCEPTED FOR TRANSPORTATION IS PLACED TO THE INSIDE OF THE CASE DECLARING THAT THE FIREARMS ARE NOT LOADED.
- 3) LUGGAGE CONTAINING FIREARMS WILL ONLY BE ACCEPTED AS CHECKED LUGGAGE AND ONLY UPON EXECUTION OF A LIABILITY RELEASE FORM. SUCH BAGGAGE WILL BE TRANSPORTED ONLY IN AN AREA, OTHER THAN THE COCKPIT, THAT IS INACCESSIBLE TO PASSENGERS, WITH THE EXCEPTION OF FIREARMS CARRIED BY AUTHORIZED LAW ENFORCEMENT OFFICERS AND FFDOS.
- 4) PROPERLY PACKAGED SMALL ARMS AMMUNITION UP TO A MAXIMUM OF 11 LBS./5 KGS. MAY BE CHECKED AS BAGGAGE. AMMUNITION MUST BE PACKED IN THE MANUFACTURER'S ORIGINAL PACKAGE OR SECURELY PACKED IN FIBER/WOOD OR METAL BOXES SPECIFICALLY DESIGNED FOR AMMUNITION. PROPERLY PACKAGED AMMUNITION MAY BE PACKED IN THE GUN CASE. AMMUNITION MUST BE WITHIN ITS OWN CONTAINER. AMMUNITION WITH EXPLOSIVE OR INCENDIARY PROJECTILES WILL NOT BE ACCEPTED.
- 5) RIFLE/SHOTGUN CASES AND HAND GUN CASES ARE AVAILABLE FOR NORTHWEST AIRLINES, INC. TICKETED PASSENGERS. RIFLE/SHOTGUN CASE - CHARGE \$75.00 USD PLUS TAX.

DIMENSIONS 52" X 11"W X 4"D  
WEIGHT 11.83 LBS.  
2 PISTOL HAND GUN CASES -  
CHARGE \$75.00 USD PLUS TAX.  
DIMENSIONS: 14"L X 9"W X 4"D  
WEIGHT 3.20 LBS.  
4 PISTOL HAND GUN CASE -  
CHARGE \$75.00 USD PLUS TAX.  
DIMENSIONS: 18"L X 14"W X 4"D  
WEIGHT 4.85 LBS.  
NOTE: HAND GUNS CONTAINED IN 2  
OR 4 PISTOL HAND GUN CASES  
MUST BE PLACED INSIDE OF  
CHECKED LUGGAGE. THE  
LUGGAGE IN WHICH IT IS  
CARRIED MUST BE LOCKED AND  
ONLY THE PASSENGER CHECKING  
THE LUGGAGE RETAINS THE  
KEY AND/OR COMBINATION.

FISHING  
EQUIPMENT

2 FISHING RODS	MAY BE INCLUDED IN THE
1 CREEL	CHECKED BAGGAGE ALLOWANCE
1 LANDING NET	
1 PAIR OF FISHING BOOTS	
1 FISHING TACKLE BOX	

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SPECIAL ITEMS - 77 (CONT)

DESCRIPTION/ LIMITATIONS	CHARGES (WHETHER OR NOT PRESENTED AS A SINGLE PIECE)
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FISHING  
EQUIPMENT (CONT)

CONDITIONS OF ACCEPTANCE

- 1) ACCEPTED AS CHECKED  
BAGGAGE ONLY AND UPON  
EXECUTION OF A LIABILITY  
RELEASE FORM.
- 2) THE FISHING RODS, CREEL,  
LANDING NET, AND FISHING  
BOOTS MUST ALL BE  
PROPERLY ENCASED.
- 3) THE TACKLE BOX MUST BE  
SEALED OR LOCKED TO  
PREVENT OPENING DURING  
HANDLING.

GOLF  
EQUIPMENT

MAY BE INCLUDED IN THE  
CHECKED BAGGAGE ALLOWANCE

CONDITIONS OF ACCEPTANCE  
ACCEPTED AS CHECKED BAGGAGE  
ONLY. LIABILITY RELEASE  
FORM REQUIRED ONLY IF:

- 1) GOLF BAG CHECKED WITHOUT  
A COVER OR
- 2) GOLF EQUIPMENT NOT ENCASED  
IN A HARD-SIDED GOLF CASE.

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SPECIAL ITEMS - 77 (CONT)

DESCRIPTION/  
LIMITATIONS

CHARGES  
(WHETHER OR NOT PRESENTED  
AS A SINGLE PIECE)

HOCKEY EQUIPMENT

1 SET OF EQUIPMENT IS  
CONSIDERED:  
UP TO 3 HOCKEY STICKS  
TAPED TOGETHER AND  
1 HOCKEY STICK BAG  
NOT EXCEEDING 50LBS OR  
163 INCHES.  
BOTH ITEMS ARE COUNTED  
AS ONE PIECE.

\*OR\*

1 HOCKEY STICK BAG WITH MULTIPLE  
STICKS INSIDE NOT EXCEEDING 50LBS  
OR 163 INCHES.

MAY BE INCLUDED IN THE  
CHECKED BAGGAGE ALLOWANCE.  
IF EXCEEDS WEIGHT OR INCHES,  
APPLY NORMAL EXCESS BAGGAGE  
CHARGE.

MUSICAL  
INSTRUMENTS

CELLO/BASS

THE ITEM MAY BE CHECKED  
BUT WILL NOT BE INCLUDED  
IN DETERMINING THE CHECKED  
BAGGAGE ALLOWANCE AND WILL  
BE SUBJECT TO A CHARGE OF  
USD 175.00

CONDITIONS OF ACCEPTANCE

- 1) OUTSIDE LINEAR DIMENTIONS  
DO NOT EXCEED 120 INCHES PROVIDED  
THE WEIGHT, INCLUDING CASE,  
DOES NOT EXCEED 100 LBS.
- 2) ACCEPTED AS CHECKED  
BAGGAGE OR CABIN SEAT  
BAGGAGE ONLY UPON EXECUTION  
OF A LIABILITY RELEASE FORM.
- 3) IF CHECKED BAGGAGE, THE  
ITEM MUST BE IN A HARDSIDED  
CASE OR CRUSH-PROOF TYPE  
CONTAINER OR HARD CASE  
MANUFACTURED SPECIFICALLY  
FOR THE INSTRUMENT.
- 4) IF CABIN-SEAT BAGGAGE, ADVANCE  
ARRANGEMENTS MUST BE MADE  
FOR THE CARRIAGE OF THIS  
INSTRUMENT.  
INSTRUMENT MUST BE ASSIGNED  
BULKHEAD SEATING BEHIND A  
HARD/RIGID DIVIDER TO COMPLY  
WITH FAA SAFETY REGULATIONS.

PARACHUTES

CONDITIONS OF ACCEPTANCE OR SPORT PARACHUTES

- 1) NORTHWEST ACCEPTS SPORT  
PARACHUTES AND PARASAIL  
IN LIEU OF ONE PIECE OF CHECKED BAGGAGE.  
A PARACHUTE OR PARASAIL TAKEN ONBOARD  
THE AIRCRAFT MUST MEET CARRY-ON SIZE  
RESTRICTIONS FOR PLACEMENT UNDERNEATH  
AN AIRCRAFT SEAT. WHEN CHECKED AS BAGGAGE  
ALL EXCESS OVERSIZED AND OVERWEIGHT CHARGES  
WILL APPLY.

POLE VAULT/JAVELIN

ACCEPTED AS PART OF THE APPLICABLE  
CHECKED BAGGAGE ALLOWANCE.

CONDITIONS OF ACCEPTANCE

- 1) ADVANCE ARRANGEMENTS MUST BE MADE FOR THE  
CARRIAGE OF THIS ITEM
- 2) ACCEPTABLE ONLY AS CHECKED BAGGAGE AND

ONLY UPON EXECUTION OF A LIABILITY RELEASE FORM  
NOTE: POLE VAULTS MAY NOT BE  
ACCEPTED ON CERTAIN  
AIRCRAFT TYPES AND FINAL  
DECISIONS ON ACCEPTANCE  
WILL BE MADE BY NW PERSONNEL.

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SPECIAL ITEMS - 77 (CONT)

DESCRIPTION/ LIMITATIONS	CHARGES (WHETHER OR NOT PRESENTED AS A SINGLE PIECE)
SCUBA-DIVING EQUIPMENT	
ONE DIVE BAG CONTAINING SCUBA EQUIPMENT, OTHER THAN AN EMPTY DIVE TANK, MAY BE ACCEPTED AS PART OF YOUR CHECKED BAGGAGE ALLOWANCE. AN EMPTY DIVE TANK WILL NOT BE INCLUDED IN DETERMINING THE CHECKED BAGGAGE ALLOWANCE AND WILL ALWAYS BE SUBJECT TO A USD 175.00 FEE. SCUBA EQUIPMENT ACCEPTED IN EXCESS OF THE CHECKED BAGGAGE ALLOWANCE WILL BE ASSESSED THE APPROPRIATE FEE BASED ON DESTINATION.	
CONDITIONS OF ACCEPTANCE	
1) ACCEPTED AS CHECKED BAGGAGE ONLY AND ONLY UPON EXECUTION OF A LIABILITY RELEASE FORM.	
2) THE SCUBA TANK MUST BE EMPTY.	
3) IF SPEARGUN HAS CO2 CARTRIDGE IT MUST BE EMPTY.	
SNOW SKIING EQUIPMENT	
SNOW SKIS/SNOW BOARD SKI POLES/SKI BOOTS SKI BINDINGS	MAY BE INCLUDED IN THE CHECKED BAGGAGE ALLOWANCE. (FOR THE PURPOSE OF THIS PROVISION, ONE ITEM OF SKIING EQUIPMENT IS DEFINED AS ONE PAIR OF SKIS/SKI POLES, AND ONE PAIR OF SKI BOOTS.) THE MAXIMUM OUTSIDE LINEAR DIMENSIONS MAY EXCEED 80 INCHES, AND NO EXCESS SIZE CHARGE APPLIES. OVERWEIGHT FEE APPLIES WHEN COMBINED WEIGHT OF SKI BAG AND BOOT BAG EXCEED 50LB/23KG. IF NOT INCLUDED IN THE CHECKED ALLOWANCE, THE ITEM WILL BE

SUBJECT TO THE APPLICABLE EXCESS  
BAGGAGE CHARGE.

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SPECIAL ITEMS - 77 (CONT)

SNOW SKIING

EQUIPMENT (CONT)

LIABILITY RELEASE  
FORM REQUIRED ON PLASTIC/SOFT  
SKI BAGS ONLY. EXECUTION  
OF LIABILITY RELEASE FORM  
NOT REQUIRED ON HARD-SHELL  
CASES.

SURFBOARDS/

CANNOT BE INCLUDED IN  
THE CHECKED BAGGAGE ALLOW-  
ANCE AND WILL ALWAYS BE  
SUBJECT TO A CHARGE OF  
USD 175.00 PER SURFBOARD.  
IF A PASSENGER IS TRAVELING  
WITHIN HAWAII ON NW FLIGHTS  
1-1999 A USD 25.00 CHARGE WILL BE  
ASSESSED PER SURFBOARD.

EXCEPTION

CONDITIONS OF ACCEPTANCE

- 1) ACCEPTED AS CHECKED  
BAGGAGE ONLY AND UPON  
EXECUTION OF A LIABILITY  
RELEASE FORM.  
NOTE: SURFBOARDS MAY NOT  
BE ACCEPTED ON CERTAIN  
AIRCRAFT TYPES AND  
FINAL DECISION ON  
ACCEPTANCE WILL BE MADE  
BY NW PERSONNEL.

WHEELCHAIRS/MOBILITY  
DEVICES.

1 WHEELCHAIR,  
EITHER MANUALLY  
OR BATTERY  
OPERATED

CARRIED FREE  
NOTE: ONE FOLDING WHEEL-  
CHAIR PER AIRCRAFT CAN  
BE ACCEPTED AS CABIN  
BAGGAGE PROVIDED SPACE IS  
AVAILABLE AT PRE-BOARDING.  
(ONLY DRY CELL AND GEL CELL  
BATTERIES ARE PERMITTED IN

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SPECIAL ITEMS - 77 (CONT)

DESCRIPTION/  
LIMITATIONS

CHARGES  
(WHETHER OR NOT PRESENTED  
AS A SINGLE PIECE)

THE CABIN FOR OPERATION OF  
ACCEPTABLE LIFE SUPPORT  
EQUIPMENT ONLY.)

WHEELCHAIRS/MOBILITY (CONT)  
DEVICES.

CONDITIONS OF ACCEPTANCE

- 1) ACCEPTED AS CHECKED  
BAGGAGE ONLY, FOR A  
PASSENGER DEPENDENT ON  
THE WHEELCHAIR. IF  
TENDERED FOR A PASSENGER  
NOT DEPENDENT ON THE  
WHEELCHAIR, NORMAL  
BAGGAGE PROVISIONS AND  
CHARGES WILL APPLY.
- 2) FOR ALL BATTERY DRIVEN  
WHEELCHAIRS, THAT CAN  
BE LOADED IN AN UPRIGHT  
POSITION, THE BATTERY  
MUST BE SECURELY FASTENED  
TO THE WHEELCHAIR AND THE  
CABLES MUST BE DISCON-  
NECTED AND THE TERMINALS  
TAPED.
- 3) WET-CELL BATTERY OPERATED  
WHEELCHAIRS WILL NOT BE  
ACCEPTED ON DC9 TYPE  
AIRCRAFT OR WHEN A BATTERY  
MUST BE REMOVED FROM THE  
WHEELCHAIR DUE TO CARGO  
DOOR LIMITATIONS.
- 4) FOR WET CELL BATTERIES  
ONLY, NW WILL PROVIDE HAZARDOUS  
MATERIAL PACKAGING AT NO  
COST TO THE PASSENGER.

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SPECIAL ITEMS - 77 (CONT)

DESCRIPTION/ LIMITATIONS	CHARGES (WHETHER OR NOT PRESENTED AS A SINGLE PIECE)
WINDSURFING EQUIPMENT	
1 WINDSURFING BOARD WITH A WOODEN BOOM, ONE SAIL, AND ONE MAST	CANNOT BE INCLUDED IN CHECKED BAGGAGE ALLOWANCE AND WILL BE SUBJECT TO A CHARGE OF USD 175.00. FOR A COMPLETE UNIT (ONE BOARD, ONE SAIL, ONE MAST, AND ONE BOOM), AND A CHARGE OF USD 175.00 FOR ANY ADDITIONAL WIND-SURFING BOARD, BOOM, SAIL, OR MAST.

CONDITIONS OF ACCEPTANCE

- 1) ACCEPTED AS CHECKED BAGGAGE  
ONLY AND UPON EXECUTION  
OF A LIABILITY RELEASE FORM.

NOTE: WINDSURFING EQUIPMENT MAY  
NOT BE ACCEPTED ON CERTAIN  
AIRCRAFT TYPES BECAUSE OF  
SPACE, AND FINAL DECISION  
ON ACCEPTANCE WILL BE MADE  
BY NW PERSONNEL.

FRAGILE AND PERISHABLE - 78

- H) FRAGILE AND PERISHABLE ITEMS
  - 1) NW IS NOT LIABLE FOR LOSS OF, DAMAGE TO OR DELAY  
IN DELIVERY OF FRAGILE OR PERISHABLE ITEMS  
INCLUDED IN THE PASSENGER'S CHECKED BAGGAGE, WITH  
OR WITHOUT THE KNOWLEDGE OF NW OR FOR ANY CHECKED  
BAGGAGE WHICH HAS BEEN ACCEPTED FROM A PASSENGER  
WHO HAS SIGNED A LIABILITY RELEASE FORM, UNLESS:
    - A) APPROPRIATELY PACKAGED IN AN ORIGINAL FACTORY  
SEALED CARTON, CARDBOARD MAILING TUBE OR  
CONTAINER, OR CASE DESIGNED FOR SHIPPING SUCH  
ITEMS, OR SUITABLY PACKED WITH PROTECTIVE  
INTERNAL MATERIAL; OR

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FRAGILE AND PERISHABLE - 78 (CONT)

B) THE PASSENGER SIGNS A LIABILITY RELEASE FORM FURNISHED BY NW WHICH RELIEVES NW OF LIABILITY FOR ITEMS NOT PACKAGED AS STATED IN 1)A) ABOVE. SUCH EXCLUSION WILL APPLY SOLELY TO THE UNSUITABILITY OF FRAGILE OR PERISHABLE ITEMS AS CHECKED BAGGAGE AND/OR THE

INADEQUACY OF THEIR PACKAGING, AND NOT FROM NW'S FAILURE TO EXERCISE THE ORDINARY STANDARD OF CARE. THE EXECUTION OF A LIABILITY RELEASE FORM ALSO RELIEVES NW OF LIABILITY FOR SPOILAGE OR SUBSTANTIAL LOSS OF VALUE OR POTENCY WHICH RESULTS FROM NW'S DELAY IN DELIVERY OF CHECKED BAGGAGE WHEN SUCH SPOILAGE RESULTS FROM THE UNSUITABILITY OF SUCH ITEMS AS CHECKED BAGGAGE, AND NOT FROM NW'S FAILURE TO EXERCISE THE ORDINARY STANDARD OF CARE. ALSO, WHEN PACKAGING IS INADEQUATE, THE LIABILITY APPLIES TO LOSS OF CONTENTS FROM THE CONTAINER IN TRANSIT. UPON REQUEST, A FRAGILE AND/OR BULKY ITEM WILL BE CARRIED AS CABIN-SEAT BAGGAGE SUBJECT TO THE PROVISIONS OF E).

EXCEPTION: NW IS NOT LIABLE UNDER ANY CIRCUMSTANCE FOR THE LOSS OF, DAMAGE TO OR DELAY IN DELIVERY OF VALUABLE, FRAGILE OR PERISHABLE ITEMS, AS EXEMPLIFIED IN 2) BELOW, INCLUDED IN A PASSENGER'S CHECKED BAGGAGE, WITH OR WITHOUT THE KNOWLEDGE OF NW.

2) THE CLASSES OF ITEMS LISTED BELOW ARE DEEMED BY NW TO BE FRAGILE OR PERISHABLE, OR OTHERWISE UNSUITABLE AS CHECKED BAGGAGE, AND ARE SUBJECT TO THE CONDITIONS OF ACCEPTANCE SET FORTH ABOVE. EXAMPLES ARE BY ILLUSTRATION AND NOT BY LIMITATION.

A) ARTISTIC ITEMS - PAINTINGS, DRAWINGS; PICTURES; SCULPTURE; PLASTICS; PLASTER OF PARIS MOLDS AND CASTS; ANTIQUE ITEMS; ORNAMENTAL OR DECORATOR ITEMS SUCH AS VASES, FIGURINES, TROPHIES, DISPLAY MODELS, SOUVENIRS, HEIRLOOMS; AND OTHER ART OBJECTS AND CURIOS.

B) ATTACHED ARTICLES - ARTICLES TIED, TAPED, WIRED, OR STRAPPED TO THE EXTERIOR OF ANY PIECE OF CHECKED BAGGAGE.

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FRAGILE AND PERISHABLE - 78 (CONT)

- C) CHINAWARE/CERAMICS/POTTERY - CHINAWARE;  
POTTERY; ORNAMENTAL AND OTHER ARTICLES MADE  
OF BAKED CLAY, EARTHENWARE, PORCELAIN, IVORY,  
MARBLE, ALABASTER OR OTHER SIMILAR MATERIAL  
INCLUDING CERAMICS, POTS, BOWLS, DISHES,  
GLASSES, CROCKERY, ORNAMENTS AND DECORATOR  
AND OTHER ITEMS.
- D) ELECTRONIC AND MECHANICAL ITEMS - ELECTRICAL  
AND MECHANICAL ITEMS FOR BUSINESS OR HOME USE  
SUCH AS CALCULATORS, TYPEWRITERS, DICTATION  
EQUIPMENT, SEWING MACHINES, ELECTRIC RAZORS,  
HAIR DRYERS, HAIR BLOWERS, HAIR CURLERS, HAIR  
SETTERS, TOOTHBRUSHES, WATER PICS, COFFEE  
POTS, TOASTERS, TELEVISIONS, RADIOS  
(INCLUDING CITIZEN BAND), STEREOS, RECORDERS,  
AMPLIFIERS, SPEAKERS, RECORDS, TAPES AND  
TURNTABLES.
- E) GARMENT BAGS - GARMENT BAGS (AND CONTENTS)  
THAT ARE MADE OF PAPER; LIGHT PLASTIC OR  
VINYL MATERIAL DESIGNED FOR CARRYING AND NOT  
FOR SHIPPING AND GARMENT BAGS (AND CONTENTS)  
THAT CONTAIN ARTICLES OTHER THAN GARMENTS.
- F) GLASS - GLASSWARE; CRYSTAL; LAMPS; MIRRORS;  
BOTTLES AND OTHER GLASS CONTAINERS AND ANY  
LIQUIDS CONTAINED THEREIN; TELESCOPES;  
BINOCULARS; BAROMETERS; EYEGLASSES AND  
CONTACT LENSES THAT ARE NOT IN THEIR CASES.
- G) HOUSEHOLD ARTICLES - LAMPS; LAMP SHADES;  
FURNITURE; PICTURE FRAMES.
- H) LIQUOR CARTONS - LIQUOR CARTONS PROVIDED FOR  
HAND CARRIAGE BY DUTY FREE SHOPS.
- I) MUSICAL INSTRUMENTS AND EQUIPMENT - GUITARS,  
VIOLINS AND OTHER STRINGED INSTRUMENTS;  
ORGANS; HORNS, PERCUSSION INSTRUMENTS. SEE F)  
(MUSICAL INSTRUMENTS) FOR SPECIFIC  
APPLICATION FOR CELLO/BASS.
- J) PAPER ITEMS - ADVERTISING DISPLAYS; BUSINESS  
DOCUMENTS; MODELS; SKETCHES; BLUEPRINTS;  
MAPS; MECHANICAL DRAWINGS; CHARTS; HISTORICAL  
DOCUMENTS; PHOTOGRAPHS.
- K) PERISHABLE ITEMS - FLORAL AND NURSERY STOCK  
SUCH AS FLOWER, FRUIT AND VEGETABLE PLANTS;  
CUT FLOWERS AND FOLIAGE; FLORAL DISPLAYS; BULBS.
- L) PHOTOGRAPHIC/CINEMATOGRAPHIC EQUIPMENT -  
CAMERAS, PHOTOFLASH EQUIPMENT, PHOTOMETERS,  
SPECTROSCOPES, PHOTOCUBES, OR OTHER DEVICES  
USING SENSITIVE TUBES OR PLATES.

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FRAGILE AND PERISHABLE - 78 (CONT)

- M) PRECISION ITEMS - MICROSCOPES; OSCILLOSCOPES; BINOCULARS; METERS; COUNTERS; POLYGRAPHS; ELECTROGRAPHS; MEDICAL EQUIPMENT, WATCHES, CLOCKS OR OTHER SENSITIVE CALIBRATED TOOLS AND EQUIPMENT.
- N) RECREATIONAL AND SPORTING GOODS - BACKPACKS; SLEEPING BAGS; KNAPSACKS (AND CONTENTS) MADE OF CLOTH, PLASTIC, VINYL OR OTHER EASILY TORN MATERIAL AND THOSE THAT HAVE ALUMINUM FRAMES, OUTSIDE POCKETS, STRAPS, BUCKLES AND OTHER PROTRUDING PARTS; TENNIS RACKETS; BICYCLES; FISHING RODS; FIREARMS; SCULLS; SURFBOARDS; SCUBA DIVING GEAR; SCOPES; SPORTING TROPHIES SUCH AS ANIMAL HORNS AND ANTLERS.
- O) TOYS - DOLLS; GAMES; DOLLHOUSES; MODELS.
- P) BOXES/SACKS/BAGS - BOXES, SACKS AND BAGS (AND CONTENTS) THAT DO NOT HAVE SUFFICIENT DURABILITY, A SECURE CLOSURE, OR PROVIDE SUFFICIENT PROTECTION FROM DAMAGE TO THE CONTAINER AND ITS CONTENTS.
- Q) UNCRATED/UNPROTECTED/UNSUITABLE ITEMS - INFANT STROLLERS, UMBRELLAS, BAG CARTS, OTHER ITEMS WHOSE SHAPES, MATERIAL OR CHARACTERISTICS RENDER THEM SUSCEPTIBLE TO DAMAGE.

RESTRICTED ARTICLES - 79

- I) RESTRICTED ARTICLES  
ANY ARTICLE WHICH IS LISTED IN THE DOT HAZARDOUS MATERIALS REGULATIONS (49CFR 171-177) AND/OR IATA DANGEROUS GOODS REGULATIONS WILL NOT BE ACCEPTED FOR CARRIAGE AS CHECKED, CARRY-ON, OR CABIN-SEAT BAGGAGE.  
EXCEPTION 1: ARTICLES LISTED IN THE ABOVE NAMED PUBLICATIONS AS 'NOT RESTRICTED' WILL BE ACCEPTED.  
EXCEPTION 2: SMALL ARMS AMMUNITION WILL BE ACCEPTED IN ACCORDANCE WITH THE PROVISIONS OF THIS RULE.  
EXCEPTION 3: LIMITED QUANTITIES OF DRY ICE (5.5LBS/2.5KGS PER CONTAINER PER PERSON) MAY BE ACCEPTED FOR CARRIAGE PROVIDED:
  - 1) THE BAGGAGE IS PROPERLY VENTED, LABELED AND ACCURATE SHIPPER'S CERTIFICATE ARE PRESENTED TO NW.
  - 2) A MAXIMUM AMOUNT OF 70 LBS. PER AIRCRAFT WILL BE ACCEPTED.

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BAGGAGE, CHECKING REQUIR - 80

BAGGAGE CHECKING REQUIREMENTS

A) BAGGAGE CHECK-IN TIMES

CHECKED BAGGAGE MUST BE TENDERED TO A NW AGENT AT THE AIRPORT FROM WHICH THE PASSENGER'S FLIGHT DEPARTS IN ACCORDANCE WITH THE FOLLOWING TIME LIMITS:

- 1) FOR FLIGHTS BETWEEN ALL POINTS IN THE FIFTY UNITED STATES - AT LEAST THIRTY (30) MINUTES BEFORE THE FLIGHT'S SCHEDULED OR POSTED DEPARTURE;
- 2) FOR FLIGHTS DEPARTING FROM ATLANTA, DENVER, LOS ANGELES, NEWARK, WASHINGTON DULLES AIRPORT, TAMPA OR ORLANDO TO OTHER POINTS IN THE FIFTY UNITED STATES - AT LEAST FORTY-FIVE (45) MINUTES BEFORE THE FLIGHT'S SCHEDULED OR POSTED DEPARTURE;
- 3) FOR FLIGHTS DEPARTING FROM LAS VEGAS TO OTHER POINTS IN THE FIFTY UNITED STATES - AT LEAST SIXTY (60) MINUTES BEFORE THE SCHEDULED OR POSTED DEPARTURE TIME;
- 4) FOR FLIGHTS NOT COVERED BY 1) OR 2) ABOVE - AT LEAST SIXTY (60) MINUTES BEFORE THE FLIGHT'S SCHEDULED OR POSTED DEPARTURE.

IF A CUSTOMER DOES NOT CHECK THEIR BAGGAGE WITHIN THE CHECK-IN TIMES AS LISTED ABOVE, THE CUSTOMER RISKS HAVING THEIR BAGGAGE, AND THEMSELVES, REROUTED ON THE NEXT AVAILABLE DEPARTURE; "LATE" WILL BE PRINTED ON ALL OF THE BAG TAGS AND NW WILL NOT ASSUME THE EXPENSE OF DELIVERING BAGGAGE TO THE PASSENGER SHOULD THE BAGGAGE NOT ARRIVE WITH THE PASSENGER AT THEIR DESTINATION. NW WILL NOT ACCEPT LIABILITY FOR ANY EXPENSES INCURRED AS A RESULT OF BAGGAGE NOT BEING LOADED ON THE SAME FLIGHT AS THE PASSENGER. THE PASSENGER WILL BE ADVISED THEY HAVE "VOLUNTARILY SEPARATED" FROM THEIR BAGGAGE.

AIRPORTS:

ATL-ATLANTA GA	45 MINUTES
DEN-DENVER CO	45 MINUTES
LAX-LOS ANGELES	45 MINUTES
EWL-NEWARK NJ	45 MINUTES
TPA-TAMPA FL	45 MINUTES
MCO-ORLANDO FL	45 MINUTES
IAD-DULLES WASHINGTON DC	45 MINUTES
LAS-LAS VEGAS	60 MINUTES
U.S. (EXCLUDING CITY EXCEPTIONS)	30 MINUTES
CANADA	30 MINUTES
MEXICO	30 MINUTES
CARIBBEAN	30 MINUTES
TRANSATLANTIC	60 MINUTES

TRANSPACIFIC: 60 MINUTES  
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LOST BAGGAGE AND DELIVERY OF CHECKED BAGGAGE -81

J) LOST BAGGAGE AND DELIVERY OF CHECKED BAGGAGE-

NW WILL MAKE EVERY REASONABLE EFFORT TO RETURN DOMESTIC CHECKED BAGS WITHIN 24 HOURS FROM THE TIME THE CLAIM IS FILED AND WILL ATTEMPT TO CONTACT ANY CUSTOMER WHOSE UNCLAIMED, CHECKED BAGGAGE CONTAINS A NAME AND ADDRESS OR PHONE NUMBER.

- 1) CANCELLED.
- 2) LOST BAGGAGE
  - A) IF BAGS DO NOT ARRIVE WITH THE CUSTOMER, THE CUSTOMER MAY CHECK ON THE STATUS OF THEIR BAGGAGE IN THE LUGGAGE SERVICE OFFICE, CONVENIENTLY LOCATED IN EVERY AIRPORT SERVED BY NW. NW'S GROUND SERVICES STAFF AT THE AIRPORT WILL PERFORM A QUICK, BUT THOROUGH, SEARCH FOR THE BAGGAGE BY ENTERING THE TAG NUMBER IN WORLDTRACER, THE AIRLINE INDUSTRY'S AUTOMATED BAGGAGE-TRACKING SYSTEM. WORLDTRACER IS A SYSTEM USED BY MOST DOMESTIC AIRLINES AND ALL OF NW'S PARTNER AIRLINES WORLDWIDE.
  - B) IF BAGGAGE IS NOT AT THE STATION, A WORLDTRACER DELAYED BAGGAGE REPORT IS CREATED. THE LUGGAGE SERVICE OFFICE STAFF SEARCHES FOR THE BAGGAGE BEGINNING WITH BAGGAGE THAT MAY BE ON-HAND LOCALLY OR AT ANY OF NW'S OTHER STATIONS. THE LUGGAGE SERVICE OFFICE STAFF REVIEWS ACTION FILES FOR MATCHES AND FORWARDING MESSAGES (AN ELECTRONIC MESSAGE SENT FROM A STATION THAT RECEIVED THE BAG IN ERROR TO ADVISE THE INTENDED DESTINATION THAT THE BAGGAGE IS BEING FORWARDED TO THEM). THE TAG NUMBER OF UNCLAIMED BAGGAGE IS ENTERED INTO THE WORLDTRACER SYSTEM AS SOON AS POSSIBLE AFTER BAGGAGE ARRIVAL. WHEN LOCATED, THE BAGGAGE IS DELIVERED TO THE CUSTOMER BY A DELIVERY VENDOR AT NW'S EXPENSE, UNLESS A "VOLUNTARY BAGGAGE SEPARATION" HAS OCCURRED (SEE VOLUNTARY BAGGAGE SEPARATION SECTION BELOW), IN WHICH CASE THE CUSTOMER MAY PERSONALLY RETRIEVE IT OR MUST BEAR THE COST OF HAVING THE BAGGAGE DELIVERED.
  - C) CUSTOMERS REQUIRING AMENITIES ARE PROVIDED A KIT WITH A COMB, DEODORANT, RAZOR, SHAVING CREAM, TOOTHBRUSH, TOOTHPASTE AND SHAMPOO. THEY MAY ALSO REQUEST REIMBURSEMENT FOR ADDITIONAL ITEMS THEY NEED TO PURCHASE AS A RESULT OF

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LOST BAGGAGE AND DELIVERY OF CHECKED BAGGAGE -81 Cont

THE DELAY BY PRESENTING RECEIPTS AT THE LUGGAGE SERVICE OFFICE AT THE AIRPORT (USD 50.00 FOR THE FIRST 24 HOURS, USD 25.00/DAY FOR EACH DAY BEYOND THAT UP TO USD 150.00 PER TICKETED PASSENGER).

- D) IF BAGGAGE IS NOT LOCATED AFTER FIVE DAYS, NW'S CENTRAL LUGGAGE SERVICE (LOCATED IN MINNEAPOLIS) INITIATES A MORE EXTENSIVE SEARCH THAT INCLUDES A DETAILED DESCRIPTION OF THE BAG AND ITS CONTENTS AND EXPANDS THE SEARCH TO OTHER AIRLINES BEYOND THOSE LOCATED AT THE ORIGINAL DESTINATION.
  - E) IF TAGGED, UNCLAIMED BAGGAGE IS FOUND, THE LUGGAGE SERVICE OFFICE WILL CONTACT THE CUSTOMER. UNCLAIMED BAGGAGE IS SENT TO CENTRAL LUGGAGE SERVICE AFTER FIVE DAYS. BAGS ARE OPENED, AND AN EXTENSIVE INVENTORY PROCESS IS USED TO DETERMINE OWNERSHIP AND CONTACT THE OWNER.
  - F) TO MINIMIZE THE RISK OF LOST BAGGAGE, CUSTOMERS ARE ADVISED TO TAG ALL CHECKED BAGGAGE WITH THEIR NAME, ADDRESS AND PHONE NUMBER AND TO INCLUDE THE SAME INFORMATION INSIDE EACH BAG. NW PROVIDES BLANK BAGGAGE TAGS AT EACH AIRPORT CHECK-IN COUNTER TO ASSIST CUSTOMERS WITH IDENTIFYING THEIR BAGS.
- 3) VOLUNTARY BAGGAGE SEPARATION
- A) IN CERTAIN SITUATIONS CUSTOMERS WILL BECOME "VOLUNTARILY" SEPARATED FROM THEIR BAGGAGE IN WHICH CASE NW DOES NOT ASSUME RESPONSIBILITY FOR THE EXPENSE OF RETURNING THE BAGGAGE TO THE CUSTOMER. EXAMPLES OF VOLUNTARY SEPARATION INCLUDE:
    - I) A CUSTOMER TAKES AN EARLIER FLIGHT:  
NOTE: IN MARKETS WITH FREQUENT FLIGHTS BETWEEN POPULAR DESTINATIONS, A CUSTOMER COULD CONCEIVABLY CHECK IN EARLY FOR A SCHEDULED FLIGHT, AND THEN FIND A SEAT AVAILABILITY ON ANOTHER FLIGHT WITH AN EARLIER DEPARTURE. IF THIS CUSTOMER HAD PREVIOUSLY CHECKED IN BAGGAGE AND THAT BAGGAGE COULD NOT BE MOVED TO THE CUSTOMER'S ACTUAL FLIGHT, THEN THE BAGGAGE WOULD BE TREATED AS "VOLUNTARY SEPARATION."
    - II) A CUSTOMER TAKES A FLIGHT TO ANOTHER AIRPORT:  
NOTE: MANY LARGE CITIES, SUCH AS NEW YORK, HAVE MULTIPLE AIRPORTS, WHICH IN

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LOST BAGGAGE AND DELIVERY OF CHECKED BAGGAGE -81 Cont

CERTAIN CIRCUMSTANCES MAY LEAD A CUSTOMER TO OPT FOR A LAST MINUTE DESTINATION CHANGE AFTER HAVING ALREADY CHECKED BAGGAGE. THIS CONSTITUTES A "VOLUNTARY SEPARATION."

- III) A CUSTOMER CHECKS IN LATE (SEE ABOVE):  
NOTE IF A CUSTOMER DOES NOT CHECK THEIR BAGGAGE WITHIN STANDARD BAGGAGE CHECK-IN TIMES AS LISTED BELOW, LATE WILL BE PRINTED ON ALL OF THE BAG TAGS, AND NW WILL NOT ACCEPT LIABILITY FOR ANY EXPENSES INCURRED AS A RESULT OF BAGGAGE NOT BEING LOADED ON THE SAME FLIGHT AS THE PASSENGER. THE PASSENGER WILL BE ADVISED THEY HAVE "VOLUNTARILY SEPARATED" FROM THEIR BAGGAGE AND IF THEY ELECT TO, NW WILL DELIVER THEIR BAGS UPON ARRIVAL AT THEIR COST.

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TITLE/APPLICATION - 70

— ACCEPTANCE OF LIVE ANIMALS

NW WILL ACCEPT VARIOUS LIVE DOMESTIC PETS FOR TRANSPORTATION SUBJECT TO THE PROVISIONS AND CHARGES CONTAINED IN THIS RULE. NW RESERVES THE RIGHT TO LIMIT ACCEPTANCE OF SPECIFIC ANIMALS.

CONDITIONS OF ACCEPTANCE - 71

— A) GENERAL CONDITIONS OF ACCEPTANCE

- 1) NW WILL ACCEPT ANIMALS FOR TRANSPORTATION IN THE CARGO COMPARTMENT OR THE PASSENGER CABIN OF THE AIRCRAFT PROVIDED THE ANIMAL IS CONFINED IN A CAGE OR CONTAINER SUBJECT TO INSPECTION AND APPROVAL BY NW LIABILITY RELEASE TAGS WILL NOT BE USED DUE TO FEDERAL REGULATIONS.

NOTE: POT-BELLIED PIGS/PYGMY GOATS/FERRETS/REPTILES CANNOT BE ACCEPTED AS CABIN PETS OR CHECKED BAGGAGE. THEY MUST BE SHIPPED AS AIR FREIGHT AT APPLICABLE CARGO RATES.

- 2) THE ANIMAL MUST BE HARMLESS, INOFFENSIVE, ODORLESS AND REQUIRE NO ATTENTION DURING TRANSIT.
- 3) AIRCRAFT AND AIRPORT ENVIRONMENTAL CONDITIONS, MUST POSE NO HAZARD TO THE SAFETY OR COMFORT OF THE ANIMAL.  
NOTE: UNDER FEDERAL REGULATIONS, NWA IS SUBJECT TO

FINES FOR ACCEPTANCE OF CHECKED ANIMALS WHEN

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CONDITIONS OF ACCEPTANCE - 71 (CONT)

WEATHER/TEMPERATURE RESTRICTIONS APPLY.

- 4) THE PASSENGER MUST MAKE ALL ARRANGEMENTS AND ASSUME FULL RESPONSIBILITY FOR COMPLYING WITH ANY APPLICABLE LAWS, CUSTOMS AND/OR OTHER GOVERNMENTAL REGULATIONS, REQUIREMENTS, OR RESTRICTIONS OF THE COUNTRY, STATE OR TERRITORY TO WHICH THE ANIMAL IS BEING TRANSPORTED TO OR VIA, AND ALL RULES IMPOSED BY NW INVOLVING THE TRANSPORTATION OF AN ANIMAL.
  - 5) THE PASSENGER ASSUMES ALL FINANCIAL OBLIGATIONS, INCLUDING BUT NOT LIMITED TO THE COST OF OBTAINING VACCINATIONS, HEALTH CERTIFICATES, QUARANTINE CHARGES, ETC.
- B) CHARGES FOR THE TRANSPORTATION OF LIVE ANIMALS  
THE ANIMAL AND ITS CONTAINER WILL NOT BE INCLUDED IN DETERMINING A PASSENGER'S FREE BAGGAGE ALLOWANCE. AN ANIMAL AND ITS CONTAINER WILL ONLY BE TRANSPORTED UPON PAYMENT OF A CHARGE OF:

TYPE	KENNEL SIZE	PRICE
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TOTAL DIMENSIONS  
(LENGTH + WIDTH + HEIGHT)

PET - IN THE CABIN: CARRY-ON USD 150.00

GATE REGISTRATION FEE (IN ADDITION TO PET FEE)  
USD 20.00 MAY BE ASSESSED FOR PASSENGERS WHO FAIL TO REGISTER THEIR CARRY-ON PET PRIOR TO ATTEMPTING TO BOARD A FLIGHT.

PET - CHECKED: USD 275.00

\*NOTE: GIANT KENNELS NOT ACCEPTED ON DC-9/AIRLINK FLIGHTS.

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CONDITIONS OF ACCEPTANCE - 71 CONT

WHEN TRAVEL INVOLVES TRANSPORTATION OVER THE LINES OF NW AND THE LINES OF ONE OR MORE OTHER CARRIERS, THE PASSENGER MUST CLAIM THE ANIMAL AT EACH INTERLINE CONNECTING POINT AND TRANSFER THE ANIMAL

AND ITS CONTAINER TO THE NEXT CARRIER USED IN THE TRANSPORTATION. SUCH OTHER CARRIER MAY HAVE ITS OWN

RULES AS TO THE CARRIAGE OF ANIMALS, WHICH MAY DIFFER FROM THOSE SET FORTH HEREIN. IT IS THE PASSENGER'S RESPONSIBILITY TO ASCERTAIN SUCH OTHER CARRIER'S REQUIREMENTS.

CONTAINERS - 72

C) PETS IN PASSENGER CABIN

DOGS/CATS/HOUSEHOLD BIRDS/MONKEYS MAY BE TRANSPORTED IN THE PASSENGER CABIN.

NOTE: MONKEYS ACCEPTED ONLY WHEN ACCOMPANIED ON THE SAME FLIGHT BY A PASSENGER WITH DISABILITIES OR BY A TRAINER.

1) PET ACCEPTANCE IN THE CABIN IS OF A CONDITIONAL NATURE, AND ACCEPTANCE CONFIRMATION WILL BE PROVIDED UPON PAYMENT OF APPLICABLE CHARGES AND SUBJECT TO CONTAINER LIMITATIONS WITHIN THE AIRCRAFT COMPARTMENTS AND INSPECTION BY NW PERSONNEL.

A) TOTAL OF ONE ANIMAL CONTAINER PERMITTED IN FIRST CLASS/ WORLD BUSINESS CLASS SECTION.

B) TOTAL OF TWO ANIMALS CONTAINERS PERMITTED IN COACH CLASS SECTION.

NOTE 1: ANY GIVEN PASSENGER MAY NOT CARRY ON MORE THAN ONE KENNEL.

NOTE 2: BULKHEAD/EXIT ROW SEATING NOT PERMITTED.

2) THE CONTAINER MUST FIT AND BE STORED UNDER THE SEAT AT THE PASSENGER'S FEET.

NOTE: CONTAINER CANNOT EXCEED 21 INCHES IN LENGTH, 16 INCHES IN WIDTH AND 8 INCHES IN HEIGHT.

3) ANIMAL MUST REMAIN IN THE CONTAINER FOR THE ENTIRE FLIGHT.

4) NO MORE THAN ONE ADULT DOG OR CAT MAY OCCUPY A SINGLE CONTAINER.

NOTE: TWO PUPPIES OR KITTENS OF THE SAME SPECIES MAY OCCUPY A SINGLE CONTAINER AND BE ASSESSED ONE SERVICE CHARGE PROVIDED:

A) THEY ARE BETWEEN 8 WEEKS AND 6 MONTHS OF AGE AND COMPARABLE IN SIZE AND NOT WEIGHING OVER 15 LBS. FOR PET AND KENNEL; OR

B) THEY ARE ADULT MOTHER AND OFFSPRING BETWEEN 8 WEEKS AND 4 MONTHS OF AGE NOT WEIGHING OVER 15 LBS. FOR PET AND KENNEL.

EXCEPTION 1: SERVICE ANIMALS TRAINED TO ASSIST THE PHYSICALLY CHALLENGED PASSENGER WILL BE PERMITTED TO RIDE IN THE CABIN WITHOUT CHARGE AND WITHOUT BEING TRANSPORTED IN A CONTAINER PROVIDED:

A) THE SERVICE ANIMAL IS PROPERLY HARNESSSED OR LEASHED,

B) THE SERVICE ANIMAL WILL NOT BE OCCUPYING A SEAT,

C) THE SERVICE ANIMAL IS ACCOMPANYING A PHYSICALLY CHALLENGED PASSENGER WHO IS DEPENDENT UPON THE ANIMAL, OR THE SERVICE ANIMAL IS ACCOMPANYING A

TRAINER ENROUTE TO THE RESIDENCE OF AN OWNER OR IS ACCOMPANYING THE TRAINER ENROUTE TO SPEAKING ENGAGEMENTS OR DEMONSTRATIONS OF THE USE OF SUCH SERVICE ANIMALS. THE TRAINING STATUS OF THE TRAINER, HOWEVER, MUST BE DOCUMENTED IN WRITING TO NW'S SATISFACTION UPON REQUEST.

- D) THE PHYSICALLY CHALLENGED INDIVIDUAL/TRAINER POSSESSES A PHOTO IDENTIFICATION CARD AS PROOF THAT THEY ARE AUTHORIZED TO TRAVEL WITH A SERVICE ANIMAL.
- E) AN ASSIST MONKEY MUST BE PROPERLY CAGED.

EXCEPTION 2: DOGS TRAINED IN EXPLOSIVE DETECTION WILL BE PERMITTED TO RIDE IN THE PASSENGER CABIN WITHOUT CHARGE AND WITHOUT BEING TRANSPORTED IN A CONTAINER PROVIDED:

- A) THE DOG IS PROPERLY HARNESSSED OR LEASHED,
- B) THE DOG IS NOT ALLOWED TO OCCUPY A SEAT,
- C) THE DOG IS ACCOMPANIED BY ITS HANDLER.

EXCEPTION 3: DOGS TRAINED IN SEARCH AND RESCUE WILL BE PERMITTED TO RIDE IN THE PASSENGER CABIN WITHOUT CHARGE AND WITHOUT BEING TRANSPORTED IN A CONTAINER PROVIDED:

- A) THE DOG IS PROPERLY HARNESSSED OR LEASHED,
- B) THE DOG IS NOT ALLOWED TO OCCUPY A SEAT,
- C) THE DOG IS ACCOMPANIED BY ITS HANDLER,
- D) THE DOG AND ITS HANDLER MUST BE ON OFFICIAL EMERGENCY DUTY STATUS WHICH MUST BE DOCUMENTED IN WRITING TO THE SATISFACTION OF NW. THE DOCUMENTATION MUST BE SURRENDERED TO NW AT THE TIME OF BOARDING.

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CHARGES - 73

- D) PETS AS CHECKED BAGGAGE  
DOGS/CATS/HOUSEHOLD BIRDS/GUINEA PIGS/RABBITS/HAMSTERS/  
MARMOTS/MONKEYS MAY BE ACCEPTED IN THE AIRCRAFT HOLD.  
1) PET ACCEPTANCE IN AIRCRAFT HOLD IS OF A CONDITIONAL  
NATURE AND ACCEPTANCE CONFIRMATION WILL BE PROVIDED  
UPON PAYMENT OF APPLICABLE CHARGES AND SUBJECT TO  
AIRCRAFT LIMITATIONS AND INSPECTION BY NW PERSONNEL.

EXCEPTION: SERVICE CHARGE WILL NOT APPLY TO ASSIST ANIMALS ACCEPTED AS CHECKED BAGGAGE.

- 2) A PASSENGER MAY CHECK ONE OR MORE ANIMALS IN THE AIRCRAFT HOLD DEPENDING ON AIRCRAFT TYPE AND LENGTH OF FLIGHT. NW CONTROL CENTER WILL MAKE THE FINAL DECISION ON ACCEPTANCE.
- 3) PET MUST BE CONTAINED IN KENNEL MEETING NWA STANDARDS.  
NOTE 1: CARRY-ON KENNEL NOT PERMITTED TO BE USED FOR PETS TRAVELING AS CHECKED BAGGAGE.  
NOTE 2: ANIMAL MUST BE ABLE TO STAND UP WITH HEAD FULLY ERECT, TURN AROUND AND LIE DOWN.
- 4) PET PLUS KENNEL MUST NOT EXCEED 150 LBS.  
NOTE: PET/KENNEL COMBINATION OVER THIS AMOUNT MUST BE SENT AS AIR FREIGHT AT APPLICABLE CARGO RATES.
- 5) NO MORE THAN ONE ADULT DOG OR CAT MAY OCCUPY A SINGLE CONTAINER.  
NOTE: TWO PUPPIES OR KITTENS OF THE SAME SPECIES MAY OCCUPY A SINGLE CONTAINER AND BE ASSESSED ONE SERVICE CHARGE PROVIDED:
  - A) THEY ARE BETWEEN 8 WEEKS AND 6 MONTHS OF AGE AND COMPARABLE IN SIZE AND NOT WEIGHING OVER 20 LBS. EACH; OR
  - B) THEY ARE ADULT MOTHER AND OFFSPRING BETWEEN 8 WEEKS AND 4 MONTHS OF AGE AND NOT WEIGHING OVER 20 LBS. EACH.
- 6) UP TO A MAXIMUM OF 8 GUINEA PIGS ACCEPTED PER KENNEL.
- 7) BIRD CAGES MUST HAVE PADDED TOP AND PERCH FOR EACH BIRD IN CAGE.

E) CONTAINERS

- 1) CONTAINERS MUST BE LEAK PROOF.
- 2) CONTAINERS MUST BE MADE OF METAL, WOOD, POLYETHYLENE, OR FIBERGLASS. DURABLE NYLON IS ALSO ACCEPTABLE FOR CARRY-ON CONTAINERS ONLY FOR CATS AND DOGS.
- 3) CONTAINERS FOR TRANSPORTING DOGS AND/OR CATS MAY BE PURCHASED FROM NW AS SHOWN BELOW:

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CHARGES - 73 (CONT)

TYPE		PRICE
CARRY-ON (MINI)	17 X 12.3 X 8	USD 50.00
SHERPA - MEDIUM	10.5 X 17.5 X 10	USD 65.00
SHERPA - LARGE	11.5 X 19.7 X 11	USD 70.00
SMALL	21 X 16 X 15	USD 75.00
MEDIUM	27 X 20 X 19	USD 90.00
INTERMEDIATE	32 X 22 X 23	USD125.00
LARGE	36 X 24 X 26	USD145.00

EXTRA LARGE	40 X 27 X 30	USD160.00
*GIANT	48 X 32 X 35	USD250.00

\*NOTE: GIANT KENNELS NOT ACCEPTED ON DC-9/AIRLINK  
FLIGHTS.

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TITLE/APPLICATION - 70

— FAILURE TO OPERATE ON SCHEDULE

EXCEPT TO THE EXTENT PROVIDED IN THIS RULE, NW SHALL NOT BE  
LIABLE FOR FAILURE TO OPERATE ANY FLIGHT ACCORDING TO  
SCHEDULE, OR FOR CHANGING THE SCHEDULE OF ANY NW FLIGHT,  
WITH OR WITHOUT NOTICE TO THE PASSENGER. THIS EXCLUSION  
FROM LIABILITY INCLUDES ACTUAL DAMAGES, CONSEQUENTIAL  
DAMAGES, OR ANY OTHER TYPE OF DAMAGES (WHATEVER THEY MAY BE  
CALLED OR HOWEVER THEY ARE DESCRIBED). THE PROVISIONS OF  
THIS RULE APPLY ONLY TO PASSENGERS WHO HAVE A VALID TICKET  
REFLECTING A CONFIRMED RESERVATION ON A FLIGHT WHICH THEY DO  
NOT USE DUE TO SCHEDULE IRREGULARITY (AS DEFINED IN A)8)  
BELOW.

DEFINITIONS - 71

— A) DEFINITIONS

FOR THE PURPOSE OF THIS RULE, THE FOLLOWING TERMS HAVE  
THE MEANINGS INDICATED BELOW:

- 1) CLASS OF SERVICE REFERS TO THE COMPARTMENT OCCUPIED BY  
THE PASSENGER, I.E., FIRST CLASS/COACH CLASS.
- 2) COMPARABLE AIR TRANSPORTATION MEANS SCHEDULED AIR  
SERVICE PROVIDED BY AIR CARRIERS OR FOREIGN AIR  
CARRIERS HOLDING CERTIFICATES OF PUBLIC CONVENIENCE  
AND NECESSITY OR FOREIGN PERMITS.
- 3) CONNECTING POINT MEANS A POINT TO WHICH A PASSENGER  
HOLDS OR HELD CONFIRMED SPACE ON A FLIGHT OF NW OR  
FROM WHICH THE PASSENGER HOLDS OR HELD CONFIRMED SPACE  
ON A FLIGHT OF NW OR ANOTHER CARRIER. ALL AIRPORTS  
THROUGH WHICH A CITY IS SERVED BY ANY CARRIER SHALL BE  
DEEMED TO BE A SINGLE CONNECTING POINT WHEN THE  
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DEFINITIONS - 71 (CONT)

RECEIVING CARRIER HAS CONFIRMED RESERVATIONS TO THE  
DELIVERING CARRIER.

- 4) ORIGINAL RECEIVING CARRIER(S) MEANS A CARRIER,  
OFFERING SCHEDULED AIR SERVICE, OR COMBINATION OF  
CONNECTING CARRIERS ON WHOSE FLIGHT(S) A PASSENGER  
ORIGINALLY HELD CONFIRMED SPACE FROM A CONNECTING  
POINT TO A DESTINATION, NEXT STOPOVER OR CONNECTING  
POINT.

- 5) DELIVERING CARRIER MEANS A CARRIER ON WHOSE FLIGHT A PASSENGER HOLDS OR HELD CONFIRMED SPACE TO A CONNECTING POINT.
- 6) NEW RECEIVING CARRIER(S) MEANS A SUBSEQUENT CARRIER OR COMBINATION OF CONNECTING CARRIERS, OTHER THAN THE ORIGINAL RECEIVING CARRIER(S), OPERATING BETWEEN THE POINT OF MISCONNECTION AND THE DESTINATION OR NEXT POINT OF STOPOVER OR CONNECTING POINT SHOWN ON THE PASSENGER'S TICKET, ON WHOSE FLIGHT(S) A PASSENGER IS TRANSPORTED FROM THE ORIGINAL CONNECTING POINT.
- 7) MISCONNECTION OCCURS AT A CONNECTING POINT WHEN A PASSENGER HOLDING CONFIRMED SPACE IS UNABLE TO USE SUCH CONFIRMED SPACE BECAUSE THE DELIVERING CARRIER WAS UNABLE TO DELIVER THEM TO THE CONNECTING POINT IN TIME TO CONNECT WITH THE RECEIVING CARRIER'S FLIGHT.  
NOTE: THE SAME RULES REGARDING DELIVERING AND RECEIVING CARRIER RESPONSIBILITY APPLY AT THE SUBSEQUENT POINT(S) OF MISCONNECTION, IF ANY, AS WOULD APPLY AT THE POINT OF ORIGINAL MISCONNECTION.
- 8) OUTBOUND FLIGHT MEANS THE FLIGHT ON WHICH A PASSENGER ORIGINALLY HELD CONFIRMED SPACE BEYOND THE POINT WHERE THE SCHEDULE IRREGULARITY OR FAILURE TO CARRY OCCURS.
- 9) SCHEDULE IRREGULARITY MEANS ANY OF THE FOLLOWING IRREGULARITIES:
- a) DELAY IN SCHEDULED DEPARTURE OR ARRIVAL OF A NW FLIGHT RESULTING IN MISCONNECTION, OR
  - b) FLIGHT CANCELLATION, OMISSION OF A SCHEDULED STOP OR ANY OTHER DELAY OR INTERRUPTION IN THE SCHEDULED OPERATION OF A NW FLIGHT, OR
  - c) SUBSTITUTION OF EQUIPMENT WITH A LOWER CLASS OF SERVICE, OR WITH FEWER SEATS, OR
  - d) SCHEDULE CHANGES WHICH REQUIRE REROUTING OF A PASSENGER AT DEPARTURE TIME BECAUSE PRIOR NOTICE OF SUCH SCHEDULE CHANGE HAD NOT BEEN RECEIVED BY SUCH PASSENGER PRIOR TO THE PASSENGER'S ARRIVING AT THE AIRPORT FOR

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DEFINITIONS - 71 (CONT)

- CHECK-IN ON THE ORIGINAL FLIGHT.  
EXCEPTION: SCHEDULE IRREGULARITY DOES NOT INCLUDE FORCE MAJEURE EVENTS AS DEFINED IN PARA. G).
- 10) SCHEDULE CHANGE MEANS:
- a) THE CANCELLATION OF A SCHEDULED FLIGHT WHERE NO NW FLIGHT OF COMPARABLE ROUTING IS AVAILABLE WITHIN 60 MINUTES OF THE ORIGINAL TIME OF

- DEPARTURE.
- b) A CHANGE IN THE SCHEDULE DEPARTURE TIME OF A NW FLIGHT WHICH EXCEEDS 60 MINUTES;
  - c) A CHANGE IN THE ROUTING OF A SCHEDULED NW FLIGHT WHICH ADDS ONE OR MORE STOPS TO THE ORIGINAL ITINERARY; OR,
  - d) A CHANGE IN THE ROUTING OF A SCHEDULED FLIGHT THAT RESULTS IN A SCHEDULED ARRIVAL TIME MORE THAN 60 MINUTES LATER THAN THE ORIGINAL SCHEDULED ARRIVAL TIME.

SCHEDULE IRREGULARITY - 72

B) SCHEDULE IRREGULARITY

- 1) WHEN A PASSENGER WILL BE DELAYED BECAUSE OF A SCHEDULE IRREGULARITY INVOLVING A NW FLIGHT, OR NW CANCELS THE PASSENGER'S RESERVATION PURSUANT TO RULE 135 (CANCELLATION OF RESERVATIONS), PARAGRAPHS A) OR D), THE FOLLOWING WILL APPLY:
  - A) WHERE NW CAUSES SUCH DELAY OR, IN THE CASE OF A MISCONNECTION WHERE NW WAS THE ORIGINAL RECEIVING CARRIER, NW WILL TRANSPORT THE PASSENGER WITHOUT STOPOVER ON ITS NEXT FLIGHT ON WHICH SPACE IS AVAILABLE IN THE SAME CLASS OF SERVICE AS THE PASSENGER'S ORIGINAL OUTBOUND FLIGHT AT NO ADDITIONAL COST TO THE PASSENGER.
  - B) WHEN NW CAUSES SUCH DELAY OR, IN THE CASE OF A MISCONNECTION TO NW BY THE ORIGINAL RECEIVING CARRIER WHERE NW IS UNABLE TO PROVIDE ONWARD TRANSPORTATION ACCEPTABLE TO THE PASSENGER, NW WILL, WITH CONCURRENCE OF THE PASSENGER, ARRANGE FOR THE TRANSPORTATION ON ANOTHER CARRIER OR COMBINATION OF CARRIERS WITH WHICH NW HAS AGREEMENTS FOR SUCH TRANSPORTATION. THE PASSENGER WILL BE TRANSPORTED WITHOUT STOPOVER ON ITS/THEIR NEXT FLIGHT(S), IN THE SAME CLASS OF SERVICE AS THE PASSENGER'S ORIGINAL OUTBOUND FLIGHT AT NO ADDITIONAL

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 SCHEDULE IRREGULARITY - 72 (CONT)

- C) COST TO THE PASSENGER.  
 IF SPACE IS ONLY AVAILABLE ON A FLIGHT(S) OF A HIGHER CLASS OF SERVICE, SUCH FLIGHT(S) WILL BE USED, ONLINE AND WITH NO UNTICKETED STOPOVER PERMITTED, AT NO ADDITIONAL COST TO THE PASSENGER.
- D) IF SPACE IS ONLY AVAILABLE AND USED ON A NW FLIGHT(S) OF A LOWER CLASS OF SERVICE THAT

IS ACCEPTABLE TO THE PASSENGER NW WILL PROVIDE A REFUND OF THE DIFFERENCE IN FARES PURSUANT TO RULE 260 (REFUNDS-INVOLUNTARY).

- E) IF NW IS UNABLE TO ARRANGE ALTERNATE AIR TRANSPORTATION ACCEPTABLE TO THE PASSENGER, NW SHALL REFUND THE FLIGHT COUPON(S) FOR THE UNFLOWN PORTION(S) IN ACCORDANCE WITH RULE 260 (REFUNDS-INVOLUNTARY).
- F) SCHEDULE IRREGULARITY DOES NOT INCLUDE FORCE MAJEURE EVENTS AS DEFINED IN PARA. G).
- 2) NW WILL NOTIFY CUSTOMERS AT THE AIRPORT AND, IF POSSIBLE, ON BOARD AN AFFECTED AIRCRAFT, IN A TIMELY MANNER, OF THE BEST AVAILABLE INFORMATION REGARDING KNOWN DELAYS, CANCELLATIONS AND DIVERSIONS. IN ADDITION, NW HAS ESTABLISHED AND IMPLEMENTED POLICIES FOR ACCOMMODATING PASSENGERS DELAYED OVERNIGHT. A CLEAR AND CONCISE STATEMENT OF AIRLINES OF NW'S POLICIES IN THESE RESPECTS WILL ALSO BE MADE AVAILABLE TO CUSTOMERS UPON THEIR DISEMBARKING THE AIRCRAFT.
  - A) AIRPORT AND ON-BOARD ANNOUNCEMENTS
    - I) IN THE EVENT OF ANY TYPE OF A SERVICE DISRUPTION, NW WILL MAKE TIMELY, ACCURATE AND INFORMATIVE ANNOUNCEMENTS AT 15 MINUTE INTERVALS. TO ENHANCE ITS ABILITY TO ACHIEVE THIS, NW HAS FORMAL COMMUNICATIONS PROCEDURES IN PLACE, ENCOMPASSING ITS SYSTEMS OPERATIONS CONTROL CENTER, MAINTENANCE, GROUND OPERATIONS AND FLIGHT CREW, AND HAS STANDARDIZED ANNOUNCEMENT STANDARDS.
    - II) ANNOUNCEMENTS WILL INCLUDE AN APPROPRIATE APOLOGY, THE SPECIFIC REASON FOR THE DELAY, THE EXPECTED LENGTH OF THE DELAY AND THE STATUS OF ANY CONNECTIONS IF APPLICABLE.
    - III) THE CAPTAIN WILL MAKE AN ANNOUNCEMENT ON BOARD THE AIRCRAFT NO MORE THAN FIVE MINUTES AFTER SCHEDULED DEPARTURE TIME IF THE AIRCRAFT HAS NOT YET LEFT THE GATE. THIS ANNOUNCEMENT WILL PROVIDE SPECIFIC INFORMATION TO THE CUSTOMERS ON-BOARD AS TO THE CAUSE OF THE DELAY AND THE EXPECTED DEPARTURE TIME.

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FLT CHANGES/CANCELLATION - 73

- C) AMENITIES/SERVICES FOR DELAYED PASSENGERS
  - 1) AS APPROPRIATE IN EXTRAORDINARY CIRCUMSTANCES AND CONSISTENT WITH PASSENGER AND EMPLOYEE SAFETY AND SECURITY CONCERNS, NW WILL MAKE EVERY REASONABLE EFFORT TO PROVIDE FOR FOOD, WATER, RESTROOM FACILITIES AND ACCESS TO MEDICAL TREATMENT FOR PASSENGERS ABOARD AN AIRCRAFT THAT IS ON THE

GROUND FOR AN EXTENDED PERIOD OF TIME WITHOUT ACCESS TO THE TERMINAL. NW WILL PREPARE CONTINGENCY PLANS TO ADDRESS SUCH CIRCUMSTANCES AND WORK WITH OTHER CARRIERS AND THE AIRPORT TO SHARE FACILITIES AND MAKE GATES AVAILABLE IN AN EMERGENCY.

- 2) AMENITIES WILL BE OFFERED TO PASSENGERS WHOSE TRANSPORTATION VIA NW HAS BEEN INVOLUNTARILY INTERRUPTED.  
NW WILL PROVIDE EACH AFFECTED PASSENGER WITH A SERVICE RECOVERY PACKET (OTHER THAN AS A RESULT OF A FORCE MAJEURE EVENT AS DEFINED IN PARA. G), WHEN:
- A) A SCHEDULE IRREGULARITY CAUSES A DELAY OF BETWEEN TWO TO FOUR HOURS, OR
  - B) A SCHEDULE IRREGULARITY CAUSES A CANCELED FLIGHT, OR
  - C) IN INSTANCES OF A DELAY OF FOUR HOURS OR LONGER.

DOMESTIC PACKETS CONTAIN:

- I) AN AMENITY COUPON OFFERING THE CHOICE OF NW WORLDPERKS MILES OR A SNACK ON BOARD THE AIRCRAFT.
- II) A TRAVEL DISCOUNT CERTIFICATE VALID TOWARD THE PURCHASE OF FUTURE TRAVEL.

INTERNATIONAL PACKETS CONTAIN:

- I) AN AMENITY COUPON WITH A HIGHER VALUE OF NW WORLDPERKS MILEAGE.
- II) A TRAVEL DISCOUNT CERTIFICATE VALID TOWARD THE PURCHASE OF FUTURE TRAVEL.

NOTE: NW SERVICE RECOVERY PACKETS ARE AVAILABLE IN ALL NW SERVICE LOCATIONS EXCEPT AMSTERDAM (WHERE PASSENGERS ARE ACCOMMODATED ACCORDING TO KLM POLICIES) WHICH INCLUDE PROVISIONS FOR MEALS,

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FLT CHANGES/CANCELLATION - 73 (CONT)

HOTEL AND GROUND TRANSPORTATION. IF A SCHEDULE IRREGULARITY OF MORE THAN FOUR HOURS OCCURS, OTHER THAN AS A RESULT OF A FORCE MAJEURE EVENT (AS DEFINED IN PARA. G), THE DOMESTIC AMENITY COUPON VALUE FOR MILEAGE IS DOUBLED (FROM 500 WORLDPERKS MILES TO 1000 WORLDPERKS MILES).

- 3) ACCOMMODATING CUSTOMERS OVERNIGHT

- A) OCCASIONALLY, NW IS UNABLE TO ACCOMMODATE A CUSTOMER ON A FLIGHT ON THE SAME DAY OF DEPARTURE, RESULTING IN THE PASSENGER NOT BEING ABLE TO TRAVEL. IN THESE CIRCUMSTANCES, WHEN OVERNIGHT ACCOMMODATIONS ARE REQUIRED, NW WILL MAKE EVERY EFFORT TO PROVIDE HOTEL ACCOMMODATIONS REASONABLY NEAR THE AIRPORT AND PROVIDE A VOUCHER FOR MEALS FOR ALL AFFECTED PASSENGERS. EXCEPTION: HOTEL ACCOMMODATIONS WILL NOT BE FURNISHED TO A PASSENGER WHOSE TRIP IS INTERRUPTED AT A CITY WHICH IS THEIR PERMANENT RESIDENCE.
- B) IN THE EVENT DELAYED OR CANCELED FLIGHTS ARE CAUSED BY CIRCUMSTANCES BEYOND NW'S CONTROL (SUCH AS FORCE MAJEURE EVENTS AS DEFINED IN PARA. G), NW WILL MAKE EVERY EFFORT TO OFFER DISCOUNTED HOTEL ACCOMMODATIONS FOR ALL CUSTOMERS. THE EXPENSE FOR THESE ACCOMMODATIONS WILL REMAIN THE RESPONSIBILITY OF EACH CUSTOMER.
- 4) GROUND TRANSPORTATION  
 COMPLIMENTARY GROUND TRANSPORTATION BETWEEN THE AIRPORT AND DOWNTOWN AREA, BUS DEPOT, OR HOTEL WILL BE PROVIDED BY NW. ADDITIONALLY, WHEN THE DESTINATION ON THE PASSENGER TICKET IS A POINT SHOWN IN COLUMN 1 AND FLIGHT ON WHICH THE PASSENGER IS BEING TRANSPORTED TERMINATES AT A POINT IN COLUMN 2, NW WILL PROVIDE COMPLIMENTARY TRANSPORTATION TO THE ORIGINAL DESTINATION AIRPORT. SUCH TRANSPORTATION WILL BE PROVIDED BY AN INDEPENDENT CONTRACTOR IN THE BUSINESS OF PROVIDING SUCH TRANSPORTATION, AND NW DOES NOT ASSUME RESPONSIBILITY FOR THE TRANSPORTATION OF THE PASSENGER OR THEIR BAGGAGE BETWEEN SUCH AIRPORTS. THE COUPONS WILL HAVE NO REFUND VALUE WHEN TICKET COUPONS HAVE BEEN ISSUED TO COVER THIS SERVICE AND WHEN SUCH SERVICE HAS NOT BEEN USED.

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FLT CHANGES/CANCELLATION - 73 (CONT)

WHEN THE  
 DESTINATION  
 DESIGNATED ON THE  
 TICKET IS:  
 BWI

AND THE FLIGHT  
 ON WHICH THE  
 PASSENGER IS BEING  
 TRANSPORTED  
 TERMINATES AT:  
 WAS (DCA OR IAD  
 AIRPORT)

CHI (ORD OR MDW AIRPORT)	CHI (ORD OR MDW AIRPORT)
FLL	MIA
HOU	IAH
IAH	HOU
LAX	BUR/ONT/SNA
MIA	FLL
NYC (ISP/JFK/LGA/ EWR/HPN AIRPORTS)	NYC (ISP/JFK/LGA/ EWR/HPN/AIRPORTS)
SFO	OAK/SJC
SNA	BUR/LAX/ONT
WAS (IAD OR DCA AIRPORT)	BWI/WAS (IAD OR DCA AIRPORT)

FLT CHANGES/CANCELLATION - 74

- D) SCHEDULE CHANGES  
WHEN A PASSENGER WILL BE DELAYED BECAUSE OF A CHANGE IN  
NW'S SCHEDULE, NW WILL ARRANGE TO:
- 1) TRANSPORT THE PASSENGER OVER ITS OWN LINES TO THE  
DESTINATION, NEXT STOPOVER POINT OR TRANSFER POINT  
SHOWN ON ITS PORTION OF THE TICKET, WITH NO  
UNTICKETED STOPOVER BEING PERMITTED, AT NO  
ADDITIONAL COST TO THE PASSENGER, OR  
EXCEPTION 1: WHEN A SCHEDULE CHANGE RESULTS IN  
THE CANCELLATION OF NW'S SINGLE-PLANE/CONNECTING  
SERVICE BETWEEN TWO CITIES AND NO ALTERNATIVE  
SERVICE ACCEPTABLE TO THE PASSENGER IS AVAILABLE  
OVER THE LINES OF NW, A PASSENGER HOLDING  
CONFIRMED RESERVATIONS AND VALID NW TICKETS  
WHO IS AFFECTED BY THE SCHEDULE CHANGE  
WILL BE REROUTED BY NW OVER THE LINES OF ONE OR  
MORE OTHER CARRIERS AT NO ADDITIONAL COST TO THE  
PASSENGER, PROVIDED THAT SUCH NEW ROUTING IS

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APPLICABLE VIA A PUBLISHED DIRECT LOCAL OR JOINT  
FARE OF ANY SUCH SCHEDULED CARRIER(S).  
EXCEPTION 2: WHEN A SCHEDULE CHANGE RESULTS IN  
THE COMPLETE DISCONTINUATION OF ALL NW SERVICE AT  
A CITY, NW WILL ARRANGE TO REROUTE PASSENGERS  
HOLDING CONFIRMED RESERVATIONS AND VALID TICKETS  
ON NW TO/FROM SUCH CITY, OVER THE LINES OF ONE OR  
MORE OTHER CARRIERS, AT NO ADDITIONAL COST TO THE

PASSENGER.

EXCEPTION 3: SCHEDULE CHANGES DO NOT INCLUDE FORCE MAJEURE EVENTS AS DEFINED IN PARA. G).

- 2) REFUND IN ACCORDANCE WITH RULE 260 (REFUNDS-INVOLUNTARY).

EXCEPTION: SCHEDULE CHANGES DO NOT INCLUDE FORCE MAJEURE EVENTS AS DEFINED IN PARA. G).

NOTE: IN THE EVENT THAT NW CHANGES THE TIME OF DEPARTURE OR ROUTING OF A FLIGHT IN A MANNER THAT DOES NOT CONSTITUTE A SCHEDULE CHANGE AS DEFINED HEREIN WHETHER OR NOT THE SAME FLIGHT NUMBER IS RETAINED, NW WILL TRANSPORT THE PASSENGER ON THE RESCHEDULED FLIGHT AT NO ADDITIONAL COST TO THE PASSENGER.

- E) WHEN PASSENGERS ARE INVOLUNTARILY REROUTED OVER THE LINES OF NW BY OTHER CARRIERS, NW WILL HAVE NO OBLIGATION TO ACCEPT ANOTHER CARRIER'S TICKET WHICH DOES NOT REFLECT A CONFIRMED RESERVATION ON NW UNLESS THE ISSUING CARRIER REISSUES THE TICKET FOR ANY CHANGES IN ROUTING. IN THE EVENT SUCH CARRIER IS NOT AVAILABLE TO DO SO, NW RESERVES THE RIGHT TO REROUTE PASSENGERS ONLY OVER ITS OWN LINES BETWEEN THE POINTS NAMED ON THE ORIGINAL TICKET. IN THE EVENT THAT SUCH CARRIER IS IN SUBSTANTIAL DEFAULT OF ITS INTERLINE OBLIGATIONS OR HAS VOLUNTARILY OR INVOLUNTARILY BECOME THE SUBJECT OF BANKRUPTCY PROCEEDINGS (THE DEFAULTING CARRIER), THE PROVISIONS OF NOTE 1 BELOW WILL APPLY:

NOTE: NOTWITHSTANDING THE PROVISIONS OF THIS RULE:

- 1) UNLESS ORDERED BY AN APPROPRIATE COURT, NW WILL NOT ACCEPT FOR ANY PURPOSES UNDER THIS RULE, PASSENGER TICKETS OR RELATED TRANSPORTATION DOCUMENTS ISSUED BY ANY CARRIER WHICH IS IN SUBSTANTIAL DEFAULT OF ITS INTERLINE OBLIGATIONS OR WHICH VOLUNTARILY OR INVOLUNTARILY HAS BECOME THE SUBJECT OF BANKRUPTCY PROCEEDINGS EXCEPT UNDER THE FOLLOWING CONDITIONS:  
TICKETS ISSUED OR REVALIDATED ON THE DEFAULTING CARRIER'S TICKET STOCK PRIOR TO THE DATE OF THE FILING OF THE BANKRUPTCY PETITION OR THE DATE OF DEFAULT WILL BE ACCEPTED OVER SECTORS WHERE NW IS SHOWN AS THE CARRIER IF THE PASSENGER HOLDS

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FLT CHANGES/CANCELLATION - 74 (CONT)

- 2) CONFIRMED RESERVATIONS FOR THE NW FLIGHT(S).  
NW RESERVES THE RIGHT TO REFUSE TO HONOR THOSE FLIGHT COUPONS OF SUCH OTHER CARRIERS THAT ARE ISSUED FOR FREE TRANSPORTATION OR THAT ARE RESTRICTED TO THAT CARRIER'S ONLINE-ONLY TRANSPORTATION.
- 3) IN THE EVENT OF A STRIKE OR WORK STOPPAGE WHICH CAUSES ANY CANCELLATION OR SUSPENSION OF FLIGHT

OPERATIONS OF ANY CARRIER WITH WHICH NW HAS AN INTERLINE AGREEMENT, NW WILL ACCEPT THE FLIGHT COUPONS OF SUCH CARRIER FOR CONFIRMED RESERVED SPACE ONLY IF THE FLIGHT OR FLIGHTS OF NW REQUESTED HAVE SEATS AVAILABLE AT THE TIME OF THE REQUEST IN THE RESERVATION INVENTORY CODE IN WHICH NW REQUIRES PASSENGERS TRAVELING AT THE FARE TYPE SHOWN ON THE FLIGHT COUPONS TO BE BOOKED.

AMEN/SER FOR DELAYED PSGR - 75

- F) REMEDIES  
THE SOLE AND EXCLUSIVE REMEDY FOR A PASSENGER WHO HAS A CLAIM UNDER THIS RULE (RULE 240NW) SHALL BE THE EXPRESS AMENITIES PROVIDED IN THIS RULE. THE PASSENGER SHALL HAVE NO OTHER CLAIMS OF LAW OR EQUITY FOR ACTUAL, COMPENSATORY, OR ANY OTHER TYPE OF DAMAGES (WHATEVER THEY MAY BE CALLED OR HOWEVER THEY MAY BE DESCRIBED).

FLT CHANGES/CANCELLATION - 76

- G) NW MAY, IN THE EVENT OF A FORCE MAJEURE EVENT, WITHOUT NOTICE, CANCEL, TERMINATE, DIVERT, POSTPONE, OR DELAY ANY FLIGHT OR THE RIGHT OF CARRIAGE OR RESERVATION OF TRAFFIC ACCOMMODATIONS AND DETERMINE IF ANY DEPARTURE OR LANDING SHOULD BE MADE, WITHOUT ANY LIABILITY FOR ANY SUCH ACTION EXCEPT TO REFUND IN THE ORIGINAL FORM OF PAYMENT IN ACCORDANCE WITH THE INVOLUNTARY REFUND RULES, ANY UNUSED PORTION OF THE TICKET. AS USED IN THIS RULE "FORCE MAJEURE EVENT" MEANS:
- 1) ANY CONDITION BEYOND NW CONTROL (INCLUDING BUT WITHOUT LIMITATION, METEOROLOGICAL CONDITIONS, ACTS OF GOD, RIOTS, CIVIL COMMOTION, EMBARGOES, WARS, HOSTILITIES, DISTURBANCES, OR UNSETTLED INTERNATIONAL CONDITIONS), ACTUAL, THREATENED OR

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FLT CHANGES/CANCELLATION - 76 (CONT)

- 2) REPORTED OR BECAUSE OF ANY DELAY, DEMAND, CIRCUMSTANCES OR REQUIREMENT DUE, DIRECTLY, OR INDIRECTLY, TO SUCH CONDITION; OR
- 2) ANY STRIKE, WORK STOPPAGE, SLOWDOWN, LOCKOUT, OR ANY OTHER LABOR-RELATED DISPUTE INVOLVING OR AFFECTING NW SERVICE; OR
- 3) ANY GOVERNMENT REGULATION, DEMAND, OR REQUIREMENT; OR

- 4) ANY SHORTAGE OF LABOR, FUEL, OR FACILITIES OF NW;  
OR
- 5) ANY FACT NOT REASONABLY FORESEEN, ANTICIPATED, OR  
PREDICTED BY NW.

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TITLE/APPLICATION - 70

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DENIED BOARDING COMPENSATION

WHEN NW IS UNABLE TO PROVIDE PREVIOUSLY CONFIRMED SPACE DUE TO MORE PASSENGERS HOLDING CONFIRMED RESERVATIONS AND TICKETS ON A FLIGHT THAN THERE ARE AVAILABLE SEATS ON THAT FLIGHT, NW WILL TAKE THE ACTIONS SPECIFIED IN THE PROVISIONS OF THIS RULE. IN NO CASE SHALL ANY PASSENGER BE ENTITLED TO ANY DAMAGES (ACTUAL, COMPENSATORY, PUNITIVE OR ANY OTHER TYPE OF DAMAGE, HOWEVER NAMED OR DESCRIBED) FOR DENIED BOARDING. THIS RULE (RULE 245 NW) SHALL BE THE SOLE AND EXCLUSIVE REMEDY FOR ALL PASSENGERS UNDER THIS SECTION.

DEFINITIONS - 71

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A) DEFINITIONS

(FOR THE PURPOSE OF THIS RULE):

- 1) AIRPORT MEANS THE AIRPORT AT WHICH THE DIRECT OR CONNECTING FLIGHT ON WHICH THE PASSENGER HOLDS CONFIRMED RESERVED SPACE IS PLANNED TO ARRIVE OR SOME OTHER AIRPORT SERVING THE SAME METROPOLITAN AREA, PROVIDED THAT TRANSPORTATION TO SUCH OTHER AIRPORT IS ACCEPTED (I.E., USED) BY THE PASSENGER.
- 2) ALTERNATE TRANSPORTATION MEANS AIR TRANSPORTATION BY AN AIRLINE CERTIFIED BY THE DEPARTMENT OF TRANSPORTATION, OTHER AUTHORIZED AIR TRANSPORTATION OR OTHER TRANSPORTATION USED BY THE PASSENGER WHICH, AT THE TIME THE ARRANGEMENT IS MADE, IS PLANNED TO ARRIVE AT THE PASSENGER'S NEXT SCHEDULED STOPOVER (OF 4 HOURS OR LONGER), OR

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DEFINITIONS - 71 (CONT)

- DESTINATION NO LATER THAN 2 HOURS FOR FLIGHTS WITHIN THE UNITED STATES, INCLUDING TERRITORIES AND POSSESSIONS OR 4 HOURS FOR INTERNATIONAL FLIGHTS AFTER THE PASSENGER'S ORIGINALLY SCHEDULED ARRIVAL TIME.
- 3) CARRIER MEANS ANY DIRECT U.S. AIR CARRIER, EXCEPT A HELICOPTER OPERATOR, HOLDING A CERTIFICATE OF PUBLIC CONVENIENCE AND NECESSITY ISSUED BY THE

- U.S. DEPARTMENT OF TRANSPORTATION.
- 4) CONFIRMED RESERVED SPACE MEANS SPACE ON A SPECIFIC DATE AND ON A SPECIFIC FLIGHT AND CLASS OF SERVICE OF NW THAT HAS BEEN REQUESTED BY A PASSENGER, AND THAT NW OR ITS AGENT HAS VERIFIED BY APPROPRIATE NOTATION ON THE TICKET OR IN ANY OTHER MANNER PROVIDED BY NW'S TARIFF AS BEING RESERVED FOR THE ACCOMMODATION OF THE PASSENGER.
  - 5) COMPARABLE AIR TRANSPORTATION MEANS TRANSPORTATION PROVIDED TO PASSENGERS AT NO EXTRA COST BY U.S. AIR CARRIER(S) HOLDING A CERTIFICATE OF PUBLIC CONVENIENCE AND NECESSITY ISSUED BY THE U.S. DEPARTMENT OF TRANSPORTATION.
  - 6) TICKET LIFT POINT/BOARDING AREA MEANS THE POINT WHERE THE PASSENGER'S FLIGHT COUPON IS LIFTED/RETAINED BY THE CARRIER.
  - 7) SUM OF THE VALUES OF THE REMAINING FLIGHT COUPONS MEANS THE SUM OF THE APPLICABLE ONE-WAY FARES OR 50% OF THE APPLICABLE ROUND-TRIP FARES, AS THE CASE MAY BE, INCLUDING ANY SURCHARGES AND AIR TRANSPORTATION TAXES, LESS ANY APPLICABLE DISCOUNTS.
  - 8) STOPOVER MEANS A DELIBERATE INTERRUPTION OF A JOURNEY BY THE PASSENGER SCHEDULED TO EXCEED 4 HOURS, AT A POINT BETWEEN THE PLACE OF DEPARTURE AND THE PLACE OF DESTINATION.

REQUEST FOR VOLUNTEERS - 72

B) REQUEST FOR VOLUNTEERS

- 1) NW WILL REQUEST PASSENGERS WHO ARE WILLING TO DO SO TO VOLUNTARILY RELINQUISH THEIR CONFIRMED RESERVED SPACE IN EXCHANGE FOR COMPENSATION IN AN AMOUNT DETERMINED BY NW. IF A PASSENGER IS ASKED TO VOLUNTEER, NW WILL NOT LATER DENY BOARDING TO THAT PASSENGER INVOLUNTARILY UNLESS THAT PASSENGER WAS INFORMED AT THE TIME THEY WERE ASKED TO VOLUNTEER THAT THERE WAS A POSSIBILITY OF BEING DENIED BOARDING INVOLUNTARILY, AND OF THE AMOUNT OF COMPENSATION TO WHICH THEY WOULD HAVE BEEN ENTITLED IN THAT EVENT. THE REQUEST FOR VOLUNTEERS AND THE SELECTION OF SUCH PERSONS TO BE

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REQUEST FOR VOLUNTEERS - 72 (CONT)

- DENIED SPACE WILL BE IN A MANNER DETERMINED SOLELY BY NW.
- 2) IN EXCHANGE FOR VOLUNTARILY RELINQUISHING CONFIRMED SPACE, NW MAY, AT ITS OPTION, OFFER TO COMPENSATE THE PASSENGER WITH A CREDIT VALID FOR THE PURCHASE OF FUTURE TRANSPORTATION ON NW INSTEAD OF MONETARY COMPENSATION. THE CREDIT WILL

BE VALID FOR TRAVEL ON NW WITHIN 365 DAYS FROM THE DATE OF ISSUE AND WILL BE NONREFUNDABLE AND NONENDORABLE.

BOARDING PRIORITIES - 73

C) BOARDING PRIORITIES

IF A FLIGHT IS OVERSOLD (MORE PASSENGERS HOLD CONFIRMED RESERVATIONS THAN THERE ARE SEATS AVAILABLE), NO ONE MAY BE DENIED BOARDING AGAINST THEIR WILL UNTIL NW PERSONNEL FIRST ASK FOR VOLUNTEERS WHO WILL GIVE UP THEIR RESERVATIONS WILLINGLY IN EXCHANGE FOR A PAYMENT OF NW'S CHOOSING. IF THERE ARE NOT ENOUGH VOLUNTEERS, OTHER PASSENGERS MAY BE DENIED BOARDING INVOLUNTARILY IN ACCORDANCE WITH THE BOARDING PRIORITY AS SET FORTH BELOW. UNACCOMPANIED MINORS 17 YRS. OLD OR YOUNGER ARE NOT ELIGIBLE FOR VOLUNTARY DENIED BOARDING COMPENSATION.

- 1) CONFIRMED PASSENGERS WHO ARE PHYSICALLY HANDICAPPED TO AN EXTENT THAT FAILURE TO CARRY WOULD, IN NW'S OPINION, CAUSE A SEVERE HARDSHIP, OR UNACCOMPANIED MINORS 17 YRS. OLD OR YOUNGER.
- 2) PASSENGERS NOT NAMED IN 1) WILL BE ACCOMMODATED IN THE ORDER THEY HAVE CHECKED IN.

TRANSPORTATION FOR PSGR - 74

D) TRANSPORTATION FOR PASSENGERS DENIED BOARDING

WHEN NW IS UNABLE TO PROVIDE PREVIOUSLY CONFIRMED SPACE, NW WILL PROVIDE TRANSPORTATION TO PERSONS WHO HAVE BEEN DENIED BOARDING WHETHER VOLUNTARILY OR INVOLUNTARILY, IN ACCORDANCE WITH THE PROVISIONS BELOW.

- 1) NW WILL TRANSPORT THE PASSENGER WITHOUT STOPOVER ON ITS NEXT FLIGHT ON WHICH SPACE IS AVAILABLE AT NO ADDITIONAL COST TO THE PASSENGER.
- 2) IF NW IS UNABLE TO PROVIDE ONWARD TRANSPORTATION ACCEPTABLE TO THE PASSENGER, ANOTHER CARRIER OR COMBINATION OF CARRIERS AS ARRANGED BY NW AND WITH THE CONCURRENCE OF THE PASSENGER, WILL TRANSPORT THE

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TRANSPORTATION FOR PSGR - 74 (CONT)

PASSENGER WITHOUT STOPOVER ON THEIR NEXT FLIGHT(S) IN THE SAME CLASS OF SERVICE AS THE PASSENGER'S ORIGINAL OUTBOUND FLIGHT AT NO ADDITIONAL COST TO THE PASSENGER. IF SPACE IS AVAILABLE ON A FLIGHT(S) OF A DIFFERENT CLASS OF SERVICE ACCEPTABLE TO THE PASSENGER, SUCH FLIGHT(S) WILL BE USED WITHOUT STOPOVER AT NO ADDITIONAL COST TO THE PASSENGER ONLY IF IT/THEY WILL PROVIDE AN EARLIER ARRIVAL AT THE PASSENGER'S DESTINATION, NEXT STOPOVER POINT OR TRANSFER POINT.

EXCEPTION: ALTERNATE TRANSPORTATION WILL NOT BE ARRANGED VIA OTHER CARRIERS UNLESS THE PASSENGER HOLDING A TICKET FOR CONFIRMED SPACE ON NW PRESENTED THEMSELVES FOR CARRIAGE AT THE APPROPRIATE TIME AND PLACE, HAVING COMPLIED FULLY WITH NW'S REQUIREMENTS AS TO TICKETING AND CHECK-IN PROCEDURES AND HAVING MET ALL REQUIREMENTS FOR ACCEPTANCE FOR TRANSPORTATION PUBLISHED IN NW'S TARIFF. ALTERNATE TRANSPORTATION WILL NOT BE ARRANGED VIA OTHER CARRIERS IF THE PASSENGER'S TICKET WAS ISSUED AT A FREE OR REDUCED FARE AVAILABLE TO EMPLOYEES WITHIN THE TRANSPORTATION INDUSTRY OR AT A FARE TYPE WHICH PROHIBITS REROUTING OVER THE LINES OF OTHER CARRIERS.

COMPENSATION FOR PSGR - 75

E) COMPENSATION FOR INVOLUNTARY DENIED BOARDING  
IN ADDITION TO PROVIDING TRANSPORTATION AS DESCRIBED IN PARAGRAPH D) ABOVE, WHEN THE PASSENGER WHO IS DELAYED HAS NOT VOLUNTARILY RELINQUISHED CONFIRMED RESERVED SPACE IN ACCORDANCE WITH PROVISIONS IN PARAGRAPH B) ABOVE, NW WILL COMPENSATE THE DELAYED PASSENGER FOR NW'S FAILURE TO PROVIDE CONFIRMED SPACE. COMPENSATION WILL BE MADE IN ACCORDANCE WITH THE PROVISIONS BELOW.

1) CONDITIONS FOR PAYMENT

A) THE PASSENGER HOLDING A TICKET FOR CONFIRMED SPACE MUST PRESENT THEMSELVES FOR CARRIAGE AT THE APPROPRIATE TIME AND PLACE HAVING COMPLIED FULLY WITH NW'S REQUIREMENTS AS TO TICKETING AND CHECK-IN PROCEDURES AND HAVING MET ALL REQUIREMENTS FOR ACCEPTANCE FOR TRANSPORTATION PUBLISHED IN NW'S TARIFF.

B) THE NW FLIGHT FOR WHICH THE PASSENGER HOLDS CONFIRMED RESERVED SPACE MUST BE UNABLE TO ACCOMMODATE THE PASSENGER AND DEPARTS WITHOUT THEM.

EXCEPTION 1: THE PASSENGER WILL NOT BE ELIGIBLE FOR COMPENSATION IF THE NW FLIGHT ON WHICH THEY HOLD CONFIRMED RESERVED

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COMPENSATION FOR PSGR - 75 (CONT)

SPACE IS UNABLE TO ACCOMMODATE THEM BECAUSE OF SUBSTITUTION OF EQUIPMENT OF LESSER CAPACITY DUE TO OPERATIONAL OR SAFETY REASONS.

EXCEPTION 2: THE PASSENGER WILL NOT BE ELIGIBLE FOR COMPENSATION IF THEY ARE OFFERED ACCOMMODATIONS OR ARE SEATED IN A SECTION OF THE AIRCRAFT OTHER THAN THAT SPECIFIED ON THE

PASSENGER'S TICKET AT NO EXTRA CHARGE. IF A PASSENGER IS SEATED IN A SECTION FOR WHICH A LOWER FARE APPLIES, THE PASSENGER SHALL BE ENTITLED TO AN APPROPRIATE REFUND.

EXCEPTION 3: THE PASSENGER WILL NOT BE ELIGIBLE FOR COMPENSATION IF HIS/HER RESERVATION HAS BEEN CANCELLED PURSUANT TO RULE 135(C) -AIRPORT CHECK-IN TIMES LIMITS.

EXCEPTION 4: THE PASSENGER WILL NOT BE ELIGIBLE FOR COMPENSATION IF THE TICKET WAS ISSUED AT A FREE OR REDUCED FARE AVAILABLE TO AN EMPLOYEE WITHIN THE TRANSPORTATION INDUSTRY.

EXCEPTION 5: THE PASSENGER WILL NOT BE ELIGIBLE FOR COMPENSATION IF NW ARRANGES FOR COMPARABLE AIR TRANSPORTATION (OR FOR OTHER TRANSPORTATION THAT IS ACCEPTED AND USED BY THE PASSENGER AT NO EXTRA COST TO THE PASSENGER) WHICH, AT THE TIME EITHER ARRANGEMENT IS MADE, IS SCHEDULED TO ARRIVE AT THE AIRPORT OF THE PASSENGER'S NEXT STOPOVER OR IF NONE, AT THE AIRPORT OF THE PASSENGER'S FINAL DESTINATION WITHIN ONE (1) HR.

2) AMOUNT OF COMPENSATION  
SUBJECT TO THE PROVISIONS OF PARAGRAPH E)1) ABOVE, NW WILL TENDER LIQUIDATED DAMAGES IN THE AMOUNT OF 200% OF THE VALUE OF THE PASSENGER'S REMAINING FLIGHT COUPON(S) (MAXIMUM USD 800.00) TO THE PASSENGER'S NEXT STOPOVER OR IF NONE, TO THE PASSENGER'S DESTINATION. HOWEVER, THE COMPENSATION SHALL BE 50% OF THE AMOUNT DESCRIBED ABOVE (BUT NOT MORE THAN USD 400.00) IF NW ARRANGES FOR COMPARABLE AIR TRANSPORTATION, (OR FOR OTHER

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COMPENSATION FOR PSGR - 75 (CONT)

TRANSPORTATION THAT IS ACCEPTED AND USED BY THE PASSENGER) WHICH, AT THE TIME EITHER ARRANGEMENT IS MADE, IS PLANNED TO ARRIVE AT THE AIRPORT OF THE PASSENGER'S NEXT STOPOVER OR, IF NONE, AT THE AIRPORT OF THE PASSENGER'S DESTINATION:

A) LATER THAN 1 HR. BUT NOT MORE THAN 2 HR. AFTER THE PLANNED ARRIVAL (IN THE CASE OF INTERSTATE TRANSPORTATION);

B) LATER THAN 1 HR. BUT NOT MORE THAN 4 HR. AFTER THE PLANNED ARRIVAL (IN THE CASE OF FOREIGN TRANSPORTATION); AT THE AIRPORT OF THE PASSENGER'S NEXT POINT OF STOPOVER OR, IF THERE IS NO NEXT POINT OF STOPOVER, AT THE AIRPORT OF THE PASSENGER'S DESTINATION OF THE FLIGHT ON WHICH THE PASSENGER HOLDS A CONFIRMED RESERVATION.

NOTE 1: IF THE OFFER OF COMPENSATION IS MADE BY NW AND ACCEPTED BY THE PASSENGER, SUCH PAYMENT WILL CONSTITUTE FULL COMPENSATION FOR ALL ACTUAL OR ANTICIPATORY DAMAGES INCURRED OR TO BE INCURRED BY THE PASSENGER AS A RESULT OF NW'S FAILURE TO PROVIDE THE PASSENGER'S CONFIRMED RESERVED SPACE.

NOTE 2: AT THE PASSENGER'S OPTION (NW'S OPTION IN THE CASE OF VOLUNTARY DENIED BOARDING), NW MAY COMPENSATE THE PASSENGER WITH CREDIT VALID FOR TRANSPORTATION ON NW IN LIEU OF MONETARY COMPENSATION. THE OFFER OF TRANSPORTATION WILL BE EQUAL TO OR GREATER THAN THE MONETARY COMPENSATION DUE. THE CREDIT VOUCHER IS NONTRANSFERABLE, HAS NO REFUND VALUE, AND WILL NOT BE REISSUED. THE CREDIT VOUCHER WILL BE VALID FOR 365 DAYS FROM THE DATE OF ISSUANCE.

NOTE 3: PASSENGERS OFFERED SUCH COMPENSATION WILL NOT BE PROVIDED WITH THE AMENITIES AND SERVICES OFFERED UNDER THE PROVISIONS OF RULE 240 E).

EXCEPTION: COMPENSATION FOR PASSENGERS TRAVELING ON WORLDPERK AWARDS SHALL BE PAID IN TRANSPORTATION CREDIT VOUCHERS ONLY IN THE AMOUNT OF THE LAST AMOUNT OFFERED TO PASSENGERS UNDER RULE 245(B)(1). COMPENSATION FOR OTHER FREE OR REDUCED FARE TRANSPORTATION SHALL BE DETERMINED IN ACCORDANCE WITH THE TERMS AND CONDITIONS APPLICABLE TO SUCH TRANSPORTATION.

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COMPENSATION FOR PSGR - 75 (CONT)

3) TIME OF OFFER OF COMPENSATION  
THE OFFER OF COMPENSATION WILL BE MADE BY NW ON THE DAY AND AT THE TIME AND PLACE WHERE THE FAILURE TO PROVIDE CONFIRMED RESERVED SPACE OCCURS AND, IF ACCEPTED, WILL BE RECEIPTED FOR BY THE PASSENGER. PROVIDED, HOWEVER, THAT WHEN NW ARRANGES FOR THE PASSENGER'S CONVENIENCE ALTERNATE MEANS OF TRANSPORTATION THAT DEPARTS BEFORE THE TIME THE OFFER CAN BE MADE TO THE PASSENGER, THE

OFFER SHALL BE MADE BY MAIL OR OTHER MEANS WITHIN 24 HRS. AFTER THE TIME THE FAILURE OCCURS.

NOTICE PROVIDED PASSENGER - 76

- F) NOTICE PROVIDED PASSENGERS  
A WRITTEN NOTICE SETTING FORTH THE ABOVE PROVISIONS SHALL BE PROVIDED TO ALL PASSENGERS WHO ARE DENIED BOARDING INVOLUNTARILY ON NW FLIGHTS ON WHICH THEY HOLD CONFIRMED RESERVED SPACE. RULE 240 NW, IN THIS TARIFF, SHALL BE THE EXCLUSIVE COMPENSATION AND REMEDY OF PASSENGERS DENIED BOARDING HEREUNDER. AS A CONDITION TO PURCHASE OF A TICKET, ALL PASSENGERS WAIVE ANY CLAIM FOR COMPENSATORY OR PUNITIVE DAMAGES ARISING FROM DENIED BOARDING.

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TITLE/APPLICATION - 70

— REROUTING-WHEN ALLOWED

- A) AUTHORIZED NW EMPLOYEES, APPOINTED TRAVEL AGENCIES OR ANY OTHER PERSON AUTHORIZED TO ISSUE TICKETS WILL REROUTE A PASSENGER AT THE PASSENGER'S REQUEST, IF PERMITTED BY THE APPLICABLE FARE RULES UPON PRESENTATION OF THE TICKET OR PORTION THEREOF THEN HELD BY THE PASSENGER AND THE APPROPRIATE DIFFERENCE IN FARE, IF ANY, IS PAID AND THE APPLICABLE ADMINISTRATIVE FEE IS COLLECTED. THE FEE AND APPROPRIATE FARE DIFFERENCES MUST BE COLLECTED AT THE TIME OF CHANGE OR REQUESTED CHANGE WILL NOT BE PERMITTED.

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TITLE/APPLICATION - 70

— REROUTING-WHEN ALLOWED (CONT)

REROUTE/CHANGE IN DEST - 71

- B) FARE APPLICABLE TO REROUTING OR CHANGE IN DESTINATION  
1) THE PASSENGER MAY CHANGE THE ROUTING AND/OR THE ULTIMATE DESTINATION DESIGNATED ON THEIR TICKET IN ACCORDANCE WITH PARAGRAPH 2) BELOW, PROVIDED THAT AFTER TRANSPORTATION HAS COMMENCED A ONE-WAY TICKET

- WILL NOT BE CONVERTED INTO A  
ROUND-TRIP/CIRCLE-TRIP/OPEN-JAW TRIP TICKET.
- 2) EXCEPT AS OTHERWISE PROVIDED IN RULE 240 (FLIGHT  
DELAYS/CANCELLATIONS), THE FARE AND CHARGES  
APPLICABLE WHEN A REROUTING OR CHANGE IN ULTIMATE  
DESTINATION IS MADE BY THE PASSENGER AT AN OFFICE OF  
THE CARRIER BEFORE ARRIVAL AT THE ULTIMATE  
DESTINATION NAMED ON THE ORIGINAL TICKET, SHALL BE  
THE FARE AND CHARGES THAT WOULD HAVE BEEN APPLICABLE  
HAD THE ORIGINAL TICKET DESIGNATED THE ROUTING  
AND/OR ULTIMATE DESTINATION AS REVISED BY THE NEW  
TICKET. ANY DIFFERENCE BETWEEN THE FARE AND CHARGES  
SO APPLICABLE AND THE FARE AND CHARGES APPLICABLE TO  
THE ORIGINAL TICKET ISSUED TO THE PASSENGER WILL BE  
COLLECTED FROM OR REFUNDED TO THE PASSENGER.  
EXCEPTION: THE APPLICABLE FARE AND CHARGES SHALL BE  
THOSE IN EFFECT ON THE DATE THE REROUTING OR CHANGE  
IN ULTIMATE DESTINATION IS ENTERED ON THE  
PASSENGER'S TICKET.

WAIVER OF ADMIN SERVICE - 72

— C) WAIVER OF ADMINISTRATIVE SERVICE CHARGE

A PASSENGER HOLDING A ONE-WAY NORMAL FARE WHICH IS  
SUBJECT TO AN ADMINISTRATIVE SERVICE CHARGE, MAY UPGRADE  
TO A HIGHER CLASS OF SERVICE, WITHOUT FEE, BETWEEN THE  
SAME PAIR OF POINTS VIA THE SAME CARRIER, PROVIDED THIS  
IS DONE BEFORE DEPARTURE OF PASSENGER'S INITIAL FLIGHT  
COVERED BY ITS TICKET ON WHICH A CONFIRMED RESERVATION  
IS HELD. HOWEVER, SUCH SERVICE CHARGE WILL BE  
ASSESSED IF TRAVEL AT THE HIGHER FARE IS SUBSEQUENTLY  
CHANGED OR CANCELLED AND REFUND IS REQUESTED.

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TITLE/APPLICATION - 70

— REFUNDS - INVOLUNTARY

- A) THE AMOUNT NW WILL REFUND UPON SURRENDER OF THE UNUSED  
PORTION OF THE PASSENGER'S TICKET PURSUANT TO RULE 35  
(REFUSAL TO TRANSPORT) EXCEPT AS OTHERWISE PROVIDED THEREIN  
RULE 50 (ACCEPTANCE OF CHILDREN OR RULE 240 (FAILURE TO  
OPERATE ON SCHEDULE OR FAILURE TO CARRY)), WILL BE:  
1) WHEN NO PORTION OF THE TICKET HAS BEEN USED, THE

AMOUNT OF REFUND SHALL EQUAL THE FARE PAID.

EXCEPTION: NW SHALL NOT BE OBLIGATED TO REFUND ANY PORTION(S) OF A FULLY UNUSED TICKET WHICH DOES NOT REFLECT A CONFIRMED RESERVATION ON A NW FLIGHT INVOLVED IN A SCHEDULE IRREGULARITY, UNLESS SUCH TICKET WAS ISSUED BY NW.

- 2) IF A PORTION OF THE TICKET HAS BEEN USED AND INTERRUPTION THAT MAY RESULT IN TERMINATION OCCURS
  - A) AT A FARE BREAKPOINT - THE REFUND WILL BE AN AMOUNT EQUAL TO THE FARE PAID FOR THE UNUSED TRANSPORTATION FROM THE POINT OF INTERRUPTION TO THE DESTINATION OR NEXT STOPOVER POINT NAMED ON THE TICKET, OR TO THE POINT, IF ANY, AT WHICH TRANSPORTATION IS TO BE RESUMED. NO REFUND WILL APPLY WHEN ALTERNATE TRANSPORTATION IS PROVIDED BY NORTHWEST AND ACCEPTED BY THE PASSENGER.
    - I) ONE-WAY FARES - THE REFUND WILL BE EQUAL TO THE APPLICABLE DIRECT ONE WAY FARE FOR THE CLASSES OF SERVICE PAID FOR ANY UNFLOWN SEGMENT, LESS THE SAME RATE OF DISCOUNT IF ANY, THAT WAS APPLIED IN COMPUTING THE ORIGINAL FARE.
    - II) ROUND TRIP FARES - THE REFUND WILL BE EQUAL TO 50 PERCENT OF THE APPLICABLE ROUND TRIP FARE FOR THE CLASS OF SERVICE PAID FOR ANY UNFLOWN SEGMENT, LESS THE SAME RATE OF DISCOUNT, IF ANY, APPLIED IN COMPUTING THE ORIGINAL FARE.
  - B) WITHIN A FARE COMPONENT - THE REFUND WILL BE AN AMOUNT EQUAL TO THE PERCENTAGE OF UNFLOWN MILEAGE TO FARE COMPONENT MILEAGE BY PRORATING THE FARE PAID FOR THE FARE COMPONENT. THE UNFLOWN MILEAGE WILL BE CALCULATED FROM THE POINT OF TERMINATION/INTERRUPTION TO THE DESTINATION, OR NEXT STOPOVER POINT NAMED ON THE TICKET, OR TO THE POINT AT WHICH TRANSPORTATION IS TO BE RESUMED. NO REFUND WILL APPLY WHEN ALTERNATE TRANSPORTATION IS PROVIDED BY NORTHWEST AND ACCEPTED BY THE PASSENGER.
  - C) IN NO EVENT WILL THE AMOUNT OF THE REFUND BE GREATER THAN THE AMOUNT PAID FROM THE LAST POINT OF STOPOVER TO THE NEXT POINT OF STOPOVER/FINAL DESTINATION.

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GROUND TRANSFER SERVICE - 71

- B) NW WILL MAKE NO REFUND BUT WILL PROVIDE GROUND TRANSPORTATION TO THE DESTINATION AIRPORT WITHOUT CHARGE WHEN:

WHEN THE DESTINATION AND THE FLIGHT ON  
DESIGNATED ON WHICH THE PASSENGER

THE PASSENGER'S IS BEING TRANSPORTED  
TICKET IS: IS DIVERTED TO:

BWI	WAS (DCA/IAD AIRPORTS)
CHI (ORD AIRPORT)	CHI (MDW AIRPORT)
CHI (MDW AIRPORT)	CHI (ORD AIRPORT)
FLL	MIA
HOU	IAH
IAH	HOU
LAX	BUR/ONT/SNA
MIA	FLL
EWB	NYC
NYC (ISP/JFK/LGA/ EWR/HPN AIRPORTS)	NYC (ISP/JFK/LGA/ EWR/HPN AIRPORTS)
ONT	BUR/LAX/SNA
SFO	OAK/SJC
SNA	BUR/LAX/ONT
WAS (IAD/DCA AIRPORTS)	BWI/WAS (IAD/DCA AIRPORTS)

C) WHEN FOR OPERATIONAL REASONS A PASSENGER HOLDING A FIRST CLASS TICKET, OR WORLD BUSINESS CLASS TICKET, WITH CONFIRMED RESERVATIONS ENTERED THEREON, IS ACCOMMODATED IN OTHER THAN THE TICKETED COMPARTMENT, NW WILL REFUND TO THE PASSENGER THE DIFFERENCE, IF ANY, BETWEEN THE INVOLUNTARY REFUND VALUE OF SUCH TICKETED CLASS (DETERMINED IN ACCORDANCE WITH PARAGRAPH A) ABOVE), AND THE DIRECT ONE WAY FARE APPLICABLE TO THE CLASS OF SERVICE USED BETWEEN THE POINTS WHERE TICKETED ACCOMMODATION WAS NOT PROVIDED.

FOREIGN CURRENCY REFUNDS - 73

D) FOREIGN CURRENCY REFUNDS

- 1) NW RESERVES THE RIGHT TO REFUSE TO MAKE ANY REFUND AUTHORIZED BY THIS RULE IN A CURRENCY OTHER THAN THAT USED IN THE PURCHASE OF THE TICKET TO BE REFUNDED OR AT A PLACE OTHER THAN THAT AT WHICH PAYMENT FOR SUCH TICKET WAS MADE.
- 2) RATE OF EXCHANGE IN ANY CASE IN WHICH THE AMOUNT OF THE REFUND PAYABLE UNDER THIS RULE DEPENDS UPON THE

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FOREIGN CURRENCY REFUNDS - 73 (CONT)

AMOUNT OF THE FARE AND CHARGES PAID BY THE PASSENGER, AND SUCH AMOUNT WAS PAID IN A CURRENCY OTHER THAN USD IN ACCORDANCE WITH THE PROVISIONS OF THIS TARIFF, NW WILL, FOR THE PURPOSE OF COMPUTING THE AMOUNT OF THE REFUND, APPLY THE SAME RATE OF EXCHANGE AS WAS APPLIED IN COMPUTING THE ORIGINAL COST OF THE TICKET.

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- E) NOTWITHSTANDING THE PROVISIONS OF THIS RULE, NW WILL NOT ACCEPT, FOR ANY PURPOSE UNDER THIS RULE, PASSENGER TICKETS OR RELATED TRANSPORTATION DOCUMENTS ISSUED BY ANY CARRIER WHICH IS IN SUBSTANTIAL DEFAULT OF ITS INTERLINE OBLIGATIONS, OR WHICH HAS BECOME THE SUBJECT OF BANKRUPTCY PROCEEDINGS.

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TITLE/APPLICATION - 70

— REFUNDS - VOLUNTARY

A) GENERAL

WHEN RULE 35 (REFUSAL TO TRANSPORT), RULE 50 (ACCEPTANCE OF CHILDREN) OR RULE 240 (FLIGHT DELAYS/CANCELLATIONS) IS NOT APPLICABLE, THE CARRIER WHICH ISSUED A TICKET, OR ANY CARRIER NAMED IN THE ROUTING SHOWN ON A TICKET WILL, AT THE REQUEST OF THE PASSENGER, AND UPON SURRENDER OF THE UNUSED PORTION OF THIS TICKET, REFUND TO THE PASSENGER ON THE FOLLOWING BASIS:

- 1) IF NO PORTION OF THE TICKET HAS BEEN USED, THE REFUND WILL BE AN AMOUNT EQUAL TO THE FARE AND CHARGES APPLICABLE TO THE TICKET ISSUED TO THE PASSENGER.
- 2) IF A PORTION OF THE TICKET HAS BEEN USED, THE REFUND WILL BE AN AMOUNT EQUAL TO THE DIFFERENCE BETWEEN THE FARE AND CHARGES APPLICABLE TO THE TICKET ISSUED TO THE PASSENGER AND THE FARE AND CHARGES APPLICABLE TO THE TRANSPORTATION OF THE PASSENGER COVERED BY THE USED PORTION OF THE TICKET. THE PASSENGER IS NOT ENTITLED TO A REFUND OR TO WITHHOLD PAYMENT FOR ANY PORTION OF THE TICKET THAT HAS BEEN USED. REFUNDS OR OTHER FORMS OF SERVICE RECOVERY THAT MAY BE GRANTED BY NW DUE TO A SERVICE FAILURE OR RESULTING FROM A SERVICE DISPUTE ARE EXCLUSIVELY AND ENTIRELY WITHIN NW'S DISCRETION AND ARE SEPARATE AND APART FROM THE

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TITLE/APPLICATION - 70

— REFUNDS - VOLUNTARY (CONT)

PASSENGER'S OBLIGATION TO PAY FOR THE PORTION OF THE TICKET THAT HAS BEEN USED.

- 3) ANY APPLICABLE ADMINISTRATIVE SERVICE CHARGE OR CANCELLATION FEE WILL BE DEDUCTED FROM THE REFUND AMOUNT IN 1) OR 2) ABOVE.

- 4) IN THE EVENT A PASSENGER HOLDS A VALID TICKET AT THE TIME OF HIS OR HER DEATH, THE TICKET WILL BE REFUNDED TO SUCH PASSENGER'S ESTATE, UPON PRESENTATION OF A DEATH CERTIFICATE, IN ACCORDANCE WITH THE PROVISIONS IN 1) OR 2) ABOVE, AND ALL CANCELLATION FEES AND PENALTIES WILL BE WAIVED. THE CHARGE IN 3) ABOVE WILL BE ASSESSED IF APPLICABLE.
- 5) NW ASSUMES NO OBLIGATION TO ISSUE A VOLUNTARY REFUND, UNLESS SUCH TICKET WAS ISSUED ON NW TICKET STOCK. THE TERM "NW TICKET STOCK" MEANS TICKETS PRINTED OR IMPRINTED WITH THE NW CARRIER CODE (012) AS PART OF THE TICKET SERIAL NUMBER.
- 6) FARES PURCHASED AND DESIGNATED AT TIME OF PURCHASE AS NONREFUNDABLE ARE NOT REFUNDABLE EXCEPT AS DESCRIBED IN RULE 105.

REFUNDS MADE TO WHOM - 71

- B) PERSON TO WHOM REFUND IS MADE:  
EXCEPT AS PROVIDED BELOW, NW WILL REFUND IN ACCORDANCE WITH THIS RULE ONLY TO THE PERSON NAMED AS THE PASSENGER ON THE TICKET.
- EXCEPTION 1:
- 1) TICKETS ISSUED IN EXCHANGE FOR A PREPAID TICKET ADVICE (PTA) WILL BE REFUNDABLE ONLY TO THE PURCHASER OF THE PREPAID TICKET ADVICE.
  - 2) TICKETS ISSUED UNDER A UNIVERSAL AIR TRAVEL PLAN (UATP) WILL BE REFUNDABLE ONLY TO THE SUBSCRIBER AGAINST WHOSE ACCOUNT THE TICKET WAS CHARGED.
  - 3) TICKETS ISSUED AGAINST A CREDIT CARD HONORED BY NW WILL BE REFUNDED ONLY TO THE ACCOUNT OF THE PERSON TO WHOM SUCH CREDIT CARD WAS ISSUED.
  - 4) TICKETS ISSUED AGAINST A U.S. GOVERNMENT TRANSPORTATION REQUEST (GTR), WILL BE REFUNDED ONLY TO THE U.S. GOVERNMENT AGENCY WHICH ISSUED THE U.S. GTR, BY CHECK MADE PAYABLE TO THE "TREASURER OF THE UNITED STATES".
  - 5) TICKETS ISSUED AGAINST A TRANSPORTATION REQUEST ISSUED BY A GOVERNMENT AGENCY OTHER THAN THE U.S. GOVERNMENT, WILL BE REFUNDED ONLY TO THE GOVERNMENT AGENCY WHICH ISSUED THE TRANSPORTATION REQUEST.

EXCEPTION 2:  
TICKETS REFUNDABLE TO PERSON OTHER THAN PASSENGER - IF,  
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REFUNDS MADE TO WHOM - 71 (CONT)

AT THE TIME OF PURCHASE, THE PURCHASER DESIGNATES ON THE TICKET ANOTHER PERSON OR ENTITY TO WHOM REFUND SHALL BE MADE, THE REFUND WILL BE MADE TO THE PERSON SO DESIGNATED. A REFUND MADE IN ACCORDANCE WITH THIS PROCEDURE TO A PERSON REPRESENTING THEMSELVES AS THE PERSON SO DESIGNATED ON THE TICKET OR EXCHANGE ORDER SHALL BE DEEMED A VALID REFUND, AND NW WILL NOT BE LIABLE TO THE TRUE PASSENGER FOR ANOTHER REFUND.

EXCEPTION 3: IF AT THE TIME OF APPLICATION FOR REFUND, EVIDENCE IS SUBMITTED THAT A COMPANY PURCHASED THE TICKET ON BEHALF OF ITS EMPLOYEE, OR THE TRAVEL AGENT HAS MADE REFUND TO ITS CLIENT, SUCH REFUND WILL BE MADE DIRECTLY TO THE EMPLOYEE'S COMPANY OR THE TRAVEL AGENT.

TICKETS, LOST - 72

C) LOST TICKETS

1) AMOUNT OF REFUND

WHEN A PASSENGER LOSES A NW TICKET, OR THE UNUSED PORTION(S) THEREOF, NW WILL MAKE A REFUND TO THE PASSENGER IN THE FOLLOWING AMOUNTS, AS APPLICABLE:

A) IF NO PORTION OF THE TICKET HAS BEEN USED, THE REFUND WILL BE AN AMOUNT EQUAL TO THE FARE AND CHARGES PAID, LESS SERVICE CHARGES AS INDICATED IN C)3) BELOW.

B) IF A PORTION(S) OF THE TICKET HAS BEEN USED; AND

I) THE PASSENGER HAS PURCHASED A NEW TICKET COVERING THE SAME TRANSPORTATION AS THAT COVERED BY THE UNUSED PORTION OF THE LOST TICKET, THE REFUND WILL BE AN AMOUNT EQUAL TO THE FARE AND CHARGES PAID FOR SUCH NEW TICKET; OR

II) IF THE PASSENGER HAS NOT PURCHASED A NEW TICKET COVERING THE SAME TRANSPORTATION AS THAT COVERED BY THE UNUSED PORTION OF THE LOST TICKET, AND FREE TRANSPORTATION IS NOT PROVIDED BY NW, THE REFUND WILL BE AN AMOUNT EQUAL TO THE DIFFERENCE BETWEEN THE FARE AND CHARGES PAID, AND THE FULL NORMAL FARE AND CHARGES APPLICABLE TO THE TRANSPORTATION OF THE PASSENGER COVERED BY THE USED PORTION OF THE TICKET; OR

III) WHERE IN NW'S SOLE AND EXCLUSIVE JUDGMENT, A HARDSHIP EXISTS, AND NW, UPON RECEIPT OF SERVICE CHARGES SHOWN BELOW, PROVIDES A FREE TICKET COVERING THE LOST PORTION(S), NO FURTHER REFUND SHALL BE DUE.

C) NONREFUNDABLE LOST TICKETS ARE NOT REFUNDABLE.

NOTE: NW MAY ISSUE A TRANSPORTATION CREDIT VOUCHER (TCV), IN THE NAME OF THE ORIGINAL LOST TICKET HOLDER, FOR THE

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TICKETS, LOST - 72 (CONT)

VALUE OF THE LOST NONREFUNDABLE TICKET LESS THE APPLICATION SERVICE FEE AS SHOWN IN 3) BELOW. THE RESULTANT TCV WILL NOT BE REFUNDABLE AND NW MAY ALSO LIMIT THE VALIDITY OF THE TCV TO THAT WHICH MAY HAVE BEEN APPLICABLE TO THE ORIGINAL LOST DOCUMENT.

2) APPLICATION FOR REFUND OF LOST TICKETS

A) TIME LIMIT-

A REFUND WILL BE MADE IN ACCORDANCE WITH 1)  
ABOVE, PROVIDED APPLICATION HAS BEEN  
MADE NO LATER THAN ONE MONTH AFTER THE  
EXPIRATION DATE OF THE LOST TICKET.

B) FORM OF APPLICATION-  
THE APPLICATION MUST BE MADE ON FORMS PRESCRIBED  
BY NW FOR SUCH REFUNDS.

C) WHEN PAYABLE

I) UPON APPLICATION, A REFUND WILL BE MADE BY  
NW AFTER RESEARCHING SUCH LOST TICKET TO  
ASSURE THAT THE LOST TICKET/LOST TICKET  
PORTION(S) HAS NOT PREVIOUSLY BEEN HONORED  
FOR TRANSPORTATION OR REFUNDED TO ANY  
PERMITTED PERSON; AND

II) PROVIDED THAT THE PERSON TO WHOM REFUND IS  
MADE AGREES, IN SUCH FORM AS MAY BE  
PRESCRIBED BY NW, TO INDEMNIFY NW FOR ANY  
LOSS OR DAMAGE WHICH IT MAY SUSTAIN BY  
REASON OF SUCH REFUND.

3) SERVICE CHARGE

NW WILL IMPOSE A SERVICE CHARGE OF USD 100.00 PER  
TICKET FOR HANDLING SUCH REQUEST FOR REFUND OF A  
LOST TICKET/EXCHANGE ORDER.

EXCEPTION: NO SERVICE CHARGE WILL BE IMPOSED FOR  
MILITARY PASSENGERS WHEN TRANSPORTATION  
IS PAID FOR WITH A U.S. GOVERNMENT  
TRANSPORTATION REQUEST (FORM NO. 1169)

AGED REFUNDS - 73 CANCELLED

D) AGED REFUNDS (CANCELLED)

FOREIGN CURRENCY REFUNDS - 74

E) FOREIGN CURRENCY REFUNDS

1) NW RESERVES THE RIGHT TO REFUSE TO MAKE ANY REFUND  
AUTHORIZED BY THIS RULE IN A CURRENCY OTHER THAN  
THAT USED IN THE PURCHASE OF THE TICKET TO BE  
REFUNDED OR AT A PLACE OTHER THAN THAT AT WHICH  
PAYMENT FOR SUCH TICKET WAS MADE.

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FOREIGN CURRENCY REFUNDS (CONT)

2) RATE OF EXCHANGE IN ANY CASE IN WHICH THE AMOUNT OF  
REFUND PAYABLE UNDER THIS RULE DEPENDS UPON THE  
AMOUNT OF THE FARE AND CHARGES PAID BY THE  
PASSENGER, AND IF SUCH AMOUNT WAS PAID IN A CURRENCY  
OTHER THAN USD IN ACCORDANCE WITH THE PROVISIONS OF  
THIS TARIFF, NW WILL, FOR THE PURPOSE OF COMPUTING  
THE AMOUNT OF THE REFUND, APPLY THE SAME RATE OF

EXCHANGE AS WAS APPLIED IN COMPUTING THE ORIGINAL  
COST OF THE TICKET.

PERSONAL EMER. LEAVE - 75

- F) PERSONNEL ON EMERGENCY LEAVE  
WHEN MILITARY PASSENGERS ON EMERGENCY LEAVE PURCHASE  
TICKETS AT OTHER THAN MILITARY FARES (DUE TO LACK OF DD  
FORM 1580 WHEN TICKETS ARE PURCHASED), NW WILL, UPON  
SUBSEQUENT PRESENTATION OF A PROPERLY EXECUTED DD FORM  
1580 AUTHORIZING EMERGENCY LEAVE, THE PASSENGER COUPON  
OF THE ORIGINAL TICKET, AND A COMPLETED REFUND  
APPLICATION FORM, REFUND THE DIFFERENCE BETWEEN THE FARE  
PAID AND THE MILITARY FARE WHICH WOULD HAVE BEEN  
APPLICABLE HAD THE PASSENGER EARLIER PRESENTED A  
PROPERLY EXECUTED DD FORM L580.

VOLUNTARY REFUNDS - 76

- G) NOTWITHSTANDING THE PROVISIONS OF THIS RULE, NW WILL NOT  
ACCEPT FOR ANY PURPOSES UNDER THIS RULE, PASSENGER  
TICKETS OR RELATED TRANSPORTATION DOCUMENTS ISSUED BY  
ANY CARRIER IN SUBSTANTIAL DEFAULT OF ITS INTERLINE  
OBLIGATIONS, OR WHICH VOLUNTARILY OR INVOLUNTARILY HAS  
BECOME THE SUBJECT OF BANKRUPTCY PROCEEDINGS.

RES. HOLDING PERIOD - 77

- H) NW WILL ALLOW THE PASSENGER WHO HAS MADE THE RESERVATION  
TO HOLD A TELEPHONE RESERVATION WITHOUT PAYMENT FOR 24  
HOURS OR (AT THE ELECTION OF THE CARRIER) TO CANCEL A  
RESERVATION WITHOUT PENALTY FOR UP TO 24 HOURS, IN ORDER  
TO GIVE PASSENGERS AN OPPORTUNITY TO CHECK FOR LOWER  
FARES THROUGH OTHER DISTRIBUTION SYSTEMS, SUCH AS TRAVEL  
AGENTS OR THE INTERNET. NW OFFERS MANY FARE TYPES  
WITHIN TWO MAJOR FARE CATEGORIES OF REFUNDABLE AND  
NON-REFUNDABLE TICKETS. REFUNDABLE TICKETS WILL REMAIN  
FULLY REFUNDABLE WHENEVER THE PASSENGER CHOOSES TO  
EXERCISE THAT OPTION AS LONG AS THE TICKET IS VALID.  
1) RULE: EFFECTIVE NOVEMBER 15, 1999. WHEN A TICKET  
WITH A CANCELLATION PENALTY IS PURCHASED, EITHER  
FROM NW OR AN AUTHORIZED TRAVEL AGENCY, ON THE SAME  
DAY THE RESERVATION IS MADE, THE TICKET WILL REMAIN

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RES. HOLDING PERIOD - 77 (CONT)

FULLY REFUNDABLE WITHOUT ASSESSMENT OF A PENALTY  
THROUGH MIDNIGHT THE NEXT DAY (THE "HOLDING  
PERIOD").

- A) THIS NEW RULE ALLOWS PASSENGERS WHO MEET THE  
FARE TICKETING REQUIREMENTS TO GUARANTEE THEIR  
RESERVATION AND FARE IF THEY CHOOSE TO PURCHASE

THEIR RESERVATION WHEN IT IS MADE, WITH THE OPTION TO RECEIVE A REFUND IF THEY DECIDE TO CANCEL THEIR RESERVATION BY THE END OF THE FOLLOWING DAY.

- B) IN SOME CASES SUCH AS WITH "INSTANT TICKET" FARES, A PASSENGER WILL BE REQUIRED TO MAKE THE PURCHASE AT THE SAME TIME THEY MAKE A RESERVATION, BUT WILL ALSO BE ALLOWED THE OPTION OF A FULL REFUND IF THEY CANCEL THE NEXT DAY.
- 2) PROVISIONS FOR THE "HOLDING PERIOD":
- A) NW RESERVATION SALE AGENTS WILL ADVISE PASSENGERS OF THIS NEW RULE DURING THE RECAP OF THEIR RESERVATION OR EARLIER IN THE DISCUSSION TO ENSURE THAT PASSENGERS FULLY UNDERSTAND THIS POLICY.
  - B) TICKETS BY MAIL, WHICH ARE USUALLY PROCESSED IMMEDIATELY, WILL BE HELD DURING THE "HOLDING PERIOD" TO ALLOW EASIER PROCESSING OF A REFUND IF THE PASSENGER DECIDES TO CANCEL THE TICKETS.
  - C) IF A PASSENGER DECIDES TO SEEK A REFUND DURING THE HOLDING PERIOD, THEY WILL NOT BE ALLOWED TO RE-USE A DISCOUNT CERTIFICATE (PAPER OR E-TICKET) THAT HAS BEEN REDEEMED FOR THE PURCHASE OF A TICKET, UPGRADE FEES PAID WILL NOT BE REFUNDED, AND WORLDPERKS MILEAGE REDEPOSIT FEES, IF ANY, WILL NOT BE WAIVED.
  - D) THE HOLDING PERIOD REFUND RULE DOES NOT APPLY FOR CYBERSAVER FARES, WORLDPERKS TICKETS, PRICELINE, NET OR CONSOLIDATOR FARES OR AGENCY DISCOUNTS.
  - E) HOLDING PERIOD REFUNDS DO NOT COME INTO PLAY WHEN PASSENGERS ARE REQUESTING THAT A TICKET BE REISSUED. THIS OPTION IS AVAILABLE ON NEW PURCHASES ONLY.
  - F) NO EXTENSION WILL BE AVAILABLE IF A PASSENGER CALLS BACK TO CHANGE THE ITINERARY DURING THE REFUND PERIOD.

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 01APR09

AREA: US TARIFF: DGR CXR: NW RULE: 0270

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REFUNDS - 78

- I) REFUND PROCESSING
  - 1) NW WILL ISSUE REFUNDS FOR ELIGIBLE TICKETS WITHIN 7 DAYS FOR CREDIT CARD PURCHASES AND 20 DAYS FOR CASH PURCHASES. A REFUND REQUEST MAY BE SUBMITTED TO NW THROUGH ONE OF THE FOLLOWING MEANS:
    - A) U.S. MAIL
    - B) TELEPHONE



HAS SUPPLIED THEIR ADDRESS TO NW. IF MAILING INFORMATION WAS NOT SUPPLIED, NW SEEKS AN ALTERNATIVE FORM OF CONTACT, SUCH AS PHONE CALLS, FAXES, OR E-MAILS.

NOTE: DUE TO THE NATURE OF CREDIT CARDS BILLING CYCLES, IT IS POSSIBLE THAT A PASSENGER MAY RECEIVE A CREDIT, BUT THE CREDIT MAY NOT APPEAR ON THE PASSENGER'S CREDIT CARD BILLING STATEMENT UNTIL THE FOLLOWING MONTH.

- 6) OCCASIONALLY, NW PASSENGER REFUNDS DEPARTMENT RECEIVES REQUESTS THAT DO NOT PERTAIN TO REFUNDS OF UNUSED TICKETS OR ADJUSTMENTS BASED ON HOW THE TICKET WAS USED. IN THOSE INSTANCES, THE REQUEST IS FORWARDED TO THE APPROPRIATE DEPARTMENT FOR EXPEDITIOUS HANDLING, AND A LETTER ADVISING OF THIS ACTION IS SENT TO THE PASSENGER.

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 01APR09

REA: US TARIFF: DGR CXR: NW RULE: 0385  
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TITLE/APPLICATION - 70

\_ CARRIER ABSORPTION OF PASSENGER FACILITY CHARGE - CANCELLED

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 01APR09

AREA: US TARIFF: DGR CXR: NW RULE: 0390  
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TITLE/APPLICATION - 70

\_ PREPAID TICKET ADVISE CHARGES

PREPAID TICKETS WILL ONLY BE ACCEPTED FOR ITINERARIES WHEN AN E-TICKET CANNOT BE ISSUED. (SEE RULE 100(N) FOR U.S. AGENCIES \$15 PAPER TICKET FEE OPTION.) NW WILL ASSESS A SERVICE CHARGE OF USD 100.00 FOR EACH PREPAID TICKET ADVISE. THIS SERVICE CHARGE IS NOT SUBJECT TO ANY DISCOUNT AND

CANNOT BE REFUNDED.

EXCEPTION 1: THE PREPAID SERVICE CHARGE WILL NOT APPLY TO FEDERAL GOVERNMENT CONTRACT FARES (-CA/-DG TYPE FARES GOVERNED BY RULE 4825/4830 AND CATZ FARES GOVERNED BY RULE 5010 WHEN THE RESERVATION IS BOOKED WITHIN 48 HOURS OF DEPARTURE. FOR RESERVATIONS BOOKED MORE THAN 2 DAYS PRIOR TO DEPARTURE THE PTA FEE WILL APPLY.

NOTE: SEE SPECIFIC PAYMENT REQUIREMENTS FOR GOVERNMENT FARES IN THE DFR GOVERNING RULE.

EXCEPTION 2: PREPAID TICKET SERVICE CHARGE WILL NOT APPLY TO INFANT TICKETS.

EXCEPTION 3: PREPAID TICKET SERVICE CHARGE WILL NOT APPLY WHEN PAYMENT IS MADE WITH NW BARTER CARD.

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 01APR09

AREA: US TARIFF: DGR CXR: NW RULE: 0392

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TITLE/APPLICATION - 70

RETURNED CHECK CHARGE

NW WILL COLLECT A FEE OF USD 15.00, UNLESS RESTRICTED BY APPLICABLE STATE LAW, FOR EACH CHECK RETURNED DUE TO NON-SUFFICIENT FUNDS. THIS CHARGE IS NONREFUNDABLE AND IS NOT SUBJECT TO ANY DISCOUNT.

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 01APR09

AREA: US TARIFF: DGR CXR: NW RULE: 0393

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TITLE/APPLICATION - 70

TICKET COPY CHARGE

NW WILL COLLECT A FEE OF USD 20.00 FOR EACH REQUEST FOR A COPY OF A TICKET. THIS CHARGE IS NONREFUNDABLE AND IS NOT SUBJECT TO ANY DISCOUNT. THIS CHARGE IS TO BE PAID TO NW AT THE TIME OF THE REQUEST. NW AT THE TIME OF THE REQUEST FOR THE TICKET COPY.

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 01APR09

AREA: US TARIFF: DGR CXR: NW RULE: 0400

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TITLE/APPLICATION - 70

— CALCULATION OF MINIMUM/MAXIMUM STAY REQUIREMENTS

MINIMUM STAY - 71

— A) MINIMUM STAY

THE MINIMUM STAY WILL BE DETERMINED BY COUNTING:

- 1) THE NUMBER OF DAYS FROM THE DAY AFTER COMMENCEMENT OF OUTBOUND TRAVEL, OR
- 2) THE NUMBER OF MONTHS FROM THE DAY OF COMMENCEMENT OF OUTBOUND TRAVEL TO THE EARLIEST DAY RETURN TRAVEL MAY COMMENCE FROM THE LAST STOPOVER POINT (INCLUDING THE POINT OF TURNAROUND).

MAXIMUM STAY - 72

— B) MAXIMUM STAY

THE MAXIMUM STAY WILL BE DETERMINED BY COUNTING:

- 1) THE NUMBER OF DAYS FROM THE DAY AFTER COMMENCEMENT OF TRAVEL,  
OR
- 2) THE NUMBER OF MONTHS FROM THE DAY OF COMMENCEMENT OF TRAVEL TO THE LAST DAY TRAVEL MAY COMMENCE FROM THE LAST STOPOVER POINT(INCLUDING THE POINT OF TURNAROUND).

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 01APR09

AREA: US TARIFF: DGR CXR: NW RULE: 0401

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TITLE/APPLICATION - 70

— COUNTING MINIMUM GROUP SIZE

THE MINIMUM GROUP SIZE SPECIFIED IN A RULE REFERS TO THE NUMBER OF ADULT FARES REQUIRED TO BE PURCHASED IN ORDER TO BE ELIGIBLE FOR A SPECIFIC FARE TYPE. UNLESS OTHERWISE STATED IN THE RULE, WHEN THE RULE PERMITS CHILDREN'S DISCOUNTS, TWO CHILDREN EACH PAYING THE APPLICABLE CHILDREN'S FARE MAY BE COUNTED AS ONE ADULT WHEN DETERMINING THE MINIMUM GROUP SIZE. ALSO, UNLESS OTHERWISE STATED IN THE RULE, LESS THAN THE MINIMUM NUMBER OF PASSENGERS MAY TRAVEL AT THE GROUP FARE UPON PAYMENT OF THE MINIMUM NUMBER OF ADULT FARES REQUIRED.

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 01APR09

AREA: US TARIFF: DGR CXR: NW RULE: 0450

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REDEEMING WORLDPERKS FREQUENT FLYER MILES

- A) MAKING AWARD TRAVEL RESERVATIONS
  - 1) A WORLDPERKS MEMBER MAY MAKE AWARD TRAVEL RESERVATIONS FOR FLIGHTS DEPARTING UP TO 352 DAYS IN THE FUTURE. NW REVIEWS AND UPDATES THE NUMBER OF PERKSAVER AWARD SEATS ON EACH FLIGHT DAILY. SOME FLIGHTS WILL SELL OUT OF PERKSAVER AWARD LEVEL SEATS WELL BEFORE DEPARTURE, WHILE OTHER FLIGHTS MAY HAVE AWARD SEATS ADDED CLOSER TO DEPARTURE.
  - 2) WHEN A MEMBER IS READY TO PLAN THEIR TRIP, THEY HAVE TWO OPTIONS FOR BOOKING AWARD TRAVEL: VIA THE NW WEB SITE OR VIA A NW RESERVATIONS OFFICE. TRAVEL AGENCIES CANNOT ISSUE AWARD TICKETS.
  - 3) MOST AWARD TRAVEL CAN BE BOOKED ONLINE ON THE NW WEB SITE AT WWW.NWA.COM. AWARD TRAVEL RESERVATIONS MADE THROUGH THE WEB SITE MAY BE TICKETED IMMEDIATELY OR PLACED ON A 24 HOUR HOLD. IF A MEMBER SELECTS THE HOLD OPTION, THEY MUST CALL NW AT 1-800-44PERKS (1-800-447-3757) WITHIN 24 HOURS OR THEIR RESERVATION WILL BE MILES AUTOMATICALLY TICKETED.
  - 4) IF A MEMBER PREFERS TO BOOK THEIR AWARD TRAVEL WITH A RESERVATION SALES AGENT, THEY MAY CALL NW AT 1-800-44PERKS (1-800-447-3757) AND PROVIDE THEIR WORLDPERKS NUMBER. THE RESERVATION SALES AGENT WILL CHECK AVAILABILITY AND IF AWARD SEATS ARE AVAILABLE AT THAT TIME AND SUFFICIENT MILES ARE AVAILABLE IN THE MEMBER'S ACCOUNT THEY WILL CONFIRM A SEAT FOR THE MEMBER. INSTANT TICKETING IS REQUIRED FOR AWARD BOOKINGS.
  - 5) AWARD TRAVEL TICKETS ARE ROUNDTRIP. ONE-WAY TICKETING IS NOT AVAILABLE. OPEN SEGMENTS ARE NOT ALLOWED.
  - 6) MEMBERS CAN NOT POOL OR COMBINE THEIR MILES WITH ANOTHER WORLDPERKS MEMBER'S MILES TO ISSUE A WORLDPERKS AWARD TICKET. ANY MILES REDEEMED FOR A WORLDPERKS AWARD TICKET MUST BELONG TO ONLY ONE WORLDPERKS ACCOUNT.
  
- B) ALL AWARD TRAVEL MUST BE VIA THE ROUTES OF NORTHWEST, SKYTEAM AIRLINE PARTNERS OR OTHER AIRLINE PARTNERS ON FLIGHTS ON WHICH NW, KLM, CONTINENTAL, ALASKA AIRLINES, OR THE CARRYING AIRLINE ABOVE PUBLISH COACH CLASS FARES. AWARDS MAY BE LIMITED TO SELECT ROUTES OR NW-CODED AFFILIATE FLIGHTS. NW DOES NOT OFFER SERVICE WITHIN CANADA. NW SHALL BE THE FINAL AUTHORITY AS TO WHETHER OR NOT AN ITINERARY QUALIFIES FOR AWARD TRAVEL.
  
- C) A SINGLE MILEAGE-BASED OPEN-JAW IS PERMITTED WITHIN OR BETWEEN REGIONS UTILIZED FOR WORLDPERKS REDEMPTIONS. AN OPEN-JAW IS WHEN A PERSON TRAVELS TO ONE AIRPORT AND RETURNS FROM ANOTHER; FOR EXAMPLE, A MEMBER MAY FLY FROM BOSTON TO BILLINGS, AND RETURN FROM DENVER TO BOSTON. BOTH FLIGHT SEGMENTS FLOWN

MUST BE A GREATER DISTANCE THAN THE NONFLOWN (OPEN-JAW) SEGMENT. IF THE OPEN-JAW PORTION EXCEEDS THAT MAXIMUM MILEAGE PERMITTED, TWO ROUNDTRIP AWARD LEVELS ARE REQUIRED.

- D) AWARD TICKETS CANNOT BE USED IN CONJUNCTION WITH DISCOUNTS, COUPONS, CERTIFICATES OR PROMOTIONAL OFFERS, UNLESS OTHERWISE STIPULATED IN THE RULES OF THAT OFFER.
- E) AWARD TICKET CHANGES AND SATURDAY NIGHT STAY RESTRICTIONS
  - 1. PERKSAVER AWARD TRAVEL REQUIRES A SATURDAY NIGHT STAY FOR TRAVEL WITHIN THE CONTINENTAL U.S. (INCLUDES ALASKA) AND CANADA. IF A MEMBER STARTS TRAVELING ON A WORLDPERKS AWARD TICKET AND NEEDS TO RETURN EARLY (NO LONGER MEETING THE SATURDAY NIGHT STAY), THE MEMBER WILL BE REQUIRED TO PURCHASE A ONE-WAY TICKET FOR THAT PORTION OF THEIR TRAVEL. THE RETURN PORTION OF A MEMBER'S AWARD TICKET BECOMES INVALID, AND THE MILES CANNOT BE REDEPOSITED. AWARD TRAVEL IN ALL OTHER REGIONS DOES NOT REQUIRE A SATURDAY NIGHT STAY.
  - 2. IF A MEMBER MAKES THE CHANGE PRIOR TO STARTING AWARD TRAVEL, THEY MAY REDEPOSIT THE TICKET AND, WHEN THE MILES ARE AVAILABLE, REDEEM FOR A PERKPASS AWARD. A REDEPOSIT FEE APPLIES.
  - 3. IF A MEMBER HAS ALREADY BEGUN THEIR AWARD TRAVEL AND WANTS TO RETURN EARLY (NO LONGER MEETING THE SATURDAY NIGHT REQUIREMENT), THE RETURN PORTION OF THEIR TICKET BECOMES INVALID AND THE MILES CANNOT BE REDEPOSITED. THE MEMBER WILL NEED TO PURCHASE A ONE-WAY TICKET FOR THE RETURN PORTION OF THEIR TRAVEL. IN THE SITUATION OF AN EARLY RETURN WHICH MEETS THE SATURDAY NIGHT STAY REQUIREMENT, SEATS MAY NOT BE AVAILABLE ON THE PREFERRED FLIGHT.
- F) TICKETING OPTIONS AND FEES
  - 1) WORLDPERKS AWARD TICKETS TO MANY DESTINATIONS MAY BE ISSUED AS A NW E-TICKET (ELECTRONIC TICKET), A SIMPLE AND CONVENIENT WAY TO TRAVEL. WHEN TRAVELING ON AN E-TICKET, A MEMBER CAN USE THE NW TICKET COUNTER, DEPARTURE GATE, WORLDCLUBS (IF A MEMBER) OR ONE OF NW'S E-SERVICE CENTERS (IN SELECT AIRPORTS) TO CHECK IN FOR FLIGHTS AND RECEIVE A BOARDING PASS IN AS FEW AS 45 SECONDS. FOR A MEMBER SECURITY, WHEN AN AWARD E-TICKET IS GENERATED, NW WILL DELIVER A TRIP SUMMARY REPORT (TSR) TO THE MEMBER'S ADDRESS ON FILE, SHOWING THE MILES DEDUCTED AND THE AWARD TRAVEL ITINERARY.
  - 2) AWARD TICKETING AT LEAST 10 DAYS PRIOR TO TRAVEL IS AVAILABLE FOR NO FEE TO WORLDPERKS MEMBERS. ELECTRONIC TICKETING WILL BE UTILIZED WHEN POSSIBLE AND IS AVAILABLE FOR NO FEE TO WORLDPERKS MEMBERS.

G) TICKETING OPTIONS AND FEES - NORTH AMERICA

FOR WORLDPERKS AWARD TICKETS, NOTE THE FOLLOWING REDEMPTION FEES.

1. AWARD TICKET REDEMPTION 21 DAYS OR MORE PRIOR TO DEPARTURE:

NO CHARGE

2. AWARD TICKET REDEMPTION 8-20 DAYS OR MORE PRIOR TO DEPARTURE:

USD 75.00 PER TICKET

3. AWARD TICKET REDEMPTION 4-7 DAYS OR MORE PRIOR TO DEPARTURE:

USD 100.00 PER TICKET

4. AWARD TICKET REDEMPTION 3 DAYS OR MORE PRIOR TO DEPARTURE:

USD 150.00 PER TICKET

EXCEPTION: WAIVED FOR PLATINUM ELITE MEMBERS

- 1) FEES ARE CHARGED DEPENDING ON THE NUMBER OF RESERVATIONS MADE AND THE NUMBER OF ACCOUNTS FROM WHICH MILES ARE SUBTRACTED. FOR EXAMPLE, IF AN AWARD REQUEST INCLUDES THREE SEPARATE RESERVATIONS FROM ONE OR MORE ACCOUNTS, THREE FEES WILL BE CHARGED. HOWEVER, IF A REQUEST INVOLVES A SINGLE RESERVATION FROM ONE WORLDPERKS ACCOUNT AND MULTIPLE PEOPLE ARE TRAVELING, ONLY ONE FEE WILL BE ASSESSED.
- 2) FOR MEMBER'S SECURITY, NW HAS IMPLEMENTED PINS (PERSONAL IDENTIFICATION NUMBERS) ON WORLDPERKS ACCOUNTS. HOWEVER, PAPER AWARD TICKETS AND E-TICKET TRIP SUMMARY REPORTS (TSRS) WILL STILL BE DELIVERED ONLY TO THE WORLDPERKS MEMBER'S ADDRESS ON FILE. ALTERNATIVELY, THE WORLDPERKS MEMBER WHOSE MILES ARE BEING USED MAY PICK THE TICKET UP IN PERSON AT A NORTHWEST AIRPORT TICKET OFFICE (ATO) OR CITY TICKET OFFICE (CTO); PHOTO IDENTIFICATION WILL BE REQUIRED. IF SOMEONE OTHER THAN THE MEMBER IS TRAVELING, THE MEMBER IS RESPONSIBLE FOR FORWARDING PAPER TICKETS OR TSRS TO THE PERSON(S) TRAVELING.
- 3) A MEMBER IS RESPONSIBLE FOR PAYING ALL APPLICABLE TAXES, FEES AND SURCHARGES (INCLUDING CUSTOMS, INSPECTION, immigration, SECURITY, AGRICULTURE, FACILITY AND DEPARTURE/ARRIVAL CHARGES, ANY ADMINISTRATIVE FEES AND THE SEPTEMBER 11<sup>TH</sup> U.S. SECURITY FEE OF UP TO \$10 ROUNDTRIP) AND OBTAINING NECESSARY TRAVEL DOCUMENTS. A NONREFUNDABLE FEE WILL APPLY TO TICKETS ISSUED VIA A NW RESERVATIONS CALL CENTER OR AIRPORT LOCATION; FEE AMOUNTS MAY VARY. PLATINUM ELITE MEMBERS ARE EXEMPT FROM THIS TICKETING FEE. A CREDIT CARD WILL BE REQUIRED AT TIME OF BOOKING TO PAY FOR ANY APPLICABLE FEES AND TAXES.

- 4) AWARD TICKETS, INCLUDING UPGRADES, CANNOT THEMSELVES, BE ISSUED IN ANY COUNTRIES IN CENTRAL AND SOUTH AMERICA, THE SOUTH PACIFIC, EUROPE, AFRICA, THE MIDDLE EAST, THE INDIAN SUBCONTINENT OR ELSEWHERE IN THE ATLANTIC REGION.
- H) HAWAII AND INTERNATIONAL DESTINATIONS
- 1) INTERNATIONAL TRAVEL AWARDS ARE SUBJECT TO GOVERNMENT APPROVAL.
  - 2) A MEMBER'S TRAVEL TO HAWAII OR INTERNATIONAL DESTINATIONS MAY INCLUDE EITHER ONE OPEN-JAW OR ONE STOPOVER, BUT NOT BOTH. STOPOVERS ARE NOT PERMITTED ON SOLELY INTRA-ASIA AWARD TRIPS.
  - 3) A STOPOVER IS A PLANNED BREAK OF MORE THAN 24 HOURS ON AN INTERNATIONAL TRIP OR FOUR HOURS ON A DOMESTIC TRIP (ONLY WHEN/IF PERMITTED) BETWEEN A MEMBER'S POINT OF ORIGIN AND THEIR DESTINATION OR VICE VERSA. THE STOPOVER CITY MUST BE ON A NORTHWEST PARTNER HUB OR GATEWAY CITY, LISTED WITHIN THE FARE RULE AND BE WITHIN MPM(MAXIMUM PERMITTED MILEAGE). PLEASE ASK A NW RESERVATION SALES AGENT IF YOU HAVE ANY QUESTIONS ABOUT STOPOVERS.
  - 4) IF A STOPOVER IS INCLUDED IN AWARD TRAVEL, BLACKOUT DATES ARE BASED ON THE ORIGINAL DEPARTURE OR RETURN DATE.
- I) MILEAGE AWARD UPGRADE OPTIONS
- 1) A MEMBER CAN USE AS FEW AS 5,000 MILES TO UPGRADE TO FIRST CLASS OR WORLD BUSINESS CLASS WHEN THE MEMBER PURCHASES A TICKET ON NW, KLM OR CONTINENTAL.  
NOTE: THIS WORLDPERKS UPGRADE OPTION EXCLUDES UPGRADING TO "J" CLASS. WORLDPERKS MILEAGE UPGRADES FOR TRANS-ATLANTIC AND TRANS-PACIFIC ITINERARIES ARE ONLY AVAILABLE ON ELIGIBLE PAID NORTHWEST Y AND B TYPE FARES, CONTINENTAL Y AND H TYPE FARES, AND ON KLM S AND B TYPE FARES.
  - 2) A MEMBER MAY REQUEST THEIR AWARD UPGRADE UP TO FOUR DAYS BEFORE TRAVEL, BY CALLING 1-800-44PERKS (1-800-447-3757).
  - 3) THE TICKETING REQUIREMENTS FOR AN AWARD UPGRADE OPTION WILL BE DETERMINED BY THE RULES OF THE PURCHASED FARE.\* PLEASE ADVISE THE RESERVATION SALES AGENT IF A TICKET HAS ALREADY BEEN PURCHASED.
  - 4) AWARD UPGRADE TICKETING REQUESTED AT LEAST 10 DAYS PRIOR TO TRAVEL IS AVAILABLE FOR NO FEE TO WORLDPERKS MEMBERS. IF AN UPGRADE FOR SOMEONE OTHER THAN THE ACCOUNT HOLDER IS REQUESTED WITHIN 10 DAYS OF DEPARTURE, A NONREFUNDABLE USD 50.00 FEE WILL APPLY.
  - 5) UPGRADE OPTIONS ARE VALID ON MOST PUBLISHED FARE TYPES, EXCEPT FOR THE FOLLOWING:  
FREQUENT FLYER PROGRAM FREE/DISCOUNTED AWARD TRAVEL, VUSA PASSES, VISIT USA FARE, ROUND-THE-WORLD, CIRCLE-THE-PACIFIC, INFANT/CHILD, ASIAN ORIGIN SPOUSE FARE, COMPANION FARES, ASIAN CONSOLIDATOR ID TICKETS, DENIED BOARDING COMPENSATION, FREE, NO VALUE, AGENCY/INDUSTRY

DISCOUNT TICKETS, CHARTER FLIGHT TICKETS, SENIOR DISCOUNT TICKETS, STUDENT FARES, FLY LATER-FLY FREE VOUCHERS, CATY INTERNATIONAL, MOST UNPUBLISHED, CONSOLIDATOR TICKETS ISSUED ON 01298 TICKET STOCK, ANY CERTIFICATES, COUPON, BONUS MILES OR PROMOTIONAL OFFER/TICKET, TRANSATLANTIC FARES BEGINNING WITH S/K/V/Q/H/M/ AND U.S POINT OF SALE TRANSPACIFIC FARES BEGINNING WITH H/K/V/Q/ M FOR FLIGHTS BETWEEN U.S. AND HONG KONG/CHINA. NW WILL DETERMINE THE ELIGIBILITY OF NEW FARE TYPES AS THEY BECOME AVAILABLE.

- 6) AWARD UPGRADES DO NOT APPLY TO SIDE TRIPS OR OTHER FARES SOLD IN CONJUNCTION WITH AWARD TRAVEL.
- 7) WORLDPERKS BLACKOUT DATES DO NOT APPLY TO AWARD UPGRADES.
- 8) IF A MEMBER'S TRAVEL DATES CHANGE ONCE AN AWARD UPGRADE TICKET HAS BEEN ISSUED USING MILES FROM A WORLDPERKS MILEAGE BANKING ACCOUNT, THE TICKET MAY BE REVALIDATED BY NW AT NO CHARGE PER THE RULES OF THE PURCHASED TICKET, PROVIDED THERE IS NO CHANGE OF ORIGIN, DESTINATION, CLASS OF SERVICE OR TRAVEL SEASON (I.E., PEAK OR OFF-PEAK). SEE THE "CHANGING OR REDEPOSITING AWARDS" SECTION BELOW.
- 9) WHEN A MEMBER'S ITINERARY INCLUDES TRAVEL ON AN AIRLINE OTHER THAN NW, KLM OR CONTINENTAL, AN UPGRADE WILL APPLY ONLY TO THE NW/KL/CO-DESIGNATED AND OPERATED PORTIONS OF THE TRIP. UPGRADES ARE VALID ONLY ON NW/KL/CO-PUBLISHED THROUGH FARES AND MUST BE VALIDATED ON NW, KL OR CO. OTHER AIRLINE SPACE MUST BE WRITTEN ON A SEPARATE TICKET.
- 10) WAITLISTING IS NOT AVAILABLE FOR UPGRADE AWARDS.

J) TRANSFERRING AWARDS

- 1) A MEMBER MAY USE THEIR MILES FOR AWARD TRIPS FOR FRIENDS AND FAMILY. SIMPLY TELL THE RESERVATION SALES AGENT AT THE TIME A RESERVATION IS MADE. IT IS THE MEMBER'S RESPONSIBILITY TO FORWARD THE TICKET OR TRIP SUMMARY REPORT (TSR) TO THE TRAVELER. FOR SECURITY REASONS, NW WILL MAIL TSRS OR PAPER TICKETS ONLY TO THE MEMBER AND ADDRESS NAMED IN THE ACCOUNT FROM WHICH THE MILEAGE IS REDEEMED.
- 2) A MEMBER MAY ALSO PICK UP TICKETS OR RECEIPTS AT A NORTHWEST AIRPORT TICKET OFFICE OR CITY TICKET OFFICE. AGAIN, FOR SECURITY REASONS, ONLY THE WORLDPERKS MEMBER WHOSE MILES ARE BEING USED CAN PICK UP TICKETS OR RECEIPTS, REGARDLESS OF WHO IS TRAVELING. PHOTO IDENTIFICATION IS REQUIRED. FEES WILL APPLY FOR PAPER TICKETS ISSUED IN E-TICKET ELIGIBLE MARKETS. SEE RULE 270(H) FOR FEE AND DELIVERY OPTIONS. AGAIN, IT IS THE MEMBER'S RESPONSIBILITY TO FORWARD THE TICKET OR RECEIPT TO THE TRAVELER.
- 3) IT IS NOT POSSIBLE TO TRANSFER WORLDPERKS MILES TO ANY OTHER AIRLINE'S FREQUENT FLYER PROGRAM, NOR CAN MILEAGE THAT IS ACCUMULATED IN ANOTHER AIRLINE'S PROGRAM BE TRANSFERRED INTO WORLDPERKS.
- 4) CERTAIN APPROVED PARTNER PROGRAMS MAY ALLOW MILES TO BE CONVERTED TO THE CURRENCY OF THOSE PARTNERS

AND USED FOR MERCHANDISE OR SERVICES OFFERED THROUGH THOSE PARTNERS. UNDER NO CIRCUMSTANCES MAY MILES BE REDEEMED FOR A CASH PAYMENT.

- 5) THE SALE, PURCHASE, BROKERAGE, RESALE, BARTER OR EXCHANGE OF WORLDPERKS TICKETS AND AWARDS FOR COMPENSATION IS EXPRESSLY PROHIBITED. ANY VIOLATION OF THESE RULES WILL RESULT IN CONFISCATION OF TICKETS AT ANY TIME (INCLUDING ENROUTE), THE PAYMENT BY THE WORLDPERKS MEMBER OR THE PASSENGER OF THE FULL APPLICABLE Y, C, J, F OR P FARE FOR ANY SEGMENT TRAVELED, THE PAYMENT OF DAMAGES, ATTORNEYS' FEES AND COURT COSTS, CLOSURE OF THE WORLDPERKS ACCOUNT, AND FORFEITURE OF MILES ACCRUED AND UNUSED AWARDS THAT HAVE BEEN EARNED.
- 6) A WORLDPERKS MEMBER CANNOT TRANSFER ACCUMULATED MILES TO ANY OTHER WORLDPERKS MEMBER'S ACCOUNT.

K) CHANGING OR REDEPOSITING AWARDS

- 1) AWARD TICKETS ARE VALID ONLY FOR THE PERSON AND ITINERARY FOR WHICH THEY WERE ISSUED. IF PLANS CHANGE PRIOR TO THE START DATE OF AWARD TRAVEL, A MEMBER MAY EITHER HAVE THEIR TICKET REVALIDATED OR REDEPOSITED TO THEIR ACCOUNT, WHICHEVER IS APPLICABLE. THE REDEPOSIT/REISSUE FEE FOR NORTHWEST AND DELTA AWARD TRAVEL IS USD 100.00.
- 2) REVALIDATING (CHANGING) UNUSED OR PARTIALLY USED AWARD TICKETS:
  - A) A DATE OR FLIGHT NUMBER CHANGE TO A VALID AWARD TICKET CAN BE REVALIDATED AT NO CHARGE, PROVIDED THERE IS NO CHANGE TO THE IDENTITY OF THE TRAVELER/ORIGIN/DESTINATION/ STOPOVER/CLASS OF SERVICE/SEASON (THAT WOULD REQUIRE HIGHER MILEAGE)/ SATURDAY NIGHT STAY RESTRICTION (WHERE APPLICABLE), AND IF THE TRAVEL WILL BE COMPLETED WITHIN ONE YEAR OF THE DATE OF the originally scheduled outbound flight.
  - B) AWARD TICKETS MAY BE REVALIDATED OVER THE PHONE BY A WORLDPERKS RESERVATION AGENT BY CALLING 1-800-44PERKS (1-800-447-3757). THE AIRPORT AGENT WILL PROCESS THE TICKET FOR REVALIDATION ON THE DAY OF THE FLIGHT.
- 3) REDEPOSITING UNUSED AWARD TICKETS (USD 100.00 FEE APPLIES):
  - A) IF A MEMBER DOES NOT MEET THE REVALIDATION QUALIFICATIONS, SET FORTH ABOVE IN PARAGRAPH K) 2) A), THEY ARE REQUIRED TO RETURN THE ENTIRE AWARD TICKET TO NW TO HAVE THE MILES REDEPOSITED TO THEIR ACCOUNT.
  - B) AWARD E-TICKETS MAY BE REDEPOSITED BY CALLING A WORLDPERKS RESERVATION AGENT AT 1-800-44PERKS (1-800-447-3757).
  - C) AWARD PAPER TICKETS MAY BE REDEPOSITED BY SENDING THE ORIGINAL TICKET AND THE USD 100.00 REDEPOSIT FEE VIA CERTIFIED MAIL TO:  
WORLDPERKS SERVICE CENTER,  
ATTN: AWARD REDEPOSIT DEPARTMENT,

601 OAK STREET,  
CHISHOLM, MN 55719-1995.

- D) WHOLLY UNUSED AND VALID AWARD TICKETS OR AWARD UPGRADE TICKETS CAN BE REDEPOSITED UP TO ONE YEAR FROM DATE OF THE ORIGINALLY SCHEDULED OUTBOUND FLIGHT. PARTIALLY USED AWARDS (AFTER TRAVEL HAS BEGUN) CANNOT BE REDEPOSITED.
  - E) THERE IS 100.00 USD NONREFUNDABLE REDEPOSIT FEE PER TICKETS. REDUCED FEE OPTIONS EXIST FOR WORLDPERKS MEMBERS TO REDEPOSIT AWARD E-TICKETS ON NWA.COM.
  - F) A MEMBER CANNOT USE REDEPOSITED MILEAGE TO REDEEM ANOTHER AWARD UNTIL THE MILES HAVE BEEN POSTED TO THEIR ACCOUNT. MEMBER SHOULD ALLOW FOUR TO SIX WEEKS FROM THE TIME NW RECEIVES THEIR TICKET FOR THE MILES TO BE REDEPOSITED.
- L) NORTHWEST MAY CHANGE THE WORLDPERKS PROGRAM RULES, REGULATIONS, BENEFITS, CONDITIONS OF PARTICIPATION, OR MILEAGE LEVELS FOR AWARDS, TICKETS AND CITIES SERVED, IN WHOLE OR IN PART, AT ANY TIME WITHOUT NOTICE, EVEN THOUGH CHANGES MAY AFFECT THE VALUE OF THE MILEAGE ALREADY ACCUMULATED. NORTHWEST MAY WITHDRAW, LIMIT, MODIFY OR CANCEL ANY AWARD, INCREASE THE MILEAGE REQUIRED FOR ANY AWARD, MODIFY OR REGULATE THE TRANSFERABILITY OF AWARDS OR BENEFITS, ADD AN UNLIMITED NUMBER OF BLACKOUT DATES OR LIMIT THE NUMBER OF SEATS AVAILABLE TO ANY OR ALL DESTINATIONS. NORTHWEST HAS THE FINAL SAY AS TO WHETHER AN ITINERARY QUALIFIES FOR WORLDPERKS TRAVEL AWARDS.

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 01APR09

AREA: US TARIFF: DGR CXR: NW RULE: 0500  
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TITLE/APPLICATION - 70

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NORTHWEST AIRLINK AND NORTHWEST DESIGNATED FLIGHT  
OPERATOR SERVICE

- A) AN INDEPENDENT AIRLINE OPERATOR WILL PROVIDE SERVICE UNDER AN AGREEMENT WITH NW. THE INDEPENDENT OPERATORS ARE IDENTIFIED BELOW. NW AUDITS SUCH NON-SIGNATORY

DOMESTIC CODE-SHARE PARTNER'S/OPERATOR'S COMPLIANCE WITH NW'S CUSTOMER SERVICE PLAN PERIODICALLY DURING EACH YEAR TO ENSURE THAT THE SERVICES BEING OFFERED BY SUCH CODE-SHARE PARTNERS ARE THE SAME, TO THE MAXIMUM EXTENT PRACTICABLE, AS THOSE OFFERED BY NW.

B) TRANSPORTATION PROVIDED BY THE NORTHWEST AIRLINES, INC. AIRLINK OPERATORS OR NW DESIGNATED FLIGHT OPERATORS INDICATED BELOW ARE SUBJECT TO, AND CONTROLLED BY, THE RULES AND TARIFFS OF THE OPERATING CARRIER AND ANY OTHER PERTINENT AGREEMENTS BETWEEN ANY OF THEM AND NW AIRLINES (INCLUDING THE CODE-SHARE AGREEMENT IN EFFECT BETWEEN NORTHWEST AIRLINES AND SUCH OPERATING CARRIER) (FLIGHT NUMBERS CHANGE FROM TIME TO TIME; PLEASE CHECK BEFORE ARRIVAL AT THE AIRPORT.)

NOTE: TRAVEL ON THESE CARRIERS, EVEN WHEN THE FLIGHT FLIGHT NUMBER IS DESIGNATED AS "NW," IS SUBJECT TO THE TERMS AND CONDITIONS OF THE CONTRACT OF CARRIAGE OF THE CARRIER OPERATING THE FLIGHT AND MAY DIFFER FROM NW'S CONTRACT OF CARRIAGE. TERMS AND CONDITIONS THAT MAY DIFFER INCLUDE, BUT ARE NOT LIMITED TO:

- 1) BAGGAGE ACCEPTANCE, INCLUDING, BUT NOT LIMITED TO, SIZE, WEIGHT, AND CONTENTS;
- 2) CARRIAGE OF ANIMALS AS CHECKED BAGGAGE OR IN THE CABIN OF THE AIRCRAFT;
- 3) SMOKING ABOARD THE AIRCRAFT;
- 4) COMPENSATION FOR DENIED BOARDING DUE TO OVERSALE OF SEATS; AND
- 5) LIMITATION OF LIABILITY FOR LOST OR DAMAGED BAGGAGE.

NORTHWEST AIRLINK AND NORTHWEST DESIGNATED FLIGHT OPERATOR SERVICE

NORTHWEST FLIGHT NUMBER	OPERATED BY/ CHECK IN WITH
1800-2099	CP COMPASS AIRLINES AIRLINK
2100-2549	QX HORIZON
2550-2599	GQ BIG SKY AIRLINES
2600-2699	AA AMERICAN EAGLE
2700-2799	XJ MESABA AVIATION, INC. C/O/B AS MESABA AIRLINES, MESABA NORTHWEST AIRLINK, NORTHWEST AIRLINK
2800-2999	9E PINNACLE AIRLINES
3000-3199	XJ MESABA AVIATION, INC. C/O/B AS MESABA AIRLINES, MESABA NORTHWEST AIRLINK, NORTHWEST AIRLINK
3200-3699	XJ MESABA AVIATION, INC. C/O/B AS MESABA AIRLINES, MESABA NORTHWEST AIRLINK, NORTHWEST AIRLINK
3700-3799	9E PINNACLE AIRLINES
3800-3809	KE KOREA AIRLINES CARGO --

		WORLDLINK
3810-3834	S5	SHUTTLE AMERICA - WORLDLINK
3835-3839	KL	PRIVATAIR - WORLDLINK
3870-3929	3M	GULFSTREAM AIRLINES
3930-3949	MA	MALEV HUNGARIAN AIRLINES
3950-3959	KE	KOREAN AIRLINES -- WORLDLINK
3960-3969	KE	KOREAN AIRLINES CARGO -- WORLDLINK
3970-3999	KE	KOREAN AIRLINES -- WORLDLINK
4000-4299	AS	ALASKA AIRLINES -- WORLDLINK
4300-4499	AF	AIR FRANCE -- WORLDLINK
4500-4539	WX	CITYJET -- WORLDLINK
4540-4579	YS	REGIONAL -- WORLDLINK
4580-4599	DB	BRIT AIR -- WORLDLINK
4700-4799	9E	PINNACLE AIRLINES
4900-5099	HA	HAWAIIAN AIRLINES
5100-5599	CO	CONTINENTAL EXPRESS
5600-5996	9E	PINNACLE AIRLINES
5997-5999	9E	PINNACLE AIRLINES CHARTERS
6000-6699	CO	CONTINENTAL AIRLINES
6800-6999	CO	CONTINENTAL EXPRESS
7200-7499	CO	CONTINENTAL EXPRESS
7700-7799	9E	PINNACLE AIRLINES
7800-7999	YX	MIDWEST AIRLINES
8000-8049	AL	SKYWAY AIRLINES
8050-8199	OO	SKYWEST AIRLINES
8200-8349	KL	KLM CITY HOPPER
8350-8699	KL	KLM
8700-8849	KL	KLM CITYHOPPER
8850-9319	DL	DELTA
9320-9419	OH	COMAIR
9420-9454	DL	DELTA AIR LINES
9455-9549	OO	SKY WEST AIRLINES
9550-9699	EV	ATLANTIC SOUTHEAST AIRLINES
9700-9709	JL	JAPAN AIRLINES CARGO
9710-9739	DL	DELTA AIR LINES