

Airline Change and Cancellation Policies

Airline	Roundtrip Flight (leave Dec. 18, 2013; return Dec. 28, 2013)	Refundable or Non-Refundable	Conditions of Ticket Modification	Price	Change ¹ or Cancellation Fee	When is change or cancellation fee charged?	Rebooking Time Window	Flight Time Window	Exceptions (in case of death, illness, or other emergency)	Destination Change Policy
American Airlines	25, BOS to LAX, 7:40AM/ 222, LAX to BOS, 7:15AM	Non-refundable	Changes made to ticket are subject to change fee. If ticket is cancelled, the value of cancelled ticket is credited to travel account valid for American Airlines flights only for one year. If consumer purchases a ticket with the stored value, the consumer is then charged a change fee. If a nonrefundable reservation is not changed or cancelled prior to scheduled departure and the consumer misses the flight, all money associated with that ticket is forfeited.	\$699.80	\$200 change fee for this flight (change fee will be between \$75 and \$200 depending on destination)	Once per call	1 year from initial booking	1 year from initial booking	Ticket refunded upon death of passenger, family member, or travel companion; also when the airline makes a schedule change unacceptable to the passenger	No restriction on change in destination.
		Refundable	Changes can be made to the ticket without charge. If the consumer cancels the ticket, the consumer can be reimbursed the value of the ticket in the original form of payment. If consumer misses the flight and does not change or cancel the ticket, the value of the ticket is credited to travel account valid for American Airlines flights only.	\$1,409.80	No fee	No fee	1 year from initial booking	1 year from initial booking	Ticket refunded upon death of passenger, family member, or travel companion; also when the airline makes a schedule change unacceptable to the passenger.	No restriction on change in destination.
JetBlue	287, BOS to LAX, 7:54AM/ 288, LAX to BOS, 8:00AM	Non-Refundable	Changes may be made prior to scheduled departure for a per-person change fee. If ticket is cancelled, consumer is charged a cancellation fee, and any remaining balance will be placed in a JetBlue air-only credit and may be applied toward future travel for one year. If ticket is cancelled and consumer pays cancellation fee, and the value is used to purchase another ticket, the change fee is not charged. If a nonrefundable reservation is not changed or cancelled prior to scheduled departure, all money associated with the ticket is forfeited.	\$747.80	<ul style="list-style-type: none"> Changes or cancellations made 60 days or more prior to departure require a fee of \$75; changes or cancellations made within 60 days of departure require a fee of: <ul style="list-style-type: none"> — \$75 for fares under \$100 — \$100 for fares between \$100 and \$149 — \$150 for fares \$150 and over 	Once per call	1 year from initial booking	1 year from initial booking	Requests for refunds will be considered on a case-by-case basis due to death, illness, or other emergency. Consumers must write into customer service and provide detailed information of the situation to exercise this option.	No restriction on change in destination.
		Refundable	Changes and cancellations for a full refund are permitted prior to scheduled departure. Such changes are subject to availability and any applicable difference in airfare. If a refundable reservation is not changed or cancelled prior to scheduled departure, all money associated with the reservation will be placed in a JetBlue air-only credit and may be applied toward future travel for one year from the date of issuance.	\$1,499.80	No fee	No fee	1 year from initial booking	1 year from initial booking	Requests for refunds will be considered on a case-by-case basis due to death, illness, or other emergency. Consumers must write into customer service and provide detailed information of the situation to exercise this option.	No restriction on change in destination.
Southwest	3211, BOS to MDW, 6AM/	Non-refundable	Value of changed or cancelled ticket is credited to travel account valid for Southwest flights only if changed or cancelled at least 10 minutes prior to departure time. If flight is missed, consumer forfeits the value of the ticket.	\$279.80	No fee	No fee	1 year from initial booking	1 year from initial booking	Requests for refunds will be considered on a case-by-case basis due to death, illness, or other emergency. Consumers must write into customer service to exercise this option.	No restriction on change in destination.

Airlines	941, MDW to BOS, 9:30AM	Refundable	Refund can be requested prior to departure time and full value of ticket will be reimbursed in the original form of payment. If flight is missed, the value of the ticket is credited to a travel account valid for Southwest flights only, but the consumer may still request a refund from the travel account and it will be reimbursed in the original form of payment.	\$751.80	No fee	No fee	1 year from initial booking	1 year from initial booking	Requests for refunds will be considered on a case-by-case basis due to death, illness, or other emergency. Consumers must write into customer service to exercise this option.	No restriction on change in destination.
Spirit Airlines	847, LGA to ORD, 8:35AM/ 224, ORD to LGA, 5:54AM	Non-refundable²	Value of changed or cancelled ticket is credited to travel account valid for Spirit Airlines flights only. If ticket is cancelled and consumer pays cancellation fee, and the value is used to purchase another ticket, the change fee is not charged. If consumer misses a flight, the value of the ticket is forfeited.	\$256.78	Changes or cancellations require a fee of: <ul style="list-style-type: none"> • \$115 (online) • \$125 (on phone or at airport) • Some bookings are eligible for a free cancellation for 24 hours after initial booking 	Once per call	60 days from cancellation	Limited to flights available during 60 day rebooking window	No exceptions for refunds.	No restriction on change in destination.
United Airlines	1010, BOS to LAX, 5:37PM/ 506, LAX to BOS, 10:33PM	Non-refundable	Value of changed or cancelled ticket is credited to travel account valid for United Airlines flights only within one year. Once a new flight is booked, flight is subject to change fee. If changed or cancelled within 24 hours of purchase, funds are reimbursed in the original form of payment. If consumer misses the flight, the value of the ticket is forfeited.	\$754.80	\$200 change fee; but there is no fee if the ticket is changed within 24 hours of booking	Once per call	1 year from initial booking	1 year from initial booking	Ticket may be exchanged for another ticket in the event of an emergency affecting passenger, immediate family, or travel companion.	No restriction on change in destination.
		Refundable (Flexible)	This refundable ticket may be reimbursed in the original form of payment, OR consumer may choose to have value of cancelled ticket credited to a travel account valid for United Airlines flights only within one year. If the flight is missed, value of ticket is credited to a travel account valid for United Airlines flights only within one year. If the consumer changes the destination, new flights with certain destinations (as defined in the individual ticket's fare rules) will be subject to a change fee with this ticket type.	\$1,379.80	No fee (or \$200 if ticket change is to a destination that requires a fee, depending on the destination; but there is no fee if the ticket is changed within 24 hours of booking)	No fee (or once per call if there is a fee required with the destination)	1 year from initial booking	1 year from initial booking	Ticket may be exchanged for another ticket in the event of an emergency affecting passenger, immediate family, or travel companion.	No restriction on change in destination, but some destinations will be subject to a change fee of \$200, depending on the fare rules of the specific ticket and destination.
		Refundable (Unrestricted)	This refundable ticket may be reimbursed in the original form of payment or consumer may choose to have value of cancelled ticket credited to a travel account valid for United Airlines flights only within one year. Also, if flight is missed, value of ticket is credited to a travel account valid for United Airlines flights only within one year.	\$1,859.80	No fee	No fee	1 year from initial booking	1 year from initial booking	Ticket may be exchanged for another ticket in the event of an emergency affecting passenger, immediate family, or travel companion.	No restriction on change in destination.

Virgin America	367, BOS to LAX, 5:40PM/ 360, LAX to BOS, 8:20AM	Non-refundable	Value of changed or cancelled ticket is credited to travel account valid for Virgin America flights only. If changed or cancelled within 24 hours of purchase, funds are reimbursed in the original form of payment. If ticket is cancelled and consumer pays cancellation fee, and the value is used to purchase another ticket, the change fee is not charged.	\$714.80	Changes or cancellations require a fee of \$100; but there is no fee if the ticket is changed or cancelled within 24 hours of booking	Once per call	1 year from initial booking	1 year from initial booking	Certain "extenuating circumstances" may allow for a refund to be given if the consumer notifies the airline. Although Virgin does not specifically define "extenuating circumstances," a customer service representative gave examples that included "medical emergencies, death in the family, and court obligations."	No restriction on change in destination.
		Refundable	Value of ticket may be reimbursed in the original form of payment or consumer may choose to have value of cancelled ticket credited to a travel account valid for Virgin America flights only within one year. If flight is missed, value of ticket is credited to a travel account valid for Virgin America flights only within one year.	\$1,619.80	No fee	No fee	1 year from initial booking	1 year from initial booking	Certain "extenuating circumstances" may allow for a refund to be given if the consumer notifies the airline. Although Virgin does not specifically define "extenuating circumstances," a customer service representative gave examples that included "medical emergencies, death in the family, and court obligations."	No restriction on change in destination.

1. The purchaser is also responsible for any applicable fare difference in addition to any change fee.

2. Spirit Airlines does not offer a refundable ticket option