

# Continental Airlines Travel Guidelines

The following travel guidelines, inclusive of blackout dates, must be adhered to when requesting Continental Airlines tickets.

**All travel must be completed by December 15, 2008 unless other restrictions apply.**

## I. RESERVATIONS

- A. Do not contact CONTINENTAL AIRLINES Reservations. Please contact MusiCares at (310) 392-3777 or fax your requests to MusiCares at (310) 392-2187 Monday through Friday from 8a.m. - 5p.m. (PT). When you contact MusiCares, please have available the dates and times you would like to travel. Please refer to the blackout dates before selecting your dates of travel.
- B. Reservations requests, contingent on space availability, must be received a minimum of 3 business days prior to when the tickets should be made available. Tickets will only be issued once an approved and initialed itinerary is faxed back to MusiCares.

## II. TICKETS

- A. Domestic tickets may be issued for one-way, round trip or "open jaw" (e.g. IAH-LAX/SFO-IAH) itineraries, however, all itineraries will be debited as one round trip ticket. No open returns or multiple stopovers are allowed.
- B. Tickets are non-negotiable, non-refundable, and non-transferable. Photo ID may be requested at any airport.
- C. First class or business class upgrades, from coach/business class respectively, are not permissible. These tickets may not be redeemed for cash.
- D. Tickets may be obtained in one of three ways: 1) Picked up at MusiCares 8a.m. – 5p.m., Monday through Friday; 2) Via U.S. Mail at your own risk; 3) Overnight expressed to the destination of your choice if provided with a valid account number. Tickets will be sent only to the individual whose name is on the ticket or a duly authorized production travel coordinator. Itineraries cannot be e-ticketed.
- E. All applicable government/airline surcharges will be collected, on behalf of the airline, for all applicable domestic, international, and Hawaii tickets at the time of ticket pickup.
- F. A non-refundable surcharge on domestic tickets may be collected by the airline.
- G. Any changes may require the issuance of a new ticket and, as such, MusiCares and/or Continental Airlines reserve the right to deny changes to any ticket once issued.

## III. RESTRICTIONS

- A. All fares reflect the prevailing full coach or full first class fare at the time reservations are made – no promotional discount fares are allowed. First class travel is booked in F or E; coach class travel is booked in B or G, unless otherwise determined by MusiCares. Travel is valid only on Continental Airlines and not on code share flights.
- B. No excess baggage allocation is permissible.
- C. Boarding passes are the sole responsibility of each traveler and may be secured at the airport or any applicable CTO.
- D. OnePass mileage may not be accrued in conjunction with travel on promotional tickets.
- E. Entry to the President's Club is not permitted.
- F. No promotional travel can be issued to unaccompanied minors under the age of 12.
- G. MusiCares shall be held harmless for any inconvenience, loss or tax incurred by you, or anyone to whom you allocate use of these tickets, with the limitations of Continental's responsibility as outlined on various parts of the ticketing documentation (including but not limited to the back of the passenger coupon and on the boarding pass). All of that information applies, whether or not the passenger actually takes possession of a ticket and/or boarding pass associated with any given flight. Income tax liability in conjunction with this ticket is the responsibility of the traveler.
- H. Neither MusiCares nor Continental shall be in any way liable for interruption or discontinuation of CONTINENTAL AIRLINES service.
- I. Both Continental and MusiCares reserve the right to decline issuing travel to any entity or individual whom is/has been disruptive during the reservation process, at an airport or CTO, on board an aircraft, or seeks/has sought to circumvent these guidelines or the agreement to which it is attached.
- J. Children under the age of 6 may not travel in first class or Business First.

**IV. CREDITS**

Tickets, for which no coupon has been used and are on CC-issued ticket stock, will be credited to your account only if returned to MusiCares within two weeks from the date of travel. Credit or replacement cannot be made for lost, stolen, or partially used tickets.