



April 7, 2020

The Honorable Edward J. Markey
United States Senate
Washington, DC 20510

The Honorable Christopher Murphy
United States Senate
Washington, DC 20510

The Honorable Richard Blumenthal
United States Senate
Washington, DC 20510

The Honorable Kamala Harris
United States Senate
Washington, DC 20510

The Honorable Elizabeth Warren
United States Senate
Washington, DC 20510

The Honorable Amy Klobuchar
United States Senate
Washington, DC 20510

The Honorable Sheldon Whitehouse
United States Senate
Washington, DC 20510

The Honorable Robert Casey
United States Senate
Washington, DC 20510

The Honorable Bernie Sanders
United States Senate
Washington, DC 20510

Dear Senators Markey, Blumenthal, Warren, Whitehouse, Sanders, Murphy, Harris, Klobuchar and Casey:

I am writing in response to your March 31, 2020, letter and on behalf of the 23,000 employees of Alaska Airlines. However, I would first like to thank you for your support for all our employees, with the passage of the CARES Act and inclusion of payroll support grants for airline employees. We submitted our application on Friday, and also have made, and will continue to make, significant decisions to manage our costs responsibly through this period of near-zero demand and revenue. Our priority is to manage our business in such a way that we can continue to provide great service and value to our guests as we come through this crisis.

In the last couple of weeks, we have seen the coronavirus (COVID-19) situation shift rapidly in the United States. Our hearts go out to those around the world who've been impacted by the virus. I am honored to be part of this incredible group of people at Alaska Airlines – from our pilots and flight attendants, to our maintenance crews, customer service agents, call centers, and management employees – who are facing this health and economic challenge together.

Just over one week ago Alaska Airlines announced that we were making the difficult decision to reduce capacity and decrease scheduled flying by approximately 70% system wide for April and May. Yesterday, on April 6, we updated our capacity reduction plans to reflect 80% cuts in both April and May.

PO Box 68900, Seattle, WA 98168
P 206.433.3200



Over the past several weeks, as more of our guests shelter in place at home, demand has plummeted and in recent days some flights have only had a handful of passengers onboard. During this crisis, each of us is making the best decisions we can for ourselves, or families and our businesses.

During this time of uncertainty for so many, air travel continues to be an essential service. At Alaska Airlines, we are committed to helping those who need to travel, such as our country's medical professionals or people returning home from abroad, and moving lifesaving supplies to the places where they are needed most. We continuously strive to provide outstanding service to our guests at all times, but especially during challenging ones. We aim to do so with kindness, compassion, and understanding, while simultaneously keeping our operation and employees safe and ready to meet the needs of today and prepare for tomorrow.

Alaska Airlines was one of the first carriers to implement flexible travel policies as COVID-19 reached the United States. Generally, when a guest purchases a non-refundable fare and later decides to cancel their reservation, Alaska issues a credit (minus the amount of any applicable change/cancellation fee) to the guest's account, usable for future travel. We know many guests want to make changes to their travel plans given the uncertainties associated with the COVID-19 crisis, so we've suspended change and cancellation fees for travel through May 31, 2020. Details on our flexible travel policy are available on our website at: <https://www.alaskaair.com/content/advisories/coronavirus>.

When Alaska Airlines cancels a flight or significantly changes the scheduled departure time of a flight, we offer the guests affected by that cancellation or change a number of options. If an affected guest in that situation asks for a refund, we provide one. This policy is consistent with U.S. Department of Transportation regulations and guidance, our contract of carriage, and our policies and travel advisories available on our website.

Thank you for your commitment to leading our country through this crisis, including the tremendous employees have kept our airline operating safely. We are realistic about the challenges we're facing and those ahead but know that together we will come through this.

Sincerely,

A handwritten signature in black ink that reads "Diana Birkett Rakow". The signature is fluid and cursive, with a long horizontal flourish at the end.

Diana Birkett Rakow
Vice President
External Relations



April 13, 2020

The Honorable Edward J. Markey
United States Senator
255 Dirksen Senate Office Building
Washington, DC 20510

The Honorable Richard Blumenthal
United States Senator
706 Hart Senate Office Building
Washington, DC 20510

The Honorable Elizabeth Warren
United States Senator
309 Hart Senate Office Building
Washington, DC 20510

The Honorable Sheldon Whitehouse
United States Senator
530 Hart Senate Office Building
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The Honorable Bernard Sanders
United States Senator
332 Dirksen Senate Office Building
Washington, DC 20510

The Honorable Christopher S Murphy
United States Senator
136 Hart Senate Office Building
Washington, DC 20510

The Honorable Kamala D. Harris
United States Senator
112 Hart Senate Office Building
Washington, DC 20510

The Honorable Amy Klobuchar
United States Senator
720 Hart Senate Office Building
Washington, DC 20510

The Honorable Robert P. Casey, Jr.
United States Senator
393 Russell Senate Office Building
Washington, DC 20002

Dear Senators:

I write in response to your letter dated March 31, 2020, wherein you asked several questions regarding Allegiant's policies and procedures regarding cash refunds for cancellations due to the COVID-19 crisis. Rest assured, Allegiant understands the challenges everyday Americans are facing as a result of the current pandemic, and the resulting economic collapse, and we are committed to taking care of our customers through this crisis.

As of March 4, 2020, Allegiant began waiving all fees associated with changing or cancelling a flight – ensuring customers with COVID-19 concerns could change or cancel without fear of penalty. With respect to any flight Allegiant cancels, we immediately inform each customer of their options by email, which include; voucher, rebooking for no fee, or a full refund. If a customer requests a refund, they are refunded the airfare and all associated fees.

Under “normal” circumstances, Allegiant airfares are non-refundable. Customers can purchase Trip-Flex, which gives customers flexibility if they decide to change or cancel their



flight. However, we have waived our cancellation policy and are offering vouchers, rebooking, and refunds to customers that decide to initiate a cancellation or change.

Since March 18, 2020, we have cancelled 5,362 flights, and anticipate cancelling roughly 4,000 more through April, May and June.

If you have any further questions, or need additional detail on any of the information provided, please do not hesitate to reach out.

Sincerely,

A handwritten signature in black ink, appearing to read "Maury Gallagher".

Maury Gallagher
Chief Executive Officer
Allegiant Travel Company

April 10, 2020

The Honorable Edward Markey
United States Senate
255 Dirksen Senate Office Building
Washington, D.C. 20510

The Honorable Amy Klobuchar
United States Senate
425 Dirksen Senate Office Building
Washington, D.C. 20510

The Honorable Christopher Murphy
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The Honorable Elizabeth Warren
United States Senate
309 Hart Senate Office Building
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Dear Senator Markey, Senator Blumenthal, Senator Warren, Senator Whitehouse, Senator Sanders, Senator Murphy, Senator Harris, Senator Klobuchar and Senator Casey:

Thank you for your letter expressing interest in our customers during this COVID-19 global pandemic, especially regarding change fee waivers. While you have received a response to this letter from our trade association, Airlines for America, Mr. Parker asked me to additionally respond on his behalf.

First, I want to thank you for your assistance in passing the Coronavirus Aid, Relief, and Economic Security (CARES) Act, which includes aviation-specific relief. The CARES Act's loans will help our company weather this unexpected storm; and the payroll support will allow American Airlines to continue to support our more than 130,000 team members and their families. We are deeply grateful for the aid.

As the whole nation continues to do all it can to limit the spread of COVID-19, the demand for air travel during this crisis has swiftly evaporated. Consequentially, this drop in demand has forced American Airlines to cut flights—this month, American will fly less than 40% of the domestic flights we did in April of last year; international is down to under 20%. Those numbers will continue to fall in May. Even with those reductions, many of our planes are flying near empty.

The well-being of our customers is a steadfast priority—even when it comes to helping accommodate changes to their travel. We know flexibility is important to our customers during this time of uncertainty, and the comprehensive travel waivers we’ve put in place are designed to meet that need.

To that end, American is waiving change fees for customers with existing travel scheduled through September 30, 2020 that was booked on or before April 7, 2020 and for customers who book new travel through May 31st of this year. Any of these customers will be able to use the full value of their fare, change fee-free, for travel anytime through the end of next year—December 31, 2021. Additionally, customers can receive full refunds back to their original form of payment for any flight canceled by American Airlines, an option that over 90% of customers have utilized. Attached please find information outlining our customers’ options in more detail; another helpful resource is our website’s dedicated coronavirus travel update page, which can be accessed from the banner atop our homepage at www.aa.com.

We’ve also proactively capped fares from international destinations that are subject to COVID-19-related government restrictions. American Airlines was also actively involved in helping Americans abroad get back to the U.S. We have coordinated repatriation and special charter flights, and we are proud to have assisted the U.S. Department of State in their efforts to bring our citizens home.

We appreciate your interest in the COVID-19 response efforts of the aviation industry, including American Airlines. We are now, as ever, focused on our customers and the communities we serve.

Very truly yours,

A handwritten signature in black ink, appearing to read "Nathan J. Gatten". The signature is stylized with a large, sweeping flourish at the end.

Nathan J. Gatten

Enclosures:

Letter from Nicholas E. Calio, Airlines for America (dated April 4, 2020)
American Airlines COVID-19 Travel Policies



Airlines for America®
We Connect the World

Nicholas E. Calio
President and CEO

April 4, 2020

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United States Senate
255 Dirksen Senate Office Building
Washington, D.C. 20510

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The Honorable Bernie Sanders
United States Senate
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Dear Senators Markey, Blumenthal, Warren, Whitehouse, Sanders, Murphy, Harris, Klobuchar and Casey:

On behalf of 750,000 airline professionals – pilots, flight attendants, gate agents, mechanics and others – and our nation’s airlines, thank you for your letter regarding the airline customer service policies during the COVID-19 crisis. The COVID-19 global crisis has had a dramatic and unprecedented impact on commercial aviation. U.S. airlines are dedicated to addressing the crisis, and our industry hopes to help lead the country’s economic recovery.

Since the pandemic began, U.S. passenger and cargo airlines have worked continually with industry partners, the Administration, Congress and multiple federal agencies to contain the virus and mitigate its impact on the United States. These efforts include following the Centers

April 4, 2020

Page 2

for Disease Control (CDC) guidance on sanitation and other requirements. The safety and well-being of the traveling public and airline employees is the industry's top priority.

U.S. airlines also are committed to acting in the best interest of their customers and employees throughout this challenging time. No two airline companies are the same, and each carefully develops its own unique response to travel changes, cancellations and refunds, among other consumer questions. Each airline has crafted an approach it believes will best address the concerns and interests of its customers and crew, while ensuring compliance with federal rules. Information about these policies – which continue to evolve due to the rapidly changing nature of the crisis – is available on AirlinesTakeAction.com. U.S. airlines are committed to working with each and every customer to address a multitude of circumstances.

Three days after the CARES Act was enacted into law on March 27, the U.S. Department of the Treasury issued guidelines and application procedures for payroll support to air carriers as well as procedures and minimum requirements for loans to air carriers and eligible businesses. Each eligible air carrier is formulating responses based on their individual business models and needs.

As that process moves forward, air carriers are committed to adhering to all federal laws, rules and regulations and will continue our work to protect hundreds of thousands of jobs across the industry.

Very respectfully,

A handwritten signature in black ink that reads "Nicholas E. Calio". The signature is written in a cursive, flowing style.

Nicholas E. Calio

AMERICAN AIRLINES COVID-19 TRAVEL POLICIES

If an American Airlines customer no longer wishes to fly as scheduled, and they are booked on a flight through September 30, 2020, they can:

Change the trip now

- Customers can make changes online or with our reservations team. If the trip was booked through a travel agency, changes should be made with the agency directly; our same policies will apply.
- Customers will not be charged a fee to change their itinerary.
- Customers will retain the full amount of their original ticket, which will be applied to their new ticket.
- If the customer maintains their origin and destination cities and sticks with the same booking class, their ticket price will stay the same.
- Customers can change their origin and destination cities, if they wish, but may need to pay the difference in ticket price if the fare of the new trip is higher than the original trip.
- Customers have until the end of next year—December 31, 2021—to complete their new trip.

Cancel now, and rebook later

- Customers can cancel their trip online. We'll hold the ticket for future use.
- When a customer is ready to rebook, they can call our reservations team. All they will need is their ticket number or six-digit reservation number.
- Customers will not be charged a fee to change their itinerary.
- Customers will be able to apply the full amount of their original ticket to their new trip.
- If the customer maintains their origin and destination cities and sticks with the same booking class, their ticket price will stay the same.
- Customers can change their origin and destination cities, if they wish, but may need to pay the difference in ticket price if the fare for the new trip is higher than the original trip.
- Customers have until the end of next year—December 31, 2021—to complete their new trip.



Heather K. Wingate, Esq.
Senior Vice President
Government Affairs

April 3, 2020

The Honorable Ed Markey
United States Senate
Washington, DC 20510

Dear Senator Markey:

Thank you for your letter regarding refund policies and efforts to assist passengers impacted by the COVID-19 pandemic. This is an unprecedented crisis, one that creates new challenges every day. We have taken several steps to ensure that essential travel continues during these difficult times. Whether that is transporting medical personnel or carrying protective gear across the country, we are serving communities that are the hardest hit by this crisis. We are doing everything we can to keep our employees working and are grateful for the recent passage of the CARES Act, which provides payroll assistance for our employees.

We have been forced to cancel a historic number of flights as international, state, and local restrictions limit travel and demand drops in the face of continued health concerns. We cancelled over 25,000 flights during just the last two weeks of March. Since the beginning of this crisis, those passengers that have requested refunds have received a full refund for flights cancelled by Delta or for which we made significant schedule changes. We have processed over a million refunds, totaling more than \$500 million during March alone. Customers may request refunds online at delta.com or contact a reservations agent. To be clear, prior to and from the beginning of this crisis, Delta has always provided full refunds to eligible passengers requesting them for whom we have cancelled a flight or made a significant schedule change.

Delta has also broadly waived change fees for travel impacted by the coronavirus. This applies to all domestic and international travel departing in March, April, or May 2020. Under this waiver, passengers can move their travel dates, select a new destination, or receive a full credit for future travel. Passengers can rebook and travel until May 31, 2022. Unused tickets will apply toward a passenger's new flight, and in some instances a fare difference will apply. If the new fare is lower, passengers will receive a credit for the difference. We have also waived change fees for all tickets purchased between March 1 and May 31, 2020.

The Honorable Ed Markey

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April 3, 2020

For those countries that have restricted commercial passenger service, Delta is working with the State Department, non-profits, and private organizations to bring U.S. citizens and residents home. Delta's efforts include dozens of repatriation flights to destinations all over the globe. We have returned thousands of people to the U.S., along with transporting people in the U.S. back to their homes overseas, and continue to work with various organizations to identify and address additional needs.

Taking care of our customers is at the center of everything we do, and we sincerely appreciate their patience as we navigate this unprecedented time together. We believe these measures set the standard in the industry for customer care and would be glad to discuss any questions you have.

Sincerely,

A handwritten signature in black ink that reads "Heather Wingate". The signature is written in a cursive style with a large, looped "H" and "W".

Heather K. Wingate

April 13, 2020

The Honorable Edward J. Markey
255 Dirksen Senate Office Building
Washington, D.C. 20510

Dear Senator Markey:

Thank you for your letter dated March 31 requesting information on Frontier Airline's reservations change and refund policies as well as flight cancellation levels associated with Covid-19. Throughout this period of disruption, we have remained in full compliance DOT rules and regulations and have strived to support our customers compassionately and professionally.

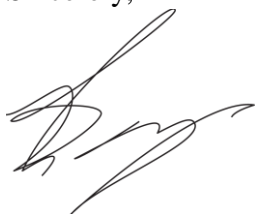
Below are answers to your specific questions:

1. Please estimate the total value of all travel vouchers and credits you have issued during the coronavirus pandemic.
Frontier is unable to provide this information due to its commercially and competitively sensitive nature.
2. Please estimate the total number of flights that your airline cancelled during the COVID-19 crisis, including flights cancelled due to travel restrictions implemented by countries globally.
Between March 18 (when we started cancels due to coronavirus) and June 30, we have canceled 21,305 flights due to reduced demand (primarily) and restrictions placed on travel by foreign governments.
3. Will your airline commit to providing full cash refunds to travelers who cancel their flights during the coronavirus outbreak, including refunds in lieu of travel credits to those who have already received but not used those credits during this pandemic? If not, why not?
To provide additional flexibility for our customers during the coronavirus outbreak, Frontier has waived change/cancellation fees so that customers traveling through April 30, 2020, and customers with new bookings made from March 10 through April 15, 2020, may make a change to their itinerary without incurring a change/cancel fee. Frontier will continue to evaluate our change and cancellation fee policies on an ongoing basis, and Frontier is committed to providing full refunds to customers who are eligible for a refund as determined by the fare rules and Contract of Carriage pertinent to their ticket.
4. Will your airline commit to providing full cash refunds to any travelers who experienced flight cancellations due to COVID-19 travel restrictions implemented globally?
When Frontier cancels a flight, customers holding reservations on the flight at the time of cancellation are provided with the option of a full refund to their original form of payment.

5. If you will not issue real cash refunds, will your airline commit to making any travel credits valid indefinitely? If not, why not?
Frontier offers eligible customers full refunds to their original form of payment. Valid Frontier travel credits can currently be used to book travel through April 11, 2021, the end of Frontier's published schedule.
6. Will your airline commit to working with the State Department to expedite commercial flights – at an affordable price – for all Americans who remain stranded abroad?
Yes.

Thank you for the opportunity to respond to your questions. Please let me know if you require additional information.

Sincerely,



Barry Biffle
CEO
Frontier Airlines

CC:

Elizabeth Warren, United States Senator
Bernard Sanders, United States Senator
Kamala D. Harris, United States Senator
Robert P. Casey Jr., United States Senator
Richard Blumenthal, United States Senator
Sheldon Whitehouse, United States Senator
Christopher S. Murphy, United States Senator
Amy Klobuchar, United States Senator



Peter R. Ingram
President and CEO

April 7, 2020

The Honorable Edward J. Markey
United States Senate
Washington, D.C. 20510

Dear Senator Markey:

Thank you for your letter regarding Hawaiian's refund policy for cancellations during the COVID-19 crisis. I appreciate the opportunity to respond to your concerns. Supporting our guests' travel needs has been Hawaiian's primary focus as we have adjusted to rapidly changing market conditions.

Our business has fundamentally changed over the last several weeks as the COVID-19 pandemic swept the globe. In addition to the various travel restrictions instituted across the globe (including those affecting South Korea, Japan, Australia, New Zealand, French Polynesia, and American Samoa, where we offer service), effective March 26, the State of Hawai'i adopted a 14-day quarantine requirement for all travelers entering the state, which decimated already weakened demand for our North America and international flights. Subsequently, on April 1, the State of Hawai'i imposed a similar requirement for travel between the islands of the state. As a result, we have reduced our systemwide capacity by approximately 95% in April, a bare bones level which allows us to provide service for essential functions, such as medical support and critical cargo transport. We anticipate this level of operations to continue at least through the end of May. In total, this represents the suspension of approximately 7,757 flights from March through May.

For guests who were in the middle of their vacation when the travel restrictions were announced, we prioritized accommodating them on other flights in order to get them home safely.

Our focus during this challenging time continues to be on supporting our guests with flexible booking policies, travel waivers, and refunds, consistent with U.S. Department of Transportation requirements, including the Enforcement Notice Regarding Refunds issued on April 3, 2020. We have bolstered our reservations team with volunteers from across the company to manage an unprecedented volume of inquiries and to assist guests based on their needs.

Guests whose travel was impacted by network adjustments due to these government mandates have the option of receiving credit valid for future travel or full refunds. Hawaiian provides cash refunds for flights we cancel. If guests proactively cancel their flights, which are subsequently

canceled by Hawaiian, they are eligible for a refund. With respect to guests who receive future travel credits, we are exploring options to extend the period of validity of travel credits issued by Hawaiian.

With respect to your question about working with the State Department to expedite commercial flights for all Americans who remain stranded abroad, Hawaiian is currently not operating international flights and therefore has no commercial flights that would fall under this scenario. However, Hawaiian is working with the State Department on operating chartered flights to assist in the repatriation of stranded Americans abroad. Like other carriers, Hawaiian is bidding for these flights competitively, and remains committed to this effort to return Americans home.

Thank you for the opportunity to share Hawaiian's policies with respect to the issues raised in your letter. Hawaiian is committed to adhering to all federal laws, rules, and regulations as we continue to support the needs of our guests.

Please do not hesitate to contact me or Margaret Cummisky, Managing Director, Federal Government Relations, at margaret.cummisky@hawaiianair.com, if you have any further questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'P. Ingram', with a long horizontal flourish extending to the right.

Peter R. Ingram
President and CEO



1212 New York Avenue, NW
Suite 1212
Washington, DC 20005
T: 1-800-JETBLUE
jetblue.com

April 7, 2020

The Honorable Edward Markey
United States Senate
255 Dirksen Senate Office Building
Washington, D.C. 20510

The Honorable Christopher Murphy
United States Senate
136 Hart Senate Office Building
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The Honorable Bernie Sanders
United States Senate
332 Dirksen Senate Office Building
Washington, D.C. 20510

Dear Senators Markey, Blumenthal, Warren, Whitehouse, Sanders, Murphy, Harris, Klobuchar and Casey:

JetBlue's CEO Robin Hayes asked me to respond to your letter of March 31, 2020 on his behalf. As you know, in March 2020 the World Health Organization designated COVID-19 a global pandemic. Public health experts and elected officials around the country are rightly focused on containing the spread of the virus by repeatedly urging people to stay home and restricting travel. We unequivocally support these prudent steps to keep the American people safe.

We appreciate Congress quickly passing the recent CARES Act which includes two provisions designed to ensure that US airlines are in a position to pay their employees

and to survive through this crisis in order to play a vital role in reviving our devastated economy. Airlines must apply separately with the Treasury Department for the Worker Protection Payments and for the Loan program. Congress intentionally set up a payroll pass-through program to ensure that our crewmembers receive pay and benefits for six months, but only if a carrier *pays for this privilege* of keeping our crewmembers on the payroll at a time when there are virtually no customers, work and/or flights which would justify maintaining current levels of crewmember employment. That program is hardly the bailout that your letter suggests. Further, the loan portion of the CARES Act also comes with very costly conditions that will accrue to the taxpayer's benefit, such as warrants and/or equity. The loan program will not result in any actual cost to the taxpayer and must be repaid by the airline with significant profit to the government.

The reality of the situation is, despite the prudent actions of our country's leadership, the airline industry is facing a fast-moving financial crisis unlike anything ever faced. In fact, the financial impact of this crisis is much worse even than the dramatic downturn we saw in the aftermath of the 9/11 terrorist attacks.

March 2020 told a stark story for JetBlue. Last year on a typical day in March we took in about \$22 million from bookings and fees. As we shared with JetBlue crewmembers on March 18, JetBlue's sales fell sharply in the first few weeks of March, we were taking in an average of less than \$4 million per day while also issuing over \$20 million per day of credits to customers. Those figures deteriorated through the rest of March with daily revenue consistently near or below five percent of the same day in 2019, and credits issued for canceled reservations totaling more than 1000 percent of the revenue from bookings. This is a stunning shift and clearly insufficient revenue to come anywhere close to covering our daily expenses.

JetBlue is proud of our over 20 year history of putting our crewmembers first with a no-furlough policy. While we were able to hold to this philosophy during past economic downturns including the aftermath of 9/11, the unprecedented impact on demand from COVID-19 is severely testing this resolve. We are exercising all available means to conserve our cash on hand in order to extend the amount of time we can operate at our current workforce levels, given the uncertainty of when demand will once again pick up.

Regarding cash refunds, JetBlue is in full compliance with our legally binding Contract of Carriage and US Department of Transportation regulations. For your reference, here is a summary of our current policies:

- *As per our Contract of Carriage and at present, when a flight is canceled by JetBlue, a customer, if they so choose, is to receive a full refund to the original form of payment. A customer may however elect to receive a credit to a travel bank or re-accommodation on another JetBlue flight. Should a customer proactively cancel or change their reservation, the customer is entitled to a travel bank credit but not to a refund. Starting February 27, 2020, with the onset of the COVID-19 crisis, JetBlue was the first domestic carrier to waive all regular change and cancel fees. This policy now applies for any customer initiated action for all reservations made through April 30th, 2020 for travel until October 24th, 2020.*

- *As per DOT guidance and our Contract of Carriage, JetBlue does not and cannot guarantee all scheduled flight times and does have the ability to adjust flight schedules such that if reasonable, (including reasonable re-accommodation of a customer) the airline is not obligated to provide a refund to the customer. Although there is no definition of “reasonableness” or what exactly constitutes a “significant schedule change” put forward by the DOT or in the JetBlue Contract of Carriage such factors as length of schedule change/flight time, any changes in itinerary, customer circumstances and external circumstances may be looked at to make a determination.*

I have attached a letter from our trade organization Airlines for America for additional background on the subject of your inquiry. Please do not hesitate to contact me at jeffrey.goodell@jetblue.com if I can be of any future assistance.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jeff Goodell', with a long horizontal flourish extending to the right.

Jeffrey Goodell
Vice President Partnerships, Government & Airport Affairs



Airlines for America®
We Connect the World

Nicholas E. Calio
President and CEO

April 4, 2020

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Dear Senators Markey, Blumenthal, Warren, Whitehouse, Sanders, Murphy, Harris, Klobuchar and Casey:

On behalf of 750,000 airline professionals – pilots, flight attendants, gate agents, mechanics and others – and our nation’s airlines, thank you for your letter regarding the airline customer service policies during the COVID-19 crisis. The COVID-19 global crisis has had a dramatic and unprecedented impact on commercial aviation. U.S. airlines are dedicated to addressing the crisis, and our industry hopes to help lead the country’s economic recovery.

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for Disease Control (CDC) guidance on sanitation and other requirements. The safety and well-being of the traveling public and airline employees is the industry's top priority.

U.S. airlines also are committed to acting in the best interest of their customers and employees throughout this challenging time. No two airline companies are the same, and each carefully develops its own unique response to travel changes, cancellations and refunds, among other consumer questions. Each airline has crafted an approach it believes will best address the concerns and interests of its customers and crew, while ensuring compliance with federal rules. Information about these policies – which continue to evolve due to the rapidly changing nature of the crisis – is available on AirlinesTakeAction.com. U.S. airlines are committed to working with each and every customer to address a multitude of circumstances.

Three days after the CARES Act was enacted into law on March 27, the U.S. Department of the Treasury issued guidelines and application procedures for payroll support to air carriers as well as procedures and minimum requirements for loans to air carriers and eligible businesses. Each eligible air carrier is formulating responses based on their individual business models and needs.

As that process moves forward, air carriers are committed to adhering to all federal laws, rules and regulations and will continue our work to protect hundreds of thousands of jobs across the industry.

Very respectfully,

A handwritten signature in black ink that reads "Nicholas E. Calio". The signature is written in a cursive, flowing style.

Nicholas E. Calio

Southwest Airlines Co.
David Richardson
Senior Director, Governmental Affairs
919 18th Street, NW, Suite 600
Washington, DC 20006
(202) 263-6287
david.richardson@wnco.com



April 6, 2020

The Honorable Edward J. Markey
United States Senate
Washington, DC 20510

Dear Senator Markey:

On behalf of Gary Kelly, the Chairman and CEO of Southwest Airlines, and per his direction, I write in response to your March 31 letter, which was cosigned by several other United States Senators (who are copied), concerning refunds for Customers who cancel their flights or have their flights canceled due to the current and unprecedented COVID-19 crisis. I have attached a letter from our trade association, Airlines for America (A4A), which helps to put the current crisis into context.

First and foremost, we greatly appreciate Congress's enactment of the CARES Act and in particular the creation of the payroll assistance program, which is designed to prevent involuntary furloughs within the U.S. airline industry through September 30, 2020. On Friday, April 3, Southwest applied for payroll assistance funding with the Department of Treasury to help support the payroll of our 61,000-plus Employees. If ultimately awarded funding, we will certainly abide by the statutory conditions contained in the CARES Act.

It is important to stress that Southwest has never had a layoff, furlough, or wage/benefit cut in our 49-year history. Moreover, our Employees have received profit-sharing each and every year since 1972; currently enjoy wage rates at or near the top of the industry; and have first-rate health care and retirement benefits. And, we are consistently ranked among the most-admired companies and best places to work. These are proud and valued traditions we want to maintain to the greatest extent possible, with or without federal assistance.

We also have a 49-year history of taking care of our Customers, including having the lowest ratio of Customer complaints since the Department of Transportation (DOT) began tracking airline complaint data in 1987. Last year was another year in which Southwest led the industry with the lowest ratio of complaints. We are also proud of our transparent, Customer-friendly pricing policies (such as two free checked bags) and not charging our Customers change/cancellation fees.

With respect to your questions, Southwest has always been known for our superb Customer Service and Customer-friendly policies. During these unprecedented times, we have added layers of additional flexibility for Customers needing to change their travel plans. If Southwest cancels a flight, the Customer is welcome to use those funds for a future flight or contact us to request a refund. If the Customer cancels his/her flight and purchased a nonrefundable fare, his/her funds will be held similar to store credit for future use. These policies are the same as

The Honorable Edward J. Markey
April 6, 2020
2

our policies prior to the onset of the COVID-19 pandemic. Also, in both cases, we have extended the expiration date of those funds through June 30, 2021, for additional flexibility. Normally those funds are valid for one year from the date of purchase. Please note that our policies in this regard are fully consistent with DOT's recent notice to air carriers, dated April 3, 2020.

Finally, your letter mentions the need to support efforts to repatriate American citizens stranded abroad. With an all-Boeing 737 fleet, we do not have the equipment to support far-international repatriation flights. However, in the event that we receive a request from the State Department to support efforts to repatriate Americans stranded abroad, we would gladly consider providing such support to the extent we are legally permitted and technically capable.

In closing, Southwest is in an unprecedented battle for survival and protecting our Employees' jobs and wages is our top priority, as well as continuing to take care of our Customers and complying with federal law. The enactment of the CARES Act is very much consistent with those priorities.

Sincerely,



David Richardson

Enclosure

Copy to: The Honorable Richard Blumenthal, United States Senate
 The Honorable Robert P. Casey, Jr., United States Senate
 The Honorable Kamala D. Harris, United States Senate
 The Honorable Amy Klobuchar, United States Senate
 The Honorable Christopher S. Murphy, United States Senate
 The Honorable Bernie Sanders, United States Senate
 The Honorable Elizabeth Warren, United States Senate
 The Honorable Sheldon Whitehouse, United States Senate
 Mr. Gary C. Kelly, Chairman & CEO, Southwest Airlines



Airlines for America®
We Connect the World

Nicholas E. Calio
President and CEO

April 4, 2020

The Honorable Edward Markey
United States Senate
255 Dirksen Senate Office Building
Washington, D.C. 20510

The Honorable Christopher Murphy
United States Senate
136 Hart Senate Office Building
Washington, D.C. 20510

The Honorable Richard Blumenthal
United States Senate
706 Hart Senate Office Building
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The Honorable Robert Casey
United States Senate
393 Russell Senate Office Building
Washington, D.C. 20510

The Honorable Bernie Sanders
United States Senate
332 Dirksen Senate Office Building
Washington, D.C. 20510

Dear Senators Markey, Blumenthal, Warren, Whitehouse, Sanders, Murphy, Harris, Klobuchar and Casey:

On behalf of 750,000 airline professionals – pilots, flight attendants, gate agents, mechanics and others – and our nation’s airlines, thank you for your letter regarding the airline customer service policies during the COVID-19 crisis. The COVID-19 global crisis has had a dramatic and unprecedented impact on commercial aviation. U.S. airlines are dedicated to addressing the crisis, and our industry hopes to help lead the country’s economic recovery.

Since the pandemic began, U.S. passenger and cargo airlines have worked continually with industry partners, the Administration, Congress and multiple federal agencies to contain the virus and mitigate its impact on the United States. These efforts include following the Centers

April 4, 2020

Page 2

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Very respectfully,

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Nicholas E. Calio



April 11, 2020

By Electronic Mail

Hons. Edward J. Markey, Richard Blumenthal, Elizabeth Warren,
Sheldon Whitehouse, Bernard Sanders, Christopher S. Murphy,
Kamala D. Harris, Amy Klobuchar and Robert P. Casey, Jr.
c/o United States Senate
Washington, DC

Dear Senators:

Thank you for your letter of March 31.

In response to your questions:

1. Travel Credits Issued. From March 1st through April 10th, Spirit issued approximately \$270 million in aggregate value of travel credits to our Guests. Importantly, on April 6th, we upgraded our reservation credit program. Our travel credits now have a one-year term, extended from the 6-month term credits that were introduced in early March. All holders of the 6-month travel credit have been automatically extended to the new 12-month term. Our reservation credits and vouchers work like a debit card, i.e., the amount may be used for multiple trips until exhausted and can be applied to any purchases through Spirit Airlines.
2. Number of Cancelled Flights. In early April, Spirit has had to cancel approximately 34,000 flights, representing about 76% of our scheduled flying in the months of April and May, with potentially more cancellations to come in May. It is no secret that the COVID-19 crisis has resulted in a wholesale collapse in consumer demand for air travel. Like most airlines, Spirit is running very low load factors, well below 20% on average, with some flights having only single-digit numbers of passengers on board.
3. Passenger Cancellations. Spirit provides the options of a cash refund, travel credit or reaccommodation, per our Contract of Carriage, for flights that are cancelled. For travelers who have elected to voluntarily cancel their reservations during the COVID-19 outbreak, Spirit provides a credit as a default, but travelers who receive a credit can request a cash refund.
4. Airline Cancellations. For travelers who experienced a flight cancellation during the COVID-19 outbreak, Spirit offers a travel credit, as described above, but the passenger will receive a cash refund if he/she requests.
5. Term of Travel Credits. As stated above, Spirit has lengthened the term of our travel credits from the former six months to one year, effective retroactively for all credits issued after March 6th.

6. Americans Stranded Abroad. Spirit has already operated six relief flights, transporting about 900 passengers from Colombia, Panama and Haiti. We were one of the first airlines to provide relief flights and have remained in close cooperation with the US State Department. Several US embassies have complimented Spirit's efficiency and can-do attitude in getting these flights out. A summary of relief flights undertaken or planned is set forth below.

Each Airbus A321 (capacity of 230 seats) is limited to flying 150 stranded passengers, because we are blocking out all middle seats to allow for social distancing during the flights.

Past Flights:

- April 2, 2020 BOG – FLL (Bogotá-Florida)
- April 6, 2020 BOG – FLL (Bogotá-Florida)
- April 6, 2020 MDE – CTG – FLL (Medellín-Cartagena-Florida)
- April 9, 2020 CLO – BOG – FLL (Cali-Bogotá-Florida)
- April 11, 2020 PTY – FLL (Panama City-Florida)
- April 11, 2020 PAP – FLL (Port au Prince-Florida)

Scheduled Upcoming Flights:

- April 15, 2020 BOG – FLL (Bogotá-Florida)
- April 15, 2020 AUA – CTG – FLL (Aruba-Cartagena-Florida)
- April 16, 2020 CLO – MDE – FLL (Cali-Medellín-Florida)

Allow me to offer some context and observations about Spirit that may be of interest:

- Spirit is the fastest-growing carrier in the US over the past decade, bringing affordable fares to many millions of Americans who often have no other alternative in the air travel market. In addition to overall growth, our load factors are among the highest in the industry, so obviously American consumers need our product. Our low prices discipline the fares of other airlines on the routes we fly, so we save American consumers hundreds of millions per year, whether they choose to fly on Spirit or not.
- Over the past couple of years, Spirit has also become one of the most reliable airline operators, ranking high among reporting carriers in on-time performance, completion factor and baggage handling. We believe our unique combination of low prices and reliable service add up to a strong value proposition for the ordinary American consumer and small/medium business traveler.
- As America's economy eventually recovers from this crisis, it will be low-fare carriers like Spirit that are the biggest drivers; we can provide cash-strapped consumers with the lowest fares.
- We have roughly quintupled our employee base in the past decade, by far the highest job creation rate of any US carrier. And we want to keep our people paid. As a carrier that intends to participate in the CARES Act payroll support program, you should know that Spirit's rapid employment growth actually penalizes us, insofar as we will need to supplement the pass-

through payroll funds by adding over 50% more of our own cash in order to maintain employment as required by the Act. This is hardly a “bailout” for Spirit or our employees, and the so-called “taxpayer support” feature of the payroll assistance package (i.e., the loan and warrant portion) seems inconsistent with its stated purpose. We do understand and appreciate that none of the Senators signing the letter of March 31 were in favor of the taxpayer support feature of the payroll support package.

- In this extremely difficult time for our country, our company, our people and our customers, it is a matter of simple math. The precipitous drop in passenger demand, which may last for months, if not years, will exhaust airline cash resources in short order. The government can choose to support airlines, our employees and the communities and businesses that depend on us, or the airlines can quite quickly go bankrupt. In that event, our employees will be out of jobs, and our customers holding credits for future travel will have nothing. Airlines represent essential infrastructure for our large country, and when airlines fail, America loses.
- Below is a sample of recent articles and other coverage that reflect the extraordinary effort and commitment of our people during the COVID-19 pandemic.

<https://www.instagram.com/p/B-hyUXgDMQz> [Spirit relief flight from Colombia]

<https://twitter.com/GioBenitez/status/1247527580514697219?s=20> [general airline assistance efforts during COVID-19 crisis]

<https://twitter.com/USEmbPAN/status/1247180441431482369> [US Embassy, Panama]

<https://twitter.com/USEmbassyBogota/status/1248234573814804483?s=20> [US embassy, Bogotá]

<https://twitter.com/USEmbassyHaiti/status/1248565964549079040> [US Embassy, Haiti]

https://www.youtube.com/watch?v=QXO_JM92-WI&feature=youtu.be [Spirit food distribution]

https://www.miamitimesonline.com/covid-19-hub/south-florida-restaurants-and-organizations-offering-free-food-during-pandemic/article_d08f7a86-7a5b-11ea-8157-93cfed176552.html [food distribution]

<https://www.airlinereporter.com/2020/04/good-airlines-deeds-being-done-during-the-airpocalypse-how-you-can-help/> [summary of airline assistance efforts]

We look forward to working together with your offices as we navigate through this extraordinary and difficult time.

Sincerely,



Ted Christie
CEO and President

April 13, 2020

Delivered by email

Senator Edward J. Markey
255 Dirksen Senate Office Building
Washington, D.C. 20510

Senator Richard Blumenthal
706 Hart Senate Office Building
Washington, DC 20510

Senator Elizabeth Warren
309 Hart Senate Office Building
Washington, DC 20510

Senator Sheldon Whitehouse
30 Hart Senate Office Building
Washington DC 20510

Senator Bernie Sanders
332 Dirksen Senate Office Building
Washington DC 20510

Senator Kamala Harris
112 Hart Senate Office Building
Washington, D.C. 20510

Senator Bob Casey, Jr.
393 Russell Senate Office Building
Washington, DC 20510

Senator Christopher Murphy
136 Hart Senate Office Bldg.
Washington, DC 20510

Senator Amy Klobuchar
425 Dirksen Senate Building
Washington, DC 20510

Re: United States Senate Letter, of March 31, 2020

Dear Senators:

Thank you for a gracious extension to respond to your important letter and for your interest in Sun Country Airline customers who have experienced canceled flights or who have had travel impacted during the COVID-19 crisis. We appreciate the opportunity to tell you about Sun Country Airlines and the steps we are taking to lessen the financial strain for those Sun Country customers.

Sun Country Airlines is a low-cost, leisure travel carrier that operates thirty-one 737 aircraft. Sun Country flies primarily out of Minneapolis/St. Paul to various destinations throughout the United States, Mexico, Central America and the Caribbean, often on a seasonal basis, to match the peak leisure travel demand. Sun Country prides itself on more than 35 years of connecting folks to the people and places that are important to them and looks forward to continuing to provide the same safe, affordable and reliable service that our customers have come to expect.

As you read through this letter, we ask you to consider the nature of the Sun Country low-cost airline model. Sun Country has built its business on providing the lowest cost ticket price in the market and giving its customers an opportunity to tailor their full experience to their specific budget and preferences. We provide what we believe is a superior product to many of our competitors with amenities like free sodas, coffee, water, in-seat power, onboard captive wi-fi, and leading legroom among low-cost carriers in the same coach seats found on many legacy carriers. We also offer a premium seating option and many other amenities that customers can chose to design their travel experience. In short, our on-board product is highly desired.

Our customer is different from that of other carriers. Leisure customers, unlike business customers, often book their tickets well in advance, and their travel dates are fairly certain once they are booked. Many Minnesotans, by way of example, book their March spring break travel in July of the year before. This certainty and planning gives customers the confidence to buy a lower, non-refundable ticket instead of more costly refundable fares offered to business travelers. When customers make a reservation with Sun Country, they are advised that their tickets are non-refundable and non-transferable. They agree to Sun Country's Contract of Carriage and Terms and Conditions, which sets forth applicable change fees for changes to reservations. In an effort to ease the financial strain that a customer might experience, beginning March 1, 2020, Sun Country agreed to waive change fees for customers traveling through May 31, 2020. Customers have been notified of this change fee waiver by email and on the Sun Country website.

Like any business, Sun Country uses current bookings and cash flow to deliver its products and services over the next quarter or so, and specifically, Sun Country builds on the predictability of the cash flow from non-refundable tickets. We can predict and model the business based on historic patterns and therefore account for peaks and troughs. This allows us a great deal of opportunity to deliver the lowest ticket price, with certainty, when others may be quite a bit higher in the marketplace. Of course, nothing about the COVID-19 crisis was or is predictable.

Please also consider that the \$25 billion in employee payroll relief support, which Senator Klobuchar was so crucial in bringing to pass, will enable Sun Country to keep its hard-working crews and management staff employed, with benefits, through this unprecedented downturn, in the hope that the economy will rebound and we will be able to more slowly adjust the size of the airline to the recovered economy. Significantly, the payroll relief support did not provide any assistance with respect to refunds for non-refundable tickets. Asking Sun Country to refund all of its non-refundable tickets, outside of DOT guidelines and its general terms and conditions, and without support, would put the company's future at risk and negatively impact the lives and futures of its 1600 employees, most of whom are based in Minnesota.

The impact of the COVID-19 crisis to Sun Country and its customers has been tremendous. Notably, many of our customers chose to cancel on their own, and with our waiver of change and cancellation fees for the COVID-19 crisis, received the full value of their ticket back as "in-store" credit. These credits expire one year from the date the original itinerary was booked and can be used towards travel beyond the date of expiration. Importantly, for customers who are entitled to a refund because Sun Country canceled their flight and could not reasonably re-accommodate them, they receive a refund when requested, as is required by DOT guidelines. Sun Country has been and continues to reach out to customers to advise them of their flight status, providing options for cancellation and resources to make flight changes.

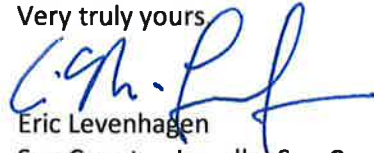
Furthermore, contrary to what has been reported of some other carriers, Sun Country has not increased ticket prices as a result of COVID-19 related travel restrictions. Instead, average ticket prices were significantly reduced after COVID-19 concerns began impacting demand for air travel. Sun Country's average fare for travel in March 2020 was 39% lower for tickets booked after February 24, 2020 compared to tickets purchased before this date.

During these troubling times Sun Country has taken all possible measures to expedite the return of customers to return to their homes after imposed travel restrictions impacted their vacation plans. In the third week of March Sun Country flew an empty plane to Aruba to retrieve customers. Customers did not

incur additional charges for their return. We have done the same for customers in Belize, the Dominican Republic (Punta Cana) and Mexico. Sun Country is committed to leaving no customer behind and returning them with no additional charge.

We trust this letter is responsive to your request, but we would be happy to discuss it in more detail if that would be helpful. We thank you again for your interest in industry matters, and in particular the customers of Sun Country Airlines.

Very truly yours



Eric Levenhagen

Sun Country, Inc. dba Sun Country Airlines
General Counsel and Chief Administrative Officer



Terri Fariello
Senior Vice President
Government Affairs & Global Public Policy

April 7, 2020

The Honorable Ed Markey
United States Senate
255 Dirksen Senate Office Building
Washington, DC 20510

The Honorable Richard Blumenthal
United State Senate
706 Hart Senate Office Building
Washington, DC 20510

The Honorable Elizabeth Warren
United States Senate
309 Hart Senate Office Building
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The Honorable Sheldon Whitehouse
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The Honorable Bernard Sanders
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The Honorable Christopher S. Murphy
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The Honorable Kamala D. Harris
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The Honorable Amy Klobuchar
United States Senate
425 Hart Senate Office Building
Washington, DC 20510

The Honorable Robert P. Casey, Jr
United States Senator
393 Russell Senate Office Building
Washington, DC 20510

Dear Senators:

I am writing in response to your recent letter requesting information on United Airlines' refund policies in reaction to COVID-19 and our international operations to repatriate Americans who have been stranded overseas by various government restrictions on air travel. As the Senior Vice President of Government Affairs and Global Public Policy, United CEO Oscar Munoz has asked me to respond on his behalf.

The COVID-19 pandemic has had an unprecedented impact on people, communities and businesses across the globe, with airlines experiencing the impact early and with significant consequences. In response to this crisis, United has made changes to every part of our business while also working to remain flexible when responding to the rapidly changing environment, including government restrictions on travel. We have reduced our schedule by 78 percent for April and will likely have further reductions in May. We have implemented new policies to give our customers flexibility during these extraordinary times while working closely with governments both at home and abroad to respond to travel restrictions that have impacted customers' ability to return home safely. Although our company and our employees have been severely affected by the drop-in demand for air travel because of the COVID-19 outbreak, we remain in the business of serving people even when there are fewer people traveling. Our flight crews, customer service and reservation agents, technicians,

catering and all the members of United have continued to help our customers in difficult and quickly changing circumstances.

In response to the dramatic impact COVID-19 has had on global travel, United has made a number of changes to our policies to accommodate passengers' needs. We have issued waivers for change and cancellation fees and provided passengers information and tools to manage their travel on [United.com](https://www.united.com). With regard to refunds, we continue to offer refunds on all refundable tickets and for nonrefundable tickets, all of our customers traveling through May 31 are allowed to make changes to their itinerary without paying a fee. This policy has been in place since the beginning of March. Customers with nonrefundable tickets, whose flight's schedule has been significantly changed, are eligible for either a travel credit or a refund – both of which can be requested via [united.com](https://www.united.com). To give our passengers even more flexibility, our travel credits are now valid for 24 months from the date they were issued, including all currently valid travel credits and all new ones issued on or after April 1, 2020.

While many of these schedule changes are the result of government policies that prevent international travel or are the result of schedule changes, we have implemented to enhance the safety of our workforce, we are still offering refunds to customers with nonrefundable tickets. Even in the face of this unprecedented challenge, we continue to serve six different international destinations with daily flights and are still serving every domestic market that we were serving before COVID-19 upended our industry.

Additionally, the crisis left thousands of customers stranded abroad and we continue to step up to help get them back home safely. In the last two weeks, we operated nearly 70 flights and flew more than 9,000 customers from Lima, Peru; Quito, Ecuador; San Salvador, El Salvador; San Pedro Sula, Honduras; Tegucigalpa, Honduras; Guatemala City, Guatemala; and this past weekend, our first repatriation flight from New Delhi, India to San Francisco operated. We are working closely with foreign governments and the U.S. State Department for approvals to operate these flights in a rapidly changing environment. Some flights are operated and sold as U.S. government charters, managed by the State Department while others are sold and operated by United. For the flights we sell directly, seats are sold at fixed fares in both our business and economy cabins on the aircraft. In addition to moving people, we are also focused on keeping critical supply lines open through cargo flights.

United Airlines continues to provide an essential service during these challenging times, both at home and abroad. I hope you find this information helpful. If you have any additional questions, please feel free to contact me at 202-521-4400.

Sincerely,

A handwritten signature in blue ink, appearing to read "John Daniels". The signature is fluid and cursive, with a long horizontal stroke extending to the right.



Airlines for America®
We Connect the World

Nicholas E. Calio
President and CEO

April 4, 2020

The Honorable Edward Markey
United States Senate
255 Dirksen Senate Office Building
Washington, D.C. 20510

The Honorable Christopher Murphy
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393 Russell Senate Office Building
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The Honorable Bernie Sanders
United States Senate
332 Dirksen Senate Office Building
Washington, D.C. 20510

Dear Senators Markey, Blumenthal, Warren, Whitehouse, Sanders, Murphy, Harris, Klobuchar and Casey:

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April 4, 2020

Page 2

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Very respectfully,

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Nicholas E. Calio