

Refund, Cancellation, and Change Policies

a. Fares

All fares are subject to availability and may change without notice. Fares may not be available on all days or on all flights. Certain fares may only be available for new bookings only and/or must be purchased at www.goeasternair.com. All fares must be purchased no later than 24 hours of reservation, and are nonstop (unless otherwise specified), and nontransferable. Reservations made one week or more prior to a flight's scheduled departure may be canceled without penalty up to 24 hours after the reservation is made.

Fares are inclusive of government taxes and fees. Full fare price, including all applicable taxes and fees, must be paid at the time of purchase. Taxes and fees not collected by Eastern Airlines (for example, a departure tax collected at an airport payable directly to a government official) are not included in the fare. Fares also do not include applicable fees for baggage fees or optional services.

b. Refunds

Eastern Airlines offers two types of fares: Nonrefundable and Refundable. Basic Economy tickets are nonrefundable and Economy and Premium Economy tickets are refundable. In its sole discretion, Eastern may issue nonrefundable ticket holders a credit for future travel on Eastern, valid for one year. Refundable tickets may be changed at no cost and are refundable for a fee. If a nonrefundable reservation is not changed or cancelled prior to scheduled departure, all money associated with the reservation is forfeited.

For Eastern Airlines Refundable Fares, changes and cancellations, for a full refund, are permitted no less than 24 hours 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 and reduced for applicable change fees will be placed in a Eastern Airlines air-only credit in form of voucher and may be applied toward future travel for one year from date of issuance. Refundable Fares may not be available on all flights.

Eastern Airlines credits are non-transferable and may be redeemed up to one year after the date of issuance.

c. Refund policy on a refundable fare

Full refunds shall be made by Eastern Airlines directly to the original form of payment, partial refund will be done for the unused segments. The refund will be made in the amount equal to the applicable one-way fare (less any applicable discount) for the portion of the trip cancelled or not operated as scheduled by Eastern Airlines.

d. Mixed fares policy

Where one leg of a fare is ticketed as a refundable fare and another leg of a fare is ticketed as a non-refundable fare, the applicable refund and cancellation policies for refundable fares will apply only to the refundable portion and the applicable refund and cancellation policies for the non-refundable fare will apply to the non-refundable portion.

e. No show policy for refundable/non-refundable fare bookings

All customers **MUST** change/cancel their flight prior to departure in order to receive a refund. If a customer "no shows" for a flight, the money on the reservation will be forfeited.

f. Baggage and Optional Services

For Basic Economy only carry-on bags are included with the fare. Economy fares include one free checked bag and Premium Economy includes two free checked bags. For all fares, any additional bags are \$125 each. All bags are subject to size/weight restrictions. Other fees apply for oversize, overweight or extra baggage (such as sport equipment) or for other products or services that are sold separately, including, without limitation, pet fees, unaccompanied minor fees, premium seats, pillows and blankets, or headsets. View baggage fees and other optional services and fees. All Baggage and Optional service are non-refundable.

g. Changes and Cancellations

All reservations made one week or more prior to a flight's departure may be cancelled without penalty within the same day of when the booking is made. Basic Economy tickets may be changed for \$100 per person plus difference in fare. Economy and Premium Economy tickets may be changes for only the difference in fare. Economy and premium tickets may be cancelled for a refund.

h. Additional Change/Cancellation Terms (all fares)

For changes, any applicable fare difference will be charged in addition to the change fee. Cancellations are for a Eastern Airlines flight credit only, valid for a Eastern Airlines flight within 1 year. If you do not change/cancel before scheduled departure and you "no show" all money for reservation is forfeited. To change or cancel your reservation, visit www.goeasternair.com or call us.

i. Death

In the event of the death of the ticketed customer, a refund to the original form of payment can be processed for the deceased and any traveling companion(s). The request must be verified with a copy of a death certificate and be submitted within one year of the original

ticket date of issue. In the event there is a death of an immediate family member of a ticketed customer, and the death occurs within one week of the ticketed flights, Eastern Airlines will authorize waiving the cancel/change fee.

When the customer rebooks his/her flights for later dates, the change fee will be waived; however, any increase in airfare will apply.

Immediate family member is defined as: Mother, father, spouse, child, brother, sister, grandparent, great grandparent, grandchild or great grandchild. The mother, father, brother, sister, grandparent or great grandparent of the Customer's spouse or Customer's registered domestic partner. The Customer's step-relatives (as defined by "immediate family member" above), relatives by adoption, legal dependents, custodial relatives, and registered domestic partners and their children.

Contact Eastern Airlines via email customersupport@goeasternair.com for assistance with these reservations (PNRs).

j. Illness

In the event a customer is requesting a refund due to them or a family member being seriously ill, Eastern's policy is that all nonrefundable tickets are nonrefundable. If the customer wishes to cancel their flights, the remaining ticket value can be issued in form of voucher, reduced for any applicable change/cancelation fees, for use by the customer at a later date. Tickets are valid one year from the original date of ticket issuance.