

## BOOKING YOUR TRIP

When it comes time to book your transportation and accommodations for your next business trip, you have three options. You can go directly to the travel supplier (airline, rental car agency, or hotel) and make your reservation either online or by calling a reservation agent; you can book online through an Internet travel site; or you can work with a travel agent.

Each alternative has pros and cons—and, of course, you might not have a choice, particularly if your company has a favored-nation relationship with a large travel agency. Ultimately, how you decide to book your next trip depends on your individual circumstances, corporate requirements, and the relative importance of service, selection, and price.

Whichever method you use, keep these tips in mind:

- No booking method consistently offers the lowest prices across all services all the time. Compare results from travel suppliers, Web sites, and travel agents to find the best current deals.
- Know the fare and reservation rules before purchasing.
- Know the booking fees.

### BOOKING DIRECT

When you're booking direct with an airline, rental car agency, or hotel, reservations can be made over the phone or on the Web. All major companies have their own Web sites with reservation functionality, and many companies offer incentives (such as low Internet-only rates or extra frequent flyer miles) to book online.

Note that online reservations can sometimes be impractical when ordering nonstandard features or if you have specific needs, such as kosher meals or extra room amenities. In these cases, you should make your reservation directly with a live agent—or confirm your online reservation with a phone call to see whether you got what you ordered.

### USING A TRAVEL AGENT

If you travel frequently, have complicated or time-critical itineraries, want back-up for on-the-road problems, or have specific booking requirements, consider working with a travel agent who specializes in business travel. Because the travel agency business is at its core a service business, the best way to find an agency that will service your specific

needs is to ask frequent business travelers for recommendations. You can also use the American Society of Travel Agents (ASTA), the world's largest association of travel professionals, as a resource. Its Web site ([www.astanet.com](http://www.astanet.com)) has a tool that lets you search for member travel agents; you can also contact them by phone at 703.739.2782.

Here are some points to consider when selecting an agency:

- Can you have a dedicated agent?
- Does the agency have a 24-hour service and 800-number?
- Does the agency have preferred supplier deals? If so, with which companies?
- Does the agency belong to a recognized business travel consortium—such as American Express or Carlson-Wagonlit—that allows it access to hotel, rental car, and airline discount programs?
- Can it monitor fare price reductions, seat, and upgrade availability?
- Does it offer reporting and budgeting services?
- Does it maintain traveler profiles?

And remember, you don't have to use an agent in your immediate vicinity because almost all booking is made by phone or over the Internet.

## MAKING ONLINE RESERVATIONS

Numerous full-service travel reservation sites are on the Internet, the largest of which are Expedia ([www.expedia.com](http://www.expedia.com)), Orbitz ([www.orbitz.com](http://www.orbitz.com)), and Travelocity ([www.travelocity.com](http://www.travelocity.com)). All these sites offer airplane, hotel, and car reservations.

Expedia and Travelocity both act as agents in the transaction; they pass a customer's reservation to the travel supplier in return for a commission, and purchase inventory (hotel rooms, airline seats, car rentals, destination services) from suppliers at negotiated rates and then resell that inventory to consumers. Orbitz offers direct booking for the nation's biggest airlines; the company is owned by American, Continental, Delta, Northwest, and United airlines, and has the greatest access to airline Internet-only fares.

Another way to book online is through SideStep ([www.sidestep.com](http://www.sidestep.com)), a travel search engine. SideStep offers a selection of flight, hotel, and rental car bargains, and claims the largest selection of Internet-only fares available online. SideStep searches more than 140 Web sites directly—including the Internet travel agencies and airline, hotel, and rental car sites. SideStep is a particularly useful tool for comparison shopping across multiple Web sites.

A good source for ongoing information about Internet travel sites is Consumer WebWatch ([www.consumerwebwatch.com](http://www.consumerwebwatch.com)), a project of Consumers Union, the nonprofit publisher of *Consumer Reports* magazine and [ConsumerReports.org](http://ConsumerReports.org). The Consumer WebWatch site offers in-depth studies on booking hotels and flights online.

## MOBILE TECHNOLOGY

Today's business traveler depends on a variety of technologies to keep in contact and conduct business while on the road. Gone are the days when all you needed was a phone booth and a notepad to keep up-to-date. Today, you can employ all manner of high-tech gadgets to maximize your productivity when you're away from the office.

This section discusses the mobile devices most useful to the high-tech road warrior. But first, let's work through a checklist of technology-related items you might want to pack on your next business trip.

### *Checklist: Mobile Technology*

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#### *Cell Phones*

- Cell phone
- Cell phone AC power adapter/charger
- Cell phone battery (extra)
- Cell phone hands-free device (if you're driving)
- Data cable (from cell phone to laptop/PDA)

#### *Laptop PCs*

- Laptop computer
- Laptop AC power cord
- Laptop DC (auto/air) power adapter
- Laptop battery (extra)
- Phone cord
- Ethernet network cable
- Ethernet card (unless built into laptop)
- Modem card (unless built into laptop)
- Wi-Fi wireless card (unless built into laptop)
- Surge protector
- Laptop security lock
- Extra floppy disks or recordable CDs
- ISP phone number
- Portable printer

#### *Personal Digital Assistants*

- PDA
- PDA AC power adapter/charger

### Other Devices

- Battery charger
- Portable GPS device (or GPS card for your PDA)
- Portable DVD player
- Portable digital audio player
- Headphones *or* noise-canceling headphones
- Portable video game

The question is—*which* of these gadgets do you want to carry with you?

If all you care about when on the road is keeping in touch with your office by voice and email, you can make due with a cell phone and a small, lightweight laptop computer—or maybe even a PDA. If, on the other hand, you tend to take your office with you on the road, you'll need a bigger, more fully featured laptop along with your cell phone. If you travel by car, you might want to supplement this with a portable GPS device. And if you value your downtime as much as your work time, you should add a portable digital audio player or video game system.

The key is to make sure that you have everything you'll need while you're away from the office, while at the same time keeping the number of devices you carry at a minimum. That might mean buying a combination cell phone/PDA device, or using a GPS card in your PDA or laptop computer. By no means, however, should you leave behind any gadgets or accessories that you might possibly need while on the road—such as your cell phone charger or spare laptop battery. It's better to be safe than sorry—and not find yourself crippled because you forgot to pack the right cable or adapter.

## CELL PHONES

Carrying a cell phone is a necessity for any business traveler.

### CHOOSING THE RIGHT MODEL

If all you use your phone for is talking (and checking voice mail), you don't have to spend a bundle on a phone. Consider size and weight, along with battery life, to get the form factor that works best for you.

You can, however, use your cell phone for more than talking. Newer models let you connect to the Internet, send short text messages via the Short Message Service (SMS), take pictures with a built-in or snap-on camera, and play built-in games. When you get into these fully featured models, pay particular attention to the phone's display. Black and white (or green and white) text-based displays just don't cut it when you're using your phone to access the Internet. Go for a large and bright color display, instead.

If a larger phone isn't a problem, consider a device that combines cell phone and PDA into a single unit. These gadgets—such as the Handspring Treo ([www.handspring.com](http://www.handspring.com))—are fairly bulky, but let you place calls and manage your contacts and appointments. You benefit by carrying just one item rather than two.

The most popular cell phone manufacturers are Motorola ([www.motorola.com](http://www.motorola.com)), Nokia ([www.nokia.com](http://www.nokia.com)), Samsung ([www.samsungusa.com](http://www.samsungusa.com)), and Sanyo ([www.sanyo.com](http://www.sanyo.com)). To find out what other users are saying read the user reviews at the Epinions.com Web site ([www.epinions.com](http://www.epinions.com)).

## CHOOSING THE RIGHT SERVICE PLAN

These days, choosing the right cellular service plan is every bit as important as choosing the right phone. Make sure that you choose a carrier with coverage in the areas where you're most likely to travel—including the areas in-between, if you're driving. Even better, opt for a plan that includes free nationwide calling, so you won't rack up long-distance charges when you're out of the office.

Whatever you do, make sure that the phone you buy works with the carrier you choose. This isn't a given; there are three different cellular technologies in use in the U.S. today: Global System for Mobile Communications (GSM), Time Division Multiple Access (TDMA), and Code Division Multiple Access (CDMA). A phone that works on one type of network won't necessarily work on another; your best bet is to purchase your phone directly from your cellular service provider, to ensure compatibility.

You can also purchase a phone capable of operating on two or more of these networks. These so-called dual-band and tri-band phones are useful when you're roaming in areas not covered by your primary carrier.

The last thing to keep in mind when shopping for a service plan is any extra services you might need. For example, if you want to use your phone to send text messages, you'll probably pay extra for SMS minutes. Likewise, if you want to use your phone to connect to the Internet, you'll pay either by the month, by the minute, or by the byte to send and receive online data.

## BATTERIES

All cell phones are battery operated, which means that the batteries have to be periodically recharged. If you do a lot of talking during the day, when recharging isn't feasible, consider purchasing a spare battery. This way you can snap the fresh battery into place when the old one runs down. You can purchase additional batteries direct from your cell phone's manufacturer, or online at Batteries.com ([www.batteries.com](http://www.batteries.com)).

## AC ADAPTERS AND CHARGERS

Naturally, you'll need to take your cell phone adapter/charger cable with you when you travel so that you can recharge your phone at night. Many travelers purchase a second cable to take with them on the road so that they can leave their main cable at home. Alternatively, consider a freestanding recharging station for home (or office) so that you can take your adapter/charger cable with you on trips.

When your cell phone's battery runs low, know that you can plug your adapter/charger cable into any convenient AC power outlet. You should be able to find a spare outlet near most airline departure gates.

You might also want to consider purchasing a DC power adapter for your phone. This lets you both operate and recharge your phone from any automobile cigarette lighter/DC power port or aircraft power port. In a pinch, you can use this cable to recharge your phone while riding in a limo or taxi cab.

## HEADPHONES AND HANDS-FREE DEVICES

While we're on the topic of phones in cars, know that using a cell phone while driving is often not the safest thing in the world. Many localities are considering outlawing cell phone use in a car without a hands-free car kit. Currently, only New York has actually done it. It's only smart to free up both your hands while driving,

and these car kits turn your cell phone into a speaker phone for driving convenience. You can find a variety of these kits at iGo ([www.igo.com](http://www.igo.com)). Inside or outside the car, if you're a heavy cell phone user, consider a hands-free headphone/microphone. Some of these devices are wireless, so you can keep your cell phone in your briefcase while you talk away. Again, iGo has a good selection.

## LAPTOP COMPUTERS

The laptop computer is a necessity for many traveling business people. The question, then, is which type of laptop is right for you—and what accessories should you carry along with it.

### CHOOSING THE RIGHT MODEL

Three types of laptops are available today. Which type you choose depends on how you plan to use your PC on the road.

The first type is the **notebook** (sometimes called the *ultraportable*), which is typically lightweight with a small footprint, 12-inch screen, and long battery life. The notebook PC is good if your computing needs are minimal because it usually isn't powerful enough to run the most demanding applications; this is a good choice if your primary application is sending and receiving email.

The second type is the **mainstream** laptop. These are bigger, heavier machines, typically with 14-inch or 15-inch screens and larger footprints. These laptops have all the power of a desktop PC and can run all your normal applications. Some of these machines have shorter battery life than comparable notebooks, although models with Intel's new Centrino and Mobile Pentium 4-M chipsets can run up to five hours on a single charge. (They also cost more than the smaller notebooks.) The mainstream laptop is a good choice if you do the same type of computing on the road as you do back in the office, and you don't mind lugging around a larger unit.

The third type is the **desktop replacement**, which is an even bigger machine with very short battery life. (Some might not even come with batteries.) This machine is meant to literally replace your desktop PC and is not suited for on-the-road use. (Note, however, that pricing on these models is often quite attractive—thanks to the battery factor. Resist the urge, in any case.)

Whichever type of PC you purchase, make sure that it's tricked out with all the features you need to conduct your on-the-road business. That probably means a combination CD/DVD drive (so that you can listen to music and watch movies on the plane), large hard disk (40GB is standard these days), and a lot of memory (256MB minimum if you're running Windows XP). You might even need a CD-R/RW drive if you need to archive or exchange data while on the road, or a media card reader if you want to download images from a digital camera.

Popular brands include Compaq ([www.compaq.com](http://www.compaq.com)), Dell ([www.dell.com](http://www.dell.com)), Gateway ([www.gateway.com](http://www.gateway.com)), Hewlett-Packard ([www.hp.com](http://www.hp.com)), IBM ([www.ibm.com](http://www.ibm.com)), Sony ([www.sonystyle.com](http://www.sonystyle.com)), and Toshiba ([www.toshiba.com](http://www.toshiba.com)). If your company is standardized on Apple computers, you might also want to consider the Apple PowerBook ([www.apple.com](http://www.apple.com)).

### BATTERIES

There's nothing worse than being in the middle of an important document and having your laptop battery go dead. (Unless, perhaps, it's being in the middle of a DVD movie when the same thing happens.) For that

reason, every serious road warrior needs to carry a spare laptop battery. Some laptops make this easy by accepting a second battery in a modular internal bay; when one battery runs down, your PC automatically shifts to the backup battery.

Your PC's manufacturer should sell replacement and secondary batteries. You can also find a selection at Batteries.com (🌐[www.batteries.com](http://www.batteries.com)).

## POWER CABLES AND ADAPTERS

Your laptop probably came with a single AC cable/adaptor. Because you'll need to take an AC adapter with you on the road, you might want to purchase a second adapter so that you can leave one hooked up at home and carry the second one with you in your briefcase. You can purchase the original equipment adapter direct from your PC's manufacturer, or a compatible unit from Targus (🌐[www.targus.com](http://www.targus.com)). The Targus Universal AC Adapter is nice because one unit can work with a variety of laptops from different manufacturers; it's also a thinner, lighter unit that travels better than the bulkier units that come standard with most PCs. The cost is around \$120.

If you plan on connecting your PC to a power port on the plane (or to the cigarette lighter/DC adapter in a car), you'll also need to purchase a DC auto/air power adapter. Again, Targus makes a good one; the Targus Universal Auto/Air Notebook Power Adapter runs about \$120.

Another option is useful if you have multiple portable devices and don't want to buy multiple DC adapters. You can purchase a unit called a *power inverter*, which plugs into a DC power port but then provides a normal AC jack, into which you can plug any AC-powered device. The Targus PORT Mobile Power Inverter features dual outlets and runs about \$70.

## MODEM CONNECTIONS

Most laptop PCs come with built-in modems; the modem connector is typically found on the back or side of the unit. If your PC doesn't have a built-in modem, you can add this functionality with an add-in modem card, available from most accessory manufacturers. The cost is typically in the \$50 range; popular manufacturers are 3Com (🌐[www.3com.com](http://www.3com.com)) and U.S. Robotics (🌐[www.usrobotics.com](http://www.usrobotics.com)).

## NETWORK CONNECTIONS

Many new laptops are coming with built-in Ethernet. If your PC doesn't have Ethernet capability built in, you can add this functionality with an add-in Ethernet card from D-Link (🌐[www.dlink.com](http://www.dlink.com)), Linksys (🌐[www.linksys.com](http://www.linksys.com)), or Netgear (🌐[www.netgear.com](http://www.netgear.com)); the cost is around \$25.

You might also want to carry your own Ethernet cable with you on the road; not all hotel rooms have a spare cable hanging in the closet. (But, if you do forget your cable do not be afraid to ask to borrow one at the front desk. They are usually available.) Instead of stuffing a long cable in your briefcase, check out Belkin's Retractable Network Cord (🌐[www.belkin.com](http://www.belkin.com)), which winds up the cable into a compact unit; the cost is around \$25. (Belkin also makes a similar Retractable Modem Cord for about \$18.)

## WIRELESS CONNECTIONS

Most PCs do not come with built-in wireless functionality. (Notable exceptions are models that use Intel's new Centrino chipset.) To use any of the nation's burgeoning wireless hotspots (discussed later), you'll need

to purchase an add-in Wi-Fi card. These cards typically cost anywhere from \$50–\$100 and are manufactured by the same companies that make Ethernet cards.

Note that the current Wi-Fi standard is called IEEE 802.11b and offers speeds up to 11 megabytes per second (Mbps). Most wireless cards today are compatible with 802.11b. However, a newer version of Wi-Fi, called 802.11g, offers 54Mbps speeds. If you decide to purchase an 802.11g card, it will work on existing 802.11b networks. (An 802.11b card should also work on an 802.11g network, but at the slower 11Mbps speed.)

Learn more about the different Wi-Fi standards at [www.wi-fi.org](http://www.wi-fi.org).

## REMOVABLE STORAGE

Transferring data from one PC to another—even, and especially, from your laptop to your desktop PC—can be accomplished in any number of ways. If both PCs are connected to the same network, it's easy enough to copy a file from one machine to another. If both machines are connected to the Internet, you can email the files from one PC to another. Or you can copy your files to a removable storage device, and physically move the data in that fashion.

The most common removable storage device is the tried and true floppy disk. It's small, it's nearly universal, and everybody knows how to use it. The only problem is that a floppy disk only holds 1.44MB worth of data—which might not be enough to hold large graphics or presentation files.

Some desktop PCs are equipped with iomega Zip drives. A Zip disk can hold either 100MB or 250MB worth of data, depending on the model. Unfortunately, Zip drives are too bulky to be built into laptop PCs—although you could always attach an external drive, or rent one from Kinko's.

A better solution, if your laptop is so equipped, is to burn your data to a recordable CD-ROM. Use the CD-R format so that the disc can be read by other PCs. (The alternative CD-RW format, which lets you rewrite over existing data, isn't always compatible from one machine to another.)

If a CD-ROM (which holds up to 650MB of data) isn't big enough, consider attaching an external hard drive to your PC. These portable hard drives can be purchased with more than 40GB of storage capacity, at prices under \$200. Buy one that connects via USB for the easiest hookup; major vendors include LaCie ([www.lacie.com](http://www.lacie.com)), Maxtor ([www.maxtor.com](http://www.maxtor.com)), and Western Digital ([www.westerndigital.com](http://www.westerndigital.com)).

Another popular form of removable storage is the so-called USB drive. This isn't a hard drive, per se, but rather a form of random access memory called *flash memory* that functions like a removable disk. These devices are small enough to be carried in your pocket and plug directly into an open USB port on your computer. When connected, one of these devices is instantly recognized as a new disk drive by your computer; no special installation is necessary.

Flash memory is also the technology behind the memory cards used in PDAs, portable digital audio players, and digital cameras. You can use memory cards with your PC by adding an external memory card reader. These devices cost less than \$50, connect to your PC's USB port, and read all the popular memory card formats: CompactFlash (CF), SmartMedia (SM), MultiMedia Card (MMC), Secure Digital (SD), and Sony's Memory Stick.

## ANTITHEFT DEVICES

An expensive and extremely portable laptop PC is an attractive target for thieves. According to the Safeware insurance firm, more than 620,000 laptops were stolen in 2002. You should particularly watch your PC at the airport, where far too many travelers lose track of their machines during the security screening process. You also don't want to leave your laptop unattended at the terminal or in a coffeehouse; it's also a good idea to hide your laptop in a drawer or in the room safe if you have to leave it in your hotel room.

You can also protect your laptop by attaching an antitheft device. The most common such device is a simple locking cable, such as the DEFCON CL Notebook Cable Lock sold by Targus. Other devices, such as the TrackIT Sonic Laptop Alarm ([www.trackitcorp.com](http://www.trackitcorp.com)) emit an ear-piercing signal if your laptop is moved more than 40 feet away from the matching transmitter on your key chain. The Targus DEFCON Authenticator uses a fingerprint sensor to keep unauthorized users from accessing your PC.

If your laptop does get stolen, special software can help you track it down. This software, dials into a special toll-free number the first time an unauthorized person tries to use your PC; the monitoring center can determine its location by tracking the phone number it dialed from. One of the best of these programs is Computrace Plus from Absolute Software ([www.absolute.com](http://www.absolute.com)).

Also useful is a theft insurance policy for your laptop—just in case the worst happens. You can purchase these policies for as little as \$69 a year from Safeware ([www.safeware.com](http://www.safeware.com)) and other companies.

Of course, someone doesn't have to take your PC to steal your information; it's all too easy to purloin private information just by looking over your shoulder while you're typing. Fortunately, you can keep your neighbors from viewing your onscreen documents by attaching a privacy screen to your laptop. The \$60 3M Notebook Privacy Computer Filter ([www.3m.com](http://www.3m.com)) uses advanced microlouver technology to block off-angle viewing; you can see your screen, but anyone sitting to the side can't.

## ESSENTIAL SOFTWARE

Before you head out on the road, make sure that your laptop is loaded with all the applications you plan to use while you're gone. For most users, this means installing the same software on your laptop that you use on your desktop—in particular, the various Microsoft Office programs (Word, Excel, Outlook, PowerPoint, and maybe even Access and Publisher). You should also install Internet Explorer or some similar Web browser, as well as any proprietary applications used by your company. In addition, if you plan on managing your personal finances from your hotel room, make sure that you have a copy of Quicken or Microsoft Money installed.

## USEFUL ONLINE SERVICES

Just because you're on the road doesn't mean that you don't have access to all the services you're used to in the office. Thanks to the Internet, you have easy access to any number of services that business travelers find indispensable:

- Set a lock on where you're going (and how to get there) by generating maps and driving directions at sites such as MapQuest ([www.mapquest.com](http://www.mapquest.com)), Yahoo! Maps ([maps.yahoo.com](http://maps.yahoo.com)), or Rand McNally ([www.randmcnally.com](http://www.randmcnally.com)).
- Access your desktop PC while you're on the road (for \$19.95 per month) by using the GoToMyPC site ([www.gotomypc.com](http://www.gotomypc.com)).

- Save your files online so that you can access them from any location, using the service at MyDocsOnline ([www.mydocsonline.com](http://www.mydocsonline.com)).

## PERSONAL DIGITAL ASSISTANTS

The compact personal digital assistant (PDA) has become quite popular with both desk-bound and traveling businesspeople. Although most people use their PDAs to store contact and appointment information, you can also use a PDA for basic word processing and number crunching, email management and Web surfing, and music playback and game playing. With the right add-on software and cards, you can even use your PDA to display maps and function as a GPS tracking device.

### CHOOSING THE RIGHT MODEL

Two basic types of PDAs are available today, both of which offer similar functionality.

The most popular type of PDA is based on the Palm operating system. Manufacturers supporting the Palm standard are Palm ([www.palm.com](http://www.palm.com)), Handspring ([www.handspring.com](http://www.handspring.com)), and Sony ([www.sonystyle.com](http://www.sonystyle.com)). The other type of PDA is based on Microsoft's Pocket PC operating system. Companies making Pocket PC devices include Casio ([www.casio.com](http://www.casio.com)), Compaq ([www.compaq.com](http://www.compaq.com)), Hewlett Packard ([www.hp.com](http://www.hp.com)), and Toshiba ([www.toshiba.com](http://www.toshiba.com)).

The practical differences between these two formats are minimal. Note, however, that there is a wider variety of Palm-compatible devices available today, including many lower-cost models. In general, Pocket PC devices are more fully featured—and more expensive.

You should choose the type of PDA to buy based on compatibility with other users in your office, and on the accessories and software you want to use. As with all things computer-related, Palm PDAs are totally incompatible with Pocket PC devices; software and accessories designed for one will not work on the other.

### BATTERIES

Most PDAs use AAA batteries—and a lot of them. Make sure that you take spare batteries with you. Better yet, carry a set of rechargeable batteries, along with a battery charger, as discussed later in this chapter.

### WIRELESS CONNECTIONS

Several manufacturers make Wi-Fi add-on cards. These include models by D-Link ([www.dlink.com](http://www.dlink.com)), Linksys ([www.linksys.com](http://www.linksys.com)), and Xircom ([www.xircom.com](http://www.xircom.com)).

### NETWORK CONNECTIONS

You can add network functionality to your PDA by purchasing an Ethernet add-on card.

### MODEM CONNECTIONS

Some PDAs come with a built-in wireless modem. You can also add a wireless modem to any PDA via an add-on card.

### REMOVABLE STORAGE

PDAs store data on removable flash memory cards. Add a new card to expand your PDA's storage capacity.

## ESSENTIAL SOFTWARE

Chances are your PDA came with all the software installed that you'll need while on the road. That means an address book or contact manager, scheduler/calendar or date book, email program, Web browser, and some sort of memo or word processing program. Make sure that you load any other necessary programs before you leave.

You can find a wide variety of PDA programs for downloading at Handango ([www.handango.com](http://www.handango.com)), PalmGear.com ([www.palmgear.com](http://www.palmgear.com)), and PocketGear.com ([www.pocketgear.com](http://www.pocketgear.com)). A popular city guide program is Vindigo 2.0 ([www.vindago.com](http://www.vindago.com)), which offers restaurant and retail listings, as well as maps and directions for more than 50 cities. The program is available by subscription at \$25 per year (or \$3.50 per month).

## USEFUL ACCESSORIES

Here are a handful of PDA accessories that many business travelers find useful:

- Leather or hardshell case, such as those offered by Targus ([www.targus.com](http://www.targus.com))
- External keyboard, such as the Targus Universal Wireless Keyboard (\$80)
- GPS receiver, such as the Magellan GPS Companion ([www.magellangps.com](http://www.magellangps.com)), which lets you pinpoint your location via satellite tracking

## OTHER DEVICES

The well-equipped road warrior travels with a bevy of high-tech devices. Here are a few noncomputer gadgets you might want to consider.

### BATTERY CHARGERS

If you use a PDA, portable digital audio player, portable video game, or other portable device, you buy a lot of batteries. You can cut back on your purchases by using rechargeable batteries and recharging regularly.

The best type of rechargeable battery uses Nickel Metal Hydride (NiMH) technology. The older NiCD technology is pretty much obsolete these days, whereas the lower-priced rechargeable Alkaline batteries don't handle high-drain electronics well. With NiMH batteries, you don't have to wait until you drain the batteries to recharge; just slip them in the recharger at night and you'll have a full charge the next morning.

Look for a so-called "smart" charger that uses microprocessor technology to intelligently charge your batteries to full capacity. You can find units, priced from \$30, by Millennium ([www.millenniumbatteries.com](http://www.millenniumbatteries.com)) and Rayovac ([www.rayovac.com](http://www.rayovac.com)).

### LCD PROJECTORS

If you give a lot of PowerPoint presentations, consider hauling your own LCD projector along with you. Just a few years ago these devices were so heavy and bulky as to make such transport unthinkable, but today's units are amazingly light and compact. For example, some of Epson's PowerLite models weigh less than 5 pounds and are small enough to tuck away in your carry-on baggage. And when you carry your own projector, you'll never come up short in an important presentation.

The most popular lightweight projectors are manufactured by Dell ([www.dell.com](http://www.dell.com)), Epson ([www.epson.com](http://www.epson.com)), Sharp ([www.sharp-usa.com](http://www.sharp-usa.com)), and Toshiba ([www.toshiba.com](http://www.toshiba.com)). Prices run between \$2,000 and \$5,000.

### GLOBAL POSITIONING SATELLITE DEVICES

If you drive to your out-of-town appointments, you know what a hassle it is to find your way in a strange town. You can take some of the guesswork out of driving by using a global positioning satellite (GPS) device. These units use satellite technology to pinpoint your current location and to provide maps and directions to where you're going.

You can purchase both in-car and handheld GPS devices, ranging from \$200 to \$1,000. The most popular devices come from Garmin ([www.garmin.com](http://www.garmin.com)) and Magellan ([www.magellangps.com](http://www.magellangps.com)).

### NOISE-CANCELING HEADPHONES

Does the background noise during a long flight wear you out? You can cancel out that noise with a pair of noise-canceling headphones from Bose ([www.bose.com](http://www.bose.com)), NoiseBuster ([www.nct-active.com/noisebuster.htm](http://www.nct-active.com/noisebuster.htm)), Plane Quiet ([www.energumusa.com](http://www.energumusa.com)), or Sony ([www.sonystyle.com](http://www.sonystyle.com)). These devices function as normal headphones, but seal around your ears and electronically work to counteract engine hum and other cabin noise. Prices run from \$40 to \$300.

### PORTABLE DIGITAL AUDIO PLAYERS

What do you do on that long flight to your next meeting? Some travelers try to work; others try to sleep. Still others enjoy listening to their favorite tunes—for which you'll want a portable digital audio player.

Unlike a cassette or CD player, a digital audio player plays back computer files, in the popular MP3 and WMA formats. You can download these files from a number of Web sites, store them on your PC's hard disk, and then transfer your favorite songs to your portable player. Most players use flash memory technology to store thousands of files; just assemble a playlist, pop on your headphones, and get ready to groove!

Most major consumer electronics companies are now making portable digital audio players. Check at your local Best Buy or CompUSA for a selection of models.

If you have your laptop with you, you can also use it as a digital audio player. All you need is a set of headphones and the appropriate media player software, such as Windows Media Player ([www.microsoft.com/windows/windowsmedia/](http://www.microsoft.com/windows/windowsmedia/)) or MusicMatch Jukebox ([www.musicmatch.com](http://www.musicmatch.com)). The advantage of using your laptop as a music player is that it can also play your favorite CDs.

### PORTABLE DVD PLAYERS

The longer the flight, the more bored you get. How about passing the time by watching the latest movie?

This is easy enough to do if your laptop PC has a built-in DVD drive. Just pop in your favorite DVD, plug in your headphones, and hope that your batteries are charged up enough to last through the entire movie.

If your PC doesn't have a DVD drive (or if you travel sans PC), consider purchasing a portable DVD player. These battery-operated units come complete with a 7-10-inch widescreen LCD screen and can play an entire

movie on a single charge. Units run from \$400–\$600 and are available from Audiovox, Panasonic, RCA, Samsung, Sony, and Toshiba.

### PORTABLE VIDEO GAMES

Just because you're traveling on business doesn't mean that you can't have a little fun. As long as your boss isn't sitting nearby, feel free to carry your favorite portable video game device onboard. Just make sure that you turn down the sound so as not to annoy your fellow passengers. The most popular portable video game is Nintendo's Game Boy Advance, which runs under \$100.

Of course, you can also play games on your laptop PC. Just make sure that you load the games you want ahead of your trip—and that you can play the games with the laptop's touchpad.

## CONNECTING TO THE INTERNET

For most businesspeople, it's inconceivable to be out of touch from their email for more than a few hours. For that reason, it's important to line up remote Internet access whenever you travel. Fortunately, there are a number of ways to connect.

### CONNECTING IN THE HOTEL

Until recently, the only way to connect to the Internet in a hotel room was over a dial-up connection, typically using the data port located on the side of the room's telephone. (In older, pre-data port days, you actually had to disconnect the telephone to connect your modem; going even further back, some ancient road warriors had to take a screwdriver to the wall jack to make a connection!) Today, however, most business-class hotels offer some sort of high-speed Internet access, either wired or wireless.

### CONNECTING VIA MODEM

If you're stuck in a hotel without high-speed Internet access—or with a laptop that doesn't have an Ethernet connection or Wi-Fi connection—you still have to connect via the phone line. That means connecting a phone cord between your laptop's modem port and the telephone's data port and using your PC's modem to dial into your Internet service provider.

(Here's a tip—always carry your own phone cord with you because you won't find free ones lying about in your hotel room. If you can't dredge up a cord from the front desk, you can—in a pinch—disconnect the cord from the telephone handset to the base unit, and use it to connect your modem to the data port.)

For a modem connection to work, you have to configure your computer to dial the appropriate number to access an outside line (different in every hotel). You also have to tell your computer what area code you're dialing from, and whether you have to dial a "1" or an area code for local numbers.

And that's just the start of it. You also have to have a number to dial. That means, first of all, that you have to subscribe to an ISP that provides local telephone access or a toll-free nationwide access number. If your ISP is national (America Online, Earthlink, MSN, and the like), this shouldn't be a problem. If your ISP is local, however—if you get your access from your local phone or telephone company, for example—this may be a problem; most local ISPs don't provide numbers for you to dial into if you're out of town. Although you *could* dial long-distance into your local access number, this is costly. Better to plan ahead and open an account with a national ISP if you plan on doing a lot of connecting while on the road.

Assuming that your ISP provides a national network of access numbers, you have to find out what that access number is where you're staying. AOL and MSN make this easy; you just reconfigure the program's settings to create a new location for the city you're in and then the program dials an 800-number to find and load your local access numbers. With other ISPs, you may need to search for access numbers before you go on the road and input them manually when you arrive at your destination.

When you finally get connected, don't be surprised if your connection is a tad slow. The ultimate speed of a dial-up connection, although theoretically 56.6kbps, is impacted by the condition of the hotel's phone system and wiring. If you're in an older hotel, it's common to realize actual connection speeds of 24kbps or less. If this is the case where you're at, you'll want to limit your online session to just checking email and save the file uploading and downloading (and Web surfing) until you can find a faster connection.

### CONNECTING VIA A HIGH-SPEED WIRED CONNECTION

Fortunately for all tech-savvy business travelers, business-class hotels (and higher-end hotels, period) are equipping their rooms with high-speed broadband Internet connections. This type of connection is typically ten or more times faster than the fastest dial-up connection, which makes downloading even the biggest files a breeze.

In-room high-speed access is typically provided via an Ethernet network connection. Assuming that your PC has a built-in Ethernet port or add-in Ethernet card, all you have to do is connect an Ethernet cable (typically provided by the hotel, although it doesn't hurt to carry one of your own) between your PC and the Ethernet device in your room. Your PC should automatically recognize this new connection, just as the hotel's network should automatically recognize your PC.

Some hotels also let you connect to this service via your PC's USB port. This is a viable alternative if your PC doesn't have an Ethernet connection. (Ethernet is the preferred method of connection, if you have it.) Just connect a (typically supplied) USB cable between your PC's USB port and the room's USB device; your computer should automatically recognize the device and prompt you to install a device driver. You'll need to insert the installation CD (supplied by the hotel) to complete the installation.

To activate either Ethernet or USB high-speed Internet access, just launch your Web browser. You'll automatically be taken to the service's log-in screen; enter the appropriate information to create an account and start surfing. (Some services will automatically bill themselves to your hotel room; others require a credit card.)

When connected, you'll experience download speeds in the 500kbps range. (Your speeds will vary depending on how many other guests are connecting at the same time.) Some services also let you use your connection to print documents on the hotel's printer.

The biggest providers of high-speed in-room Internet access are STSN (📞 [www.stsn.com](http://www.stsn.com)), Passym (📞 [www.passym.com](http://www.passym.com)), and Wayport (📞 877.929.7678, 📞 [www.wayport.com](http://www.wayport.com)). The cost is typically around \$10 per night.

### CONNECTING VIA A WIRELESS CONNECTION

Some hotels are bypassing wired connections and moving right to wireless access, using the 802.11b Wi-Fi standard. Wi-Fi provides high-speed access to the Internet, at speeds similar to those from an Ethernet connection.

To utilize a wireless connection, your PC has to have a built-in or add-in Wi-Fi card. When you turn on your PC, it should automatically recognize the hotel's wireless network. You may be prompted to connect to this network, or you may need to launch your Web browser to make the connection. For example, to use the Embassy-Link (by Passym) wireless service offered by Embassy Suites, you have to purchase a username and password card (good for 24 hours' worth of access) from the front desk. When you go back to your room, turn on your laptop, and launch your Web browser, a welcome screen prompts you for the username and password from your card. Enter this information, and you're connected and ready to surf.

Hotel chains that currently offer Wi-Fi access include selected Crowne Plaza, Embassy Suite, Fairmont Hotel, Four Seasons, Marriott, and Starwood Hotel properties. Hilton is currently in the process of installing T-Mobile hotspots in nearly all its Hilton-branded hotels and resorts; Hilton's hotspots offer wireless service in hotel lobbies, lounges, restaurants, and other public areas. Marriott has rolled out Wi-Fi access (by STSN) at its 400 properties that already offer high-speed in-room connections. Marriott's wireless service, like Hilton's, is available in public areas and meeting rooms; rates run \$2.95 for 15 minutes and \$.25 for each additional minute.

The same companies that supply wired Internet access also supply wireless access; rates are also similar.

### CONNECTING VIA YOUR TV

Finally, some hotels offer Internet access through the room's television set, typically using the MSN TV (formerly WebTV) service. You can surf the Web and send and retrieve email directly from the TV screen, using the supplied remote control and remote wireless keyboard. Note, however, that you probably won't be able to use this service to access your company's email or private network; see the "Connecting to Email and Virtual Private Networks" section later in this chapter to learn how to utilize a Web-based email account while you're on the road.

### CONNECTING AT AN INTERNET CAFÉ OR KINKO'S

Another place to find an Internet connection when you're on the road is at an *Internet café* (sometimes called a *cybercafé*). These are establishments that, in addition to serving coffee and other beverages, rent the use of Internet-connected PCs, typically by the hour. Most Internet cafés also offer Ethernet-based Internet access; just connect your laptop to the supplied Ethernet cable to get high-speed access. Go to [www.netcafes.com](http://www.netcafes.com) or [www.cybercaptive.com](http://www.cybercaptive.com) to search for cybercafés anywhere in the world.

Know, however, that the business-oriented Internet café is much more popular in Europe and Asia than it is in the U.S. Domestically, many Internet cafés tend to cater to the youth crowd, offering PC rental primarily for multiplayer gaming. You can still use a game-oriented Internet café to connect to the Internet, but you might find the atmosphere less than conducive to getting your work done.

Instead, you might want to drop by the local Kinko's. Every Kinko's location offers both Internet-connected PCs for rental and high-speed Ethernet-based Internet connections for your laptop. Rates typically run about \$12 per hour; go to [www.kinkos.com](http://www.kinkos.com) to find a location near you.

Going forward, Kinko's is in the process of adding T-Mobile Wi-Fi service to all their stores. Read on to learn more about these wireless Internet hotspots.

## CONNECTING AT A WIRELESS HOTSPOT

Here's something to keep in mind about wireless Internet access. A typical Wi-Fi transmitter (called an *access point*) sends and receives radio frequency signals over a distance of 300 feet or so. This relatively wide coverage area makes Wi-Fi ideal for providing Internet access in public locations. These wireless locations, called *hotspots*, let anyone in the area connect to the underlying wireless network and from there to the Internet. So if you have a laptop equipped with a Wi-Fi card—and are in the general area—you're in.

Most wireless hotspots offer paid access, typically through a national service provider. When you enter the range of a hotspot, your computer's Wi-Fi card should automatically recognize and connect to the wireless network. Then, when you launch your Web browser, you're taken to a Web page where you're prompted to enter your username and password (if you're already a subscriber), or sign up for the service using your credit card. It's a surprisingly simple and normally trouble-free process; all you have to do is follow the onscreen instructions.

The largest providers of commercial wireless hotspots are T-Mobile ([www.t-mobile.com/hotspot/](http://www.t-mobile.com/hotspot/)) and Boingo ([www.boingo.com](http://www.boingo.com)). Service is typically available on a pay-as-you-go (\$.10 per minute) or monthly subscription (\$30 per month) basis.

These companies provide wireless hotspots in a variety of different establishments across the country. For example, T-Mobile provides services in more than 2,100 Starbucks locations, as well as in 400 Borders Books & Music stores; it also plans to add hotspots to some 1,100 Kinko's stores, starting in late 2003.

Also entering the fray is McDonald's, which is testing hotspots in their restaurants in New York, Chicago, and other major cities. The big Mac deal will offer one hour of free access when you purchase a combo meal.

Other providers—including AT&T, Ericsson, Nextel, Sprint, Toshiba (partnered with Accenture), and Verizon—plan to roll out their own wireless hotspots over the coming months. Some experts expect there to be more than 10,000 hotspots in the U.S. by the beginning of 2004.

In some cities, you may be able to find free wireless hotspots. Many independent businesses, such as coffeehouses, are providing free Wi-Fi connections as a service to their customers. In addition, some individuals in major cities offer their Wi-Fi networks for use to anyone in the vicinity. (For example, the group NYCWireless claims to have more than a thousand members providing free hotspots in the New York City area.) In some areas, free hotspots are marked on the sides of buildings with paint or chalk—a process known as “war chalking.”

To log on to a free wireless hotspot, all you have to do is power on your computer and let your Wi-Fi card locate any available networks. If it's a free network, you should be able to log on to the Internet just by launching your browser or email program.

So where can you find a wireless hotspot? Aside from the commercial locations listed here, you can go on the Web to search for hotspots near your current location. The best lists of Wi-Fi hotspots can be found at [www.80211hotspots.com](http://www.80211hotspots.com) and [www.wi-fizone.org](http://www.wi-fizone.org).

## CONNECTING IN THE AIRPORT

The earlier you get to the airport, the more free time you have on your hands. What better way to spend that time than connecting to the Internet to check your email and surf the Web?

The largest airports offer a variety of ways for you to get your Internet fix while in the terminal. The most convenient are public wireless hotspots, available at some airline gates. For example, AirTran offers hotspots by Airpath Wireless (🌐[www.airpathwireless.com](http://www.airpathwireless.com)) at its gates. Other airlines—such as American, Delta, and United—provide wireless hotspots (typically powered by T-Mobile), but only within the confines of their airport lounge clubs. Because Wi-Fi zones are not troubled by doors and walls, often you can grab a seat near a club with Wi-Fi access and log in.

Airports are also beginning to offer Wi-Fi access in public areas; Wayport is the most common service provider. Airports with Wi-Fi include

- Albany International Airport
- Austin-Bergstrom International Airport—All terminals and gates (Wayport)
- Dallas-Fort Worth International Airport—Throughout all terminals and gates (Wayport)
- LaGuardia International Airport—Throughout the Central Terminal Building (Wayport)
- Minneapolis–St. Paul International Airport—Gates C1–C12; Concourses D, E, F & G; all airline lounges; Northstar Crossing Concessions Area and Food Court; Grieve Conference Center (Wayport)
- Orlando International Airport—Scheduled for 2004
- San Francisco International Airport (T-mobile)
- San Jose International Airport—All terminals and gates (Wayport)
- Seattle-Tacoma International Airport—All terminals and gates (Wayport)
- Oakland International Airport—Terminal 1: Gate 8 to Gate 17; Terminal 2: Gate 20 to Gate 23 (Wayport)

You can also find wired Internet access at a variety of airport locations, including business centers, Neptune Networks stores, and freestanding kiosks. Neptune Networks (🌐[www.neptunenetworks.com](http://www.neptunenetworks.com)) offers rental PCs and kiosks that provide high-speed Internet access for \$.25 per minute, with a 3-minute minimum; locations are in many major airports. Laptop Lane, a division of Wayport (🌐[www.wayport.com](http://www.wayport.com)), offers private workstations with high-speed access at more than 15 airport locations.

## CONNECTING IN THE AIR

As detailed in Chapter 3, “Air Travel,” some airlines are introducing Internet and email service during their flights, with connections made via satellite.

Verizon’s JetConnect service is being added to selected planes that also offer Verizon’s Airfone service. This isn’t really a full Internet connection, instead offering a limited menu of instant messaging, one-way text messaging, news, and games for \$5.99 per flight. A companion service, JetConnect with Email, adds the capability to send and receive email (including attachments) at transmission speeds of 9.6Kbps. The cost for this not-too-speedy but useful service is \$15.98 per flight, plus \$.10/kilobyte for messages sent or received that are longer than 2 kilobytes of data.

More robust is the Connexion service being offered on some British Airways, Japan Airlines, Lufthansa, and SAS international flights. For \$30 per flight you get full Internet connectivity with 5Mbps download and 128Kbps upload speeds.

Expect more and varied in-flight Internet service to become available on domestic flights over the next few years.

## CONNECTING VIA YOUR CELL PHONE

Many cell phone providers offer Internet and data services to their subscribers. With the proper subscription plan, you can use your cell phone to connect to the Internet, check your email, and surf special wireless-capable Web sites.

Most providers charge extra for this Internet/data service, in the form of a higher monthly fee, by charging extra for “data minutes,” or by charging by the number of bytes you upload or download. You’ll also need a phone that is Internet-capable, preferably with a large color display.

Note that connecting in this fashion is typically slow, as discussed in the next section.

## CONNECTING VIA A WIRELESS MODEM

If you subscribe to an Internet/data cell phone plan, you can also use your laptop or PDA to connect to this service. The most convenient way to do this is with a wireless modem card, which you insert into your device. You then use the wireless modem to dial into your cell phone data service and then access the Internet with your normal Web browser and email program.

You’ll need to purchase a wireless modem card designed for your specific cellular network. That means, in most cases, purchasing the card directly from your cellular service provider. Know in advance that they’re pricey, running anywhere from \$200 to \$350.

If you don’t have a wireless modem, you can still access this service by connecting your computer or PDA to your cell phone, via a data cable. (You’ll probably have to purchase this cable separately from your cell phone service provider.) You then use your cell phone as a wireless modem, with your PC/PDA dialing your phone to connect to the service.

To do this, you’ll first have to configure your computer to recognize your cell phone as a wireless modem. You do this by connecting your phone to your PC (using the data cable, typically connected to your PC’s serial or USB port) and then running the installation software supplied by your cell phone provider. After the cell phone/modem is installed, you’ll have to configure your Internet connection program (including AOL or MSN) to use this new modem, as opposed to your laptop’s normal modem, to connect to the Internet.

Because this process is far from trouble-free, always make sure that it works before you leave on your trip. It’s easier to troubleshoot problems in the cozy confines of your own home or office than in a hotel room thousands of miles away from any technical support.

Also note that most older services connect at just 14.4Kbps, which is one-fourth the speed of a typical dial-up connection. Newer third-generation (3G) services, such as Verizon’s Express Network and Sprint’s PCS Vision, promise faster (up to 100Kbps or so) connections, although they’re still far from broadband speed. For this reason, use this type of wireless connection only for email and other low-bandwidth applications.

## CONNECTING VIA BLACKBERRY

Many corporate businesspeople swear by their BlackBerry devices. The BlackBerry ([www.blackberry.com](http://www.blackberry.com)) is a pagerlike device that lets you send and receive email messages via a small keypad. Service is typically sold on a corporate basis, so if your company is a BlackBerry customer, this is definitely an option for you.

## CONNECTING TO EMAIL AND VIRTUAL PRIVATE NETWORKS

Grabbing your email when you're on the road should be a simple matter—and it can be, if you prepare in advance.

The first thing you need to do is configure the email program on your laptop with the Internet addresses of your ISP's or company's incoming and outgoing email servers. You can obtain this information directly from your ISP or company tech support department, or just look in the options or setup dialog box of your home or office email program. Also make sure that you enter your username and password, if applicable.

Note, however, that although you might be able to access your normal email inbox, you may have trouble sending email from a remote location. That's because many companies (and some ISPs) block access to their outgoing mail servers from users connecting from outside their networks. (It's a security matter.) A good workaround is to open a free Web-based email account at Hotmail ([www.hotmail.com](http://www.hotmail.com)) or Yahoo! Mail ([mail.yahoo.com](http://mail.yahoo.com)) and configure your email program to use that service's outgoing server for all your outbound messages.

You may not need to go to that trouble, however, if your ISP offers its own Web-based email service. If available, this service lets you use your Web browser (*not* your normal email program) to access your email inbox and send outgoing messages. Check with your ISP to see whether this service is available.

You can also use Hotmail or Yahoo! Mail for all your on-the-road messaging. This is a particularly good option if you're not technically astute because you don't have to do any configuring at all. Just use your Web browser—from any location, even from a borrowed or rented PC—to access the Hotmail or Yahoo! Mail Web site and then read and write email to your heart's content. You can even, with a little work, configure Hotmail and Yahoo! Mail to retrieve messages from your normal email account while you're on the road.

Some hotel-based Internet services (such as STSN) work around this problem by automatically routing your outbound email through their own outgoing mail servers. You don't have to reconfigure anything; any messages you send from your PC are routed to the service's mail server and sent from there over the Internet. Incoming messages still arrive through your normal mail server.

Note that similar issues apply if you're trying to connect to your company's internal network or virtual private network (VPN) through a hotel or wireless network. For security reasons, some VPNs may not allow access from the Internet outside their network; you may be required to use a dial-up connection, instead. Consult with your company's technical support staff for specific instructions.

### INTERNET SECURITY ON THE ROAD

Just a quick word about the security of on-the-road Internet connections. Most commercial service providers incorporate some form of firewall to protect their network (and your computer) from outside attack. However, protection against computer viruses is still your responsibility, so you should have some sort of antivirus program installed on your laptop computer; the two most popular are Norton AntiVirus ([www.symantec.com](http://www.symantec.com)) and McAfee VirusScan ([www.mcafee.com](http://www.mcafee.com)).

You should also take extra care when connecting to the Internet in a public place. It's not that public Internet connections are inherently less secure (they're not); rather, it's all the people around you that you have to worry about. You don't want someone looking over your shoulder while you're entering a password

or providing your credit card information. For that reason, it's recommended that you *not* do online shopping while in public.

## SENDING AND RECEIVING FAXES

Although most business correspondence today flows via email, there is still the occasional need to transmit documents via fax. The problem is, how do you send or receive a fax while you're on the road?

Probably the simplest solution is to let your hotel do it for you. All business-oriented hotels have fax machines at the front desk; you can use this machine to send and receive your faxes. Some higher-end hotels even put fax machines in your room, which is a more secure solution if you don't want hotel personnel perusing your personal faxes. Fax service is also available at most hotel and airport business centers, and at all Kinko's locations nationwide.

You can also use your laptop PC to send and receive faxes, as long as you have the proper software installed. Install a copy of Symantec's WinFax Pro ([www.symantec.com](http://www.symantec.com)) or similar software, connect your PC to a phone line, and send faxes directly from the fax program or your word processing software. You can also use these programs to receive incoming faxes, which you can then read onscreen—assuming that your room has a direct-dial number, that is; if incoming calls have to go through the hotel's desk, you're out of luck.

Perhaps a better solution is to use an Internet-based fax service. These services let you send faxes through email; some even let you receive faxes, also via email. Fees are based on a monthly subscription or the number of pages faxed. These services include eFax ([www.efax.com](http://www.efax.com)) and Faxaway ([www.faxaway.com](http://www.faxaway.com)).

## MOBILE DEVICES AND AIRPORT SECURITY

With today's heightened security, traveling with a briefcase full of electronic devices has become somewhat problematic—this in spite of the fact that more road warriors are traveling with such devices. Here are some tips on making sure that you and your gadgets get through airport security with a minimum of fuss:

- Make sure that your laptop is fully charged because you may be asked to turn it on for the security screener. You'll waste a lot of time if you have to yank out a power cord and search for an AC outlet at the security checkpoint.
- That said, most screeners these days don't ask you to demonstrate that your laptop really works. In most cases, all you'll have to do is remove the laptop from your briefcase and run it through the X-ray machine separately.
- Make sure that you pack your electronic devices where you can get to them quickly. Don't keep other passengers waiting while you dig through the deep dark confines of a carry-on bag for your cell phone or PDA.

## AIR TRAVEL

### MAKING YOUR FLIGHT RESERVATION

As with all types of travel reservations, you can book your flights directly (with the airline), through a qualified travel agency, or via an Internet travel site. Most airlines today issue electronic tickets by default; you pick up your physical boarding pass when you check in at the airport.

Carefully consider the location and time span between connecting flights, and make sure that you allow yourself enough time to get from one gate to another—especially if the first flight has a poor on-time arrival record, or if you're traveling during a bad-weather season. (Snowstorms tend to disrupt northern schedules during the winter, whereas thunderstorms wreak havoc with all airports during the summer months.) Another useful tactic is to insist on a seat at the front of the plane if you have a connecting flight.

Also consider using secondary airports rather than busy major airports. (For example, Long Beach and Burbank are both secondary airports to Los Angeles International; Midway is a viable alternative to Chicago O'Hare.) These secondary airports frequently offer lower-priced fares—and are often easier to navigate.

### PERFORMANCE STATISTICS

For every six flights you take, one will arrive late. That's the unfortunate fact of air travel today, with flight delays caused by a variety of factors—weather, aircraft problems, runway closures, and even the air traffic control system itself.

Before you book a flight, it's useful to check the flight's on-time performance. This information is available through your travel agent, is offered on many online sites, and can also be found at the Web site for the Bureau of Transportation Statistics ([www.bts.gov/](http://www.bts.gov/)). Look for Airline On-Time statistics on the home page. Here you can drop in your flight number, pick a period of time (the most recent month or year), and find out how often that flight was late and the average number of minutes it was late. Another bit of useful information is the on-time arrival and departure statistic of a particular airport, by time of day. You can find this information in the Air Travel Consumer Report, Table 3. (<http://airconsumer.ost.gov>). No matter which airport you look at, you'll find that on-time performance declines as the day wears on; the later the flight is, the more likely it is to be delayed, due to the "ripple" effect of delays throughout the system. If arriving on time is important to you, pick the earliest flight possible.

## CONSUMER SERVICE, SAFETY, AND SECURITY

With the enormous role service, safety, and security play in everyday air travel, it's worth taking a few words to describe the government organizations responsible for these issues.

The **Department of Transportation**, or DOT ([www.dot.gov](http://www.dot.gov)), is the department of the U.S. government that coordinates and institutes national transportation programs. The DOT oversees consumer service issues, such as denied boarding, lost baggage, overbooking, and ticketing; it also compiles on-time performance statistics.

This information is issued in the *Air Travel Consumer Report* ([airconsumer.ost.dot.gov/](http://airconsumer.ost.dot.gov/)), published by the DOT. This monthly online report presents statistics on flight delays by airline, time of day, and airport; mishandled baggage by airline; oversales by airline; and consumer complaints. Just remember that an airline's overall statistical record in any particular month may be more a factor of the airports and parts of the country it flies to than the actual performance of the airline.

You can also contact the DOT's Aviation Consumer Protection Division to register your concerns about airline service. To record your comments, call ☎ 202.366.2220, or send an email to ✉ [airconsumer@ost.dot.gov](mailto:airconsumer@ost.dot.gov).

The **Federal Aviation Administration**, or FAA ([www.faa.gov](http://www.faa.gov)) falls under the leadership of the DOT. The primary mission of the FAA is to oversee the safety of civil aviation; this includes the issuance and enforcement of regulations and standards related to aircraft.

On November 19, 2001, President Bush signed into law the Aviation and Transportation Security Act (ATSA), which, among other things, established a new **Transportation Security Administration**, or TSA ([www.tsa.gov](http://www.tsa.gov)). The TSA is the federal agency charged with providing security for the nation's transportation system and is under the new Department of Homeland Security. If you have a question or complaint about airline security, you can call the TSA's Consumer Response Center at ☎ 866.289.9673.

Determining which agency does what is a little confusing because they tend to overlap somewhat. For example, the FAA is responsible for the rule that says you are allowed only one carry-on and a personal item, whereas the TSA says that you can't pack your pocket knife in that one bag allowed by the FAA. When in doubt, remember that DOT = service, FAA = safety, and TSA = security.

Finally, if you're worried about the financial security of your airline (and, in these days of tottering elephants, who isn't?), the Aviation and Transportation Security Act provides a safety net for passengers flying on "financially challenged" airlines. It does this by mandating that airlines flying the same routes of an airline that has ceased operations have to transport passengers holding tickets on the defunct airline, on a standby basis. Passengers have 60 days after operations have ceased to make alternative air travel plans; the new airline may charge up to a \$25 fee for this service.

## AIR FARES, CLASSES OF SERVICE, AND TICKETING RULES

Trying to understand all the different fares offered by the nation's airlines is a daunting task. That's because the major carriers have created fare schedules every bit as complex as the federal tax code. So many different fares are available it's unlikely that any two passengers on a given flight will pay the same price for their tickets.

### FARES

Airlines determine fare pricing based on a number of factors, such as the number of seats in each fare category, reservation time periods, competitor pricing on similar flights, and the type of consumers using a particular flight. Computer-assisted revenue management systems are used to examine historical demand to establish the number of seats made available for sale at various fares. Analysts then monitor each flight to adjust seat allocations and fares accordingly.

That said, there are really only four types of fares—although these fares are constantly being adjusted by the airlines' revenue management systems. These fare types include

- **Unrestricted**—These fares have no or limited restrictions on getting refunds on cancelled flights or making changes to your original itinerary. Because they allow the greatest flexibility (and sometimes offer other perks), these are the highest priced fares on any given flight and the benchmark from which other fares are discounted. They are often referred to as “walk-up” fares.
- **Restricted**—These fares have advance purchase requirements, restrictions on the use of the ticket, and penalties for changes to the original ticket. Because they limit your travel and reservation options and impose penalties for change, these tickets are sold at a discount to unrestricted fares on the same flight. Discount fares typically have advance purchase requirements of 3, 7, 14, or 21 days; Saturday night stay requirements; and minimum or maximum stay restrictions. (See page 30 for a list of change fees charged by the airlines.)
- **Capacity controlled**—These fares, offered by discount carriers, such as ATA and Frontier, are created when an airline sets aside a limited number of seats at a specific price. So, although you may not have to purchase the ticket a set number of days in advance, the fare might not be available if you wait too long to make your purchase. This is also a common practice used to book flights using frequent flyer miles.
- **Internet-only**—These are discounted restricted fares only available for purchase from the airline's Web site. To encourage you to book directly with them online, airlines may promise that their lowest fares are available only on their Web sites.

Just because you purchase a ticket well in advance does not guarantee you the lowest price; airlines often lower their fares midstream. This is why the DOT's Aviation Consumer Protection Division recommends that you keep checking your fare after you buy your ticket. If your fare goes down, the airline may refund the difference—but only if you ask.

A new trend in the industry is to announce new lower unrestricted fares—a way of reducing prices for business travelers without changing the underlying fare schedule. Airlines are also introducing lower one-way “walk-up” fares, for tickets purchased on the day of the flight. Overall, the general consensus is that given the growth of low-fare carriers, fares for business travelers are getting lower.

For information on monthly airfares charged by the major U.S. airlines, view the Monthly Airfare Report on the ATA's Customers First Web site ([www.customers-first.org](http://www.customers-first.org)).

## CLASSES OF SERVICE

There are four fare classes of service—first, business, economy plus, and economy/coach. Most of the major carriers offer at least two classes of service on their flights. Low-fare and regional carriers may only sell coach class. Some low-fare carriers, such as AirTran, only sell one-way tickets, which is important to keep in mind if you are booking your flight online.

## RIGHTS, RULES, AND PROMISES

When you purchase an airline ticket you are agreeing to the airline's Conditions of Carriage. This is a legally binding document that details the services the airline is required to offer and the rules to which you are required to adhere. This detailed and complicated document covers everything from ticket validity, baggage, wait lists, flight delays and cancellations, refunds, and rerouting. You will find it on the inside cover of your ticket jacket.

The Aviation Consumer Protection Division ([airconsumer.ost.dot.gov](http://airconsumer.ost.dot.gov)) is the government organization responsible for receiving consumer complaints. This organization does a good job of simplifying air travel rights in its publication, *Flight-Rights, A Consumers Guide to Air Travel*. This document is available on their web site

In September 1999, the 14 largest U.S. airlines—all members of the Air Transport Association—released customer service plans that describe new customer service “commitments.” The prototype plan has 11 points describing the practices airlines promise, but are not legally obligated, to follow. You can find this document at the ATA's Customers First Web site ([www.customers-first.org](http://www.customers-first.org)).

Each airline has its own version of this document. The following summarizes some key points common to these plans:

- Allow customers 24 hours from initial reservation to change travel plans without penalty.
- Offer the lowest fare for which the customer is eligible.
- Provide food, water, restrooms, and medical treatment for passengers on board a grounded aircraft.
- Disclose to passengers on request whether a flight is overbooked.
- Give accurate and timely information on flight delays and cancellations.
- Provide on-time baggage delivery.
- Provide information and policies about oversold flights.

## TICKET VALIDITY

In general, your ticket is valid for travel only when used in accordance with all terms and conditions of sale outlined in the Conditions of Carriage. Your ticket is invalid if any of the following conditions apply:

- The ticket is used for travel to a destination other than that specified on the ticket.
- You fail to comply with applicable stay-over requirements.
- You do not meet the purpose or status requirement associated with the fare category on the ticket.
- The airline determines that the ticket has been purchased or used in a manner designed to circumvent applicable fare rules.

Many travelers, however, have figured out how to purchase restricted tickets but avoid the restrictions. So airlines specifically prohibit the following practices:

- **Back-to-back ticketing**—The combination of two or more round-trip restricted fares end-to-end for the purpose of circumventing minimum stay requirements.
- **Throwaway ticketing**—The use of a round-trip excursion fare for one-way travel.
- **Hidden city/point beyond ticketing**—The purchase of a fare from a point before the passenger's actual origin or to a point beyond the passenger's actual destination.

If you break the rules, the airline has the right to do any or all of the following:

- Cancel any remaining portion of the itinerary.
- Confiscate unused flight coupons.
- Refuse to let you board or check your luggage.
- Charge you for the remaining value of the ticket, which is no less than the difference between the fare actually paid and the lowest fare applicable to your actual itinerary.

## OVERBOOKING AND GETTING BUMPED

Airlines routinely overbook their flights—that is, they sell more seats than are actually available. They do this because people typically do not cancel their reservations when they change their travel plans; if the airlines didn't overbook, they'd have a lot of empty (and unpaid) seats on all their flights.

Fortunately, it all works out—most of the time. The airline overbooks a percentage of the available seats, and a similar percentage of passengers are no-shows. More often than not, everybody who shows up gets a seat.

In those rare instances where the flight actually has more real passengers than seats, the airline will ask for volunteers who are willing to give up their seats in exchange for compensation—typically a coupon for free travel and a seat on a later flight. This practice is known as *voluntary denied boarding*. If there are not enough volunteers, airlines will deny boarding to selected passengers. This practice is known as *involuntary denied boarding* and is likely to make you irate if you're one of the involuntaries. Overall, less than 1% of passengers are denied boarding, either voluntarily or involuntarily.

If you are considering giving up your seat on an overbooked flight, keep these points in mind:

- If there aren't enough volunteers, you can try to negotiate for a better deal.
- Before you give up your original seat, ask for a confirmed seat on the next flight.
- Ask about any restrictions on your free ticket.
- Ask what the airline will do for you while you wait for the next flight—you can sometimes get the carrier to pay for a meal or hotel room.

In 2002, fewer than 1 in 10,000 passengers were involuntarily denied boarding. These unlucky souls were typically chosen because they were the last to check in or didn't have a seat assignment. In this situation, airlines will also give preference to frequent flyers and passengers flying under a higher fare class.

Know, however, that each airline has its own policy. For example, American Airlines states: "We will usually deny boarding based upon check-in time, but we may also consider factors such as severe hardships, fare paid, and status within the AAdvantage program." Southwest Airlines states: "Carrier shall deny boarding in reverse order from the order in which passengers checked in at the gate, with no preference given to any particular person or category of passenger."

If you get bumped you are entitled to an on-the-spot payment of denied boarding compensation. The amount depends on the price of your ticket and the length of the delay, as follows:

- If the airline arranges substitute transportation that is scheduled to arrive at your destination 1 to 2 hours after your original arrival time (1 to 4 hours on international flights), the airline must pay you an amount equal to your one-way fare to your final destination, with a \$200 maximum.
- If the substitute transportation is scheduled to get you to your destination more than 2 hours later (4 hours internationally), or if the airline does not make any substitute travel arrangements for you, the compensation doubles to 200% of your fare, \$400 maximum.
- You always get to keep your original ticket and use it on another flight. If you choose to make your own arrangements (on another airline, let's say), you can request an "involuntary refund" for the ticket for the flight you were bumped from. The denied boarding compensation is essentially a payment for your inconvenience.

Conditions and exceptions to the preceding are as follows:

- To be eligible for compensation, you must have a confirmed reservation.
- You must meet the airline's deadline for buying your ticket and check-in deadline. (See page 34.)
- No compensation is due if the airline arranges substitute transportation that is scheduled to arrive at your destination within 1 hour of your originally scheduled arrival time.
- If the airline must substitute a smaller plane for the one it originally planned to use, the carrier isn't required to pay people who are bumped as a result.
- The rules do not apply to charter flights, or to scheduled flights operated with planes that hold 60 or fewer passengers.

## DELAYS AND CANCELLATIONS

Contrary to what you might think, the odds of having your flight cancelled are fairly low. For the most part, just 1% to 2% of all flights are cancelled in any given month.

It is important to remember that airlines don't guarantee their schedules. Unlike the practice of involuntary denied boarding, there is no federal requirement for policies regarding delayed and cancelled flights. Instead, each airline has its own policy.

For major carriers, the typical policy states that if your flight cancellation/delay was *not* due to weather, terrorism, labor disputes, or other "force majeure" events (in other words, something the airline could not control), the airline must confirm you on the next flight to your destination at no additional cost—or refund your ticket, even if it is nonrefundable. In

practice, most airlines will book you on another carrier's flight and provide overnight accommodations if you can't get to your final destination on the expected arrival day. If you are delayed, ask the airline staff if they will pay for meals or a phone call.

For more information, the Department of Transportation publishes an article on "Defensive Flying Tips" at its Aviation Consumer Protection Division Web site ([airconsumer.dot.gov](http://airconsumer.dot.gov)).

## CHANGING YOUR TICKET

If you purchased an unrestricted, refundable fare and need to change your flight, you are good to go. However, if you've opted to buy a restricted ticket and want to change your reservation, fly standby on an earlier flight, or upgrade to a higher fare class, remember that fees for reservation changes, same-day standby, and upgrades will probably apply—and that these fees and policies vary by airline.

### CANCELLATION/CHANGE FEES

Airlines charge a fee—called a *change fee*—if you want to change your restricted-fare itinerary. These change fees are in addition to any difference between the cost of the original ticket and the cost of the new fare. Change fees can be as low as zero or as high as \$100, as shown in the following table:

Airline	Change Fee	Airline	Change Fee
AirTran	\$50	JetBlue Airways	\$25
Alaska	\$50	Midwest Airlines	\$100
America West	\$100	Northwest	\$100
American Airlines	\$100	Song	\$25
ATA	\$50	Southwest	\$0
Continental	\$100	Spirit	\$75
Delta	\$100	United	\$100
Frontier Airlines	\$100	US Airways	\$100
Horizon Air	\$50		

### SAME-DAY STANDBY

Policies for flying same-day standby (taking an earlier or later flight on the same day as your original reservation) vary by airline and fare. If you think you might want to fly on a different flight on the same day, call the airline and tell them you are thinking of flying standby. They can examine the flight's load factor and give you a fairly good idea of your chances of getting a seat.

Because most airlines allow you to fly standby at no additional cost, the advantage of flying standby instead of changing your reservation is that if you have purchased a restricted fare you can avoid the change fee—and any applicable fare increase. However, there are exceptions. If you are holding a *flight-specific fare* ticket, you may be prohibited from flying standby, even if there is space available. Delta charges a \$25 fee to fly standby, but you get a confirmed seat. (And, yes, a confirmed standby seat is an oxymoron.) US Airways requires you to purchase a \$25 standby coupon, whereas Southwest Airlines requires you to upgrade to the unrestricted fare.

### UPGRADING

Upgrades are coupons that allow you to move from a lower class of service (such as coach) to a higher class of service (business or first class), if there are available seats. Many people upgrade because using a coupon is cheaper than purchasing a confirmed business or first class ticket; the caveat is that you are not guaranteed seat availability.

There are typically three ways to upgrade your class of service: purchase an upgrade, qualify for a free upgrade, or use frequent flyer miles to upgrade. The fees and rules for upgrading vary by airline and can be complicated. (As a testimony to this complexity, Matthew Bennett publishes a Web site—[www.firstclassflyer.com](http://www.firstclassflyer.com)—that offers tips and strategies for upgrading.)

Most airlines do not allow upgrades on discounted fares. They tend to allocate upgrades based on your fare and status in their frequent flyer program; elite members are placed first in line for available seats. In addition, most airlines limit the time periods in which you can either pay cash or use your miles to upgrade. For example, American Airlines allows Executive Platinum members to request upgrades 100 hours before a flight, whereas Gold-level members have to wait until 24 hours before the flight.

When it comes to receiving free upgrades, these are most often reserved for elite-level frequent flyers. One notable exception is Northwest's ConnectFirst fare, which gives free upgrades to passengers flying full-fare coach tickets, if seats are available.

If you want to use your frequent flyer miles to purchase an upgrade, your fare will likely determine how many miles you need. For example, US Airways requires 10,000 miles to upgrade from a full-fare ticket—but 20,000 to upgrade from a restricted fare. Continental Airlines only allows elite-level members and those using frequent flyer miles to upgrade.

The following table summarizes the fees airlines charge for domestic upgrades. ("Not applicable" means that the airline only offers one class of service—that is, there's nothing to upgrade to.)

Airline	Fees for Domestic Upgrades
AirTran	\$35 over the full one-way coach fare for most nonstop flights, or \$70 over the full one-way fare for connecting flights
Alaska	\$50 for each 1,250-mile segment
America West	\$50 for each 500-mile segment
American	\$40 for each 500-mile segment
ATA	Not applicable
Continental	Does not sell upgrades
Delta Air Lines	\$50 for each 500-mile segment, or \$160 for four 500-mile segments
Frontier Airlines	Not applicable
Horizon Air	\$50 for each 1,250-mile segment
JetBlue Airways	Not applicable
Midwest Airlines	Not applicable
Northwest	\$50 for each 500-mile segment
Song	Not applicable
Southwest	Not applicable
Spirit	\$40 per segment
United	\$325 for four 500-mile segments
US Airways	\$50 for each 500-mile segment

## BEFORE YOU HEAD TO THE AIRPORT

After you've made your reservations, it's time to start preparing for the flight itself. What used to be a quick and easy check-in procedure has evolved into a long and involved trial; fortunately, there are some things you can do to minimize the inevitable annoyances of the post-9/11 era airport check-in.

## PACKING AND DRESSING FOR AIRLINE SECURITY

The first step in minimizing check-in hassle is knowing how to pack. Not in terms of cramming as much stuff as possible into a smallish bag, but rather in managing your possessions to best navigate the airport's multiple security checkpoints.

Your goals for packing—and dressing—for airline security are to get through the security checkpoints as quickly as possible. You do this by avoiding having your baggage and body searched, and avoiding having your possessions confiscated or disturbed.

In Appendix A you'll find the Travel Security Administration's list of items permitted and prohibited in air travel. Common sense would dictate that items such as weapons, explosives, and incendiaries are prohibited in as carry-on luggage. However, there are seemingly harmless items considered by the TSA as "dual use" items—that is, items that could be used as weapons, such as Swiss Army knives, metal scissors, strike-anywhere matches, and straight shaving razors. You can pack these items in your checked baggage, but not in your carry-on.

If you have concerns about an item, your best bet is to place it in your checked baggage or get authorization from the airline. If the item is confiscated at the security checkpoint, you won't get it back—and you could be criminally and/or civilly prosecuted. In some airports, Paradies Shops and the TSA are offering a shipping service to travelers who may find themselves with a banned item such as a pocket knife. Just step out of line and bring your item to a pre-security store. They will mail your item to you for \$5. You also get a receipt that lets you return to the front of the line.

### TIPS FOR CARRY-ON BAGGAGE

Here are some tips on what you should and shouldn't pack in your carry-on bags:

- Remove all prohibited items—such as pocket knives, scissors, and tools—from your carry-on baggage.
- Screen your bags before you travel; you may have forgotten a pocket knife or similar item stuck in the back flap six months ago.
- Do not carry on wrapped gifts; the security screeners will have to unwrap them to examine them.
- Bring the right size carry-on bag. The FAA mandates that passengers are restricted to one item of carry-on baggage that does not exceed 10×16×24 inches (45 linear inches), plus one smaller personal-type item (for example, purse, briefcase, laptop computer case). Many airlines add a weight limit of 45 pounds.

### TIPS FOR DRESSING FOR A DATE WITH A METAL DETECTOR

For the most part, items with a small amount of metal—such as rings and bras—will not set off the X-ray machine. However, some machines are more sensitive than others. Consult the following tips to make sure that you pass through without setting off the alarm.

- Remove all jewelry and barrettes.
- Don't wear shoes with steel tips, heels, or shanks.
- Leave metal buttons, snaps, studs, and underwire bras at home.
- Choose watches and belt buckles with a minimal amount of metal.
- Remove any questionable items before you hit the metal detector, and place them in your carry-on luggage.

### TIPS FOR PACKING CHECKED BAGGAGE

As of January 1, 2003, the TSA began screening 100% of checked baggage at all 429 commercial airports across the United States. Most bags are inspected by machine, although any bag may be chosen for hand inspection.

Keep these tips in mind when packing your big bags:

- Don't lock your bag.
- Avoid creating dense areas in your baggage.
- Don't pack food and beverages inside a checked bag.
- Spread books out; don't stack them.

- Pack in a way that a busy screener can close your bag easily. (That also means that you shouldn't overstuff your bag; the screener has to get it closed again after the manual check is completed.)
- Don't pack what you don't want seen.
- If you don't want it touched, put it in a plastic bag.
- Don't pack wrapped gifts; the screeners will just unwrap them for you.
- Pack shoes, boots, sneakers, and other footwear on top of other contents in your luggage.

### OTHER PACKING TIPS

More tips for efficient packing:

- X-rays from *checked* baggage airport scanners will damage unprocessed film. Do not put single-use cameras, rolls of film, or cameras with film still in them in your checked baggage. Conversely, digital camera images or processed film will not be damaged by checked baggage scanners.
- The X-ray equipment used to inspect *carry-on* baggage will not damage film—so you should carry on all your film. However, if you are going to travel through more than five security checkpoints in a row, request a hand search; the cumulative effect of these low-level x-rays *will* damage your film. The FAA allows for hand search of photographic film and equipment.
- The Department of Transportation limits liability claims to \$2,500 per passenger (maximum) for lost or damaged checked baggage. This does not include jewelry, cash, and equipment.
- It is not a good idea to pack your laptop in your checked bags—and certain airlines restrict your doing so. Always carry on your laptop and PDA devices.
- Less is better. If you bring too many bags or overweight/size bags, you could be hit with steep fees. Most problematic are shoes; try to bring one pair that can multitask.

### CHECKING YOUR FLIGHT STATUS

It's always good to know if your flight will be leaving or arriving late—or even early. Unfortunately, there are no hard-and-fast rules as to how far in advance you should check this information. Fortunately, there are several Internet-based options for checking the status of a flight.

Arrival and departure status is typically available at the airline's Web site, the airport's Web site, and the online travel sites (Expedia, Travelocity, and so on). Each Web site has different features and informational elements; some even offer gate location and wireless and email flight status notification.

The following table lists some of the less-obvious Web sites that provide flight status information.

 Web Site	Description
<a href="http://www.fly.faa.gov">www.fly.faa.gov</a>	This site shows real-time airport status and lets you know if your airport (not specific flights) is experiencing delay.
<a href="http://www.flightview.com">www.flightview.com</a>	This site tells you exactly when a specific flight is expected to depart (or has departed), as well as the flight's estimated arrival, based on its real-time status. Even better, this site provides a graphical depiction of the plane's location in the air.
<a href="http://www.flightarrivals.com">www.flightarrivals.com</a>	This site tells you exactly when a specific flight is expected to depart (or has departed), as well as its estimated arrival based on its real-time status.
<a href="http://www.flightstatus.com">www.flightstatus.com</a>	This site tells you the specifics of a flight's progress. (For example, if it left from a connecting city.) Because it lets you search by airport, if you are short on some key information (such as the airline or flight number), you can still find the flight.

If you can't get online, your best bet is to call your airline or travel agent and have them check for you.

Having determined that your flight is delayed, now what do you do? In particular, do you still need to be at the gate before the original scheduled departure time? This is a gray area, and policies vary depending on the circumstances of the delay and the individual airline; call your airline for specific instructions.

## DOCUMENTATION FOR DOMESTIC TRAVEL

The days of dashing through the security checkpoint and getting your boarding pass at the gate are numbered. In an effort to consolidate passenger screening at the security checkpoints, the TSA now requires passengers to present a *boarding pass* and *photo identification* at most airports' security checkpoints. Tickets and ticket confirmations (such as a travel agent or airline itineraries) will no longer be accepted at these checkpoints.

The TSA's Web site ([www.tsa.gov](http://www.tsa.gov)) provides an updated list of which airports require boarding passes at the gate. Just go to the site's Travelers and Consumers section, select Security Procedures, and then select Access Requirements.

## HOW AND WHERE TO GET YOUR BOARDING PASS

Although all these security-related changes might seem daunting, the good news is that airlines have instituted new services that offer more and speedier options for obtaining your boarding pass.

Depending on the airport and airline, you may be able to obtain your boarding pass at any of these locations:

- Airport ticket counter
- Curbside baggage check-in
- Airport self-service check-in kiosk
- Over the Internet

### AIRPORT TICKET COUNTER

One thing hasn't changed; you can still get your boarding pass at the airport ticket counter. It's also possible that you won't have to suffer through a long line because most major airlines offer expedited counter service for elite frequent flyer program members and for first and business class travelers.

### CURBSIDE BAGGAGE CHECK-IN

Here's a secret that most hardened business travelers know—even with today's heightened security procedures, you can still check your baggage and receive your boarding pass at curbside check-in. Even though it will cost you a small gratuity, this is often the best way to bypass long lines at the ticket counter.

Although most airlines offer curbside check-in at major airports, don't count on this service at smaller airports and with smaller airlines. In addition, government security warnings sometimes force larger airports to limit curbside check-in service. Check with your airline to see whether curbside check-in is available.

### AIRPORT SELF-SERVICE CHECK-IN

This is a new type of check-in, typically available for e-ticket passengers on domestic flights. You will find these self-service kiosks near the ticket counters of most major airlines. The kiosks are touch-screen terminals that display fairly straightforward instructions. (And there's usually a gate agent standing by if you have questions or problems.)

To use a self-service check-in terminal, you need a major credit card or frequent flyer card for identification purposes. After you use your card to log in, you can typically obtain boarding passes and seat assignments, check baggage, change flights or standby status, find out about delays or cancellations, and request upgrades. US Airways even allows you to purchase one-way same-day tickets at its kiosks.

Airlines are rapidly rolling out this self-service check-in at most major airports, but check your airline's Web site to see whether it is available at your airport. (At time of publication, Spirit and Frontier were the only airlines that did not offer this service.)

## ONLINE CHECK-IN

If you have an e-ticket, are traveling within the United States, and don't need to check baggage, you can print your boarding pass and check in from the comfort of your own home—using your computer and the airline's Web site. This new service lets you print your boarding pass at home or at the office, bring it to the airport, and then head directly to the security checkpoint—no stop at the ticket counter required. To use this service, most airlines require you to be a member of their frequent flyer program, so you should have your frequent flyer number and password or PIN handy when you go online.

The time period in which you can print your boarding pass varies by airline, but most allow you to check-in 1 to 24 hours prior to your scheduled departure. (At time of publication, JetBlue and Spirit did not offer online check-in.)

## A NOTE ON E-TICKETS

In case you haven't noticed, paper tickets are going the way of the buggy whip. Issuing paper tickets is expensive for airlines, so they're encouraging the use of electronic tickets (e-tickets) instead. You'll find all sorts of incentives to use e-tickets, as well as disincentives to use paper tickets.

Most airlines now charge—considerably—to print a paper ticket. These fees typically run in the \$20 to \$25 range, although American Airlines now charges \$50 for the privilege of using an old-fashioned paper ticket. For the traveler, the primary advantage of paper tickets has been that they can be redeemed at other airlines' counters, whereas e-tickets needed to be converted into paper documents at the ticket counter. (This is a major hassle if you are scrambling to catch a flight.) Many airlines have addressed this concern by signing e-ticket "interlining" agreements to recognize each other's e-tickets. (For example, American has such deals with 10 other airlines.)

## TIMING YOUR ARRIVAL: THE ART OF ARRIVING WITH 5 MINUTES TO SPARE

Most business travelers want to minimize the amount of time they spend at the airport. Needless to say, time is precious; it can be irritating to arrive 1 1/2 hours prior to departure and then find yourself cruising to the gate in just 15 minutes. A little information can be helpful to refine your waiting time—without risking a missed flight.

## GETTING TO THE AIRPORT

If you are in a city you don't know well, check with a local resident or your cab or car service about when to expect rush hour traffic and how it will affect your travel time. (And don't presume that you know when rush hour begins and ends; rush hours vary by city.) See Part 2, "City Guide," of this book for estimated travel times to and from the airport for major business centers, as well as typical rush hour periods and local resources for traffic information. You can also go online to [www.traffic.com](http://www.traffic.com), which provides real-time traffic information for 14 U.S. cities.

## GETTING TO YOUR TERMINAL

So you've made it through the highway traffic; don't assume that you're home free. In some airports the traffic jams around the terminals are worse than on the highways—particularly during the heavy traffic periods or at airports under construction.

The location of your terminal relative to the airport entrance can also add precious minutes to your commute. For example, if you are flying out of LAX during peak travel periods (6:30 a.m.–9 a.m., 11 a.m.–2 p.m., 8 p.m.–11 p.m.) or during major holidays, it can take 10 to 20 minutes to drive from the airport entrance to the farthest terminal (terminal 7, which hosts flights from United and Continental).

If you're returning a rental car, take into consideration the location of your rental company drop-off location, whether you can walk or need to take a shuttle to the terminal, and whether the rental car company provides express return service.

It's another issue if you're driving yourself to the airport and need a place to park. If you're a local you probably have a good idea of where to park and know whether you should opt for short-term, long-term, park-and-ride, or economy lots.

Check out the airport's Web site to find a map of parking locations and list of rates. Some airport Web sites provide parking availability information, which can save you time trolling for spots.

Also check the airport's Web site for information about parking lots that are closed for security reasons, and to see whether the airport has instituted mandatory vehicle inspection (and how much time you can expect this to take). For example, Logan Airport's Web site ([www.massport.com](http://www.massport.com)) provides up-to-date parking conditions and tells you which garages require vehicle inspection.

### GETTING YOUR BOARDING PASS AND CHECKING IN

Now you're inside the terminal. This is when the clock starts ticking for the notorious "recommended arrival time," which is meant to encourage you to leave enough time to get through check-in and security and to your gate prior to the required minimum gate check-in time. Most airlines and airports will tell you to arrive 1 hour prior to departure for domestic flights, or 1 1/2 hours prior if you're checking baggage. If you are traveling during "peak travel" times, you may be told to arrive 1 1/2 to 2 hours prior to departure. (Peak travel times are generally Sunday and Friday afternoons and Monday mornings.)

If you are checking bags, some airlines at certain airports require a minimum baggage check-in time to guarantee that your bags will make it on the flight. For example, in Phoenix you need to check bags 30 minutes prior to departure. American Airlines requires that you check your bags at least 45 minutes before departure if you are leaving from the Denver, New York Kennedy, Las Vegas, and Miami airports. Delta requires 45 minutes for Las Vegas and Denver.

Alaska, America West, Continental, Delta, Horizon, JetBlue, Midwest, and US Airways all have helpful Web sites that list the recommended arrival time by airport. Some airlines also offer this information for peak and nonpeak periods. Remember, recommended arrival time is specific to a given airline at a given airport; for example, recommended arrival time for a Delta flight out of Atlanta may be different than for a Continental flight.

### GETTING THROUGH SECURITY

The TSA has a stated goal of no more than a 10-minute wait time at any of its security checkpoints. The good news is, they're doing a good job of achieving this goal; the days of interminable security lines are, for the most part, long past.

If you're concerned about long security lines, you may find wait time information on the airport's Web site. For example, the Web site for Atlanta's Hartsfield airport provides real-time updates on security line wait times.

Some airlines at some airports provide expedited security lanes for certain classes of passengers. For example, AirTran, American, Delta, and US Airways expedite security checks for elite members of their frequent flyer programs and for passengers flying first or business class. See each airline's Web site for a list of specific locations.

### GETTING TO THE GATE

If you think you might want to cut it close, take a look at the airport terminal map (available online at most airport Web sites) and plot your route appropriately. For the airports covered in this book, we have provided information on transportation options and walking times. For example, Atlanta's Hartsfield airport has one central security checkpoint area in the main terminal. If your flight is on Northwest Airlines out of terminal D, you have at most a 2-minute wait for the train and a 5-minute ride (or 15 to 20 minute walk). From there, you'll need only a few extra minutes to get to your gate.

### DEALING WITH MINIMUM GATE ARRIVAL TIME

Just because you arrive at the gate with minutes to spare doesn't mean that all is well. You may have missed the minimum gate check-in time required by the airlines—which means you may have lost your seat assignment, or even your seat. (No flight for you!) Although it is rare to find an airline enforcing these requirements.

To retain your preassigned seat assignment, your right to compensation in the case of involuntary denied boarding, and your reservation, airlines require that you check in and be present at the gate by a stated minimum time. This minimum

gate arrival time (for domestic flights) ranges from 10 to 30 minutes, with most airlines falling into the 15 to 20 minute range. For example, American West wants you there 20 minutes early, whereas American states a 30-minute minimum.

The problem with determining when you need to check in is that the airlines make this information hard to find. You'll need to examine the fine print on your ticket jacket, or maybe even call the airlines and ask.

## AIRPORT SECURITY

Successful navigation of airport security is all about preparing before you get to the airport, as you first learned in the "Packing and Dressing for Airline Security" section. The TSA has compiled an extensive list of items permitted and prohibited in both checked and carry-on luggage; this list is summarized in Appendix A.

Most airports require a boarding pass and a government-issued photo ID to clear security. (Children under the age of 18 do not require an ID.) If you don't have a boarding pass, you can use a ticket or ticket confirmation, such as a printed itinerary.

The challenge is to get through the checkpoint as efficiently as possible and to avoid undergoing a secondary screening. Be aware that any metal detected at the checkpoint must be identified. If you set off the alarm, you will be required to undergo a secondary screening, including a hand-wanding and pat-down inspection.

The TSA has created the pithy "IN - OUT - OFF" guideline to help you remember some basic tasks:

- Place all metal items **IN** your carry-on baggage before you reach the front of the line.
- Take your computer **OUT** of its carrying case and place it all by itself in one of the bins provided. Make sure that your batteries are working because you may need to turn it on.
- Take **OFF** your outer coat or jacket so that it can go through the X-ray machine. (You do not need to remove your suit jacket, sport coat, or blazer—unless you are asked to do so by one of the passenger screeners.)

(Source: Transportation Security Administration)

Here are some other tips for dealing with airport security:

- Before you get to the checkpoint, remove all jewelry and metal items from your person and place them in your carry-on bag or in one convenient location on your person. (This includes any body-piercings that might trigger the metal detector.) Nothing is more irritating than standing behind someone who is pulling PDAs, keys, change, glasses, and so on out of his coat like rabbits out of a hat.
- Wear slip-on shoes. It's much easier to deal with slip-ons than tie-ups if you get chosen for a random screening. In addition, some security screeners require you to place your shoes on the checkpoint conveyor belt, so you might as well prepare for it.
- Choose your shoes carefully. One of the most common ways to trigger the metal detector is to have metal shanks in your shoes. If your loafers are loaded, or you think they might be, take them off and put them in the bin on the conveyor belt.
- If you have a medical implant or similar device, it is likely to set off the alarm on the metal detector—so bring evidence verifying your condition.
- You can bring food through the checkpoint, but it must be wrapped. Beverages have to be in a sealable/spillproof paper or polystyrene (Styrofoam) container.
- If you do not take your computer out if its carrying case before sending it through the X-ray machine, it will need to undergo a secondary screening.

If you have a question or complaint about airport security, contact the TSA's Consumer Response Center at

 866.289.9673.

## BAGGAGE

A number of issues are associated with traveling with luggage—security concerns; check-in times; lost or stolen items; and a host of restrictions, allowances, and fees. (The “Packing and Dressing for Airline Security” section details security issues pertaining to baggage.)

Fortunately, the odds of having your baggage lost are fairly low. In 2002, less than 0.5% of enplaned passengers filed mishandled baggage reports. If your baggage is lost or damaged, or if items are stolen, contact your airline directly. (Most major carriers have designated phone numbers for baggage issues.) It is important to know that the Department of Transportation limits liability claims to \$2,500 per passenger (maximum) for lost or damaged checked baggage. (This does not include jewelry, cash, equipment.)

Now that the TSA is hand-searching some checked baggage, you may find that your baggage has been opened after check-in. If you have a question or complaint, call the TSA’s Consumer Response Center (☎866.289.9673).

### RESTRICTIONS, ALLOWANCES, AND FEES

The FAA mandates **carry-on baggage restrictions**. Passengers are limited to one carry-on bag plus a personal item such as a purse, briefcase, or laptop computer. The one carry-on bag must fit in an overhead compartment or under the seat. It should not exceed 45-51 linear inches (length + width + height) or weigh more than 40 pounds. (The precise linear dimensions vary by airline.)

Every airline has a **free baggage allowance**, which is the maximum number and size of bags you can carry on or check in without additional charge. Depending on the airline, the free baggage allowance permits 2 to 3 checked bags that weigh less than 70 pounds each and do not exceed 62 linear inches. Continental, Delta, Northwest, and United charge for bags weighing more than 50 pounds.

**Excess and oversized baggage fees** are charged if you exceed the free baggage allowance. These fees run anywhere from \$40 to \$80 for the first additional bag. Most airlines will not allow bags weighing more than 100 pounds—although many will allow you to take one sporting goods item, such as skis or golf clubs, for no additional fee.

The airlines with the most generous baggage allowances and lowest excess baggage fees are AirTran, JetBlue, and Southwest, all of which allow three checked bags for free, with a \$40 to \$50 excess bag charge. The most restrictive and costly airlines are America West, American, Continental, United, and US Airways, all of which allow just two checked bags and charge at least \$80 for each additional bag. For example, if you intend to check four bags on Southwest you’ll pay \$40; on United, \$160.

Go to [www.businesstravelmaniac.com](http://www.businesstravelmaniac.com) if you would like to see detailed information and comparisons of airline baggage restrictions and allowances and excess and oversized baggage fees.

### BAGGAGE SERVICES

If you don’t like the idea of a security guard rummaging through your panties or expensive computer equipment, want to avoid excess and oversized baggage fees, or don’t want to be troubled with baggage check-in period, you can employ a luggage service to pick up your bags from your home or office and deliver them to your destination. Services typically offer next day, 2-day or 3 to 5 day delivery. Rates vary widely and depend on weight and number of items and pickup and delivery locations.

Luggage Express ☎866.744.7224 [www.luggageexpress.com](http://www.luggageexpress.com)

Virtual Bellhop ☎877.235.5467 [www.virtualbellhop.com](http://www.virtualbellhop.com)

Sports Express ☎800.357.4174 [www.sportsexpress.com](http://www.sportsexpress.com)

## AIRPORT LOUNGE CLUBS

Eight of the major airlines—Alaska, American, America West, Continental, Delta, Northwest, United, and US Airways—have airline lounge clubs. Located at major airports, airline lounge clubs have standard comfort amenities such as complimentary beverages and snacks, newspapers, televisions, copiers and fax machines, and staff that will assist with ticketing and other services. Many also have computers and printers, as well as workstations with phones and dial-up Internet access. A new trend is the availability of Wi-Fi wireless Internet access; American, Delta, and United have all started rolling out this service (provided by T-Mobile) in their clubs.

Club memberships are typically offered for annual fees with discounts for spouse membership or multiple year commitments. Airlines also offer free club membership or discounted membership to elite frequent flyer members and sometimes allow you to pay for your membership using frequent flyer miles. Annual membership fees range from \$225 (Alaska Airlines Board Room clubs) to \$475 (Delta's Crown Room clubs). Many airline clubs also offer nonmember day passes. These one-day fees range from \$35 to \$50 and usually can be applied toward full-year membership. Some airport lounges also have conference rooms. Charges for use of these conference rooms run \$35 to \$55 per hour for members, or \$45 to \$65 per hour more for nonmembers.

The number of airport locations varies greatly among the clubs. For example, Alaska Airlines has 7 locations total, whereas Delta has clubs in 32 cities worldwide. (Delta also has reciprocal relationships for its members to use the Continental and Northwest clubs.)

If you tend to fly multiple airlines, you might want to think about joining a network of airport VIP lounges, such as that offered by Priority Pass. Priority Pass membership provides access to more than 400 airport lounges worldwide, regardless of airline flown or class of ticket. Members are welcome at all participating lounges, including more than 100 lounges in 46 U.S. airports. Participating airlines include American West, Continental, Delta, Northwest, United, US Airways, as well as a number of independent lounges. Priority Pass is targeted primarily to international travelers and is often used as a complement to an existing airline airport lounge membership program.

### **Fast Facts: Priority Pass Membership Plans**

☎ 972.735.0536 or 800.352.2834 🌐 [www.prioritypass.com](http://www.prioritypass.com)

**Standard membership:** \$99/year plus \$24/visit

**Standard Plus membership:** \$249/year with 10 free visits, then \$24/visit

**Prestige membership:** \$399, unlimited visits

Guests are welcome under all plans at the current visit rate of \$24 per person per visit.

## FREQUENT FLYER PROGRAMS

According to the ATA, a relatively small group of travelers (the frequent flyers who take more than 10 trips a year) account for a significant portion of air travel. Although these flyers represent only 8% of the total number of passengers flying in a given year, they make up about 40% of the trips. To entice these heavy-spending customers, the airlines have created incentive-based frequent flyer programs.

Almost every airline has some sort of frequent flyer program. These programs range from the incomprehensibly complicated to the sublimely simple. At their most basic, these programs award miles or credits based on the amount you fly—or, in some cases, on the amount you spend. (That is, discounted fares receive less credit than full-priced fares.) At publication, Continental and Delta's programs were structured this way. You can use these miles or credits to "purchase" free travel or other awards.

In our review of each airline we provide a summary of the basic features of the airline's frequent flyer program. In the case of the major airlines, this information is just the tip of the iceberg. This information includes

- Earning miles or points—The basis on which the amount of mileage credit awarded is determined.
- Awards redemption—The number of miles or points required to redeem a round-trip domestic coach class flight award.
- Elite level programs—These programs require travelers to fly a minimum number of miles each year and in return give their members succulent benefits that disappear if the traveler wanes in his or her loyalty to the airline. These elite member benefits often include
  - Reduced fees for airline club membership
  - Mileage bonus awards
  - Priority boarding
  - Special check-in privileges
  - Earned upgrade points or complimentary upgrades
  - Preferred seating
  - Priority wait listing
  - Waiver of change and cancellation fees
- Partners—Companies that participate in the airline's frequent flyer program by allowing travelers to earn mileage credit by using their services; these partners also offer awards for redemption, such as free hotel stays or merchandise.
- Rules and charges—The most important of which are mileage expiration time periods and award redemption service charges. (For example, Delta miles expire in three years if your account does not show activity, whereas credits earned on Southwest expire after one year.)

Numerous publications and Web sites provide information and advice about these programs. These include *Inside Flyer* magazine ([www.insideflyer.com](http://www.insideflyer.com)) and its affiliated Web site ([www.webflyer.com](http://www.webflyer.com)). *Inside Flyer* also sponsors the annual Freddie Awards ([www.freddieawards.com](http://www.freddieawards.com)), which ranks the airlines' frequent flyer programs. Consumer Reports recently published a Feature Report on frequent flyer programs that is highly recommended. You can find this report on [www.consumerreports.org](http://www.consumerreports.org). One of the report's conclusions is that airlines have begun to make it more difficult to use miles—or, in other words, miles are less valuable than they used to be.

## BUSINESS PROGRAMS

Business programs are special marketing operations that offer discounted fares or other benefits, such as travel awards specifically for businesses and groups.

Corporate business programs are targeted at corporations with "significant" air travel spending, under the control of a centralized department. (What is considered "significant" depends on the airline; for example, an airline like ATA may have a corporate program for a company that spends a minimum of a million dollars per year on air travel, whereas an airline such as United may be interested only in companies that spend a million dollars solely with United.) At their simplest, these corporate programs are volume discount programs.

Airlines also offer programs for small businesses. These programs encourage companies to promote travel on a specific airline to their employees by providing discounts and/or travel rewards for the company. Airlines that offer discount programs designed for small businesses include America West, Frontier, Northwest, Spirit, and United.

In addition to these business programs, every airline offers discounts for group travel. (Groups are typically defined as 10 or more people.)

## AIRCRAFT

The following is a list of some of the most common aircraft currently flown by U.S. carriers. Note that aircraft manufacturers such as Boeing and Airbus often launch fleets or family of aircraft with multiple variations of a basic aircraft. For example, Boeing's 737-800 is a stretch version of the base 737 aircraft.

The airlines are responsible for the cabin configuration of their planes—that is, the placement of seats within the cabin. This configuration is noted by a series of numbers, each of which represents the number of seats on each side of an aisle. For example, a single-aisle plane with 2 seats, then an aisle, then 2 more seats is represented as a 2-2 configuration. Wide-body aircraft are generally considered to be any aircraft with more than one aisle; these planes include Boeing's 747, 767, and 777; Lockheed's L-1011; McDonnell Douglas's DC-10; and Airbus Industries' A300 and A310.

Aircraft	Details
Boeing 717	Launched in 2000, the 717-200 aircraft is Boeing's newest fleet. The 717 features more headroom than similar aircraft, cleaner and quieter engines, roomier overhead storage (with larger EasyFit bins), <b>100% fresh air</b> circulated throughout the cabin, and more aisle and window seats. AirTran is the largest operator of Boeing 717s. The 717 seats about 120 passengers.
Boeing 727	The 727 was one of the most popular planes ever; today, however, airlines are in the process of retiring these aircraft from their fleets. The 727 seats 125 passengers.
Boeing 737	A single-aisle, twin-engine, short-to-medium-range airplane, the 737 is the best-selling commercial jetliner of all time. The newest versions are the 737-700 and 737-800, both of which were first placed into service in 1998. The 737 seats 110-150 passengers, depending on series and airline configuration; economy configuration is 3-3. Most majors fly 737s—Southwest exclusively.
Boeing 747	The wide-body, twin-engine, long-range 747-400 is considered to be the fastest and largest subsonic jet in the world. The 747 has a cruising speed of 567 m.p.h. or Mach .855—85% the speed of sound—and at 231 feet can carry 416-524 passengers depending on configuration. The first 747 was put into commercial service in 1970.
Boeing 757	A single-aisle, twin-engine, short-to-medium-range jetliner, the 757 family has two versions: the 757-200 (designed to seat up to 200) and the 757-300 (a stretch version of the 757-200 that can carry an extra 40 passengers). Economy configuration is 3-3.
Boeing 767	The wide-body, twin-engine 767 is sized between the single-aisle 757 and the larger, twin-aisle 777. The 767 can seat up to 290 passengers, depending on the series and airline configuration. Economy configuration is 2-3-2.
Boeing 777	The wide-body, twin-engine 777 is the newest member of the Boeing wide-body family. At 209 feet in length, the 777 is second in size only to the 231-foot-long Boeing 747. The 777 seats 305 or 375 passengers, depending on airline configuration; economy configuration is 2-5-2. The first 777 was flown in 1995.
Boeing DC-9	The DC-9 was designed specifically to operate from short runways and on short-to medium-range routes. The DC-9, 10, and 20 series seat 90 passengers, whereas the 30, 40, and 50 series seat up to 139 passengers; economy configuration is 2-3. This is not a common aircraft, today; Spirit operates six of these craft.
Boeing MD-80	The single-aisle, twin-engine, medium-range MD-80 is flown primarily by American and Delta airlines. The MD-80 seats about 130 passengers; economy configuration is 2-3.
Airbus A319	A single-aisle, twin-engine, short- to medium-range aircraft, the A319 is part of the A320 family. The A319 seats 120-130 passengers; economy configuration is 3-3.
Airbus A320	A single-aisle, twin-engine, long- or short-haul aircraft, the A320 was designed with wider aisles and larger overhead compartments than the comparable Boeing 737 and 757. The A320 seats around 150 passengers; economy configuration is 3-3.

If you are flying on a regional carrier, you will likely be flying on a regional jet or a turboprop aircraft. Regional jets are often used to fly on "long and thin" routes—those routes between cities that are too distant to use turboprops (because

of that craft's limited range and speed) but have too little customer demand to justify flying larger jet aircraft. The most common regional jets are the Bombardier Canadair Regional Jet 400 (CRJ) and the Embraer ERJ 145 (ERJ).

The CRJ can fly at speeds in excess of 500 miles per hour and service routes of up to 2,000 nautical miles. CRJs are configured with 2-2 seating configuration, seat 50 passengers, and are considered to be one of the quietest aircraft in the sky today.

The ERJ can also fly at speeds in excess of 500 miles per hour, with a range of 1,500 nautical miles. ERJs are configured with 1-2 seating configuration and seat 50 passengers.

For less-traveled routes, regional carriers are likely to use turboprop planes—small aircraft with propellers. The most popular turboprop planes today are the Beech 1900, Bombardier Dash 8, SAAB 340B, Dornier 328, and Jetstream 41.

## ON THE PLANE

After you board a plane, you start to notice some real differences between airlines. These differences encompass more than just seat configuration—they extend to meal service, in-flight phones, and even airborne Internet access.

### PLANE ETIQUETTE

Before we get into the available on-board services, here are some tips on how to best get through the boarding and deplaning processes:

- Boarding the airplane rear-to-front, as instructed by most airlines, lets everyone leave sooner.
- Don't block the aisle when boarding; if possible, pull into your seat row while taking off your jacket and stowing your baggage in an overhead compartment.
- Don't place your suitcase on another passenger's suit coat in the overhead compartment.
- Stow your carry-on above your seat or in a compartment in front of you, if possible. If you have to put your carry-on in a compartment in an aisle behind, don't swim upstream when deplaning; wait until everyone has left the plane and then retrieve your bag.
- Turn off your computer, cell phone, and wireless PDA when instructed.
- Don't pull or lean on another passenger's seat back.
- Don't stick your feet out into the aisle.
- When the plane lands, don't immediately stand up and hover over your seatmate; wait until you see passengers actually departing before getting out of your seat.

### CABIN SERVICE

Few travelers mourn the demise of the much-maligned complimentary airline meal service. The full airline meal is now more the exception than the rule—so much so that airport restaurants have begun selling meals you can take on-board, and some airlines have taken to selling meals on their flights. At a handful of airports, you can even order a meal online prior to your flight and pick it up at an airport restaurant. For more information, check out the CarryOnCuisine Web site ([www.carryoncuisine.com](http://www.carryoncuisine.com)).

This leaves you with three types of available service: meal service, buy-on-board, and snacks and drinks. The conditions that determine which service is provided depend on the airline, length of flight, class of service, and time of day. For example, Continental offers hot meal service in coach on flights longer than 3 hours; American offers similar service on flights longer than 4 hours.

Airlines that offer meal services will also offer special meals, such as bland, fruit plate, gluten-free, kosher, low calorie, seafood, and vegetarian. You need to reserve these meals ahead of time.

The new buy-on-board services give you the option of purchasing, for between \$5 and \$10, a high-end, gourmet-quality breakfast, lunch, or dinner selection. This service is typically offered on flights shorter than 3 to 4 hours where

complimentary meal service is not offered. At publication, American West, Northwest, United, Northwest, and US Airways were testing these meals with recipes from popular restaurants such as T.G.I. Fridays and Einstein Brothers.

The following table details the available food services on the major U.S. airlines:

<b>Airline</b>	<b>Snack and Drinks</b>	<b>Buy-on-Board</b>	<b>Meal Service</b>
AirTran	X		
Alaska			X
America West		X	X
American		X	X
ATA	X		
Continental			X
Delta Air Lines		X	
Frontier Airlines	X		
Horizon Air	X		
JetBlue Airways	X		
Midwest Airlines		X	
Northwest		X	X
Song		X	
Southwest	X		
Spirit	X		
United		X	X
US Airways		X	X

## IN-FLIGHT PHONES

Verizon's Airfone Service offers voice, data, and fax calling to and from equipped aircraft. Calls can be placed at the gate, during takeoff and landing, and while in-flight. Continental, Delta, Midwest, United, United Express, and US Airways offer Airfone Service on most of their flights; Airfones are located on every first class seat and every middle seat on domestic planes. Voice and fax rates for calls to the U.S. and Canada include a \$3.99 connection fee plus \$3.99 per-minute airtime fee. Data rates are \$1.99 per-minute, with no connection fee.

Remember, Airfone is your only option if you need to make a call while airborne. The Federal Communications Commission (FCC) bans the use of cellular phones on aircraft in the (often-challenged) belief that wireless transmissions can interfere with the aircraft's electronic equipment. You can, of course, use your cell phone while the plane is at the gate. Looking forward, several companies are working on developing technology that would allow you to use your cell phone in-flight—but don't expect this type of service for several years.

## IN-FLIGHT INTERNET SERVICE

Airlines are beginning to introduce on-board Internet and email service. Two service providers are currently offering these services, on different airlines—Connexion and JetConnect, a product of Verizon.

The Connexion service offers full Internet connectivity but is available (at publication) only on the international carriers Lufthansa German Airlines and British Airways. Japan Airlines and Scandinavian Airlines System (SAS) have announced plans to equip long-range jetliners in their fleets with the service, starting in 2004. Pricing for the Connexion service is estimated to be around \$30 per flight, for a single leg of an international flight. Connexion has indicated that it will be rolling out service in the U.S. in the near future.

The Verizon JetConnect service is less robust. It offers instant messaging, one-way text messaging, news, and games for \$5.99 per flight. A companion service, JetConnect with Email, adds the capability to send and receive 2 kilobyte emails

(including attachments) for \$15.98 per flight plus \$.10 for each extra kilobyte. The service is not too speedy, with transmission speed at 9.6 kilobits per second. To use the service, you need an email account that uses either a POP-3, Microsoft Outlook, or Lotus Notes protocol. At publication, JetConnect is available on 300 narrow-body (one-aisle) Continental aircraft and 17 wide-body (two-aisle) United aircraft. United announced that it would be available on more than 500 planes by the end of 2003. You can expect to find other airlines—especially those currently offering Airfone service—to introduce JetConnect in 2004.

## IN-FLIGHT ELECTRONIC DEVICES

Frequent travelers are familiar with airline restrictions regarding the use of personal electronic devices. The concern is that these devices may cause electromagnetic interference with cockpit navigation or communications systems during ground operations and while the aircraft is flying below 10,000 feet. After the aircraft is above 10,000 feet you can use your devices.

Devices that can be used during the flight—but not during takeoff and landing—include calculators, handheld computer games, shavers, portable CD and tape players, videotape and DVD players, PDAs, and laptop computers and accessories. Note that the FAA doesn't specifically ban the use of these personal electronic devices but has stated that the airlines must prove that they do not interfere with flight operations before they allow passengers to use them below 10,000 feet—thus the continuing ban, in the name of safety.

## ON-BOARD POWER PORTS

If you are looking to spend your flight working on your laptop, your best bets are American, Delta, United, and US Airways, all of which offer power ports on select aircraft. These outlets provide 15V direct current to operate laptop computers and CD/DVD players, and to charge cell phones and other devices. Use of power ports is permitted only when the aircraft is above 10,000 feet in altitude and the flight attendant announces that personal electronic devices are allowed.

To use a power port, you'll need a compatible DC auto/air power adapter. These cords can be purchased at most electronics stores, at LapTop Lane outlets, or through power cord manufacturers. Keep in mind that power adapter cords are device and model specific—although you can always go with the IGo Juice power cord, which is an all-in-one power adapter (retail price \$119.99) that connects your device to any AC or DC power source. The Juice cord can also simultaneously power mobile phone or handheld devices, along with your notebook. (You can purchase the Juice cord at [www.igo.com](http://www.igo.com), or by calling ☎ 888.258.7721.)

## SEATING

If you do any flying at all, you know how uncomfortable the average airplane seat is—in economy class, anyway. You also know that some airline seats are less uncomfortable than others. Let's take a few minutes to examine what makes for a more or less comfortable airplane seat.

### SEAT PITCH AND WIDTH

Not all airline seats are created equal. The difference lies in just a few inches of difference in seat *pitch* and *width*.

Seat pitch is the number of inches from any point on a seat to the exact point on the seat in front or behind it. Pitch is an approximate measure of legroom; the greater the seat pitch, the greater the amount of legroom. Seat width, on the other hand, is the measurement from one edge of your seat to the other.

Seat pitch and width vary wildly by airline, by airplane, and (especially) by class of service. The bottom line is that two or three extra inches one way or the other can make a big difference to your personal comfort. And some airlines (such as JetBlue, Midwest, and Song) have bet their bottom line that passengers appreciate the difference.

## SEAT CONFIGURATION

Another important factor in passenger comfort is seat configuration. The configuration denotes how seats are grouped within a row. For example, a 3-2 configuration means three seats, an aisle, and then two more seats. Configuration helps you determine the odds of being stuck in the notorious middle seat—or, looking on the bright side, of having a possible empty seat between you and your row mate.

## BEST AND WORST SEATS

In general, exit rows and bulkhead rows have extra legroom. But if you want the inside scoop on the best and worst seats go to SeatGuru.com ([www.seatguru.com](http://www.seatguru.com)). This Web site provides comprehensive airplane seat information for the full aircraft fleets of American, Continental, Delta, Northwest, United, and US Airways. The site identifies specific seat information such as extra legroom, limited recline, decreased width, and obstructed movie screen viewing. The seat information is continually updated by traveler's feedback.

## GETTING THE SEAT YOU WANT

First and foremost, ask the reservation agent for the seat you want. Particularly if you have a connecting flight, you will want a seat in the front of the plane. The 10 minutes you wait for other passengers to deplane could cost you your connection. Ask whether there are places on the plane with fewer people if that is important to you. Avoid the last row of the plane where seats don't recline and are noisier. Rebook your seat assignment an hour or so before your flight. Airlines hold back part of their inventory for day of departure assignments; this includes the coveted bulkhead and exit row seats.

## ALTERNATIVES TO COMMERCIAL AIR TRAVEL

Charter airline service is an increasingly popular option for business travelers, particularly since commercial carriers have begun to reduce schedules. You may want to consider a charter option if you

- Are flying to a destination not served—or not conveniently served—by commercial airlines
- Require on-demand service
- Are traveling with a group
- Need to travel to multiple destinations
- Want to avoid congestion and security at larger airports
- Can't afford to spend the time it might take using commercial airline options

Your best bet for booking a charter flight is to go through a charter broker. These companies act like travel agents and will find the least-expensive options with the highest-quality charter aircraft services. One such company is Air Charter Team ([www.aircharterteam.com](http://www.aircharterteam.com), ☎800.205.6610). There are always less expensive ways to travel than charter, but costs continue to drop, thanks to aircraft overcapacity and improved logistics technology that allows brokers to schedule aircraft more efficiently. Pricing for charters depends on a number of factors, making it impossible to give specific rates, but a rough rule of thumb is that a charter will cost about the same amount as a commercial flight for three people flying first class—or six people flying on nonrefundable coach class tickets. Commercial airlines that offer charter services include ATA and Northwest.

Private-jet memberships—prepaid blocks of travel on small aircraft—are a viable alternative to corporate jet or fractional ownership. Companies selling private-jet memberships include Marquis Jet Partners ([www.marquisjet.com](http://www.marquisjet.com), ☎866.538.1400), Sentient ([www.sentientjet.com](http://www.sentientjet.com), ☎866.473.6843), and Delta AirElite ([www.airelite.com](http://www.airelite.com), ☎800.927.0927). Pricing structures vary by company, aircraft, and destination, which makes them difficult to compare; know, however, that you'll pay less for a private-jet membership than you would for a corporate jet.

Another option is offered by Indigo ([www.flyindigo.com](http://www.flyindigo.com), ☎877.446.3446), a corporate-jet service that runs flights out of New Jersey's Teterboro airport and New York's Westchester airport to Midway airport in Chicago. Indigo sells

individual seats on these flights, and their fares are competitive with full-fare economy class seats on major commercial carriers.

## MAJOR DOMESTIC CARRIERS

The airline industry loosely classifies airlines based on the type of service and pricing structure and markets served. The following table lists the airlines covered in this chapter, their IATA code and type:

Airline	Code	Type	Airline	Code	Type
American Eagle	AA	Regional	Horizon Air	QX	Regional
AirTran	FL	Low-fare	JetBlue Airways	B6	Low-fare
Alaska	AS	Major	Midwest Airlines	YX	National
America West	HP	Major	Northwest	NW	Major
American	AA	Major	Southwest	WN	Low-fare
ATA	TZ	Low-fare	Spirit	NK	Low-fare
Continental	CO	Major	United	UA	Major
Delta Air Lines	DL	Major	US Airways	US	Major
Frontier Airlines	F9	Low-fare			

### AIRTRAN AIRWAYS

AirTran Airways is one of the largest low-fare airlines and is the second largest carrier at Hartsfield Atlanta International Airport. Slightly more than a third of AirTran flights originate out of Hartsfield. AirTran flies to more than 40 destinations, primarily in the Midwest and along the East Coast, as well as to Denver, Las Vegas, and Los Angeles.

AirTran offers a business class, advanced seat assignments, and full participation in travel agents' computer reservation systems. AirTran's regional flights fly under AirTran JetConnect, which is operated by Air Wisconsin Airlines. Service to and from Los Angeles and Las Vegas is operated by Ryan International Airlines.

AirTran Airways' A2B corporate travel program is available for companies that have at least five active travelers who, once enrolled, take at least 25 trips within the next 12 months. The EventSavers program is available for groups, meetings, or conventions with 10 or more people and offers a 10% discount on most fares.

### Fast Facts: *AirTran Airways*

**Airline Code:** FL

**Hub:** Hartsfield Atlanta International Airport

**Frequent Flyer Program:** A-Plus Rewards

**Airport Lounge Club:** None

### CONTACT INFORMATION

Web site	 www.airtran.com	Corporate desk	 888.301.5809
Reservations and flight status	 800.247.8726	Group sales	 888.419.6109
Customer relations	 866.247.2428	EventSavers	 866.683.8368
Refunds	 866.573.3863	Corporate headquarters	 407.251.5600
A-Plus Rewards	 888.327.5878		

### FARES

All fares are one-way and, except for business class, nonrefundable. For each flight, a limited number of 14-day and 7-day advance purchase discounted fares are available. AirTran.com also sells special Internet-only fares.

## FEES

**Standby**—No charge for same-day standby.

**Change**—Flight itinerary change fees are \$50 plus any applicable increase in airfare. Unused airfare may be kept in a credit file for one year from the date of the original itinerary booking.

**Upgrades**—Business class upgrades are available at the airport for \$35 over the full one-way coach fare for most non-stop flights, and for \$70 over the full one-way fare for connecting flights.

## CHECK-IN

**Online Check-In**—Passengers may check in online within 24 hours of their departure time, and up to 90 minutes prior to their scheduled departure time.

**Self-Service Airport Check-In**—AirTran began rolling out the service in 2003; expect the service at most airports by the end of 2003.

**Minimum Check-In**—Flights close 10 minutes prior to departure time.

## CABIN SERVICE

AirTran does not serve meals on flights. Complimentary coffee, juices, Coca-Cola products, and snacks are served. Cocktails, beer, and wine are \$4.

## WEB AND WIRELESS TOOLS AND SERVICES

AirTran has an arrangement with Airpath Wireless Service (☎866.724.7728, 🌐www.airpathwireless.com) to provide Wi-Fi access at its gates. Rates are \$3.95/hour, \$9.95/day, or \$39.95/monthly.

## FLEET

AirTran flies Boeing 717-200 and McDonnell Douglas DC9s. By the end of 2003, when the Boeing 717s will comprise 100% of the fleet, AirTran will have one of the youngest jet fleets in the nation—and will be the largest operator of the 717. These planes feature more headroom, cleaner and quieter engines, roomier overhead EasyFit bins, 100% fresh air circulated throughout the cabin, and more aisle and window seats than similar aircraft. AirTran Jet Connect, operated by Air Wisconsin, flies six 50 seat Bombardier Canadair Regional Jets.

Aircraft	Boeing 717-200	DC9 - 30
Number of aircraft	58	6
Average age	2 years	32 years
Business	12	16
Configuration	2-2	2-2
Economy	105	90
Configuration	3-2	2-3

(Aircraft information is as of December 2002.)

## AIRLINE LOUNGE CLUB

None

## FREQUENT FLYER PROGRAM

AirTran's frequent flyer program is called A-Plus Rewards.

**Earning Credits**—Each one-way coach flight earns 1 credit. One-way business class flights earn 1.5 credits. You can earn additional credits for using the AirTran Visa card. Credits expire within one year.

**Awards Redemption**

Award	Credits
One-way coach ticket	8
One-way business class ticket	16
Round-trip ticket on another airline	32
One-way business class upgrade	4

**Elite-Level Programs**—When you earn 20 or more base credits flying within any 90-day period or earn 50 or more base credits flying within any 365-day period, you qualify for A-Plus Rewards Elite Membership.

**Partners**—None

**Rules and Charges**—No charge for award redemption. Credits expire within one year.

**ALASKA AIRLINES**

Alaska Airlines is a major carrier that serves 38 cities in six Western states (Alaska, Arizona, California, Nevada, Oregon, and Washington), as well as Canada and six cities in Mexico. Alaska also provides nonstop service between Seattle and four Eastern cities (Boston, Miami, Newark, and Washington, D.C.), between Seattle and Denver, and between Anchorage and Chicago.

Alaska is owned by the Alaska Air Group, Inc., which is the holding company for both Alaska and Horizon Air. Alaska and Horizon coordinate their flight schedules to provide service between any two points served by their systems. Both airlines distinguish themselves from competitors by providing a higher level of customer service than the norm.

Alaska has an e-ticket interline agreement with American, American Eagle, Horizon, and United. Alaska also has a marketing alliance with Northwest; this alliance provides reciprocal frequent flyer mileage accrual and redemption privileges and code sharing on certain flights. The carrier offers group discount programs for groups of 10 or more traveling together.

**Fast Facts: Alaska Airlines**

**Airline Code:** AS

**Hub:** Seattle

**Frequent Flyer Program:** Alaska Airlines Mileage Plan

**Airline Lounge:** Alaska Airlines Board Room

**CONTACT INFORMATION**

Web site	 www.alaskaair.com	Customer service	 800.654.5669
Reservations	 800.252.7522	Mileage Plan	 800.622.2680
Alaskaair.com	 877.502.5357	Mileage Plan awards	 800.252.7522
Ticket refunds	 206.431.3753	Baggage service	 206.988.9797
Consumer affairs	 206.870.6062		

**FARES**

Alaska offers both first/business and coach classes, along with full-fare, refundable and discounted, nonrefundable fares.

**FEES**

**Standby**—You may standby for any earlier or later same-day flight for which your fare is applicable. No service or other fees are charged.

**Cancellation/Change**—On nonrefundable tickets, you may make changes to your itinerary for a \$50 fee plus any applicable increase in airfare.

**Upgrade**—Upgrades are available for \$50 for each 1,250-mile segment on the day of flight.

## CHECK-IN

**Online Check-In**—You may check in online 1 to 30 hours prior to the scheduled departure time if your complete itinerary is solely domestic, includes only flights operated by Alaska Airlines and Horizon Air, and is without paid upgrades or mileage plan redemptive upgrades.

**Self-Service Airport Check-In**—Available at most airports.

**Minimum Gate Check-In**—You must be checked in and available to board at the designated boarding gate at least 20 minutes before your flight is scheduled to depart (30 minutes for international flights to Mexico or Canada).

## CABIN SERVICE

Alaska offers meal service on select flights. Special meals are available on flights with meal service if ordered at least 24 hours in advance. The special meals offered are bland, diabetic, low sodium, low fat/cholesterol, low calorie, kosher, vegetarian, children's, and fruit plate.

## WEB AND WIRELESS TOOLS AND SERVICES

The Alaska Air Web site ([www.alaskaair.com](http://www.alaskaair.com)) offers online flight status and downloadable timetables. The Alaskaair.com Anywhere service offers a range of mobile services for wireless-enabled Palm OS PDAs and Web-enabled cell phones, including wireless check-in, flight status, flight schedules, and mileage plan account information.

## ON-BOARD TECHNOLOGY

None

## FLEET

Aircraft	Boeing 737-200	Boeing 737-400	Boeing 737-700	Boeing 737-900	Boeing MD-80
Number of aircraft	9	40	16	6	31
Average age (years)	21.9	7.7	2.6	1.3	12
First class seats	0	12	12	16	12
Coach seats	111	126	108	156	128

(Aircraft information is as of December 2002.)

## AIRPORT LOUNGE CLUB

Board Room Clubs.

**Locations**—Board Room Clubs are located in six airports: Anchorage, Los Angeles, Portland, San Francisco, Seattle, and Vancouver. Members traveling to or from Chicago or Washington, D.C.'s Dulles International Airport on Alaska may use American Airlines Admiral's Clubs in those cities. Members traveling on Northwest Airlines can use Northwest WorldClubs. Board Room members traveling to and from Washington, D.C.'s Reagan National Airport may access the WorldClub at that airport without a Northwest Airlines boarding pass.

**Services**—Standard amenities include complimentary beverages and snacks, free local phone calls, fax machines, and an assortment of current newspapers and magazines. Conference rooms are available in all Board Room locations except San Francisco; the cost for Board Room members is \$25 per hour (includes up to four guests; \$5 for each additional guest). For nonmembers, conference rooms cost \$50 per hour plus \$25 for a day pass (includes two guests; \$5 each additional guest).

**Rates**—There is a \$100 initiation fee and a \$225 annual renewal fee. Nonmember one-day passes cost \$35.

### FREQUENT FLYER PROGRAM—MILEAGE PLUS

The Alaska Airlines Mileage Plus program was voted the 2002 Best Airline Frequent Flyer Program in the 15th annual Freddie Awards.

**Earning Miles or Credits**—Flight mileage credit is based on the greater of actual miles or 500 miles. You can buy miles for \$25 per 1,000 miles.

**Awards Redemption**—Alaska has two award levels—Saver and Peak. Saver awards offer travel at lower mileage levels and are subject to seating limitations and blackout dates. Peak awards are offered at higher levels and allow travel without seating limitations or date limitations.

One round-trip ticket within or between the continental U.S. and Canada can be redeemed as follows:

Award	Peak	Saver
Coach	40,000	20,000
First	80,000	40,000

Upgrades require 10,000 mile redemption for one-way travel.

**Elite-Level Program**—Alaska has two elite levels—MVP and MVP Gold. Benefits include bonus miles, upgrades, and Express Security lines at select airports.

Qualifying Miles per Calendar Year	MVP	Gold MVP
Miles flown on Alaska/Horizon	20,000	40,000
Miles flown on partners	30,000	55,000

**Partners**—Alaska has 11 airline partners, including American, Continental, and Northwest. It also partners with most major rental car and hotel companies.

**Rules and Charges**—If no mileage is credited to an account during the first nine months after an account is opened, or if an account is inactive for longer than three years, the Alaska Airlines Mileage Plan reserves the right to delete an account and reassign the number.

If you make your reservations three weeks in advance or online, there is no service charge for changes; otherwise, there is a \$60 service charge.

### AMERICA WEST AIRLINES

America West Airlines is a major carrier—the nation's ninth largest. It differs from other majors in that its fares share some of the same characteristics of low-fare carriers.

The carrier is based out of Phoenix Airport, from which it serves more nonstop destinations with greater frequency than any other carrier. Its coast-to-coast route system includes 92 destinations across the United States, Mexico, and Canada, with more than 800 daily departures.

America West's regional service flies under the name America West Express and has code-sharing agreements with Mesa Airlines, Air Midwest, and Chautauqua Airlines. (The first two of these airlines are wholly owned subsidiaries of Mesa Air Group, one of the largest regional airlines in the world.) America West has an e-ticket interlining agreement with American.

America West claims that its Corporate Awards small-business incentive program is the most generous of its kind. The program offers a 5% minimum discount on most airfares; accounts must meet a minimum of \$4,000 revenue flown on America West every six months. The airline also offers discounts for groups of 10 or more.

## Fast Facts: America West Airlines

**Airline Code:** HP

**Airport Hubs:** Phoenix and Las Vegas

**Frequent Flyer Program:** FlightFund

**Airport Lounge Club:** America West Club

### CONTACT INFORMATION

Web site	 <a href="http://www.americawest.com">www.americawest.com</a>	Lost baggage	 480.693.6738
Domestic reservations	 800.235.9292	Lost and found	 480.693.4182
International reservations	 800.363.2597	Corporate	 480.693.0800
Flight information	 800.235.9292	Customer relations	 480.693.6719
Americawest.com	 800.327.7810	Refunds/lost tickets	 800.835.7779
FlightFund	 800.247.5691	Meeting services	 800.548.7575
Group travel rates	 800.634.2312		

### FARES

America West has first and coach classes of service and offers discounted, nonrefundable, restricted fares and fully refundable, unrestricted fares. America West claims that it is the only major full-service airline that always discounts its refundable, unrestricted walk-up fares, and that in most markets unrestricted fares are 50% lower than competitor fares. The carrier offers three-day advance purchase one-way fares that are fully refundable and changeable without penalty. They also offer discounted lower fares that do not require Saturday night stay requirements.

### FEES

**Standby**—America West allows you to fly standby on nonrefundable tickets on another flight the same day, free of charge.

**Cancellation/Change**—Customers may change flight itineraries for a \$50 fee plus any applicable increase in airfare. Unused tickets retain value after day of departure.

**Upgrades**—You may upgrade your coach ticket to a first class ticket on the day of travel for \$50 per 500-mile segment. This service is available 4 hours before the original departure time, and up to 30 minutes prior to departure for all paid fares, based on first class seat availability. The upgrade fee is based on the mileage between cities.

### CHECK-IN

**Online Check-In**—Online check-in is available for customers with an e-ticket, enrolled in FlightFund, traveling domestically, and departing from Phoenix. You can check in online as early as 3 a.m. the day of departure and up to 90 minutes prior to your scheduled departure time.

**Self-Service Airport Check-In**—America West's QIKCHECK-IN service is available for customers with e-ticketed and domestic reservations. America West is rolling out this service across its airports; check online ([www.americawest.com/services/checkinservices/default.htm](http://www.americawest.com/services/checkinservices/default.htm)).

**Minimum Gate Check-In**—Customers with advance seat assignments must obtain a boarding pass at least 20 minutes (60 minutes internationally) before scheduled departure. If not checked in at least 15 minutes before scheduled departure, your reservation may be cancelled, and you will not be eligible for denied boarding compensation. Plan to be on the aircraft at least 10 minutes prior to departure.

### CABIN SERVICE

America West offers meal service only to those passengers in first class. At time of publication, the airline is testing a buy-on-board in-flight meal program for coach. Special meals offered include diabetic, kosher, low calorie, low cholesterol, low sodium, and vegetarian.

## WEB AND WIRELESS TOOLS AND SERVICES

America West's Web site offers online flight status, as well as a low fare finder that searches for fares on the customer's preferred travel dates, as well as on surrounding days—one day before and one day after. You can also download your timetable as a Palm OS or PDF file.

The airline offers mobile service for Palm PDAs, Web-enabled phones, and BlackBerry pagers. This service transmits flight status, flight schedule, FlightFund account balance, and contact information directly to your electronic device.

## ON-BOARD TECHNOLOGY

None

## FLEET

As of December 31, 2002, American West's fleet consisted of the following aircraft. The company intends to add additional Airbus aircraft over the next several years.

Aircraft	Boeing 737-200	Boeing 737-300	Boeing 757-200	Airbus 319-100	Airbus 320-200
Number of aircraft	10	37	13	32	49
Average age (years)	22.1	15.9	17.2	3.3	8.0
First class	8	8	14	12	12
Coach class	105	126	176	112	138

Aircraft	CRJ-900	CRJ-700	CRJ-200	Dash 8 (turboprop)
Number of aircraft	3	10	22	9
First class	6	6	0	0
Coach class	74	58	50	37

(Aircraft information is as of December 2002.)

## AIRPORT LOUNGE CLUB—America West Club.

**Locations**—America West has five clubs. Three are located in Phoenix airport, one in Las Vegas, and one in Columbus. Standard members also have access to the Northwest WorldClubs.

**Services**—Club amenities include continental breakfast, complimentary beverages and snacks (including espresso), magazines and newspapers, fax and email services, data ports, copiers, and conference rooms with speakerphones (nominal fee).

**Annual Fees**—America West offers two airport club membership options. The Hub Club membership limits access to the Phoenix, Las Vegas, and Columbus clubs. Standard members have access to all America West clubs and Northwest WorldClubs.

Annual membership	FlightFund Elite	Non-Elite
Hub Club	\$225	\$300
Standard	\$325	\$400

You can also purchase a nonmember day pass for \$35, or passbooks in quantities of 2, 5, or 12 at a discount.

## FREQUENT FLYER PROGRAM—FlightFund.

**Earning Miles or Credits**—Mileage credit is based on the greater of 500 miles or actual flight mileage, with a 50% bonus for first-class travel. You can also earn miles with America West's program partners.

**Awards Redemption**—America West has two award levels: Value Awards and Top Value Awards. Value Awards are limited and subject to availability and blackout dates. Top Value Awards have no restrictions.

One round-trip ticket within the continental U.S. and Canada can be redeemed as follows:

Award	Value Awards	Top Value Awards
Coach class	20,000	40,000
First class	40,000	80,000

A one-way upgrade from full-fare coach cost 5,000 miles; from other fares, 10,000 miles.

**Elite Level Program**—Qualifying miles are based on actual or minimum miles, whichever is greater, or actual segments flown on qualifying paid tickets. Certain discounted fares do not qualify toward elite status. The 50% class of service bonus earned for flying first class counts toward elite status. America West FlightFund was voted the 2002 Best Elite-Level Service by the 15th Annual Freddie Awards.

Elite Level	Flight Activity in a Calendar Year
Silver	25,000 actual miles or 30 segments
Gold	50,000 actual miles or 60 segments
Platinum	75,000 actual miles or 90 segments

**Partners**—America West counts among its partners most major rental car and hotel companies. Airline partners include BigSky, British Airways, Hawaiian, Northwest, and Virgin Atlantic.

**Rules and Charges**—Miles expire within 36 months if there is no account activity.

## AMERICAN AIRLINES

American Airlines is the world's largest airline and, along with its sister company, American Eagle, serves 250 cities in 41 countries and territories. American provides service to large and midsize U.S. cities. American Eagle, the largest regional airline in the country, provides connecting flights to cities in smaller markets. AMR Corporation, American's parent company, purchased TWA in April 2001.

American has a code-share agreement for regional service under the American Connection program; this enables one-stop reservations through American, as well as participation in American's AAdvantage program. Participating carriers include Chautauqua Airlines, Corporate Airlines, and Trans States Airlines. American has interline e-ticketing agreements with Alaska Airlines, America West, Aloha, Continental Airlines, Delta Air Lines, Hawaiian, Northwest Airlines, Midwest Airlines, United Airlines, and US Airways.

Several programs and services targeted to the business traveler are offered. The Business ExtraAA Program ([www.businessextraa.com](http://www.businessextraa.com)) is a travel award and incentive program that allows companies to manage business travel while earning AAdvantage miles. The AAirpass ([www.airpass.com](http://www.airpass.com)) program offers prepaid air travel at a reduced fixed rate.

American also offers group and meeting travel services and discounts, as well as Incentive TrAAvel Certificates. This last offering is a flight certificate that can be used as a reward for employees and customers.

### Fast Facts: American Airlines

**Airline Code:** AA

**Hubs:** Chicago, Dallas/Fort Worth, and Miami

**Frequent Flyer/Loyalty Program:** AAdvantage

**Airport Lounge Club:** Admirals Club

## CONTACT INFORMATION

Web site	 www.aa.com	Flight status	 800.223.5436
Reservations	 800.433.7300	AAdvantage	 800.882.8880
Customer relations	 817.967.2000	AirPass	 800.388.1461
Admirals Club	 800.237.7961	Business ExtrAA program	 800.433.1790
aa.com	 800.222.2377	Incentive TrAAvel certificates	 800.433.1790
Baggage customer service	 800.535.5225		

## FARES

American offers both full-fare refundable and discounted nonrefundable fares. All American flights offer 2 to 3 classes of service—coach, business, and/or first. Seat assignments are given at the time of reservations. Nonrefundable fares usually require advance purchase of 21 days, 14 days, and 7 days, although you may also find fares with 1 to 3 day advance purchase. Some discounted fares require travel on selected days/time, round-trip travel, or Saturday night stays. Internet-only fares are also available.

## FEES

**Standby**—Standby travel is allowed on most nonrefundable fares.

**Cancellation/Change**—Changes to most nonrefundable domestic tickets requires a \$100 fee.

**Upgrades**—Upgrades are available to AAdvantage members. One upgrade is required for every 500 miles flown. Each flight segment requires at least one upgrade. Upgrades purchased using automated purchasing cost \$40 for each 500-mile segment; if you make an assisted purchase, the cost is \$50. Confirmation and availability is based on elite member status.

## CHECK-IN

**Online Check-In**—American allows you to check in and print your boarding pass on flights departing in less than 30 hours but more than 1 hour. This service is available only to AAdvantage members for travel on American Airlines, American Eagle, or American Connection in the United States or to San Juan, Puerto Rico.

**Self-Cellation Airport Check-In**—Self-service check-in machines are located near ticket counters at most domestic airports. Go online ( www.aa.com) to get a list of airport locations.

**Minimum Gate Check-In**—You must check in at least 15 minutes before your scheduled departure time and be present at the gate to retain your reservation—or 30 minutes to retain your preassigned seat assignment.

## CABIN SERVICE

American offers meal service on flights with flying times longer than 4 hours departing Chicago and Dallas/Fort Worth to California, Oregon, and Washington, and on flights between Dallas/Fort Worth and Boston, Hartford, the New York City area, Philadelphia, and the Washington, D.C., area. Meal service is offered in first class on all markets that have flying times longer than 2 hours and operate within traditional meal windows (breakfast, lunch, and dinner). Generally, a snack service will be provided on flights greater than 2.5 hours that take place outside these meal windows. American offers a wide variety of special meals, including low sodium and diabetic meals. American has begun testing buy-on-board meals.

## WEB AND WIRELESS TOOLS AND SERVICES

American's Web site offers online flight and gate status and notification via email, wireless, or voice messaging. You can also obtain downloadable timetables and seat maps online.

## ON-BOARD TECHNOLOGY

American offers power ports on all Boeing 737, 767, 777, Airbus 300, and Fokker 100 aircraft. Most Boeing 757 and Boeing Super 80 aircraft also have power ports, except those aircraft with flight number ranges 2800-3199. These power ports are available at each seat in first and business class, as well as selected rows in the coach cabin. Refer to the following chart

for specific power port locations on selected aircraft, or go to American's Web site for more information. Outlets are located on seat consoles, or mounted to the seat frame below the seat cushion. Look for the "lightning bolt" symbol on the overhead bin rows containing power port-equipped seats.

Worldwide satellite communications are available on American Airlines' Boeing 767 and Boeing 777 aircraft. Rates for satellite calls are \$5 to connect and \$10 per minute. On domestic flights, American offers Verizon Airfone service.

## FLEET

In addition to the aircraft featured in the following table, American flies the following planes: Boeing 767-200, Boeing 767-200 Extended Range, Boeing 767-300 Extended Range, and Boeing 777-200 Extended Range jet planes. American Eagle flies ATR 42 (turboprop), Bombardier CRJ-700, Embraer 135, Embraer 140, Embraer 145, Super ATR (turboprop), and the Saab 340B (turboprop).

Aircraft	Airbus A300-600	Boeing 757	Boeing 737-800	Fokker 100	McDonnell Douglas MD-80
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Number of aircraft	34	144	77	74	362
Average Age (years)	12	7	1	9	13

### First Class

Passengers	27	22	20	8	14/16
Configuration	2-2	2-2	2-2	2-2	2-2
Seat Width/Pitch	19.5"/40"	20.0"-21.0"/ 39" - 40"	21"/40"-42"	18"/38"	19.5"/38"-40"
Outlet Rows	All	All except flight #2800-3199	All	All	All, except on MD-83s and flight # 2800-3199

### Economy

Passengers	224	146/154	114	79	115
Configuration	2-4-2	3-3	3-3	2-3	2-3
Seat Width/Pitch	18"/33"-35"	17"/33"-35"	17"/33"-35"	17"/34"-35"	17"/33-35"
Outlets	4,5,7-11, 14, 17, 20, 23	9-14, 16,17,21, 23, 25, 28, 31 No outlets in flights # 2800-3199	9-14, 17, 20, 22, 25	6-10, 13, 14, 16, 18	7-13, 15, 17, 19, 20, 21, 26, except on MD-83s and flight #s 2800-3199

Aircraft	SAAB 340B (turboprop)	Embraer 145
Number of aircraft	66	56
Average age (years)	10	3
Passengers	34	50
Configuration	1-2 (row 14 has 4 seats)	1-2
Seat Width/Pitch	18"/29-30"	17"/31"

Please note the following: Boeing 757s with flight numbers 2800-3199 have a slightly different configuration than shown in the previous table. Also, American flies four different configurations of the MD-80. And, unfortunately for long-legged business travelers, American has recently announced that it is reducing its More Room Throughout Coach program, which offers an increased seat pitch in economy class—33-35 inches compared to 31 inches for most airlines. More Room Throughout Coach will now be available on about 80% of flights; flights eliminated from the program primarily serve leisure travelers. (Aircraft information is as of December 2002.)

**AIRPORT LOUNGE CLUBS**—Admiral Clubs.

**Locations**—Admiral Clubs are in 36 locations worldwide, including 22 in the continental United States. The U.S. locations include Atlanta, Austin, Boston, Chicago O'Hare, Dallas/Fort Worth, Denver, Kansas City, Los Angeles, Miami, New York Kennedy, New York LaGuardia, Newark, Orange County, Philadelphia, Raleigh-Durham, San Diego, San Francisco, San Jose, Seattle, St. Louis, Washington, D.C. Dulles and Washington, D.C. Reagan.

American also offers clubs with expanded meeting accommodations and catering services. These Executive Centers are located in the Chicago O'Hare, New York LaGuardia, Dallas/Fort Worth, and San Francisco airports.

**Services**—Standard amenities include complimentary beverages and snacks, reservations and check-in assistance, fax machines, photocopiers, and telephones. In addition, certain locations have conference rooms, personal computers, audio-visual equipment, secretarial/dictating services, message and catering services, speakerphones, a presentation board, notary services, a private bar, showers, and high-speed wireless Internet (by T-Mobile).

**Annual Fees**—Annual renewal membership rates are based on AAdvantage membership status, as follows:

Membership Status	Cost
Regular	\$400 or 60,000 miles
AAdvantage Gold	\$350 or 50,000 miles
AAdvantage Platinum	\$300 or 45,000 miles
AAdvantage Executive Platinum	\$250 or 35,000 miles

New members are charged an additional \$50 or 10,000 miles. All American clubs have \$50 nonmember day passes that can be applied toward membership (within 30 days).

**FREQUENT FLYER PROGRAM**—AAdvantage.

**Earning Miles or Credits**—Flight mileage credit is determined on the basis of nonstop distances between airports. Business and first class flyers earn an additional 25% and 50% of miles flown, respectively. Opportunities also exist to earn miles with flight bonuses, online booking, and partner programs; American also offers periodic mile purchase programs.

**Awards Redemption**—American has two award levels—Anytime Awards and PlanAAhead Awards. Anytime Awards are similar to purchasing unrestricted full-fare tickets; PlanAAhead Awards have restrictions and advance purchase requirements.

Redemption rates (for flights within the continental U.S.) are as follows:

Award	Anytime	PlanAAhead
Coach/Economy Class	40,000	25,000
First/Business Class	80,000	40,000

The number of miles required for a one-way upgrade from a full-fare economy ticket is 5,000; from most economy and business class fares, 15,000. Miles can be redeemed online at [www.aa.com](http://www.aa.com) or by calling 800.882.8880.

**Elite-Level Programs**—American has three elite membership levels: AAdvantage Gold, AAdvantage Platinum, and AAdvantage Executive Platinum. Qualifying miles for these levels are as follows:

Elite Level Membership	Qualifying Miles per Calendar Year
Gold	25,000
Platinum	50,000
Executive Platinum	100,000

Qualification miles are determined by the number of miles flown times a multiplier based on the type of ticket purchased.

**Partners**—American has more than 70 airline, hotel, car rental, and credit card partners, and is a member of the Oneworld Alliance.

**Rules and Charges**—Miles expires without account activity in a 36-month period.

There are no award redemption services charges for travel ticketed 21 days in advance. For travel ticketed 7 to 20 days prior to departure, the charge is \$50; for travel ticketed 2 hours to 6 days prior to departure, the charge is \$75.

## AMERICAN TRANS AIR (ATA)

ATA, the tenth-largest U.S. airline, is a low-fare major carrier offering a single class of service. ATA provides scheduled service from its gateway cities of Chicago (Midway) and Indianapolis to 40 destinations, including such major airports as Boston, Charlotte, Dallas/Fort Worth, Denver, Las Vegas, Minneapolis-St. Paul, New York LaGuardia, Newark, Philadelphia, Phoenix, Seattle, and Washington, D.C. The company also provides transpacific service between the western United States and Hawaii. In 2002, Chicago-Midway represented approximately 71.2% of ATA's total scheduled service capacity.

ATA operates one of the youngest fleets in the airline industry. ATA's parent company, ATA Holdings, also owns a regional commuter airline called Chicago Express Airlines, Inc., (operating as ATA Connection) and ATA ExecuJet, an executive charter service. ATA Connection provides commuter passenger service between Chicago-Midway and 13 cities in the Midwest and lower Great Lakes region. It uses a fleet of 17 SAAB 340B 34-seat propeller aircraft; flight features include luxury cabin-class leather seats, spacious overhead bins, and flight attendant service.

ATA offers discounted rates for groups of 10 or more, as well as special rates for meeting and convention travel. ATA's Corporate Partners program offers fare discounts to corporations.

### Fast Facts: American Trans Air

**Airline Code:** TZ

**Hubs:** Chicago (Midway) and Indianapolis

**Frequent Flyer Program:** ATA changes its program periodically

**Airport Lounge Club:** None

## CONTACT INFORMATION

Web site	 <a href="http://www.ata.com">www.ata.com</a>
Reservation department	 800.225.2995
Customer relations	 877.617.1139
Luggage services	 317.248.5084
ATA charter sales	 317.243.4150

## FARES

ATA offers a single class of service: coach. Fares are capacity controlled so that the closer you are to the departure date, the higher the ticket price. ATA has nonrefundable and refundable fares and also sells Internet-only fares.

## FEEES

**Standby**—There is no charge for same-day standby.

**Cancellation/Change**—A service charge of \$50 is assessed for itinerary changes to nonrefundable tickets.

**Upgrades**—Not applicable.

## CHECK-IN

**Online Check-In**—Available 24 hours up to 90 minutes before scheduled departure.

**Self-Service Airport Check-In**—ATA is rolling out self-service check-in centers. Go online for an updated list of available locations.

**Minimum Gate Check-In**—All customers must be present in the boarding area at least 20 minutes prior to scheduled departure for domestic flights, and 30 minutes prior for international, Hawaii, and San Juan flights—even if you have already appeared at another location designated for customer check-in.

### CABIN SERVICE

On flights lasting 1 hour or longer, ATA serves complimentary coffee, juices, and soft drinks. Cocktails, beer, and wine are available for a nominal charge.

### WEB AND WIRELESS TOOLS AND SERVICES

ATA's Web site offers downloadable timetables in PDF format.

### ON-BOARD TECHNOLOGY

None

### FLEET

Aircraft	Boeing 737-800	Boeing 757-200	Boeing 757-300	Lockheed L-1011	Saab 340-B (Turboprop)
Number	30	16	10	10 17	
Average age (years)	1	5	1	25	11.5
Seats	147	216	247	NA	NA

(Aircraft information is as of December, 2002.)

### AIRLINE LOUNGE CLUB

None

### FREQUENT FLYER PROGRAM

ATA offers periodic promotions that allow customers to earn free flights—but no club, per se.

### CONTINENTAL AIRLINES

Continental Airlines is the fifth-largest U.S. airline, with the broadest global route network of any U.S. carrier. The carrier serves 223 airports worldwide and flies to 110 cities in 37 states, the District of Columbia, Canada, and Mexico. Continental's hubs are in Cleveland, Houston, and Newark.

Continental has one of the newest jet fleets of the major U.S. airlines, with an average age of about 6 years. Continental's regional service is known as Continental Express and is operated by ExpressJet, the second largest regional airline in the U.S. (behind AMR's American Eagle). ExpressJet operates an all-jet fleet using 188 Embraer regional jets.

Continental has marketing alliances with Delta and Northwest. This alliance allows for code sharing, as well as reciprocal frequent flyer programs and airport lounge arrangements. The airline's free corporate program, RewardOne, offers travel rewards for large companies. Continental also offers group discount programs for groups of 10 or more. Continental was the recipient of the Best Executive/Business Class Award in the 2003 OAG Airline of the Year Awards.

### Fast Facts: *Continental Airlines*

**Airline Code:** CO

**Domestic Airport Hubs:** Newark, Houston, Cleveland

**Frequent Flyer Club:** OnePass

**Airport Lounge Club:** Presidents Club

## CONTACT INFORMATION

Web site	 <a href="http://www.continental.com">www.continental.com</a>	Meetings	 800.468.7022
Reservations (domestic)	 800.525.0280	Groups	 800.525.1700
Reservations (international)	 800.231.0856	Baggage	 800.335.2247
Customer service	 800.932.2732	OnePass	 713.952.1630
Presidents Club	 800.322.2640	OnePass account info	 713.785.8999
Continental.com	 800.300.1547	OnePass reservations	 800.621.7467

## FARES

Continental offers both first/business and coach classes of service, along with full-fare, refundable, unrestricted fares and discounted, nonrefundable, restricted fares. Nonrefundable fares may require advance purchase and/or Saturday night stay. Discounted Internet-only fares are also available.

## FEES

**Standby**—Standby is allowed on nonrefundable tickets for both earlier and later same-day flights. There is no additional cost, provided that the flights and routing are applicable for the fare charged.

**Cancellation/Change**—Most restricted fares have a \$100 change fee.

**Upgrade**—Continental is changing aspects of its policies as of 01/01/04.

## CHECK-IN

**Online Check-In**—Online check-in is available 1 to 12 hours prior to scheduled departure time.

**Self-Service Airport Check-In**—Continental eService Centers are available at most U.S. airports.

**Minimum Gate and Baggage Check-In**—Customers checking in must present themselves at the gate no later than 15 minutes prior to departure—even if they have checked in previously.

## CABIN SERVICE

Meals are served in first class on flights longer than 1 1/2 hours and in economy class on flights longer than 2 hours. If you are flying economy, your meal is a cold breakfast or sandwich snack for flights shorter than 3 hours; you get a hot snack sandwich if you are flying more than 3 hours. First class flyers are served an entrée.

## WEB AND WIRELESS TOOLS AND SERVICES

The Continental Web site offers the Business Travel Manager online booking tool that enables travelers or travel agents to book air fares, hotels, and rental cars—as well as store travel preferences and profile information. Users can also sign up to receive flight arrival and departure information via email.

The Web site's Inside Mobile Tools section offers mobile service for PDAs and Web-enabled phones, including wireless real-time flight status, flight schedules, seat availability, and Continental contact information. You can also download electronic timetables to your PDA in PDF format.

## ON-BOARD TECHNOLOGY

Verizon Airfones are available on all domestic flights. Verizon JetConnect is available on 300 narrow-body (one-aisle) aircraft. In addition, Continental has power ports on 767s and 777s used for international flights. (No domestic flights offer power ports.)

**FLEET**

Continental, Continental Express, and Continental Micronesia fly 14 different aircraft, including the following:

<b>Aircraft</b>	<b>Boeing 737-300</b>	<b>Boeing 737-800</b>	<b>Boeing 737-500</b>	<b>Boeing 757-200</b>	<b>ERJ-145</b>
Number of aircraft	58	77	65	41	140
<b>First Class</b>					
Passengers	12	14	12	24	0
Configuration	2-2	2-2	2-2	2-2	NA
Seat width/pitch	21"/37"	21"/38"	21"/38"	21"/38"	NA
<b>Economy</b>					
Passengers	112	141	92	159	50
Configuration	3-3	3-3	3-3	3-3	1-2
Seat width/pitch	17"/31"	17"/31"	17"/31"	17"/31"	17"/31"

(Aircraft information as of March 2003.)

**AIRPORT LOUNGE CLUB**—Presidents Clubs  [presclubcoair.com](http://presclubcoair.com)

**Locations**—There are 27 club rooms worldwide, of which 22 are in the U.S.—Atlanta, Austin, Boston, Chicago (O'Hare), Cleveland, Dallas/Fort Worth, Denver, Fort Lauderdale, Honolulu, Houston (Bush Intercontinental (4)), Los Angeles, New York (LaGuardia), Newark (3), San Antonio, San Francisco, Seattle, and Washington, D.C. (Reagan). Continental has a reciprocal agreement with Northwest and Delta that allows members to use Northwest WorldClubs when flying on the partner airlines.

**Services**—Standard amenities include complimentary beverages, light snacks and bar service, complimentary use of photocopier machines, local phone calls, reservation assistance, current periodicals and newspapers, telephones with data ports, and fax machines. Select locations have conference rooms with speakerphones and VCRs. The cost for conference room rental is \$35 per hour. Presidents Club members can bring two friends or business associates, or their immediate family (spouse and children under 21 years of age), any time they visit a Presidents Club.

**Membership Rates**—Presidents Club membership rates are based on current OnePass Status, as follows:

<b>OnePass Membership</b>	<b>Annual Fee</b>
Standard	\$375
Silver Elite	\$325
Gold Elite	\$275
Platinum Elite	\$250

The nonmember day rate is \$45, plus a one-time nonmember initiation fee of \$50.

**FREQUENT FLYER PROGRAM**—Continental OnePass

**Earning Miles or Credits**—Miles earned are based on the actual miles flown or a minimum of 500 miles. Qualifying full-fare first class, business class, and BusinessFirst fares receive a 50% mileage bonus. Miles can also be earned through partner programs.

**Awards Redemption**—Continental has two award levels—Standard Rewards and EasyPass Rewards. Standard Rewards are capacity-controlled, may require Saturday night stay, and have restricted travel dates. EasyPass Rewards are free of capacity controls and restricted travel dates. Rewards are available for round-trip travel within or between the 48 contiguous U.S. states, Alaska, and Canada only. Redemption levels are as follows:

Award	Standard	EasyPass
Economy	25,000	50,000
First/Business	45,000	90,000

A one-way full economy fare upgrade can be purchased for 5,000 points. A one-way select economy fare upgrade costs 10,000 points—15,000 as of 01/01/04.

### Elite-Level Program Qualifying Miles

Elite Level	Qualifying Miles per Calendar Year
Silver Elite	25,000 annual flight miles or 30 segments/points
Gold Elite	50,000 annual flight miles or 60 segments/points
Platinum Elite	75,000 annual flight miles or 90 segments/points

Beginning 01/01/04, Elite miles earned will be based on fare class flown.

**Partners**—Continental's partners include Alaska Airlines, American Eagle, Delta, Horizon, Northwest, and several foreign carriers. The airline has partnerships with most major hotel and rental car companies, as well as credit card, shopping, and communications companies.

**Rules and Charges**—There is no expiration on mileage credits. Awards redeemed 14 days or more prior to travel have no fees; redemption within 3 to 13 days costs \$50, a redemption less than three days in advance costs \$75.

## DELTA AIRLINES

Delta Airlines is the world's second largest airline. Along with its subsidiaries, Atlanta Southeast Airlines (ASA) and Comair, Delta serves 219 cities in 47 states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands; the carrier also flies to 32 countries outside the U.S.

Delta also operates Song (formerly Delta Express) and the Delta Shuttle. Song is a new low-fare service operating primarily in the Northeast-to-Florida corridor. The Delta Shuttle offers hourly service between New York, Boston, and Washington, D.C.

The Delta Connection program is Delta's regional connection service. The program allows one-stop reservations through Delta, as well as participation in the SkyMiles program for flights on regional carriers. Participating carriers include American Eagle (in California), Atlantic Coast Airlines (ACA), Atlantic Southwest Airlines (ASA), Chautauqua Airlines, Comair, and SkyWest Airlines. These carriers operate regional jets and turboprop aircraft under Delta's "DL" code.

Delta has marketing alliances with Continental and Northwest, which enables code sharing and reciprocal frequent flyer programs and airport lounge arrangements.

The carrier offers several services targeted to business travelers. The SkyBonus  [delta-skybonus.com](http://delta-skybonus.com) program is a travel rewards program for small to medium-sized companies. Delta also offers group sales programs and meeting travel services. Delta AirElite Business Jets  [airelite.com](http://airelite.com), formerly Comair Jet Express, is a subsidiary that provides on-demand corporate jet charter service, private jet fleet membership, and aircraft management services. AirElite operates a diversified fleet of Bombardier Challenger, Cessna Citation, Gulfstream, and LearJet business jets. Delta aircraft are also available for charter flight services.

### Fast Facts: Delta Airlines

**Airline Code:** DL

**Domestic Hubs:** Atlanta, Cincinnati, Dallas/Fort Worth, and Salt Lake City

**Frequent Flyer Program:** SkyMiles

**Airport Lounge Club:** Crown Room Club

## CONTACT INFORMATION

Web site	 <a href="http://www.delta.com">www.delta.com</a>	Crown Room Club	 800.496.2225
Domestic reservations	 800.221.1212	AirElite	 800.927.0927
International reservations	 800.241.4141	Charter flights	 404.715.2428
Baggage service	 800.325.8224	Group sales	 800.532.4777
Delta.com	 888.750.3284	Meeting network	 800.241.6108
Delta Shuttle	 800.933.5935	Corporate	 404.715.2600
SkyMiles	 800.323.2323		

## FEES

**Fares**—Delta offers full-fare, unrestricted, refundable and discounted, restricted, nonrefundable fares, as well as discounted Web-only fares. Delta offers first/business and coach classes of services, as well as BusinessElite, a special class of service for international business class travel. Seat assignments are given at the time of reservation. Nonrefundable fares usually require advance purchase of 21 days, 14 days, or 7 days. Some discounted fares require travel on selected days/time, round-trip travel, or Saturday night stays.

**Standby**—Standby travel is prohibited on nonrefundable fares; however, you may confirm changes to same-day flights for a \$25 fee if your reservations are made within 3 hours of departure.

**Cancellation/Change**—Changes to a ticket result in a fee plus any difference in fares. For domestic travel on Delta, the fee is \$100; Delta Express charges \$50, and Song charges \$25.

**Upgrade**—You can purchase upgrade points for cash or miles. Four 500-mile upgrade points cost \$160; one 500-mile upgrade point costs \$50. (You can also purchase four 500-mile upgrade points for 25,000 SkyMiles.) All fares are available for upgrade, but some are restricted to same-day travel. In 2004, confirmation timing is based on the fare class and elite member status.

## CHECK-IN

**Online Check-In**—Delta.com online check-in enables you to check in and print your boarding pass 30 minutes to 24 hours before departure. This service is available to SkyMiles members with carry-on bags only traveling within the 50 United States, Puerto Rico, and the Virgin Islands.

**Self-Service Airport Check-In**—This service is available in most domestic airports when you have purchased an e-ticket for a domestic flight.

**Minimum Check-In**—For domestic flights passengers are required to check bags at least 30 minutes before departure. (The requirement is 45 minutes for the Las Vegas and Denver airports.) You must be checked in and at the gate at least 15 minutes before departure. Delta Shuttle customers must complete baggage check-in at least 15 minutes before departure and be at the gate at least 5 minutes before departure for guaranteed seating.

## CABIN SERVICE

For economy class passengers, Delta serves food on flights in the continental U.S. of more than 1,750 miles (approximately 4 hours). First-class passengers receive meals on flights of more than 700 miles (approximately 2 hours). Special meals must be ordered 12 hours in advance and include bland, fruit plate, gluten free, kosher, low calorie, seafood, and vegetarian. Other options are also available. Delta has begun testing buy-on-board meals on some of its flights.

## WEB TOOLS AND SERVICE

Delta's Web site offers online seating charts and seat selection, as well as estimated wait times for curbside check-in, ticket counters, and security check (for selected airports). You can also sign up for flight status notification via email and to have last-minute fare specials emailed to you. The site also offers downloadable flight schedules.

Delta Mobile ([www.delta.com/mobile/](http://www.delta.com/mobile/)) provides wireless access to flight schedules, itineraries, flight status, and Delta phone numbers.

### ON-BOARD TECHNOLOGY

Laptop power outlets are available in BusinessElite and all classes of service on 777, 737-800, and 767-400 aircraft. Domestic flights have Verizon Airfone service.

### FLEET

In addition to the planes listed in the following table, Delta flies Boeing 737-300, 767-200, 767-300, 767-400, and 777-200 aircraft, as well as MD-11s and MD-90s.

Aircraft	Boeing 737-200	Boeing 737-800	Boeing 757-200	MD -88
Number of aircraft	52	71	121	120
Average Age (years)	17.8	2.6	11.7	12.9
<b>First Class</b>				
Passengers	12	16	22	14
Configuration	2-2	2-2	2-2	2-2
Seat Width/ Pitch	21"/36-37"	20.5"/38"	21"/37-38"	19.5"/37"
<b>Economy</b>				
Passengers	95	132	158	128
Configuration	3-3	3-3	3-3	3-2
Seat Width/ Pitch	17"/30-32"	17"/31-33"	17"/31-33"	17v/31-33"

Boeing 737-200 flown by Song are all coach; seats have a 33-34-inch pitch and 17-inch width. Delta Connection carriers fly Fairchild Dornier 328 (ACA), Saab 340B (American Eagle), Aerospatiale 72-210 (ASA), Canadair Regional Jet 200 (ASA), Canadair Regional Jet 700 (ASA), Embraer Brasilia 120 (ASA), Embraer ERJ-135 (Chautauqua), Embraer ERJ-145 (Chautauqua), Canadair Regional Jet 100 (Comair), Embraer Brasilia 120RT (Comair), Canadair Regional Jet 100 (SkyWest), and Embraer Brasilia 120ER (Comair) craft.

(Aircraft information is as of June 2003.)

### AIRPORT LOUNGE CLUB—Crown Room Clubs.

**Locations**—Crown Room Clubs are located in 32 cities worldwide, including 29 locations in the continental U.S. These locations include Atlanta, Boston, Chicago (O'Hare), Cincinnati, Dallas/Fort Worth, Denver, Fort Lauderdale, Hartford, Honolulu, Jacksonville, Kansas City, Los Angeles, Miami, Nashville, New Orleans, Newark, New York (JFK), New York (LaGuardia), Orlando, Philadelphia, Phoenix, Raleigh/Durham, Salt Lake City, San Diego, San Francisco, Seattle, Tampa, Washington, D.C. (Reagan National Airport), and West Palm Beach. Delta Crown Room members also have reciprocal access to all U.S. Continental Presidents Clubs, Northwest WorldClubs, and United Red Carpet Clubs (through February 29, 2004)—provided at least one segment is flown on the respective airline on the same day of travel.

**Facilities/Services**—Standard amenities include use of frequent traveler security lines in select U.S. cities, personalized flight assistance, free local telephone calls, fax machines, desk space, and a fully staffed bar. In addition, certain locations have data ports and computer access. High-speed wireless internet access (via T-Mobile) is in the process of being rolled out across all locations. Meeting services include conference rooms with audio/visual equipment (included in the rental fee); catering is available upon request. Rates run \$50 (\$65 for nonmembers) per hour from the peak period to 7 p.m. on weekdays, and \$25/hour after 7 p.m. (and all day on weekends and holidays). Nonmembers are required to purchase a \$50 one-day pass.

**Membership Rates**—Fees are based on your elite-level status in the SkyMiles program. You can also use frequent flyer miles to purchase your membership, as follows:

SkyMiles Membership Status	Membership Fees
General	\$475 or 70,000 miles
Silver Medallion	\$350 or 50,000 miles
Gold Medallion	\$275 or 40,000 miles
Platinum Medallion	Complimentary

One-day passes are available for nonmembers for \$50/day. Volume discounts are also available, as are spouse memberships.

### FREQUENT FLYER PROGRAM—SkyMiles.

**Earning Miles or Credits**—On Delta and Delta Connection coach and economy class flights, you earn actual miles flown or 500 miles minimum. Business and first class fares earn an additional 50% of mileage flown. Miles can also be earned through partner programs and other incentive programs.

**Awards Redemption**—Delta has two awards levels—SkyChoice Awards and SkySaver Awards. SkyChoice Awards are similar to purchasing unrestricted full-fare tickets. Awards redeemed using SkySaver Awards are limited, especially during peak travel periods.

The following award levels are for round-trip travel within or between the continental U.S., Alaska, or Canada:

Award	SkyChoice Award	SkySaver Award
Coach/Economy Class	50,000	25,000
First Class	80,000	40,000

You need 5,000 miles for a one-way, one-class upgrade from full coach fare; from select fares, 10,000 miles.

Miles can be redeemed online, by calling ☎ 800.325.3999 (PIN required), by Rapid Redemption (available at ticket offices and most airports; you will need your SkyMiles membership card and will pay an extra fee), by mail, or by fax. You can also purchase up to 20,000 miles (in increments of 1,000 miles) for \$25 per 1,000 miles, plus taxes and fees.

**Elite-Level Programs**—Delta has three elite membership levels—Silver Medallion, Gold Medallion, and Platinum Medallion. Medallion qualification miles are determined by the number of miles flown times a multiplier based on the type of ticket purchased. Members traveling on higher fares to earn elite status more quickly.

Elite Level	Qualifying Miles per Calendar Year
Silver	25,000
Gold	50,000
Platinum	100,000

**Partners**—Delta's domestic airline partners are Continental and Northwest. Delta is a member of the SkyTeam Alliance. Most major rental car companies and hotel chains participate in Delta's program. Delta also has partnerships with credit card, shopping, and communications companies.

**Rules and Charges**—Miles will not expire as long as every three years you either travel, participate in a partner program, redeem miles, or buy miles. Award redemption service charges range from zero to \$75, depending on your travel date, ticketing options (that is, online, by phone, or at the airport using Rapid Redemption), Medallion membership status, and whether you are getting an award ticket or certificate. The biggest variable is travel date. If you redeem your awards at least 15 days in advance, you pay no service charges (except at airport Rapid Redemption locations); if you

redeem 3 to 14 days in advance, the charge ranges from \$25 to \$75; if you redeem less than 3 days in advance, you'll pay \$75. In addition, you save money by redeeming online. Redeeming at Rapid Redemption airport locations always costs \$75.

## FRONTIER AIRLINES

Frontier Airlines is a low-fare, all-coach carrier that began operations in 1994. The airline is the second largest jet carrier at Denver International Airport, with an average of 170 daily systemwide departures and arrivals. Frontier provides service to 37 U.S. cities and two cities in Mexico. Frontier flights connect through Denver.

Frontier's regional code-share partners are Mesa Airlines, Inc., and Great Lakes Airlines. The code-share partnership with Great Lakes offers service to 35 regional destinations. Code-share flights with Mesa Airlines are operated as Frontier JetExpress and use 50-seat Bombardier CRJ-200 jet aircraft.

Frontier offers discounts for groups of 10 or more passengers. The Business Travel Program is designed for small and medium businesses and offers a quarterly 3% rebate on all qualified trips; passengers also receive special aircraft seating. There is no cost to participate in this program, although participants must show a minimum of four qualifying round-trips flown per calendar year.

### Fast Facts: Frontier Airlines

**Airline Code:** F9

**Domestic Hub:** Denver International Airport

**Frequent Flyer Program:** EarlyReturns

**Airport Lounge Club:** None

### CONTACT INFORMATION

Web site	 www.frontierairlines.com	Corporate	 800.265.5505
Reservations	 800.432.1359	Early Returns	 866.263.2759
Flight information	 800.432.1359	Group desk	 800.908.9069
Customer relations	 800.265.5505	Corporate desk	 800.952.7637

## FARES

Frontier offers both refundable and nonrefundable fares. Passengers are not required to stay over a Saturday night to receive most of the airline's low fares. Frontier also offers discounted fares based on availability; the earlier you reserve your flight, the lower the cost of the fares. The lowest available fares are always offered on the carrier's Web site. Seat assignments are given at time of reservation.

## FEES

**Standby**—There is no charge for same-day standby.

**Change/Cancellation**—Itinerary changes incur a \$100 processing fee plus any fare difference. Your unused ticket value, less a processing fee, is valid for one year from the date of purchase.

**Upgrade**—Frontier is a single-class carrier; upgrades are not available.

## CHECK-IN

**Online Check-In**—You may check-in 90 minutes to 12 hours prior to departure.

**Self-Service Airport Check-In**—None

**Minimum Gate Check-In**—20 minutes

## CABIN SERVICE

Frontier Airlines provides a light food service (bagels, wraps, chips, crackers, and other snacks) for all flights longer than 90 minutes.

## WEB AND WIRELESS TOOLS AND SERVICES

Online flight status is available at Frontier's Web site.

## ON-BOARD TECHNOLOGY

All Airbus 319s are equipped with DirecTV programming which features 24 channels of live TV at each seat.

## FLEET

Frontier currently operates a fleet of 36 aircraft including sixteen 136-passenger Boeing 737-300 jets, three smaller 737-200s, and seventeen 132-passenger Airbus 319s. (The Airbus jets have a relatively comfortable 33-inch seat pitch.) Airbus 318s and 319s will replace Frontier's existing Boeing fleet by 2006.

## AIRPORT LOUNGE CLUB

None

**FREQUENT FLYER PROGRAM**—EarlyReturns.

**Earning Miles or Credits**—Members earn 1 mile for every mile flown, plus additional mileage with program partners—including other airlines, hotels, credit cards, and car rental agencies.

**Awards Redemption**—You can redeem 15,000 EarlyReturns miles for a free round-trip flight anywhere on Frontier's route system.

**Elite-Level Program**—The EarlyReturns program has two elite tiers—Ascent (15,000 miles per year) and Summit (25,000 miles per year).

**Partners**—Airline partners include Midwest and Virgin Atlantic. Other Frontier partners include Alamo, Hertz, National, and Payless and Kimpton Hotels.

**Rules and Charges**—There are no charges to redeem awards. EarlyReturns requires account activity once every five years to remain active.

## HORIZON

Horizon is a regional carrier owned by Alaska Air Group, Inc., which also owns Alaska Airlines. Horizon provides air transportation to more than 40 destinations in Arizona, California, Colorado, Idaho, Montana, Oregon, and Washington state, as well as Alberta and British Columbia.

### Fast Facts: Horizon

**Airline Code:** QX

**Hubs:** Boise, Portland, and Seattle

**Frequent Flyer Program:** Alaska Airlines Mileage Plan

**Airport Lounge Club:** Alaska Airlines Board Room

## CONTACT INFORMATION

Web site	 www.horizonair.com	Mileage Plan awards	 800.252.7522
Reservations	 800.252.7522	Baggage service	 206.988.9797
Alaskaair.com	 877.502.5357	Consumer relations	 206.431.3647
Mileage Plan	 800.622.2680	Ticket refunds	 206.431.3753
Mileage Plan	 800.654.5669		

## FARES

Horizon offers both first/business and coach classes of service, as well as full-fare, refundable and discounted, nonrefundable fares.

**FEES**

**Standby**—No charge for same-day standby.

**Cancellation/Change**—On nonrefundable tickets, you must pay \$50 (plus any applicable increase in airfare) to make changes to your itinerary.

**Upgrade**—Upgrades are available for \$50 for each 1,250-mile segment on the day of flight.

**CHECK-IN**

**Online Check-In**—Customers may check in online 1 to 30 hours prior to scheduled departure of flights, as long as your complete itinerary is solely domestic, includes only flights operated by Alaska Airlines and Horizon Air, and is without paid upgrades or Mileage Plan redemptive upgrades.

**Self-Service Airport Check-In**—Available at most airports.

**Minimum Gate Check-In**—You must be checked-in and available to board at the designated boarding gate at least 20 minutes before your flight is scheduled to depart (30 minutes for flights to Mexico or Canada.)

**CABIN SERVICE**

Horizon Air serves healthy snacks and beverages on most flights, but does not provide special meals.

**WEB AND WIRELESS TOOLS AND SERVICES**

See Alaska Airlines.

**ON-BOARD TECHNOLOGY**

None

**FLEET**

<b>Aircraft</b>	<b>Bombardier CRJ 700</b>	<b>Bombardier Dash 8-400 (turboprop)</b>	<b>Bombardier Dash 8-100/200 (turboprop)</b>
Number of aircraft	16	15	28
Average age (years)	1	1.4	4.8
Passengers	70	70	37

(Aircraft information is as of December 2002.)

**ALASKA AIRLINES BOARD ROOM**

See Alaska Airlines.

**MILEAGE PLANS**

See Alaska Airlines.

**JETBLUE AIRWAYS**

JetBlue Airways began flying in 2000. This low-fare, all-coach airline now serves 20 cities around the country with a fleet of 40 new Airbus A320 aircraft. The airline is best known for its comfortable and entertaining flights; every JetBlue aircraft is outfitted with roomy all-leather seats and equipped with the DIRECTV System that provides up to 24 channels of personal video programming.

JetBlue flies to cities in California, Colorado, Florida, Georgia, Nevada, New York, Utah, Washington, and Washington, D.C. The company offers group rates for groups of 15 or more. Reservations can only be made directly through JetBlue.

## Fast Facts: JetBlue Airways

**Airline Code:** B6

**Hubs:** JFK, Long Beach, and Washington, D.C. (Dulles)

**Frequent Flyer Program:** TrueBlue

**Airport Lounge Club:** None

### CONTACT INFORMATION

Web site	 www.jetblue.com
Reservations	 800.538.2583
Group reservations	 888.538.2583, option 2

### FARES

JetBlue offers a range of one-way and round-trip fares (all coach), including 14-day, 7-day, and 3-day advance purchase fares and a special walk-up fare. Fares increase as the number of days prior to travel decreases. The highest walk-up fare is typically twice the amount of the lowest 14-day advance purchase fare. All fares are one-way and never require Saturday night stay. (If you are having trouble finding available flights on JetBlue, try less-traveled days such as Tuesday, Wednesday, Thursday, and Saturday.)

### FEES

**Standby**—There is no charge for same-day standby.

**Cancellation/Change**—Reservations may be changed or cancelled prior to scheduled departure for a fee of \$25 per person, plus any applicable difference in airfare.

### CHECK-IN

**Online Check-In**—None

**Self-Service Airport Check-in**—Available at Long Beach, New York (JFK), Oakland, and Orlando airports.

**Minimum Gate Check-in**—20 minutes

### CABIN SERVICE

No meal service is available. Snacks are served on all flights.

### WEB AND WIRELESS TOOLS AND SERVICES

JetBlue's Web site offers online flight status. Timetables can be viewed online or downloaded to a PC or PDA.

### ON-BOARD TECHNOLOGY

Each seat is equipped with the DIRECTV System, which offers up to 24 channels of DIRECTV programming via a personal LCD screen.

### FLEET

JetBlue flies a fleet of new Airbus A320 aircraft. This plane is configured to seat 156 coach-class passengers in 26 rows with a 3-3 configuration (exit rows are 11 and 12). The first 9 rows have a 32-inch seat pitch while the remaining rows have a roomy 34-inch seat pitch. By the end of 2003, JetBlue's fleet will include 53 aircraft, with more on the way as the airline continues to grow and add routes.

### AIRPORT LOUNGE CLUB

None

**FREQUENT FLYER PROGRAM**—TrueBlue.

**Earning Miles or Credits**—You earn points, not miles, the number of which depends on the length of your flight. Flights are grouped into three categories: short, medium, and long. Short flights earn 2 points each, medium flights earn 4 points, and long flights earn 6 points. You can also earn points for booking online.

**Awards Redemption**—The TrueBlue program is simple. You earn one round-trip flight for every 100 points.

**Partners**—None

**Rules and Charges**—Points expire one year after they are earned. Awards expire one year after they are issued.

**MIDWEST AIRLINES**

Midwest Airlines operates a single-class, premium-service passenger jet service. The carrier caters to business travelers and serves major destinations throughout the U.S. from Kansas City, Milwaukee, and Omaha. Midwest serves 25 cities and provides nonstop service between Milwaukee and more than 75% of its core jet routes. Premium-service features include wide two-across leather seats, baked-on-board chocolate chip cookies, and a high level of customer service.

Midwest's wholly owned subsidiary, Skyway Airlines, Inc. (formerly Astral Aviation, Inc.), operates Midwest Connect. This airline offers regional/commuter connections to Midwest Airlines, as well as point-to-point service between select markets, using regional jet and turboprop aircraft. Together, the airlines offer service to 51 cities. Midwest also has a code-share agreement with American Eagle.

Midwest Airlines has consistently been recognized as one of the best U.S. airlines by travel publications and frequent flyer surveys, including *Conde Nast Traveler*, *Travel+Leisure*, and the Zagat Airline Survey. In 2003, Midwest was voted the Best Airline in North America in the OAG Airline of the Year Awards. The company recently changed its corporate name from Midwest Express Airlines, Inc., to Midwest Airlines. (No "express.")

**Fast Facts: Midwest Airlines**

**Airline Code:** YK

**Hub:** Milwaukee

**Frequent Flyer Program:** Midwest Miles

**Airport Lounge Club:** Best Care Club

**CONTACT INFORMATION**

Web site	 <a href="http://www.midwestairlines.com">www.midwestairlines.com</a>
Reservations	 800.452.2022
Midwest Miles	 800.314.7125
Best Care Club	 877.203.9857
Baggage	 800.233.2830

**FARES**

Midwest Airlines offers a variety of unrestricted, less-restricted, and nonrefundable coach fares. Nonrefundable fare types usually require that you purchase your ticket 3, 7, 10, 14, or 21 days before departure; travel round-trip; and have a Friday or Saturday night stay. Seats at these lower fares are limited.

In 2003, Midwest announced the launch of a low-fare product focusing on the leisure market. The service will fly five MD-80 aircraft (already part of the Midwest fleet) in 3-2 seating configuration that will seat 143-147 passengers in a single class cabin. Seat pitch on these new flights will average 33 inches.

**FEES**

**Standby**—No charge for same-day standby.

**Cancellations/Change**—If you need to cancel your trip, your ticket remains valid for one year from the date of purchase. You may apply its value toward the purchase of another nonrefundable fare type for a \$100 administrative fee, plus any difference in fares. If the new fare is less expensive than the original fare, you may apply that difference toward the \$100 administrative fee.

**Upgrades**—Midwest is a single-class carrier; no upgrades are available.

**CHECK-IN**

**Online Check-In**—Online check-in is available 90 minutes to 24 hours prior to departure.

**Self-Service Airport Check-In**—Self-service check-in was not available at publication.

**Minimum Check-In**—All passengers must check in, receive a seat assignment, and be at the boarding point ready to board the aircraft at least 10 minutes before the scheduled departure time. Failure to do so may result in cancellation of your reservation for all segments of your itinerary and make you ineligible for denied boarding compensation.

**CABIN SERVICE**

You can purchase Midwest's In-Flight Café meal service on all flights. Breakfast costs \$7, whereas lunch and dinner cost \$10. Meal choices typically include items such as a chicken salad sandwich on a soft croissant, salad, apple, and bottled water. Midwest says it will continue to serve its trademark chocolate-chip cookies for free. The service is provided by LSG Sky Chefs, the same company that provided previous meal service.

**WEB AND WIRELESS TOOLS AND SERVICES**

Midwest's Web site provides online seat maps, downloadable timetables, and online flight status.

**ON-BOARD TECHNOLOGY**

Verizon Airfones are available on all flights.

**FLEET**

Each Midwest aircraft is configured with two-by-two leather seats; these seats are larger than coach seats on most other airlines (21 inches wide at the seat cushion, compared with standard coach seats that are 17 to 18 inches wide). The pitch between seats is a roomy 33 to 34 inches, compared with the average industry coach pitch of 31 inches.

Even better—there aren't any middle seats on Midwest flights. Midwest's aircraft have about 20% fewer seats than other airlines typically install in the same type of aircraft.

<b>Aircraft</b>	<b>DC 9-10</b>	<b>DC 9-30</b>	<b>MD-88</b>	<b>MD-81/82</b>
Number of aircraft	4	16	2	10
Passengers	60	84	112	116
Configuration	2-2	2-2	2-2	2-2
Seat width/pitch	21"/33-34"	21"/33-34"	21"/33-34"	21"/33-34"

The Midwest Connects fleet consists of 19 Beech 1900D (turboprop) planes that seat 19 passengers and 32 Fairchild 328 jets that seat 32.

**AIRPORT LOUNGE CLUB**—Best Care Club.

**Locations**—General Mitchell Milwaukee International Airport, in the T Concourse.

**Services**—Standard amenities plus cash bar, in-house massage, conference rooms, and private workstations with free high-speed Internet access.

**Membership Rates**—\$300 per year

**FREQUENT FLYER CLUB**—Midwest Miles.

**Earning Miles**—Miles earned are based on miles flown. Miles can also be earned from partner programs.

**Awards Redemption**—Midwest Miles offers two awards levels—Standard and Choice. Choice awards do not have capacity restrictions. A round-trip domestic flight requires 25,000 miles at a Standard award level, or 50,000 miles for a Choice award.

**Elite-Level Program**—When you fly 25 one-way trips or 20,000 miles annually, you qualify for the Midwest Miles Executive elite-level program.

**Partners**—Midwest's air partners include Air Jamaica, American Airlines, and Frontier. Hotel partners include Baymont, Hilton, Hyatt, Loews, Radisson, Raffles, Swissotel, and Wyndham. Car rental partners include Avis, Hertz, and National.

**Rules and Charges**—Accounts without activity in the first 12 months after enrollment may be deleted. Awards redeemed less than 21 days in advance of departure incur a \$50 fee. Awards redeemed less than 24 hours in advance of departure incur a \$75 fee.

**NORTHWEST AIRLINES**

Northwest Airlines is the world's fourth largest airline, serving more than 750 cities in 120 countries. In the U.S., Northwest flies to 49 states and the District of Columbia.

Northwest provides regional airline service under the Northwest Airlink brand, operated by Pinnacle Airlines (formerly Express Airlines) and Mesaba Airlines. Pinnacle, a wholly owned subsidiary of NWA, is a regional carrier providing service to more than 80 cities throughout the United States from its hubs in Detroit, Memphis, and Minneapolis/St. Paul.

Northwest has a marketing alliance with Continental and Delta that allows for code sharing, as well as reciprocal frequent flyer programs and airport lounge arrangements. Northwest also has interline e-ticketing services with Alaska, American, Continental, Delta, Horizon, and United.

This carrier offers several programs and services targeted to the business traveler. In particular, the Biz Perks and E-Biz Perks programs are corporate travel programs for small and midsized companies. Northwest offers charter aircraft services through its Charter Department; its Group Travel Programs department offers discounted fares for groups of 10 or more traveling together.

**Fast Facts: Northwest Airlines**

**Airline Code:** NW

**Domestic Hubs:** Detroit, Memphis, Minneapolis/St. Paul

**Frequent Flyer Program:** WorldPerks

**Airport Lounge Club:** WorldClubs

**CONTACT INFORMATION**

Web site	 www.nwa.com	WorldPerks	 800.447.3757
Domestic reservations	 800.225.2525	WorldClubs	 800.692.3788
International reservations	 800.447.4747	Biz Perks	 800.692.6955
Refunds	 612.726.2422	Group Travel	 800.645.9696
Baggage	 800.648.4897	Package Service	 800.638.7337
nwa.com	 800.692.6955		

**FARES**

Northwest offers full-fare unrestricted fares, discounted nonrefundable fares, Internet only fares, Bizflex fares, CyberSavers fares, and the ConnectFirst Program.

BizFlex fares offer up to a 50% discount on the regular unrestricted full coach walk-up fare, with no Saturday night stay requirement. The fare must be purchased at least 10 to 14 days in advance of travel. You can upgrade to first class for a small premium.

CyberSavers are low fares for last-minute travel. The fares are published on Wednesday of each week, for travel departing on Saturday and returning Monday or Tuesday.

ConnectFirst allows you to purchase a full-fare coach ticket and receive a free first class upgrade. (If seats are available, that is; if not, you get double mileage.) This offer applies to qualifying domestic flights through Detroit, Memphis, or Minneapolis/St. Paul. Seat assignments are given at the time of reservation, if available. Preferential seating is given to WorldPerks Elite members and full-fare ticket holders.

## FEES

**Standby**—No fees are charged for same-day standby travel.

**Cancellation/Change**—The change fee is \$100.

**Upgrade**—Upgrades can only be purchased on the day of departure, are subject to availability, and are not offered on certain fares. Upgrades cost \$50 per 500-mile segment.

## CHECK-IN

**Online Check-In**—Check-in is available less than 30 hours but more than 90 minutes prior to flight departure.

**Self-Service Airport Check-In**—Available in most airports to e-ticket holders traveling in the U.S.

**Minimum Check-In**—For continental U.S. flights, advance seat assignments may be cancelled if the passenger has not checked in and received a boarding pass at least 30 minutes prior to departure (45 minutes at Atlanta, Denver, and Las Vegas airports). Reservations are subject to cancellation, and passengers may not be eligible for denied boarding compensation if they are not on board the aircraft at least 15 minutes prior to departure.

## CABIN SERVICE

Meal service is offered on flights longer than 4 hours. Northwest has also introduced a buy-on-board program on selected flights.

## WEB AND WIRELESS TOOLS AND SERVICES

The nwa.com Web site offers an online-only travel discount program, weekly CyberSavers promotions, downloadable flight schedules, and My NWA, which allows you to save your contact preferences and travel notifications. You can sign up to receive flight and gate status notification via email or any wireless device. Mobile access to a condensed version of the site is available at wireless.nwa.com.

## ON-BOARD TECHNOLOGY

None

## FLEET

Northwest flies a large variety of aircraft, including the following primary model types.

Aircraft	Airbus A320-200	Airbus A319—100	Boeing 756	Boeing DC9-30
Number of aircraft	76	59	56	112 planes
Passengers	148	124	180/184	100

Aircraft	Airbus A320-200	Airbus A319—100	Boeing 756	DC9-30
<b>First Class</b>				
Passengers	16	16	22	16
Configuration	2-2	2-2	2-2	2-2
Seat width/pitch	21"/36"	21"/35"	21"/37"	19.5"/34"
<b>Economy Class</b>				
Passengers	132	108	158	84
Configuration	3-3	3-3	3-3	2-3
Seat width/pitch	17"/31-32"	17"/30-32"	17"/31-33"	17"/30"

In addition to the aircraft just listed, Northwest flies the Boeing 747-200, 747-400, and 757-300; McDonnell Douglas DC9-40, DC9-50, DC-10, and DC10-30; Airbus A330-200, A330-300, and CRJ-200 and -440 aircraft. Planes flown by Northwest partners Pinnacle and Mesaba include the Avro Regional Jet -85, Saab 340 (turboprop), and Canadair Regional Jet-200 and -440. (Aircraft information is as of December 2002.)

### AIRPORT LOUNGE CLUB—WorldClubs.

**Locations**—There are 28 domestic WorldClub locations, in the following airports: Anchorage, Atlanta, Austin, Boston, Chicago (O'Hare), Cleveland, Columbus, Dallas/Fort Worth, Denver, Detroit, Fort Lauderdale, Honolulu, Houston, Las Vegas, Los Angeles, Memphis, Milwaukee, Minneapolis/St. Paul, New York (JFK), New York (LaGuardia), Newark, Philadelphia, Phoenix, Portland, San Antonio, San Francisco, Seattle, and Washington, D.C. (both Dulles and National). In New York's JFK, members can use the Aerlingus Lounge. When flying on Alaska Airlines or Northwest-designated Alaska Airlines flights, WorldClub members have access to Alaska Airlines Board Room Clubs. WorldClub membership provides access to more than 100 airport lounges worldwide, through affiliation with American West Clubs; Continental Airlines Presidents Clubs; Delta; KLM Business Class Lounges in Amsterdam, Dubai, and London; and the Air China First and Business Class Lounge in Beijing.

**Services**—Standard amenities include ticketing; concierge services; fax; copier; private workstations with data ports; and complimentary cocktails, beverages, snacks, telephones, newspapers, and periodicals. Private conference rooms are available at select locations with services including TVs, VCRs, overhead projectors, whiteboards, and catering. These conference rooms can be rented for \$45 per hour, whereas semiprivate meeting rooms may be reserved at no charge.

**Rates**—Annual membership rates are based on WorldPerks membership status:

WorldPerks Membership	Annual Fee
Base	\$450
Silver Elite	\$350
Gold Elite	\$300
Platinum Elite	\$250

Nonmember day passes are available for \$45 per day.

### FREQUENT FLYER PROGRAM—WorldPerks.

**Earning Miles or Credits**—Mileage credit earned is based on the greater of 500 miles or actual mileage flown. Business and first class travel earns miles at a 50% premium. Miles can also be earned with various program partners.

**Awards Redemption**—WorldPerks has two award levels—Standard (which is subject to capacity control and often requires a Saturday night stay) and RuleBuster (waives the capacity controls).

The following awards apply for round-trip travel within the continental U.S., Alaska, and Canada:

Award	Standard	RuleBuster
Coach Class	25,000	45,000
First/Business Class	50,000	90,000

You need 5,000 miles for a one-way upgrade from full-fare coach, and 10,000 miles from Select Coach and Business Class Fare.

### Elite-Level Programs

Northwest has three elite levels—Silver, Gold, and Platinum. Elite qualifying miles include all credited flight miles, plus a 50% class of service bonus earned for paid first/business class travel.

Elite Status	Qualifying Miles
Silver Elite	25,000-49,999
Gold Elite	50,000-74,999
Platinum Elite	75,000+

**Partners**—Northwest's major domestic airline partners include Alaska Airlines, America West, American Eagle, Continental Airlines, Midwest Airlines, and Northwest Airlink. Northwest has more than a dozen international airline partners; the carrier also partners with most major rental car and hotel companies.

**Rules and Charges**—After award tickets are confirmed, any changes—including changes to dates and times—require a \$50 fee per person when Northwest agents are required to revise the award ticket. Fees may be avoided or reduced if changes are made on nwa.com or at an airport self-service kiosk. Changes made on nwa.com 30 days or more prior to travel are free; later changes made on nwa.com and any changes made at airport kiosks are charged a \$25 fee. WorldPerks miles have no expiration.

## SONG

Launched in April 2003, Song is owned and operated by Delta Air Lines and offers low-fare service in the high-demand point-to-point markets. The company rolled out nonstop service between cities in the Northeast and key leisure destinations. Song flies to the following airports: Atlanta, Boston, Fort Lauderdale, Fort Myers, Hartford, Las Vegas, New York (JFK), New York (LaGuardia), Newark, Orlando, Tampa, West Palm Beach, and Washington, D.C. (Dulles).

The company positions itself as a fun and entertaining flight alternative. It promises personal video monitors at every seat; all-digital, satellite broadcast programming; digitally streamed MP3 audio programming; pay-per-view on-demand video programming; and other entertainment technology features.

### Fast Facts: Song

**Airline Code:** DL

**Domestic Hubs:** None, flies point-to-point

**Frequent Flyer Program:** Delta SkyMiles

**Airport Lounge Club:** None

### CONTACT INFORMATION

Web site [www.flysong.com](http://www.flysong.com)

Reservations [800.359.7664](tel:800.359.7664)

## FARES

Song has a simple unrestricted low-fare pricing structure, including 14-day, 7-day, 3-day, walk-up, and sale fares. Fares rise at 14, 7, and 3 days before the flight, and again on the day of the flight. Fares do not require a Saturday night stay. All tickets are one-way e-tickets.

## FEES

You can change your ticket for a \$25 fee plus any difference in fares. Standby travel is prohibited; however, you may confirm changes to same-day flights for a \$25 fee if your reservations are made within 3 hours of departure.

## CHECK-IN

The company offers online check-in and self-service airport check-in.

## FLEET

Song's fleet of 199-seat, all-coach Boeing 757 aircraft are operated by Delta Air Lines and flown by Delta pilots. Each aircraft has 33 inches of legroom, the most of any low-fare airline, and all-leather seats.

## FREQUENT FLYER PROGRAM

Song participates in the Delta SkyMiles Frequent Flyer program.

## SOUTHWEST AIRLINES

Southwest Airlines is the fourth-largest domestic carrier and the largest low-fare carrier. Southwest is based out of Dallas Love Field, and provides primarily short-haul, high-frequency, point-to-point, low-fare, coach class service.

Southwest flies to 58 cities in 30 states. The 10 airports Southwest flies to most frequently (in descending order) are Phoenix, Las Vegas, Baltimore, Houston Hobby, Chicago Midway, Dallas Love, Oakland, Los Angeles, Nashville, and San Diego. In major cities, Southwest typically operates out of satellite or downtown airports, such as Love (Dallas), Hobby (Houston), and Fort Lauderdale (Miami). These airports are usually less congested than major airports.

The company offers hourly service between San Jose and LAX, and frequent service between Houston and Dallas, Oakland and Los Angeles, San Jose and Las Vegas, Oakland and Las Vegas, and Oakland and San Jose. Southwest has no commuter feeder relationships. Southwest offers discounts for groups of 10 or more people. Southwest has a loyal customer base and is a consistently profitable company. It won the Best Low Cost Airline award in the 2003 OAG Airline of the Year Awards.

### **Fast Facts: Southwest Airlines**

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**Airline Code:** WN

**Domestic Hubs:** None, flies point-to-point (busiest airports are Phoenix, Las Vegas, and Baltimore)

**Frequent Flyer Club:** Rapid Rewards

**Airport Lounge Club:** None

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## CONTACT INFORMATION

Web site	 <a href="http://www.southwest.com">www.southwest.com</a>
Reservations and flight status	 800.435.9792
Customer relations	 214.792.4223
Meetings/conventions/groups	 800.433.5368

## FARES

Southwest offers refundable and nonrefundable low-fare tickets, and both round-trip and one-way tickets. Southwest has one class of service—coach. Nonrefundable fares usually require round-trip travel, seven-day advance purchase, and

one-night stay over. Southwest also sells Internet only fares, which are typically the airline's lowest fares, to selected cities. Your best bets for finding the lowest priced fares are to select flights before 7 a.m. or after 7 p.m., and/or on Tuesdays, Wednesdays, and Saturdays.

## FEES

**Standby**—To fly standby you need to upgrade to the unrestricted fare.

**Cancellation/Change**—Nonrefundable tickets can be used as credit toward the purchase of another ticket for no additional fee.

## CHECK-IN

Southwest doesn't have assigned seating. Instead, it boards on a first-come, first-served basis—which means that you want to check in early for the best chance at your preferred seat. You are issued a boarding pass grouped by letter (A, B, or C); the letters are assigned based on when you checked in. Group A boards first, then group B, and then group C. The best seats go to those who line up first at the gate within each group. (Southwest might not be your best choice if you like to cut it close at the gate.)

**Online Check-In**—Customers not checking luggage may retrieve and print their security document beginning 6 a.m. one day prior to their flight.

**Self-Service Airport Check-In**—Rapid Check-In kiosks are available at most airports; a list is available online ([www.southwest.com/travel\\_center/kiosks/kiosks.html](http://www.southwest.com/travel_center/kiosks/kiosks.html)).

**Minimum Check-In**—You must check in at least 10 minutes before scheduled departure time and be present at the gate to retain your reservation. Baggage should be checked 45 minutes before your flight. From 20 minutes to scheduled departure, boarding passes will be issued only at the departure gate. Customers checking in less than 10 minutes before scheduled departure may lose their confirmed reservation.

## CABIN SERVICE

Service includes complimentary coffee, soft drinks, juice, and small snacks. Cocktails, beer, and wine are available for \$4.

## WEB AND WIRELESS TOOLS AND SERVICES

The Southwest Web site provides online flight status and airport arrival times for all flights.

## ON-BOARD TECHNOLOGY

None

## FLEET

Southwest keeps its maintenance costs low by flying Boeing 737s exclusively. As of December, 2002, the average age of the fleet was 9.2 years. Southwest is in the process of retiring its 737-200 aircraft and replacing them with the newer 737-700s.

Aircraft	Boeing 737-200	Boeing 737-300	Boeing 737-500	Boeing 737-700
Number of aircraft	27	194	25	129
Seats	122	137	122	137

## AIRLINE LOUNGE CLUBS

None

**FREQUENT FLYER PROGRAM**—Rapid Rewards.

**Earning Credits**—You receive 1 credit for each one-way trip. The company has periodic promotions and credit incentives.

**Awards Redemption**—An Award Ticket (valid for 1 round-trip flight) is issued for every 16 credits accumulated during a 12-month period. Rapid Rewards was voted as the 2002 Best Award Redemption Program in the 15th Annual Freddie Awards.

**Partners**—Southwest's rental car partners include Alamo, Budget, Dollar, and Hertz. Hotel partners include Choice Hotels, Hyatt, La Quinta, and Marriott.

**Rules and Charges**—Each credit is valid for 12 months from date earned. An award ticket is valid for 12 months from date of issue. Tickets are transferable; credits are not. Redemption is subject to blackout periods.

## SPIRIT AIRLINES

Spirit Airlines is the largest privately held airline in the United States. The company is a low-fare carrier offering two-classes of service.

Spirit currently serves 14 markets in the United States and the Caribbean, with nearly 100 daily flight departures. Destinations include Atlantic City, Chicago (O'Hare), Detroit, Denver, Fort Lauderdale, Fort Myers, Las Vegas, Los Angeles, Myrtle Beach, NY (LaGuardia), Orlando, San Juan, Tampa, and West Palm Beach. The Spirit Business Advantage program offers members a 10% discount on Spirit Plus tickets, as well as other benefits.

### Fast Facts: Spirit Airlines

**Airline Code:** NK

**Hubs:** Detroit and Fort Lauderdale

**Frequent Flyer Club:** None

**Airport Lounge Club:** None

## CONTACT INFORMATION

Web site	<a href="http://www.spiritair.com">www.spiritair.com</a>
Reservations	800.772.7117
Executive offices	954.447.7965

## FARES

Spirit offers two classes of service—coach and Spirit Plus. Spirit Plus is an upgraded coach class that includes wide leather seats in two-by-two seating, dedicated check-in, complimentary cocktails and snacks, priority boarding, and more. Spirit offers refundable and nonrefundable fares with no Saturday night stay or advance purchase requirements. Most fares are offered on a capacity-controlled basis. Spirit also offers Internet-only fares.

**Standby**—You can fly standby, if space is available.

**Cancellation/Change**—Spirit allows you to change the date and/or destination of your flight with no fee at least one month prior to departure. You can make changes to your flight 24 hours prior to the departure, subject to a \$75 service fee (for nonrefundable tickets) and any applicable increase in fare.

**Upgrades**—Day of departure upgrades to Spirit Plus are available at the Spirit ticket counter for \$40 per segment.

## CHECK-IN

**Online Check-In**—None

**Self-Service Airport Check-In**—None

**Minimum Gate Check-In**—Customers presenting themselves at the boarding gate less than 10 minutes before the departure may lose their reservation.

## CABIN SERVICE

Spirit offers a variety of snacks and choice of beverages on its flights.

**WEB AND WIRELESS TOOLS AND SERVICES**

Spirit's Web site offers online seating charges, online flight status, and downloadable timetables.

**ON-BOARD TECHNOLOGY**

None

**FLEET**

<b>Aircraft</b>	<b>MD-80</b>	<b>DC-9 40</b>	<b>DC-9 30</b>
Number of aircraft	24	6 (total DC-9)	
<b>Spirit Plus</b>			
Passengers	12	10	10
Configuration	2-2	2-2	2-2
<b>Economy</b>			
Passengers	144	110	100
Configuration	2-3	2-3	2-3

**AIRPORT LOUNGE CLUB**

None

**FREQUENT FLYER PROGRAM**

None

**UNITED AIRLINES**

United Airlines is the second largest carrier in the world. United flies to 117 destinations in 26 countries and serves approximately 83 destinations throughout North America. In July 2003, United announced that it planned to use 40 of its planes (about 7% of its fleet) to start a discount airline. Aircraft will have all-coach configuration with extra pitch. Economy Plus seating in select front rows. By publication, the company had not offered additional information.

United regional service operates under the United Express marketing program. United Express carriers are Air Wisconsin Airlines, Atlantic Coast Airlines, Sky West Airlines, and (on Western routes) Mesa Air. Atlantic Coast Airlines announced in July 2003 that it intends to end its relationship with United and turn itself into an independent, low-fare airline.

United provides interline electronic ticketing on Alaska, American, Air Canada, Continental, Delta, Northwest, and US Airways. United has a code-share agreement with US Airways and offers reciprocal airport lounge access and frequent flyer mileage credit between the two carriers' club programs. United is a member of the Star Alliance.

The Meeting Plus program offers discounted fares and other service for meetings with 10 or more traveling attendees. GroupPlus offers a reduced fare and guaranteed space to 10 or more travelers flying to the same domestic or international destination on the same flight. Perks Plus is a rewards program designed for small and midsized companies that spend a minimum of \$5,000 per quarter on United Airlines travel. (The qualifying amount varies for travel out of Denver and San Francisco.) And the Premier Group is a full-service meeting management, incentive travel, and special events subsidiary specializing in creating memorable and successful events.

United's SameDay service offers same-day shipping services for packages and heavy freight.

In 2002, United filed for Chapter 11 bankruptcy protection. The airline is expected to leave Chapter 11 sometime in 2004.

## Fast Facts: United Airlines

**Airline Code:** UA

**Domestic Hubs:** Chicago (O'Hare), Denver, Los Angeles, San Francisco, and Washington, D.C. (Miami is an international gateway.)

**Frequent Flyer Program:** Mileage Plus

**Airport Lounge Club:** Red Carpet

### CONTACT INFORMATION

Web site	 www.united.com	U.S. award reservations	 888.467.0507
Reservations	 800.864.8331	Customer relations	 877.228.1327
International reservations	 800.538.2929	Red Carpet Club	 866.822.5827
Baggage services	 800.221.6903	Meeting Plus	 800.633.8825
United.com	 800.589.5582	Passenger refunds	 888.551.6881
Web password information	 866.209.3323	Package delivery	 866.825.7263
Flight information	 800.824.6200	Small package delivery	
Mileage Plus	 800.421.4655	(airport-to-airport)	 800.722.5243

### FARES AND CLASS OF SERVICE

United offers full-fare, unrestricted, refundable and discounted, restricted, nonrefundable fares. Restricted fares usually have capacity limitations, advance purchase, and Saturday night stay requirements. Internet-only fares are also available.

United offers four classes of service for domestic flights—first class, transcontinental business class (on flights between JFK and LAX/SFO), economy plus, and economy. Economy Plus is an area of 6 to 11 rows (depending on aircraft type) in the forward portion of the economy cabin with 3 to 5 inches more legroom. Premier, Star Gold, and Star Silver members and customers traveling on fares booked in Y, B, or M class are eligible to receive a preassigned seat in Economy Plus on a first-come, first-served basis. Economy Plus is available on most North American flights.

United also offers reduced one-way business fares. The new fares allow customers to get up to 40% off the unrestricted coach fares with no advance purchase. For customers able to purchase seven days in advance, the discount is even greater. There are no minimum or Saturday night stays. The fares apply to travel in markets to and from Chicago and Denver, and are nonrefundable.

### FEES

**Standby**—There is no charge for standby on earlier or later flights on the same day.

**Cancellation/Change**—There is a \$100 service fee for changes to most nonrefundable fares.

**Upgrade**—Some fares cannot be upgraded, particularly if you are booking through sites such as Priceline and Hotwire. Upgrades are processed based on availability and determined by the Mileage Plus status of the traveler. United's 1K members can request upgrades 100 hours prior to departure; Premier Executive members, 72 hours; Premier members, 48 hours; and others, 24 hours. Elite Mileage Plus members can purchase four 500-mile upgrades for \$200. General members and other customers pay \$325 for the four 500-mile upgrade package.

### CHECK-IN

**Online Check-In**—EasyCheck-in Online is available 1 to 24 hours prior to departure on United and United Express flights within the U.S.; San Juan, Puerto Rico; St. Thomas; and the Virgin Islands.

**Self-Service Airport Check-In**—Self-service kiosks are located at most airports. Check online for availability. You can check baggage at select locations.

**Minimum Gate Check-In**—You must be at the gate 20 minutes before scheduled departure to guarantee your reservation.

## CABIN SERVICE

In general, meal service is offered to economy class passengers on flights longer than 3 1/2 hours. First class passengers have meal service on all flights longer than 3 hours, and on flights longer than 2 hours during meal time. United is testing a buy-on-board service.

The carrier offers special meals to meet medical, religious, or other dietary specifications. Please request your special meal at least 24 hours before your flight. (If you book your flight on the Web, you will be prompted to request a meal.)

## WEB AND WIRELESS TOOLS AND SERVICES

The United Web site offers online flight status, seat maps, and (when making reservations) online seat selection. You can use the EasyAccess service to receive updated flight information (including departure times and gate information) via email, pager, and phone. You can also download timetables in PDF format for PDAs.

United's wireless tools are available at the [ua2go.com](http://ua2go.com) Web site. These mobile services include flight schedules, flight status, flight paging, contact information, and your Mileage Plus account summary.

## ON-BOARD TECHNOLOGY

United offers in-seat power when you fly first or business class on Boeing 747-300, 767-300, or 777 aircraft. Existing Boeing 757 and A320 aircraft are currently undergoing system installation.

Verizon Airfone service is available on all United aircraft. Domestic voice calls have a \$3.99 connection fee and \$3.99/per minute fee. Domestic data calls have no connection fee and a \$1.99/per minute fee. United plans to add in-flight email access, via Verizon's JetConnect Airfone handsets, by the end of year on 500 of its planes. The base fee is slated to be \$15.98 per flight, plus extra charges based on the volume of messages sent.

## FLEET

Aircraft	Airbus 320-200	Boeing 737-300	Boeing 737-500	Boeing 757-200
Number of aircraft	55	101	57	97
Average age (years)	3	14	11	11
<b>First Class</b>				
Passengers	12	8	8	24
Configuration	2-2	2-2	2-2	2-2
Seat width/pitch	20"/38"	20"/38"	20"/38"	20"/38"
<b>Economy Plus Class</b>				
Passengers	36	46	36	50
Configuration	3-3	3-3	3-3	3-3
Seat width/pitch	18"/36"	17"/35"	17"/34"	17"/36"
<b>Economy Class</b>				
Passengers	90	66	60	108
Configuration	3-3	3-3	3-3	3-3
Seat width/pitch	18"/31"	17"/32"	17"/31"	17"/31"

In addition to the aircraft just listed, United flies Boeing 747-400, 767-200, 767-300, and 777-200 (four configurations) and Airbus 319-100 aircraft. Note that Economy Plus seating is offered only on about half the flights flown by the Boeing 737-300 and 737-500. (Aircraft information is as of December 2002.)

**AIRPORT LOUNGE CLUB**—Red Carpet Club.

**Locations**—Red Carpet Clubs are located in 38 airports worldwide, including 24 airports in the U.S.—Atlanta, Baltimore, Boston, Chicago (O’Hare), Cleveland, Dallas/Fort Worth, Denver, Honolulu, Los Angeles, Miami, Minneapolis, Newark, New York (JFK), New York (LaGuardia), Orange County, Orlando, Philadelphia, Phoenix, Portland, San Diego, San Francisco, Seattle, Washington (Dulles), and Washington (National). Reciprocal club privileges are extended to Red Carpet Club members when traveling on Star Alliance partners US Airways and Delta (until February 29, 2004), within the United States.

**Services**—Standard amenities include fax machines, phones with data ports, power outlets, complimentary nonalcoholic beverages, continental breakfast, and afternoon snacks. United is rolling out T-Mobile wireless Internet service across all its clubs. Conference rooms are available in many U.S. clubs for \$60 to \$80/hour (\$80 to \$100 for nonmembers), depending on the size of room. *Business Traveler* magazine selected the Red Carpet Club as the best airport lounges.

**Rates**—Membership fees vary by Mileage Plus status and can be purchased using frequent flyer miles.

Mileage Plus Elite Status	Fees
General	\$500 or 70,000 miles
Premier	\$400 or 55,000 miles
Premier Executive	\$350 or 45,000 miles
Premier Executive 1K	\$300 or 40,000 miles

**FREQUENT FLYER PROGRAM**

United’s Mileage Plus program was rated the best frequent flyer program by *Business Traveler* magazine.

**Earning Miles or Credits**—Economy flyers earn 1 mile for each paid mile of their flight, based on origin and destination—or 500 miles, whichever is greater. Business travelers earn 125% of miles flown, and first-class travelers earn 150%.

**Awards Redemption**—There are two types of United travel awards—Standard Awards and Saver Awards—as well as Upgrade Awards. Standard Awards are subject to capacity controls.

The following redemption rates apply for round-trip travel within the U.S.:

Award	Saver	Standard
Economy	25,000	40,000
Business	40,000	80,000
First	60,000	120,000

You’ll pay 8,000 miles to upgrade from full-economy to the next class of service, or 15,000 from other fares.

**Elite-Level Program**—The Mileage Plus program has three elite levels—Premier, Premier Executive, and Premier Executive 1K. Qualifying miles are as follows:

Level	Calendar Year
Premier	25,000 or 30 segments
Premier Executive	50,000 or 60 segments
Premier Executive 1K	100,000 or 100 segments

**Partners**—Mileage Plus has partnerships with most major hotels and rental car companies, as well as a variety of financial institutions and other retail and service companies. United’s domestic airline partners are Aloha Airlines and US Airways.

**Rules and Charges**—Any member who fails at any time to engage in account activity for a period of 36 consecutive months is subject to termination of his or her membership and forfeiture of all accrued mileage.

## US AIRWAYS

US Airways is part of the US Airways Group, which also owns Allegheny Airlines, Piedmont Airlines, and PSA Airways. US Airways serves 87 airports, whereas US Airways Express flies to 152 airports; BWI, LaGuardia, and Logan are served by the US Airways Shuttle. US Airways hubs are Charlotte/Douglas, Philadelphia International, and Pittsburgh International. Other major airports with frequent service include Baltimore (BWI), Boston (Logan), New York (LaGuardia), and Washington (National).

The US Airways Shuttle flies 120-seat Airbus A319s in a two-class configuration on Boston-to-Washington flights, and 124-seat Airbus A319s in a one-class configuration on LaGuardia-to-Boston/Washington flights. Shuttle aircraft are comfortable planes with wide seats and aisles, and large overhead luggage space. The Shuttle is particularly geared toward business travelers, offering laptop power ports at every seat and Verizon Airfone service at every row. Flights serve complimentary beverages, light snacks (selected flights), and complimentary beer and wine (after 10 a.m.).

Regional service is provided by US Airways Express, a network of nine regional airlines (including Allegheny, Piedmont, and PSA) operating under a code-share and service agreement with US Airways. US Airways also has a code-share agreement with United Airlines and provides reciprocal airport lounge access, frequent flyer mileage credit, and interline electronic ticketing between the two carriers.

US Airways offers meeting and convention travel pricing and other special services for groups of 10 or more people. US Airways is part of the Star Alliance.

On March 31, 2003, US Airways emerged from Chapter 11 bankruptcy protection.

## Fast Facts: US Airways

**Airline Code:** US

**Domestic Hubs:** Charlotte/Douglas, Pittsburgh, and Philadelphia

**Frequent Flyer Program:** Dividend Miles

**Airport Lounge Club:** US Airways Club

## CONTACT INFORMATION

Web site	 www.usairways.com	Dividend Miles	 336.661.8390
Reservations (domestic)	 800.428.4322	Refund department	 336.744.4881
Reservations (international)	 800.622.1015	Consumer affairs	 866.523.5333
Baggage	 800.371.4771	Group Travel	 877.874.7687
USAirways.com	 800.245.4882	Corporate	 703.872.7000

## FARES

US Airways offers first/business and coach classes of service and full-fare, unrestricted, refundable tickets and discounted, restricted, nonrefundable fares. Restricted fares usually have capacity limitations, advance purchase, and Saturday night stay requirements.

Internet-only fares are also available. The carrier also offers GoFirst fares that allow customers purchasing a full-fare coach ticket (to select cities) to receive an automatic upgrade to first class, if seats are available. Your best bets for finding low-fare tickets are to book online and purchase round-trip tickets for travel Monday through Thursday—although some fares do require Saturday night stays.

Envoy Class, US Airways' transatlantic business class service, is available on the wide-body Boeing 767 and the spacious, double-aisle, flagship Airbus A330.

## FEES

**Standby**—Customers purchasing nonrefundable tickets can stand by for alternative flights by purchasing a standby coupon for \$25.

**Cancellation/Change**—Changes to restricted tickets result in a \$100 fee, plus any difference in fare.

**Upgrade**—Dividend Miles members can upgrade one class of service, on the day of departure, by using 500-mile upgrades. A minimum of one 500-mile upgrade is collected per flight segment. Mileage Plus Premier, Premier Executive, and Premier Executive 1K members may purchase upgrades for \$40 each; base Mileage Plus members may purchase them for \$50 each.

## CHECK-IN

**Online Check-In**—USAirways.com online check-in allows you to check in beginning 24 hours and up to 90 minutes prior to departure. This service is available to e-ticketed passengers for travel in the U.S., San Juan, St. Thomas, and St. Croix.

**Self-Service Airport Check-In**—You can check in within 4 hours of any flight.

**Minimum Gate Check-In**—US Airways requires that customers be present at the boarding gate or on the aircraft at least 15 minutes before the scheduled departure time of the flight—even if the customers have already checked in for the flight at a location designated for such purpose. (This check-in requirement is just 5 minutes for US Airways Shuttle flights but extends to 30 minutes for international flights.) If a customer with a seat assignment does not obtain a boarding pass at least 20 minutes (45 minutes international) before the scheduled departure time, the customer's seat assignment (including those seat assignments on continuing or returning flights) may be subject to cancellation. (This policy does not apply to US Airways Shuttle flights.)

## CABIN SERVICE

US Airways offers In-flight Café service (a buy-on-board meal program) on most flights within the U.S. that are 700 miles or more. In-flight Café replaces the complimentary snack and full service meal formerly offered on select flights. This service consists of a deli-style meal priced at \$7 for breakfast and \$10 for dinner/lunch. The service is provided by LSG Sky Chefs. Special meals, such as vegetarian, are no longer offered in coach class.

First class customers receive complimentary meals and can request special meals in advance. Complimentary meals are also available on transatlantic and Caribbean flights.

## WEB AND WIRELESS TOOLS AND SERVICES

The USAirways.com Web site provides online flight status notification, timetables, and updated airport-specific flight check-in times, as well as information on peak and nonpeak travel times.

## ON-BOARD TECHNOLOGY

All seats on US Airways' Airbus A319, A320, A321, and A330 aircraft are equipped with 15-volt in-seat laptop power ports via an in-arm connector. Every seat on the US Airways A330 is equipped with a satellite phone. There is a \$5 connection fee plus \$10 per minute or partial minute.

Every row of seats on most US Airways aircraft is equipped with Airfone service, providing telephone and fax/email accessibility. Airfone rates for domestic voice calls include a \$3.99 connection fee, plus \$3.99 per minute or partial minute. Domestic data calls have no connection fee and cost \$1.99 per minute or partial minute.

## FLEET

Aircraft	Airbus A319	Airbus A321	Boeing 737-300	Boeing 737-400
Number of aircraft	66	28	67	43
Average age (years)	2.9	1.6	15.7	12.9

## First Class

Passengers	12	26	12	12
Configuration	2-2	2-2	2-2	2-2
Seat width/pitch	21"/37"	21"/38"	20"/37"	20"/37"

## Economy

Passengers	108		114	132
Configuration	3-3	3-3	3-3	3-3
Seat width/pitch	17"/32"	17"/32"	17"/31"	17"/31"

Aircraft	Dash-8 (100-200)	Embraer 145 Regional Jet
Number of aircraft	89	70
Passengers	37	50
Configuration	2-2	1-2
Seat width/pitch	17"/31"	17"/31"

In addition to the planes just listed, US Airways flies the Airbus A320, Airbus A330, Boeing 767-200ER, and Boeing 757-200. Carriers in the U.S Airways Express network fly eight different planes (a total of 289 aircraft). In addition to the planes featured previously, US Airway Express flies Canadair Regional jets and Beech 1900, Dornier 328, SAAB 340, and Jetstream 41—all turboprop planes. US Airways Shuttle flies Airbus A319s. (Aircraft information is as of December 2003.)

**AIRPORT LOUNGE CLUB**—US Airways Clubs.

**Locations**—There are 23 US Airways Club locations in 20 airports worldwide. Domestic locations include Baltimore/Washington International, Boston, Buffalo, Charlotte/Douglas International, Greensboro, Hartford/Springfield, Indianapolis, Los Angeles, New York (LaGuardia), Orlando, Philadelphia, Pittsburgh, Raleigh/Durham, Rochester, San Francisco, Syracuse, Tampa, Washington (Reagan National), and West Palm Beach. US Airways Club members have access to United Airlines Red Carpet locations when traveling on United Airlines.

**Services**—Standard amenities include reservation, seat assignment, and boarding pass assistance, as well as large workstations with data ports and power outlets, fax machines, copiers and document shredders, cordless phones, complimentary local phone calls, cable television, newspapers, and periodicals. The clubs also offer complimentary soft drinks, juice, coffee, cappuccino, espresso, breakfast pastries, afternoon snacks, and cocktail service (including premium spirits, wine, and beer—for a nominal fee). Conference rooms are available at all locations for a \$35/hour fee (\$50 for nonmembers). US Airways has full-service business centers in Philadelphia (☎ 610.362.4333) and Charlotte (☎ 704.359.3587). Business center conference rooms are equipped with speakerphones (with conferencing capability), presentation aids, audiovisual equipment, and catering services.

**Rates**—One-year individual membership fees are based on your elite level, as follows:

Dividend Miles Level	Annual Fee
Base	\$450
Silver Preferred	\$350
Gold Preferred	\$310
Chairman's Preferred	\$260

**FREQUENT FLYER PROGRAM**—Dividend Miles.

**Earning Miles or Credits**—Flights flown on US Airways economy class earn 500 minimum miles per segment, or actual miles flown, whichever is higher. First class, Envoy Class, and GoFirst fares earn a 50% bonus. US Airways has a mileage purchase program where you can buy miles at the rate of \$.03 per mile, (including tax), plus a \$25 processing fee. Miles are sold in increments of 1,000, with a 2,000-mile minimum purchase requirement and a maximum purchase of 15,000 miles per calendar year.

**Awards Redemption**—US Airways has two award levels—Standard Awards and Premium Awards. With Standard Awards, available seats are limited by blackout dates and capacity controls, and domestic flights require Saturday night stays. Premium Awards have no capacity controls, blackout dates, or Saturday night stay requirements. Offpeak awards are also available at lower redemption levels. For round-trip travel within North America, the following redemption rates apply:

Award	Standard Award	Premium Award
Coach Class	25,000	50,000
First/Business Class	50,000	90,000
First Class (on 3-class aircraft)	60,000	NA

Miles required for round-trip upgrades within the continental U.S. and Canada are 10,000 for full-fare tickets, and 20,000 for restricted fares. You can request upgrades online or by calling at least three days prior to departure.

**Elite-Level Program**—US Airways Dividend Miles offers three levels of elite membership—Silver Preferred, Gold Preferred, and Chairman's Preferred.

Elite Level	Qualifying Miles or Segments (calendar year)
Silver	25,000 miles (30 segments)
Gold	50,000 miles (60 segments)
Chairman's	100,000 (100 segments)

**Partners**—US Airways' car rental partners include Avis, Hertz, Dollar, and Thrifty. The carrier partners with most major hotels. Partner airlines include LatinPass, Northwest, Quanta, and Winair.

**Rules and Charges**—Miles earned will not expire as long as any mileage earning or redemption activity occurs in your account within 36 months of the last account activity. Miles can be redeemed online, by calling, or at ticket counters. There are no (or lower) service fees when making award reservations online; reservations can be made up to 6 hours prior to departure. If you call, reservations can be made up to 3 hours prior to departure. Reservations made 14 or more days in advance are charged nothing online, or \$25 for paper ticket service. Reservations made 3 to 13 days in advance are charged \$35 (online) or \$60 (paper). You'll pay \$75 to \$100 for reservations made less than three days prior to departure. Elite members get discounted fees.

## A WORD ON INTERNATIONAL TRAVEL

Although the information offered in this book should be helpful for international travel (most airlines, hotels, and car rental companies have operations overseas), it has been compiled specifically for the domestic traveler. If you're traveling internationally, your best bet for expert advice is to find a travel agent who specializes in international business travel. You should also speak directly with your airline, hotel, or rental car company about the specifics of your trip.

In addition, the U.S. State Department Web site ([www.travel.state.gov](http://www.travel.state.gov)) provides information on travel warnings, passports, and visas, as well as links to the World Health Organization's international travel and health warnings. You will need to obtain information about necessary documentation, currency, ground transportation, and immunizations.



## LODGING

In this chapter we provide an overview of rates and reservations, hotel fees, business class rooms, high-speed Internet access, business centers, and loyalty programs—all topics of interest to the business traveler. This general information is followed by a quick reference chart classifying major U.S. hotel brands into service categories (full-service, all-suite, and so on) and price categories (luxury, economy, and so on). We then provide contact information and descriptions of 78 hotel brands and 13 hotel companies, which should cover the majority of hotels that serve the business travel market.

### RATES AND RESERVATIONS

Getting the best rate at a hotel is still more of an art than a science. Depending on the hotel, you may find the best rate by any of the following methods:

- Using your company's negotiated corporate rate
- Using a travel agent or Internet travel site that has a consortium rate
- Using an association discount (such as AAA or AARP)
- Using the hotel's Web site
- Calling the hotel chain's 800 number
- Calling the hotel directly

Which route delivers the best rate? It all depends. You see, more than four million hotel rooms are available for sale every day of the week. You might find the corporate hotel chain, travel agents, hotel managers, and consolidators (parties who purchase blocks of rooms for resale) all selling similar rooms in the same hotel for the same date, at the same time. Figuring out which of these entities has the best rate is a matter of trial and error.

You might assume, for example, that your company has negotiated the lowest possible corporate rate. But not all corporate discount rates are created equal, and you may find that you can get a lower rate through another reservation method. That's because the discount received by your company is determined by the volume of business the company promises the hotel and how tightly they enforce or encourage employees to use these specific hotels; because it's a negotiated rate, other parties might be better negotiators.

Let's look at another reservation method—via the hotel chains themselves. Many experts advocate calling hotels directly to find or negotiate the best deal. Hotels may offer promotions such as advance purchase discounts, weekend specials, or rates that include breakfast or other amenities. If you plan on staying for an extended period of time, negotiating a rate directly with the hotel may be your best bet.

Many hotel chains offer special incentives to book directly on their Web sites. Chains such as AmeriHost Inn, Choice Hotels, InterContinental, and Wyndham promise that their Internet rates will be the lowest available. It's possible that you'll find the rates offered on the Internet are lower than those available via the company's 800 number—or vice versa. You may need to both surf and call to find the lowest rate.

That doesn't mean that you can buy just anywhere online. Although travel Web sites—such as Expedia.com, Hotels.com, Travelocity.com, and Travelweb.com—promise special low rates, dealing with the hotel's Web site might be preferable. That's because some hotel companies (Hilton and Starwood, in particular) have stopped giving frequent-guest credit to customers who book on certain Internet travel sites. This move is an attempt to stem the sale of deep-discounted rooms from Internet discounters.

That said, a good business travel agent that obtains volume discounts will probably be able to get you the best value for your dollar. In addition, an agent may be aware of special promotions or be in the best position to find you a room in an overbooked city. For example, American Express Executive Business Travel (☎ 800.428.0253), a service included with the company's Executive Business Gold and Platinum Cards (annual fees apply), promises that its participating hotels will offer discounts of up to 60% off standard business rates—and provide value-added amenities, such as complimentary breakfast and room upgrades.

Wherever you make your reservations, look closely at the terms associated with the rate. Advance purchase rates are becoming increasingly popular; some companies, such as Marriott and Hilton, offer discounted 7-day and 21-day advance purchase rates. Like advance purchase airline tickets, these rates may be nonrefundable or restrict the cancellation period to 24 hours after booking. In most instances, refundable rates allow you to cancel without penalty up to 6 p.m. on the day of arrival; some, however, require 24 or even 72 hours for cancellation.

You should also ask how long the hotel will hold your reservation. Most hotels will hold a reservation without a deposit until 6 p.m. on the arrival date (although some hotels in major cities have a 4 p.m. deadline), after which unclaimed reservations will be cancelled. Policies vary by hotel, so confirm this at the time of booking. Your best bet for guaranteeing that you have a room if you arrive late is to book your room as guaranteed for late arrival. This requires you to book using your credit card; if you don't show up, you'll automatically be billed for the room.

If you arrive to find there is no room at the inn, your hotel should pay for the first's night accommodations at (and provide transportation to) another hotel. The hotel should also pay for telephone calls to notify people of your lodging change.

## HOTEL FEES AND PHONE CHARGES

When booking a hotel room, be aware of the ancillary charges and fees that may hit your bill. The largest charges—which, unfortunately, you have no control over—are hotel, room, and lodging taxes. These taxes vary greatly by location—7% in Sioux City, for example, and 17% in Houston. They usually include sales tax.

Parking charges can also add up, as can too many \$2 candy bars from the minibar. The charges business travelers find the most egregious, however, are phone charges. If you intend to make a lot of calls from your room, make sure that you know the hotel's policy on local, toll-free, and credit card access charges. Many midprice and upscale hotels offer free local, toll-free, and credit card access. For example, Westin Hotels Guest Office rooms offer unlimited local and long distance access, and Marriott offers a Wired for Business plan that includes unlimited local and long-distance calls in the U.S.

At all costs, avoid direct dialing long-distance calls, which carry heavy surcharges. Better to charge the call to a phone card or credit card, or use your cell phone—especially if you have a low-cost national calling plan.

## THE BUSINESS CLASS ROOM

A number of hotels have designed rooms specifically for business travelers. The most popular of these include

- **AmeriSuites**—*Taking Care of Business* suites feature a separate bedroom, upgraded continental breakfast, an oversized desk with executive chair, two-line speakerphones, additional data ports, and voice mail. Most rooms have high-speed Internet access. These rooms run about \$10 above standard suites.
- **Holiday Inn**—*Executive Level Guest Rooms* are available in many Holiday Inn properties. These larger-than-average rooms typically offer a work area, upscale linens and toiletries, complimentary newspaper, and other special items; specific amenities vary by property. Holiday Inn also offers *Executive Floors* with lounge, complimentary drink, and hors d'oeuvres; Holiday Inn Select properties offer Executive Edition Upgraded Rooms. There is an upcharge for these executive rooms, with rates varying by property.
- **Howard Johnson**—All properties offer *Home Office* rooms, which have large, well-lighted work desks and computer data ports; some offer high-speed Internet access and minirefrigerator/microwave combination units.
- **Hyatt**—*Business Plan* rooms are available at more than 90 Hyatt properties, for a nominal charge over standard room rates. These rooms are specially equipped with a separate work area, desk phone, and computer hookup, as well as a printer/copier/fax machine. Rates include complimentary local, toll-free, and credit card calls; continental breakfast; and newspaper. Business Plan rooms are located on a Business Plan Floor that features 24-hour access to a private business center.
- **InterContinental**—*Business Rooms* feature an adjustable chair, halide lamps, spacious desk with surge-protected outlets (for PCs and modems), a printer/copier/fax machine with printer cable, and a dual-line telephone equipped with voice mail. The rooms come supplied with paper, notepads, staplers, scissors, paper clips, pencils, and pens.
- **Marriott**—About 70% of the rooms at Marriott hotels are designated as *The Room That Works*, which includes an expansive work desk, bright and direct lighting, an adjustable ergonomic chair, and telephone(s) with voice mail and data port.
- **Radisson**—About two-thirds of Radisson hotels offer *Business Class* rooms. These are typically larger rooms with a large desk and work area, data port, full breakfast, newspaper, and local and toll-free phone access. Some locations offer high-speed Internet access. These rooms generally run about \$25 more than standard rooms.
- **Ramada Plaza Hotels**—*Business Class* rooms have a king-sized bed, work area/desk, complimentary breakfast, data port, voice mail, weekday newspaper, free local and credit card calls, free incoming fax service, oversized bath towels, and other upgraded amenities.
- **Sheraton**—Most Sheratons offer *Smart Rooms* that feature ergonomically designed chairs, ample task lighting, modem hookups, and personalized voice mail—plus printing, copying, and faxing capabilities. High-speed Internet access varies by location. The rate is typically about \$20 more than for a standard room.
- **Wyndham**—*The Room That Performs* is becoming a standard feature at Wyndham hotels. These rooms offer high-speed Internet access, two-line cordless phone, Herman Miller Aeron desk chair, and upgraded Serta mattress with luxury bedding.

You also may want to take advantage of “concierge” or “executive level” floors—especially if the hotel is filled with boisterous vacationers. These limited-access floors typically have a private lounge, complimentary drinks, and hors d'oeuvres, along with a certain level of privacy.

## HIGH-SPEED INTERNET ACCESS

Just a few short years ago trying to connect to the Internet from your hotel was an iffy proposition, with many older properties having noisy phone lines that resulted in extremely low connection speeds. Today, most major business-oriented properties offer some form of high-speed Internet access—either wired (Ethernet) or wireless (Wi-Fi).

The odds of finding high-speed Internet access runs in direct proportion to your room rate. Almost all luxury, upper upscale, and upscale hotels that cater to business travelers offer it; most economy chains—and chains catering to family vacationers—don't. If your favorite upscale hotel doesn't have high-speed Internet access yet, just wait a few months, and it will. In the midprice category, business travel-oriented chains—such as Doubletree Club Hotels, Country Inns & Suites, Courtyard by Marriott, Four Points by Sheraton, Hilton Garden Inn, and Wingate Hotels—have rolled out the service to all or most of their properties; family-oriented chains, however, may offer this service only at a handful of properties.

Although some hotels (such as Hilton Garden Inns and Wingate) offer high-speed Internet access for free, most properties charge for it—about \$10 per day. For example, Marriott's Wired for Business service offers high-speed Internet access and unlimited local and long-distance phone calls (within the U.S.) for \$9.95 per day (\$12.95 in New York locations).

Some hotels are skipping wired Internet access completely and going directly to wireless, via the Wi-Fi standard. With a Wi-Fi connection, all you need is a wireless access card in your PC and you're ready to connect—no cables to fuss with. At time of publication, you can find Wi-Fi high-speed access at selected Crowne Plaza, Embassy Suites, Fairmont Hotel, Four Seasons, Hilton, Marriott, and Starwood Hotel properties. You can find more information on this topic in Chapter 2, "Mobile Technology."

## BUSINESS CENTERS

Not all hotel business centers are created equal. The services they offer are all over the map, even within brands. These facilities can range from photocopy and fax machines in a converted closet to fully staffed high-tech centers offering translation, dictation, photocopying, faxing, overnight courier services, A/V equipment, printing, telephones, data ports, Ethernet and Wi-Fi Internet access, and computer rental.

Charges for business center services are similarly unpredictable, so if you are planning to do a lot of printing or copying and are concerned about your budget, ask ahead of time—and consider using a local Kinko's instead. (In fact, in some hotels the business center *is* a Kinko's.)

## LOYALTY PROGRAMS

Several major hotel companies have created loyalty or frequent traveler programs for their hotel brands. Hotel loyalty programs offer points or frequent flyer miles based on the dollar amount of your room charges or room rate. Points can be redeemed for free hotel stays, frequent flyer miles, or awards from other partners (such as restaurants).

HHonors is the only program that allows you to earn both points and miles for the same stay. The Wyndham ByRequest program differs in that it focuses on providing a "personalized" stay for members, such as allowing you to choose your preferred in-room complimentary snack and beverage; this program offers only frequent flyer miles.

For the most part, the ratio of points earned to points redeemed roughly translates into one free night for every 10 stays at comparable properties. Several programs also offer elite member status for a minimum number of stays or nights per year. For example, Marriott Rewards Gold Status is earned with 10 stays, or 25 nights. Like elite membership in airline frequent flyer programs, hotel elite programs offer accelerated points programs and other amenities. The Starwood Preferred Guest program was voted the best overall program in the 2002 Freddie Awards.

All these loyalty programs are free, and many offer additional benefits, such as a member-only reservation line, express check-in, and late checkout. The most popular of these programs are detailed in the following table:

Program	Participating Brands
Choice Privileges  www.choicehotels.com  888.770.6800	Clarion, Comfort Inn, Comfort Suites, Quality, Sleep Inn
Gold Points Rewards  www.goldpoints.com  800.508.9000	Country Inns & Suites, Park Inn, Park Plaza, Radisson
Hilton HHonors  www.hiltonhhonors.com  800.446.6677	Conrad International, Doubletree, Embassy Suites, Hampton Inns, Hampton Inns and Suites, Hilton, Hilton Garden Inns, Hilton International, Hilton Suites, Homewood Suites, Scandic
Gold Passport  www.goldpassport.com  800.228.3360	Grand, Hyatt, Hawthorne Suites, Hyatt, Hyatt International, Hyatt Regency, Hyatt Suites, Park Hyatt
InterContinental Priority Club Rewards  www.priorityclub.com  888.211.9874	Crowne Plaza, Holiday Inn, Holiday Inn Express, InterContinental, Staybridge Suites
Marriott Rewards  www.marriottrewards.com  801.468.4000 or  800.450.4442	Courtyard by Marriott, Fairfield Inn, Marriott, Marriott Conference Centers, Marriott ExecuStay, Marriott Executive Apartments, Marriott Vacations Club International, Renaissance, Residence Inn, Springhill Suites, TownePlace Suites
Prime Rewards  www.prime-rewards.com  800.982.6374	AmeriSuites, Wellesley Inns & Suites and Prime Hotels & Resorts
Starwood Preferred Guest  www.preferredguest.com  888.625.4988	Four Points by Sheraton, Luxury Collection, St. Regis, Sheraton, W Hotels, Westin
Wyndham ByRequest  www.wyndham.com  800.996.3426	Summerfield by Wyndham, Wyndham Garden Hotels, Wyndham Hotels and Resort, Wyndham Luxury Resorts

## SERVICE CATEGORIES

Hotels fall into four general categories of service: full-service, limited-service, all-suite, and extended-stay.

### FULL-SERVICE HOTELS ★★

Full-service hotels range from the luxurious Four Seasons to the “down-to business” Marriott Courtyards to the quaint midpriced Hilton Garden Inns. A full-service hotel is defined as a property that offers a food and beverage service for breakfast and dinner. These eateries may range from award-winning fine dining to a café with breakfast buffet and sandwiches.

Full-service properties cater to business travelers and upscale leisure travelers, as well as to events such as conferences and weddings. Several full-service hotel brands—such as W Hotels and Courtyard by Marriott—are designed specifically for business travelers.

Most full-service hotels also double as meeting facilities, offering meeting rooms for groups and public lounges where you can have drinks with a client. You will typically find full-service properties in central business districts, suburban business centers, or upscale suburban neighborhoods.

### LIMITED-SERVICE HOTELS ★

Limited-service hotels typically fall into the midprice and economy categories. These hotels do not have a restaurant service, although most midprice limited-service properties do offer a continental breakfast service—which, more often than not, is complimentary.

The mission of the typical limited-service hotel, first and foremost, is to provide a place to sleep—nothing more, nothing less. You are more likely to find a limited-service hotel near a highway or airport than in a city center. Most of these hotels cater to vacationers and to the budget-oriented business traveler. In the economy end, properties such as Rodeway and Knights Inn are favorites of the senior citizen crowd.

### ALL-SUITE HOTELS ↗

All-suite hotels offer studio and one- or two-bedroom suites with kitchenettes or minikitchens (wet bar, coffeemaker, minibar, and often microwaves). Studio suites feature a single, undivided room with separate sleeping and living areas, and are larger than a typical hotel room. One-and two-bedroom suites have living areas separated from the bedroom by a full wall and a door. These living areas typically have a work area with direct dual-line phone, personal voice mail, data port, and free local calling. High-speed Internet access is becoming common.

Most all-suite hotels do not offer full-service restaurants (the upscale Embassy Suites being a notable exception), with complimentary breakfast being more common. Also common are fitness rooms, laundry rooms, meeting rooms, and business centers. Expect an all-suite hotel to cost 10% to 15% more than a comparable standard hotel.

### EXTENDED-STAY HOTELS ↘

Extended-stay properties combine hotel conveniences with separate apartment-style accommodations. Like all-suite hotels, extended-stay hotels offer studio and one- or two-bedroom suites. They differ from all-suite hotels in that they have full kitchens rather than kitchenettes. These kitchens typically include a refrigerator, sink, dishwasher, microwave, and cooktop oven.

Amenities include laundry facilities, dry-cleaning services, onsite convenience stores, barbecue areas, swimming pools, business centers, meeting rooms, and (sometimes) spa facilities. Most extended-stay hotels can be booked for one night, but this type of hotel is designed for a stay of several days, weeks, or even months. An example is Marriott's ExecuStay, which requires a minimum stay of one month. Some extended-stay properties offer hotel-like atmosphere; others offer a two-bedroom, fully equipped townhouse in a residential neighborhood.

## PRICE CATEGORIES

We have divided the lodging industry into five price categories: luxury, upper upscale, upscale, midprice, and economy/budget.

Using the term *price category* is an appropriate convention but a bit of a misnomer because the categories convey far more than price. The categories also encompass the level of service and amenities offered. Placing hotel chains in price categories is challenging at best because a chain may have individual properties that fall outside the categories the chain itself falls under. In addition, pricing is as much a function of location and season as the category itself—so our category classification should be taken as a general guideline.

### LUXURY HOTEL CHAINS \$\$\$\$\$

Hotels falling into the luxury category offer the highest level of accommodations and service, particularly personal staff service. Most luxury hotels, such as the Ritz Carlton and Four Seasons, are midsize properties with 200 to 500 rooms; however, smaller luxury properties with fewer than 200 rooms can also be found. These smaller hotels tend to be independent

(nonchain) properties, many of which are affiliated with Preferred Hotels and Resorts, an exclusive marketing club for independently owned luxury properties. You'll find luxury properties in major urban centers—New York, Chicago, Los Angeles—as well as in exclusive suburban locations or resort locations, such as Laguna Beach, California, or Beaver Creek, Colorado.

Amenities at luxury properties tend to include elaborate and staffed fitness centers and spas; at least one excellent to extraordinary restaurant serving breakfast, lunch, and dinner; 24-hour room service; concierge or butler services; and well-equipped meeting rooms and business centers. Rooms have stylish furnishings, luxury linens and bedding, bathrobes, slippers, luxurious bathrooms, VCRs or DVD players, CD players, large TVs with multiple entertainment options, desks, multifunction laser printer/fax/copier machines, multiple phones with data ports, high-speed Internet access, minibars, irons and ironing boards, hair dryers, and fancy toiletries. Larger luxury properties are also designed to service meetings, events, and weddings.

Rates at luxury properties range from \$200 to \$500 (or more) per night.

### UPPER UPSCALE HOTEL CHAINS \$\$\$\$

So-called upper upscale properties range from large conference hotels to smaller boutique properties. You will find these hotels in major cities, as well as in exclusive suburban locations or resort locations. These properties offer a superior level of service, fully outfitted fitness centers, fine dining restaurants (serving breakfast, lunch, and dinner), 24-hour room service, and concierge services. Rooms are well-appointed with upscale linens and typically feature oversized bathrooms, large TVs with multiple entertainment options, minibars, irons and ironing boards, desks, multiple phones with data ports and speakerphones, high-speed Internet access, multifunction printer/fax/copiers, hair dryers, and fancy toiletries. Hotels catering to business travelers offer large desks and ergonomic chairs.

Upper upscale brands usually offer concierge or executive floors that feature a luxury level of service. Brands we have categorized as upper upscale may also have individual hotels that fall into the luxury or upscale categories. Rates at upper upscale properties run around \$200 per night.

### UPSCALE HOTEL CHAINS \$\$\$

Upscale properties are often large or midsize conference hotels that range in size from 500 to more than 2,000 rooms. These properties often contain thousands of square feet in meeting, event, and conference space. Major players in this category include chains such as Hilton, Hyatt Regency, Marriott, Sheraton, and Westin.

These hotels tend to be located in urban and suburban centers, convenient to business centers, shopping, dining, and other major attractions. Rooms are well-furnished with upscale linens and bedding and have TVs with multiple entertainment options, irons and ironing boards, desks, multiple phones with data ports and speakerphones, high-speed Internet access, minibars, hair dryers, and toiletries. Hotels catering to business travelers offer large desks and ergonomic chairs.

The level of service in these hotels is above average. Quality restaurants serving breakfast, lunch, and dinner are the norm, as are room service, lounges, and fitness centers; most offer concierge service. These hotels usually offer concierge or executive floors. Rates run between \$100 to \$200.

### MIDPRICE HOTEL CHAINS \$\$

Midprice properties are generally midsize hotels conveniently located near major expressways, business parks, airports, and shopping. Some midprice hotels that fall under the full-service category offer medium-sized restaurants serving breakfast and dinner, and may have room service. Limited-service hotels do not have restaurants but often offer continental breakfast and are typically located near restaurants.

Most midprice properties have fitness centers and pools. Rooms have TVs with movie channel options, coffeemakers, irons and ironing boards, desks, phones with data ports, hair dryers, and toiletries; some offer high-speed Internet access. Hotels catering to business travelers offer large desks and ergonomic chairs.

Service varies greatly by property, with hotels such as Four Points by Sheraton offering room service, dry cleaning, and business centers comparable to upscale properties. Because midprice hotels service the family vacation market as well as the budget-conscious business traveler, many offer executive floors with private lounge areas and upscale linens and bedding specifically for the business traveler. Some properties may have exterior corridor entrances.

The midprice category is the broadest category, so you may find rates from as low as \$40-\$50 to as high as \$120. The midpoint range for the midprice properties is \$60 to \$100.

### ECONOMY/BUDGET CHAINS \$

Economy/budget hotels are usually small to medium-sized and conveniently located near major expressways in urban, suburban, and rural areas. Rooms typically have TVs with movie channel options or HBO, coffeemakers (some), irons and ironing boards (some), and minimal toiletries. Most hotels do not have a restaurant or room service, although some of the more upscale or newer properties are located near popular chain restaurants, such as T.G.I. Fridays. The best and newer properties offer clean, comfortable rooms.

### HOTEL QUICK REFERENCE CHART

As of December 31, 2002, there were approximately 4.3 million hotel rooms in the U.S. in hotels and motels containing 20 or more rooms. Of those rooms, approximately 1.4 million rooms were not affiliated with a national or regional brand. The remaining 2.9 million rooms were affiliated with a brand either through franchise or the ownership or management of a national or regional chain.

The following tables detail the major hotel chains by price and service category.

#### FULL SERVICE

Luxury (\$200+) \$\$\$\$\$/

Full-Service ★★

Conrad International

Fairmont Hotels & Resorts

Four Seasons Hotels

& Resorts

JW Marriott

Luxury Collection

Mandarin Oriental

Park Hyatt

Preferred Hotels

Ritz-Carlton

Regent International Hotels

St. Regis

Wyndham Luxury Resorts

Upper Upscale (\$200)\$\$\$\$/

Full-Service ★★

Grand Hyatt

InterContinental

Le Méridien

Loews Hotels

Millennium Hotels

Sofitel

Swissotel

W Hotels

Westin

Upscale (\$100-\$200) \$\$\$

/ Full-Service ★★

Adam's Mark

Clarion Hotels

Crowne Plaza

Doubletree

Omni

Prime Hotels

Radisson

	Hilton	Ramada Plaza
	Hyatt	Renaissance
	Hyatt Regency	Sheraton
	Kimpton Hotels	Wyndham
	Marriot	Wyndham Garden Hotels
Midprice (\$60-\$100) \$\$/	Best Western	Howard Johnson Plaza Hotels
Full-Service ★★	Doubletree Club Hotels	Howard Johnson Hotels
	Courtyard by Marriott	Novotel
	Four Points by Sheraton	Park Plaza
	Holiday Inn	Quality Hotels
	Holiday Inn Select	Ramada Inn
		Hilton Garden Inn

**LIMITED-SERVICE**

Midprice (\$60-\$100) \$\$/	AmeriHost	Holiday Inn Express
Limited-Service ★	Best Inns	Howard Johnson Inn
	Clarion Inns	Howard Johnson Express Inn
	Comfort Inn	La Quinta
	Country Inn & Suites	Park Inn
	Drury Inns	Quality Inns
	Fairfield Inn	Ramada Limited
	Hampton Inns	Sleep Inn
		Wellesley Inn & Suites
		Wingate
Economy (less than \$60) \$/	Baymont Inn & Suites	Red Roof Inns
Limited-Service ★	Days Inn	Rodeway
	Econo Lodge	Super 8
	Knights Inn	Travelodge
	Microtel Inns	Villager
	Motel 6	Wellesley Inns

**EXTENDED STAY HOTELS**

Upper Upscale (\$200) \$\$\$	Marriott ExecuStay	
	Hawthorn Suite	
	Homewood Suites by Hilton	
	Residence Inn by Marriott	
	Summerfield Suites by Wyndham	
Upscale (\$100-\$200) \$\$\$	Candlewood Suites	
	Lexington Hotel	
	Staybridge Suites by Holiday Inn	
	TownePlace Suites	

Midprice (\$60-\$100) \$\$

Extended StayAmerica  
 Homestead Studio Suites  
 Mainstay  
 StudioPlus

Economy (less than \$60) \$

Studio 6  
 Crossland Economy Studios

**ALL-SUITE HOTELS**

Upscale (\$100-\$200) \$\$\$

Embassy Suites

Midprice (\$60-\$100) \$\$

AmeriSuites  
 Clarion Suites  
 Comfort Suites  
 Doubletree Guest Suites  
 Quality Suites  
 SpringHill Suites

**MAJOR HOTEL COMPANIES**

A handful of large companies run the majority of hotels in the U.S. Here's a quick look at those companies and the brands they offer.

**ACCOR HOTELS**

**Brands:** 159 Sofitel properties (upper upscale), 352 Red Roof Inn properties (economy), 827 Motel 6 properties (economy), and 38 Studio 6 properties (economy, extended-stay). Other brands include Coralia, Novotel, Thalassa, Formule 1, Etap, Ibis, Suitehotel, Atria, and Mecure.

 [www.accorhotels.com](http://www.accorhotels.com)

**CARLSON COMPANIES**

**Brands:** Regent International Hotels (luxury), Radisson Hotels & Resorts (upscale), Country Inns & Suites By Carlson (midprice), Park Plaza (midprice to upscale), and Park Inn (economy to midprice).

Carlson also owns Wagonlit Travel and T.G.I. Fridays restaurants, as well as other hospitality companies.

 [www.carlson.com](http://www.carlson.com)

**CENDANT**

**Brands:** 86 AmeriHost Inns (midprice), 1,946 Days Inns (economy), 503 Howard Johnsons (midprice), 227 Knights Inns (economy), 978 Ramadas (midprice), 2,054 Super 8s (economy), 598 Travelodges (economy), 120 Villagers (economy), and 112 Wingate Inns (midprice).

 [www.cendant.com](http://www.cendant.com)

## CHOICE HOTELS INTERNATIONAL

**Brands:** Comfort Inn (midprice), Comfort Suites (midprice), Quality (midprice), Clarion (midprice to upscale), Sleep Inn (midprice), Rodeway Inn (economy), EconoLodge (economy), and MainStay Suites (midprice).

 [www.choicehotels.com](http://www.choicehotels.com)

## EXTENDED STAY AMERICA, INC.

**Brands:** 39 Crossland Economy Studios (economy), 324 Extended StayAmerica Efficiency Studios (midprice), and 95 StudioPLUS Deluxe Studios (midprice).

 [www.exstay.com](http://www.exstay.com)

## HILTON HOTELS CORPORATION

**Brands:** Company brands include Conrad International (luxury), Doubletree (midprice to upscale), Embassy Suites (upscale), Hampton Inns & Suites (midprice), Hilton (upscale to luxury), Hilton Garden Inns (midprice), Hilton International (upscale to luxury), Hilton Suites (upscale), and Homewood Suites (upscale).

 800.445.8667  [www.hilton.com](http://www.hilton.com)

## HYATT CORPORATION

**Brands:** Grand Hyatt (upper upscale), Hyatt International (upscale to luxury), Hyatt Regency (upscale), and Park Hyatt (luxury).

 [www.hyatt.com](http://www.hyatt.com)

## INTERCONTINENTAL HOTEL GROUP

**Brands:** Crowne Plaza (upscale), Holiday Inn (midprice), Holiday Inn Express (midprice), Holiday Inn Select (midprice), Holiday Inn Sun Spree Resorts (midprice), InterContinental (upper upscale), and Staybridge Suites (upscale).

 [www.ihotelsgroup.com](http://www.ihotelsgroup.com)

## MARRIOTT INTERNATIONAL, INC.

**Brands:** Courtyard by Marriott (midprice); Fairfield Inn by Marriott (midprice); JW Marriott (luxury); Marriott Conference Centers (upscale); Marriott Executive Apartments (upscale); Marriott ExecuStay (upscale); Marriott Hotels, Resorts, and Suites (upscale); Ramada International Hotels and Resorts (midprice); Renaissance Hotels, Resorts, and Suites (upscale); Residence Inn by Marriott (upscale); The Ritz Carlton Hotels and Resorts (luxury); SpringHill Suites by Marriott (midprice); and TownePlace Suites by Marriott (midprice).

 [www.marriott.com](http://www.marriott.com)

## PRIME HOSPITALITY CORPORATION

**Brands:** AmeriSuites (midprice), Prime Hotels and Resorts (upscale), and Wellesley Inns and Suites (economy).

 [www.primehospitality.com](http://www.primehospitality.com)

## STARWOOD HOTELS AND RESORTS WORLDWIDE, INC.

**Brands:** Four Points by Sheraton Hotels (midprice), The Luxury Collection (luxury), Sheraton Hotels and Resorts (upscale), St. Regis Hotels and Resorts (luxury), W Hotels (upper upscale), and Westin Hotels and Resorts (upper upscale). Starwood offers high-speed Internet access and Wi-Fi in all its hotels.

 [www.starwood.com](http://www.starwood.com)

## U.S. FRANCHISE SYSTEMS, INC.

**Brands:** 256 Microtel Inns and Suites (economy), 115 Hawthorn Suites (upper upscale), and 112 Best Inns and Best Suites (midprice).

 [www.usfsi.com](http://www.usfsi.com)

## WYNDHAM INTERNATIONAL

**Brands:** Summerfield Suites by Wyndham (upscale), Wyndham Garden Hotels (upscale), Wyndham Hotels and Resorts (upscale to upper upscale), and Wyndham Luxury Resorts (luxury).

 [www.wyndham.com](http://www.wyndham.com)

## MAJOR HOTEL BRANDS

Now let's look the individual hotel chains run by the major companies and others.

### ADAM'S MARK HOTELS \$\$\$ ★★

There are 23 Adam's Mark hotels in the U.S., primarily in the Southeast and South; typically in downtown, suburban, and airport locations. Hotels range in size from 250 to 400 rooms. Properties offer meeting rooms and service, pools, health clubs, room service, and laundry. Many properties offer high-speed Internet access.

Adam's Mark Hotels & Resorts is owned by HBE Corporation, a multidivision national corporation.

 800.444.2326  [www.adamsmark.com](http://www.adamsmark.com)

### AMERIHOST INN (CENDANT) \$\$ ★

AmeriHost Inn and AmeriHost Inn & Suites hotels typically have between 60 and 120 rooms, depending on location. The hotels are built using one of two designs and offer the same consistent features and service. Amenities include large indoor pool, complimentary expanded continental breakfast, interior corridor guest room access, and upgraded amenities in suites, such as microwave and refrigerator. There are more than 80 hotels located in 18 states, and the AmeriHostinn.com Web site offers a lowest Internet rate guarantee.

 800.434.5800  [www.amerihostinn.com](http://www.amerihostinn.com)

### AMERISUITES (PRIME) \$\$ 🍷

A typical AmeriSuites hotel offers a suite with 25% more room space than a traditional hotel room, including a kitchenette with microwave and refrigerator. Amenities include complimentary continental breakfast, fitness rooms, laundry, business centers, meeting space, and pool. Approximately 20% of the rooms are specially equipped *Taking Care of Business* suites, which contain an oversized desk with an executive chair and a two-line speakerphone with data port and voice mail. Some rooms have fireplaces and hydro tubs. There are 230 hotels in 32 states.

AmeriSuites was awarded the number-two spot in the midprice, limited-service category in the *Business Travel News* 2003 Top U.S. Hotel Chain Survey.

 800.833.1516  [www.amerisuites.com](http://www.amerisuites.com)

### BEST INNS (USFS) \$\$ ★

There are 112 Best Inns properties offering single, double, and suite accommodations. These hotels offer free local phone calls, complimentary breakfast, and phones with data ports; some properties have computers with high-speed Internet

access in common areas. All hotels feature special Evergreen accommodations for health-conscious, environmentally sensitive guests. Best Inns' guest loyalty program is the Best Traveler program. Best Inns was awarded the number-one spot in the economy category in the *Business Travel News* 2003 Top U.S. Hotel Chain Survey.

☎ 800.237.8466 🌐 [www.bestinn.com](http://www.bestinn.com)

### BEST WESTERN \$\$ ★★

Best Western is the world's largest hotel brand, with more than 4,000 hotels in 80 countries—2,100 of which are located in the U.S. All Best Westerns offer the BestRequests program, which promises continental or hot breakfast, free local phone calls (up to 30 minutes) and long-distance access, data port connections, 50% designated nonsmoking rooms, complimentary toiletries, bottled or canned water, king-sized beds, and other amenities. Best Western hotels are operated by Best Western International, Inc.

☎ 800.780.7234 🌐 [www.bestwestern.com](http://www.bestwestern.com)

### CANDLEWOOD SUITES \$\$\$\$ ↗

There are more than 100 Candlewood Suites, all offering studio and one-bedroom suites with full kitchens. Properties typically have 150 or fewer suites. Facilities include fitness centers, 24-hour convenience stores, and laundry; some locations have pools. Candlewood Suites are operated by Candlewood Hotel Company, Inc.

☎ 888.226.3539 🌐 [www.candlewoodsuites.com](http://www.candlewoodsuites.com)

### CLARION (CHOICE) \$\$-\$\$\$ ★★

Clarion has 180 hotels that fall into four different property types—Clarion Inns, Clarion Hotels, Clarion Resorts, and Clarion Suites. Most properties are located in and around urban areas and have 100 to 150 rooms.

**Clarion Inns** tend to be smaller, less expensive versions of Clarion Hotels. They may not have restaurants—and, like the Clarion Hotels, amenities vary by location. **Clarion Hotels** tend to be upscale hotels that target the business traveler and midsize meeting market. All have restaurants, although services such as pools, fitness centers, meeting and banquet facilities, business centers, and high-speed Internet access vary by location. Clarion Hotels feature the *Clarion Class Business Room*. **Clarion Suites** are midprice, all-suite properties; some with restaurants, business centers, laundry facilities, and health facilities. Suites range in size from studios to two-bedroom suites, and all have work areas and kitchenettes. High-speed Internet access is standard in all these properties.

Clarion participates in the Choice Privileges loyalty program.

☎ 800.424.6423 🌐 [www.choicehotels.com](http://www.choicehotels.com)

### COMFORT INN (CHOICE) \$\$ ★

More than 1,900 Comfort Inn properties exist worldwide, of which more than 1,700 are in the U.S. Comfort Inns are generally found near airports and major highways, and have fewer than 100 rooms on two floors. Accommodations typically include free deluxe continental breakfast and newspaper, and an in-room work space. Pool and exercise facilities are common features in these hotels. The availability of high-speed Internet access and other business services varies by property.

Comfort Inn participates in the Choice Privileges loyalty program.

☎ 800.424.6423 🌐 [www.choicehotels.com](http://www.choicehotels.com)

**COMFORT SUITES (CHOICE) \$\$ 🏠**

Comfort Suites offers business and leisure guests a large room with separate living/work and sleeping areas. Some properties have rooms with kitchenettes; most offer pools, exercise facilities, business centers, and high-speed Internet access. Accommodations include free deluxe continental breakfast and newspaper, as well as an in-room work space. There are more than 350 Comfort Suites worldwide; 300 in the U.S.

Comfort Suites participates in the Choice Privileges loyalty program.

☎877.424.6423 🌐www.choicehotels.com

**COUNTRY INNS & SUITES (CARLSON) \$-\$ \$ ★**

Promising “A Cozy Stay at a Comfortable Price,” Country Inns & Suites properties combine the elements of a bed and breakfast with amenities found at higher-priced hotels. The 300 properties are located near restaurants, area attractions, or business parks, and accommodations include complimentary breakfast, newspapers, and free local telephone calls. Most locations feature high-speed Internet access, exercise facilities, swimming pools and whirlpools, and coin-operated laundry facilities.

☎800.456.4000 🌐www.countryinns.com

**COURTYARD BY MARRIOTT (MARRIOTT) \$\$ ★★**

Dubbed the “hotel designed by business travelers for business travelers,” the Courtyard by Marriott offers 500 locations in the U.S., with close to 600 locations worldwide. Properties have between 80 and 150 rooms and are typically located in suburban business centers—although Courtyard has recently increased its number of downtown locations, often through conversions of historical buildings. Rooms feature a large work desk with light, ergonomic chair, telephone(s) with voice mail and data port, and free long-distance (with calling card). High-speed Internet access is available at many locations. Business services include fax, copy, overnight delivery/postal, meeting spaces, and printers.

Other amenities include a restaurant with breakfast and dinner delivery service, bar/lounge, exercise room, and swimming pool. Marriott is rolling out a new food service called “grab-and-go food,” which is a 24-hour pantry offering freshly prepared sandwiches and salads, beer, wine, frozen desserts, and snacks.

Courtyard participates in the Marriot Reward loyalty program.

☎800.321.2211 🌐www.courtyard.com

**CROWNE PLAZA HOTELS AND RESORTS (INTERCONTINENTAL HOTEL GROUP) \$\$\$ ★★**

The 170 Crowne Plaza Hotels (29 in the U.S.) are located in major cities and in rapidly growing secondary markets. Crowne Plaza Hotels have an elegant contemporary design; fully appointed rooms feature lighted work areas and two telephones with data port and voice mail. Most properties offer high-speed Internet access, and Wi-Fi service is available in some locations. Services include conference staff, business center, fitness facilities with cardiovascular equipment, and upscale restaurants. Many hotels have a pool. Business centers offer email and Internet service, faxing, photocopying, printing, and PC service.

Crown Plaza Club executive level is available at most hotels, offering priority check-in, rapid checkout, and secured elevator access, as well as a private lounge with complimentary continental breakfast, beverages, and hors d'oeuvres.

☎800.227.6963 🌐www.crowneplaza.com

### DAYS INN (CENDANT) \$ ★

With 1,900 franchised Days Inns worldwide in more than 12 countries, you'll find a wide variation in the quality of these upper economy properties. Look for the hotel's Sunburst Rating. Any hotel rated with 3 to 5 sunbursts exceeds Days Inn minimum quality standards. A typical Days Inn property is located near a major highway and full-service family restaurant, has 85 rooms, an outdoor pool, and a fitness room. Days Business Places hotels have Work Zone rooms for business travelers with large workspace with chair, free local calls, no long-distance access fee, data port, microwave oven, and microfridge. These rooms are available at the most highly rated Days Inn hotels—those rated four sunbursts or higher.

☎ 800.329.7466 🌐 [www.daysinn.com](http://www.daysinn.com)

### DOUBLETREE HOTELS (HILTON) \$\$-\$\$\$ ★★

Typical properties have about 250 rooms and offer a full-service restaurant and lounge, room service, swimming pool, health club, complete meeting and banquet facilities, and comfortable guest rooms with luxury amenities. This hotel chain primarily serves major metropolitan areas, airports, and leisure destinations, with each unique property reflecting the local or regional environment. The availability of high-speed Internet access varies by property.

Doubletree Club Hotels are targeted to business travelers and offer large rooms, a Clubroom lounge and café (no full-service restaurant), 24-hour business center, and high-speed Internet access. Doubletree Club Hotels were awarded the number-one spot in the midprice, full-service category in the *Business Travel News* 2003 Top U.S. Hotel Chain Survey.

There are 160 Doubletree properties. Doubletree Hotels participates in the Hilton HHonors loyalty program.

☎ 800.222.8733 🌐 [www.doubletreehotels.com](http://www.doubletreehotels.com)

### DOUBLETREE GUEST SUITES (HILTON) \$\$\$ ↗

Doubletree Guest Suites properties are similar to Doubletree Hotels but offer one- and two-bedroom suites with full kitchens or kitchenettes. Facilities include valet/laundry service, fitness center, pool, spa, business center and meeting rooms, restaurant, and lounge. Continental breakfast is provided, and rooms are outfitted with two phones with data ports, voice mail, and (in most locations) high-speed Internet access.

Doubletree Guest Suites participates in the Hilton HHonors loyalty program.

☎ 800.222.8733 🌐 [www.doubletreehotels.com](http://www.doubletreehotels.com)

### ECONOLodge (CHOICE) \$ ★

EconoLodges are primarily targeted to senior citizens and rely to a large extent on strong roadside name recognition. At publication, there were 755 EconoLodge properties in the U.S. and Canada.

☎ 877.424.6423 🌐 [www.econolodge.com](http://www.econolodge.com)

### EMBASSY SUITES HOTELS (HILTON) \$\$\$ ↗

About 170 Embassy Suites Hotels properties are located in 37 states and 4 countries; 150 are in the U.S. These "hotel-like" properties range in size from 300 to 500 rooms. Accommodations include one- and two-bedroom suites with separate living and sleeping areas; two TVs; kitchenettes; and telephones with two lines, data ports, and voice mail. (Some locations also offer high-speed Internet access.) Amenities include an evening Manager's Reception and complimentary full cooked-to-order breakfast. Facilities include business centers (high-speed Internet access at some locations), meeting rooms, fitness center and pool, lounge, and full-service restaurant (some locations). Some locations also offer a Creativity Suite.

Embassy Suites has repeatedly earned a first place JD Powers Award for Highest Customer Satisfaction in its category. Embassy Suites participates in Hilton HHonors Points loyalty program.

☎ 800.362.2779 🌐 [www.embassysuites.com](http://www.embassysuites.com)

### EXTENDED STAYAMERICA EFFICIENCY STUDIOS (EXTENDED STAY AMERICA) \$\$ ↗

Extended StayAmerica properties have 100 to 120 guest studios, each approximately 300 square feet. Accommodations include separate living area and bedroom in select studios, fully equipped kitchen, free local phone calls and voice mail, phone with data port, 24-hour coin-operated guest laundry facilities, and weekly or nightly housekeeping. Hotels do not have restaurants, bars, or meeting spaces. Extended StayAmerica guests may use StudioPLUS facilities, if they are nearby.

☎ 800.398.7829 🌐 [www.exstay.com](http://www.exstay.com)

### FAIRFIELD INN BY MARRIOTT (MARRIOTT) \$\$ ★

Almost 500 Fairfield Inn properties are located in the U.S. These midsize hotels offer rooms with a work desk, phone with data port and free local calls, swimming pool, meeting rooms, and complimentary continental breakfast. Fairfield Inn and Suite properties also offer uniquely designed suites, exercise rooms, and enhanced amenities. Some properties offer high-speed Internet access.

Fairfield Inns participates in the Marriott Rewards loyalty program.

☎ 800.228.2800 🌐 [www.fairfieldinn.com](http://www.fairfieldinn.com)

### FAIRMONT HOTELS \$\$\$\$ ★★

There are 13 Fairmont hotels in the continental U.S., including The Fairmont San Francisco, The Fairmont Scottsdale Princess, and The Plaza in New York City. Rooms offer spacious work desk, multiline telephone with voice mail and data port, fax machine, and other amenities common to luxury properties. The Fairmont Gold floor offers a dedicated private floor with concierge service and private check-in and checkout area, a private lounge with honor bar and cocktail hour canapés, complimentary deluxe continental breakfast, and complimentary access to executive boardroom facilities. High-speed wired and Wi-Fi Internet access is offered. Fairmont Hotels are operated by Fairmont Hotels & Resorts, Inc., one of North America's leading owner/operators of luxury hotels and resorts.

☎ 800.257.7544 🌐 [www.fairmont.com](http://www.fairmont.com)

### FOUR POINTS BY SHERATON (STARWOOD) \$\$ ★★

Targeted to business travelers, Four Points properties deliver extensive amenities and services typically seen in higher priced hotels. These amenities include dry cleaning, fitness centers, meeting facilities, and business centers. Four Points hotels provide a comfortable, well-appointed room that typically includes a two-line telephone, a large desk, and comfortable seating. Most properties offer high-speed Internet access. Every hotel has a restaurant, room service, and a fitness room, and most properties have a swimming pool. Most hotels offer between 3,000 and 10,000 square feet of flexible meeting space with catering. There are 150 locations around the world.

Four Points was awarded the number-two spot in the midprice, full-service category in the *Business Travel News* 2003 Top U.S. Hotel Chain Survey. Four Points participates in the Starwood Preferred Guest loyalty program.

☎ 888.625.5144 (press 1 and then press 6) 🌐 [www.fourpoints.com](http://www.fourpoints.com)

### FOUR SEASONS HOTELS AND RESORTS \$\$\$\$ ★★

Four Seasons manages 58 properties in 27 countries, primarily under the Four Seasons and Regent brands. Properties are generally located either in city centers or resort areas appropriate for corporate retreats. Four Seasons hotels are among

the leading luxury properties in the world; for more than 20 years, Four Seasons has received more AAA Five Diamond Awards than any other hotel company. Hotels are renowned for exceptional personal service, which goes above and beyond. For example, the Four Seasons No Luggage Required program goes beyond replacing basic items you may have forgotten to replacing missing ties or outfitting you with a suit. Hotels also offer services such as massages, aromatherapy, and in-room exercise equipment, upon request. Restaurants offer top-of-the-line cuisine. Properties have well-equipped fitness centers and spas. Business centers offer small meeting rooms, computers, and extensive office services—including translators and interpreters. A typical Four Seasons room offers upscale furnishing, linens, and bedding; a marble bathroom; and multiple phones with voice mail and high-speed Internet access. Most hotels have Wi-Fi access in public areas.

Four Seasons was awarded the number-two spot in the deluxe category in the *Business Travel News* 2003 Top U.S. Hotel Chain Survey.

☎ 800.819.5053 🌐 [www.fourseasons.com](http://www.fourseasons.com)

### GRAND HYATT (HYATT) \$\$\$\$ ★★

Grand Hyatt serves both the business and leisure traveler, as well as the meeting and conference market. The seven domestic Grand Hyatt hotels are located in Atlanta, New York, San Diego, San Francisco, Seattle, Tampa Bay, and Washington, and range in size from 300 to 1,300 rooms. The hotels reflect grand scale and refinement and have world-class banquet and conference facilities. The meeting space is typically medium-to-large in size. Grand Hyatt hotels offer lobby lounges, restaurants, cafés, and bars, and feature healthy Cuisine Naturale menu selections. Full-service business centers are standard and offer secretarial services, such as dictation, photocopying, and courier, and assistance with meetings held at the hotel. Grand Hyatt hotels also offer modern fitness centers and have a wide choice of recreational facilities. *Business Plan* rooms, available at all locations for a nominal charge over standard room rates, are specially equipped with a separate work area, desk phone, computer hookup, and a printer/copier/fax machine. There is complimentary access for local, toll-free, and credit card calls, and continental breakfast and a newspaper are included. Regency Club floors offer premium VIP services with a concierge and club lounge. All rooms offer high-speed Internet access.

Hyatt has a best Internet rates program and offers a toll-free number (800.CHECKIN) that allows guests to check in to hotel rooms by telephone. All Grand Hyatt hotels participate in the Hyatt Gold Passport loyalty program.

☎ 888.591.1234 🌐 [www.hyatt.com](http://www.hyatt.com)

### HAMPTON INN AND HAMPTON INN & SUITES (HILTON) \$\$ ★

Hampton Inns are small properties, about 100 rooms, that cater to value-conscious, quality-minded business and leisure travelers. Hampton Inn & Suites offers both traditional rooms and suites. Primarily located at suburban and roadside sites, Hampton Inn was awarded the number-one spot in the midprice, limited-service category in the *Business Travel News* 2003 Top U.S. Hotel Chain Survey.

☎ 800.426.7866 🌐 [www.hamptoninn.com](http://www.hamptoninn.com)

### HAWTHORN SUITES (USFS) \$\$\$\$ ↗

Hawthorn Suites offers studio suites with kitchenettes and one- or two-bedroom suites with full kitchens. Properties have 100 to 150 units. Rooms have two-line phones with modem ports, voice mail, and high-speed Internet access (some locations). Services include complimentary hot breakfast buffet, evening social hour, meeting facilities, and onsite convenience store. Some locations have business centers, swimming pools, spas, and/or sport courts. The U.S. has 118 Hawthorn Suites.

Hawthorn Suites participates in the Hyatt Gold Passport loyalty program.

☎ 888.777.7511 🌐 [www.hawthorn.com](http://www.hawthorn.com)

**HILTON (HILTON) \$\$\$-\$\$\$\$-\$\$\$\$\$ ★★**

The Hilton brand features approximately 231 full-service hotels and resorts in cities throughout the U.S. Hilton properties range from sprawling city-center convention properties to destination resorts to airport locations to renowned properties such as The Waldorf-Astoria, Hilton Hawaiian Village Beach Resort and Spa, and The Palmer House Hilton. Hilton hotels typically include swimming pools, gift shops and retail facilities, meeting and banquet facilities, restaurants and lounges, room service, parking facilities, and other services. Hilton offers Internet-only discounted rates. Many locations offer high-speed Internet access (for a \$9.95 fee), and the company is introducing Wi-Fi in public areas. The Hilton brand also includes Hilton Suites hotels—upscale, extended-stay, all-suite properties. Hilton offers a 21-days-in-advance discount of 20% off the lowest rate.

Hilton hotels participate in the Hilton HHonors loyalty program.

☎ 800.445.8667 🌐 [www.hilton.com](http://www.hilton.com)

**HILTON GARDEN INN (HILTON) \$\$ ★★**

More than 160 Hilton Garden Inns are located in downtown and suburban areas across North America. Hilton Garden Inns, as the name suggests, have a garden motif with artfully landscaped properties and a glass-walled pavilion entrance. All have Great American Grills full-service restaurants. Medium-sized properties, Garden Inns average about 140 rooms and utilize a modular design constructed around a courtyard that contains an indoor or outdoor swimming pool. Every hotel offers a Pavilion Pantry convenience mart that sells snacks and sundry items, a guest laundry facility, fitness center, and a complimentary 24-hour business center. Each guestroom features a hospitality center with a microwave, coffeemaker, minirefrigerator, oversized work desk, two-line phone, ergonomic chair, and complimentary high-speed Internet access. In 2002, Hilton Garden Inn earned a first place JD Powers Award for Highest Customer Satisfaction in the midprice category.

Hilton Garden Inn participates in the Hilton HHonors loyalty program.

☎ 800.774.1500 🌐 [www.hiltongardeninn.com](http://www.hiltongardeninn.com)

**HOLIDAY INN HOTELS AND RESORTS (INTERCONTINENTAL HOTEL GROUP) \$\$ ★★**

With more than 1,000 hotels worldwide, it's relatively easy to find a Holiday Inn in most cities, suburbs, and airports across the country. Holiday Inn targets families, as well as business travelers. Holiday Inns have a casual design and offer room service, swimming pools, meeting rooms, bar/lounges, and business centers—which, at a minimum, offer a copier, fax, general office supplies, and overnight mail service. High-speed Internet access is available in new construction properties and in properties catering primarily to business travelers, such as the Holiday Inn Wall Street District in New York. *Executive Level Guest Rooms*, designed specifically for business travelers, are available in many locations; these rooms offer a lounge area, upscale linens and toiletries, complimentary newspaper, and other special items. Guests can register for wireless service at 🌐 [www.priorityclub.com/wireless/](http://www.priorityclub.com/wireless/) to make reservations, locate hotels, and confirm itineraries via their wireless devices.

Recently, the company has instituted a massive modernization campaign to upgrade its hotels, spending more than \$2 billion on property renovations. Holiday Inn participates in the Priority Club loyalty program.

☎ 800.465.4329 🌐 [www.holiday-inn.com](http://www.holiday-inn.com)

**HOLIDAY INN EXPRESS (INTERCONTINENTAL HOTEL GROUP) \$\$ ★**

The Holiday Inn Express brand was established in 1991 and now has more than 1,200 locations around the globe. For value-oriented travelers, particularly the driving business travel market, Holiday Inn Express is an uncomplicated choice, offering clean rooms and free local calls. These are small properties with fewer than 100 rooms, all of which offer the free

Express Start Breakfast Bar. Guests can register for wireless service at [www.priorityclub.com/wireless/](http://www.priorityclub.com/wireless/) to make reservations, locate hotels, and confirm itineraries via their wireless devices.

Holiday Inn Express participates in the Priority Club loyalty program.

☎ 800.465.4329 [www.holiday-inn.com](http://www.holiday-inn.com)

### HOLIDAY INN SELECT (INTERCONTINENTAL HOTEL GROUP) \$\$★★

Holiday Inn Select hotels cater specifically to business travelers. Located near business centers and airports throughout North and South America, Holiday Inn Select hotels offer all the services of Holiday Inn plus business class rooms, 24-hour business services, and comprehensive meeting facilities and services—including certified meeting specialists and video-conferencing. Guest rooms provide well-lighted work areas, ergonomically comfortable chairs and desks, two phones with free long-distance access and data ports, incoming fax service, luxury-weight towels, and in-room checkout. Holiday Inn Select properties also offer *Executive Edition Upgraded Rooms*. Each business center offers, at a minimum, a copier, fax, laser printer, computer workstation with PC and data port, paper, general office supplies, and overnight mail service. Properties average about 250 rooms and have a lounge, fitness center, and full-service restaurant with healthy meal options. Guests can register for wireless service at [www.priorityclub.com/wireless/](http://www.priorityclub.com/wireless/) to make reservations, locate hotels, and confirm itineraries via their wireless devices.

Holiday Inn Select participates in the Priority Club loyalty program.

☎ 800.465.4329 [www.holiday-inn.com](http://www.holiday-inn.com)

### HOMESTEAD STUDIO SUITES \$--\$\$ ↗

There are about 115 of these properties throughout the U.S., located near business, retail, and entertainment areas. Properties range in size from 100 to 125 units; more than 70% have been built since 1997. All rooms include a work space with adjustable lighting and computer data port, free local telephone calls and voice mail, comfortable easy chair or sofa, and fully equipped kitchen. Properties offer an array of business services including fax and copy service—and incoming domestic faxes are complimentary. All mail, overnight packages, and faxes are delivered to guests' rooms at the end of each business day. Most locations also offer personal services (including dry cleaning), and all have onsite 24-hour guest laundry, safety deposit boxes, and a vending area or Guest Pantry for convenience items and snack foods.

☎ 888.782.9473 [www.homesteadstudiosuites.com](http://www.homesteadstudiosuites.com)

### HOMEWOOD SUITES BY HILTON (HILTON) \$\$\$\$ ↗

Don't confuse Hilton's upper-upscale Homewood Suites with the similar-sounding economy Homestead Studio Suites. There are 105 Homewood Suites worldwide and in all 50 states, offering spacious residential-style suite accommodations with studio, one-bedroom, and two-bedroom suites. Rooms feature a separate work space, fully equipped kitchen, and phones with dual lines, data ports, and voice mail. (Some locations also offer high-speed Internet access.) Amenities include complimentary hot breakfast and evening Manager's Reception (Monday-Thursday). Most hotels also offer a 24-hour business center (some with computers and high-speed Internet access), meeting rooms, onsite convenience store, exercise room, swimming pool, sport court, guest laundry facilities, and a complimentary grocery shopping service.

☎ 800.225.5466 [www.homewoodsuites.com](http://www.homewoodsuites.com)

### HOWARD JOHNSON HOTELS \$\$★★

Howard Johnson has two tiers: hotels and inns. Within those tiers are Howard Johnson Plaza Hotels, Howard Johnson Hotels, Howard Johnson Inns, and Howard Johnson Express Inns. All properties offer the *Howard Johnson Home Office* rooms, which have large, well-lighted work desks and computer data ports.

Positioned in the upper half of the midprice segment, the **Plaza Hotels** are mid- or high-rise full-service properties, typically with 200 rooms or suites, that offer a restaurant and coffee shop, lounges, meeting space, swimming pools, exercise rooms, and spa facilities. Some properties offer high-speed Internet access.

**Howard Johnson Hotels** offer full-service hotel amenities in a contemporary architectural environment at a midmarket price. These hotels typically include a restaurant and lounge, room service, meeting and banquet facilities, *Howard Johnson Home Office* rooms, and a swimming pool.

**Howard Johnson Inns** offer clean, comfortable rooms in a contemporary architectural environment, at an affordable price. They are typically low-rise buildings with a swimming pool, onsite or adjacent restaurants or coffee shops, meeting rooms, *Howard Johnson Home Office* rooms, and free parking. **Express Inns** offer the same structure and style as Howard Johnson Inns, but without a full-service restaurant. Guests are offered a free continental breakfast and may request a *Howard Johnson Home Office* room. Howard Johnson offers the SuperMiles loyalty program.

☎ 800.446.4656 🌐 [www.hoj.com](http://www.hoj.com)

### HYATT REGENCY AND HYATT HOTELS (HYATT CORPORATION) \$\$\$ ★★

There are more than 100 Hyatt Regency properties in the U.S. These conference hotels reflect grand scale and refinement and have world-class banquet and conference facilities. Hyatt Hotels are deluxe hotels with meeting facilities and special services for the business traveler; these properties are located in major and secondary cities, near airports, and in leading resort areas throughout the world. For the most part, Hyatt Regencies are larger conference/convention and airport properties that range in size from 300 to 2,000 rooms.

Full-service business centers are standard, offering secretarial services, such as dictation, photocopying, courier, and assistance with meetings held at the hotel. All rooms offer high-speed Internet access. *Business Plan* rooms, available at most locations for a nominal charge over standard room rates, are specially equipped with a separate work area, desk phone and computer hookup, and printer/copier/fax machine. Regency Club floors, available at many locations, offer premium VIP services with a concierge and club lounge.

Hotels feature complimentary access for local, toll-free, and credit card calls, and continental breakfast and newspaper are included. Most properties feature lobby lounges, restaurants, cafés, and bars, and feature healthy Cuisine Naturele menu selections; properties also offer modern fitness centers and a wide choice of recreational facilities.

Hyatt offers ☎ 800.CHECKIN, which allows guests to check in to their hotel rooms in the U.S. and Canada by telephone. Hyatt was awarded the number-one spot in the upscale category in the *Business Travel News* 2003 Top U.S. Hotel Chain Survey.

☎ 888.591.1234 🌐 [www.hyatt.com](http://www.hyatt.com)

### INTERCONTINENTAL HOTELS AND RESORTS (INTERCONTINENTAL HOTELS GROUP) \$\$\$\$ ★★

More than 130 InterContinental Hotels and Resorts are located in 75 countries, typically in historic landmark buildings in major urban centers. The 13 domestic hotels are located in Austin, Chicago, Cleveland, Dallas, Houston, Miami (2), New Orleans, New York (2), San Francisco, San Jose, and Washington, D.C. The properties offer concierge service, guest relations staff, fine restaurants, fitness centers, meeting planner services, and state-of-the-art business centers.

*Business Rooms* offer an adjustable chair, halide lamps, spacious desk with surge-protected outlets for PCs and modems, a printer/fax/copier with printer cable, and dual-line telephone equipped with voice mail. The rooms come supplied with paper, notepads, stapler, scissors, paper clips, pencils, and pens. *Club InterContinental* is available at 50 hotels and offers a private floor or wing with superior accommodations, private registration, early check-in and late checkout, a Club Lounge featuring complimentary buffet breakfast and evening cocktails, a comprehensive business library, and private meeting rooms. InterContinental hotels participate in the Six Continents Club and Priority Club Rewards loyalty programs.

☎ 800.327.0200 🌐 [www.intercontinental.com](http://www.intercontinental.com)

### **JW MARRIOTT (MARRIOTT) \$\$\$\$ ★★**

JW Marriott hotels are the most deluxe properties under the Marriott brand, offering exceptional service and elegantly appointed room accommodations. Properties offer upscale dining, meeting services, and business centers. Domestic properties are located in Atlanta, Washington, Houston, and Miami; there are 23 properties worldwide.

☎ 800.228.9290 🌐 [www.marriott.com](http://www.marriott.com)

### **KIMPTON HOTELS \$\$\$ ★**

Kimpton Hotels have 40 stylish boutique hotels in 15 cities across the country, 17 of which are in San Francisco. These properties include the Hotel Monacos in San Francisco, Seattle, and New Orleans, as well as 5<sup>th</sup> Avenue Suites in Portland and Seattle's Alexis Hotels. Most of these boutique hotels are paired with an adjacent destination restaurant or are within close walking distance of a Kimpton Hotels and Restaurants restaurant. A typical Kimpton property is a renovated older building with fewer than 200 rooms, located in a downtown neighborhood featuring a residential environment. Most properties include intimate living roomlike lobbies, with fireplaces and comfortable furniture; guest rooms are also designed to look and feel homey. Amenities include meeting rooms, two-line phones, high-speed Internet access, large well-lighted desks, minibars, and oversized bathrooms. Kimpton Hotels are part of Kimpton Hotels and Restaurants, which operates hotels and restaurants across the country.

☎ 800.546.7866 🌐 [www.kimptongroup.com](http://www.kimptongroup.com)

### **LA QUINTA INNS AND LA QUINTA INNS & SUITES \$\$ ★**

There are more than 330 La Quinta Inns and La Quinta Inns & Suites in 33 states. All rooms feature oversized desks and data port phones with voice mail. Amenities include swimming pools and complimentary continental breakfast. La Quinta Inns & Suites offers three types of guest rooms: standard, king, or two-room suites. All rooms feature oversized desks and data port telephones with voice mail and free local calls. The new *Business King* room features an oversized desk with built-in data port, ergonomic chair, two telephone lines (one of them cordless), 32-inch TV, pillow-top mattress, microwave, and refrigerator. Amenities include complimentary continental breakfast, fully equipped fitness centers, guest laundry facilities, heated swimming pools and spas, laundry facilities, meeting facilities, interior corridors, and landscaped courtyards.

☎ 800.531.5900 🌐 [www.lq.com](http://www.lq.com)

### **LE MÉRIDIEN HOTELS \$\$\$\$ ★★**

These are seven hotels located in Boston, Chicago, Dallas, Las Vegas, Los Angeles, Minneapolis, and New York. Properties offer a sophisticated and elegant European style, high level of personal service, exciting cuisine, and an extensive range of facilities for business travelers, conferences or meetings, banquets, and leisure. Le Méridien hotels are operated by Le Méridien, a global hotel group with a portfolio of more than 140 luxury and upscale hotels in 55 countries worldwide.

☎ 800.543.4300 🌐 [www.lemeridien.com](http://www.lemeridien.com)

### **LOEWS HOTELS \$\$\$\$ ★★**

Loews Hotels is a collection of 16 one-of-a-kind hotels with unique personalities. Properties include the 367-room House of Blues Hotel in Chicago, the 1,000-room Royal Pacific Resort at Universal Orlando, the 585-room Loews Philadelphia Hotel, and the Ventana Canyon Resort in Tucson.

☎ 800.563.9711 🌐 [www.loewshotels.com](http://www.loewshotels.com)

### THE LUXURY COLLECTION (STARWOOD) \$\$\$\$ ★★

The Luxury Collection is a group of unique hotels and resorts, located in major cities and resorts around the world, that offer exceptional service. All these hotels, some of them centuries old, are internationally recognized as being among the world's finest. The Luxury Collection hotels and resorts are distinguished by magnificent decor, spectacular settings, impeccable service, and the latest in modern conveniences and amenities. St. Regis hotels are part of the Luxury Collection. The Luxury Collection/St. Regis was awarded the number-two spot in the deluxe category in *Business Travel News* 2003 Top U.S. Hotel Chain Survey.

☎ 888.625.5144 (press 1 and then press 4) 🌐 [www.starwood.com](http://www.starwood.com)

### MAINSTAY SUITES (CHOICE) \$\$ ↗

MainStay Suites is a new hotel brand targeted to travelers who book hotel rooms for five nights or more. (Nightly rates are also available.) There are 40 hotels, with more under development, offering one- and two-bedroom suites with full kitchens. Amenities include a limited-service business center, exercise facility, laundry facility, continental breakfast, evening social hour, and dual-line phone with voice mail and data ports. High-speed Internet access, pools, and meeting rooms are available at some locations.

☎ 877.424.6423 🌐 [www.mainstay.com](http://www.mainstay.com)

### MARRIOTT CONFERENCE CENTERS (MARRIOTT INTERNATIONAL) \$\$\$ ★★

The 13 Marriott Conference Centers in the U.S. specialize in small to midsized meetings. Rooms come complete with data ports and comfortable workstations. Amenities include ISDN videoconferencing, experiential learning facilities, gourmet conference dining, golf, recreational/fitness venues, meeting rooms outfitted with high-speed Internet access, soundproof rooms, ergonomic seating, task-appropriate lighting, and built-in audio/video. Marriott Conference Centers participate in the Marriott Rewards loyalty program.

☎ 800.453.0309 🌐 [www.marriott.com](http://www.marriott.com)

### MARRIOTT HOTELS, RESORTS, AND SUITES (MARRIOTT INTERNATIONAL) \$\$\$ ★★

More than 400 Marriott Hotels, Resorts, and Suites are located at airports, city centers, business centers, and resort destinations. Hotels feature pools and fitness centers, upscale restaurants, and room service.

Marriott offers a number of features specifically for business travelers. *The Room That Works* includes an expansive work desk, bright and direct lighting, an adjustable ergonomic chair, and telephone(s) with voice mail and data port. High-speed Internet access is available at most locations; the service also allows you to send documents to the hotel's printer. (Internet access charge is \$9.95 at most locations.) Marriott also provides wireless Internet service at selected locations.

The new *Wired for Business* plan is offered at about 40 hotels. For \$9.95 per day (\$12.95 at the New York Marriott Marquis), this plan offers unlimited local calls, long-distance within the U.S., and high-speed Internet access. Marriott Hotels participates in the Marriott Rewards loyalty program.

☎ 800.228.9290 🌐 [www.marriott.com](http://www.marriott.com)

### MARRIOTT EXECUSTAY (MARRIOTT INTERNATIONAL) \$\$\$ ↗

Marriott ExecuStay offers temporary housing in corporate apartments. Apartments have one or two bedrooms with full kitchens. There are 5,000 ExecuStay apartments located in residential communities throughout the U.S.; most provide access to fitness centers, business centers, and meeting rooms. Laundry facilities are available, and housekeeping is

available upon request. Private phone lines with data ports or high-speed access are also available. ExecuStay participates in the Marriott Rewards loyalty program.

☎ 888.840.7829 🌐 [www.execustay.com](http://www.execustay.com)

### MICROTEL \$ ★

Microtel Inns and Suites is an award-winning chain of all newly constructed, interior-corridor budget/economy hotels. The 256 Microtel Inns are primarily located in small to midsized cities. Rooms include built-in desktop work space, data-port telephone with extra long cord, and a window seat for relaxing.

Microtel offers the MicroPass frequent quest program. For the second year running, Microtel Inns and Suites was ranked number-one in the budget segment category in the *Business Travel News* 2003 Top U.S. Hotel Chain Survey.

☎ 888.232.8916 🌐 [www.microtelinn.com](http://www.microtelinn.com)

### MILLENNIUM HOTELS \$\$\$\$ ★★

There are 13 Millennium hotels in the U.S., primarily in city centers; three are located in New York City. The majority of these hotels have recently undergone extensive refurbishment and are decorated in a stylish and contemporary way. Millennium hotels offer three different levels of accommodation—standard rooms, Millennium Club rooms, and suites. All rooms feature a large work desk with two telephone lines, multiple phones, fax machine, and separate modem hookup. In addition, Millennium hotels offer separate club lounges and business centers. Most hotels feature health club and spa facilities and award-winning restaurants. A few properties have high-speed Internet access in some of the rooms.

In New York, the Millennium Hotel New York Broadway comes with its own historic landmark, the Hudson Theatre, as well as the state-of-the-art purpose-built Millennium Conference Centre.

☎ 866.866.8086 🌐 [www.millenniumhotels.com](http://www.millenniumhotels.com)

### NOVOTEL (ACCOR) \$\$ ★★

Three Novotel hotels are located in the U.S.—in New York and in Princeton and Lyndhurst, New Jersey. Novotels offer studio rooms with a separate lounge area complete with sofa bed and office space. All three properties have swimming pools and full-service restaurants.

☎ 800.668.6835 🌐 [www.novotel.com](http://www.novotel.com)

### OMNI HOTELS \$\$\$–\$\$\$\$ ★★

Omni Hotels is a privately owned company headquartered in Irving, Texas, that operates 40 first-class and luxury hotels and resorts throughout the U.S., Canada, and Mexico. The typical Omni Hotel has 350 to 500 rooms and offers four-star amenities and services, including marble guest bathrooms, voice mail and modem connections, high-speed Internet access, gourmet dining, 24-hour guest room dining, and onsite business and fitness centers. The primary customer focus is on the corporate business traveler and the upscale leisure traveler. Omni's preferred customer loyalty program is called Select Guest.

☎ 800.843.6664 🌐 [www.omnihotels.com](http://www.omnihotels.com)

### PARK HYATT (HYATT) \$\$\$\$ ★★

The nine Park Hyatt hotels are smaller, luxury hotels that cater to the individual traveler seeking the privacy, personalized service, and elegance of a small boutique hotel. Hotels range in size from 48 to 350 rooms, and each property is characterized by incomparable design and architecture; beautifully appointed guest rooms and suites; superior amenities and facilities; and creative, award-winning cuisine. All offer high-speed Internet access.

High-tech business centers with flexible hours are standard at all Park Hyatt hotels. Business services include secretarial, faxing, and more. In some cases, the hotel also offers videoconference facilities, and boardrooms are available for meetings and presentations. Other amenities include professionally staffed health clubs and spas.

Park Hyatts are located in Carmel (California), Colorado, Chicago, Los Angeles, New York, Philadelphia, San Francisco, and Washington, D.C.

☎ 888.591.1234 🌐 [www.hyatt.com](http://www.hyatt.com)

### PARK PLAZA HOTELS & RESORTS (CARLSON) \$\$-\$\$\$ ★★

There are more than 35 Park Plaza locations worldwide, with seven in North America—in California, Florida, and Wisconsin. These hotels typically have 150 or more rooms and are located in downtown, suburban, and airport commercial locations. Properties have restaurants, meeting rooms, catering, suites, business services, and pools.

☎ 888.201.1803 🌐 [www.parkplaza.com](http://www.parkplaza.com)

### PREFERRED HOTELS AND RESORTS WORLDWIDE, INC. \$\$\$\$-\$\$\$\$\$ ★★

Preferred Hotels and Resorts Worldwide is a global brand of independently owned luxury hotels and resorts that provide the highest standards of quality and extraordinary service. To qualify as a Preferred hotel or resort, each property must pass an exhaustive quality assurance program that includes an annual unannounced inspection consisting of a 1,600 line-item—5,800-point—standards and practice audit. Only a select few hotels offer the top-notch service, first-class amenities, and luxurious surroundings required to pass this inspection—116 of them in the U.S., Puerto Rico, and Canada.

☎ 800.323.7500 🌐 [www.preferredhotels.com](http://www.preferredhotels.com)

### QUALITY INNS (CHOICE INTERNATIONAL) \$\$ ★-★★

There are 820 Quality Hotels, Quality Inns, Quality Inns and Suites, and Quality Suites worldwide.

Quality Hotels typically have 150 or more rooms, 40% of which are executive rooms featuring more space, a designated work area with additional lighting, and a data port. (Some locations also have kitchenettes.) Quality Inns and Suites are slightly smaller versions of the hotels. Quality Inns typically have between 50 and 75 rooms; both of these properties also offer executive rooms. Quality Suites are all-suite properties, all with two-room suites.

Amenities and services vary by location, but most locations, particularly Quality Inns and Suites, offer complimentary breakfast and newspaper, pools and spas, exercise rooms, free local phone calls, and guest laundry. Availability of full-service restaurants varies by location. Quality Inns participates in the Choice Privileges loyalty program.

☎ 877.424.6423 🌐 [www.qualityinn.com](http://www.qualityinn.com)

### RADISSON HOTELS AND RESORTS (CARLSON) \$\$\$ ★★

The 435 Radisson Hotels and Resorts can be found in 61 countries, most with 250 to 300 rooms. Radisson caters to the “time-crunched, tech-savvy traveler” by offering rooms with large desks and data ports, along with business centers. Radisson also offers upgraded *Business Class* rooms that include high-speed Internet access (in major markets), full breakfast, newspaper, and free local and toll-free phone access.

☎ 888.201.1718 🌐 [www.radisson.com](http://www.radisson.com)

### RAMADA LIMITED AND RAMADA INN (CENDANT) \$\$ ★-★★

The nearly 1,000 Ramada properties fall under three distinct tiers: Ramada Limited (midprice to economy, limited-service), Ramada Inn (midprice, full-service), and Ramada Plaza Hotel (upscale, full-service).

The 600 Ramada Inns offer onsite restaurants; lounges; and amenities such as meeting rooms, data ports, voice mail, and swimming pools. Ramada Limited properties are similar to Ramada Inns, but do not have an in-house restaurant. (They do serve a complimentary breakfast, however.) The company's Web site offers a best Internet rate guarantee. The loyalty program is Club Ramada.

☎ 800.272.6232 🌐 [www.ramada.com](http://www.ramada.com)

### RAMADA PLAZA HOTELS (CENDANT) \$\$\$ ★★

Ramada Plaza Hotels, the top-of-the-line Ramada mid-rise and high-rise hotels, offer amenities such as bell service, elegant restaurants, meeting rooms, and lounges and banquet rooms. *Business Class* rooms have a king-sized bed, work area/desk, complimentary breakfast, in-room data port, voice mail, weekday newspaper, free local calls and credit card access, free incoming fax service, oversized bath towels, and other upgraded amenities. The company's Web site offers a best Internet rate guarantee. The loyalty program is Club Ramada.

☎ 800.272.6232 🌐 [www.ramada.com](http://www.ramada.com)

### RED ROOF INNS (ACCOR) \$ ★

Red Roof is an economy brand for budget-conscious business and leisure travelers. The 360 Red Roof Inns are primarily located in the Midwest, East, and South. The chain offers *Business King* rooms that feature an enhanced work area with overhead lighting, modem data port, speakerphone, alarm clock, radio, and voice mail. Red Roof's preferred member program is called RediCard.

☎ 800.RED.ROOF 🌐 [www.redroof.com](http://www.redroof.com)

### REGENT INTERNATIONAL HOTELS (CARLSON) \$\$\$\$ ★★

Of the 10 properties worldwide, two are in the U.S. (New York and Beverly Hills). Regent is also developing properties in Boston, Orlando, and Miami. Each Regent hotel and resort offers superior accommodations, innovative amenities, and guest services that include 24-hour concierge; butler, room and valet services; complimentary overnight shoe shine; and twice-daily maid service.

☎ 888.201.1806 🌐 [www.regenthote1s.com](http://www.regenthote1s.com)

### RENAISSANCE HOTELS, RESORTS, AND SUITES (MARRIOTT) \$\$\$ ★★

There are 58 Renaissance Hotels, Resorts, and Suites in the U.S.; 120 properties worldwide. These are large properties, ranging in size from 300 to 700 rooms, that aim for the ambiance and aesthetic of a boutique hotel. Renaissance properties typically carry the theme of the area in which they're located; most have street restaurants. Amenities include 24-hour room service, coffee shop, cocktail lounge, concierge service, executive floor, and full business center. Hotels also offer meeting rooms and meeting services. All properties offer *The Room That Works* and high-speed Internet access.

Renaissance Hotels participates in the Marriott Rewards loyalty program.

☎ 800.468.3571 🌐 [www.renaissancehote1s.com](http://www.renaissancehote1s.com)

### RESIDENCE INN BY MARRIOTT (MARRIOTT) \$\$\$\$ ↗

There are 430 Residence Inn by Marriott locations in the U.S., Canada, and Mexico. Residence Inns offer a residential atmosphere with spacious accommodations, designed as a "home away from home" for travelers staying five or more nights; some properties are high-rises. Guest suites include separate living and sleeping areas, fully equipped kitchen, work space, and phones with data ports and voice mail (some with high-speed Internet access). Amenities include complimentary breakfast, evening hospitality hour, personalized grocery shopping, daily housekeeping, swimming pool, sport court, meeting space, business centers (some with high-speed Internet access), and limited catering.

Residence Inn was ranked number two in the *Business Travel News* 2003 Top U.S. Hotel Chain Survey. The chain participates in the Marriott Rewards loyalty program.

☎ 800.932.2198 (reservations), 800.331.3131 (confirmation) 🌐 [www.residenceinn.com](http://www.residenceinn.com)

### RITZ-CARLTON (MARRIOTT) \$\$\$\$ ★★

Ritz-Carlton is a premier global luxury hotel brand; many of its 52 properties worldwide are among the grand hotels of the world. The 26 U.S. properties are located in city centers, exclusive neighborhoods, and resort destinations. Hotels are generally large properties with 300 or more rooms, offering fine-dining restaurants, ornate lounges and bars, 24-hour room service, and twice-daily housekeeping, as well as fitness facilities, business centers, and concierge service. Rooms include work desk; high-speed Internet port; two-line speakerphone with data ports and private voice mail; feather beds; down comforter with duvet; 300 thread-count Egyptian cotton linen; compact disk player/clock with AM/FM radio and alarm; and Italian marble bathrooms with double sinks, telephone, toiletries, and separate water closet.

The Ritz-Carlton Club Level provides guests with the highest personal service and features five food and beverage presentations daily. Ritz-Carlton was awarded the number-one spot in the deluxe category in *Business Travel News* 2003 Top U.S. Hotel Chain Survey.

☎ 800.241.3333 🌐 [www.ritzcarlton.com](http://www.ritzcarlton.com)

### RODEWAY INN (CHOICE) \$ ★

The Rodeway Inn brand competes in the economy category and is primarily targeted to senior citizens. As of the end of 2002, there were 132 Rodeway Inn properties with a total of 8,591 rooms open and operating in the U.S., with an additional 20 properties under development.

☎ 877.424.6423 🌐 [www.rodeway.com](http://www.rodeway.com)

### SLEEP INN (CHOICE) \$\$ ★

Established in 1988, Sleep Inn resides in the lower portion of the midprice, limited-service category. There are more than 300 Sleep Inn properties, targeting the business and leisure traveler.

☎ 877.424.6423 🌐 [www.sleepinn.com](http://www.sleepinn.com)

### SHERATON (STARWOOD) \$\$\$ ★★

The 350 Sheratons in 65 countries range from full-service hotels to resorts. Hotels vary in their offering of business services and amenities; some offer the *Sheraton Smart Rooms* that feature ergonomically designed chairs, ample task lighting, modem hookups, and personalized voice mail—plus printing, copying, and faxing capabilities. High-speed Internet access also varies by property. Sheratons also offer a flexible check-in and checkout program.

☎ 888.625.5144 (press 2) 🌐 [www.sheraton.com](http://www.sheraton.com)

### SOFITEL (ACCOR) \$\$\$\$ ★★

With 160 hotels in more than 50 countries, Sofitel is one of the leading international upscale hotel networks. The company operates 10 hotels in the U.S., located in Chicago (2), Houston, Los Angeles, Miami, Minneapolis, New York, Philadelphia, San Francisco, and Washington, D.C. Sofitels offer French elegance; upscale, full-service restaurants; meeting rooms equipped with computer and communications technologies; and customized catering services. Sofitel properties also provide specially trained meeting organizers. Sofitel offers the Sofitel Privileged Guest Card loyalty program.

☎ 800.7634835 🌐 [www.sofitel.com](http://www.sofitel.com)

**SPRINGHILL SUITES BY MARRIOTT (MARRIOTT) \$\$ 🍷**

The SpringHill brand was launched in 1998; today there are more than 100 locations in 33 states throughout the U.S. Guest suites are up to 25% larger than standard hotel rooms and have kitchenettes. Amenities include pool, fitness room, laundry facilities, daily housekeeping, meeting rooms, limited business services, valet service, convenience store, and continental breakfast. SpringHill participates in the Marriott Rewards loyalty program.

☎800.287.9400 🌐www.springhillsuites.com

**STAYBRIDGE SUITES BY HOLIDAY INN (INTERCONTINENTAL GROUP) \$\$\$ 🍷**

Staybridge Suites includes more than 50 properties throughout the U.S., primarily in mid-sized cities and their suburban business centers and airports. These are all-suite hotels with a “hotel-like” atmosphere, designed for extended-stay guests. Staybridge offers three types of suites (studio, one-bedroom, and two-bedroom), each with work area, fully equipped kitchen, data ports, personal two-line speakerphones with voice mail, and high-speed Internet access. Amenities include complimentary breakfast buffet and evening reception and/or barbecue, self-serve laundry, fitness center, 24-hour convenience store, and 24-hour business services with complimentary, fully equipped PC workstations and high-speed Internet access. Most hotels have pools and outdoor grills. Staybridge offers daily, weekly, and monthly rates. Staybridge participates in the Priority Clubs Reward loyalty program.

☎800.238.8000 🌐www.staybridgesuites.com

**ST. REGIS HOTELS AND RESORTS (STARWOOD) \$\$\$\$ ★★**

The eleven St. Regis hotels are situated in exclusive sections of the world’s greatest cities. St. Regis hotels have spacious, luxurious rooms and suites with highly designed, residential surroundings. All properties include a four- or five-star restaurant on the premises. Domestic locations are in Aspen, Houston, Los Angeles, New York, and Southern California.

☎888.625.5144 (press 1 and then press 3) 🌐www.stregis.com

**STUDIO 6 (ACCOR) \$ 🍷**

Studio 6 is a chain of 38 hotels nationwide, primarily in the south, southeast, and southwest. Properties feature comfortable sleeping areas and fully furnished kitchens; they’re located in major business complexes but with easy access to shopping and retail centers, entertainment areas, and many restaurants. Amenities include guest laundry, free local calls with no long-distance access fees, voice mail, and data ports.

☎888.897.0202 🌐www.staystudio6.com

**STUDIOPLUS DELUXE STUDIOS \$\$ 🍷**

StudioPLUS properties offer 80 to 100 deluxe (424 square feet) and queen (300 square feet) studios. Accommodations include separate living area and bedroom (in select studios), fully equipped kitchen, free local phone calls and voice mail, computer data port, 24-hour coin-operated guest laundry facilities, and weekly or nightly housekeeping. Swimming pool and fitness room or spa available at most locations. Hotels do not have restaurants, bars, or meeting spaces.

☎800.398.7829 🌐www.exstay.com

**SUMMERFIELD SUITES BY WYNDHAM (WYNDHAM INTERNATIONAL) \$\$\$\$ 🍷**

The 39 Summerfield Suites in the U.S. serve the extended-stay market. Properties have an “apartmentlike” atmosphere, with 90 to 280 suites in either an interior- or exterior-corridor design. Each suite contains a fully equipped kitchen, a spacious living room, a private bedroom, and *The Room That Performs*—with two-line cordless phones, high-speed Internet access, Herman Miller Aeron Chair, and upgraded mattress with luxury bedding. Many of the suites are two-bedroom,

two-bath units. Each hotel also has a swimming pool, fully equipped fitness center, sport court, 24-hour convenience store, laundry facilities, dry-cleaning and grocery services, evening social hours, and meeting and event facilities. Some properties require minimum stays. Summerfield Suites was ranked number one in *Business Travel News* 2003 Top U.S. Hotel Chain Survey.

☎ 800.996.3426 🌐 [www.summerfieldsuites.com](http://www.summerfieldsuites.com)

### TOWNEPLACE SUITES BY MARRIOTT (MARRIOTT) \$\$\$ ↗

With more than 100 locations, this relatively new brand has grown quickly since its launch in 1997. TownePlace Suites offers a residential atmosphere, with 85 to 150 studio, one-, and two- bedroom suites, all with full kitchens and separate living and working areas. Phones with two lines and voice mail are offered; high-speed Internet access is available at some locations. Amenities include 24-hour access to business center, 24-hour onsite staffing, regular housekeeping, exercise room, outdoor swimming pool, and guest laundry. TownePlace Suites participates in the Marriott Rewards loyalty program.

☎ 800.257.3000 🌐 [www.towneplace.com](http://www.towneplace.com)

### W HOTELS (STARWOOD) \$\$\$\$ ★★

W Hotels are stylish boutique full-service hotels, located in upscale urban neighborhoods close to business districts, convention centers, shopping, dining, and nightlife. Each hotel features a modern, sophisticated architectural design; chic, spacious lounges; and rooms with custom-made furnishings.

There are 17 W Hotel properties: Atlanta, Chicago (2), Honolulu, Los Angeles, New Orleans (2), New York (5), San Diego, San Francisco, Seattle, Silicon Valley, and Sydney (Australia). Rooms feature down comforters, custom-made furnishings, 250 thread-count sheets, cotton bathrobes, Aveda bath products, high-speed Internet access, and two phones. Amenities include full-service business centers; state-of-the-art fitness facilities (with personal trainers and spa services); and unique restaurants, bars, and cafés open from early morning to late at night.

*Business Travel News* ranked W Hotels number two in the upper upscale category in its 2003 Top U.S. Hotel Chain Survey. W Hotels participate in the Starwood Preferred Guest loyalty program and also offer a best Internet rates guarantee.

☎ 888.625.5144 (press 1 and then press 5) 🌐 [www.who1.com](http://www.who1.com)

### WELLESLEY INNS AND SUITES \$\$★

Wellesley Inns and Suites offer suite accommodations in approximately half of the guest rooms. These suites, which are similar in size to AmeriSuites rooms, include kitchenettes with stove tops, microwaves, and refrigerators, and offer separate living, sleeping, and dining areas.

☎ 800.444.8888 🌐 [www.wellesleyinn.com](http://www.wellesleyinn.com)

### WESTIN HOTELS (STARWOOD) \$\$\$–\$\$\$\$ ★★

The 111 Westin Hotels are upscale and upper-upscale full-service hotels and resorts, designed to attract affluent, younger business professionals and leisure travelers. The average Westin has about 400 rooms, all decked out with the Heavenly Bed—a pillow-top mattress set, down blanket, comforter, duvet, and high-end sheets and pillows. All rooms feature high-speed Internet access. The Westin's *Guest Office* offers business travelers the option of staying in a room that doubles as an office, for \$20 above standard room rate; this room comes with a work area complete with an ergonomically designed chair, multifunction laser printer/fax/copier, speakerphone with data port, printer cables, voice messaging, and free unlimited local calls and long-distance access. Westin's *Guest Office* also includes late checkout privileges.

Westin's One Call (800.301.1111) service provides assistance in planning small meetings. The chain participates in the Starwood Preferred Guest loyalty program and offers a best Internet rate guarantee. *Business Travel News* awarded Westin Hotels the number-one spot in the upper-upscale category in its 2003 Top U.S. Hotel Chain Survey.

☎ 888.625.5144 (press 1 and then press 1 again) 🌐 [www.westin.com](http://www.westin.com)

### WINGATE INNS (CENDANT) \$\$ ★★

This is an all new-construction hotel chain (the first hotel opened in 1996) that caters specifically to the business traveler. Wingate Inns have larger-than-average rooms and offer high-speed Internet access; separate work and sleep areas; large desk and adjustable swivel chair; cordless two-line speakerphone with data port, conference call, and voice mail capabilities; and free local calls, toll-free calls, and long-distance access. Hotels have a 24-hour self-service business center, fitness room and whirlpool, wireless phones available from the front desk for use anywhere in the hotel, continental breakfast, and Express Desk automated check-in and checkout.

Also available are executive board rooms and separate meeting rooms—both with high-speed Internet access (fee may apply). The company offers the Frequent Travelers Club loyalty program.

☎ 800.228.1000 🌐 [www.wingateinns.com](http://www.wingateinns.com)

### WYNDHAM GARDEN HOTELS (WYNDHAM INTERNATIONAL) \$\$ ★★

This brand includes 26 hotels located principally near major airports and suburban business districts; they serve individual business travelers and small business groups. These full-service hotels feature between 150 and 230 guest rooms and include up to 6,500 square feet of meeting space. Amenities and services typically include a three-meal restaurant, Wyndham Garden libraries, laundry, and room service. Wyndham offers *The Room That Performs*, which provides high-speed Internet access, two-line cordless phone, ergonomic Herman Miller Aeron desk chair, and upgraded Serta mattress with luxury bedding.

☎ 800.996.3426 🌐 [www.wyndham.com](http://www.wyndham.com)

### WYNDHAM HOTELS AND RESORTS (WYNDHAM INTERNATIONAL) \$\$\$–\$\$\$\$–\$\$\$\$\$ ★★

These 90 hotels offer full-service accommodations in urban, suburban, and resort markets throughout North America. The hotels cater principally to business groups, meetings, and individual business and leisure travelers. The chain also includes Wyndham Historic Hotels, a collection of landmark buildings that are both historically and architecturally significant. All hotels offer high-speed wired and wireless Internet access in meeting rooms and public access rooms. Wyndham offers *The Room That Performs*, which provides high-speed Internet access, two-line cordless phone, ergonomic Herman Miller Aeron desk chair, and upgraded Serta mattress with luxury bedding.

Wyndham Luxury Resorts are a half-dozen five-star destination properties distinguished by their unique settings and highly personalized service. These resorts feature numerous fine-dining options and other luxury and recreational amenities. The Luxury Resorts collection includes the Golden Door, one of the world's preeminent destination spas based in Escondido, California. Other resorts are located in Arizona, California, Massachusetts, and Mexico.

☎ 800.996.3426 🌐 [www.wyndham.com](http://www.wyndham.com)



## RENTAL CARS

In this chapter we cover the major ins and out of renting a car. We'll look at reservations, rates, and rules; different classes of cars; and the offerings from the major car rental companies. But first, let's go through two important checklists for what you need to do when you pick up your car and when you drop it off.

### CAR RENTAL CHECKLISTS

Here are the items you should check when you pick up your car from the rental agency lot:

#### *Checklist: When You Pick Up Your Car*

- Locate gas cap.
- Locate control for headlights.
- Locate control for turn signals.
- Locate control for windshield wipers.
- Inspect car for preexisting damage.
- Check mileage.
- Note color, make, and model (helpful for locating your car in parking lots).

One more thing. Assume that all passengers must wear seat belts, unless you know otherwise. All states, except New Hampshire, have seat belt laws. Some require all adult passengers to wear seat belts; others require just front-seat passengers. Eighteen states and the District of Columbia have **primary seat belt laws**, which means that the police can pull you over solely for not wearing a seat belt. (Check the "Rules of the Road" sections in Part 2, "City Guide," of this book for city-specific information.) And remember—you're liable for all parking and traffic violations.

Here are the items you should check when you drop off your car at the rental agency at the end of your trip:

#### *Checklist: When You Drop Off Your Car*

- Check mileage.
- Check gas gauge.
- Locate your cell phone, eyeglasses, wallet, and briefcase (the most common items left behind in rental cars).
- Check on and under front and back seats.
- Check trunk.
- Check glove and storage compartments.
- Inspect the car for damage.

## RESERVATIONS, RATES, AND CHARGES

### RESERVATIONS

Rental car reservations are fairly straightforward. You can make reservations with the car rental company directly, either by phone or on the company's Web site. (Some companies, such as Dollar, state that the rates on its Web site are the lowest available.) You can also make reservations through a travel agent or one of the general Internet travel sites, such as Orbitz, Travelocity, or Expedia.

Corporate rates are common in the car rental industry, so ask whether your company has a corporate rate—or whether you are restricted to rent only through a certain company.

### RATES AND FEES

Two types of rate structures are common in business travel—a daily base rate with *unlimited mileage* and a daily base rate with a *mileage charge*. Special weekly and weekend rates are also available. This base rate is just the beginning of what you will pay, however, because fees and taxes can add 20% to 30% to your final bill. Always ask or check online for the total cost.

Cars rented at airports and hotels include concession recoupment fees, which run between 8% to 11%. You may also be charged other airport fees, as well as state, local, or excise taxes. For example, cars rented in Phoenix are charged a \$3.50 per day city tax; cars rented in Seattle are charged 18.5% state and local tax, in addition to the recoupment fees. If you are headed to Houston's Bush airport you'll find that an intermediate car rental will cost about 50% more than a similar car rented at a local location (not at an airport or hotel). You can avoid the airport concession and city charges by renting at these locations. Rental car companies most likely to have local locations are Avis, Budget, Enterprise, and Hertz. Enterprise and Hertz both have pickup services, which means that you can have them meet you at your hotel.

The rate you pay is more influenced by the location than by the company—although Hertz and Avis, which offer more premium services, are generally higher than budget-oriented companies such as Budget, Thrifty, and Payless. You may also find you can negotiate for an upgrade or reduced fees at the counter. If you do not need a larger car, try reserving an economy car and then when you arrive at the counter ask whether they have any special deals; you may be able to negotiate an upgraded vehicle at a lower rate than you would have been able to reserve ahead of time. Or, if you want to purchase the collision damage waiver, ask for a discount on an upgraded vehicle.

### LATE CHARGES

For the most part, rental car companies will give you a one-hour grace period past your 24-hour rental period and then charge an hourly rate based on the rental car rate until it reaches the rate charged for an additional day.

### DROP-OFF CHARGES

You may incur a drop-off charge when a car is returned to a location different from the one where the vehicle is rented. However, this is not necessarily always the case. For example, a car rented at LaGuardia airport can often be dropped off in Manhattan for no additional charge.

### REFUELING CHARGES

You should be able to choose between three refueling options: return the car with a full tank of gas, return the car with less than a full tank and incur a refueling charge, or purchase the prepaid fuel option.

With the prepaid fuel option, you purchase a full tank of gas when you rent the car and then return the car with less than a full tank; you won't get credit for any gas left in the tank. Most companies claim that their prepaid fuel rate is competitive with local service, so if you're the type of person who finds himself squealing into the rental car drop-off with just 30 minutes to catch your flight, this is the service for you.

You want to avoid the rental car agency's refueling charges, which can run two to three times the cost of filling the car yourself. Some companies, such as Dollar and Enterprise, have stated policies that you must return the car with a full tank of gas—and present a receipt from a gas station within a 10-mile radius of the location—to avoid a local refueling service charge. (As a practical matter, they seldom demand the receipt.)

## RULES, REQUIREMENTS, AND RESTRICTIONS

### DRIVERS LICENSE AND LICENSE VERIFICATION

All rental car companies require a valid drivers license. But for some companies, that isn't enough; they may also screen your driving record and not rent to you if the verification indicates that your license is currently suspended, revoked, expired, invalid, or surrendered. Or the company may not rent to you if you have, within the past 36 months, paid a fine or pleaded guilty or no contest to reckless disregard for life or property, an alcohol or controlled substance related offense, leaving the scene of an accident or failure to report an accident, possession of a stolen vehicle, or use of a vehicle in a crime, or if you have, within the past 24 months, been convicted of three or more moving violations.

Each rental company has its own rental criteria, although driving-record verification is most likely to occur in popular vacation destinations or if you apply online for a membership program. For example, when you apply online for National's Emerald Club, the company sends you an email confirming (or not) that you have passed the license check.

The TML Drivercheck Center (☎ 800.388.9099) can tell you which rental car agencies will rent to you based on your driving record. Note that 18 states do not make these records available; if your license is issued in one of these states, neither TML nor the rental car agency will have access to your record. (TML provides this verification service for Alamo, Avis, Budget, Dollar, Enterprise, Hertz, and National.)

### CREDIT CARDS

You will need a credit card or a large cash deposit to rent a car. Many companies require immediate credit approval—a hold on your available credit for the deposit amount. This reduces your remaining credit balance until the car is returned and the hold is taken off your credit card.

### CANCELLATION POLICY

If your flight is late, most companies will hold your reservation—usually for several hours. Some companies will charge you a cancellation fee if you do not provide 24-hour notice of cancellation. This policy is most likely to be enforced for reservations in vacation locations and for premium vehicles. Regardless, you should notify the company in advance of any cancellations or itinerary changes so that they can rent the car to another customer.

### DRIVER'S AGE

Your rental car company may have a stated policy that it will not rent to drivers under 25 years old at certain locations, or may not rent certain cars to young drivers, or will rent to young drivers but charge an age surcharge. (Companies that are the most likely to rent to young drivers are Alamo, Budget, and Dollar.) Rental car companies will often waive this restriction or reduce the age surcharge for business accounts.

In New York and Michigan, it is illegal for a rental car company to refuse to rent to young drivers. So if you are under 21 (in Michigan) or under 18 (in New York), you can rent a car there—although you might find the age surcharge mind-numbing. (Hertz, for example, applies an age surcharge of \$75 per day in New York.)

### AUTHORIZED AND ADDITIONAL DRIVERS

Policies for adding extra drivers to your contract are all over the board. Rental car companies may or may not charge to “authorize” someone other than the primary driver to drive the vehicle. (The primary driver is typically the person whose

credit card pays for the rental.) If the company permits and charges for additional drivers, you may be able to negotiate this charge at the rental car counter. Companies may also waive fees for corporate accounts or loyalty club members.

You should be able to avoid paying the additional driver fee if you are traveling with your spouse or business associate. Spouses are legally exempt from additional driver's fees in California, New York, and Nevada.

The following table summarizes the major rental car companies' stated policies for additional drivers.

Company	Policy
Alamo	A \$4.99/day additional driver fee is required at most locations but is waived for association (AAA, AARP, and so on), government, and corporate customers.
Avis	Employers or employees (while on company business), spouses, and life partners are considered authorized drivers and do not need to be present at time of rental or to sign an additional driver form. Other drivers may be charged an additional driver's fee.
Budget	Policy and fee vary by location.
Dollar	Spouses, employers, and co-workers may be considered authorized drivers and exempt from any fees—although this varies by location.
Enterprise	May charge an additional driver's fee.
Hertz	Co-workers (when the booking includes your company's corporate discount number) and spouses are exempt from fees for rentals that originate in California, Nevada, and New York. Also exempt (systemwide) are the spouses or domestic partners of Hertz Number One Club Gold or Platinum members. Otherwise, additional driver's fees are \$7 per day (maximum \$35 per rental) per driver—except in California, Nevada, and New York where there are much lower or no fees. Members of AAA, USAA, and AARP also may not have to pay fees.
National	Any Emerald Club member's spouse, business partner, employer, or fellow associate (who has an assigned corporate contract with National and drives the car for business purposes) is exempt. Any driver not meeting these qualifications is subject to a daily charge (variable) and must be present at time of rental to sign the rental agreement—and also must have a major credit card in his own name.
Payless	Spouses and co-workers are considered authorized and exempt from additional driver fees. The fees themselves vary by location.
Thrifty	There is no additional charge for spouses. There is a daily charge for any other individual listed on the contract as an additional renter.

## INSURANCE AND WAIVERS

A general rule of thumb is that your auto policy follows you everywhere you go, which means that coverage on your own car covers you if you drive someone else's vehicle—including rental cars. If you have auto insurance—collision, loss, and liability—all the supplementary insurance and waivers described next should be covered under your existing insurance policy, which means that you don't need to purchase this additional insurance when you rent a car.

Work through this checklist to determine whether you need to purchase supplementary coverage:

### Checklist: Supplementary Car Rental Coverage

- Does your existing automobile insurance policy cover rental cars?
- Does it cover the type of vehicle you are renting? (Vans, trucks, SUVs, and luxury vehicles may not be covered.)
- Are you covered for the value of the vehicle you are renting?
- Are you covered in the area you are visiting?
- Does your credit card provide collision damage coverage?
- Does your employer's agreement with the rental company cover you?

If you do not have collision damage for your personal car, you won't be covered for a rental car, either—except in Minnesota, New York, North Dakota, and Texas, all of which require rental car damages to be paid under the liability portion of your personal insurance. (In New York, your liability is restricted to \$100.) Your credit card company may also provide collision damage coverage, but usually the protection is supplemental to your insurance. In most cases, credit card coverage is only for damage to the car, not for liability claims.

Other types of coverage that may be covered under your personal auto or home owner's insurance include *personal accident insurance* (PAI), which provides accidental death and medical coverage for the renter and passengers, and *personal effects coverage* (PEC), which provides protection against loss or theft of personal belongings. You may also opt to purchase *additional liability insurance* (ALI) or *supplemental liability insurance* (SLI), which protects the driver against claims made by third parties for bodily injury or death and property damage.

When you see the terms *loss damage waiver* (LDW) or *collision damage waiver* (CDW), know that these are not types of insurance but rather a waiver of the rental company's right to collect from you if the car is damaged or stolen. *Variable LDW* is sometimes offered; this covers the first \$500, \$1,000, or \$3,000 in damage or loss, whereas any excess claim for damage or loss remains your responsibility. If you are in violation of a rental agreement, the waiver is void. Companies charge anywhere from \$5 to \$25 per day for these waivers, depending on location, vehicle class, and type of waiver purchased. This is the most popular type of supplemental coverage purchased by renters because it lets you avoid reporting collision damage to your insurance company, which can result in higher future insurance rates.

## VEHICLE CLASSES

The vehicle class—standard, subcompact, and so on—describes similar makes and models of cars; these classes vary by company.

Most rental car companies will tell you that economy/subcompact and compact cars can carry five passengers—which is technically correct but practically uncomfortable. Count on maxing out at four if you're close friends. If you want to carry five people, move up to the intermediate, standard, or full-size class. If you have more than two large pieces of luggage, rent either a standard or full-size car.

Most companies, also rent luxury cars (such as Cadillacs, Lincolns, or Chrysler 300Ms), SUVs, and minivans. Hertz's Prestige Collection includes Jaguars, Land Rovers, and Volvos.

## EXPRESS SERVICE AND LOYALTY PROGRAMS

Five types of benefits are offered with express service and loyalty programs. Some companies have multiple levels to their programs so that the distinction between an express service program and a loyalty program is not clear cut.

These benefits include

- **Express pickup service**—Offered by Advantage, Avis, Budget, Hertz, and National, this service lets you bypass the counter and go directly to your car. This is a big time-saver.
- **Express check-in**—The company maintains your profile (name, address, credit card number, drivers license information, rental history) and preferences (insurance options, car class, premium services) on file, speeding up the check-in process.
- **Express counter check-in**—A dedicated counter service designed to expedite check-in for loyalty program members. Some companies, at select locations, also have self-serve express check-in kiosks where you can pick up your paperwork and proceed directly to your car.
- **Express return**—Allows you to avoid checking out at a counter; you'll either drop your contract in a drop box (remember to fill in mileage and fuel levels) and get your receipt in the mail, or be met by a representative with a handheld computer that processes your receipt immediately.

- **Loyalty programs**—Offering frequent-flyer miles or points in other partner programs; you will be charged a nominal \$.05 to \$.07 per rental day frequent flyer tax recovery surcharge for this service. Hertz charges a frequent flyer surcharge of \$.50 per day up to a maximum of \$2 per rental. Some companies have their own frequent renter programs that allow you to earn credit toward free rentals.

## BUSINESS PROGRAMS

All major rental car companies have some kind of program targeted to corporate and business travelers.

Small business and individual business programs often have no initial cost, although they typically have minimum spending requirements. You'll need to provide profile and preference information; then you'll receive rate discounts, reduced or waived fees on items such as additional drivers or loyalty program membership, express check-in counters, and pickup privileges. This rate discount is not always the lowest rate available; some companies (such as National) guarantee that they will offer you the lowest rate available if your small business discount is higher.

Corporate accounts are a negotiated package of rate/fee discounts and service privileges, based on annual spending levels. Meeting and convention programs are packages of rate/fee discounts and service privileges, based on a group of rentals at specific locations for specific events.

## OTHER FEATURES AND SERVICES

The following table details which rental car agencies offer which premium features; the features themselves are discussed following the table.

Feature	Offered By
Emergency road assistance	Alamo, Avis, Budget, Dollar, Enterprise, Hertz, National
Cell phone rental	Budget, Dollar
In-car GPS navigation	Avis, Hertz
Satellite radio	Avis, Hertz

### EMERGENCY ROAD ASSISTANCE

This service provides a toll-free number for you to call if your rental car needs service while you're traveling, or if you need emergency help. If your rental car company doesn't offer this service or charges for it, remember to bring along your AAA membership card, if you have one.

### CELLULAR PHONES

A few rental companies offer the option to rent in-car cell phones. There is typically a low daily fee and high per-minute fees—plus applicable usage taxes. You'll also need to leave a credit card deposit.

### IN-CAR NAVIGATION

In-car navigation systems use satellite-based global positioning system (GPS) technology to identify exactly where you are at any time. A dashboard-mounted display shows you how to get wherever you are going, via either visual map displays or voice commands. This is useful if you're driving through an unfamiliar and difficult-to-navigate area.

### SATELLITE RADIO

Satellite radio offers hundreds of channels of music, sports, news, and entertainment, delivered via the XM or Sirius satellite services. Many channels are commercial free, and they stay available no matter where you drive. This is a popular feature if you're traveling long distances by car.

## MAJOR CAR RENTAL COMPANIES

Now let's look at the major car rental companies—those agencies you're likely to find at most major airports.

### ADVANTAGE RENT-A-CAR

Advantage is an independently owned and operated car rental company, with 150 locations throughout 9 western states—Texas, primarily. Advantage has airport locations as well as local locations, offers corporate account programs, and has a frequent renter program. Advantage's fleet is primarily comprised of DaimlerChrysler and Ford vehicles.

### CONTACT INFORMATION

Web site	 <a href="http://www.arac.com">www.arac.com</a>
Reservations	 800.777.5500
Emergency road assistance	 877.869.9189
Customer service	 800.777.5524
Advantage Easy ID	 800.777.1374
Billing account questions	 800.777.5570

### VEHICLE CLASSES

Vehicle Class	Typical Make and Model
Economy	Suzuki Swift
Compact	Dodge Neon
Intermediate	Ford Focus
Standard	Dodge Stratus
Full	Ford Taurus
Convertible	Chrysler Sebring
Premium	Dodge Intrepid
Luxury	Chrysler 300M
Intermediate sport utility	Kia Sportage
Standard sport utility	Jeep Liberty
Premium sport utility	Dodge Durango
Full sport utility	Ford Expedition
Minivan	Dodge Caravan
15 passenger van	Dodge B350
Pickup truck	Dodge Ram

### EXPRESS SERVICE AND LOYALTY PROGRAMS

The Advantage Easy ID card registers you for both the FREE-quent Rental and the Easy Rental and Return Programs. You receive 125 points per paid rental; when you've earned 500 points, you're eligible for a free rental day. If you reserve your rental with the Easy ID, you can pick up your contract from the self-serve Easy Rental Contract Holder and go.

### BUSINESS PROGRAMS

Advantage has three corporate plans—the Standard Corporate Plan (best for companies with fewer than 10 travelers), Custom Corporate Plan, and Direct Billing Plan (best for companies that rent in excess of \$10,000 in rental cars per month).

### OTHER SERVICES AND FEATURES

There is an additional charge for using emergency road assistance.

## ALAMO RENT-A-CAR

Alamo has more than 1,000 company-owned and franchised locations worldwide, of which 178 are on-airport locations in the U.S.

Alamo is a value-oriented brand and primarily serves the leisure and small-business markets; it also acts as a secondary supplier for commercial travel. Alamo's top rental locations are in major tourist destinations, such as Arizona, California, Florida, Hawaii, and Nevada. Alamo's top city locations are, in order, Orlando, Miami, Los Angeles, Las Vegas, Fort Lauderdale, San Francisco, Maui, and Phoenix. The company primarily rents General Motors vehicles.

Alamo is owned by ANC Rental Corporation, which also owns National Rental Car. ANC is the third-largest rental car company, behind Hertz and Avis. The company filed for Chapter 11 bankruptcy protection in 2001 and is currently on-target with its restructuring.

### CONTACT INFORMATION

Web site	 <a href="http://www.alamo.com">www.alamo.com</a>
Reservations	 800.GO.ALAMO (800.462.5266)
Corporate reservations	 800.732.3232
Quicksilver services	 800.882.5266
Emergency road assistance	 800.803.4444, press 2
Business programs	 800.328.8018

### VEHICLE CLASSES

Vehicle Class	Typical Make and Model
Economy	Chevrolet Metro
Compact	Chevrolet Cavalier
Intermediate (midsize)	Pontiac Grand Am
Convertible	Chevrolet Camaro
Standard (full-size)	Buick Century
Premium	Buick LeSabre
Luxury	Buick Park Avenue
Four-wheel drive vehicle	Chevrolet Blazer
Minivan	Pontiac Montana

### EXPRESS SERVICE AND LOYALTY PROGRAMS

Alamo's express service program is called Quicksilver. To become a Quicksilver member, you must have a Corporate or Business Benefits account with Alamo or have rented five times within the prior 12-month period. Renters must have a master rental agreement on file, and the Quicksilver ID number must be given when the reservation is booked. The membership enables renters to rent at an expedited counter.

### BUSINESS PROGRAMS

Alamo offers three programs for business travelers: Corporate, Business Benefits, and Meeting and Convention. If you sign up for the Business Benefits program, you can also enroll in Quicksilver, get express return service, and have additional driver's fees waived. There is no cost or minimum spending requirements to enroll. The Corporate program offers rental rate discounts based on volume, reduced or waived fees, and service perks for employees. The Meeting and Convention program offers special group rates for events or groups renting 11 or more cars. You can enroll online or call  800.328.8018 for any of these programs.

## OTHER SERVICES AND FEATURES

Alamo offers emergency road assistance.

## AVIS RENT A CAR SYSTEM, INC.

Avis is the second largest rental car company (behind Hertz). Avis has 952 U.S. locations: 224 airport locations, 154 metro/downtown locations, and 306 suburban locations. The company also has an additional 3,800 international locations.

Avis is positioned as a premium service provider and targets corporate business travel and high-end leisure travelers. The majority of the company's business is with business travelers.

The company has both owned and licensed locations, and its fleet is primarily GM vehicles. Avis is owned by the Cendant Corporation, which also owns Budget.

## CONTACT INFORMATION

Web site	 <a href="http://www.avis.com">www.avis.com</a>
Domestic reservations	 800.230.4898, press 2
Avis.com	 800.230.4898, press 1
Emergency road assistance	 800.354.2847
Preferred service	 866.842.5552, press 1

## VEHICLE CLASSES

Vehicle Class	Typical Make and Model
Subcompact	Chevrolet Metro
Compact	Chevrolet Cavalier
Intermediate	Oldsmobile Alero
Full-size	Buick Century, Monte Carlo
Premium	Buick LeSabre
Luxury	Cadillac Sedan de Ville
Convertible	Chevrolet Camaro
SUV	Chevrolet Blazer
Compact SUV	Chevrolet Tracker
Large SUV	Chevrolet Suburban
Minivan	Chevrolet Venture

## EXPRESS SERVICE AND LOYALTY PROGRAMS

Avis Wizard Program is free and allows you to maintain your profile and preference on file. It also offers automatic enrollment in the My Avis! online service.

Express pickup is available when you enroll in Avis Preferred Service, a free program. Once enrolled, Avis maintains your profile and preferences on file and provides express pickup service, allowing you to skip counter check-in and go directly to your car. This service is available at most locations. Frequent renters are eligible for free rental days and other promotional benefits.

Avis participates in most major airline and hotel frequent flyer and loyalty programs.

## BUSINESS PROGRAMS

The Avis Corporate Awards program is targeted to small and mid-sized businesses that rent a minimum of 12 times per year or once a month. Small-business customers receive contracted low rates or a minimum 5% off the lowest published

rate. (Discounts can be significantly higher, depending on volume and location of business.) Customers can also earn free rental days and participate in other promotions. Contracted rates may include a loss damage waiver. There is no cost to participate, and you can enroll online.

The Avis Meetings and Group Sales Program offers special programs, rates, and services to groups renting five or more vehicles for an event.

### OTHER SERVICES AND FEATURES

Avis provides emergency road assistance with all rentals. The following premium features are offered only in certain locations, subject to availability. You will need to call reservations (☎ 800.230.4898) to order or check availability of these features.

- XM Satellite Radio (🌐 [www.xmradio.com](http://www.xmradio.com)), featuring 100 coast-to-coast radio stations. The service costs around \$3/day or is free on certain premium vehicles.
- Avis Assist navigation service is offered in selected airport locations in California, Florida, and Las Vegas, and only in Buick Regals. This phone-based navigation service delivers spoken turn-by-turn directions on a GPS-enabled Motorola iDEN i88s mobile handset, which is outfitted with a speakerphone. The fee for the service is \$7.95/day.

### BUDGET RENT A CAR SYSTEM, INC.

Budget has 1,800 airport, downtown, and suburban car rental offices. The company serves an even mix of business and leisure travelers.

Budget offers one of the newest and most diverse fleets, with more than 90% of its rental cars less than nine months old. One-third of Budget's car rental fleet is in specialty and luxury vehicles, such as SUVs, minivans, and Lincoln Town Cars. The Budget fleet is primarily comprised of Ford vehicles. Budget also rents environmentally friendly cars—electric, natural gas, and hybrid-electric vehicles—at 14 locations through a partnership with EV Rental Cars. Budget is owned by the Cendant Corporation, which also owns Avis.

### CONTACT INFORMATION

Web site	🌐 <a href="http://www.budget.com">www.budget.com</a>
U.S. reservations	☎ 800.527.0700
International reservations	☎ 800.472.3325
Emergency road assistance	☎ 800.858.8377
Customer service	☎ 800.214.6094
Web site assistance	☎ 800.404.8033
Fastbreak/Perfect Drive	☎ 800.283.4384
Meetings and conventions	☎ 800.842.5628
Corporate sales or accounts	☎ 800.526.6406
Hearing impaired TTY/TTD	☎ 800.826.5510

### VEHICLE CLASSES

Vehicle Class	Typical Make and Model
Subcompact/Economy	Hyundai Accent
Compact	Ford Focus
Mid-size	Hyundai Sonata
Full-size	Ford Taurus
Premium	Mercury Grand Marquis
Luxury	Lincoln Town Car
Convertible	Ford Mustang

Vehicle Class	Typical Make and Model
Standard SUV	Ford Explorer
Compact SUV	Ford Escape
Full-size SUV	Ford Explorer XLT
Minivan	Ford Windstar
12-passenger van	Ford E350 Passenger Van
Pickup	Ford Ranger Pickup

### EXPRESS SERVICE AND LOYALTY PROGRAMS

Budget's express rental service, Fastbreak, is available at 135 U.S. airport locations. Just go to the Fastbreak counter location and present your driver's license, and you will receive the keys to your car. Fastbreak Choice, Budget's express pickup service, is available at about 30 airport locations. (Check the Budget Web site for a list.)

Perfect Drive, Budget's customer awards program, enables you to earn points for dollars spent with Budget or its partner companies (most major airlines and a spattering of hotel and other companies). To enroll in any of these programs, go to [www.budget.com](http://www.budget.com), print out and complete the onscreen form, and mail or fax it in. Budget does not have automated online enrollment.

### BUSINESS PROGRAMS

Budget Business Club is for businesses that spend less than \$10,000 annually on car rental. Benefits include a special rate plan available when making your reservation online and automatic enrollment into the Fastbreak and Perfect Drive programs.

CorpRate Accounts are available for companies that spend more than \$10,000 annually on car rental.

### OTHER SERVICES AND FEATURES

Cell phones are available for rent at most U.S. airport locations. The Nextel Digital Cellular phone includes a hands-free speakerphone, VibraCall three-way conference calling, battery and charger, belt clip, and a cigarette lighter adapter. The daily phone rental charge of \$5.99 includes 10 minutes of free airtime for each rental period; airtime is \$1.49/minute.

### DOLLAR RENT A CAR

Dollar has 382 locations worldwide; 245 are U.S. locations. The company's 148 city/suburban and 97 on-airport car rental locations are based in all major cities throughout the United States. Dollar primarily targets the budget-conscious business and leisure traveler. The company's fleet is mostly made up of DaimlerChrysler vehicles.

Dollar Thrifty Automotive Group owns both Dollar Rent A Car and Thrifty Car Rental, and also licenses independent car rental franchises to rent vehicles under its brands.

### CONTACT INFORMATION

Web site	<a href="http://www.dollar.com">www.dollar.com</a>
Reservations	800.800.4000
Internet help desk	800.800.3665
FASTLANE reservations	877.253.9450
FASTLANE customer service	877.253.9451
Emergency road assistance	800.235.9393
Corporate Program	800.365.5271
Frequent flyer help desk	800.800.6080

**VEHICLE CLASSES**

<b>Vehicle Class</b>	<b>Typical Make and Model</b>
Economy	Kia Rio
Compact	Dodge Neon
Intermediate	Dodge Stratus
Full-size	Dodge Intrepid
Premium	Chrysler Concorde
Luxury	Chrysler 300M
Convertible	Chrysler Sebring
Jeep	Jeep Wrangler
Compact SUV	Suzuki Vitara
Standard SUV	Jeep Grand Cherokee Laredo
Minivan	Dodge Caravan

Dollar also rents PT Cruisers in select locations; check with reservations for information.

**EXPRESS SERVICE AND LOYALTY PROGRAMS**

FASTLANE, Dollar's express service program, offers free expedited counter check-in and return service. Dollar is a frequent flyer partner with most major airlines.

**BUSINESS PROGRAMS**

The Corporate Car Rental Savings Program offers discounted rates and reduced fees for companies with annual spending greater than \$5,000.

**OTHER SERVICES AND FEATURES**

Cellular phones are available for rent at most locations; rates vary. Emergency road assistance is offered.

**ENTERPRISE RENT-A-CAR**

Enterprise is best known as the rental car company that will come to your location and pick you up for no extra charge. Less well-known is the fact that Enterprise is the largest rental car company in North America, with more than 4,700 offices in the U.S. (By comparison, Hertz, which is the largest in the world, has 1,900 U.S. locations.) Enterprise has offices within 15 miles of 90% of the U.S. population, as well as an increasing number of on- or near-airport locations. Enterprise specializes in renting vehicles to local customers who need a car because of an accident, mechanical repair, or theft—as well as to budget-conscious business and leisure travelers.

**CONTACT INFORMATION**

Web site	 <a href="http://www.enterprise.com">www.enterprise.com</a>
U.S. reservations	 800.rent.a.car (800.736.8222)
Emergency road assistance	 800.307.6666
Web site assistance	 877.858.3884
Corporate accounts	 877.881.5500

**VEHICLE CLASSES**

<b>Vehicle Class</b>	<b>Typical Make and Model</b>
Subcompact/Economy	Chevrolet Metro
Compact	Dodge Neon
Intermediate	Chevrolet Cavalier, Pontiac Sunfire
Standard	Pontiac Grand Am, Dodge Stratus

Vehicle Class	Typical Make and Model
Full-size	Pontiac Grand Prix, Ford Taurus
Premium	Pontiac Bonneville, Buick LeSabre
Luxury	Cadillac DeVille, Lincoln Town Car
SUV	Chevrolet Trailblazer, GMC Envoy
Minivan	Dodge Caravan, Pontiac Montana
Cargo van	GM Express, Ford Econoline
Pickup	Chevrolet Silverado, Ford F-150, Dodge Ram

### EXPRESS SERVICE AND LOYALTY PROGRAMS

Most airport locations have handheld express return service; local locations have after-hours drop boxes. Enterprise does not offer any loyalty programs at this time.

### BUSINESS PROGRAMS

The Enterprise Corporate Class Business Rental Program is a corporate rate discount that offers a customized rate structure negotiated individually with each company.

### OTHER SERVICES AND FEATURES

Emergency road assistance is available.

### FOX RENT A CAR

Fox Rent A Car is a discount car rental company with airport locations at Los Angeles International, San Francisco, San Jose, Orange County, and Phoenix airports. Fox claims to be the largest independent discount car rental company headquartered in California. Presently, the only location outside that state is in Phoenix. Fox guarantees its rates to be lower than any national car rental company.

Its fleet consists of primarily Dodge and Nissan vehicles.

### CONTACT INFORMATION

Web site [www.foxrentacar.com](http://www.foxrentacar.com)  
 Information and reservations  800.225.4369 or 310.641.3838

### VEHICLE CLASSES

Vehicle Class	Typical Make and Model
Subcompact/Economy	Geo Metro
Compact	Dodge Neon
Intermediate	Nissan Sentra
Standard	Dodge Stratus
Full-size	Nissan Altima
Premium	Mercury Grand Marquis
Convertible	Ford Mustang
SUV	Ford Explorer
Minivan	Ford Windstar

### EXPRESS SERVICE AND LOYALTY PROGRAMS

Fox has no express service programs. Frequent renters can participate in Fox's rewards program and redeem points for car rentals, flyer miles, or gift certificates for a number of popular retail stores and restaurants.

## BUSINESS PROGRAMS

None offered at this time.

## OTHER SERVICES AND FEATURES

None offered at this time.

## EV RENTAL CARS

EV Rental Cars is the first and only rental company in the United States to rent strictly environmentally friendly vehicles. Currently, it offers more than 350 electric, natural gas, and hybrid-electric vehicles at 14 Budget Rent A Car locations throughout the country. Airport locations include Burbank, Los Angeles, Oakland, Ontario, Palm Springs, Phoenix, Pittsburgh, Sacramento, San Diego, San Francisco, San Jose, and Washington, D.C.

EV Rental Cars has a partnership with Budget in which Budget provides counter facilities and agents for customer rental services. Rental services, procedures, and charges are, in most cases, the same as Budget's. Most cars rent for around \$50 per day.

## CONTACT INFORMATION

Web site

 [www.evrental.com](http://www.evrental.com)

Reservations

 877.EV.RENTAL (877.387.3682)

## VEHICLE CLASSES

Vehicle Type	Description
Hybrid gas/electric	Gas mileage for hybrid vehicles is up to 700 miles per tank of gasoline, or about 55-60 miles per gallon. Hybrids do not require charging from an outside source because the battery pack recharges automatically. EV's midsize hybrid vehicle is a Honda Civic, and its full-size vehicle is a Toyota Prius. EV's two-occupant vehicle is the Honda Insight.
Natural gas	Gas mileage for natural gas is equivalent to 30 miles per gallon; however, natural gas is much cheaper than gasoline. There are more than 200 natural gas refueling stations in Arizona, California, and Nevada. (Go online at  <a href="http://www.cleancarmaps.com">www.cleancarmaps.com</a> to get a list.) EV's midsize (four-passenger) natural gas vehicle is a Honda Civic GX.
Electric	You'll find electric vehicles primarily in the West, where many hotels (including Hiltons and Hyatts) have charging stations. Public charging is free, and stations are becoming more common at shopping centers, restaurants, and attractions. Charge times range up to 5 hours; expect 80-100 miles between charges. (Go online at  <a href="http://www.cleancarmaps.com">www.cleancarmaps.com</a> to get a list of charging stations.) EV's economy (two-passenger) electric vehicle is General Motors' EV1.

Not all vehicles are available in all locations. Check online under "rental reservations" to see which cars are available in your location.

## EXPRESS SERVICE AND LOYALTY PROGRAMS

EV Rental Cars customers may participate in Budget programs.

## BUSINESS PROGRAMS

EV Rental Cars customers may participate in Budget programs.

## OTHER SERVICE AND FEATURES

EV Rental Cars customers may participate in Budget programs.

## HERTZ RENT A CAR

Hertz is the largest car rental company in the world, with approximately 1,900 locations in the United States (and 5,100 international locations). Hertz is positioned as a premium service provider and targets corporate business travelers and high-end leisure travelers. The company has on- and near-airport locations, as well as suburban and urban locations. Hertz Local Edition suburban locations offer customer pickup and return services. Hertz is a subsidiary of the Ford Motor Company and primarily rents Ford vehicles.

### CONTACT INFORMATION

Web site	 <a href="http://www.hertz.com">www.hertz.com</a>
Domestic reservations	 800.654.3131
International reservations	 800.654.3001
Emergency road assistance	 800.654.5060
Customer relations	 888.777.6095
Hertz Prestige Collection	 800.654.2250
Hertz NeverLost	 800.823.2547
Extending a current rental	 800.654.4174
Billing information	 800.654.4173
Hearing impaired (TDD)	 800.654.2280

### VEHICLE CLASSES

Vehicle Class	Typical Make and Model
Economy	Hyundai Accent
Compact	Ford Escort
Intermediate	Mazda 626
Standard	Ford Mustang Coupe
Full-size	Ford Taurus
Premium	Mercury Grand Marquis
Premium special	Volvo S60 Sedan
Standard convertible	Ford Mustang Convertible
Compact SUV	Subaru Outback Wagon
Standard SUV	Ford Explorer
Intermediate SUV	Ford Escape
Full-size SUV	Ford Expedition
All-Terrain	Land Rover Discovery
Minivan	Ford Windstar
Prestige Collection	Jaguars, Land Rovers, Lincoln LS or Navigator, Volvo S80, V70 XC Wagon, and Ford Thunderbird

### EXPRESS SERVICE AND LOYALTY PROGRAMS

Hertz has three loyalty programs:

- The Hertz #1 Club is free and allows you to maintain personal data and rental preferences on file, allows you to participate in the Hertz #1 Awards Points program, and provides access to Hertz #1 Express Check-In counters.
- The Hertz #1 Club Gold has a \$50 annual fee. Members can use the Express Pick-Up service at 44 airport locations; this service allows you to bypass counter check-in and go directly to your car. Your name and car location are listed at Club Gold boards located at the Hertz center.
- Hertz #1 Awards Points program members earn 1 point per \$1 in car rental charges; points can be redeemed for free car rentals or exchanged for points with airline and hotel partners. Hertz also has elite loyalty programs—Five Star and President's Circle—for frequent renters, which offer premium services and benefits.

Hertz participates in most major airline and hotel company loyalty/frequent flyer programs. Express return services are also offered.

### BUSINESS PROGRAMS

The Individual Small Business Traveler program provides a discount program for individual business renters. Just mention CDP#1188888 when making your reservation.

The Business Accounts Program is for small- to medium-sized companies with fewer than 100 employees that rent cars for business at least five times per year. There is no cost to join, and benefits include rental-rate discounts, free Hertz #1 Club Gold membership for employees, and free rental days.

Hertz's Meeting and Convention program offers special programs, rates, and services for groups.

### OTHER SERVICES AND FEATURES

Hertz offers the following premium services and features:

- Weather-covered return centers in 37 airports.
- Hertz NeverLost in-car navigation system (Magellan GPS system), available at most locations for \$8/day on midsize or larger vehicles.
- Prestige Collection includes Jaguars, Land Rovers, Lincoln LS or Navigator, Volvo S80, V70 XC Wagon, and Ford Thunderbird. These vehicles are available at most major airport locations, as listed at [www.hertz.com](http://www.hertz.com). All Prestige Collection vehicles have the Hertz NeverLost system.
- Sirius satellite radio is offered at certain locations in select states (Arizona, California, Colorado, Florida, and Nevada) on full-size and premium vehicles for \$5/day. Availability varies.
- 24-hour emergency road assistance.

### NATIONAL CAR RENTAL

National Car Rental is one of the nation's largest rental car companies, operating in more than 3,000 locations throughout the United States, Canada, Europe, Latin America, the Caribbean, Asia-Pacific, Africa, and Australia. National offers premium vehicle rental, and its services are targeted to the frequent renter in the business travel market. National's fleet is primarily comprised of General Motors vehicles.

National is owned by ANC Rental Corporation, which also owns Alamo Rent-A-Car. ANC is the third-largest rental car company, behind Hertz and Avis. In 2001, ANC filed for Chapter 11 bankruptcy protection; the company is on-target with its restructuring.

### CONTACT INFORMATION

Web site	<a href="http://www.nationalcar.com">www.nationalcar.com</a>
Reservations	☎ 800.CAR.RENT (800.227.7368)
Emerald Club	☎ 800.962.7070
Emergency road assistance	☎ 800.367.6767
Business Partners program	☎ 800.328.8018

### VEHICLE CLASSES

Vehicle Class	Typical Make and Model
Subcompact/Economy	Suzuki Aerio
Compact	Chevrolet Cavalier
Midsize	Oldsmobile Alero
Full-size	Buick Century
Premium	Pontiac Bonneville

Vehicle Class	Typical Make and Model
Luxury	Cadillac DeVille
Convertible	Chrysler Sebring or similar
SUV	Chevrolet Blazer
Minivan	Chevrolet Venture

### EXPRESS SERVICE AND LOYALTY PROGRAMS

Emerald Club membership, which requires a \$50 annual membership fee, includes

- Emerald Reserve express pickup service
- Emerald Aisle Service, where you can go directly to the Emerald Aisle and choose from available intermediate vehicles
- Emerald Club Counter Service, an express check-in counter
- No authorized driver fee for member's spouse, business partner, employer, or fellow associate who has an assigned corporate contract with National
- Frequent traveler miles with most major airlines and Hilton hotels

All customers can participate in the Quick-Rent express check-in service.

### BUSINESS PROGRAMS

National offers two programs for business travelers—Business Partners and Meeting and Convention. If you sign up for the Business Partners program, each traveler in your company gets a free Emerald Club membership. There is no cost or minimum spending requirements to enroll; after enrollment, National may offer you discounted corporate rental rates and waive or reduce other fees. (This is determined on a case-by-case basis, based on volume.) The Meeting and Convention program offers special group rates for events and groups.

### OTHER SERVICES AND FEATURES

- Choice Rental lets you choose the specific car you will rent.
- Emergency road assistance is available 24 hours.

### PAYLESS CAR RENTAL

Payless Car Rental has more than 135 franchised locations worldwide, located primarily at airports. Payless targets the budget-conscious leisure and small-business traveler. Its fleet is comprised of Ford vehicles.

Payless, a privately owned company, is part of the Avalon Global Group of companies.

### CONTACT INFORMATION

Web site	<a href="http://www.PaylessCarRental.com">www.PaylessCarRental.com</a>
Reservations	800.PAYLESS (800.729.5377), press 1
Passport Club	<a href="http://www.PaylessPassportClub.com">www.PaylessPassportClub.com</a>

### VEHICLE CLASSES

Vehicle Class	Typical Make and Model
Economy	Geo Metro
Compact	Ford Escort
Intermediate	Ford Focus
Standard	Ford Thunderbird
Full-size	Ford Taurus
Premium	Ford Crown Victoria

Vehicle Class	Typical Make and Model
Luxury	Lincoln Town Car
Convertible	Ford Mustang
SUV/4x4	Ford Explorer
Minivan	Ford Windstar
Full-size van	Ford Econoline

### EXPRESS SERVICE AND LOYALTY PROGRAMS

Passport Club benefits include automatic discounts, no fees for additional drivers, competitive surcharge for drivers age 21-24, and an online personal profile.

Payless has a frequent flyer partnership with Frontier Airlines.

### BUSINESS PROGRAMS

The Payless Corporate Account program offers travel discounts, a consolidated corporate account number, no fee for additional business associate drivers, and a reduced surcharge for drivers age 21 to 24.

### OTHER SERVICE AND FEATURES

Each rental center is independently owned; some branches may offer select features.

### THRIFTY CAR RENTAL

Thrifty is a value-oriented car rental company that has a significant presence both in the airport and local car rental markets. The company does about two-thirds of its business in the airport market and one-third in the local market. Thrifty operates "in-terminal" in 85 airport locations (serving 21 of the 25 busiest airports), with the balance of its airport rent-a-car centers located just off airport grounds. Thrifty is also located in-terminal in Canada, Australia, the Caribbean, and Central and South America.

The Dollar Thrifty Automotive Group owns both Dollar Rent A Car and Thrifty Car Rental and licenses independent car rental franchises to rent vehicles under its brands. Thrifty is also one of the largest airport parking providers; 33 Thrifty discount car rental locations offer airport parking facilities as an added service, and parking operations can be found in most major metropolitan cities.

### CONTACT INFORMATION

Web site	 <a href="http://www.thrifty.com">www.thrifty.com</a>
Reservations	 800.THRIFTY (800.847.4389)
Blue Chip Express and Corporate Accounts	 800.331.3550

### VEHICLE CLASSES

Vehicle Class	Typical Make and Model
Economy	Kia Rio
Compact	Dodge Neon
Intermediate	Dodge Stratus
Full-size	Dodge Intrepid
Luxury	Chrysler 300M
Specialty two-door	Chrysler Sebring Convertible
Specialty sport	Dodge Durango, PT Cruiser
Minivan	Dodge Grand Canyon
15-Passenger Van	Dodge
Pickup	Dodge Ram 1500

**EXPRESS SERVICE AND LOYALTY PROGRAM**

The Blue Chip Express rental program offers expedited check-in service. You can also earn awards miles and awards points with partners that include most major airlines, Holiday Inn and Hilton hotels, Gold Points, American Express, and Visa. Apply online.

**BUSINESS PROGRAMS**

Thrifty's Corporate Accounts program offers discount rates, waives the underage surcharge (in certain circumstances), offers discounts at Thrifty Airport Parking locations, and offers other discounts and services. Thrifty also offers group and meeting services.

**OTHER SERVICES AND FEATURES**

Emergency road assistance is location specific. Call the location you rented the car from.



## LIMOUSINE AND CAR SERVICES

Three major premium limousine or car service companies have operations throughout the U.S. The rate you pay will be based on a fixed or “transfer” rate (say, from Miami airport or downtown Miami) or on an hourly basis (good if you need a car to transport you to several locations during the day). These companies also offer city-to-city service, which can be used as an alternative to the plane, train, or driving yourself. For example, BostonCoach offers same day round-trip service between New York City and Philadelphia for \$345—a less expensive alternative to plane or train for two or more people.

Limousines are popular with the executive set but are a good cost- and time-effective solution for groups that require no-hassle travel.

### BOSTONCOACH

BostonCoach provides executive sedan, limousine, and group transportation services in hundreds of cities across the country. Its fleet includes more than 800 luxury sedans, six- and eight-passenger limousines, executive passenger vans, and minibuses.

BostonCoach charges either a flat fee or an hourly rate; rates depend on vehicle, distance, and location. Rides are billed to the customer's credit card or corporate account. Drivers do not accept gratuities, so expect an 18% service fee added to your bill.

Generally, you will meet your driver outside the airport's baggage claim area. Pickup procedures vary from airport to airport, however, so check when making reservations.

☎ 800.672.7676 🌐 [www.bostoncoach.com](http://www.bostoncoach.com)

### CAREY INTERNATIONAL

Carey is the world's largest chauffeured services company, with service in 480 cities worldwide (340 in the U.S.). Carey offers airport transfer services, chauffeur services within cities, and transportation between cities (city-to-city). The company provides two rate options—hourly and flat/transfer rates. Rates vary by vehicle type and location.

Carey's fleet includes Custom Edition Lincoln Town Cars, Mercedes-Benz luxury sedans, Lincoln Navigators, Jaguars, stretch limousines, and the *Carey Car*, an extended luxury sedan custom-designed as a mobile office. The Carey Car is equipped with two power outlets, overhead reading lamps, and a pull-down writing/laptop desk. All vehicles are equipped with cellular phones.

For an additional fee, you can request a “greeter” (what Carey calls an Airport Service Representative) to meet you at most major airports. These representatives monitor your flight arrival time, meet you in the terminal, help with baggage, and escort you to your vehicle. Carey chauffeurs undergo certified background checks to validate their credentials and certification training for safety and security.

Reservations can be made online or by phone. Domestic reservations made online must be made 12 hours in advance; phone reservations require 4 hours lead time for guaranteed service. Cancellations must be received at least 2 hours in advance of the service pickup time.

☎ 800.336.0646 🌐 [www.ecarey.com](http://www.ecarey.com)

## DAVE1

The Dav El Chauffeured Transportation Network operates in more than 550 cities worldwide, with a fleet of more than 12,500 vehicles. It offers comprehensive executive chauffeured ground transportation services, including deluxe limousines, luxury sedans, executive vans, and buses. Services are targeted to the corporate executive market.

All rates are hourly; you will need to set up an account ahead of time to use the service. For airport pickups, drivers will meet you at baggage claim—although procedures do vary from airport to airport.

☎ 800.922.0343 🌐 [www.dave1.com](http://www.dave1.com)

## AMTRAK

For business travelers in certain parts of the country, traveling by Amtrak train is an alternative to air or car travel. Train service can sometimes be faster than comparable air travel, especially when you take in all the security lines.

### CONTACT INFORMATION

Web site	 <a href="http://www.amtrak.com">www.amtrak.com</a>
Reservations	 800.872.7245

### MAJOR ROUTES

Four Amtrak lines are particularly useful for business travelers—the Northeast Corridor (Boston to New York to Washington, D.C.), Chicago to Milwaukee, Los Angeles to San Diego, and Seattle to Portland. Business class service is available along all these routes, except Chicago to Milwaukee.

### NORTHEAST CORRIDOR—ACELA EXPRESS AND METROLINER

Along the Northeast Corridor, Amtrak runs its Acela Express and Metroliner service, as well as standard train service. Between New York and Washington you can count on at least one of these premium trains running every hour between 5 a.m. and 9 p.m. every business day. Amtrak carries more passengers daily between New York and Washington than all the airlines combined.

Designed for the business traveler, the **Acela Express** runs from Washington to Boston, with stops at Providence, New Haven, New York, Philadelphia, Baltimore, and several other cities. Acela trains run hourly, with a few gaps during off-peak periods. Acela is a fast ride, running 135 m.p.h. from Washington to New York and up to 150 m.p.h. from New York to Boston. Trains offer an electrical outlet at every seat, adjustable lighting, a large tray table, 32 conference tables located throughout the train, and a bistro-like café car.

The trip from New York to Washington costs about \$160 one-way and takes 2 hours and 40 minutes. (This is about 20 minutes faster than the Metroliner, and 1 hour faster than a standard train.) The trip from New York to Boston runs \$100 one-way and takes about 3 1/2 hours. (Amtrak is aggressively competing with the airline shuttle services.) Acela also offers reserved first class and business class seating. (A first class ticket also gets you access to the Club Acela lounges in Boston, New York, Philadelphia, and Washington.)

The **Metroliner** runs from between Washington and New York, with stops in Baltimore, Philadelphia, and several other cities. The trip takes about 3 hours and costs about \$140 one-way. The Metroliner offers two classes of service, an upgraded cabin experience, café car, and power outlets in every row.

Standard train service between Washington and New York runs about \$75, one-way. For all trains, there is an additional charge for first class and business class seating. Fares for intermediate stops are less than those mentioned.

### CHICAGO TO MILWAUKEE—HIAWATHA

Between Chicago and Milwaukee, 12 Hiawatha trains run daily from 6 a.m. to 8 p.m., every 2 to 3 hours. The one-way trip costs around \$20 and takes 90 minutes.

### LOS ANGELES TO SAN DIEGO—PACIFIC SURFLINER

Between Los Angeles and San Diego, the Pacific Surfliner offers new bilevel cars featuring large panoramic windows, comfortable custom-designed interiors, automatic doors for faster boarding, business class services, power outlets at every seat, and a modern and spacious café car. There are 11 round-trips daily from about 6 a.m. to 9 to 10 p.m. (12 on weekends), offering nearly hourly service. The trip takes about 2 hours and 40 minutes. One-way fares are about \$31 (less for off-peak times); an upgrade to business class runs between \$9 to \$12.

### PORTLAND TO SEATTLE—CASCADES

Amtrak's Cascades trains run four to five times a day through Eugene, Portland, Seattle, and Vancouver. The trip between Portland and Seattle is about 3 1/2 hours long, and one-way fares are as low as \$23 for coach and \$35 for business class.

This train has a distinctively sleek, European design and is filled with amenities. The dining car serves complete meals, whereas the bistro car offers a selection of regional snacks, soups, sandwiches, and drinks. Entertainment and amenities include feature movies, audio entertainment, Railfone telephone service, and electric outlets at each seat window.

Amtrak trains crossing the international border between the United States and Canada are subject to customs and immigration inspection, and documentation of citizenship and identity are required from all persons on board. Customs and Immigration officers will board the train to carry out their duties; United States citizens should have their United States passport, Naturalization Certificate, or birth certificate.

## LOYALTY PROGRAM

Not to be left out of the loyalty program game, Amtrak offers the Amtrak Guest Rewards program, which allows you to earn points for travel on Amtrak. Points can be redeemed for Amtrak travel, hotel and car rental awards, airline miles, and gift certificates.

Amtrak also offers Select member status, which offers 25% more points per trip and seating upgrades, as well as other benefits. Enroll online.

## ON-THE-ROAD BUSINESS SERVICES AND SUPPLIES

The companies listed in this chapter provide business support services that may be useful on the road. All Web sites have online location finders.

### BUSINESS SUPPORT, COMPUTER, AND INTERNET PROVIDERS

#### KINKO'S

Kinko's offers copying, faxing, scanning, binding, document creation, and color printing services, as well as computer rental (Apple and PCs) with high-speed Internet access. In late 2003, Kinko's began rolling out Wi-Fi (802.11b) high-speed wireless broadband Internet access through the T-Mobile HotSpot service. Videoconferencing is available in select locations.

There are more than 1,100 Kinko's locations throughout the U.S., in both urban and suburban locations. In many major cities, there is a least one location open 24-hours a day, 7 days a week. Both the 800 number and the Web site are excellent resources for finding convenient locations and verifying hours of operation and services. Note that locations and hours of operation do change, so it is a good idea to call ahead.

☎800.254.6567 🌐www.kinkos.com

#### LAPTOP LANE

Laptop Lane operates 15 airport business centers. The centers offer private workstations with unlimited high-speed Internet access, unlimited phone calls (local and domestic long-distance), printing, copying, faxing, and multiline phones with conference calling capability. Some locations have conference rooms. Laptop Lane also sells business and travel accessories. The company is a subsidiary of Wayport.

Laptop Lane has locations at the following airports: Atlanta (3), Chicago O'Hare (2), Cincinnati (3), Dallas-Fort Worth, New York LaGuardia, Oakland (2), Philadelphia, Seattle, and Salt Lake City.

🌐www.wayport.com/laptoplane/

#### MAIL BOXES, ETC., INC./THE UPS STORE

Mail Boxes, Etc., a UPS company, is the world's largest franchisor of retail shipping, postal, and business service centers with more than 4,000 independently owned locations around the world. In 2003, Mail Boxes, Etc. began changing the name of its stores

to The UPS Store. Services include packaging, shipping, copying, printing, mailbox service, and in many locations, U.S. Postal service and computer rental (printing and scanning). The UPS Store and Mail Boxes, Etc. locations also offer additional services, such as notary services, passport/ID photos, rubber stamps and engraving, money transfers, and office and mailing supplies.

☎888.346.3623 🌐www.mbe.com

### PIP PRINTING, INC.

PIP provides professional business printing services, graphic design, and copying. PIP has more than 350 locations, most in suburban and rural areas.

PIP Printing is part of the Franchise Services, Inc., family of companies, which includes Sir Speedy, PIP Printing, MultiCopy, Copies Now, and Digital QuickColor brands.

☎800.223.7477 🌐www.pip.com

### SIR SPEEDY

Sir Speedy is a worldwide franchisor of printing, copying, and document management services with more than 700 locations worldwide.

Sir Speedy is part of the Franchise Services, Inc., family of companies, which includes Sir Speedy, PIP Printing, MultiCopy, Copies Now, and Digital QuickColor brands.

☎800.747.7733 🌐www.sirspeedy.com

### T-MOBILE USA/T-MOBILE HOTSPOT

T-Mobile, a unit of Deutsche Telekom AG, is a nationwide wireless carrier that provides voice, messaging, and high-speed wireless data services. The T-Mobile HotSpot service provides high-speed Wi-Fi wireless Internet access in public locations, such as airports, airport lounge clubs, Starbucks coffeehouses, Kinko's and Borders Books & Music stores. T-Mobile offers annual, monthly, pay-per-use, and prepaid plans.

☎800.981.8563 🌐www.t-mobile.com/hotspot/

### WAYPORT, INC.

Wayport provides high-speed Wi-Fi and wired Internet access in more than 525 hotels and 12 airports across the county (see Laptop Lane earlier in this chapter for a list of these airports). Airports offering Wayport Wi-Fi service include Austin-Bergstrom, Dallas-Fort Worth, Minneapolis-St. Paul, New York LaGuardia, Oakland, Seattle-Tacoma, and San Jose. Wayport offers annual and monthly memberships, as well as prepaid and single-use rate options. Wayport is the parent company of Laptop Lane.

☎877.929.7678 🌐www.wayport.com

## COMPUTER, ELECTRONICS, AND OFFICE SUPPLIES

### COMPUSA

CompUSA is a nationwide retailer of personal computer-related products, with approximately 225 stores in 90 major metropolitan markets. CompUSA's inventory includes all major brands of computers and

information products, including Apple, Compaq, Epson, Hewlett-Packard, IBM, Microsoft, Sony, and Toshiba. Stores also carry more than 2,000 software titles and all manner of cables and accessories. If you're experiencing computer problems, the company also offers Dial-A-Tech technical service (☎877.777.8324).

☎800.266.7872 🌐www.compuser.com

### OFFICE DEPOT

Office Depot sells office supplies, computer hardware and software, business electronics (digital cameras, cell phones, and so on), and furniture, and provides printing and copying services. There are 827 Office Depot superstores in 44 states and the District of Columbia.

☎888.463.3768 🌐www.officedepot.com

### OFFICE MAX

Office Max sells office supplies, computer hardware and software, business electronics (digital cameras, cell phones, and so on), and furniture, and provides printing and copying services.

☎800.283.7674 🌐www.officemax.com

### RADIOSHACK

RadioShack sells all sorts of cables and gadgets, including wireless communications, cell phone accessories, PDAs, digital cameras, electronic parts, batteries, and hard-to-find accessories. Sales staff can recommend appropriate accessories and batteries for almost any brand. RadioShack stores are common in urban and suburban areas; the company estimates that with more than 7,200 stores nationwide, 94% of Americans live or work within 5 minutes of a RadioShack. Call or go online to find the nearest store.

☎800.843.7422 🌐www.radioshack.com

### STAPLES

Staples sells office supplies, computer hardware and software, business electronics (digital cameras, cell phones, and so on), and furniture, and provides printing and copying services. Staples maintains airport locations in Boston, Newark, Philadelphia, and Pittsburgh; these locations provide merchandise and services (copy, fax, and so on) oriented to the business traveler.

Approximately 1,100 full-service Staples stores are in the U.S.

☎800.378.2753 🌐www.staples.com



## PROHIBITED AND PERMITTED ITEMS LIST

The following table **summarizes** the Transportation Security Administration's Prohibited and Permitted Items List. The list can be found in its entirety on the TSA Travel Trips Web site at [www.TSATravelTips.us](http://www.TSATravelTips.us). You may also call the TSA Consumer Response Center toll-free at 866.289.9673 or email [TellTSA@tsa.dot.gov](mailto:TellTSA@tsa.dot.gov) with additional questions.

The TSA classifies items as either permitted or prohibited from carry-on and checked baggage. Note that some items are allowed in your checked baggage but not your carry-on. This prohibited and permitted items list is not intended to be all-inclusive. Furthermore, screeners at the airport may determine that an item not on the prohibited items list is prohibited. Or, they may also determine that an item on the permitted list is dangerous, and therefore, may not be brought through the security checkpoint. The following table applies only to flights originating within the United States; check with your airline or travel agent for restrictions at destinations outside the United States.

Items	Permitted Carry-on	Permitted Checked
<b>Personal Items</b>		
Cigar cutters	Yes	Yes
Corkscrews	Yes	Yes
Cuticle cutters	Yes	Yes
Eyeglass repair tools (including screwdrivers)	Yes	Yes
Eyelash curlers	Yes	Yes
Knitting and crochet needles	Yes	Yes
Knives (round-bladed butter or plastic)	Yes	Yes
Nail clippers	Yes	Yes
Nail files	Yes	Yes
Personal care or toiletries with aerosols	Yes	Yes
Safety razors (including disposable razors)	Yes	Yes
Scissors (plastic or metal with blunt tips)	Yes	Yes
Scissors (metal with pointed tips)	No	Yes
Toy weapons (if not realistic replicas)	Yes	Yes

Items	Permitted Carry-on	Permitted Checked
Tweezers	Yes	Yes
Umbrellas	Yes	Yes
Walking canes	Yes	Yes
<b>Medication and Special Needs Devices</b>		
Braille devices	Yes	Yes
Diabetes-related supplies/equipment (once inspected to ensure prohibited items are not concealed)	Yes	Yes
Nitroglycerine pills or spray (if properly marked with a pharmaceutical label or professionally printed label identifying the medication or manufacturer's name)	Yes	Yes
Prosthetic device tools and appliances	Yes	Yes
<b>Electronic Devices</b>		
Camcorders	Yes	Yes
Camera equipment	Yes	Yes
Laptop computers	Yes	Yes
Mobile phones	Yes	Yes
Pagers	Yes	Yes
Personal data assistants (PDAs)	Yes	Yes
<b>Other Items</b>		
Sharp objects	No	Yes
Sporting Goods (such as baseball bats, golf clubs, etc.)	No	Yes
Guns and Firearms (see below)	No	Yes
Tools (such as axes, screwdrivers, wrenches, and so on)	No	Yes
Explosive materials	No	No
Flammable items (except personal care)	No	No

**Notes:**

Some personal care items containing aerosol are regulated as hazardous materials; the FAA regulates hazardous materials, as summarized at <http://asi.faa.gov/Passenger.asp>.

Umbrellas and walking canes are allowed in carry-on baggage after they have been inspected to ensure that prohibited items are not concealed.

You may take up to two butane lighters and/or safety matches in your carry-on baggage. You cannot pack lighters in your checked baggage. "Torch" type lighters are not allowed in either checked or carry-on baggage.

The checked baggage screening equipment will damage undeveloped film in camera equipment. Either put undeveloped film and cameras containing undeveloped film in your carry-on baggage or take undeveloped film with you to the checkpoint and ask the screener to conduct a hand inspection.

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Any sharp objects in checked baggage should be sheathed or securely wrapped to prevent injury to baggage handlers and inspectors.

Check with your airline or travel agent to see whether firearms are permitted in checked baggage on the airline you are flying. Also ask about limitations or fees, if any, that apply. Firearms carried as checked baggage *must* be unloaded, packed in a locked hard-sided gun case, and declared to the airline at check-in. Only the passenger may have the key or combination.



## SELECT DOMESTIC AIRPORT CODES

Airport	State	Code
Albany	NY	ALB
Albuquerque	NM	ABQ
Allentown	PA	ABE
Alpena	MI	APN
Anchorage	AK	ANC
Aspen	CO	ASE
Athens	GA	AHN
Atlanta	GA	ATL
Atlantic City	NJ	AIY
Augusta	GA	AGS
Austin	TX	AUS
Baltimore	MD	BWI
Bangor	ME	BGR
Baton Rouge	LA	BTR
Biloxi	MS	BIX
Birmingham	AL	BHM
Bismarck	ND	BIS
Bloomington	IL	BMI
Boise	ID	BOI
Boston	MA	BOS
Brownsville	TX	BRO
Buffalo	NY	BUF
Burbank	CA	BUR
Canton/Akron	OH	CAK
Cedar Rapids	IA	CID
Charleston	SC	CHS
Charleston	WV	CRW
Charlotte	NC	CLT
Chattanooga	TN	CHA
Chicago (Midway)	IL	MDW
Chicago (O'Hare)	IL	ORD
Cincinnati	OH	CVG

<b>Airport</b>	<b>State</b>	<b>Code</b>
Clearwater/St Petersburg	FL	PIE
Cleveland	OH	CLE
Colorado Springs	CO	COS
Columbia	SC	CAE
Columbus	OH	CMH
Corpus Christi	TX	CRP
Dallas (Love Field)	TX	DAL
Dallas/Fort Worth	TX	DFW
Dayton	OH	DAY
Daytona Beach	FL	DAB
Decatur	IL	DEC
Denver	CO	DEN
Des Moines	IA	DSM
Detroit	MI	DTW
Duluth	MN	DLH
Durham/Raleigh	NC	RDU
Dutch Harbor	AK	DUT
El Paso	TX	ELP
Fairbanks	AK	FAI
Fargo	ND	FAR
Fayetteville	AR	XNA
Fayetteville	NC	FAY
Flagstaff	AZ	FLG
Fort Lauderdale	FL	FLL
Fort Myers	FL	RSW
Fort Wayne	IN	FWA
Fort Worth/Dallas	TX	DFW
Gainesville	FL	GNV
Grand Rapids	MI	GRR
Grand Rapids	MN	GPZ
Green Bay	WI	GRB
Greensboro	NC	GSO
Greenville/Spartanburg	SC	GSP
Gulfport/Biloxi	MS	GPT
Harrisburg	PA	MDT
Hartford	CT	BDL
Hilo	HI	ITO
Honolulu (Island of Oahu)	HI	HNL

<b>Airport</b>	<b>State</b>	<b>Code</b>
Houston (Hobby)	TX	HOU
Houston (Intercontinental)	TX	IAH
Huntsville	AL	HSV
Indianapolis	IN	IND
Islip	NY	ISP
Jackson	MS	JAN
Jacksonville	FL	JAX
Juneau	AK	JNU
Kahului (Island of Maui)	HI	OGG
Kalamazoo	MI	AZO
Kansas City	MO	MCI
Knoxville	TN	TYS
Kona (Island of Hawaii)	HI	KOA
Lancaster	PA	LNS
Lansing	MI	LAN
Las Vegas	NV	LAS
Lexington	KY	LEX
Lihue (Island of Kauai)	HI	LIH
Lincoln	NE	LNK
Little Rock	AR	LIT
Long Beach	CA	LGB
Los Angeles	CA	LAX
Louisville	KY	SDF
Lubbock	TX	LBB
Macon	GA	MCN
Madison	WI	MSN
Manchester	NH	MHT
Martha's Vineyard	MA	MVY
Maui	HI	OGG
Melbourne	FL	MLB
Memphis	TN	MEM
Miami	FL	MIA
Midland/Odessa	TX	MAF
Milwaukee	WI	MKE
Minneapolis	MN	MSP
Mobile	AL	MOB
Montgomery	AL	MGM
Montrose	CO	MTJ

<b>Airport</b>	<b>State</b>	<b>Code</b>
Myrtle Beach	SC	MYR
Nantucket	MA	ACK
Naples	FL	APF
Nashville	TN	BNA
New Haven	CT	HVN
New Orleans	LA	MSY
New York (Kennedy)	NY	JFK
New York (La Guardia)	NY	LGA
Newark	NJ	EWR
Newport News	VA	PHF
Nome	AK	OME
Norfolk	VA	ORF
Oakland	CA	OAK
Odessa/Midland	TX	MAF
Ogdensburg	NY	OGS
Oklahoma City	OK	OKC
Omaha	NE	OMA
Ontario	CA	ONT
Orange County	CA	SNA
Orlando	FL	MCO
Oshkosh	WI	OSH
Palm Springs	CA	PSP
Panama City	FL	PFN
Pensacola	FL	PNS
Peoria	IL	PIA
Philadelphia	PA	PHL
Philadelphia (Trenton/Mercer)	NJ	TTN
Phoenix	AZ	PHX
Pittsburgh	PA	PIT
Portland	ME	PWM
Portland	OR	PDX
Portsmouth	NH	PSM
Poughkeepsie	NY	POU
Providence	RI	PVD
Provincetown	MA	PVC
Raleigh/Durham	NC	RDU
Rapid City	SD	RAP
Reading	PA	RDG

<b>Airport</b>	<b>State</b>	<b>Code</b>
Reno	NV	RNO
Richmond	VA	RIC
Roanoke	VA	ROA
Rochester	MN	RST
Rochester	NY	ROC
Sacramento	CA	SMF
Saint Louis	MO	STL
Salt Lake City	UT	SLC
San Antonio	TX	SAT
San Diego	CA	SAN
San Francisco	CA	SFO
San Jose	CA	SJC
San Juan	Puerto Rico	SJU
Santa Barbara	CA	SBA
Santa Fe	NM	SAF
Sarasota	FL	SRQ
Savannah	GA	SAV
Scranton	PA	AVP
Seattle	WA	SEA
Sioux City	IA	SUX
Sioux Falls	SD	FSD
South Bend	IN	SBN
Spartanburg/Greenville	SC	GSP
Spokane	WA	GEG
Springfield	IL	SPI
Springfield	MO	SGF
St. Petersburg/Clearwater	FL	PIE
Syracuse	NY	SYR
Tallahassee	FL	TLH
Tampa	FL	TPA
Taos	NM	TSM
Terre Haute	IN	HUF
Texarkana	AR	TXK
Toledo	OH	TOL
Topeka	KS	FOE
Trenton/Mercer	NJ	TTN
Tucson	AZ	TUS
Tulsa	OK	TUL

<b>Airport</b>	<b>State</b>	<b>Code</b>
Twin Falls	ID	TWF
Vail	CO	EGE
Valparaiso	FL	VPS
Ventura/Oxnard	CA	OXR
Waco	TX	ACT
Washington (Dulles)	DC	IAD
Washington (National)	DC	DCA
Watertown	NY	ART
West Palm Beach	FL	PBI
Westchester County	NY	HPN
Wichita	KS	ICT
Wilkes-Barre	PA	AVP
Williamsburg	VA	PHF
Wilmington	NC	ILM
Worcester	MA	ORH
Youngstown	OH	YNG

## BUSINESS TRAVEL PUBLICATIONS

The following list presents business travel publications and Web sites that provide information on a variety of business travel-related issues. In addition, the *Wall Street Journal*, *New York Times*, and *USA Today* offer comprehensive business travel reporting, both online and in print.

- *Air Travel Consumer Report* (🌐[www.dot.gov/airconsumer/](http://www.dot.gov/airconsumer/))—Published online by the Department of Transportation, this report provides the latest figures about airline and airport ontime arrivals, mishandled baggage, and other consumer complaints.
- *Business Travel News* (🌐[www.btmag.com](http://www.btmag.com))—This is a trade newspaper targeted primarily to corporate travel managers and industry participants. Also sponsors the annual *Business Travel News* Top U.S. Hotel Chain Survey, which can be found on its Web site.
- *Business Traveler* (🌐[www.btonline.com](http://www.btonline.com); ☎800.726.1243)—This is a monthly business travel magazine with a heavy focus on international travel. Its Web site offers a weekly email newsletter.
- Carlson Wagonlit Travel Agency (🌐[www.carlsonconnected.com](http://www.carlsonconnected.com))—The Carlson Wagonlit Web site offers Web-based and email business travel alerts on topics such as security and service and policy changes.
- *First Class Flyer* (🌐[www.firstclassflyer.com](http://www.firstclassflyer.com))—This monthly subscription newsletter, published by travel expert Matthew J. Bennett, offers advice and tips on frequent flyer programs and upgrades.
- Frequentflyer.com (🌐[www.frequentflyer.com](http://www.frequentflyer.com))—This Web site offers advice and information about frequent flyer programs. The company also publishes the *Frequent Flier Crier*, a free newsletter that provides the latest mileage news.
- Joesentme.com (🌐[www.joesentme.com](http://www.joesentme.com))—A Web site and email newsletter published by Joe Brancatelli, business travel journalist. The Web site offers a broad range of news and advice on business travel, as well as links to dozens of sites published by other travel experts and journalists. A good source for editorial opinions on business travel issues.
- *Inside Flyer* (🌐[www.insideflyer.com](http://www.insideflyer.com))—*Inside Flyer* is a monthly magazine that provides information about frequent traveler programs. The company also sponsors the Freddie Awards for frequent traveler programs.

- Official Airline Guides ([www.oag.com](http://www.oag.com))—OAG Publishing is known for its Official Airline Guides, which have established a worldwide reputation as the leading flight guides for business travelers and travel organizers. It also provides an extensive range of electronic travel planning tools and support services. Its *Frequent Flyer* online magazine offers weekly news stories.
- *SkyGuide Flight Directory* and *Sky Go Magazine* ([www.skyguide.net](http://www.skyguide.net))—This is a monthly flight directory booklet and quarterly magazine published by American Express. The Web site offers email news alerts and a number of useful travel references.
- Ticked.com ([www.ticked.com](http://www.ticked.com))—Published by Christopher Elliot, travel columnist, this is a Web site and email newsletter that features stories about travel industry foibles and how to vent about and prevent them.
- *The Ticket* ([www.travelskills.com](http://www.travelskills.com))—This is a monthly newsletter and Web site for Atlanta-based frequent travelers. Published by CNN travel expert Christopher McGinnis.
- Tripights.com ([www.tripights.com](http://www.tripights.com))—This Web site presents a collection of articles and resources about business travel rights and issues. It also offers a free weekly email newsletter with money-saving news and information.
- *Webflyer.com* ([www.webflyer.com](http://www.webflyer.com))—This sister site of *Inside Flyer* magazine provides information on frequent flyer programs.