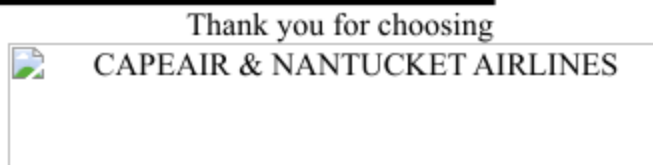
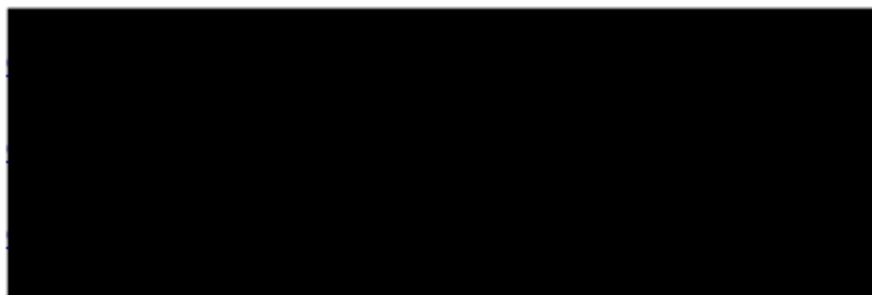


From: [REDACTED] <[REDACTED]>
To: Cape Air [REDACTED]
Subject: Re: e-Ticket Confirmation, May 20 for [REDACTED]
Date: Thu, 19 May 2011 21:09:02 +0000

[REDACTED] I went ahead and booked you also on the morning flight from San Juan to stt just in case you didn't make it. If you do make the flight tonight, can one of you pls call to cancel his flight. We can only get a credit for it, but want to make sure it's cancelled. I may be able to do myself tonight if you can let me know your status. Hope you make it!!

On May 19, 2011, at 9:05 PM, Cape Air <[REDACTED]> wrote:



Please review your itinerary and the accompanying travel information. If you need to make any changes, please contact us at 1-866-CAPE AIR (866-227-3247) or (508) 771-6944.

Itinerary

[REDACTED], [REDACTED]

Reservation code: [REDACTED]

Fri, May 20

Flights: CAPE AIR, 9K 0803

From: SAN JUAN PR, PUERTO RICO (SJU)

Departs: 7:39am

To: ST THOMAS, VIRGIN ISLANDS (STT)

Arrives: 8:12am

Class: Economy

Seat(s): Check-In Required

Status: Confirmed

Meal:

Smoking: No

Aircraft: CESSNA PROPELLER

Distance (in Miles): 0072

Duration: 0hour(s) and 33minute(s)

Please verify flight times prior to departure

JetBlue and Cape Air to Key West

Jet Blue and Cape Air have teamed up to get you to Key West easier and faster than ever! Take JetBlue to Ft. Myers, Florida and connect to Cape Air for your flight to Key West. When you book your joint JetBlue/Cape Air itinerary together at [Expedia.com](https://www.expedia.com) or by calling Cape Air at 866-CAPE-AIR (227-3247), you'll receive one itinerary for your entire trip, have your baggage checked through between your JetBlue and Cape Air flights, and receive connecting boarding passes for your entire trip. Getting to Key West couldn't be easier.

Westchester County Service

- Year-round weekend service continues between Nantucket/Martha's Vineyard and Westchester County Airport, NY.
- Daily service between Lebanon, NH and White Plains, NY, with ground transportation for Lebanon passengers to Midtown Manhattan.
- Westchester Airport flights arrive and depart from the **Signature Flight Support** terminal, located adjacent to—and only 150 yards south of—the main terminal building at Westchester County Airport.

Travel Policies & Practical Info

• Check-In Times

All flights within the mainland US and From Ponce/Mayaguez/Vieques to San Juan, Puerto Rico

- Check-in at least thirty (30) minutes prior to departure
- Arrive at boarding gate with boarding card and ready to board the aircraft at least ten (10) minutes prior to departure.

San Juan, Puerto Rico to All Caribbean and from St.Croix, Tortola, and Anguilla to San Juan

- Check-in at least forty-five (45) minutes prior to departure
- Arrive at boarding gate with boarding card and ready to board the aircraft at least ten (10) minutes prior to departure.

St. Thomas to San Juan

- Check-in at least sixty (60) minutes prior to departure
- Arrive at boarding gate with boarding card and ready to board the aircraft at least ten (10) minutes prior to departure.

International flights and flights departing Micronesia

- Check-in at least sixty (60) minutes prior to departure
- Arrive at boarding gate with boarding card and ready to board the aircraft at least thirty (30) minutes prior to departure

If you are booking connecting flights to/from other airlines, you should generally allow at least one hour between your flights, though minimum connecting times required can vary depending on the airport and connecting airline.

- **Please be advised that the Cessna 402 is not restroom equipped.**

• ID Requirements:

- All passengers (age 18 or older) must travel with a valid government issued ID.
- International travelers must have a passport and may also need a VISA or electronic travel authorization. See <https://esta.cbp.dhs.gov> for US entry requirements.

- **Secure Flight Passenger Data**

The Transportation Security Administration (TSA) now requires Cape Air to collect Secure Flight Passenger Data (SFPD) which includes a passenger's full name (as it appears on the passenger's non-expired government issued ID), date of birth, gender, and TSA issued Redress Number (if available).

For more information about the Secure Flight program please visit www.tsa.gov

- **Your Tickets**

Please review your itinerary and total ticket price which includes all taxes and airport fees. Most tickets are nonrefundable, nontransferable, and are valid for one year from date of issue. Changes to your flight may result in a higher fare.

For tickets that include travel on another airline, you may be subject to change fees, cancellation fees, baggage fees and other fees that are applicable to your connecting airline. In most cases, changes must be made prior to ticketed departure time or tickets will have no value. For more information on these policies, please check with your connecting airline.

- **Baggage = 1 + 1 + 1**

Free baggage allowance is:

1 checked bag - maximum 50 lbs / 62 linear inches (L+W+H)

---plus---

1 gate checked bag, small enough to pass through TSA gate screening

---plus---

1 small personal (wing) item, such as a brief case or small laptop bag

Excess baggage charges may apply to any baggage that exceeds these limits. For a list of items prohibited in checked or carry-on baggage by Federal regulations, see www.tsa.gov. For more information regarding these policies see the Consumer Notices below and our [Contract of Carriage](#)

Consumer Notices for Our Travelers

Please Don't Be a No-Show

Please let us know if you are unable to use your scheduled reservation in advance so that we can make your seat available to another passenger. If you do not notify us of your change, your return flight will be automatically cancelled. In addition, non-refundable tickets for any reservations not cancelled prior to scheduled departure time have no value and are not eligible to have their value applied to the purchase of future travel on Cape Air.

Notice of Boarding Times

Customers need to be at the boarding gate a minimum of ten (10) minutes prior to the scheduled departure time. Failure to be at the boarding gate by the required time could result in the loss of your seat without compensation, regardless of whether you are already checked in or have a confirmed seat.

Notice of Incorporated Terms

By making a reservation or accepting transportation on Cape Air, you agree to all of the terms and conditions of the Contract of Carriage. The Contract is available at www.capeair.com, any Cape Air location, or by calling 1-866-CAPE AIR (866-227-3247). Passengers have the right, upon request at any location where Cape Air's tickets are sold within the United States, to receive free of charge by mail or other delivery service the full text of Cape Air's Contract of Carriage. The Contract includes, among other provisions, limits on liability for personal injury or death and for loss, damage, or delay of baggage (including fragile or perishable goods), denial of carriage, refunds, overbooking, carrier rights on flight delays, irregularities or schedule changes, carrier rights to change terms, check-in rules, and claims restrictions, including time limits for filing a claim or lawsuit.

Notice – Overbooking of Flights

Airline flights may be overbooked, and there is a slight chance that a seat will not be available on a flight for which a person has a confirmed reservation. If the flight is overbooked, no one will be denied a seat until airline personnel first ask for volunteers willing to give up their reservation in exchange for compensation of the airline's choosing. If there are not enough volunteers, the airline will deny boarding to other persons in accordance with its particular boarding priority. With few exceptions, including failure to comply with carrier's check-in deadlines which are available upon request from the air carrier, persons denied boarding involuntarily are entitled to compensation. The complete rules for the payment of compensation and each airline's boarding priorities are available at all airport ticket counters and boarding locations. *Some airlines do not apply these consumer protections to travel from some foreign countries, although other consumer protections may be available. Check with your airline or your travel agent.*

Advice to International Passengers on Limitation of Liability

Passengers on a journey involving an ultimate destination or stop in a country other than the country of departure are advised that international treaties known as the Montreal Convention, or its predecessor, the Warsaw Convention, including its amendments, may apply to the entire journey, including any portion thereof within a country (i.e. including domestic portions of the journey). For such passengers, the treaty, including special contracts of carriage embodied in applicable tariffs, governs and may limit the liability of the Carrier in respect of death or injury to passengers, and for destruction or loss of, or damage to, and for delay of passengers and baggage.

Baggage Liability Limitations

For domestic travel between points within the United States (except for domestic portions of international journeys), the maximum liability for checked baggage is limited (1) for on-line travel solely on Cape Air with no connecting service, to \$500 per passenger; (2) for interline travel where the Cape Air flight segment is included on the same ticket as a connecting flight segment of another airline with an aircraft of more than 60 seats, to \$3300 per passenger; and (3) for interline travel where the Cape Air flight segment is included on the same ticket as a connecting flight segment of another airline with an aircraft of 60 seats or less, to \$500 per passenger. Cape Air assumes no responsibility or liability for loss or damage to unchecked, carry-on baggage, or personal wing items (e.g. those carried by the customer to the aircraft and stored in the wing locker prior to boarding), unless the loss or damage was caused by the sole negligence or willful misconduct of Cape Air.

For international travel (including domestic portions of international journeys) covered by the Montreal Convention, liability for loss, delay or damage to checked and unchecked baggage is limited to 1,131 Special Drawing Rights per passenger (see www.imf.org for current value). For international travel (including domestic portions of international journeys) covered by the Warsaw Convention, liability for loss, delay or damage to baggage is limited to approximately \$9.07 per pound (\$20.00 per kilo) for checked baggage and \$400 per passenger for unchecked baggage in the custody/control of the carrier unless a higher value is declared in advance and additional charges are paid. Excess valuation may not be declared on certain types of valuable articles.

Except for certain international travel subject to the terms of the Montreal Convention, Cape Air is not liable for loss, damage or delayed delivery of fragile, valuable or perishable items in baggage or carried as baggage. Further information may be obtained from Cape Air.

FEEDBACK

To provide compliments or complaints, click the "Contact us" link on our website: www.capeair.com or write to us!

Cape Air Customer Relations
1475 Airport Road
New Bedford, MA 02746-1368

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MOCHA HAGoTDI.

Make our customers happy and have a good time doing it!

The unique style of customer service you experience when you fly with Cape Air

If the above link is inactive, please paste this URL into your browser to access your reservations:

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host=9K&pnr=HWHBHFE2H7HR&name=\[REDACTED\]=0&email=2](https://www.virtuallythere.com/new/reservationsChron.html?host=9K&pnr=HWHBHFE2H7HR&name=[REDACTED]=0&email=2)

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We're your wings.