



A I R L I N E S

P.O. Box 30028  
Honolulu, Hawaii 96820

## **FREQUENTLY ASKED QUESTIONS**

### **FOR ALOHA PASSENGERS WITH CONFIRMED RESERVATIONS THROUGH MARCH 31, 2008**

#### **Which flights will Aloha operate through March 31?**

Aloha will operate all of its inter-island scheduled flights through March 31.

Aloha will operate all of its transpacific and mainland flights through March 30. On March 31, all flights will operate with the exception of flights from Hawaii to the U.S. mainland, and flights from Orange County to Sacramento and Reno, and from Oakland to Las Vegas. The flights that will not operate are:

AQ 482	Honolulu to Orange County and Orange County to Reno
AQ 442	Honolulu to Oakland and Oakland to Las Vegas
AQ 486	Lihue/Kona to Orange County
AQ 485	Kona/Lihue to San Diego
AQ 468	Maui to Sacramento
AQ 474	Maui to Oakland
AQ 476	Maui to San Diego
AQ 484	Maui to Orange County and Orange County to Sacramento

#### **Can I still purchase a ticket or make a reservation for travel on Aloha through March 31?**

Yes.

### **For Aloha Passengers With Confirmed Reservations For Travel After March 31, 2008**

#### **If I have a confirmed reservation with Aloha for travel after March 31, what do I do?**

Aloha is working with code-share partner United Airlines and other airlines who are prepared to assist you. For more information about United's accommodation options, contact United at 1-800-UNITED1 or go to their website at [www.United.com](http://www.United.com).

#### **Can I get a refund?**

Contact your travel agent or credit card company to request a refund.

#### **What if I paid by check or cash can I still get a refund?**

You can file a claim with the Bankruptcy Court.

#### **Can I continue to use my Aloha AirAwards credit card?**

Yes. Your AirAwards card is still good for all purchases.

#### **If I have already redeemed AlohaPass Miles for United Airlines travel and it has already been ticketed, is it valid?**

Yes and we recommend you contact United Airlines at 1-800-UNITED1 to reconfirm your reservation.

#### **Can I continue to redeem AlohaPass miles after March 31, 2008?**

No, after March 31, 2008, the program will expire.

**If I have already redeemed AlohaPass miles for a hotel stay or car rental, etc. is my travel award still valid?**

If you received a confirmation it should be valid. We recommend you contact the hotel or car rental company to confirm your reservation.

**If I booked travel on United Airlines through the Aloha Airlines Web site, will my travel still be honored by United?**

Yes. If you have already been ticketed and we recommend you contact United Airlines at 1-800-UNITED1 to reconfirm your reservation.

**If I booked a ticket on Aloha's website for a flight operated by United is my ticket still valid?**

Yes. If you have already been ticketed and we recommend you contact United Airlines at 1-800-UNITED1 to reconfirm your reservation.

**Who do I contact if owed a refund or baggage claim settlement with Aloha Airlines?**

You can file your claim with the Bankruptcy Court.

**What happens if I booked future travel on United Airlines using my AlohaPass miles is my reservation still valid?**

Yes. If you have already been ticketed and we recommend you contact United Airlines at 1-800-UNITED1 to reconfirm your reservation.

### **Aloha Air Cargo Service**

**Is Aloha's air cargo service still operating?**

Yes.

**How can shippers get information?**

Air cargo shippers can continue to call Aloha cargo locations at Hawaii airports.