

BEFORE THE
DEPARTMENT OF TRANSPORTATION
WASHINGTON, D.C.

_____)
Joint Application of)
)
UNITED AIR LINES, INC.)
)
and) Docket OST-96-1434
)
AIR CANADA)
)
under 49 U.S.C. §§41308 and 41309 for)
approval of and antitrust immunity for)
an expanded alliance agreement)
_____)

DATED: July 8, 1997

JOINT RESPONSE OF UNITED AIR LINES, INC.
AND AIR CANADA TO ORDER 97-6-30

United Air Lines, Inc. ("United") and Air Canada jointly submit the following response to ordering paragraph (5) of Order 97-6-30. The Department there directed United and Air Canada to submit certain documents and information regarding the proposed Star Alliance among United, Air Canada, Lufthansa German Airlines ("Lufthansa"), Scandinavian Airlines System ("SAS"), Thai Airways International ("THAI"), and (in October 1997) Varig Brazilian Airlines ("VARIG").

United and Air Canada make this response in order to expedite issuance of a final order in this proceeding without prejudice to their position that the United/Air Canada Alliance Expansion Agreement is entirely separate and distinct from the Star Alliance. As will be shown below, the Star Alliance raises no issues that are relevant to the Department's issuance of a

final order approving and immunizing the United/Air Canada Alliance Expansion Agreement. The documents and responses submitted herewith provide adequate demonstration that the Star Alliance will have no meaningful impact on the transborder market served by United and Air Canada.

The Joint Applicants are, nevertheless, concerned that other parties may seek to use the Department's request for information as the occasion to further delay this proceeding. United and Air Canada urge the Department to expedite the issuance of its final decision in this proceeding and not to allow other parties to delay final approval of this important transborder alliance.

United and Air Canada are responding to the Department's information request item by item, as set forth below, and in the documents attached hereto:

- 1. Copies of commercial agreements (in final form, or in draft if there is no final agreement) between and among all of the six participating carriers.**

United and Air Canada are attaching the following final and draft commercial agreements and non-binding memorandum of intent between and among all of the Star Alliance participating carriers in response to this request.¹ At least one of these

¹ The "draft" agreements are those which have been circulated to all members for review but which have not yet been
(continued...)

documents has previously been furnished to the Department in draft and final form. United and Air Canada are, nevertheless, resubmitting all of these documents for ease of reference in this proceeding:²

a. Memorandum of Intent Regarding Elements for a Multilateral Alliance, dated May 14, 1997.

b. The Star Alliance License Agreement, dated as of November 1, 1996.

c. Mutual Non-Disclosure and Confidentiality Agreement, dated as of October 1, 1996.

d. Supplement No. 1 To Alliance Agreement (Personal Injury Compensation Agreement) draft dated June 1997, which has been circulated among the Star members.³

¹(...continued)
signed by all members. Because VARIG is not yet a participating carrier, these agreements are entered into between and among five carriers, rather than six as indicated in DOT's request. Although not a binding agreement, we are also submitting the Memorandum of Intent (item a below), which VARIG also signed.

² Copies of the agreements, non-binding memorandum of intent, and draft agreements are being submitted with a separate motion requesting confidential treatment under Rule 39. There are also certain agreements between or on behalf of the member carriers of the Star Alliance, on the one hand, and third parties, on the other hand. The Department's information request does not seek such agreements, and those which exist are not relevant to the issues identified by the Department relating to the United/Air Canada alliance.

³ This draft Agreement relates to passenger claims for personal injury involving a code-shared flight. Although the draft refers in its recitals to the five carriers being signatories to an alliance agreement, this statement is incorrect. This recital will be revised in subsequent versions of the agreement.

e. Star Alliance Customer Relations MCO Goodwill Compensation (draft).

2. Information on the role of the Star Alliance agreements in the proposed United/Air Canada alliance in terms of corporate strategy, marketing, yield and capacity management, and pricing.

As can be seen from the texts of the Star Alliance documents, the Star Alliance is not intended to play any direct role in the United/Air Canada alliance relating to corporate strategy, yield and capacity management, and pricing of transborder services, which are the focus of the United/Air Canada alliance itself. United's and Air Canada's decisions as to these matters, insofar as they relate to transborder services and to the extent they are not made by United or Air Canada acting independently, will be undertaken solely by United and Air Canada pursuant to the terms of their Alliance Expansion Agreement. Other Star Alliance members will not be involved in such decision making.

The objective of the Star Alliance, as reflected in the members' Memorandum of Intent dated May 14, 1997, is to work cooperatively to improve over time interline connections between the members' networks, primarily by improving the connections between their services at principal hubs, and to better utilize the members' networks, offering passengers improved service to more destinations worldwide. It is also the intent of the Star

Alliance to standardize, stream-line and coordinate operations in order to provide passengers a better, more consistent, lower cost travel product. While these efforts are intended to enhance the business of each Star Alliance carrier by attracting more customers and improving efficiencies, it is not anticipated that either Air Canada's or United's transborder services would uniquely gain from these efforts.

3. Information on the content, scope and timing of the Star Alliance and how the Star Alliance partners may be integrated into the corporate strategy, code-sharing, yield management and pricing of the United/Air Canada alliance, if approved.

A Memorandum of Intent was signed on May 14, 1997, in which the member carriers expressed their intent to negotiate and sign a definitive Alliance Agreement. That process is underway, but as of today there has been no draft of such a definitive agreement prepared or circulated for consideration by members of the Star Alliance. It is the intent of the parties to draft such a definitive Alliance Agreement by December 31, 1997. In the meantime, as described in the attached Press Release issued on May 14, 1997 (Attachment 1 hereto), the members of the Star Alliance are carrying out certain elements of an alliance relating to frequent-flyer program enhancements, reciprocal

lounge access and airport co-location that can be implemented in advance of the conclusion of the Alliance Agreement.⁴

Over the long term, as noted in response to the previous question, Star Alliance members expect to work cooperatively to improve connections between their individual route networks at major international gateways served by most, if not all, of the members. This will include, when possible, co-locating their operations in the same airport terminals or concourses used by other members to facilitate interline connections between the members' networks. The members also expect to utilize the alliance framework to standardize and improve on-board service offerings so that all members would be able to provide a consistent, high quality, on-board product to develop consumer brand loyalty to the members' services. The members intend to use the mark "Star Alliance" as a means to differentiate their services in the marketplace and to enhance consumers' acceptance of the members' individual services.

⁴ In addition, a number of working groups have been established to review a variety of operational issues in an effort to determine how best over the long term the alliance members can work cooperatively to standardize and improve their on-board service offerings, responsiveness to consumer concerns, and purchasing efficiencies; reduce product distribution costs; and compete more effectively with other global alliances. None of the work of these groups involves issues relating to the pricing of members' individual or code-shared shares, yield or capacity management; the promotion of individual members' services; or individual members' corporate or business strategy.

There is no intention to integrate the members of the Star Alliance into a single corporate entity, or for the Star Alliance agreement to replace the United/Air Canada alliance agreements or any of the other bilateral or multilateral alliance agreements to which United is a party and which have been reviewed by the Department in conjunction with its granting United authority to code share and, in some cases, to cooperate under antitrust immunity with various carriers. Each member carrier of the Star Alliance will maintain its own separate corporate identity and will carry out its own corporate strategy.⁵ Each member will also independently maintain bilateral or multilateral agreements with other carriers including, but not limited to, Star Alliance carriers.⁶ There is no intention to integrate code-sharing services operated by the United/Air Canada alliance with code sharing operated by the member carriers of the Star Alliance. Any such integration of code sharing that may be undertaken would, in any event, be subject to review and approval of the governments affected by such services, including the Department, in compliance with applicable local law and bilateral air services agreements.

⁵ See Section 5.a of the May 14 Memorandum of Intent.

⁶ See, e.g., Joint Application of Air Canada and SAS for a Statement of Authorization, dated July 3, 1997.

There is no intention to integrate Star Alliance partners into any decision making of the United/Air Canada alliance with respect to either yield management, pricing or scheduling of transborder services. The United/Air Canada alliance has sought and tentatively received antitrust immunity only for U.S.-Canada transborder operations. Other members of the Star Alliance would have no role to play in decisions made by the United/Air Canada alliance in yield management or pricing of these immunized transborder services.

4. **A detailed explanation of the Star Alliance agreements (either in final or in draft form if not final), including all documents analyzing the proposed commercial arrangement, its competitive impact, and the role that the other Star Alliance members would play in the proposed United/Air Canada alliance in terms of corporate strategy, marketing, yield management, capacity management, and pricing.**

Aside from the Star Alliance documents submitted in response to item 1 above, no other agreements have yet been signed or drafted among the members of the Star Alliance. The agreements to govern the Star Alliance have not as yet been reduced to writing beyond the documents submitted in conjunction with this joint response. As noted previously, the other members of the Star Alliance have no role to play in the corporate strategy, yield management, capacity management and pricing of the transborder services to be offered by the United/Air Canada

alliance. The other members of the Star Alliance will play a role in marketing the United/Air Canada alliance services only to the extent they seek to promote generally the use of services offered by the members of the Star Alliance.

United and Air Canada understand the request as seeking a detailed explanation of all documents that analyze the impact of the Star Alliance on the United/Air Canada alliance. No such documents have been identified. United and Air Canada are, nevertheless, in response to this request voluntarily submitting certain documents in their possession that explain the proposed commercial arrangement. These documents are attached to this Joint Response together with an index.

Among the attached documents is a Press Release issued at the time the Memorandum of Intent was signed generally describing the Star Alliance including the marketing efforts to be undertaken by the Star Alliance. (Attachment 1) This Press Release also describes such cooperative marketing efforts as the enhancement of the members' frequent-flyer programs so that travel on any Star Alliance member's flight will result in mileage credit in any Star Alliance carrier's program. In addition, qualified customers will enjoy reciprocal privileges at the 179 Star Alliance member lounges throughout the world. Additional documents relating to these frequent flyer and lounge benefit enhancements are also attached.

It is, of course, the hope and expectation of United and Air Canada that these marketing efforts of the Star Alliance will produce enhanced traffic on the transborder services operated pursuant to the United/Air Canada alliance. As awareness of the benefits of enhanced frequent-flyer credits and lounge access grows, some consumers, principally frequent business travellers, should seek to expand the use of the services of the United/Air Canada alliance in order to enjoy those benefits. However, there is no intent within the Star Alliance to provide any special benefit to promote or market United/Air Canada alliance services that would not also be applicable to the promotion and marketing of the services of other Star Alliance members. Any marketing or promoting of the United/Air Canada alliance will be done pursuant to the parties' bilateral alliance agreements.

5. Complete information on the extent to which the Star Alliance would affect operations between the U.S. and Canada by United or Air Canada with respect to passengers with an origin or destination in third countries.

The United/Air Canada alliance is not seeking antitrust immunity with respect to services operated to or from third countries. The services to or from third countries provided by the Star Alliance members are not, therefore, expected materially to affect the U.S.-Canada operations of United or Air Canada.

To the extent that the Star Alliance members operate services between points in third countries, on the one hand, and points in Canada or the United States, on the other hand, there may be some passengers on those flights who wish to make a trip between the U.S. and Canada as part of the same journey.⁷ It would be the hope and expectation of United and Air Canada that the promotional efforts of the Star Alliance would produce ancillary benefits for United and Air Canada, such as encouraging such customers to use the U.S.-Canada transborder services of the United/Air Canada alliance in conjunction with the Star Alliance services operated between third countries and the United States or Canada.⁸

United and Air Canada also hope to benefit by obtaining increased traffic on flights they operate in U.S. and Canada -

⁷ There are also bilateral code-share agreements involving other Star Alliance carriers that may provide for the movement of passengers on transborder routes. For example, under the recently filed Air Canada/SAS code-share agreement referred to above, some passengers moving between Canada and Scandinavia may be routed over a U.S. point, with Air Canada transporting the passenger on a transborder sector and SAS transporting the passenger on a U.S.-Scandinavia sector.

⁸ Other alliances also have the same opportunity to use their alliance relationships to promote this type of traffic. For example, an Australia-U.S. passenger using the services of the American/QANTAS alliance may want to travel from the U.S. to Canada as part of his or her trip. QANTAS can be expected to promote American/Canadian Airlines International alliance transborder services for that purpose, just as a Star Alliance member could be expected to promote United/Air Canada transborder services.

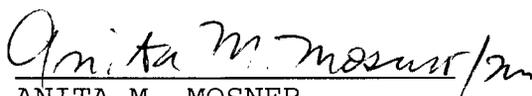
third-country markets, respectively, from their participation in the Star Alliance. However, these third-country services are not operated pursuant to the United/Air Canada alliance, and any benefit either carrier receives in such third-country markets would be wholly independent of their Alliance Expansion Agreement.

The Star Alliance members are also attempting to coordinate their airport facilities to better accommodate connecting passengers. For example, Air Canada has moved into United's terminal facility at O'Hare and United plans to move into Air Canada's terminal in Toronto later this year. Other Star Alliance members will seek to co-locate in these facilities to the extent they can be accommodated. These co-locations make connections easier and are a major benefit that alliance cooperation can make available to the travelling public. Star Alliance members should be able to use the enhanced convenience of connections at these consolidated airport facilities as a means of offering passengers connections to United's or Air Canada's transborder flights. For example, a passenger from Europe to the U.S. West Coast might use a Star Alliance member service to Toronto where he or she could conveniently connect to a United/Air Canada alliance flight from Toronto to Los Angeles or San Francisco. Neither United nor Air Canada would expect the

number of such third-country passengers to be so large as to influence the schedules of the carriers' transborder services.

There has been no attempt within the Star Alliance to specially promote United/Air Canada transborder services. Nor has there been any attempt to identify the number of Star Alliance third-country passengers that may wish to use United or Air Canada transborder services. It is, however, unlikely to amount to a large volume of traffic. It is merely one element of the traffic which it is hoped that the Star Alliance will promote.

Respectfully submitted,


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DATED: July 8, 1997

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CERTIFICATE OF SERVICE

I hereby certify that I have this date served a copy of the foregoing Joint Response of United Air Lines, Inc. and Air Canada on all persons named on the attached Service List by causing a copy to be sent via first-class mail, postage prepaid.


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STAR ALLIANCE - HOW CUSTOMERS BENEFIT

FRANKFURT, May 14, 1997 -- The airlines of Star Alliance are dedicated to providing a range of far-reaching benefits for all customers using alliance flights. The following are some of the features which will make global travel simpler and more convenient for Star Alliance customers:

- **Global access from “The airline network for Earth”:** The network and schedules of United, Lufthansa, THAI, SAS, Air Canada and VARIG (from October, 1997) allow travellers to benefit from the simplicity and consistency of “same-airline” travel to a wide range of destinations worldwide. The Star Alliance brand is easily identifiable and signifies both quality and global reach to passengers.
- **Frequent Flyer reward and recognition:** Customers can earn mileage points for travel on any alliance flight and have them credited to the mileage program of their choice where they will count towards elite-level status.
- **Airport lounges:** Qualified customers can enjoy reciprocal privileges at 179 Star Alliance airport lounge facilities around the world.
- **Airport locations:** Wherever possible, alliance partners will co-locate at key airports to provide easy transfers for connecting passengers. For example, United and Air Canada will offer co-location at Chicago O’Hare Airport by June 15. Improvements at Frankfurt - where all partners are involved - will be made later this year.
- **Check-in:** Automation changes mean alliance partners can offer “one-stop” check-in, for up to four sectors, for customers at more locations.

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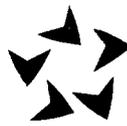
- **Reservations:** Customers will soon be able to call any Star Alliance partner to change a code-share flight reservation - no matter which airline took the original booking.
- **Connections:** Wherever possible alliance partners will aim to provide more convenient connections for customers. If a delay occurs, connections will be protected, monitored and re-accommodated on a pro-active basis.
- **Baggage transfer:** Top priority will be given to baggage transfers between Star Alliance partners.

The alliance partners continue to work on further ways to enhance Star Alliance service for customers. A number of new initiatives are in development and will be rolled out later this year including more schedule choices in computer reservations systems by using multiple airline codes for more flights; real-time information on alliance partner flights for reservations and airport locations; and further focus on baggage transfer.

Star Alliance has developed links between each airline's Web site and a special Internet site highlighting the alliance will be available soon.

PRESS INFORMATION:

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Lufthansa: Dan Lewis	Tel: 69 696 2999	Fax: 69 696 8454 (Germany)
SAS: Knut Lovstuhagen	Tel: 8 797 2306	Fax: 8 797 1515 (Sweden)
Air Canada: John Reber	Tel: 514 422 5676	Fax: 514 422 5909 (Canada)
THAI: Charlene Suddhimondala	Tel: 2 545 2663/4	Fax: 2 512 2135 (Thailand)



STAR ALLIANCE

STAR ALLIANCE - A BRIEF HISTORY

1959 -- SAS and Thai Airways establish Thai Airways International.

October, 1992 -- Air Canada and United unveil an alliance agreement.

October, 1993 -- Lufthansa and United announce a comprehensive marketing agreement including code-sharing.

June, 1994 -- The first United and Lufthansa code-sharing flights begin.

May, 1995-- SAS and Lufthansa announce a far-reaching strategic alliance, including code-sharing. The same month, United and Air Canada expand code sharing.

June, 1995 -- SAS and THAI announce a code-sharing agreement to begin in June the following year.

September, 1995 -- United Airlines and SAS announce a cooperation agreement, including code-sharing, to begin in April the following year.

October, 1995 -- THAI and Lufthansa begin code-sharing flights.

February, 1996 -- Lufthansa and SAS begin code-sharing flights between Germany and Scandinavia.

March, 1996 -- Lufthansa and Air Canada announce a comprehensive alliance.

May, 1996 -- The United Airlines-Lufthansa alliance receives anti-trust immunity from the U.S. Department of Transportation.

June, 1996 -- Air Canada and Lufthansa begin code-sharing flights between Germany and Canada.

October, 1996 -- THAI receives U.S. approval for code-sharing services with United. The same month, SAS and Air Canada announce an alliance to start the following year.

November, 1996 -- United, Lufthansa and SAS are awarded trilateral anti-trust immunity by the U.S. Department of Transportation.

May, 1997 -- Star Alliance takes off. VARIG announces intention to join in October.



STAR ALLIANCE

STAR ALLIANCE - BIOGRAPHIES

Lamar Durrett - President and Chief Executive Officer, Air Canada

Lamar Durrett is President and Chief Executive Officer at Air Canada. He joined Air Canada in 1992 as Executive Vice President Technical Operations and Corporate Services. Prior to taking up his current position on May 14, 1996, he was Executive Vice President, Corporate Services and Chief Administration Officer. Previously, Durrett held senior positions at both Delta Air Lines and Continental Airlines. He also served as President and CEO of System One, Continental's computer reservations subsidiary. Durrett is a graduate of Auburn University and is a member of the board of Governors of IATA. He is based at the airline's Montreal headquarters.

Gerald Greenwald - Chairman and Chief Executive Officer, United Airlines

Gerald Greenwald is Chairman and Chief Executive Officer of UAL Corporation and United Airlines, its principle subsidiary company. Greenwald began his career in the auto industry after graduating cum laude from Princeton University's Woodrow Wilson School and gaining a masters in economics from Wayne State University. He went on to hold several senior positions with Ford Motor Company. Between 1979 and 1990 he was employed by the Chrysler Corporation where he worked as Corporate Controller and Chief Financial Officer before becoming Vice Chairman. He joined United Airlines as Chairman and CEO in July, 1994 and is based at the airline's World Headquarters in Chicago.

Jan Stenberg - President and Chief Executive Officer, Scandinavian Airlines (SAS)

Jan Stenberg is President and Chief Executive Officer of Scandinavian Airlines (SAS). He joined the company in April, 1994 from the L.M. Ericsson telecommunications group where he was Executive Vice President and a member of the group's corporate executive committee. Stenberg earned a law degree from Stockholm University. He is based at Scandinavian Airlines' offices in Stockholm. He serves as Chairman of the Board of SAS International Hotels, SAS Commuter and the Airline Industry's Employers' Association of Sweden. He is also a member of the board of Airlines of Britain Holdings plc.

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Jürgen Weber - Chairman of the Executive Board, Lufthansa German Airlines

Jürgen Weber is Chairman of the Executive Board for Lufthansa German Airlines. He was elected to this position on May 14, 1991, and assumed this responsibility in September, 1991. Weber studied aeronautical engineering at Stuttgart's Technical University, and stayed at the university after receiving his degree to work in aerospace design. He joined Lufthansa in 1967 and went on to hold a number of senior positions within the airline's engineering department. The airline's Supervisory Board announced his appointment as Deputy Member of the Executive Board in 1989. Weber is based at Lufthansa's headquarters in Frankfurt.

Thamnoon Wanglee - President, Thai Airways International

Thamnoon Wanglee is President of Thai Airways International. He was appointed to this position on October 1, 1993. He attended Assumption College, Bangkok and went on to gain a bachelors degree in Business Administration after continuing his studies in the United States at the University of Pennsylvania and Marshal University, West Virginia. He joined Thai International as Chief of the Accounting Division, after returning to Thailand to work first with Chase Manhattan Bank and then the East Asiatic Company. He went on to hold a number of senior positions at THAI, and became Senior Vice President, Finance and Accounting Division before assuming his current position. In April 1996, Thamnoon Wanglee was appointed a Senator with the Thai Government. He is based at the airline's headquarters in Bangkok.

Fernando Pinto - President and Chief Executive Officer, VARIG

Fernando Abs Da Cruz Souza Pinto is President and Chief Executive Officer of VARIG, a position he assumed in January, 1996. Formerly, he was President, CEO and Director of RIO-SUL, a wholly-owned subsidiary of VARIG. Pinto graduated in Mechanical Engineering before joining the VARIG group in 1972. He went on to hold a number of senior positions with the company. In 1988, he transferred to the airline's RIO-SUL subsidiary as Technical and Operations Director. In May, 1992 Pinto was appointed to the position of President at RIO-SUL. In his position as President and CEO of VARIG, he is based at the airline's headquarters in Rio de Janeiro.

STAR ALLIANCE - QUESTIONS AND ANSWERS

Have you carried out research on what your customers want?

Yes, we have conducted very extensive research. It clearly shows that customers expect a hassle-free, “seamless” journey. They also want global coverage and recognition, but appreciate the unique cultural identities of their home carriers.

What tangible benefits does your alliance really bring to the customer?

Global network; hassle-free travel; frequent flyer benefits and recognition that we value them as a customer; integrated services designed to provide optimum connections and make use of common facilities and locations; a single, definable overall brand to signify a commitment to customer service. There are more benefits to come. If a customer is important as a regular traveller to one airline, he or she is important - and will be recognised as such - by all our airlines.

How much closer together will you move - will your own individual brands disappear one day?

Star Alliance is an overall brand for our five, soon to be six, airlines, but each will keep its own, well-established name and branded products. We do not envisage our individual brands disappearing. Indeed, we see our diversity as a great strength.

Is code-sharing misleading or confusing for the customer?

Not at all. Code-sharing allows for the network expansion and efficiencies our customers have asked for. We inform our customers which airlines will operate flights. The Star Alliance brand will become recognised by our customers, who will then know that carriers with similar high standards of service are working together.

What safeguards are there for employees in terms of jobs?

Each airline will be devoting time to communicating with their employees. We are committed to long-term growth and future opportunities for our employees.

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Will any of this lead to lower fares?

It will certainly make each airline even more efficient and thus competitive in terms of costs and that has real value for the customer in the long run.

What sort of cost savings can you leverage by working together?

Working together can provide many benefits in terms of cost synergy. For example, in London, we plan to share a single city ticket office. We are studying all the areas where we may be able to work together to provide savings, including joint purchasing and combination of airport operations.

Will other airlines be welcome to join the group?

We already have a commitment from Varig Brazilian Airlines to join the group as the sixth member. We fully expect that in future other airlines whose networks are complimentary, and therefore provide more scope for our customers, will join Star Alliance.

Who may be a candidate in future?

We may make further announcements in future but today we are here to focus on the existing partner airlines and VARIG.

Will you consider equity exchanges with your partners in future?

There are no plans for equity exchanges.

What happens with your code-share partners who are not included in this group. Will it affect your relationship with them?

Members of Star Alliance have a number of code-share arrangements with other airlines which are not a part of this alliance. Those relationships will continue, and are not affected by this announcement today.

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What kind of efforts are going on to streamline products - will you all, for example, have the same business class seat?

Each of our products has an individual flavour and we see strength in diversity. We do share a deep commitment to a high level of quality and to common customer satisfaction goals. This may result in common standards - for example on seat pitch. We will certainly cooperate in sharing technology and ideas, but there are no plans for a common product at this stage.

Will you end up with a single branded frequent flyer program?

There is no plan at this stage for a common, single-brand program for the airlines. Linking the programs to provide common reward and recognition is a significant consumer benefit, and meets all our needs.

Why did you choose the Star Alliance name for this alliance?

Star Alliance reflects what we want to stand for in the eyes of our customers. Star has many positive and appropriate meanings and translates well into all languages, providing worldwide recognition. It's a dynamic image for airlines that are leaders in global travel.

How can you harmonise technology issues - such as E-Ticket service, departure control and reservations systems?

There is a great need for common control and information systems and this is a major priority for us.

What implications does this have for travel agents?

We believe agents will welcome this alliance, which provides new and better ways to serve customers. We believe agents will see the customer service and business rationale for this alliance very clearly.

What implications does all this have for corporate customers?

It's excellent news for our corporate customers, providing them with the most convenient global access.

-more-

-4-

Will each airline continue to develop its own international services, or have them flown by partners?

The partners believe this alliance will broaden opportunities, not limit them. Through its alliance with Lufthansa, for example, United has been able to increase flying significantly - 150 per cent - to and from Germany. We are now in a position to capitalise on the strengths each airline brings to the alliance in markets around the world. This will mean expanded service wherever opportunities arise.

Is your alliance the world's biggest?

We have not made that claim. There are other significant alliances and proposed alliances which are also very large. This alliance is driven by quality, not size, but it does offer the greatest scope from the consumer perspective with the most comprehensive network.

Will alliances continue to re-structure the industry around the world?

We believe they will.

Will this trend squeeze some smaller airlines out of business?

No, its clear other vigorous airlines will find ways to compete or to join various groupings. Alliances should not be allowed to create monopolies or over-dominant positions in individual markets. It is the role of regulators to ensure this does not happen. We believe Star Alliance is pro-competitive.

Could there be a future regulatory threat to alliances - for example, the EC is investigating United's alliance with SAS and Lufthansa. Could it all unravel?

Airline alliances are similar to alliances in other industries - those that are pro-competitive and enhance consumer choice, are not threatened by regulators. Those that are monopolistic and restrictive clearly pose problems which regulators must deal with. Star Alliance poses no threat to competition and provides distinct customer benefits. In the U.S. trilateral anti-trust immunity already exists for the relationship between United, Lufthansa and SAS. Anti-trust immunity for United's alliance with Air Canada is pending.

-more-

-5-

Can all the alliance partners be housed "under one roof" at key airports such as O'Hare, Heathrow, New York JFK etc?

Many airports pose difficulties, based on the physical constraints that exist. However, we will work hard to overcome these limitations so we can increasingly keep our operations close together.

How might this alliance group affect each airlines' financial goals and stock rating?

We cannot comment publicly on that, but we are confident that customers, employees and the financial community will view this news today as a positive business decision.

What happens if your relationship falters - is there a way out?

Star Alliance is designed for the long-term, but mechanisms are in place to allow a carrier to leave.

How does Star Alliance differ from the proposed BA-AA alliance?

Quite simply, our alliance links each airline's network to provide a comprehensive airline system, with increased scope for customers. The BA/AA proposal provides for concentration of their networks, creation of monopolies and duplication of routes. Our alliance is pro-competitive.

What type of market share will Star Alliance command?

Our share will vary from market to market. We are not focusing this alliance on domination, but on innovation for our customers, spurred by competition.

British Airways has said that this alliance group strengthens the case for its own alliance with American Airlines. Isn't this the case?

No. BA has consistently sought to compare our alliance to its own plans. But not all alliances are the same - we believe BA's plans differ fundamentally from our own because BA and American are intent on creating a monopoly at Heathrow, the premier trans-Atlantic gateway.

-more-

-6-

Wouldn't this alliance emulate the very iron triangle of European, Asian and U.S. carriers which United has criticised BA and American for planning?

An iron triangle is one in which competition is locked out by physical constraints at key hub airports as well as by airline combinations which add up to monopolies. Our alliance does not constrain other carriers from competing with us nor do we constitute a monopoly force in key markets around the world.

BA and American may be forced to give up slots in order to gain approval. How would Star Alliance carriers react if they were asked to cede slots to rival carriers?

If regulators are concerned about anti-competitive combinations or activities then it is their role to act, and we would encourage them to do so. Each of the airlines would comply - as United, Lufthansa and SAS have already done - with any regulatory requirements. Our alliance is pro-competitive.

How will Star Alliance be managed - will there be a separate management entity created?

The alliance is managed by working groups from all the airlines, with an overall development committee coordinating the effort. There is no separate management.

PRESS INFORMATION:

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Lufthansa: Dan Lewis	Tel: 69 696 2999	Fax: 69 696 8454 (Germany)
SAS: Knut Lovstuhagen	Tel: 8 797 2306	Fax: 8 797 1515 (Sweden)
Air Canada: John Reber	Tel: 514 422 5676	Fax: 514 422 5909 (Canada)
THAI: Charlene Suddhimondala	Tel: 2 545 2663/4	Fax: 2 512 2135(Thailand)

INTRODUCING A VERY, VERY, VERY, VERY, VERY GOOD IDEA.

AIR CANADA   Lufthansa *SAS*  Thai  UNITED AIRLINES

WELCOME TO STAR ALLIANCE™, THE AIRLINE NETWORK FOR EARTH.



"FOR THE FIRST TIME,
A SINGLE AIRLINE NETWORK
CAN MEET THE REAL NEEDS
OF THE GLOBAL TRAVELLER."

The **Star Alliance** network is a breakthrough in international air travel.

For the first time in airline history, five of the most respected and trusted carriers are working together to offer meaningful benefits to the global traveller and the travel trade.

Customer recognition is the guiding principle of **Star Alliance**. We undertook extensive research to find out precisely what frequent international business flyers wanted - and what they didn't. And the same answers came back again and again: worldwide status and privilege; and a seamless service from beginning to end.

Put simply, they wanted more recognition of their status, the most convenient global access, less hassle through fewer check-ins, greater convenience and more routes. On every flight. To almost every imaginable business destination. Right across the globe.

As every agent and corporate travel manager knows, no one airline can provide this. No single network can meet the many needs of the travel trade and their global customers.

Until now.

Welcome to **Star Alliance**, the airline network for Earth.



LEONARD DURRANT, PRESIDENT AND CEO AIR CANADA

JÜRGEN WEBER, CHAIRMAN, LUFTHANSA

JAN STENBERG, PRESIDENT AND CEO SAS

THAMNOON WANGLEE, PRESIDENT/THAI

GERALD GREENWALD, CHAIRMAN AND CEO UNITED AIRLINES





GLOBAL BENEFITS
FROM A SINGLE SOURCE.

Worldwide status is their privilege.

Your customers deserve and cherish the status they have earned as frequent international business travellers.

With the **Star Alliance** network, the miles earned on any flight with any of the five partner airlines can be credited to the frequent flyer programs they belong to and count towards their elite status level.

And because selected privileges earned on the **Star Alliance** airline your customer flies most often will now be honoured by all five airlines, they will have access to more lounges around the world. An international first class customer in transit on a same-day ticket will now be able to choose from over 175 lounges worldwide. International business class passengers, together with each partner airline's most frequent travellers*, can enjoy access to:

- ✧ *Air Canada Maple Leaf™ Lounges*
- ✧ *Lufthansa Business or Frequent Traveller Lounges™*
- ✧ *SAS EuroClass Lounges*
- ✧ *Thai Royal Orchid Lounges*
- ✧ *United Red Carpet Clubs*



*AIR CANADA AEROPLAN ELITE™, LUFTHANSA HONS AND SENATORS, SAS PANDEONS AND SAS EUROPLUS RVC GOLD, THAI GOLD, UNITED AIRLINES 1K, PREMIER EXECUTIVE AND RED CARPET CLUB MEMBERS. **PLEASE NOTE THAT SOME CONDITIONS APPLY. †SUBJECT TO GOVERNMENT APPROVAL.

Smooth connections.

Between **Star Alliance** partners, there's only one check-in for the journey. Boarding passes for the customer's flights will be issued at the initial check-in to save time and inconvenience during connections.

Flight schedules and baggage transfer systems are co-ordinated - reducing waiting time on the connections and ensuring that baggage arrives in the right place at the right time.

The most convenient access to the world.

The **Star Alliance** network spans the globe, serving more than 575 destinations in 105 countries. With the addition of Varig†, the network will be expanded to more than 600 destinations in 108 countries.

As you can see from the route map opposite, **Star Alliance** brings new customer benefits to the four corners of the globe.



- STAR ALLIANCE™*
 - AIR CANADA
 - LUFTHANSA
 - SAS
 - THAI AIRWAYS
 - UNITED AIRLINES
 - VARIG†
- * Only main airport destinations shown
* Denotes destination served by 3 or more partners
† Effective Fall 1997, subject to government approval.



Over 600 destinations in 108 countries



UNIQUE ADVANTAGES
FOR CUSTOMERS.
UNIQUE OPPORTUNITIES
FOR THE TRADE.

What tangible benefits does Star Alliance really offer to the customer?

Right now, **Star Alliance** offers a wide range of advantages, including: frequent flyer benefits plus better recognition that their loyalty is highly valued; global network; a smoother and more convenient travel experience; integrated services designed to improve connections and make use of common facilities and locations; and a single, definable brand that signifies our commitment to customer service. And there are many more benefits to come.

2. How much closer together will each airline move? Will the individual brands disappear one day?

Star Alliance is an overall brand for our five airlines but each airline will keep its own well-established name and branded products. We do not envisage the individual brands disappearing. Indeed, our customers view our diversity as a great strength.

3. Will any of this lead to lower fares?

It will certainly make each airline even more competitive in terms of cost and that has real value for the customers in the long run. Our overall goal is to add customer benefits.

4. Will other airlines be welcome to join the network?

We already have a commitment from Varig¹ to join the group as a sixth member. We fully expect others to follow in the future whose networks are complimentary and therefore provide more scope for our customers.

5. Will you end up with a single branded frequent flyer program?

There are no current plans for a single brand program. Linking the programs to provide common reward and recognition is a significant customer benefit and meets all present customer needs.

6. Can all Star Alliance partners be housed 'under one roof' at key airports such as Chicago O'Hare, London Heathrow and New York JFK?

Many airports pose difficulties based on the physical constraints that exist. However, we are working hard to overcome these challenges and to increasingly keep our operations close together.

7. Will customers be misled or confused by code-sharing?

Not at all. Code-sharing allows for the network's expansion and the efficiencies that our customers have asked for. We inform our customers which airlines will operate which flights. The **Star Alliance** brand will become recognised by our customers who will then know that carriers with similar standards of service are working together.

STAR ALLIANCE™, THERE'S NO BETTER WAY IN THE WORLD
TO GET AROUND THE WORLD.



STAR ALLIANCE™

<http://www.aircanada.ca> <http://www.lufthansa.com> <http://www.sas.se> <http://www.thaiair.com> <http://www.11.com>

ALLIANCE LOUNGES

Locations and Access

- International first class
- International business class/Status Cards
- International business class Only
- Cards Only

Number within colored square indicates number of lounges at that location.

Station	City	International first class	International business class/Status Cards	International business class Only	Cards Only
YOW	Ottawa				
CDG	Paris				
PHL	Philadelphia				
PDX	Portland				
YQB	Quebec City				
YQR	Regina				
GIG	Rio De Janeiro				
SAN	San Diego				
SFO	San Francisco				
SNA	Santa Ana				
GRU	San Paulo				
SEA	Seattle				
SEL	Seoul				
SIN	Singapore				
YYT	St. Johns				
SVG	Stravanger				
ARN	Stockholm				
STR	Stuttgart				
SYD	Sydney				
TPE	Taipei				
NRT	Tokyo				
YYZ	Toronto				
YVR	Vancouver				
VIE	Vienna				
WAW	Warsaw				
IAD	Washington				
DCA	Washington, DC				
YWG	Winnipeg				
RGN	Yangon				
ZRH	Zurich				

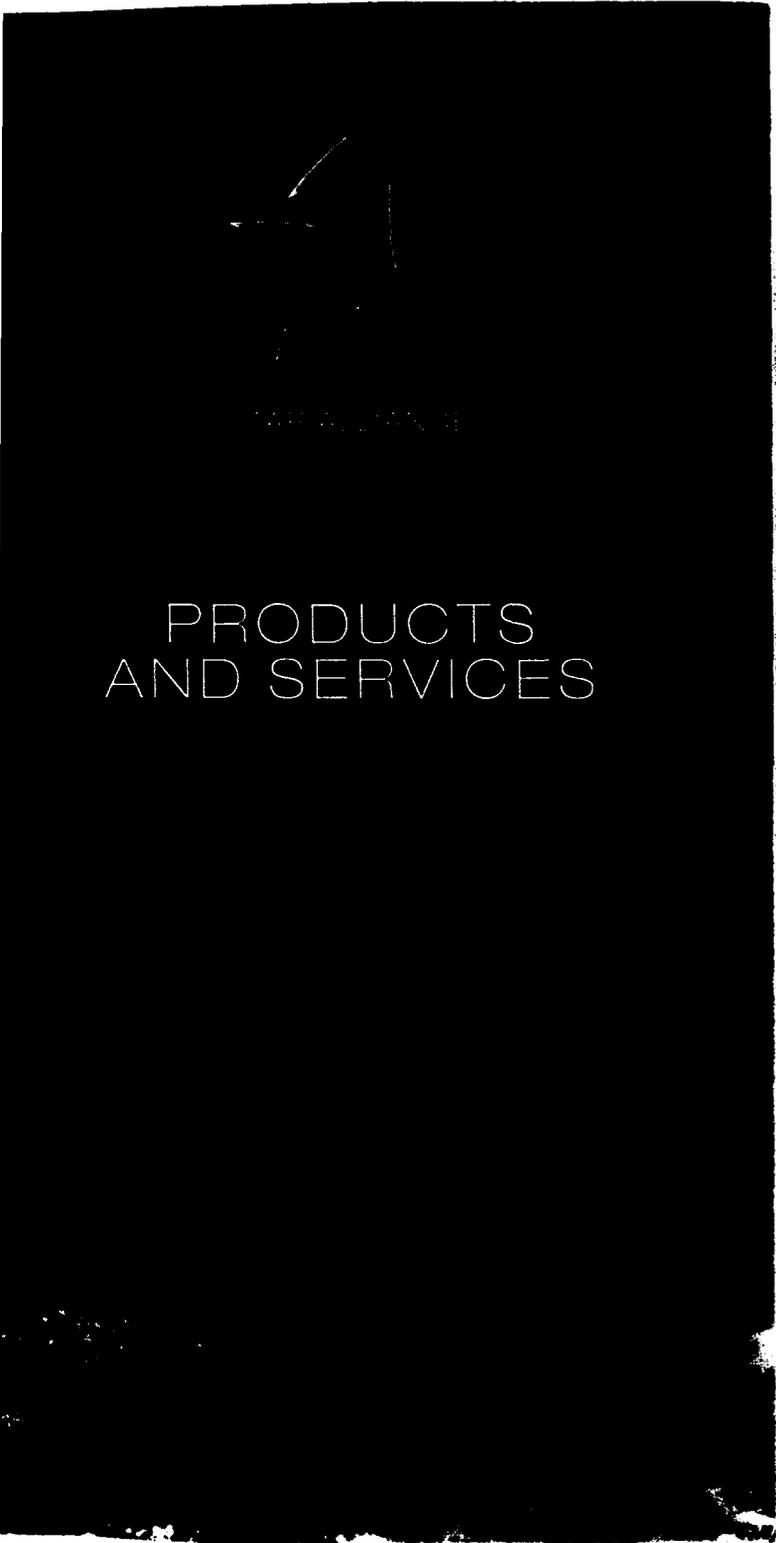
- International first class
- International business class/Status Cards
- International business class Only
- Cards Only

Number within colored square indicates number of lounges at that location.

Station	City	UA	AC	LH	SK	TG
		F C B	F C	F C B	F C	F C
HEL	Helsinki					
HKG	Hong Kong					
HNL	Honolulu					
IAH	Houston					
IND	Indianapolis					
JNB	Johannesburg					
SFJ	Kangerlussuaq					
KTM	Kathmandu					
KMG	Kunming					
LGA	New York					
LEJ	Leipzig					
LHR	London					
LAX	Los Angeles					
HMA	Malmö					
MNL	Manila					
MEL	Melbourne					
MEX	Mexico City					
MIA	Miami					
LIN	Milan					
YUL	Montreal					
YMX	Montreal					
MUC	Munich					
JFK	New York					
LWR	Newark					
NUE	Nuremberg					
MCO	Orlando					
KIX	Osaka					
FBU	Oslo					



UNITED AIRLINES



PRODUCTS
AND SERVICES

Foreword

Welcome to Star Alliance, the world's first truly global alliance.

As part of the launch, we have designed this booklet to give you an overview of each of the alliance carriers. For ease of use, all grid information has been listed by carrier, in alphabetical order. Please review it carefully and remember that the services listed within may not be offered between carriers at this time. Lounge access for Top Tier frequent flyers and mileage accumulation are available throughout the network immediately.

This booklet contains information regarding airport lounge access and enhanced frequent flyer programs. Both of these products are available for the May 14 launch of Star Alliance. Alliance carrier teams are currently studying products and services for future Star Alliance implementation.

Employees should continue to consult their respective carrier's information systems when processing customers through their journey with Star Alliance carriers.

Welcome to Star Alliance, the airline network for Earth.



Lamar Durrett
President and
Chief Executive Officer
Air Canada

"Star Alliance is the strongest and most comprehensive partnership in the history of aviation."



Jürgen Weber
Chairman of
the Executive Board
Lufthansa

"Through the Alliance we will deliver to our customers superior service, technological innovation and an unsurpassed international route network."



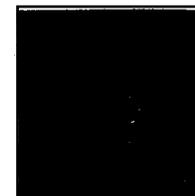
Jan Stenberg
President and
Chief Executive Officer
Scandinavian Airlines System

"Leadership in global travel, providing the greatest number of destinations and the most convenient scheduling options available anywhere."



Thamnoon Wanglee
President
Thai Airways International

"The central focus of Star Alliance is, and will remain, the customer."



Gerald Greenwald
Chairman and
Chief Executive Officer
United Airlines

"All of you will help make our journey seamless from beginning to end."

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Customer expectations

I want my status, and the privileges it brings, to travel with me around the world.



Sylvia Glückert



Vitaya Whangpatanathon

I want to get there as quickly and efficiently as possible.



Ron Reis

I want each step of the trip to go smoothly and problems solved quickly for me if they occur.



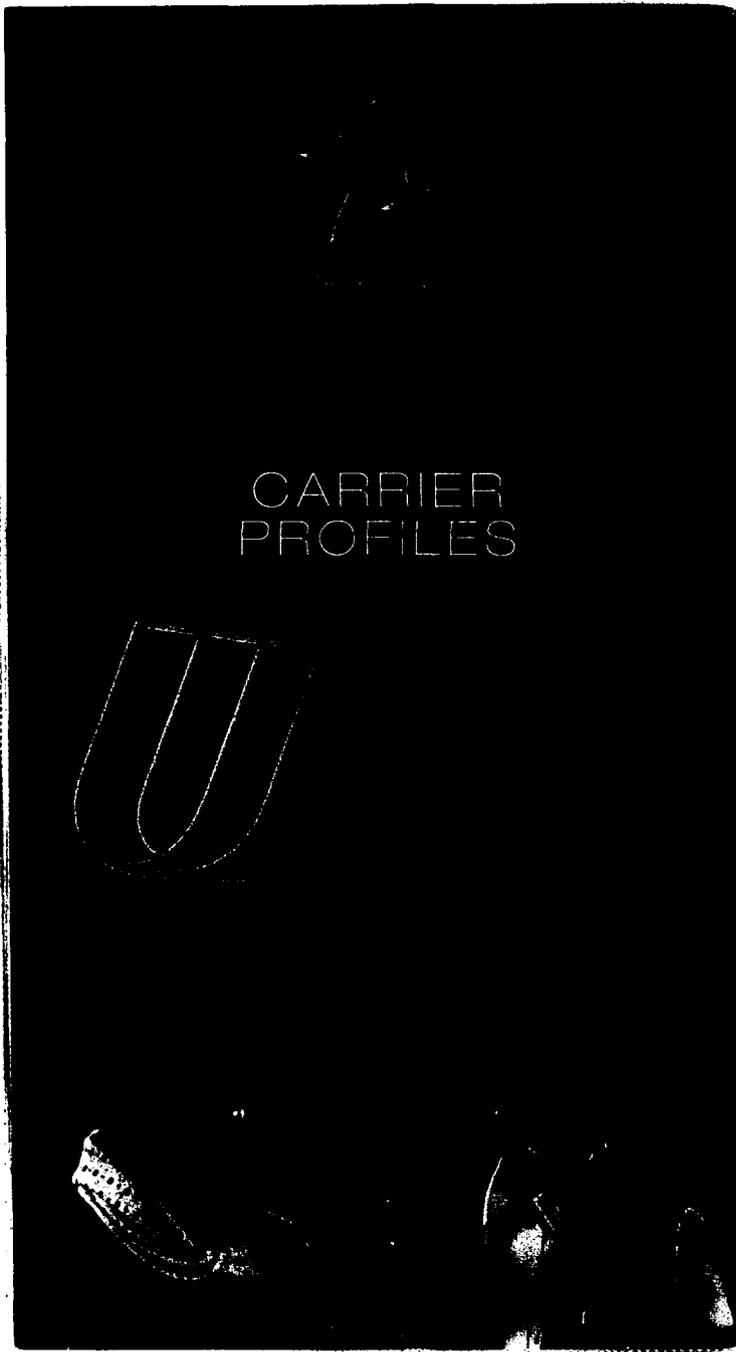
Kenneth P. White

When I travel long distances I need to be comfortable.

I need to know that I'm safe when I am traveling.



Nils N. Trulsuit



CARRIER PROFILES

AIR CANADA



Air Canada's predecessor, TCA, inaugurated its first flight sixty years ago carrying mail aboard an L10A from Vancouver to Seattle. Today, Air Canada is Canada's largest carrier and has established itself as a leader in global air transportation by pursuing a strategy based on value-added customer service, technical excellence and passenger safety.



Together with its regional airlines, Air Canada provides air transportation to 125 destinations across Canada, the United States, the Caribbean, Europe, the Middle East and Asia. With its Star Alliance partners, Air Canada's reach has been extended further still.

Widely recognized for quality in-flight service and entertainment, Air Canada is a world leader in passenger telecommunications. Its *Executive First* service is highly sought after by long haul business travellers, as are its state-of-the-art business centres and comfortable *Maple Leaf Lounges*. The airline's frequent flyer program, *Aeroplan*, is Canada's largest and offers an extensive network of quality travel and accommodation partners.

From Internet to Electronic ticketing, the airline offers its customers leading-edge convenience. Technical excellence extends to its fleet. By adding 41 new aircraft through 1998, Air Canada will have one of the youngest fleets in the world. Recognition, convenience, comfort and reliability: these are the four cornerstones of Air Canada's customer-oriented philosophy.

Lufthansa

Lufthansa is one of the ten largest airlines in the world. In terms of passenger numbers on international scheduled flights, it occupies second position in the world ranking.

The Lufthansa story began in 1926, with its founding in Berlin. This chapter was brought to a close in 1945 with the end of the Second World War. Ten years later the new company, Lufthansa German Airlines, was founded in Cologne in 1953.

The airline's success is owed greatly to Lufthansa's technical expertise. Lufthansa's fleet is one of the youngest and most environment-friendly in the industry (average age: six years) and so the airline can offer its passengers the comfort and convenience of the most modern aircraft.

For an airline to be successful, it is essential that it have a global route network. The airline supplements its own network through cooperation with other major airlines. Passengers benefit additionally from an extensive frequent flyer programme and improved ground services. Lufthansa introduced the ChipCard, which is replacing traditional tickets on domestic German routes and speeding up travel.

Lufthansa pays special attention to its First Class and Business Class passengers. The company's aim is to open up the customer to new dimensions in air travel and to extend Lufthansa's special service to the pre and postflight stages.



SAS

Scandinavian Airlines System, SAS, was founded in August 1946, as a consortium of the national airlines of Denmark, Norway and Sweden. Its parent airlines are among the oldest in the world still in operation.



Through the years, SAS has established itself as an innovative, pioneering airline. Its most notable achievements include the introduction of Polar shortcut routes linking Scandinavia first with North America, and later with Japan. At the beginning of the 1980s, the airline launched a new service concept for business travel, SAS EuroClass, and received the coveted Airline of the Year award in 1984.

SAS' vision is to make Scandinavians proud of their airline. To this end, the development of SAS' products and services is based on the watchwords of simplicity, choice and care. The airline is also in the forefront of the industry in relation to environmental concerns, recently becoming the first European carrier to introduce the pro-environment MD-90 aircraft to its fleet.

SAS was founded in the spirit of international cooperation. Today, this same spirit has been applied when forging alliances with other quality airlines. With its partners, SAS now offers travellers to and from Scandinavia convenient connections throughout an integrated global traffic system.



Thai Airways International is Asia's leading airline, operating out of Bangkok, the indisputable aviation hub of Asia and one of the world's most popular tourist cities. Our founding partnership with SAS in 1959 was one of the earliest airline alliances ever signed. After the first flight on May 1, 1960, passenger volumes have increased tremendously, contributing to Thai's thirty-second consecutive year of profitable operations in 1996.



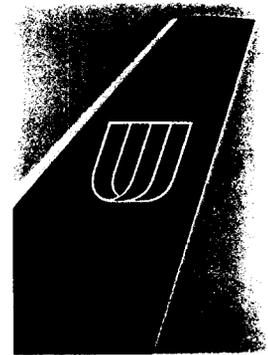
More than 13 million passengers experienced our Royal Orchid Service across 72 destinations in 37 countries. Within Asia, we now fly to more countries than any other airline, with convenient connections to the world's fastest growing economies.

Wherever we fly, Thai traditions and culture fly with us. Each day, over 10,000 female passengers are presented with an orchid corsage before embarking. Our Asian speciality meals and good wines are second to none, and our traditional Thai 'wai' greeting has become legendary.

The new corporate vision statement "The First Choice Carrier: Smooth As Silk. First Time. Every Time," is becoming a reality by establishing a common direction, cooperation, and sense of purpose throughout the company.



Since its first open-cockpit biplane soared into the sky in 1926 to deliver the U.S. mail, United Airlines' industry-leading efforts have helped to expand commercial aviation and refine airline service.

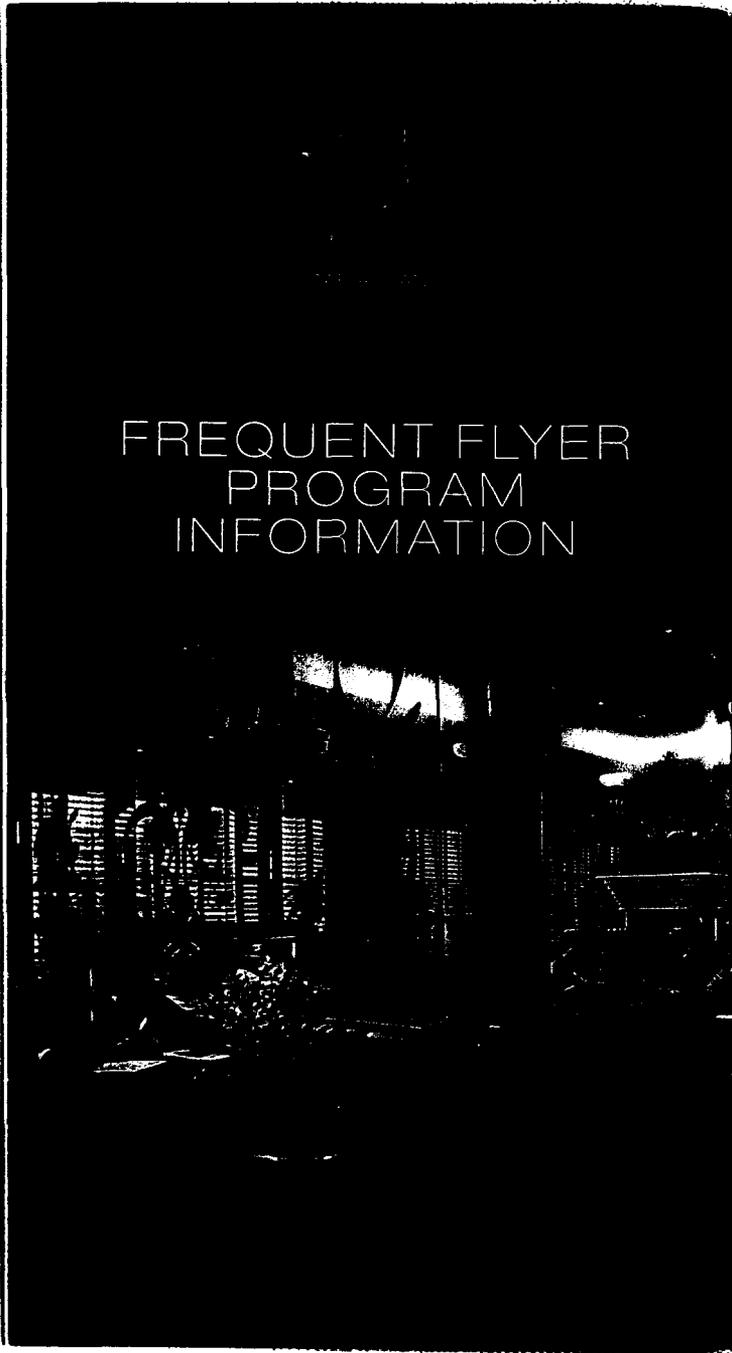


United Airlines was created as a result of a merger of four pioneering U.S. carriers: Boeing Air Transport, National Air Transport, Pacific Air Transport and Varney Air Lines.

For nearly seven decades, United Airlines has built a history of innovation and leadership, including the world's first flight attendant service in 1930; the first airline flight kitchen in 1936; the first non stop, coast-to-coast U.S. flight in 1955; the first nationwide automated reservations system in 1971; and in 1995, the first carrier in the world to fly the state-of-the-art Boeing 777 aircraft.

United began its first scheduled service outside North America in 1983 with non stop service to Tokyo. Since then, United has grown from this single overseas flight to become one of the largest international carriers in the world, flying nearly nine million travellers on 70,000 International flights each year.

Today, after nearly 70 years of passenger and cargo service, United is the largest majority employee-owned company in the world, spanning 140 destinations in 30 countries and three territories in five continents.



Mileage Accumulation

Members of any of the five Star Alliance carriers' frequent flyer programs can earn miles when they travel on flights operated by any of the five airlines.

In addition, all miles earned by travelling on any of the five Star Alliance carrier flights also count towards higher membership status in any of the five programs. To illustrate, an Air Canada Aeroplan member's flights on United Airlines will count toward Aeroplan Elite status.

Reward Travel

Members of any of the five Star Alliance carriers' frequent flyer programs can also redeem miles for reward travel on any of the Star Alliance carriers.

Airline	Frequent Flyer Program	Top Tier	Middle Tier
 AC	Aeroplan	Aeroplan Elite	Aeroplan Prestige
 LH	Miles & More	Senator, HON	Frequent Traveller
 SK	EuroBonus	RVC Gold	Silver
 TG	Royal Orchid Plus	Gold	Silver
 UA	Mileage Plus	Premier Executive 1K, Premier Executive	Premier

Lounge Access for Passengers within the Alliance System

Passengers holding one of the following boarding passes (b.p.) or cards	 AC Lounges	 LH Lounges	 SK Lounges	 TG Lounges	 UA Lounges	
First Class International b.p.	B	A1, A2/B	A / B	A / B	A / B	Type A Lounges LH (A1) Senator LH (A2) Frequent Traveller SK Royal Viking TG Royal Orchid First Class UA First Class
Business Class International b.p.	B	B	B	B	B	
AC Executive First	B	B	B	B	B	
LH Business Class	B	B	B	B	B	
SK EuroClass	B	B	B	B	B	
TG Executive Class	B	B	B	B	B	
UA Connoisseur Class	B	B	B	B	B	
Status Card holders						Type B Lounges AC Maple Leaf LH Business SK EuroClass TG Royal Executive TG Royal Orchid UA Red Carpet Club
AC Aeroplan Elite	B	A2 / B	B	B	B	
LH Senator	B	A1, A2/B	A / B	B	B	
LH HON	B	A1, A2/B	A / B	B	B	
SK Pandion	B	A1, A2/B	A / B	B	B	
SK RVC EuroBonus Gold	B	A1, A2/B	A / B	B	B	
TG Royal Orchid Plus Gold	B	A2/B	B	B	B	
UA Premier Executive 1K	B	A2/B	B	B	B*	
UA Premier Executive	B	A2/B	B	B	B*	
Paid access card						
AC Maple Leaf Club	B	A2/B	B	B	B	
AC Maple Leaf Club/ Diners enRoute	B	A2/B	B	B	B	
UA Red Carpet Club	B	A2/B	B	B	B	
Card Types						
Status Cards and Paid Access Cards	Aeroplan Elite Maple Leaf Club Maple Leaf Club/Diners enRoute	Senator HON	Pandion RVC EuroBonus Gold	Royal Orchid Plus Gold	Premier Executive 1K Premier Executive Red Carpet Club	

Important:

- Status cards and paid access cards are only to be accepted in combination with a same-day Alliance carrier's ticket (in any class of service).
- Transborder boarding passes between U.S. and Canada are not considered to be international.
- No ID (duty/employee travel) or AD (agency staff) accepted.

- "One-day" lounge passholders do not have access into alliance lounges.
- International First Class Travellers and all Card Holders are allowed one guest unless a different bilateral agreement is in place.
- Current bilateral contract agreements remain in place.
- *UA Premier Executive 1K and Premier Executives have access to Red Carpet Clubs only when travelling internationally.

Lounge access cards

The following are Star Alliance lounge access cards (for access rules see preceding pages).

AC Aeroplan Elite



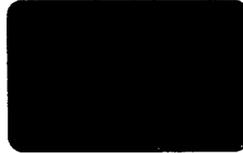
AC Maple Leaf Club



AC Maple Leaf Club/
Diners enRoute



AC Club Feuille
d'érable /
Diners enRoute



LH Senator
ChipCard
(Credit card)



LH HON Club
ChipCard
(Credit card)



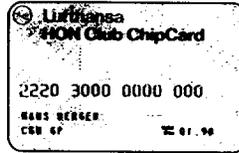
LH Senator
ChipCard
(Credit card)



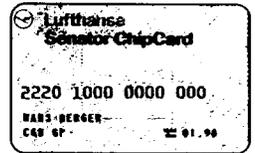
LH HON Club
ChipCard
(Credit card)



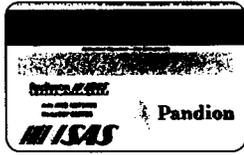
LH HON Club
ChipCard



LH Senator
ChipCard



SK Pandion



TG Royal Orchid Plus Gold



SK RVC EuroBonus Gold



SK RVC Gold EuroBonus Diners



UA Premier Executive 1K



UA Red Carpet Club Lifetime Member



UA Premier Executive 1K



UA Red Carpet Club Lifetime Member



UA Premier Executive



UA Red Carpet Club 3 Year Member



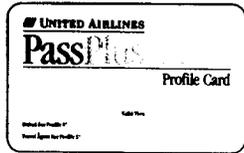
UA Red Carpet Club 1 Year Member



UA Red Carpet Club 1 Year Member



UA PassPlus



PRODUCTS
AND SERVICES
SPECIFICATIONS

INFORMATION
CHECK-IN
RESERVATIONS
FLEET

This grid details individual alliance carrier reservations products and services. Please consult your respective carrier's information systems prior to processing Star Alliance customers.

RESERVATIONS

Topics	Airline	AC	LH	SAS	TG	UA
Reservation System		RES III QIK RES	Amadeus	Amadeus	Amadeus / ROYAL	Apollo / FastRes
Advance Seat Reservation ASR		●	CS, RS	CS, RS	●	●
Animal in Hold AVIH		as, rs, s	as, rs	rs	●	rs
Baggage Information/Piece-Weight Allowance		●	●	●	●	●
Bassinet BSCT		as	●	as	as	rs, as
Cabin Baggage CBBG		●	●	●	●	●
Car Reservations		-	●	●	●	●
Convention/Conference Reservations		●	-	●	-	●
Customers with Special Needs		●	●	●	●	●
Excess Baggage XBAG		●	●	●	●	●
Frequent Flyer Program Information FFP		●	●	●	●	●
Group Reservations		●	●	●	●	●
Health/Visa Information		●	●	●	●	●
Hotel Reservations		-	●	●	●	●
Instant Enrollment FFP		●	●	●	●	●
Limousine Service Booking		-	●	-	CS	-
MEDA Services		●	as	●	●	●
Non-Smoking		●	rs	rs	rs	rs
Oversize Baggage BULK		● as	●	● as	●	-
Pets in Cabin PETC		as, rs	as, CS, rs	rs	●	rs

as aircraft type specific
 CS class specific
 rs route specific
 s seasonal
 ● for all
 - not available

RESERVATIONS

This grid details individual alliance carrier reservations products and services. Please consult your respective carrier's information systems prior to processing Star Alliance customers.

Topics	Airline	AC	LH	SAS	IG	UA
Rebooking / Rerouting		●	●	●	●	●
Special Meals SPML		●	rs	rs	●	●
Stopover Hotel Programs		ic, rs	●	●	●	●
Tariff Information		●	●	●	●	●
Timetable/Flight Information		●	●	●	●	●
Unaccompanied Minors UM		●	●	●	●	●

as aircraft type specific
 es class specific
 ic intercontinental flight
 rs route specific
 s seasonal
 ● for all
 - not available

Reservation Call Centers

 Montreal, Qc: 1 800 361-8620
 Saint John, NB: 1 800 565-3940
 Toronto, ON: 1 800 268-7240
 Vancouver, BC: 1 800 663-3721
 Winnipeg, MB: 1 800 542-8940
 U.S.: 1 800 776-3000
 U.K.: 0990 247 226

 DE: KSF - 01803 803 803
 US: NYC - 1 800 645 3880

 Hot Line: +45 3232 6800
 Denmark: 7010 2000
 Norway: 8100 3300
 Sweden: 020 727 727
 020 727 555
 020 727 000
 US: 1 800 221 2350

 Help Desk:
 662 545 1799
 662 545 1521
 Reservations:
 662 628 2000
 662 280 0060
 US/Canada/Caribbean/Domestic:
 1 800 241 6522
 Shuttle by United:
 1 800 748 8853
 1 800 SHUTTLE
 International:
 1 800 JET AWAY
 See Ticket Jacket for all other local numbers worldwide

See Timetables for all other local numbers worldwide

MARKETING

This grid details individual alliance carrier ticketing products and services. Please consult your respective carrier's information systems prior to processing Star Alliance customers.

Topics	Airline	AC	LH	SAS	IG	UA
Automated Ticket & Boarding Pass ATB		-	●	rs	-	●
Award / FFP Reward Tickets		●	●	●	●	●
Cash Advance		-	●	*	-	-
Chip-in		-	●	-	-	●
Credit Card Check / Validation CCC		●	●	●	rs	●
Denied Boarding Compensation		●	rs	rs	rs	rs
Electronic Ticketing		rs	●	●	●	-
Insurance		●	●	●	-	●
Irregularities / Exception Tickets		-	●	●	-	●
Miscellaneous Charge Orders MCO		●	●	●	●	●
Prepaid Tickets PTA		●	●	●	●	●
Rebooking / Rerouting		●	●	●	●	●
Refunds		●	●	●	●	●
Reissue		●	●	●	●	●
Replacement Ticket		●	●	●	●	rs
Ticket by Mail		●	●	●	-	●
Tour Operation		●	●	●	●	●
Upgrades		●	●	●	●	●

rs: route specific
 ●: for all
 -: not available
 *: Diners

This grid details individual alliance carrier check-in products and services. Please consult your respective carrier's information systems prior to processing Star Alliance customers.

CHECK-IN

Topics	AC	LH	SAS	IG	UA
Check-In via Fax	-	RS <input checked="" type="checkbox"/>	-	-	RS
City Ticket Office Check-In	-	RS	-	-	RS
Curbside Check-In	-	CS, RS	-	-	RS
Customers with Special Needs	●	RS	●	●	●
Designated Check-In Counter	●	●	●	-	●
Document Control	●	●	●	-	RS
Gate Check-In	●	RS	●	●	RS
Group Check-In	●	RS	●	-	RS
Hotel Check-In	-	RS	RS	-	RS
Lounge Check-In	●	CS, RS	●	-	RS
Park & Fly Check-In	RS	RS, CS	-	-	RS, CS
Passenger and Baggage Check-In	●	●	●	●	●
Priority Baggage Tags	●	●	●	●	●
Return Flight Check-In	RS	RS <input checked="" type="checkbox"/>	RS	-	RS
Self-Service Check-In	-	● <input checked="" type="checkbox"/>	●	-	-
Telephone Check-In	-	●	RS	-	●
Ticket Control	●	●	●	●	●
Unaccompanied Minors UM	●	●	●	●	●
Young Persons Travelling Unaccompanied YP	●	●	●	●	●

CS class specific
 RS route specific
 ● for all
 - not available
 with hand luggage only

INFLIGHT

This grid details individual alliance carrier inflight products and services. Please consult your respective carrier's information systems prior to processing Star Alliance customers.

Topics	Airline	AC	LH	SAS	TG	UA
Airshow / Moveable Map		as	rs	co, ic, as	co, ic, as	-
Amenities Kit		cs, in	co, ic	ic	●	rs, as
Arrival Information		rs	rs, ic	rs	●	rs
Bassinets for Infants		as	as	as	co, ic	rs, as
Blankets		●	●	●	co, ic	in
Children's Kits		●	rs	●	rs	rs
Children's Programming		● rs	co, ic	ic	-	rs, as
Complimentary Beverage Service (Spirits)		in, cs ●	●	●	●	rs
Destination Specific Language Films		in	rs, ic	rs	rs	cs, rs
Duty Free		in, tb	co, ic	●	in	rs, as
Language Magazines		● in	●	●	co, ic	-
Language Newspapers		● in	●	●	co, ic	rs
Inflight Magazine		●	●	●	●	●
Inflight/Onboard Telephone		●	ic	as	as	rs, as
Inflight Video		as	rs, co, ic	ic	co, ic, rs	rs, as
Inseat Satellite Telephone		●	ic	as	as	rs, as
Inseat Video		do, in, as, cs	cs, ic	ic, cs	as	rs, as
Movable Class Dividers MCD		-	as, rs	●	●	●
Non-Smoking		●	rs	rs	rs	rs
Onboard Wheelchair		●	ac, ic	as	●	as
Pillows		●	●	●	co, ic	in
Pre-Boarding (Specific Customers)		●	●	●	●	●
Portable Video		-	-	●	as, ic	rs
Programmed Entertainment		as	co, ic	ic	co, ic, rs	rs
Special Meals		●	●	●	●	rs

AC / LH / SK / TG / UA:
 as aircraft type specific
 cs class specific
 rs route specific
 ● for all
 - not available

AC / UA:
 do domestic (in CA)
 in international
 tb transborder

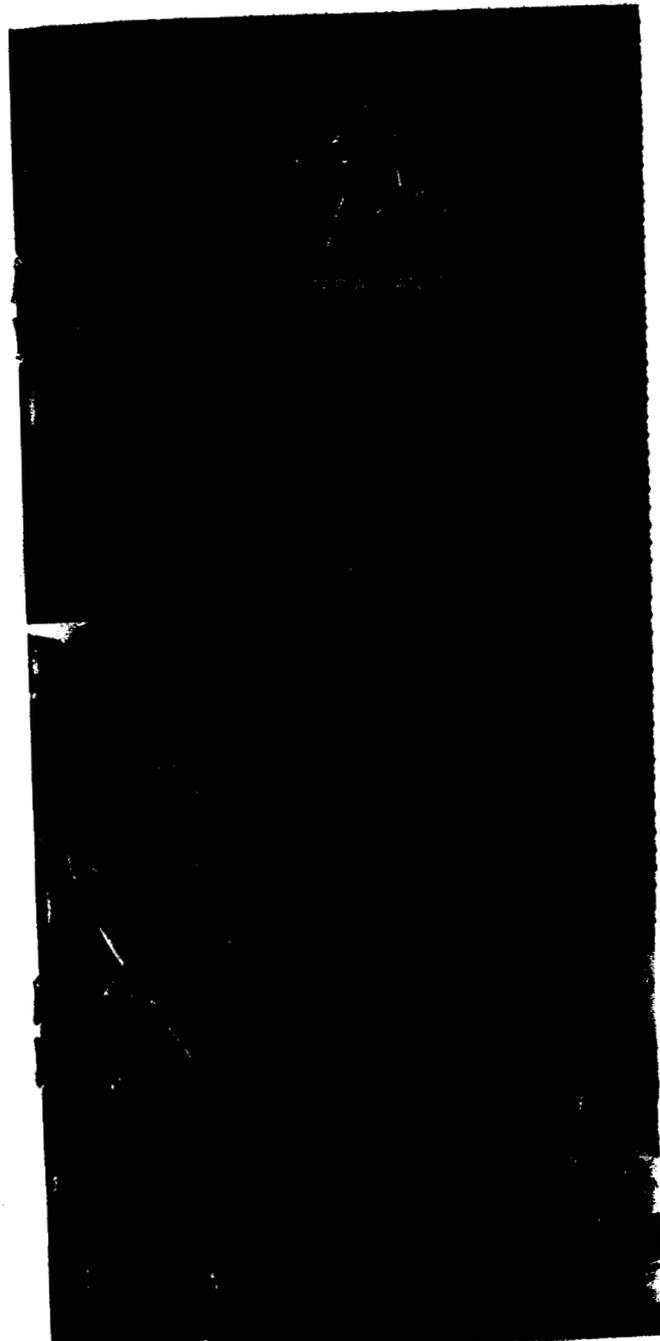
LH / SK / TG:
 co continental flight
 ic intercontinental flight

ARRIVAL

This grid details individual alliance carrier arrival products and services. Please consult your respective carrier's information systems prior to processing Star Alliance customers.

Topics	Airline	AG	LH	SK	TC	UA
Arrival Lounges		-	TS	-	CS, TS	TS
Baggage Tracing		●	●	●	●	●
Car Rentals		-	-	●	-	-
Hotel Desk		-	-	●	-	●
Information Desk		●	●	●	●	TS
Lost & Found Office		●	TS	●	●	TS
Priority Baggage		●	●	●	●	CS, TS
Priority Customs & Immigration Services		CS, TS	-	-	●	TS
Transfer Desk		TS	TS	●	●	TS

CS class specific TS route specific ● for all - not available



DESTINATIONS

Alpha List	Code					
		AC	LH	SK	TG	UA
Aalborg	AAL			●		
Aarhus	AAR			●		
Aberdeen SO	ABR					●
Aberdeen	ABZ			●		
Abu Dhabi	AUH		●			
Accra	ACC		●			
Akron / Cranton	CAK					●
Addis Ababa	ADD		●			
Alamosa	ALS					●
Albany	ALB					●
Albuquerque	ABQ					●
Alexandria	ALY		●			
Alicante	ALC			●		
Allentown / Bethlehem / Easton	ABE	*	*			●
Alliance	AIA					●
Almaty	ALA		●			
Alta	ALF			●		
Amarillo	AMA					●
Amsterdam	AMS		●	●	●	●
Anchorage	ANC					●
Angelholm	AGH			●		
Ankara - Esenboga	ESB		●			
Antalya	AYT		●			
Antigua	ANU	●				
Appleton / Neeah / Menasha	ATW					●
Arkhangelsk	ARH			●		
Ashkhabad	ASB		●			
Asmara	ASM		●			
Aspen / Snowmass	ASE					●
Athens	ATH		●		●	
Atlanta	ATL	●	●			●
Auckland	AKL				●	●
Austin	AUS					●
Bahrain	BAH		●			
Baie Comeau	YBC	*				
Bakersfield	BFL					●

* Connector

GT Ground Transport

Alpha List	Code					
		AC	LH	SK	TG	UA
Baku	BAK		●			
Baltimore	BWI	*				●
Bandar Seri Begawan	BNE				●	
Bangkok	BKK		●	●	●	●
Barbados	BGI	●				
Barcelona	BCN		●	●		
Bardufoss	BDU			●		
Basel-Mulhouse	BSL		●			
Bastia	BIA		●			
Bathurst	ZBF	*				
Beaver Creek	ZBV					●
Beijing - Capital	PEK		●	●	●	●
Belgrade	BEG		●			
Bellingham	BLI					●
Belo Horizonte	CNF					●
Bergen	BGO		●	●		
Berlin - Tegel	TXL		●	●		
Bermuda	BDA	●				
Bilbao	BIO		●			
Billings	BIL					●
Billund	BLL			●		
Binghamton	BGM					●
Birmingham	BHM					●
Birmingham	BHX		●			
Bismarck	BIS					●
Bloomington	BMG					●
Bodo	BOO			●		
Bogota	BOG		●			
Boise	BOI					●
Bologna	BLQ		●	●		
Borlange	BLE			●*		
Boston	BOS	●*	●			●
Breckenridge	QKB					●
Bremen	BRE		●			
Brisbane	BNE				●	●
Brookings	BKX					●
Brunei Darussalam	BWN				●	●
Brussels	BRU		●	●	●	●

* Connector

GT Ground Transport

Alpha List	Code					
		AC	LH	SK	TG	UA
Bucharest - Otopeni	OTP		●			
Budapest	BUD		●	●		
Buenos Aires - Ministro Pistanini	EZE		●			●
Cagliari	CAG		●			
Cairo	CAI		●			
Calcutta	CCU				●	
Calgary / Banff	YYC	●*	●			●
Cambridge Bay	YCB	*				
Campbell River	YBL	*				
Cape Town	GPT		●			
Caracas	CCS		●			●
Carbondale	MDH					●
Carlsbad	CLD					●
Casablanca - Mohamed	CMN		●			
Casper	CPR					●
Catania	CTA		●			
Cedar Rapids / Iowa City	CID					●
Chadron	CDR					●
Charleston, SC	CHS					●
Charleston, WV	CRW					●
Charlotte	CLT	●				●
Charlottesville	CHO					●
Charlottetown	YYG	●*				
Chennai (Madras)	MAA		●			
Cheyenne	CYS					●
Chicago - O'Hare	ORD	●	●	●		●
Chico	CIC					●
Cincinnati	CVG					●
Cleveland	CLE	*				●
Cody	COD					●
Cologne / Bonn	CGN		●			
Colombo	CMB				●	
Colorado Springs	COS					●
Columbus	CMH	*				
Columbus, OH	CHM					●
Comox	YQQ	*				

* Connector

GT Ground Transport

Alpha List	Code					
		AC	LH	SK	TG	UA
Copenhagen	GPH		●	●	●	
Copper	QCE					●
Coretz	CEZ					●
Crescent City	CEC					●
Dallas / Ft. Worth	DFW	●	●			●
Damascus	DAM		●			
Danville	DNV					●
Dayton	DAY					●
Decatur	DEC					●
Deer Lake	YDF	*				
Delhi	DEL	●	●	●	●	●
Denpasar	DPS		●		●	
Denver	DEN	●				●
Des Moines	DSM					●
Detroit	DTW					●
Devil's Lake	DVL					●
Dhaka	DAC				●	●
Dickinson	DIK					●
Dresden	DRS		●			
Dubai	DXB		●		●	
Dublin	DUB		●	●		
Duluth	DLH					●
Durango / Purgatory	DRO					●
Dusseldorf	DUS		●	●		●
Edmonton	YEG	●*				
Ekaterinburg	SVX		●			
Elcuthera	ELH					●
Escanba	ESC					●
Eugene	EUG					●
Eureka	ACV					●
Evanes	EVE			●		
Fairmont	FRM					●
Fargo	FAR					●
Farmington	FMN					●
Faro	FAO		●			
Florence	FLR		●			
Fort Collins	FNL					●
Fort Lauderdale/ Hollywood	FLL	●				●
Fort McMurray	YMM	*				

* Connector GT Ground Transport

Alpha List	Code					
		AC	LH	SK	TG	UA
Fort Myers	RSW	●				●
Fort Wayne	FWA					●
Frankfurt	FRA	●	●	●	●	●
Fredericton	YFC	●*				
Fresno	FAT					●
Friedrichshafen	FDH		●			
Fukuoka	FUK				●	
Gammany	CGN					●
Gander	YQX	*				
Garden City	GCK					●
Gaspé	YGP	*				
Gdansk	GDN		●	●		
Geneva	GVA		●	●		
Genoa	GOA		●			
Gillette	GCC					●
Glasgow	GLA	●	●			
Goose Bay	YJR	*				
Gothenburg	GOT		●	●		
Grand Island	GRI					●
Grand Junction	GJT					●
Grand Rapids	GRR					●
Grande Prairie	YQU	*				
Graz	GRZ		●			
Green Bay	GRB					●
Greensboro / High Point / Winston	GSO					●
Guadalajara	GDL					●
Guadeloupe	PTP	●				
Guam	GUM					●
Guangzhou	CAN				●	
Guatemala City	GUA					●
Guernsey	GCI		●			
Gunnison	GUC					●
Hamburg	HAM		●	●		
Haiti	PAP	●				
Halifax	YHZ	●*				
Hanoi	HAN				●	
Hanover	HAJ		●	●		
Harare	HRE		●			
Harrisburgh	HAR	*				

* Connector GT Ground Transport

Alpha List	Code			<i>SAS</i>		
		AC	LH	SK	TG	UA
Harrisburgh, PA	MDT					•
Hartford, CT / Springfield / Bradley	BDL	*				•
Hat Yai	HDY				•	
Haugesund	HAU			•		
Hayden / Steamboat	HDN					•
Heidelberg - Renaiss.Hdl.	HDB		GT			
Helsinki	HEL		•	•		
Heraklion	HER		•			
Ho-Chi-Minh- City	SGN		•		•	
Hong Kong	HKG	•	•	•	•	•
Honolulu	HNL	•				•
Houston	IAH	•	•			•
Huron	HON					•
Ibiza	IBZ		•			
Îles de la Madeleine	YGR	*				
Imperial	IPL					•
Indianapolis	IND					•
Innsbruck	INN		•			
Inuvik	YEV	*				
Inyokern	IYK					•
Iqaluit	YFB	*				
Iron Mountain	IMT					•
Ironwood	IWD					•
Istanbul	IST		•	•	•	
Izmir - Adrian Menderes	ADB		•			
Jackson Hole	JAC					•
Jakarta - Soekarno Hatta	CGK		•		•	
Jamestown	JMS					•
Jeddah	JED		•			•
Jersey	JER		•			
Jinghong	JHG				•	
Johannesburg	JNB		•			
Jonkoping	JKG			•		
Kahului - Maui	OGG					•

* Connector GT Ground Transport

Alpha List	Code			<i>SAS</i>		
		AC	LH	SK	TG	UA
Kailoa - Kona	KOA					•
Kalamazoo	AZO					•
Kaliningrad	KGD			•		
Kalmar	KLR			•		
Kamloops	YKA	*				
Kansas City	MCI	•				•
Kaohsiung	KHH				•	
Karachi	KHI		•		•	
Karlstad	KSD			•		
Karup	KRP			•		
Kathmandu	KTM		•		•	
Katowice	KTW		•			
Kazan	KZN		•			
Kelowna	YLW	*				
Kerkyra (Corfu)	CFU		•			
Keysont	QKS					•
Khartoum	KRT		•			
Khon Kaen	KKC				•	
Kiel	KEL		•			
Kiev - Borispol	KBP		•			
Kingston	KIN	•				
Kirkenes	KKN			•		
Kiruna	KRN			•		
Klamath Falls	LMT					•
Knoxville	TYS					•
Kristianstad	KID			•		
Kuala Lumpur	KUL		•		•	
Kunming	KMG				•	
Kuwait	KWI		•			
Lafayette	LAF					•
Lagos	LOS		•			
Lahore	LHE				•	
Lakselv	LKL			•		
Lampang	LPT				•	
Lansing	LAN					•
Larami	LAR					•
Larnaca	LCA		•			
Las Palmas	LPA			•		
Las Vegas	LAS	•				•
Leipzig-Halle	LEJ		•			

* Connector GT Ground Transport

Alpha List	Code	AC	LH	SAS	TG	UA
Lexington	LEX					•
Liberal	LBL					•
Lima	LIM		•			•
Lincoln	LNK					•
Linz	LNZ		•			
Lisbon	LIS		•	•		
Ljubljana	LJU		•			
London, ON	YXU	*				
London - Heathrow	LHR	•	•	•	•	•
Longyearbyen	LYR			•		
Los Angeles	LAX	•	•		•	•
Louisville	SDF					•
Lubbock	LBB			•		
Lulea	LLA			•		
Luxemburg	LUX			•		
Lynchburg	LYH					•
Lyon	LYS		•	•*		•
Madison	MDN				•	
Madrid	MAD		•	•	•	
Mae Hong Son	HGN				•	
Mae Sot	MAQ				•	
Malaga	AGP		•	•		
Malmo City	MMX			•		
Malmo Sturup	MMA			•		•
Malta	MLA		•			
Manchester	MAN	•	•	•		•
Manchester, NH	MHT					•
Manila	MNL		•		•	•
Manistec	MBL					•
Mannheim - LH City C.	MHG		GT			•
Marquette	MQY					
Marseille	MRS			•		
Martinique	FDX	•				•
Mason City	MCQ					•
Mattoon	MTO					•
McCook	MCK					•
Medford	MFR					•
Melbourne	MEL				•	•
Memphis	MEM					•

* Connector

GT Ground Transport

Alpha List	Code	AC	LH	SAS	TG	UA
Merced	MCE					•
Mexico City	MEX		•			•
Miami	MIA	•	•			•
Midland/Odessa	MAF					•
Milan	MLI			•		
Milan - Linate	LIN		•	•		•
Milwaukee	MKE					•
Minneapolis / St. Paul	MSP	•				•
Minot	MOT					•
Minsk	MSQ		•			•
Modesto	MOD					•
Moline	MLI					•
Moncton	YQM	•*				
Mont Joli / Rimouski	YYY	*				
Montego Bay	MBJ	•				•
Monterey	MRY					•
Montevideo	MVD					
Montréal - Dorval	YUL	•*				
Montréal - Mirabel	YMX	•*				•
Montrosa	MTJ					
Moscow - Sheremetyevo	SVO			•	•	•
Mount Vernon	MVN					
Mumbai (Bombay)	BOM			•		•
Muncie	MIE			•	•	•
Munich	MUC			•	•	•
Münster - Osnabrück	FMO			•		•
Muscat	MCT					•
Muskegon	MKG					•
Nagoya	NGO			•		•
Nairobi	NBO			•		•
Nakhon Phanom	KOP					•
Nakhon Ratchasima	NAK					•
Nakhon Si Thammarat	NST					•

* Connector

GT Ground Transport

Alpha List	Code					
		AC	LH	SK	TG	UA
Nan	NNT				●	
Naples	NAP		●			
Narathiwat	NAW				●	
Nashville	BNA	●				●
Nassau	NAS	●				
Neth	SXM					●
Newcastle	NCL			●		
New Haven	HVN					●
New Orleans	MSY					●
Newport News	PHF					●
New York - JFK	JFK		●			●
New York - La Guardia	LGA	●				●
New York - Newark	EWR	●*	●	●		●
Nice	NCE		●	●		
Nizhny Novgorod	GOJ		●			
Norfolk, NE	OFK					●
Norfolk / Portsmouth	ORF					●
Norrkoping	NRK			●		
North Bay	YYB	*				
North Platte	LBF					●
Novosibirsk	OVB		●			
Nuremberg	NUE		●			
Oakland	OAK					●
Odessa	ODS		●			
Oklahoma City	OKC					●
Olbia	OLB					
Omaha	OMA					●
Ontario, CA	ONT					●
Orange County	SNA					●
Orebro	ORB			●		
Orlando	MCO	●				●
Ornskoldsvik	OER			●		
Osaka (Kansai)	KIX	●	●		●	●
Oshkosh	OSH					●
Oslo - Fornebu	FBU		●	●		
Ostersund	OSD			●		
Ottawa	YOW	●*				

* Connector GT Ground Transport

Alpha List	Code					
		AC	LH	SK	TG	UA
Ottumwa	OTM					●
Oxnard	OXR					●
Palm Springs	PSP					●
Palma (Mallorca)	PMI		●			
Palmdale	PMD					●
Paris - Ch. de Gaulle	CDG	●	●	●	●	●
Paris - Orly	ORY		●			
Pasco	PSC					●
Pelston	PLN					●
Peoria	PIA					●
Perm	PEE		●			
Perth	PER				●	
Philadelphia	PHL	●				●
Phitsanulok	PHS				●	
Phnom Penh	PNH				●	
Phoenix	PHX	●				●
Phuket	HKT				●	
Pierre	PIR					●
Pisa	PSA		●			
Pittsburgh	PIT					●
Pori	POR			●*		
Portland, ME	PWM					●
Portland, OR	PDX	*				●
Porto	OPO		●			
Poznan	POZ			●		
Prague	PRG		●	●		
Prince George	YXS	*				
Prince Rupert	YPR	*				
Providence	PVD					●
Pueblo	PUB					●
Québec City	YQB	●*				
Quesnel	YQZ	*				
Quincy	UIN					●
Quito	UIO		●			
Raleigh-Durham	RDU	●				●
Rankin Inlet	YRT	*				
Rapid City	RAP					●
Redding	RDD					●
Redmond/Bend	RDM					●
Regina	YQR	●*				

* Connector GT Ground Transport

Alpha List	Code					
		AC	LH	SK	TG	UA
Reno / Tahoe	RNO					●
Reykjavik - Keflavik	KEF		●	●		
Rhinclander	RHI					●
Richmond	RIC					●
Riga	RIX		●	●		
Rio de Janeiro	GIG		●			●
Riverton	RIW					●
Riyadh	RUH		●			
Roanoke	ROA					●
Rochester	ROC					●
Rock Springs	RKS					●
Rockford	ZRF					●
Rönne (Bornholm)	RNN		●			
Rome	ROM		●	●	●	
Ronneby	RNB			●		
Rouyn Noranda	YUY	*				
Saarbrücken	SCN		●			
Sacramento	SMF					●
Saginaw/Midland/ Bay City	MBS					●
Saguenay / Bagotville	YBG	*				
Saint-John, NB	YSJ	●*				
Sakon Nakhon	SNO				●	
Salt Lake City	SLC					●
Salzburg	SZG		●			
Samara	KUF		●			
Sanaa	SAH		●			
San Antonio	SAT					●
Sandefjord	TRF					
San Diego	SAN					●
San Francisco	SFO	●	●			●
San Jose, CA	SJC					●
San Jose, CA	ZJO					●
San Jose, Costa Rica	SJO					●
San Juan	SJU					●
San Luis Obispo	SBP					●
Santa Barbara	SBA					●

* Connector GT Ground Transport

Alpha List	Code					
		AC	LH	SK	TG	UA
Santa Clara	ZSM					●
Santa Fe	SAF					●
Santa Maria	SMX					●
Santa Rosa	STS					●
Santiago de Chile	SCL		●			●
Sao Paulo - Guarulhos	GRU		●			●
Sarnia	YZR	*				
Saskatoon	YXE	●*				
Sault-Ste-Marie	YAM	*				●
Scottsbluff	BFF					●
Seattle / Tacoma	SEA	●*	●	●		●
Seoul	SEL	●			●	●
Sept-Îles	YZV	*				
Shanghai	SHA		●		●	●
Sheridan, WY	SHR					●
Singapore	SIN		●	●	●	●
Sioux City	SUX					●
Sioux Falls	FSD					●
Skelleftea	SFT			●		
Sofia	SOF		●			
Sondre Stromfjord	SFJ			●		
South Bend	SBN					●
Spencer	SPW					●
Spokane	GEG					●
Springfield, IL	SPI					●
Springfield, MO	SGF					●
State College	SCE					●
Stavanger	SVG			●		
Sterling / Rock Falls	SQI					●
St-John's, NF	YYT	●*				
St. Leonard	YSL	*				
St-Louis	STL	●				●
St. Lucia	UVF	●				
Stockholm - Arlanda	ARN		●	●	●	
St. Petersburg	LED		●	●		
Stuttgart	STR		●	●		
Sudbury	YSB	*				

* Connector GT Ground Transport

Alpha List	Code	 AC	 LH	 SAS	 TG	 UA
				SK		
Sundsvall	SDL			●		
Surat Thani	URT				●	
Sydney	SYD				●	●
Sydney, NS	YOY	*				
Syracuse	SYR					●
Szczecin	SZZ			●		
Taipei	TPE				●	●
Tallin	TLL		●	●		
Tampa / St. Petersburg/ Clearwater	TPA	●				●
Tampere	TMP			●		
Tashkent	TAS		●			
Teheran - Mehrabad	THR		●			
Tel Aviv	TLV	●	●	●		
Telluride	TEX					●
Tenerife	TFS		●			
Terrace	YXT	*				
Terre Haute	HUF					●
Thessaloniki	SKG		●			
Thunder Bay	YQT	●*				
Timmins	YTS	●*				
Tirana - Rinas	TIA		●			
Tokyo	NRT		●	●	●	●
Toronto - Island	YTZ	*				
Toronto - Pearson	YYZ	●*	●			●
Toulouse	TLS		●			
Trang	TST				●	
Traverse City	TVC					●
Trinidad	POS	●				
Tromso	TOS			●		
Trondheim	TRO			●		
Tulsa	TUL					●
Tunis	TUN		●	●		
Turin	TRN		●	●		
Turku	TKU		●	●		
Ubon	UBP				●	
Umea	UME			●		
Vaasa	VAA			●		
Vail	QBF					●

* Connector

GT Ground Transport

Alpha List	Code	 AC	 LH	 SAS	 TG	 UA
				SK		
Vail / Eagle	EGE					●
Val D'Or	YVO	*				
Valencia	VLC		●			
Vancouver	YVR	●*	●			●
Vasteras	VST			●		
Vaxjo	VXO			●		
Venice	VCE		●	●		
Verona	VRN		●			
Victoria	YYJ	*				
Vienna	VIE		●	●		●
Vientiane	VTE				●	
Vilnius	VNO		●	●		
Visalia	VIS					●
Visby	VBY		●			
Wabush	YWK	*				
Warsaw	WAW		●	●		
Washington DC (Dulles)	IAD	●	●			●
Washington DC (National)	DCA	●	●			●
Waterloo	ALO					●
Wausau / Stevens Point	CWA					●
Wenatchee	EAT					●
West Palm Beach	PBI	●				●
White Plains	HPN					●
Wichita	ICT					●
Williams Lake	YWL	●				
Williston	ISN					●
Windhoek	WDH		●			
Windsor	YQG	*				
Winnipeg	YWG	●*				
Worfland	WRL					●
Yakima	YKM					●
Yangon	RGN				●	
Yankton	YKN					●
Yarmouth	YQI	*				
Yellowknife	YZF	*				
Yuma	YUM					●
Zagreb	ZAG		●	●		
Zurich	ZRH	●	●	●	●	●

* Connector

GT Ground Transport



STAR ALLIANCE

HUB INFORMATION

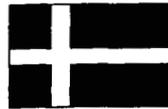




**Bangkok
BKK
Don Muang International
Airport**

Airline	Service from
AC	-
LH	Terminal 2
SK	Terminal 1
TG	Terminal 1
UA	Terminal 2

Distance from airport to downtown: 5 miles/8 km



**Copenhagen
CPH
Copenhagen Airport**

Airline	Service from
AC	-
LH	International Terminal
SK	International Terminal
TG	International Terminal
UA	-

Distance from airport to downtown: 6 miles/10 km



**Chicago
ORD
O'Hare International
Airport**

Airline	Service from
AC	Terminal 2; Terminal 3 in June '97
LH	-
SK	International Terminal 5
TG	-
UA	Terminal 1, 2

Distance from airport to downtown: 18 miles/29 km



**Denver
DEN
Denver International
Airport**

Airline	Service from
AC	Concourse B
LH	-
SK	-
TG	-
UA	Concourse B

Distance from airport to downtown: 23 miles/37 km

 Frankfurt
FRA
Frankfurt Main
International Airport

Airline	Service from
 AC	Terminal 1, Hall A
 LH	Terminal 1, Hall A
 SK	Terminal 1, Hall A
 TG	Terminal 1, Hall B
 UA	Terminal 1, Hall C

Distance from airport to downtown: 7 miles/12 km

 London
LHR
London - Heathrow
International Airport

Airline	Service from
 AC	Terminal 3
 LH	Terminal 2
 SK	Terminal 3
 TG	Terminal 3
 UA	Terminal 3

Distance from airport to downtown: 15 miles/24 km

  Hong Kong
HGK
Hong Kong
International Airport

Airline	Service from
 AC	Main Terminal
 LH	Main Terminal
 SK	Main Terminal
 TG	Main Terminal
 UA	Main Terminal

Distance from airport to downtown: 3 miles/5 km

 Los Angeles
LAX
Los Angeles
International Airport

Airline	Service from
 AC	Terminal 2
 LH	Tom Bradley Intl. Terminal
 SK	-
 TG	Tom Bradley Intl. Terminal
 UA	Terminal 6, 7

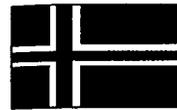
Distance from airport to downtown: 10 miles/16 km



Montreal – Dorval, YUL
and Mirabel, YMX
Montreal International
Airport

Airline	Service from
AC	Main Terminal
LH	–
SK	–
TG	–
UA	–

Distance from airport to downtown:
YUL – 15 miles/25 km YMX – 33 miles/53 km



Oslo
OSL
Fornebu Airport

Airline	Service from
AC	–
LH	International Terminal
SK	International Terminal
TG	–
UA	–

Distance from airport to downtown: 5 miles/8 km



Munich
MUC
Munich International
Airport

Airline	Service from
AC	–
LH	Domestic: Module A International: Module B
SK	Module B
TG	Module C
UA	Module B

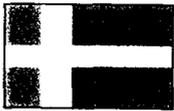
Distance from airport to downtown: 18 miles/29 km



San Francisco
SFO
San Francisco
International Airport

Airline	Service from
AC	South Terminal
LH	–
SK	–
TG	–
UA	International and North Terminal

Distance from airport to downtown: 13 miles/21 km



Stockholm
STO
Arlanda Airport

Airline	Service from
AC	-
LH	Terminal 5
SK	Domestic: Terminal 4 International: Terminal 5
TG	Terminal 5
UA	-

Distance from airport to downtown: 26 miles/41 km



Toronto
YYZ
Lester B. Pearson
International Airport

Airline	Service from
AC	Terminal 2
LH	Terminal 2
SK	-
TG	-
UA	Terminal 3

Distance from airport to downtown: 18 miles/30 km



Tokyo
NRT
Tokyo Narita Airport

Airline	Service from
AC	-
LH	Terminal 1, South Wing
SK	Terminal 2
TG	Terminal 2
UA	Terminal 1, South Wing

Distance from airport to downtown: 36 miles/58 km



Washington
IAD
Washington Dulles
International Airport

Airline	Service from
AC	Concourse C
LH	Concourse B
SK	-
TG	-
UA	Mid Field Terminal C & D

Distance from airport to downtown: 26 miles/42 km



Vancouver
YVR
Vancouver International
Airport

Airline	Service from
AC	Domestic: Main Terminal T/B & Intl: Intl Terminal Bldg
LH	Intl. Terminal Building
SK	-
TG	-
UA	Intl. Terminal Building

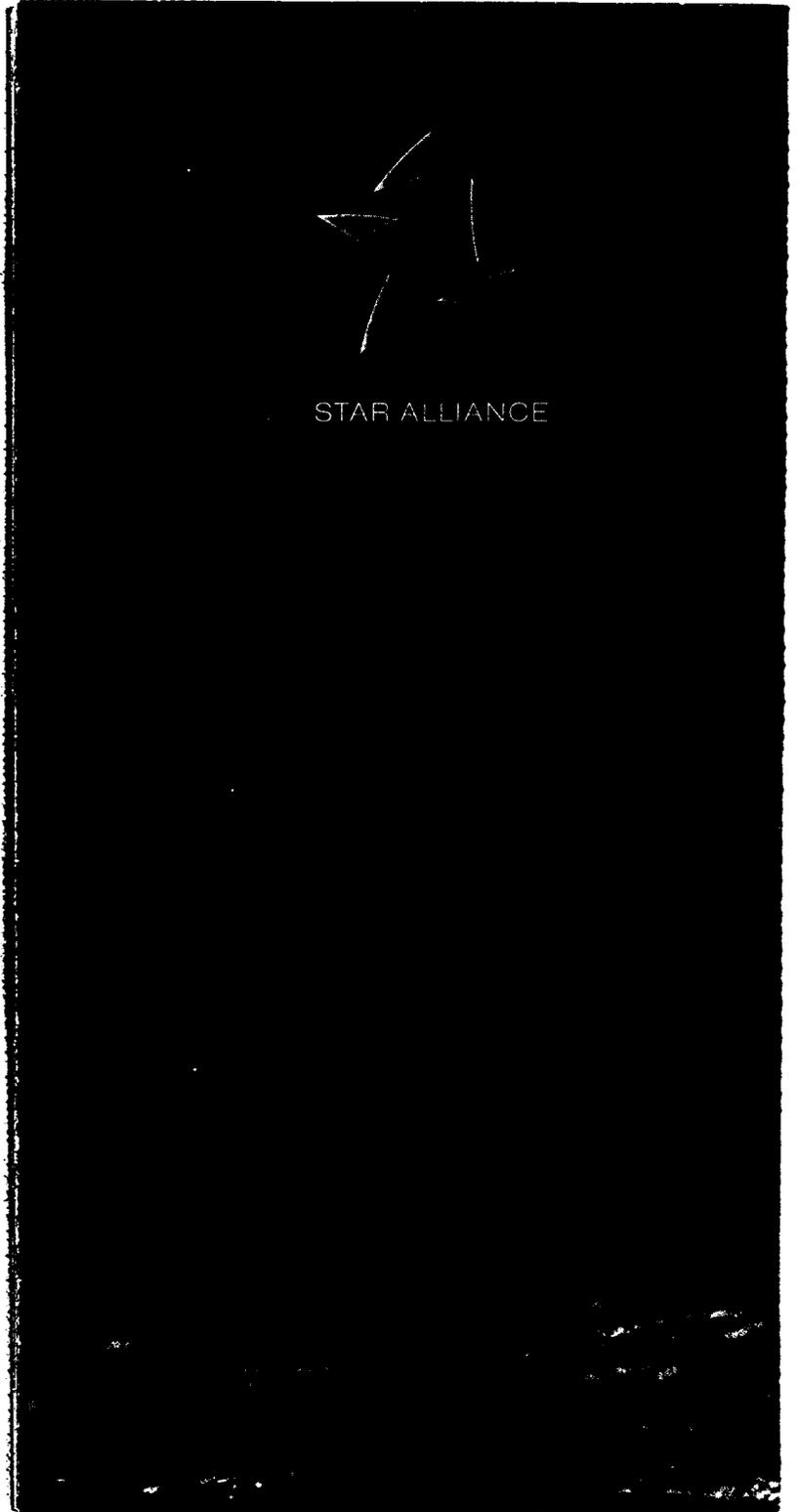
Distance from airport to downtown: 9 miles/15 km

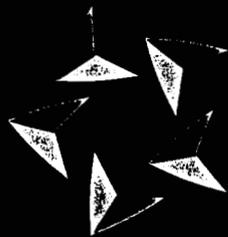
**Additional information
within your airline system**

AC	RES III CIC*ALLIANCE
LH	AMADEUS GGAIRLH GGAIRLHACCOOP GGAIRLHSHKCOOP GGAIRLHTGCOOP GGAIRLHUACCOOP
SK	AMADEUS GGAIRSK GGAIRSKCODESHARE GGAIRSKLHCOOP GGAIRSKTGCOOP GGAIRSKUACCOOP
TG	AMADEUS GGAIRTG GGAIRTGCODE
UA	APOLLO S*UAL/ALLIANCE

Additional information via:

AC	Internet www.aircanada.ca
LH	Internet www.lufthansa.com T-Online *LH# MicrosoftNetwork Go to LH CompuServe Go Lufthansa
SK	Internet www.sas.se
TG	Internet www.thaiair.com
UA	Internet www.ual.com





STAR ALLIANCE



INTRODUCING THE FUTURE OF GLOBAL AIR TRAVEL

Today, our five airlines – Air Canada, Lufthansa, SAS, THAI and United – are coming together to create Star Alliance, the world's first truly global airline alliance. As an alliance, we will combine our individual strengths to deliver worldwide service and recognition to customers and world-class opportunity to employees.

We invite you to join us today as an employee of the world's strongest and most comprehensive partnership in the history of aviation. Welcome to Star Alliance, the airline network for Earth.



Lamar Durrutt
President and CEO
Air Canada



Jürgen Weber
Chairman
of the Executive Board
Deutsche Lufthansa AG



Jan Stenberg
President and CEO
SAS Group



Thannoon Wanglee
President
Thai Airways International
Public Company Ltd.



Gerald Greenwald
Chairman and CEO
United Airlines

A FUTURE YOU CAN BE PROUD TO BE A PART OF

WHY AN ALLIANCE?

THE NEEDS OF GLOBAL TRAVELERS GO BEYOND WHAT ANY SINGLE AIRLINE CAN DELIVER

Star Alliance is built on an extensive foundation of global traveler research. We talked to travelers and found out that they have wants and needs that no individual airline can deliver on. Travelers want:

A broader choice of worldwide destinations and convenient schedules.

Smooth connections and seamless travel around the world.

The recognition and special services that they are accustomed to everywhere they travel.

Together as Star Alliance, we can go beyond what we do as individual airlines to deliver on global travelers' additional needs.

Together our route structure is the most comprehensive in the world today, and it will continue to grow as we add new partners.

We are coordinating processes to ensure hassle-free flights and connections.

We are aligning our frequent flier programs, our lounge privileges and other programs to ensure each partner's valuable travelers get the special attention they want around the world.

Alone as individual carriers, we cannot compete effectively in the increasingly competitive global airline industry.

Other airlines are forming alliances that we cannot compete against without the expanded reach and schedules of Star Alliance.

We would gradually lose the loyalty of our most valuable travelers to alliances who could serve their needs better.

WHAT WILL
THE ALLIANCE DO?

IT WILL TAKE US BEYOND CODE-SHARING BY GIVING OUR TRAVELERS AND OUR AIRLINES THE BENEFITS OF ONE GLOBAL PARTNERSHIP

Star Alliance offers each partner's travelers the familiarity and comfort of the airline they know with the reach of the five global partners. For example, customers can:

Call their "carrier of choice" to book travel to anywhere any partner flies.

Check in once no matter how many partner airlines they will travel on.

Enjoy seamless and efficient transfers.

Receive mileage credits automatically and have them all count toward their "status."

Star Alliance helps us act like one airline to improve our service for travelers and do our work most efficiently.

We can bring to each of our airlines the best ideas from across all of our partners.

We can look for ways that all of us work together more efficiently.

WHAT IT WILL NOT DO:

STAR ALLIANCE WILL NOT REDUCE THE SIZE, STRENGTH OR INDIVIDUALITY OF OUR AIRLINES

The unique styles, personalities and cultures in our individual airlines will remain strong.

Each of our partner airlines will grow, not diminish, as Star Alliance helps us win the loyalty of travelers around the world.

Global travelers told us that they look forward to experiencing our different personalities, styles and cultures...

The long-term goal of the alliance is to increase the number of customers, flights, airplanes and employees of each partner airline.

As long as they can count on consistent levels of service and comfort across all of our partners.

WHAT WILL
IT TAKE TO SUCCEED
AS AN ALLIANCE?

AS AN ALLIANCE, WE MUST DELIVER
ON THE NEEDS OF GLOBAL TRAVELERS
THAT GO BEYOND WHAT WE DO AS
INDIVIDUAL AIRLINES

Our most important challenge is delivering on the unique benefits of one global airline by:

Making our reservations, customer service, and frequent traveler operations more compatible so each of us can better serve all of our travelers.

Making connections between partners' flights simple and smooth for the traveler.

Making our policies and operational procedures more similar so customers know what to expect from any of our airlines anywhere in the world.

Training you in your new role as an alliance partner employee.

Ensuring that travelers experience consistent levels of comfort and service across all of our partner flights in the unique style and personality of each partner.

Moving our airport facilities physically closer together wherever and whenever practical.

At the same time, each of our partners must continue to build their strengths, reputations, and capabilities as individual airlines.

WHAT CAN
YOU EXPECT FROM
STAR ALLIANCE?

Career opportunities as the alliance helps each partner airline to grow.

With growth of each partner airline comes career opportunities for you to increase your skills and take on new responsibilities.

Training that will help you perform your best as alliance partners.

You want to know how to do the best job you can in your future role as alliance partners.

A plan has been developed for teaching customer-contact employees the new goals, priorities and procedures they need to know.

A commitment to keep you involved and informed as Star Alliance develops.

You will be involved as we work together to make the alliance work best for you and customers.

On-going communications will keep you informed as the alliance develops.

STAR ALLIANCE IS
COMMITTED:

TO BE THE LEADER IN GLOBAL TRAVEL

TO DELIVER ON THE NEEDS OF
GLOBAL TRAVELERS

TO CREATE A FUTURE OF GROWTH
AND OPPORTUNITY FOR EMPLOYEES OF
EACH PARTNER AIRLINE



AIR CANADA 

 Lufthansa

SAS

 Thai

 UNITED AIRLINES

UNITED AIRLINES

Friendly Skies®

Premier Edition June 1997

<http://www.ual.com>

WHAT'S INSIDE:

STAR ALLIANCE:

A summary of your new benefits, including worldwide airport lounge access. Page 2.

WIN A WORLD TOUR:

A Star Alliance tour of the world. Bidding starts at only 100,000 miles! Page 3.

TRIPS TO WIN:

Five Mileage Plus First Card winners will be off to London this month! Page 3.

YOUR BONUSES:

Earn 5,000 bonus miles with Marriott, or 10,000 bonus miles with Radisson Seven Seas Cruises. Page 4.

Star Alliance: the global airline network created just for you

We have news of truly global proportions to share with you this month.

United Airlines, Air Canada, Lufthansa, SAS and Thai Airways International have formed Star Alliance™—a network that links our routes and resources around the world for the benefit of you, our most valued customers.

Star Alliance offers you the ease and convenience of traveling on a single airline network, virtually anywhere in the world. It also reserves outstanding benefits and privileges for you as a Premier® member.

More Premier opportunities.

The flight miles you earn on *all* paid Star Alliance flights count toward Mileage Plus Premier status. This benefit, which debuted January 1, 1997, will mean more opportunities for you to requalify for Premier membership in 1998, or reach a higher level of recognition and rewards.

Airport lounge privileges.

When you fly a Star Alliance partner, you'll be welcome in selected lounges of *all five airlines* on the day of your flight. Admission will be on presentation of a First Class,



Connoisseur Class® or equivalent Star Alliance airline boarding pass. In addition, select lounges will be open to Premier Executive® 1K™ and Premier Executive members traveling on paid international fares, as well as members of Red Carpet Club®.

This is just the first of many exciting announcements about Star Alliance: The Airline Network for Earth.



Star Alliance award travel: How It Works.

1 Select your point of departure and destination from over 575 Star Alliance cities worldwide.

2 Call Premier Reservations at 1-800-356-8900. We'll tell you which of the Star Alliance partners you will need to fly, and how many miles you will need to redeem.

3 If award seating is available, we will make your flight arrangements and deduct the miles from your account. Please note: Multiple air carriers cannot be combined on a single award ticket. A ticket is required for each carrier.

Meet the Star Alliance airlines.

Each of the five Star Alliance partners—United Airlines, Air Canada, Lufthansa, SAS and Thai Airways International—is a leading carrier in its own right. Together, they form a global network of unsurpassed breadth and experience, and give you access to the world's most convenient flight schedule.

More importantly, Star Alliance delivers on the long-awaited promise of earning and redeeming miles worldwide on a single airline network.

Earn your miles globally.

No matter which Star Alliance partner you fly, you can receive Mileage Plus miles for your paid travel simply by giving your Mileage Plus account number to a reservations or gate agent prior to your departure. And remember: Every paid trip you take on a Star Alliance partner puts you closer to renewed Premier status in the year to come.

Redeem your miles easily.

Star Alliance partners offer redemption destinations around the world. When redeeming your miles, you don't need to convert or transfer miles to another Star Alliance partner. Simply choose your destination and call Premier Reservations. We can check all Star Alliance partners for available seats, and deduct the required miles from your Mileage Plus account once your trip is booked.

Star Alliance airport lounges.

Each Star Alliance partner has built a private network of airport lounges around the world to serve its own customers. Now you have access

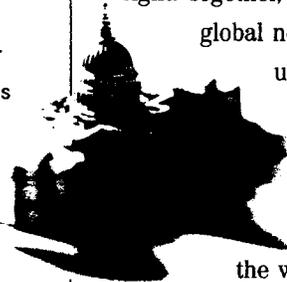
to selected facilities of *all five partners* when you fly any one of them on a paid international First or Business Class fare.

Certain partner lounges are also open to 1K, Premier Executive and Red Carpet Club members traveling on paid international tickets in any class of service.

Your lounge access privileges become effective May 14, 1997. They are summarized in the chart below.

More announcements to come.

These are just the first of many Star Alliance benefits reserved for you as a Premier member. Watch your newsletter for future updates.



Star Alliance Lounge Access For International Travelers					
	United	Air Canada	Lufthansa	SAS	THAI
International First Class customers may use: ¹	International First Class Lounge	Maple Leaf Lounge	Senator Lounge	Royal Viking Club EuroClass Lounge	Royal Executive Lounge or Royal Orchid Lounge
International Connoisseur Class customers may use: ²	Red Carpet Club	Maple Leaf Lounge	Business Lounge	EuroClass Lounge	Royal Executive Lounge or Royal Orchid Lounge
Red Carpet Club members may use:	Red Carpet Club	Maple Leaf Lounge	Frequent Traveller or Business Lounge	EuroClass Lounge	Royal Orchid Lounge
On international trips, Premier Executive 1K and Premier Executive members may use:	Red Carpet Club	Maple Leaf Lounge	Frequent Traveller or Business Lounge	EuroClass Lounge	Royal Orchid Lounge

¹ International First Class customers with same-day ticket, and traveling on an Alliance partner segment, will have access to all lounges from point of origin to final destination. ² Business Class customers will be given lounge access by providing a boarding pass for the segments to be flown. Travel between U.S. and Canada is not considered international within Star Alliance.

Bid your miles to fly them all!

How far could you go with a pair of tickets good on *any* of the Star Alliance airlines? Here's your opportunity to find out!

If your bid of 100,000 or more Mileage Plus miles places you among our 50 highest auction bidders, you and a guest will fly to any five destinations in the Star Alliance network. Travel is in First Class on flights with two classes of service, and in Business Class on flights with three classes of service.

Chart your own course. You'll receive a complete list of destinations served by United, Air Canada, Lufthansa, SAS and THAI. You can fly just one partner, or create a trip that takes you aboard all five.

For example, you can fly Washington, D.C.-London on United; London-Stockholm on SAS; Stockholm-Bangkok on Lufthansa; Bangkok-Seoul on THAI; and Seoul-Washington, D.C., on Air Canada.

Travel in comfort worldwide.

You'll soon discover how easy it is to travel with five airlines

Over 575 Star Alliance Destinations on Six Continents					
	North America	Latin America	Europe	Pacific	Africa/Middle East
United	101	12	8	15	0
Air Canada	45	9	7	4	0
Lufthansa	14	6	95	18	22
SAS	5	0	91	6	0
THAI	1	1	12	58	2

Chart denotes jet service only.

that work together as one. And you will enjoy the same high standard of service on each of the five partners wherever you fly.

Bidding for this exclusive Premier auction starts at only 100,000 miles. But don't delay—bidding closes July 11, 1997.

How to make your bid.

Call 1-800-930-3053 between 7 A.M. and 10 P.M. Central Time, or make your bid online at the Web site address listed on page 4 of this newsletter by July 11, 1997. Winners of this auction, to be notified by August 1, 1997, will be the 50 highest-bidding Mileage Plus Premier members with a minimum bid of 100,000 miles.



Winners and their guests will receive one ticket good for up to five stopovers on any of the Star Alliance partners: United, Air Canada, Lufthansa, SAS and THAI. Up to five stopovers



are permitted. Some connections may be necessary. Travel is in First Class on flights with two classes of service, and in Business Class on flights with three classes of service. Flights must be booked and ticketed by December 31, 1997, and all travel completed by December 31, 1998.

Departure fees and taxes may apply and will be collected from winners when tickets are issued. All federal, state and local taxes are the winner's responsibility. Note: Miles bid will be committed during the auction period and may not be redeemed for award travel or upgrades from the date of bid until August 1, 1997. Other restrictions may apply. (MPN 407)

Win tickets to London this month!

Mileage Plus First Card's 10th Anniversary Sweepstakes continues with a new prize for five lucky winners—roundtrip tickets for two to London in United's Economy Class. All cardmembers in good standing are eligible to win prizes each month through January 1998, including the Grand Prize of 1,000,000 Mileage Plus miles! Don't miss this great travel giveaway from the card that helps you earn award travel fast. Apply for a Mileage Plus First Card® today by calling 1-800-521-5976.



Celebrating 20 Years
MILEAGE PLUS®
FIRST CARD®

AIRLINE PARTNERS

- United Airlines
- Shuttle by United
- United Express
- Aeromar
- Air Canada
- Air France
- ALM Antillean Airlines
- Aloha Airlines
- Ansett Australia
- British Midland
- LAPA
- Lufthansa
- National Airlines
- SAS
- Saudi Arabian Airlines
- THAI

CAR RENTAL PARTNERS

- Alamo Rent A Car
- Avis
- Budget Rent a Car
- Dollar Rent A Car
- Hertz
- National Interrent

CRUISE PARTNERS

- Crystal Cruises
- Norwegian Cruise Line
- Radisson
- Seven Seas Cruises
- Renaissance Cruises

HOTEL PARTNERS

- Hilton Worldwide
- Holiday Inn Worldwide
- Hyatt Hotels & Resorts
- Inter-Continental Hotels and Resorts
- ITT Sheraton
- Libertel Hotels
- Mandarin Oriental Hotel Group
- Marriott Hotels, Resorts & Suites
- Radisson Hotels Worldwide
- Shangri-La Hotels & Resorts
- Sol Meliá

Westin Hotels & Resorts

EXCLUSIVE PREMIER PARTNERS

- Bloomingdale's
- Hayman Island Resort
- Mileage Plus Dining

AND MORE!

- AT&T
- Countrywide Home Loans
- GTE Airfone
- Mileage Plus® First Card®
- Mileage Plus® Global Phone Card
- North American Mortgage Company
- 1-800-FLOWERS
- PMP Relocation Services
- United Vacations

Mileage Plus Partner Bonuses

PARTNER NAME	EARN DATES	HOW IT WORKS	WHAT YOU GET
HILTON	6/2-8/31/97	Complete three, six or nine Double Dip® stays as a Hilton HHonors® Worldwide member at more than 400 participating Hilton, Conrad International and Vista hotels worldwide.	One free weekend night after three Double Dip stays, two free weekend nights after six stays, or three free nights after nine stays (limit three free nights). For reservations, call your professional travel agent. You can also make reservations and enroll in Hilton HHonors by visiting HiltonNet™ at http://www.hilton.com or by calling 1-800-HHONORS. (MPH 407)
HYATT HOTELS & RESORTS	5/15-7/31/97	Stay a minimum of two nights, including a Sunday, at select Hyatt hotels in California.	Triple miles (1,500) per eligible stay. Restrictions apply. Call 1-800-HYATT-CA (1-800-492-8822) and ask for the UACAT offer. Present your Premier membership card at check-in. (MPH 457)
	6/1-9/14/97	Stay two or more nights at any of eight participating Hyatt properties in Australia and New Zealand at a Worldwide Corporate Rate or higher.	2,000 bonus miles per eligible stay. For reservations, call 1-800-233-1234 and ask for the UAAU97 offer. Present your Premier membership card at check-in. (MPH 467)
MARRIOTT HOTELS, RESORTS & SUITES	2/15-12/31/97	Exclusively for Marriott Miles™ members! Sign up for Marriott's Double Take Bonus and complete five paid stays at any of more than 290 Marriott Hotels, Resorts or Suites worldwide.	5,000 bonus miles after your fifth paid stay during the promotion period. To join Marriott Miles or register for your Double Take Bonus, call 1-800-442-9929. (MPH 107)
RADISSON SEVEN SEAS CRUISES	through 8/15/98	Take a Radisson Seven Seas Cruise® in Asia on the <i>Radisson Diamond</i> , or in the Mediterranean on the <i>Song of Flower</i> .	Up to 10,000 bonus miles and Early Booking Savings when you reserve 120 days prior to sailing. For reservations, call Radisson Seven Seas Cruises at 1-800-285-1835 and request the United Europe/Asia 1997-98 offer. (MPS 107)
ALAMO RENT A CAR	4/15-6/30/97	Rent a compact or larger car (category B or higher in Europe) for three or more days in the U.S., Canada or Europe in conjunction with a United or airline partner flight.	5,000 bonus miles. Call 1-800-GO-ALAMO and ask for Rate Code KN and I.D.# 480742. Visit Alamo on the Internet at http://www.goalamo.com . Offer not available 5/17-19 in Canada, 5/22-24 in the U.S. and Canada, 6/15-6/30 in Europe. (MPC 497)
BUDGET RENT A CAR	5/1-7/31/97	Rent three times at standard rates at participating Budget locations worldwide and present your Premier membership card at time of rental.	1,500 bonus miles after completion of the third rental. Offer not valid in conjunction with Aloha Airlines flights. Some restrictions apply. For reservations, call your travel professional or call Budget at 1-800-527-0700. (MPC 507)
DOLLAR RENT A CAR	4/1-12/15/97	Rent any car at participating locations worldwide.	500 miles plus savings of 10% on your rental. For reservations, call 1-800-800-4000. Mention CD# MP5330 when you make your reservation or pick up your car. (MPC 487)
MILEAGE PLUS DINING	7/1-7/31/97	Dine at any three restaurants in the Mileage Plus Dining program during the month of July.	1,000 bonus miles, in addition to 10 miles for every dollar you spend on food, beverages, tax and tip on qualifying visits. Limit one bonus per member. To join Mileage Plus Dining free of charge, call 1-800-555-5116 and mention code 0310597-133. (MPN 367)
AIR CANADA	5/27-7/27/97	Fly Air Canada's new nonstop route between Seattle and Montreal on any published fare.	Double miles. For reservations, call Air Canada at 1-800-776-3000. Or call your travel professional. (MPN 347)

More News And Mileage Plus Updates

NEWS ABOUT	DATES	DETAILS
HERTZ	effective 7/1/97	You will earn Mileage Plus miles for each qualifying rental at participating Hertz airport locations <i>worldwide</i> when rental occurs within 24 hours of a United Airlines or partner airline flight. Also, Hertz Commercial Contract and/or Government rentals will earn 250 Mileage Plus miles for each qualifying rental. All other qualifying rentals will continue to earn 500 Mileage Plus miles. (MPC 517)
ANSETT AUSTRALIA	effective 4/2/97	Ansett Australia has introduced a two-class service on all flights within Australia: Economy and a new BusinessFirst Class. If you hold a redemption booking in First Class, your reservation will be changed to BusinessFirst and a credit will be issued for any difference in your fare. (MPN 377)
STAR ALLIANCE AUCTION	through 7/11/97	Bid 100,000 or more Mileage Plus miles to fly to any five destinations in the Star Alliance network. Bid online at http://www.ual.com/mileageplus/auction .

Offers, routes and partner travel subject to government approval. All offers are subject to applicable standard rates and other restrictions. For specific partner offers, please contact the individual partner.

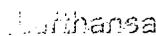
**Mileage Plus Voted Best Airline Program, *InsideFlyer* Magazine 1994, 1995, 1996
Best Frequent Flyer Program, *Business Traveler International* Magazine 1996**



Important news about your original miles.

Please check your Mileage Plus statement for miles that you may have earned prior to July 1989. United has extended the validity of these miles until December 31, 2000. Of course, you can use your miles at your convenience any time before that date. For more information, call the Mileage Plus Premier Desk at 1-800-325-0041.

Star Alliance Partners



Friendly Skies.

<http://www.ual.com>

PREMIER WORLDWIDE EDITION · JUNE 1997



Your passport to a
vast new world of easier,
more rewarding travel.

AN ANNOUNCEMENT OF GLOBAL PROPORTIONS.

As a Premier[®] Worldwide member, your loyalty means the world to us. In return, we want to give you the world in a whole new way – *your way*. That's why we are proud to announce the formation of Star Alliance[™] – an agreement among United Airlines and our partners, Air Canada, Lufthansa, SAS and Thai Airways International.

Star Alliance gives you the reach of five globe-spanning airlines – something you have asked for – plus the ease, convenience and consistently high quality service of flying a single airline network. Here are some key benefits for Premier Worldwide members:

- **Earn miles on any paid Star Alliance partner flight.**
You can earn Mileage Plus[®] miles wherever you fly on a paid ticket with United and our Star Alliance partners – to over 575 destinations around the world. Simply give your Mileage Plus number to the reservation agent or check-in agent before departure.
- **Your award opportunities are multiplied.**
With Star Alliance you can redeem Mileage Plus awards to over 575 destinations on six continents, more than any other frequent flyer program in the world. To reserve a Mileage Plus award ticket on any Star Alliance partner, call United Airlines Reservations. We will make all of the arrangements with our partner airlines and provide tickets for the complete itinerary. If an award is not available on United, we can review the awards available on the other Star Alliance partners. No conversion or transfer of Mileage Plus miles to other programs is required.
- **Reach Premier Worldwide status faster.**
As you may recall from your Premier Worldwide membership materials, all of your paid flight miles on Star Alliance airlines (beginning January 1997) now count toward Mileage Plus Premier Executive[®] 1K[™] Premier Executive and Premier Worldwide status. So you can move up faster or maintain your valuable status more easily than ever.

ACCESS TO AIRPORT LOUNGES WORLDWIDE.

Now, on the same day you fly internationally on a paid First or Connoisseur Class[®]/Business Class ticket on any Star Alliance airline – or in any international class of service as a Premier Executive or 1K member or with a Red Carpet Club[®] membership – you will be admitted to the partner lounges in the chart below.

Star Alliance Lounge Access For International Travelers					
	United	Air Canada	Lufthansa	SAS	THAI
International First Class Customers may use: ¹	International First Class Lounge	Maple Leaf Lounge	Senator Lounge	Royal Viking Club or EuroClass Lounge	Royal Executive Lounge or Royal Orchid Lounge
International Connoisseur Class customers may use: ²	Red Carpet Club	Maple Leaf Lounge	Business Lounge	EuroClass Lounge	Royal Executive Lounge or Royal Orchid Lounge
Red Carpet Club members may use:	Red Carpet Club	Maple Leaf Lounge	Frequent Traveller or Business Lounge	EuroClass Lounge	Royal Orchid Lounge
On International trips, Premier Executive 1K and Premier Executive members may use:	Red Carpet Club	Maple Leaf Lounge	Frequent Traveller or Business Lounge	EuroClass Lounge	Royal Orchid Lounge

1. International First Class customers with same-day ticket, and traveling on a Star Alliance partner segment, will have access to all lounges from point of origin to final destination. 2. Business Class customers will be given lounge access by providing a boarding pass for the segments to be flown. Travel between U.S. and Canada is not considered international within Star Alliance.

BID YOUR MILES FOR A FIRST CLASS TOUR OF THE WORLD OF STAR ALLIANCE.
Here's an opportunity to see how far you can go on Star Alliance. If your bid of 100,000 or more Mileage Plus miles

Star Alliance airlines (beginning January 1997) now count toward Mileage Plus Premier Executive® 1K™ Premier Executive and Premier Worldwide status. So you can move up faster or maintain your valuable status more easily than ever.

ACCESS TO AIRPORT LOUNGES WORLDWIDE.

Now, on the same day you fly internationally on a paid First or Connoisseur Class®/Business Class ticket on any Star Alliance airline – or in any international class of service as a Premier Executive or 1K member or with a Red Carpet Club® membership – you will be admitted to the partner lounges in the chart below.

Star Alliance Lounge Access For International Travelers					
	United	Air Canada	Lufthansa	SAS	THAI
International First Class Customers may use: ¹	International First Class Lounge	Maple Leaf Lounge	Senator Lounge	Royal Viking Club or EuroClass Lounge	Royal Executive Lounge or Royal Orchid Lounge
International Connoisseur Class customers may use: ²	Red Carpet Club	Maple Leaf Lounge	Business Lounge	EuroClass Lounge	Royal Executive Lounge or Royal Orchid Lounge
Red Carpet Club members may use:	Red Carpet Club	Maple Leaf Lounge	Frequent Traveller or Business Lounge	EuroClass Lounge	Royal Orchid Lounge
On International trips, Premier Executive 1K and Premier Executive members may use:	Red Carpet Club	Maple Leaf Lounge	Frequent Traveller or Business Lounge	EuroClass Lounge	Royal Orchid Lounge

1. International First Class customers with same-day ticket, and traveling on a Star Alliance partner segment, will have access to all lounges from point of origin to final destination. 2. Business Class customers will be given lounge access by providing a boarding pass for the segments to be flown. Travel between U.S. and Canada is not considered international within Star Alliance.

BID YOUR MILES FOR A FIRST CLASS TOUR OF THE WORLD OF STAR ALLIANCE.

Here's an opportunity to see how far you can go on Star Alliance. If your bid of 100,000 or more Mileage Plus miles is among the 50 highest bids, you and a companion will each receive a ticket on any combination of Star Alliance partners with up to five stopovers. You can visit up to five cities on any one airline, or any combination of airlines. Travel is in First Class on flights with two classes of service and in Business Class on flights with three classes of service. You must submit your bid no later than 12 midnight on 11 July 1997. For further details, or to place your bid on the Internet, go to <http://www.ual.com/mileageplus/auction>. Or to place your bid via telephone, call our Paris office at 01 41 40 30 35. Please reference Promotion Code MPW 037.

Winners and their guests will each receive one ticket good for up to five stopovers on any of the Star Alliance partners: United, Air Canada, Lufthansa, SAS and THAI. Flights must be booked and ticketed by 31 December 1997, and all travel completed by 31 December 1998. Departure fees and taxes may apply and will be collected from winners when tickets are issued. All federal, state and local taxes are the winner's responsibility. Please note: Bids will be accepted until 12 midnight on 11 July 1997. Winners will be notified by 1 August 1997. The miles you bid in this auction will be committed during the auction period, and may not be redeemed for award travel or upgrades from the date of your bid until 1 August 1997. Other restrictions may apply.

The launch of Star Alliance, effective 14 May, is just the beginning. We are committed to providing even more ways to simplify your travel while continuing to expand your world of opportunities. Thank you for choosing United and our Star Alliance partners for your travel. We look forward to our next opportunity to serve you.

Jean-Marc Grazzini
General Manager, France

AÉROPLAN



John Sample
Any Company
Any Street
Any Town
K1C 1Y4

May 1997

Dear Aeroplan Elite Member,

Air Canada is proud to introduce you to the future of global air travel. Star Alliance is a new partnership between Air Canada, Lufthansa, SAS, THAI and United Airlines that will greatly facilitate your travels around the world.

When it comes to international travel, Aeroplan Elite members have expressed a desire for more than a single ticket and Aeroplan miles on flights. You want seamless connections between flights, more flights to more destinations, schedules that are flexible and convenient, recognition of your Aeroplan Elite benefits on every partner airline you fly and comfort every step of the way.

Star Alliance is part of Air Canada's long-term strategy to answer your need for new services that will significantly enhance international travel... and we know that an alliance of airlines only has meaning to you when there are concrete benefits attached.

Through Star Alliance, you now receive complimentary access to most airport lounges every time you fly with any Star Alliance partner. That's over 120 lounges worldwide where you can relax or work in a peaceful, subdued atmosphere.

You also enjoy more routes on which you can earn and redeem Aeroplan miles, along with smooth, timely connections between all five partner airlines. As well, since May 14, 1997, you earn Qualifying miles and Qualifying segments that count toward Aeroplan Elite and Aeroplan Prestige status every time you fly with any Star Alliance airline.

This is just the beginning of the many new services that will be offered to Aeroplan Elite members through Star Alliance. As more enhancements are introduced later this year, you'll be among the first to hear about them. In the meantime, we would like to thank you once again for choosing Air Canada.

Sincerely,

Rupert Duchesne
Vice President, Marketing

SAMPLE MAILING PIECEAEROPLAN STATEMENT MAILING

PROGRAM: AEROPLAN
MONTH/YEAR: MAY 1997
LANGUAGE: ENGLISH

AUDIENCE: ACTIVE MEMBERS
MAILING DATE: MAY 14, 1997
ENCLOSURES: ELITE/PRESTIGE S.A. INSERT
DELTA INSERT
MARRIOTT INSERT
AIR BC INSERT

4-MAY-97			
Statement Date	Qualifying Flights	Qualifying Miles	New Mileage Balance
4-MAY-97	123 456 789	MR. JOHN SAMPLE	
Statement Date	Aero-Plan Number	Member Name	

The May 1997 Aero-Plan statement mailing covers the period from April 13 to May 2, 1997, inclusively. It includes the above enclosures and the following endorsements. Please note that not all members received the enclosures and endorsements.

This statement recaps your Aero-Plan mileage balance from last month. In recognition of your status and to keep you up to date on current Aero-Plan information, you receive an Aero-Plan statement each month. You also receive all issues of *Aero-Plan World*, which is published six times a year.

The outstanding loyalty you've shown to Air Canada so far in 1997 is appreciated more than words can say. Since actions speak louder than words, you've been awarded Aero-Plan Elite status in 1998 and for the rest of 1997. Your 1997 Aero-Plan Elite Welcome Package will arrive within the next month and will explain how you can take advantage of the best that Aero-Plan has to offer.

Congratulations, Elite Member! Your extensive Aero-Plan activity in 1997 has already qualified you for Aero-Plan Elite membership in 1998. Welcome back!

The loyalty you've shown to Air Canada in 1996 is appreciated more than words can say. Now that all your 1996 Aero-Plan transactions have been credited to your account, you've been awarded 1997 Aero-Plan Elite status and the many Air Canada and Aero-Plan partner benefits that come with it. Your 1997 Aero-Plan Elite Welcome Package will arrive within the next month and will explain how you can take advantage of the best that Aero-Plan has to offer.

The loyalty you've shown to Air Canada in 1996 is appreciated more than words can say. Now that all your 1996 Aero-Plan transactions have been credited to your account, you've been awarded 1997 Aero-Plan Prestige status and the many Air Canada and Aero-Plan partner benefits that come with it. Your 1997 Aero-Plan Prestige Welcome Package will arrive within the next month and will explain how you can take advantage of all the benefits Prestige status has to offer.

In recognition of your activity so far this year, we're pleased to present you with the enclosed Air Canada upgrade certificates for travel within North America.

A world of benefits awaits you with Star Alliance. The new global alliance that includes Air Canada, Lufthansa, United Airlines, and new Aero-Plan partners SAS and THAI. For you, this means that as of May 14, 1997, you have even more opportunities to earn Qualifying miles and Qualifying segments towards Aero-Plan Elite and Aero-Plan Prestige status. You'll also have more destinations to choose from, more opportunities for reward travel — and more lounge access if you're a Maple Leaf Club member or an Aero-Plan Elite member. And there's even more to come in the months ahead.

New non-stop service to Seattle. Starting May 27, 1997, Air Canada expands its network to include one daily non-stop flight from Toronto to Seattle. In celebration, you'll earn Double Aero-Plan Miles when you fly Air Canada on this new route, on any published fare, between May 27 and July 27, 1997. For special fares or scheduling information, please call your Travel Agent or Air Canada's ExecLine.



Requesting rewards has never been easier

Simply call the Aeroplan® Centre to make a reward reservation (numbers are listed at right). When you call, please be ready to provide your Aeroplan number, the reward code, travel dates, the name you'd like to appear on the reward and how you'd like us to deliver. Timing is everything, so please consider how soon you need your reward tickets/certificates when choosing:

First Class Mail. Please allow at least two weeks from the date your request is processed;

In person. Aeroplan members can pick up reward tickets after a seven-day processing period free of charge at any Air Canada or Air Canada Connector® airline airport ticket counter or downtown ticket office. Identification must be presented at the ticket counter/ticket office;

AeroExpress® Courier Service. Please allow four business days from the date your request is processed to ensure sufficient time for delivery. Rate: \$35 CAD plus applicable taxes, payable by credit card only;

AeroRush™ Service. Reward tickets with Air Canada or Air Canada Connector airlines are available for pick-up less than seven days prior to departure at any Air Canada or Air Canada Connector airline airport ticket counter or downtown ticket office. Rate: \$50 CAD plus applicable taxes, payable by credit card only.

To make your reward reservation or for more information, you can call the Aeroplan Centre between 7 a.m. and 11 p.m. EST, seven days a week.

By calling the Aeroplan Centre anytime of the day, seven days a week, you have access to AeroService®. This Interactive Voice Response System gives you instant information on:

- Rewards
- Promotions/Bonuses
- Your Aeroplan account status
- Printed material requests
- Your most recent transactions
- General program information

Aeroplan Centre telephone numbers

Calgary.....	264-0300	Ottawa.....	739-0300
Edmonton.....	421-0300	Toronto.....	413-0300
Halifax.....	429-0300	Vancouver.....	689-0300
Montréal.....	395-0300	Winnipeg.....	949-0300
All other places in Canada.....			1-800-361-5373
United States.....			1-800-361-8253
Bermuda.....			1-800-623-0752
U.K. (London) (Please call Monday to Saturday, noon - 5 p.m.).....			0990-237-675
All other areas (Or call your local Air Canada sales office.).....			(514) 395-0300
AeroFax®.....			(514) 395-2496

For more information, write to us at: Aeroplan Centre, P.O. Box 15,000, Station Airport, Dorval, Québec, Canada H4Y 1H5.

Aeroplan rewards

on Air Canada, Air Alliance, AirBC, Air Nova, Air Ontario, NWT Air, Air Creebec, Alberta Citylink, Aviation Québec Labrador, Bearskin Airlines, Central Mountain Air, Finnair, First Air, Interprovincial.

Selected short-haul flights within Canada, or between Canada and Continental U.S.A.

Within Canada, or between Canada and Continental U.S.A.

Between Canada/Continental U.S.A. and the Bahamas, Bermuda the Caribbean or Hawaii¹

Between Canada/Continental U.S.A. and Europe, or between Europe and India¹

Between Canada/Continental U.S.A. and Asia or the Middle East

	Miles needed	Code								
One Economy Class Ticket	15,000	1W1	25,000	2W1	40,000	C3W1	60,000	E3W1	75,000	4W1
One Business Class Ticket	20,000	1D1	30,000	2D1	50,000	C3D1	75,000	E3D1	100,000	4D1
One Economy Class Companion Ticket for children under two years	**	**	**	**	**	**	5,000	AC1*	7,500	AC4*
One Business Class Companion Ticket for children under two years	**	**	**	**	**	**	7,500	AC2*	10,000	AC5*

¹ Subject to Air Canada local carriage rights. Flights may not operate on a year-round basis.
* Only available on Air Canada scheduled flights and selected code share flights.

Not all Aeroplan airline partners provide service in every zone. Backtracking is not permitted when travelling on reward travel, and reward travel is subject to allowable routings within each zone.

Selected short-haul flights within Canada, or between Canada and Continental U.S.A.	Disturbance	Eastern N.W.T.*	Western N.W.T./Yukon**	British Columbia	Alberta	Saskatchewan	Manitoba	Ontario	Quebec	N.B./N.S./P.E.I.	Nfld./St. Pierre & Miquelon	Northeast U.S.A.¹	Southeast U.S.A.²	Midwest U.S.A.³	Washington State/Oregon
Eastern N.W.T.*		3													
Western N.W.T./Yukon**			3												
British Columbia				3											
Alberta					3										
Saskatchewan						3									
Manitoba							3								
Ontario								3							
Quebec									3						
N.B./N.S./P.E.I.										3					
Nfld./St. Pierre & Miquelon											3				
Northeast U.S.A.¹												3			
Southeast U.S.A.²													3		
Midwest U.S.A.³														3	
Washington State/Oregon															3

* Rankin Inlet and all destinations east. 1 Via Halifax or Montreal only.
** Cambridge Bay and all destinations west. 2 Chicago only, via Winnipeg only.
¹ New York, New Jersey, Pennsylvania, Massachusetts, Connecticut only. 3 Direct flights only. Connections and stopovers permitted only within N.W.T.
² Washington, D.C., Maryland, Tennessee, N. Carolina, Georgia only.
³ Minnesota, Illinois, Indiana, Ohio, Missouri only.
Note: Other applicable routings may be added to this chart as new routes are introduced.

Please note:

To maintain the security of your account, you are the only person who can request reward travel in exchange for miles from your Aeroplan account, unless you send a signed letter to the Aeroplan Centre, in which you name a specific person (i.e., spouse, secretary, Travel Agent) and request that this privilege be extended to him/her. Please note that the name on reward tickets/certificates must be the user's full legal name and must match the one given at time of reservation.

Aeroplan rewards are subject to blackout periods and capacity control. Blackout periods for specific partners are listed in your Aeroplan Member Guide. Capacity control means that there are a certain number of seats on each flight for reward passengers; it could happen that a flight is not completely booked, but all the available reward seats have been claimed.

Reward Certificates will be processed at the Aeroplan Centre within two business days.

For reward travel on Austrian Airlines, British Midland, Cathay Pacific Airways, Continental Airlines, Lufthansa, Swissair and United Airlines, please call the Aeroplan Centre or consult your Aeroplan Member Guide.

Missing credits?

Aeroplan allows you up to six months from the transaction date to request retroactive credit for any transaction missing from your Aeroplan statement. To receive credits for flights missing on this statement, send your request with your Aeroplan number, daytime telephone number, airline tickets and original boarding passes to: Aeroplan Credit Department, P.O. Box 15,000, Station Airport, Dorval, Québec, Canada H4Y 1H5. Please allow two statement periods for processing of credits.

Qualification for Aeroplan Prestige or Aeroplan Elite status

Achieving Aeroplan Prestige® or Aeroplan Elite® status depends on the Qualifying miles or Qualifying flights you accumulate during the 12 month period from January 1 through December 31. Qualifying miles and Qualifying flights are earned on all scheduled flights operated by Air Canada, Air Canada Connector airlines, Lufthansa, United Airlines and United Express, including class of service bonuses. To qualify for Aeroplan Prestige status, you need to accumulate 15,000 Qualifying miles or 20 one-way Qualifying flights between January 1 and December 31. And to qualify for Aeroplan Elite status, you need to accumulate 35,000 Qualifying miles or 60 one-way Qualifying flights during the same period.

Aeroplan Partners

Air Canada Connector Airlines:
• Air Alliance
• AirBC
• Air Nova
• Air Ontario
• NWT Air

Other Airline Partners:
• Air Creebec
• Alberta Citylink
• Austrian Airlines
• Aviation Québec Labrador
• Bearskin Airlines
• British Midland
• Cathay Pacific Airways
• Central Mountain Air
• Continental Airlines
• Finnair
• First Air
• Interprovincial
• Lufthansa
• Swissair
• United Airlines

Hotel Partners:
• The Charlottetown - A Rodd Classic Hotel, P.E.I.
• Conrad International Hotels
• Crowne Plaza® Hotels & Resorts
• Hilton Hotels (worldwide)
• Holiday Inn® Hotels
• Hôtel des Gouverneurs
• ITT Sheraton
• Keddy's Hotels & Inns - Atlantic Canada
• Marriott Hotels, Resorts and Suites
• Ocean Pointe Resort Hotel & Spa, Victoria, B.C.
• Radisson Hotels Worldwide
• Regina Inn Hotel & Convention Center
• Vista Hotels
• Westin Hotels & Resorts®

Car Rental Partners:
• Avis
• Budget
• Hertz

Credit/Charge Card Partners:
• CIBC Aerogold® VISA®
• Diners Club®/enRoute®

Telecommunication Partners:
• AT&T Canada
• BC TEL
• Bell Canada
• Island Tel
• MTS
• MT&T
• NBTel
• NewTel Communications
• SaskTel
• TELUS

Other Aeroplan Partners:
• Air Canada Vacations®
• Park'N Fly

Aeroplan terms and conditions are subject to change without notice.
*Aeroplan, Air Canada Connector, AeroExpress, AeroService, AeroFax, Aeroplan Prestige, Aeroplan Elite, Aerogold, enRoute and Air Canada Vacations are Registered Trademarks of Air Canada. ¹Crown Plaza Hotels and Resorts and Holiday Inn are Registered Trademarks of Holiday Inns Inc. ²Diners Club is a Registered Trademark of Diners Club International Ltd. ³AeroRush is a Trademark of Air Canada. © CIBC, AIR CANADA, Licensees of Mark.

SAMPLE MAILING PIECEAEROPLAN STATEMENT MAILING

PROGRAM: AÉROPLAN
 MONTH/YEAR: MAY 1997
 LANGUAGE: ENGLISH

AUDIENCE: ACTIVE MEMBERS
 MAILING DATE: MAY 14, 1997
 ENCLOSURES: ELITE/PRESTIGE S.A. INSERT
 DELTA INSERT
 MARRIOTT INSERT
 AIR BC INSERT

4-MAY-97 Statement Date	 Qualifying Flights	 Qualifying Miles	 New Mileage Balance
4-MAY-97 Statement Date	123 456 789 Aeroplan Number	MR. JOHN SAMPLE Member Name	

Great news! From June 17 to October 25, 1997, Air Canada will fly non-stop between Toronto and Osaka, Japan three times a week. What's more, you'll earn Double Aeroplan Miles when you fly Air Canada on this new route, on any published fare, between June 17 and July 31, 1997. Featuring the first non-stop transpacific flights from Toronto, Air Canada is the only carrier offering flights between Canada and Osaka. For information on flight schedules and reservations, please contact your Travel Agent or Air Canada's ExecLine.

To help make your European vacation easier to plan this summer, Air Canada will offer two flights every week between Montréal or Halifax and Frankfurt, Germany between June 16 and October 24, 1997. And even better, you'll earn Double Aeroplan Miles when you fly Air Canada on any of these routes, on any published fare, between June 16 and July 31, 1997. For more information and reservations on flights AC874 and AC875, please call your Travel Agent or Air Canada's ExecLine.

Now there are even more reasons to fly Air Canada between Canada and London, U.K. from May 12 to August 31, 1997! Fly in Executive First and you'll receive 25,000 Aeroplan miles or Triple Aeroplan Miles, whichever is greater. Fly Full Fare Economy (Y & Y2 fares) in Hospitality Service and you'll earn Triple Aeroplan Miles. (Offer valid on transatlantic segments and on eligible fares only.)

Thank you for taking the time to complete the Air Canada survey. Your input will enable Air Canada to make key decisions ensuring your future flights are even more enjoyable. Please accept your bonus of 5,000 Aeroplan miles, which appears on this statement as our way of saying, "Thank you".



Requesting rewards has never been easier

Simply call the Aeroplan® Centre to make a reward reservation (numbers are listed at right). When you call, please be ready to provide your Aeroplan number, the reward code, travel dates, the name you'd like to appear on the reward and how you'd like us to deliver. Timing is everything, so please consider how soon you need your reward tickets/certificates when choosing:

First Class Mail. Please allow at least two weeks from the date your request is processed;

In person. Aeroplan members can pick up reward tickets after a seven-day processing period free of charge at any Air Canada or Air Canada Connector® airline airport ticket counter or downtown ticket office. Identification must be presented at the ticket counter/ticket office;

AeroExpress® Courier Service. Please allow four business days from the date your request is processed to ensure sufficient time for delivery. Rate: \$35 CAD plus applicable taxes, payable by credit card only;

AeroRush™ Service. Reward tickets with Air Canada or Air Canada Connector airlines are available for pick-up less than seven days prior to departure at any Air Canada or Air Canada Connector airline airport ticket counter or downtown ticket office. Rate: \$50 CAD plus applicable taxes, payable by credit card only.

To make your reward reservation or for more information, you can call the Aeroplan Centre between 7 a.m. and 11 p.m. EST, seven days a week.

By calling the Aeroplan Centre anytime of the day, seven days a week, you have access to AeroService® This Interactive Voice Response System gives you instant information on:

- Rewards
- Promotions/Bonuses
- Your Aeroplan account status
- Printed material requests
- Your most recent transactions
- General program information

Aeroplan Centre telephone numbers

Calgary.....	264-0300	Ottawa.....	739-0300
Edmonton.....	421-0300	Toronto.....	413-0300
Halifax.....	429-0300	Vancouver.....	689-0300
Montréal.....	395-0300	Winnipeg.....	949-0300
All other places in Canada.....		1-800-361-5373	
United States.....		1-800-361-8253	
Bermuda.....		1-800-623-0752	
U.K. (London) (Please call Monday to Saturday, noon - 5 p.m.).....		0990-237-675	
All other areas (Or call your local Air Canada sales office.).....		(514) 395-0300	
AeroFAX®.....		(514) 395-2496	

For more information, write to us at: Aeroplan Centre, P.O. Box 15,000, Station Airport, Dorval, Québec, Canada H4Y 1H5.

Aeroplan rewards

on Air Canada, Air Alliance, AirBC, Air Nova, Air Ontario, NWT Air, Air Creebec, Alberta Citylink, Aviation Québec Labrador, Bearskin Airlines, Central Mountain Air, Finnair, First Air, Interprovincial.

	Selected short-haul flights within Canada, or between Canada and Continental U.S.A.		Within Canada, or between Canada and Continental U.S.A.		Between Canada/ Continental U.S.A. and the Bahamas, Bermuda the Caribbean or Hawaii ¹		Between Canada/ Continental U.S.A. and Europe, or between Europe and India ¹		Between Canada/ Continental U.S.A. and Asia or the Middle East	
	Miles needed	Code	Miles needed	Code	Miles needed	Code	Miles needed	Code	Miles needed	Code
One Economy Class Ticket	15,000	1W1	25,000	2W1	40,000	C3W1	60,000	E3W1	75,000	4W1
One Business Class Ticket	20,000	1D1	30,000	2D1	50,000	C3D1	75,000	E3D1	100,000	4D1
One Economy Class Companion Ticket for children under two years	**	**	**	**	**	**	5,000	AC1*	7,500	AC4*
One Business Class Companion Ticket for children under two years	**	**	**	**	**	**	7,500	AC2*	10,000	AC5*

¹ Subject to Air Canada local carriage rights. Flights may not operate on a year-round basis.
* Only available on Air Canada scheduled flights and selected code share flights.

Not all Aeroplan airline partners provide service in every zone. Backtracking is not permitted when travelling on reward travel, and reward travel is subject to allowable routings within each zone.

Selected short-haul flights within Canada, or between Canada and Continental U.S.A.	Eastern N.W.T.*	Western N.W.T./Yukon**	British Columbia	Alberta	Saskatchewan	Manitoba	Ontario	Quebec	N.B./N.S./P.E.I.	Nfld./St. Pierre & Miquelon	Northeast U.S.A. ¹	Midwest U.S.A. ²	Washington State/Oregon
Point of origin	3	3											
Eastern N.W.T.*													
Western N.W.T./Yukon**													
British Columbia													
Alberta													
Saskatchewan													
Manitoba													
Ontario													
Quebec													
N.B./N.S./P.E.I.													
Nfld./St. Pierre & Miquelon													
Northeast U.S.A. ¹													
Midwest U.S.A. ²													
Washington State/Oregon													

* Rankin Inlet and all destinations east.
** Cambridge Bay and all destinations west.
1 New York, New Jersey, Pennsylvania, Massachusetts, Connecticut only.
2 Washington, D.C., Maryland, Tennessee, N. Carolina, Georgia only.
3 Minnesota, Illinois, Indiana, Ohio, Missouri only.

Note: Other applicable routings may be added to this chart as new routes are introduced.

Please note:

To maintain the security of your account, you are the only person who can request reward travel in exchange for miles from your Aeroplan account, unless you send a signed letter to the Aeroplan Centre, in which you name a specific person (i.e.: spouse, secretary, Travel Agent) and request that this privilege be extended to him/her. Please note that the same on reward tickets/certificates must be the user's full legal name and must match the one given at time of reservation.

Aeroplan rewards are subject to blackout periods and capacity control. Blackout periods for specific partners are listed in your Aeroplan Member Guide. Capacity control means that there are a certain number of seats on each flight for reward passengers; it could happen that a flight is not completely booked, but all the available reward seats have been claimed.

Reward Certificates will be processed at the Aeroplan Centre within two business days.

For reward travel on Austrian Airlines, British Midland, Cathay Pacific Airways, Continental Airlines, Lufthansa, Swissair and United Airlines, please call the Aeroplan Centre or consult your Aeroplan Member Guide.

Missing credits?

Aeroplan allows you up to six months from the transaction date to request retroactive credit for any transaction missing from your Aeroplan statement.

To receive credits for flights missing on this statement, send your request with your Aeroplan number, daytime telephone number, airline tickets and original boarding passes to: Aeroplan Credit Department,

P.O. Box 15,000, Station Airport, Dorval, Québec, Canada H4Y 1H5.

Please allow two statement periods for processing of credits.

Qualification for Aeroplan Prestige or Aeroplan Elite status

Achieving Aeroplan Prestige® or Aeroplan Elite® status depends on the Qualifying miles or Qualifying flights you accumulate during the 12 month period from January 1 through December 31. Qualifying miles and Qualifying flights are earned on all scheduled flights operated by Air Canada, Air Canada Connector airlines, Lufthansa, United Airlines and United Express, including class of service bonuses. To qualify for Aeroplan Prestige status, you need to accumulate 15,000 Qualifying miles or 20 one-way Qualifying flights between January 1 and December 31. And to qualify for Aeroplan Elite status, you need to accumulate 35,000 Qualifying miles or 60 one-way Qualifying flights during the same period.

Aeroplan Partners

- Air Canada Connector Airlines:**
- Air Alliance
 - AirBC
 - Air Nova
 - Air Ontario
 - NWT Air
- Other Airline Partners:**
- Air Creebec
 - Alberta Citylink
 - Austrian Airlines
 - Aviation Québec Labrador
 - Bearskin Airlines
 - British Midland
 - Cathay Pacific Airways
 - Central Mountain Air
 - Continental Airlines
 - Finnair
 - First Air
 - Interprovincial
 - Lufthansa
 - Swissair
 - United Airlines

- Hotel Partners:**
- The Charlottetown - A Rodd Classic Hotel, P.E.I.
 - Conrad International Hotels
 - Crowne Plaza® Hotels & Resorts
 - Hilton Hotels (worldwide)
 - Holiday Inn® Hotels
 - Hôtel des Gouverneurs
 - IIT Sheraton
 - Keddy's Hotels & Inns - Atlantic Canada
 - Marriott Hotels, Resorts and Suites
 - Ocean Pointe Resort Hotel & Spa, Victoria, B.C.
 - Radisson Hotels Worldwide
 - Regina Inn Hotel & Convention Center
 - Vista Hotels
 - Westin Hotels & Resorts®

- Car Rental Partners:**
- Avis
 - Budget
 - Hertz
- Credit/Charge Card Partners:**
- CIBC Aerogold® VISA®
 - Diners Club®/enRoute®
- Telecommunication Partners:**
- AT&T Canada
 - BC TEL
 - Bell Canada
 - Island Tel
 - MTS
 - MT&T
 - NBTEL
 - NewTel Communications
 - SaskTel
 - TELUS
- Other Aeroplan Partners:**
- Air Canada Vacations®
 - Park'N Fly

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STAR ALLIANCE

The airline ne

INTRODUCING A **World-Class** Way TO FLY AROUND THE **World**

You can now benefit from a new partnership that will make your international travel easier than ever before.

Star Alliance is a global network made up of the world's leading airlines: Air Canada, Lufthansa, Scandinavian Airlines System, Thai Airways International and United Airlines.

As an Aeroplan® member, you have much to gain from this exciting partnership. You'll enjoy more opportunities to earn and redeem Aeroplan miles, along with smooth, convenient connections between any and all Star Alliance airlines. Since May 14, 1997, you can earn Qualifying miles and Qualifying flight segments that count toward Aeroplan Elite® and Aeroplan Prestige® status every time you fly with any Star Alliance airline... including our two newest Aeroplan partners, SAS and THAI.

If you're an Aeroplan Elite or Maple Leaf Club® member, and you fly with any Star Alliance partner, you'll receive complimentary access to most of these airlines' airport lounges. That's over 120 lounges where you're now welcome worldwide.

And this is just the beginning. As more details on Star Alliance are finalized, you'll hear about them here first.

For reservations, call your Travel Agent or Air Canada's ExecLine®:



GLOBAL PARTNER NEWS

Scandinavian Airlines SYSTEM BECOMES A NEW EUROPEAN PARTNER

Since May 1, 1997, SAS has become a new partner in the Star Alliance network. This means that Star Alliance members can now earn and redeem miles on SAS flights to and from Scandinavia and Europe.

Mileage accumulation rules:
Aeroplan member flights to and from Scandinavia and Europe:
Aeroplan miles earned: 75%
Up to 500 miles
501 miles and over
Flights in Business Class

Note: charter and code share flights operated by any SAS code do not earn Aeroplan miles for accumulation and redemption.

Aeroplan Rewards  SCANDINAVIAN AIRLINES	One Economy Class Ticket		One Business Class Ticket	
	Miles Needed	Code	Miles Needed	Code
Within Scandinavia	25,000	SKY1	35,000	SKJ1
Between Scandinavia and Europe 1 or Europe 2	35,000	SKY2	50,000	SKJ2
Between Europe 1 and Europe 2	45,000	SKY3	60,000	SKJ3
Between Chicago, New York or Seattle and Copenhagen, Oslo or Stockholm. ⁽¹⁾	60,000	SKY4	75,000	SKJ4
Between Scandinavia and Asia or India	80,000	SKY5	120,000	SKJ5

(1) Transatlantic reward travel must be non-stop flights or allowable routings.
SAS DESTINATIONS*
Scandinavia: Denmark, Finland, Norway and Sweden
Europe 1: Austria, Baltic states, Belgium, Czech Republic, Germany, Hungary, Ireland, Luxembourg, Netherlands, Poland, Russia, Switzerland, U.K.
Europe 2: France, Greece, Greenland, Iceland, Israel, Italy, Portugal, Spain, Turkey
Asia: China, Hong Kong, India, Japan, Singapore, Thailand
* Subject to change without notice.

GENERAL TERMS AND CONDITIONS
• Reward travel on SAS must be non-stop flights or allowable routings.
• One stopover and one open jaw are allowed per reward.
• Rewards are subject to SAS capacity control and space availability.



THAI ALWAYS INTERNATIONAL BECOMES A NEW AEROPLAN PARTNER

Since May 1, 1977, you can earn miles on your flights to and from Bangkok, Jakarta, Kuala Lumpur, Penang, Singapore, and Taipei.

Miles Accumulation

Accumulation of miles is based on the number of miles flown on the route. Miles are accumulated on all flights operated by Thai Airways International, Ltd. (THAI) and Aeroplan member airlines.

Eligible Routes

Note: class and code show flight operated by Thai Airways International, Ltd. (THAI). Miles accumulated and redeemed on Aeroplan flights.

Aeroplan Rewards	One Economy Class Ticket		One Business Class Ticket		One First Class Ticket	
	Miles Needed	Code	Miles Needed	Code	Miles Needed	Code
Between Los Angeles and Southeast/South/North Asia	95,000	TGY1	130,000	TGJ1	170,000	TGF1
Between Europe and Australia, New Zealand or North Asia	95,000	TGY2	130,000	TGJ2	170,000	TGF2
Between North Asia or the Middle East and New Zealand	95,000	TGY3	130,000	TGJ3	170,000	TGF3
Between Southeast/South Asia and New Zealand	70,000	TGY4	110,000	TGJ4	140,000	TGF4
Between Europe and Southeast/South Asia	70,000	TGY5	110,000	TGJ5	140,000	TGF5
Between Southeast/South/North Asia or the Middle East and Australia	70,000	TGY6	110,000	TGJ6	140,000	TGF6
Between North Asia and the Middle East	70,000	TGY7	110,000	TGJ7	140,000	TGF7
Between Thailand and Beijing, Denpasar, Fukuoka, Nagoya, New Delhi, Osaka, Seoul, Shanghai, Taipei, Tokyo or the Middle East	50,000	TGY8	80,000	TGJ8	120,000	TGF8
Between Thailand and Bandar Seri Begawan, Calcutta, Surabaya, Colombo, Dhaka, Guangzhou, Singapore, Hanoi, Hong Kong, Jakarta, Kaohsiung, Penang, Kathmandu, Kuala Lumpur, Manila or Kunming	35,000	TGY9	50,000	TGJ9	65,000	TGF9
Between Manila and Osaka or Taipei and Seoul	35,000	TGY10	50,000	TGJ10	80,000	TGF10
Between Thailand and Ho Chi Minh City, Phnom Penh, Vientiane or Yangon	25,000	TGY11	35,000	TGJ11
Within Thailand, or between Auckland and Sydney, Denpasar and Surabaya, Hong Kong and Seoul, Hong Kong and Taipei, or Singapore and Jakarta	20,000	TGY12	30,000	TGJ12	35,000	TGF12**

THAI DESTINATIONS*

North Asia: Beijing, Fukuoka, Nagoya, Osaka, Seoul, Tokyo
 South Asia: Calcutta, Colombo, Dhaka, Guangzhou, Hong Kong, Kathmandu, Kaohsiung, Kunming, Manila, New Delhi, Shanghai, Taipei
 Southeast Asia: Bandar Seri Begawan, Denpasar, Hanoi, Ho Chi Minh City, Jakarta, Kuala Lumpur, Penang, Phnom Penh, Singapore, Surabaya, Thailand, Vientiane, Yangon
 Middle East: Dubai, Karachi, Lahore, Muscat
 Europe: Amsterdam, Athens, Copenhagen, Frankfurt, Istanbul, London, Madrid, Munich, Paris, Rome, Stockholm, Zurich
 South Pacific: Auckland, Brisbane, Melbourne, Perth, Sydney
 U.S.A.: Los Angeles

* Subject to change without notice.
 ** Only when applicable.

GENERAL TERMS AND CONDITIONS

- Reward travel on THAI must be non-stop flights or allowable routings.
- One stopover is allowed in addition to the point of turnaround on international flights in each direction.
- Open jaws are allowed from origin to destination in addition to the point of turnaround.
- Rewards are subject to THAI capacity control and space availability.



NEW NON-STOP Toronto-Osaka FLIGHTS

From June 17 to October 25, 1997, you can choose from **three new Air Canada non-stop flights every week between Toronto and Osaka, Japan.**

Air Canada is the only carrier offering daily non-stop service between Canada and Osaka. And now Air Canada is building its schedule to Japan by introducing its **first non-stop transpacific flight** originating from Toronto.

This new service will reduce travelling time from Toronto to Osaka by approximately two and a half hours, and will offer great connections in Osaka to the rest of Japan and other Asian cities such as Bangkok, Manila and Taipei.

And you'll earn **Double Aeroplan Miles** when you fly Air Canada non-stop on this route on any published fare between June 17 and July 31, 1997.

Fly in Air Canada's **Executive First®** and you'll enjoy **first class service at a business class price, more personal space than any other airline flying from Canada and 25% Aeroplan Bonus Miles** on the actual mileage flown. You'll also see why Air Canada was selected as the "**Best Long-Haul Business Carrier in the Americas**" by the 1996 World Business Class Survey.

While in Osaka, you'll earn **Triple Aeroplan Miles** when you stay at the **Osaka Hilton** at



Osaka, Japan

the business rate between June 17 and September 30, 1997.

Privileges at the Osaka Hilton include:

- complimentary English newspaper every morning;
- late check-out by arrangement;
- free access to the fitness centre.

Four fully staffed Executive Floors offer guest rooms which are equipped with a fax machine, cordless telephone and an individual safe.

For hotel reservations, call your Travel Agent or Hilton Hotels worldwide at **1-800-HILTONS (445-8667)**. You can also make reservations on-line at <http://www.hilton.com>

For flight reservations, call your Travel Agent or Air Canada's ExecLine.

EARN Free Weekend Nights WHEN YOU DOUBLE DIP AT HILTON HOTELS

Between June 2 and August 31, 1997, Aeroplan members who are also Hilton HHonors® Worldwide members can earn **one free weekend night for every three qualifying Double Dip® stays** at more than 400 participating Hilton, Conrad International and Vista hotels worldwide.

The more you stay, the more free nights you earn... up to a maximum of three free nights.

Hilton HHonors Worldwide is the largest hotel program in which you can **Double Dip to earn both hotel points and Aeroplan miles for your business rate stays.**

For reservations, call your Travel Agent. You can also make reservations and enroll in HHonors on-line at <http://www.hilton.com> or by calling **1-800-HILTONS**.

Limit three free nights. Subject to availability. Blackout dates apply. Includes room rate and room tax only.



HILTON
HHONORS
WORLDWIDE



AIR CANADA NOW FLIES Toronto-Seattle NON-STOP

Since May 27, 1997, you can fly non-stop between Toronto and Seattle on board Air Canada's new state-of-the-art Airbus A319 aircraft. Air Canada's new daily service is the only non-stop flight on this route.

You'll also earn Double Aeroplan Miles when you fly Air Canada on any published fare between Toronto and Seattle from May 27 to July 27, 1997.



Seattle, Washington

Founded in 1869, Seattle is also known as "The Emerald City". Its most visible attractions are the Seattle Centre and the Space Needle. Pioneer Square and local breweries. Popular outdoor activities include boating, fishing, golf, hiking, mountain climbing and skiing.

Flights between Toronto and Seattle
From Toronto to Seattle

From Seattle to Toronto

For reservations call 1-800-387-2225
Air Canada Connector

Winners OF THE "Four Corners AND THE EARTH Contest"

Five lucky winners in Air Canada's "Four Corners and the Earth Contest" are about to get global in free travel:

- **The Americas:** Ms. Sharon Rudderham of Sydney, Nova Scotia;
- **Europe:** Ms. Cheralyn Thorsen of Saskatoon, Saskatchewan;
- **Asia and Australia:** Ms. Hayley Ann Swartz of Calgary, Alberta;
- **Africa and The Middle East:** Ms. Emilia Taylor of Montréal, Québec;
- **The Earth (anywhere you choose):** Mr. Thomas Viglasky of Saskatoon, Saskatchewan.

Prizes consist of a flight for two to a specified corner of the earth and 10 nights hotel accommodations.

Everyone who flew Air Canada, Air Canada Connector® airlines, Lufthansa or United Airlines on any published fare between October 1, 1996 and February 28, 1997, was automatically entered in the contest. Congratulations to all the winners!

CERAN LINGUA INTERNATIONAL LANGUAGE CENTRES OFFER 10% off AND \$2,500 scholarships

Are you interested in learning a new language with maximum results in minimum time? Or significantly improving your current knowledge of a second language?

Ceran Lingua International has an exclusive offer for Aeroplan members: a discount of 10% off stays at any prestigious Ceran Language Centres in Belgium, France, Spain, Ireland, the U.S.A. or Japan and a chance to win one of four scholarships of \$2,500 CAD. The draw for scholarships will be held on September 1, 1997. Some restrictions apply.

Ceran Lingua was founded in 1975 in Spa, Belgium, by two professors of linguistics who developed a unique, accelerated method of teaching new languages in one to two weeks which is now used worldwide by diplomats and business executives, among others. It also offers special programmes for junior students and seniors over 55 years of age.

Languages taught are French, English, Japanese, German, Dutch and Spanish. Ceran Lingua is renowned for its full immersion concept, excellent hospitality and congenial atmosphere.

For more information and to enter the draw for Aeroplan/Ceran Lingua scholarships, please contact Myriam Strauss by fax at

(416) 322-5384, indicating which language you wish to learn. You can also contact her by phone at (416) 322-8404 or e-mail at mcstrauss@compuserve.com



YOU CAN HELP IMPROVE Customer Service

Air Canada customers like you have clearly stated through customer feedback that on-time operation is very important. Since Air Canada's primary goal is to provide exceptional customer service, improving delivery of this service is crucial.

As one of many initiatives to ensure on-time operation and customer satisfaction, Air Canada will be strictly adhering to flight cut-off times. Please give yourself plenty of time and arrive for your flights well before the following cut-off times:

For flights	Cut-off time prior to check-in	Cut-off time prior to departure at boarding gate
Rapidair*	10 minutes	10 minutes
Domestic	15 minutes	10 minutes
Transborder	30 minutes	15 minutes
International	30 minutes	15 minutes

You can be sure that Air Canada will greatly appreciate your cooperation.

AEROPLAN Program Extended BY ONE YEAR

Great news, Aeroplan members... the Aeroplan program is being extended for another year! Now you have until December 31, 1998, to accumulate Aeroplan miles and until March 31, 1999, to request Aeroplan rewards. Please note that Aeroplan reward travel must be completed by December 14, 1999.

AEROPLAN 

world

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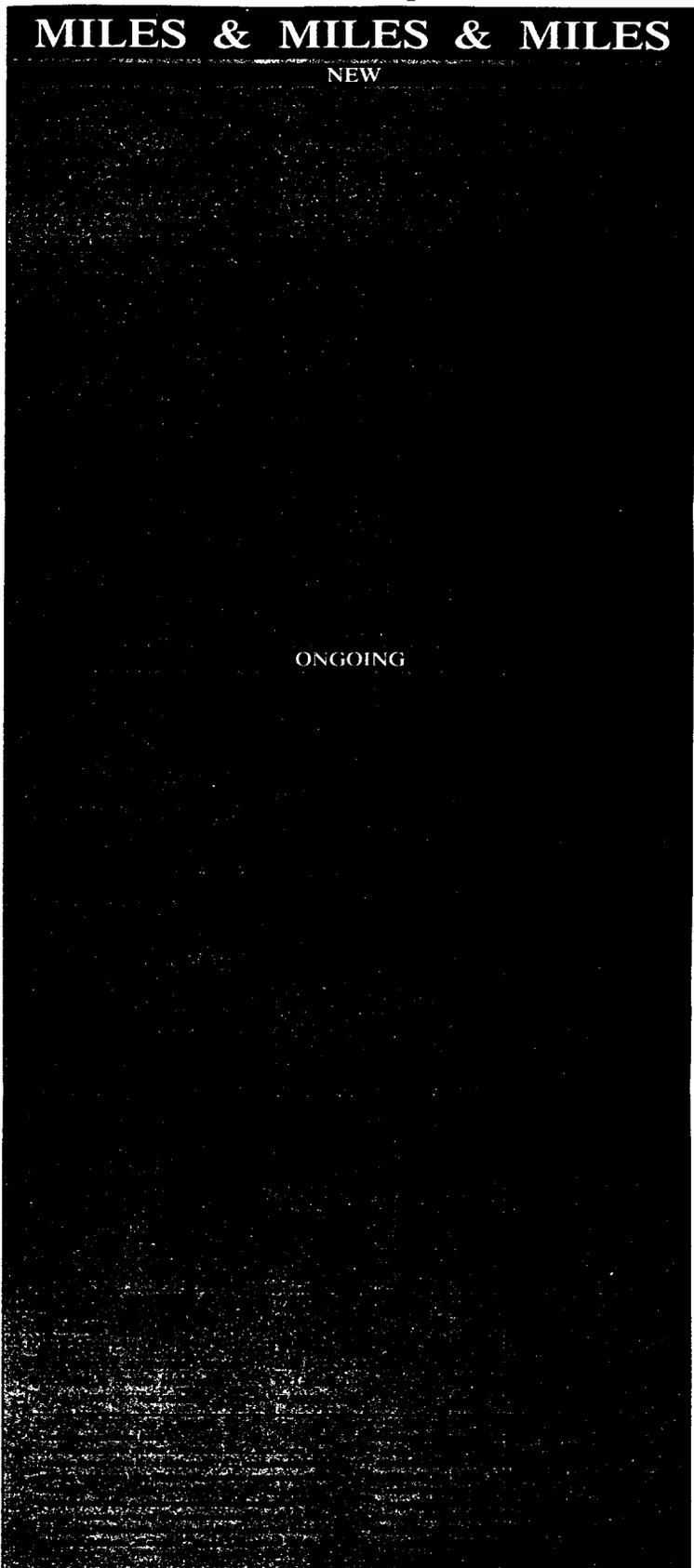
The Aeroplan Centre: P.O. Box 15,000,
Station Airport, Dorval, Québec, Canada H4Y 1H5.
You can access the Air Canada site on the Internet:
<http://www.aircanada.ca>

To connect with the Air Canada forum on CompuServe,
type: GO AIRCANADA

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ACCESS TO AIR CANADA'S MAPLE LEAF LOUNGES BY STAR ALLIANCE CUSTOMERS

Alliance Customer Travelling on	Sameday Boarding Pass - International First Class	Sameday Boarding Pass - International Business Class	Status Cardholders *	Paid Access Cardholders *
UA	Yes	Yes ("Connoisseur" Class) Note: Transborder (between Canada and the U.S.) Business Class boarding pass is not considered international and therefore does not give the customer lounge access	Yes (Premier Executives and Premier Executive 1Ks)	Yes (Red Carpet Club cardholders)
LH	Yes	Yes ("Business Class")	Yes (Senators and HONs) Note: Frequent Travellers (FTLs) accepted into YYZ, YYC and YVR lounges only	n/a
SK	n/a	Yes ("EuroClass")	Yes (Pandions and Euro Bonus RVC Golds)	n/a
TG	Yes	Yes ("Royal Executive Class")	Yes (Royal Orchid Plus Golds)	n/a

* Status Cards and Paid Access Cards are only to be accepted in combination with a same-day Alliance Partner's ticket (in any class of service).

Guest Policy: All eligible customers, with the exception of Sameday Boarding Pass - International Business Class, are entitled to bring one guest into the lounge.

First Class Ticket: Alliance customer holding a same-day International First Class ticket may have access to all lounges from origin to final destination (even if a segment of his trip is in Y Class)

Employee/Agency Travel: Alliance Partner ID (duty/employee travel) or AD (agency discount staff) are not accepted into Alliance lounges.

One-Time Passes: Alliance Partner "One-time lounge passes" are not accepted into Alliance lounges.

Note to Air Canada Maple Leaf Lounge Agents: Please note that in some instances, there are several versions of a card that designates a customer as a status cardholder or a paid access cardholder. If in doubt, please allow the Alliance customer to access the lounge.

Date: May 14, 1997