

AWESOME AWGO TIPS



Association of Wish Granting Organizations (AWGO)
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Frequent Flyer Miles

By: Kathleen B. Breaux

It was wonderful seeing you all at the conference in Savannah! During one of our breakout sessions, we were discussing the possibility of donating frequent flyer miles in order to allow the wish families to travel at a discount. As promised, I did some research on the subject, and would like to share my findings with all of you. I must warn you in advance, however, that it gets very tedious, but hopefully it will be worth the savings... Since I believe in starting with the easy part first, let's get started with **SOUTHWEST AIRLINES**.

SOUTHWEST AIRLINES

This airline was the easiest, least complicated, and therefore my favorite one of all. Very user friendly and accommodating. When someone has earned Award Tickets, and they wish to share them with a wish family, all they need to do is go online at www.southwest.com and book a flight in the names of those who will be traveling. There is a security fee of approximately \$10/ticket which must be paid for at that time. There is no penalty that will be imposed due to when the ticket is booked, however, it is advised that you book as soon as possible since the Award Ticket seats are very limited. If the donor prefers to speak with a reservations agent over the phone, there will NOT be an additional fee charged. This is the only airline that doesn't charge an additional fee to speak with a live person. The donor may call 1-800-435-9792 and take it from there.

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Someone mentioned at the conference that SW gives their organization a \$600 voucher whenever they book reservations. When I called the SW Charitable Giving office at their corporate headquarters for details, I found out they are revisiting their charitable donation policy and will divulge their conclusions sometime in August. I'll send an update outlining their new policy as soon as it is unveiled. Now, fasten your seatbelts for the other airlines...

It's only when we truly know and understand that we have a limited time on earth—and that we have no way of knowing when our time is up, we will then begin to live each day to the fullest, as if it was the only one we had.

Dr. Elisabeth Kubler-Ross

US AIRWAYS

If a donor wishes to share Dividend Miles with a wish family, they need to go online at www.usairways.com and book the flight in the names of the wish family. There are fees and taxes of approximately \$10/ticket that are imposed at this point. If the flight is booked less than 14 days prior to departure, then a \$50/ticket fee is charged. There is no fee charged if the reservation is booked more than 14 days prior to departure. If the donor wishes to speak with a reservations agent on the telephone (800-428-4322), there will be a \$30/ticket fee for this reservation.

BRITISH AIRWAYS

If your donor is a member of British Airways Executive Club and he/she wishes to donate frequent flyer miles to a wish family traveling within the United States, then all they have to do is visit www.britishairways.com and log into their Executive Club account. They can book the tickets in the wish family's names on either American Airlines or Alaskan Airlines. Here we go again with the ever present stipulations... If the tickets are booked less than 10 days prior to departure, there will be a \$50 penalty/ticket. If the tickets are booked more than 10 days prior to departure, there will not be a penalty. The surcharges and taxes per ticket will be approximately \$25. If the donor chooses to speak with a reservations agent on the telephone, there will be an additional charge of \$20/ticket. FYI, their toll free number is 1-800-247-9297.

Life is not waiting for the storm to pass - it's learning how to dance in the rain.

CONTINENTAL AIRLINES

When I inquired about passengers designating their frequent flyer miles into a specific account with Continental Airlines, I was told that no additional charitable organizations would be allowed to be added to their charitable organizational list. I contacted the corporate headquarters and was informed that they currently have Make-A-Wish America and Make-A-Wish International on their approved list. Here's how it works for them- The Continental Airlines frequent flyer miles are deposited into one of the two Make-A-Wish accounts and then when miles are needed for a wish, then one account administrator from Make-A-Wish is totally responsible for handing the travel reward tickets. Since we won't be allowed to take this direct route, we'll just take the scenic route... the Continental Airlines One Pass Account holder can use their miles on a Delta flight since they are partnered with Delta!!! This is not a joke. The donor may go online at www.continental.com and book a flight on Delta Airlines and insert the wish family's names on the tickets. If the reservation is made between 4 and 14 days before departure, then the One Pass Account holder will be charged a \$50 fee/ticket, and a Gold, Silver or Platinum One Pass account holder will be charged a \$35 fee/ticket. In addition, the taxes and fees of approximately \$10/ticket will also be charged. If the One Pass Account holder calls a reservations agent directly, then an additional \$25 fee/ticket will be imposed. Are we getting their drift that they are not too keen on transferring mileage?!

A hundred years from now it will not matter what my bank account was, the sort of house I lived in, or the kind of car I drove, but the world may be different because I was important in the life of a child.

DELTA AIRLINES

If a Skymiles Member wishes to donate their frequent flyer miles to a wish family, they should go online at www.delta.com and book the flight in the names of the wish family. If the reservation is booked 21 days or less before travel commences, then there will be a \$75 per ticket penalty. If the reservation is booked more than 21 days before departure, there will not be a penalty fee. If the Skymiles Member chooses to speak with a reservations agent on the telephone, then there will be a \$25/ticket charge for this reservation. There are security fees and taxes of approximately \$10/ticket that will be charged. It should also be noted that if, for any reason, there is a flight change after the initial booking, there will be a \$100/ticket penalty imposed! Finally, Delta will also accept frequent flyer miles from their Sky Team Partners, Northwest Airlines & Continental Airlines) for domestic travel only.

Life is not measured by the number of breaths we take, but by the moments that take our breath away.