

September 13, 2002

Earl Rogers  
Duluth Travel Agency Inc.  
219 W 1st St. Skywalk Level  
Duluth, MN 55802

**Meeting Agreement**

**Meeting Name:** Society for Conservation Biology Conference  
**Reference Number:** V89HT7      **Z Code:** ZVAA

**City:** Duluth – DLH  
**City:** Minneapolis/St. Paul – MSP

**Meeting Dates:** 26 Jun 03 to 02 Jul 03  
**Travel Dates:** 23 Jun 03 to 07 Jul 03

**Expected Attendees:** 200

Thank you for choosing Continental Airlines for your meeting needs. With the outstanding service provided by our MeetingWorks staff, followed by the award-winning customer service at the airport and in-flight, your attendees will agree that you made the right choice.

**Discounts**

When 10 or more attendees are traveling on Continental to the same event, Continental is pleased to offer Society for Conservation Biology Conference:

- Discounted airfares
  - 10 Percent discount off Y8, YA3 and H8 fares booked in applicable class of service
  - 5 Percent discount off any other published fare booked in applicable class of service
- An additional five percent discount if using a published fare when you ticket sixty days or more before your travel date
- Zone Fares
  - Standard Zone Fares will be applicable – See attached Zone Fare Rules and Zone Fare Grid

To receive these discounts, the Continental Z Code referenced above must appear on the ticket in the Tour Code Box, Ticket Designator Box and in the Fare Calculation Ladder. The attached **Meeting Policies and Procedures** provides information regarding your specific discounts and zone fares (if applicable) and ticketing instructions.

**Productivity**

In addition to discounts for your meeting attendees, Continental offers you the opportunity to earn productivity credits at the ratio of 3 productivity credits for every 40 passengers.

These credits can be redeemed from a menu of travel rewards. You will receive a notice of your earnings and an order form on which to select your rewards approximately 60 days following the end of the month of your event. Only tickets issued with the correct Z Code will qualify toward productivity earnings. Productivity counts will be based on Continental Revenue Accounting data. The attached **MeetingWorks Productivity Information** provides more details regarding the productivity program and the rewards your organization may earn.

**Reservations and Ticketing**

For reservations, please have your meeting attendees call their travel agent professional or MeetingWorks at 800-468-7022. Advise them to provide the Reservations Agent with your meeting Reference Number: V89HT7. Outside of the toll-free dialing area, contact the local Continental Reservations Office.

We will also be pleased to provide you with customized flyers to help promote Continental as your official airline. To order, contact MeetingWorks Administration at 800-322-8862. Please note that any printed, audio or visual material promoting Continental and/or Continental's travel programs must be approved by Continental MeetingWorks Administration prior to distribution.

**Activating Your Meeting Registration**

We are standing by to meet your meeting travel needs. To activate your meeting registration, sign below and fax both the front page and signature page to MeetingWorks Administration at 713-835-2047 within 30 days of the date of this letter. You may also mail the signature page to MeetingWorks Administration, 9999 Richmond Ave., Suite 120, Houston, TX 77042.

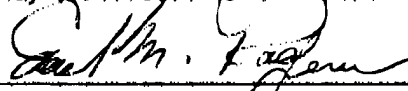
Failure to return a signed agreement within 30 days may result in re-negotiation of this Agreement. In addition, you will not be eligible for productivity rewards for your organization's meeting travel.

**Cancellation Clause**

All terms of this Agreement are strictly confidential. Any breach in confidentiality will immediately render this agreement null and void. Either party may cancel this agreement upon ten (10) days advance written notice.

Thank you again for choosing Continental Airlines for your meeting travel. If you have any questions regarding this agreement, please call MeetingWorks at 800-468-7022.

By signing below, I acknowledge that I have the authority to represent the attendees of Society for Conservation Biology Conference with respect to the obligations of this MeetingWorks program. I acknowledge that I have read and agree to abide by all terms and conditions stated in the letter and attached MeetingWorks Policies and Procedures. I understand that failure to adhere to all terms and conditions may result in debt memos and/or termination of this Agreement.

Signature:  Date: SEPT. 16, 2002

Name: EARL M. ROGERS Title: PRES.

Company: DULUTH TRAVEL AGENCY Address: 219 W. 1<sup>ST</sup> ST. SKYWALK LEVEL  
DULUTH MN 55802

City: DULUTH State: MN Zip: 55802

Z Code: ZVAA  
Reference Number: V89HT7  
MW Sales Code: 11548  
ASSN

## Meeting Policies and Procedures

### Discounts:

- Please note the important discount levels and booking class information on the Booking Instructions for Meeting Agreements.
- To qualify for a MeetingWorks discount, you must have at least ten (10) people traveling (from different cities) on Continental Airlines to each event. Discounts are good for meeting travel only and are not valid for individual corporate or leisure travel.
- Receive an additional 5% discount on all published fare tickets when purchased more than 60 days prior to your travel date. Note: Additional discount not available on code share flights and flights to Europe between 6/1 and 9/30.
- Discounts may not apply to ten (10) or more people traveling together at one time from one city to one destination (i.e., group travel). Continental does offer a separate program to accommodate group travel. Please contact our GroupsWorks Department at 800-525-1700 for group information and pricing.
- Discounts do not apply to: Senior Citizen, Government or Military fares, companion fares, or Passenger Facility Charges. Discounts may not apply to sale fares or promotional fares, or any other discounted offer.
- Discounts must be taken at time of ticketing.

### Zone Fares:

- If your agreement includes zone fares, see the attached zone fare grid for ticketing and booking instructions.
- All tickets must include the correct zone fare basis code and Z Code separated by a slash (example: NRXXX/ZXXX).
- The Z Code must also appear in the Tour Code Box

### Productivity:

- You must sign and return this agreement to MeetingWorks Administration in order to qualify for productivity.
- You will receive a notice of your earnings and an order form on which to select your rewards approximately 60 days following the end of the month of your event.
- Only tickets issued with the correct Z Code will qualify toward productivity earnings. See Booking Instructions for Meeting Agreements for complete ticketing instructions.
- Productivity counts will be based on Continental Revenue Accounting data.

### Code Share:

- MeetingWorks discounts and zone fares are not always available on code-share flights (CO\*). Please check with MeetingWorks at 800-468-7022 for further details.
- Northwest Airlines: Standard MeetingWorks discounts are available on all NW flights (excluding travel between IAH/EWR/CLE and DTW/MSP/MEM). Tickets must be plated on CO with the Continental Z Code to qualify for the discount.

### Cancellation Clause:

- All terms of this Agreement are strictly confidential.
- Any breach in confidentiality will immediately render this agreement null and void.
- Either party may cancel this agreement upon ten (10) days advance written notice.

## Booking Instructions for Meeting Agreements

TO/FROM	FARE TYPE	BOOKING CLASS	DISCOUNT	REQUIREMENTS/ PENALTIES
U.S., ALASKA, CANADA	Y8/YA3/H8 Fares	Applicable Class of Service	10%	No Restrictions Apply
	All Other Published Fares	Applicable Class of Service	5%	Rules of the Fare Apply
HAWAII	J BusinessFirst Class	J	5%	No Restrictions Apply
	Y Coach Class	Y	10%	No Restrictions Apply
	All Other Published Fares	Applicable Class of Service	5%	Rules of the Fare Apply
MEXICO, CARIBBEAN, SOUTH AND CENTRAL AMERICA	J BusinessFirst Class	J	5%	No Restrictions Apply
	C First Class	C	5%	Rules of the Fare Apply
	Y Coach Class	Y	10%	No Restrictions Apply
	All Other Published Fares	Applicable Class of Service	5%	Rules of the Fare Apply
EUROPE	J BusinessFirst Class	J	5%	No Restrictions Apply
	Lowest Unrestricted Y Fare	Y	10%	No Restrictions Apply
	All Other Published Fares	Applicable Class of Service	5%	Rules of the Fare Apply
MICRONESIA*** GUAM JAPAN	J BusinessFirst Class	J	10%	No Restrictions Apply
	Lowest Unrestricted Y Fare	Y	10%	No Restrictions Apply
	All Other Published Fares	Applicable Class of Service	5%	Rules of the Fare Apply

Receive an additional 5% discount when you book and ticket 80 days prior to travel date.

\* Standard discounts available on Continental Airlines, Continental Express, and Continental Connection flights operated by Gulfstream International.

\*\* For code-share details see Policies and Procedures. Valid on eligible code-share partners. See code-share information.

\*\*\* For travel to Micronesia only. Not valid for travel originating in Micronesia.

## Ticketing Instructions for Meeting Agreements

**IMPORTANT:** To ensure credit is received for each ticket, the Continental Z Code referenced on your Agreement letter must appear in the Tour Code Box, Ticket Designator Box in the Fare Calculation Ladder, as shown in the following sample:

STAPLE HERE  
ATB2

INSERT

**PASSENGER TICKET AND BAGGAGE CHECK**  
SUBJECT TO CONDITIONS OF CONTRACT

ISSUED BY **Continental**      DATE OF ISSUE      ISSUING OFFICE CODE      NRI      MPO

U.S. AGENT ID      PLACE OF ISSUE      TOUR CODE **ZABC**      RTI

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ORIGINAL ISSUE      ISSUED IN EXCHANGE FOR      FARE CODE      FIRM CODE      FIRM CODE

FARE CALCULATION  
**/FC HOU CO MSY 6805 Q14XIP/ZABC CO**  
**MOUT0.30VE7WIP/ZABCUSD126JBENDXPM5YS**

FARE      FIRM FARE FIRM

TAX      STOCK CONTROL NUMBER TX      COUPON      AIRLINE      FORM SERIAL NO.      CK

TAX      **00500065489712**

DO NOT MARK OR WRITE IN THE WHITE AREAS BELOW

**Continental**

COUPON AIRLINE      FORM SERIAL NO.      CK

Please advise your travel agent of these important ticketing procedures to ensure your organization receives full productivity credit for your event.

**THIS INFORMATION IS IMPORTANT FOR TWO REASONS:**

- Continental can only track productivity when the Z Code appears in both the Tour Code Box and Ticket Designator Box.
- Travel agencies will avoid additional charges (debit memos) by properly ticketing with the Z code in the Tour Code Box, Ticket Designator Box and Fare Calculation Ladder.

**Reservations and Ticketing:** For reservations, please have your meeting attendees call their travel agent professional or Continental MeetingWorks 6:00 a.m. - 10:00 p.m. CST  
800-469-7922 in the U.S. or Canada Seven days a week

Advise your attendees to provide the Reservations Agent with your meeting Reference Number. Outside the toll-free dialing area, contact the local Continental Reservations Office.

**TRAVEL AGENT PARTNERS:**

Book the customer's PNR with a corporate header, O/OCV/LASTNAME/FIRSTNAME.

To ensure quality customer service for your client, please also include in the reservation, a single OSI message indicating the dollar amount of the ticket, the fare basis used and the reference code authorizing the fares.

08/01/02

## MeetingWorks Zone Fare Rules

- Fares effective for travel originating from August 1, 2002 to December 31, 2003.
- Passengers may ticket using the Zone fares enclosed or standard MeetingWorks discounts; however, standard MeetingWorks discounts may not be applied to Zone fares.
- These fares are valid only for the travel dates indicated on the attached Meeting Agreement Disclosure.
- All fares are in USD unless otherwise indicated in the "Special Rules" column.
- All space must be booked in the class of service indicated in the "Special Rules" column and is subject to availability on all flights. Zone fares may not be available during peak travel times.
- Zone fares are valid on the most direct published routing only. If a published routing does not exist for a particular market, the fare is not valid. Zone fares may not be combined with published fares, certificate programs, coupons, or any other discount offers.
- All Zone fares are round trip and do not include any taxes, facility charges or surcharges. All such charges applicable at the time of ticketing must be added and indicated on all tickets issued. There will be both a special fare basis code *and* a ticket designator issued for this agreement. Do not issue any tickets without both codes. The fare basis code may not appear on any promotional or advertising material.
- To ensure quality customer service for your client, please include a single OSI message indicating the Z-code, the reference code authorizing these fares, the fare basis and the dollar amount of the ticket. Refer to Ticketing Instructions for Meeting Agreements page for further ticketing instructions.
- Open jaws are allowed.
- Minimum stay - 2 nights. Maximum stay - 30 days. No Saturday night stay is required.
- OnePass miles will be accrued. Upgrades may be used according to the rules of the reward being used.
- Tickets must be purchased 14 days after booking or 7 or 14 days prior to departure, according to the requirement indicated on the fare page, whichever occurs first.
- For tickets issued outside the United States, local ticketing requirements must be obeyed. If negotiated fares are not allowed, these Zone fares will be invalid.
- Standard agency commission rates in effect at the time of ticketing will apply. Prepaid tickets will be allowed, subject to the appropriate charge.
- Minimum number of passengers ticketed on Continental Airlines - 10 per event.
- A group is considered to be 10 or more persons occupying one or more common flight(s) within their itinerary. Continental Airlines must be notified immediately if 10 or more passengers using this agreement are on any common flight. Groups will be subject to normal group procedures and deposits.
- For travel within the United States, B and V fares are combinable using the most restrictive ticketing rules.
- For travel to Hawaii one free stopover is allowed in either direction, in either EWR, IAH or LAX. For travel beyond Hawaii, one free stopover is allowed in either direction, in either EWR, IAH, LAX or HNL. Two additional stopovers are allowed in any city beyond HNL, as long as the routing is valid (backtracking is not allowed). For multiple destination itineraries, the highest destination fare applies.
- For travel to Mexico, Central America, South America, or the Caribbean, one free stopover is allowed in either IAH or EWR, as long as the routing is valid.
- For travel to Europe or Tel Aviv, Peak and Off Peak fares may be combined. The first trans-Atlantic flight in each direction will determine the applicable season. One free stopover is allowed for travel to Europe or Tel Aviv in either CLE, EWR, or IAH, as long as the routing is valid.
- Limited changes are allowed, subject to the standard rules for changes and subject to a \$100 fee. Refunds are allowed subject to a \$100 fee. For travel to /from Europe, Tel Aviv and the Pacific (excluding HNL) the change fee and refund fee is \$150. If the originating flight is changed, the 7 or 14 day advance purchase must still be met.
- Travel is valid on Continental Airlines, Continental Express and Continental Connection flights operated by Gulfstream International. Travel is not valid on the code-share with Northwest Airlines. For questions regarding the validity of fares on any code-share flight, please contact MeetingWorks.