



FISHER HOUSE FOUNDATION, INC.

*“Dedicated to our greatest national treasure...
our military service men and women and their loved ones.”*

Dear Service Member:

On behalf of Fisher House Foundation, thank you for your service to our nation. You are truly one of America's heroes.

If you are undergoing treatment at a military medical center incident to your service in Iraq, Afghanistan, or the surrounding areas, you and your family members may be eligible for complimentary airline tickets that have been donated to our Foundation. We would be honored to provide these tickets to you and your loved ones under the following conditions:

- For you: We are prepared to provide you with a round trip airline ticket for a trip from the medical center to your home and return if you are not eligible for government funded airfare.
- For your family and friends: In medically serious cases, the government provides a transportation entitlement for up to two family members for travel to the medical center where you are hospitalized. If you do not qualify for that government funded travel, we may be able to provide your family or a friend with round trip airline tickets to visit you. Please bear in mind that we are providing only airline tickets. There are no provisions for assistance with local travel, overnight accommodations, meals or other expenses. As long as Fisher House Foundation has tickets available, there is no restriction on the number you can request or how often you request them.

The tickets that we have for this purpose are on American Airlines and Northwest Airlines. The American Airlines tickets were donated by Anheuser-Busch, and the Northwest Airlines® tickets are from WorldPerks® frequent flyer miles donated by the public through the Northwest Airlines AirCares® program. The attached information sheets contain the terms and conditions for their use. It is important that you understand that you must comply with all terms and conditions, to include payment of the September 11th security fee (normally not to exceed \$10 per round trip). Reservation and ticket agents are not authorized to make exceptions to the stated terms and conditions.

Because the Northwest Airlines ticket program depends on the generosity of the public, we encourage you to tell your family and friends who are WorldPerks members to donate Northwest Airlines frequent flyer miles for this program. To make a donation, call (800) 327-2881.

For travel to the Washington, D. C. area, we are pleased to provide complimentary ground transportation to and from one of the three area airports to the major medical centers, through the generosity of the Georgetown Wounded Patriot Support Project. Information about this program will be provided when the tickets are issued.

If you or your loved ones can meet all the criteria, please complete the attached request form and submit it to the family assistance center or other designated office that will forward the request to us. Incomplete forms will not be accepted.

Thank you. These tickets are an expression of our appreciation for your service and sacrifice.

Sincerely,

David A. Coker
Executive Director

American Airlines
Award Ticket Terms & Conditions:

Award tickets are valid for roundtrip travel on flights marketed and operated by American Airlines, American Eagle and AmericanConnection within the 48 contiguous United States.

Free* ticket is valid for round-trip travel in the contiguous 48 United States. For residents of Hawaii, Alaska, Canada, Puerto Rico and the U.S. Virgin Islands, the free* ticket is valid for round-trip travel from these locations to the contiguous 48 United States.

Valid Routing: Award ticket is valid for roundtrip travel within the 48 contiguous United States where American Airlines offers published fares. No stopovers or circle trips are allowed.

Valid Travel Dates: Award ticket will be valid for travel between September 2, 2003 and December 31, 2004, excluding the following dates: November 26, 29, 30, 2003; December 1, 20, 21, 22, 23, 26, 27, 28, 29, 2003; January 3, 4, 5, 2004; February 12, 13, 14, 15, 21, 22, 2004; March 12, 13, 14, 19, 20, 21, 26, 27, 28, 2004; April 9, 10, 11, 16, 17, 18, 2004; July 2, 3, 5, 6, 2004; September 3, 4, 5, 6, 2004; November 24, 27, 28, 29, 2004; December 18, 19, 23, 24, 26, 27, 2004.

Booking Class: Award ticket is valid for travel in Economy Class and will be booked in 'T' booking class. Seats are limited and may not be available on all flights or on all days of the week.

Security Fee: The passenger will be responsible for the payment of the September 11th Security Fee of up to \$10 maximum per roundtrip for U. S. "free" award tickets.

Advance Booking Requirement: Award travel must be booked at least 14 days prior to departure.

Min/Max Stay Requirement: Travel must include a Saturday night stay. The maximum stay is 30 days.

Transferability: Award ticket is transferable, but may not be bartered or sold.

AAdvantage Mileage Accrual: Passenger traveling on award ticket may not accrue AAdvantage miles or earn miles toward elite status qualification.

Upgradeability: Award ticket is not upgradeable.

Itinerary Changes: No changes can be made after ticketed departure date for any portion of the award ticket. Changes made before departure are subject to a service charge of \$100.

Other Conditions: Offer is subject to change without notice. Other restrictions may apply.

American Airlines
Ticket Booking Procedures:

Once you have received the American Airlines AAdvantage Award Certificate, you should call the AAdvantage Reservations/Customer Service Center at (800) 882-8880 to reserve round trip air travel. This must be done at least 14 days prior to departure. Travel can not be booked through a travel agency.

If flights are available on the requested dates, American Airlines will confirm the reservation and provide the traveler with a six character record locator code. The passenger will have to provide a credit card number to pay the September 11th Security Fee of up to \$10 maximum per roundtrip.

Passengers will be instructed to mail the Award Certificate to:

American Airlines
Post Office Box 116
6223 Highway 90
Milton, Florida 32570-1708

On the front of the envelope, in the lower left corner, the passenger should list his or her last name, the flight number of the originating flight, date of the originating flight, and the six character record locator code.

After the completed Award Certificate is received and processed by American Airlines, the passenger will be issued an E-Ticket (electronic ticket) by email, fax, or regular mail.

The passenger should arrive at the airport on the designated day with a government issued photo ID with a name that matches that on the reservation.

Northwest Airlines AirCares® Support For Fisher House Foundation

Northwest Airlines invites WorldPerks® members to donate WorldPerks miles to support the work of the Fisher House Foundation to assist armed services personnel serving in Iraq and Afghanistan in taking convalescent leave from military hospitals and/or eligible family members of hospitalized service men and women to visit them in medical facilities.

Northwest will use the following guidelines to manage this special AirCares program for the benefit of the Fisher House Foundation:

1. The Fisher House Foundation will administer the program for eligible recipients.
2. The program is designated for eligible family members of U.S. service members who are assigned to Operation(s) Iraqi Freedom and Enduring Freedom.
3. Standard WorldPerks rules will apply to the AirCares program for the award of free travel.
4. Miles contributed to this program cannot be designated for specific military personnel and/or their families.

To Donate Mileage:

The AirCares program depends on the generous support of Northwest Airlines WorldPerks member donations. Donations to the Fisher House Foundation may be made through November 30, 2004. To make a donation, call toll-free at 800.327.2881 and have your WorldPerks account and PIN number ready. Donations begin with a minimum of 5,000 miles and larger donations may be made in 1,000 mile increments. **All mileage donations are final.**

Terms and conditions:

Award tickets may be redeemed only for round trip economy class travel valid on Northwest Airlines. Award tickets must be issued and award travel must be completed by December 31, 2004. There are no blackout dates. Expedite fees will be waived on all awards, however, the passenger will be responsible for the payment of the September 11th Security Fee of up to \$10 maximum per roundtrip for U.S. "free" award tickets and any other taxes assessed on award tickets. Once award tickets are confirmed, any changes, including changes to dates and times, origin or destination will require a WorldPerks Administrative Fee of \$50, for which the passenger will also be responsible.

After completing the telephone mileage donation, WorldPerks members transfer all rights to the specified amount of miles to the AirCares program. Mileage may be donated to the Fisher House Foundation through November 30, 2004. Any unused miles will not be returned to the WorldPerks member. Offer is nontransferable. Miles contributed to this program cannot be designated for specific military personnel and/or their families. The Fisher House Foundation and Northwest Airlines have sole determination as to the recipients of roundtrip award tickets under this program. Seats are limited and may not be available on all flights or in all markets. Offer subject to change or withdrawal without advance notice.

Miles accrued and awards issued are subject to the standard rules of the Northwest Airlines WorldPerks program. Northwest is the sole arbiter regarding any interpretation of the AirCares program, WorldPerks program and all applicable program rules. Northwest Airlines, its subsidiaries, affiliates and agents are not responsible for any products and services of other participating companies and partners. Northwest Airlines and WorldPerks are registered trademarks. For complete details about the WorldPerks program, visit www.nwa.com



FROM: OIF/OEF Patient

THRU: Treating Health Care Provider (please complete)

Soldier is being treated as in/out (circle appropriate status) patient due to service in Iraq, Afghanistan, and the surrounding area

Estimated remaining length of treatment as in or outpatient at this medical center is:

Under 15 days

15-30 days

Over 30 days

Signature

Print Name and Grade or Rank if Military

THRU: Ethics Counselor (initial)

Request complies with the Joint Ethics Regulation. Ethics opinion attached.

THRU: Family Assistance Center

TO: Fisher House Foundation

I would like a complimentary round trip airline ticket for myself for a non-government funded trip from _____ (name of medical treatment center) to _____ (airport city and state).

Earliest date/time for outbound travel is: _____/_____/_____.

Earliest date/time for return travel is: _____/_____/_____.

I would like a complimentary round trip airline ticket(s) for the following members of my family or friend to visit me while I am a patient at _____ (name of medical treatment center).

Please PRINT and use legal name that will match government issued identification and provide a current mailing address & phone number:

1. _____ Relationship: _____

(Address)

(City/State/Zip Code)

()

(phone number)

Alternate Phone Number: () _____

E-Mail Address: _____

Travel will originate from the following airport: _____

Earliest date/time for travel to commence: _____ / _____

Earliest date/time for return travel: _____ / _____

Any special considerations (i. e. handicap, infant sharing seat, etc.) _____

2. _____ Relationship: _____

(Address)

(City/State/Zip Code)

()

(phone number)

Alternate Phone Number: () _____

E-Mail Address: _____

Travel will originate from the following airport: _____

Earliest date/time for travel to commence: _____ / _____

Earliest date/time for return travel: _____ / _____

Any special considerations (i. e. handicap, infant sharing seat, etc.) _____

If there are more than two family members, please reproduce this page and complete the form for the additional names.

There are no provisions for assistance with local travel, overnight accommodations, meals or other expenses. If travel is to the Washington, D. C. area, please read the following:

IN MAKING THIS REQUEST, I SPECIFICALLY ACKNOWLEDGE WASHINGTON, DC, IS A HIGH COST LIVING AREA AND THAT NEITHER THE DEPARTMENT OF THE ARMY NOR THE FISHER HOUSE FOUNDATION WILL PROVIDE FOR ANY ASSISTANCE , FINANCIAL OR OTHERWISE, IN ANY ASPECT OF TRAVEL RELATED TO THIS REQUEST, INCLUDING GROUND TRANSPORTATION, HOUSING ACCOMMODATIONS, OR MEALS. IN SIGNING BELOW I CERTIFY THAT I OR MY FAMILY WILL MAKE ARRANGEMENTS AND PAY FOR ALL ASSOCIATED COSTS AND WILL SEEK NO ASSISTANCE FROM THE FISHER HOUSE FOUNDATION OR THE DEPARTMENT OF THE ARMY.

Signature: _____

Printed Name: _____

Rank & Service: _____

Room/Ward: _____ Today's Date: _____

Telephone number where you can be contacted: () _____

Alternate local contact: _____
(e.g., Platoon Sergeant) Name & number

Action by Fisher House Foundation:

Ticket(s) Issued: _____

CF: Family Assistance Center



FISHER HOUSE FOUNDATION, INC.

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FISHER HOUSE FOUNDATION ANNOUNCES ELIGIBILITY FOR DONATED AIRLINE TICKETS

Through its partnership with “Operation Hero Miles,” the nonprofit [Fisher House Foundation](#) has airline tickets from American Airlines and Northwest Airlines that will be made available to military men and women who are undergoing treatment, as either an in- or out-patient, at a military medical center incident to their service in Iraq, Afghanistan and the surrounding area, and their families.

There are two categories of eligible recipients:

- Qualifying service men and women may be given a free round trip airline ticket for a trip from the medical center to their home and return if they are not eligible for government funded airfare.
- Qualifying service men and women may be given free round trip tickets to enable their family or close friends to visit them while they are being treated at the medical center.

The American Airlines tickets were donated by Anheuser-Busch and require a 14-day advance reservation as well as other restrictions. The Northwest Airlines tickets are from the public donating their WorldPerks frequent flyer miles through the Northwest Airlines AirCares program. The terms and conditions for both airlines are attached. Passengers are responsible for payment of applicable taxes and fees.

The request for tickets must originate with the service member. Forms for the request are available at the family assistance center. Family members should not contact Fisher House Foundation or the family assistance center directly but should ask the service member to obtain a form from the family assistance center at their medical center. There are no provisions for assistance with local travel, overnight accommodations, meals or other expenses.

[Fisher House Foundation](#) is best known for the network of 32 comfort homes on the grounds of military and VA major medical centers. The houses are 5,000 to 8,000 square foot homes, with up to 11 suites, donated to the military and VA by the Fisher family of New York through Fisher House Foundation. The Foundation provides support to families of patients receiving care at the nearby medical center and has ensured that families of service men and women wounded or injured in Operation Iraqi Freedom and Operation Enduring Freedom do not pay for their stay at a Fisher House or other on base facility if they are on a wait list.

The success of the Northwest Airlines® AirCares® partnership depends on Northwest WorldPerks® members donating their frequent flyer miles to Fisher House Foundation. WorldPerks members can donate miles by calling (800) 327-2881. Donations begin with a minimum of 5,000 miles and larger donations may be made in 1,000 mile increments. All AirCares mileage donations are final.



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Dear Family Member/Friend,

At the request of your sick or injured service member-hero and as an expression of appreciation for his or her service to our nation, enclosed are complimentary airline tickets or e-tickets that have been donated to our Foundation that you can use to visit your service member.

The tickets are either on American Airlines or Northwest Airlines. The American Airlines tickets were donated to Fisher House Foundation by Anheuser-Busch as part of “Operation Hero Miles,” the program that is providing frequent flyer miles to Operation Iraqi Freedom and Operations Enduring Freedom service members for their R&R or emergency leave travel. The Northwest Airlines tickets are from donations of Northwest Airlines WorldPerks® frequent flyer miles to Fisher House Foundation through the Northwest Airlines AirCares® program. Terms and conditions for use of the miles are contained in the attached information sheets from the airlines.

Before you make your reservations, you should know that Washington, D.C., is a high cost living area. You should plan to spend a substantial amount of money on food and lodging since neither the Department of the Army nor the Fisher House Foundation will provide assistance in making arrangements or paying for your housing accommodations, transportation, or meals. Enclosed is a list of hotels in the vicinity of the Walter Reed Army Medical Center. As soon as you make your flight arrangements, we recommend you make reservations for a place to stay. In your planning, you should also be aware that there is very limited availability for government child care and you may want to consider very carefully whether to make the trip with children.

For those family members or friends traveling to the Washington, D. C. area, we are pleased to provide you with complimentary ground transportation from any of the three area airports to the three military medical centers (Walter Reed, Bethesda, or Andrews AFB), through the generosity of the Georgetown Patriot Support Project. Information on this program is included in a separate letter.

A final note: Because the Northwest Airlines AirCares program depends on the generosity of its WorldPerks members, please ask your relatives or friends who are WorldPerks members if they would consider donating their frequent flyer miles to assist Operation Iraqi Freedom or Operation Enduring Freedom service members or their families. Donations can be made by calling (800) 327-2881.

Thank you. These tickets are an expression of our appreciation for the service and sacrifice of your service member.

Sincerely,

David A. Coker
Executive Director

HOTEL	TELEPHONE	LOCATION	DISTANCE TO WRAMC	SHUTTLE SERVICE	COST SINGLE ROOM	RESTAURANT OR CAFE
Hilton	(301) 589-5200	8727 Colesville Rd Silver Spring, MD 20910	5 minutes 1.71 miles	√YES / _ NO	\$129	Capital Blue & Sergio (located In Hotel) Rudy Tuesday, Red Lobster
Ramada Inn	(301) 565-3444	7990 Georgia Ave Silver Spring, MD 20910	3 minutes 0.94 miles	_ YES / √ NO	\$65 + tax for Military 75\$ + tax for others	Ruby Tuesday, Red Lobster,
Days Inn	(301) 588-4400	8040 Georgia Ave Silver Spring, MD 20910	3 minutes 0.98 miles	_ YES / √ NO	\$69.95 + Tax	Subway, Café within 1 mile radius/Chinese/Mexican
Holiday Inn	(301) 589-0800	8777 Georgia Ave Silver Spring, MD 20910	5 minutes 1.81 miles	√YES / _ NO	\$109	River City located in hotel,