

CAMP News

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Capital Apple Mac
Performa User Group



Augusta, Maine
www.campug.org

Next Up: iTunes 11, Bylaws Revision

It's business before pleasure, so our regular educational meeting on February 13 will be preceded by a special business meeting to take up again the revision of CAMP's bylaws, resolutions and articles of incorporation that was last discussed at the December 2012 annual business meeting. Copies of the drafts have been emailed to members under separate cover.

As for the pleasure...the latest iteration of iTunes will most definitely change the way you use Apple's iconic media player. See what you'll need to wrap your head around when Jeff Frankel puts iTunes 11 through its paces.

As always, we meet at 7:00 p.m. in Room 11 of the Buker Community Center, 22 Armory St., Augusta, ME.

Contracts of Carriage

Jeff Frankel

No, we're not talking about renting a horse and buggy here. We're talking about what happens when you miss a connecting flight. We're talking about that sinking sensation that comes with the realization that you missed the last plane to your ultimate destination, and that you're stranded for the night.

This all came home to me twice in the last several months. The first occurrence was December 2012 when my daughter was flying Delta from Portland back home to Austin by way of Detroit. The flight from Portland left late and the connection was gonna be tight... Sure enough, she texted us that she was going to miss the

second leg of her journey. What's a concerned dad to do? -Why, search out the airline's contract of carriage, of course, and let her know what the airline has committed itself to do for passengers in such situations.

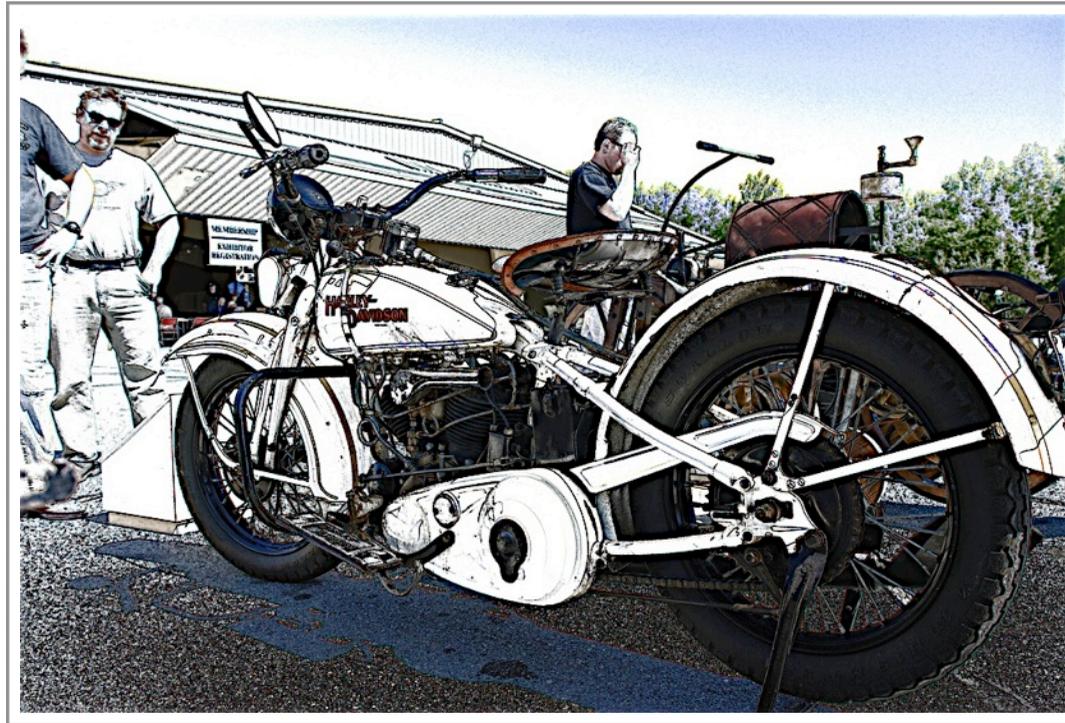
The contract of carriage spells out in mind-boggling legalese the carrier's policies over ticketing, baggage and every other aspect of flying, and is a binding agreement between you and the carrier. In the event of missed connections, [Delta's contract of carriage](#) (pp. 40-41) gave me a measure of assurance. If a missed flight is not caused by weather, act of God, work stoppage or the like, Delta agrees to put the

passenger on the next Delta flight out or possibly on another carrier's flight out. If the delay is for 4 hours or more and occurs during the hours of 10:00 p.m. and 6:00 a.m., Delta further agrees to provide meal vouchers, hotel lodging if available and ground transportation to the hotel if necessary.

I furiously texted all this to Hannah. Delta did indeed provide hotel accommodations, and Hannah made it back to Austin the following morning.

Hop forward to January 2013 when my wife and I were flying AirTran from Fort Myers (FL) back to Portland by way of Baltimore. The scheduled layover in Baltimore was only 30 minutes. The Baltimore-Portland flight was the last of the night. Both legs of our flight down to Fort Myers had left late, and as our time of departure from Fort Myers approached, it suddenly dawned on me... *What was I thinking when I booked a flight with a 30 minute layover?* And after looking up [AirTran's contract of carriage](#) (p. 34), I was even more glum:

- (1) Cancelled Flights or Irregular Operations. In the event Carrier cancels or fails to operate any flight according to Carrier's published schedule, or changes the schedule of any flight, Carrier will, at the request of a Passenger with a confirmed Ticket on such flight, take one of the following actions:
 - (i) Transport the Passenger at no additional charge on Carrier's next flight(s) on which space is available to the Passenger's intended destination, in accordance with Carrier's established reaccommodation practices; or
 - (ii) Refund the unused portion of the Passenger's fare in accordance with Section 4c above.



Owl's Head Transportation Museum



Unlike Delta, AirTran did not promise to feed us and put us up at a hotel. If we missed the connection to Portland for any reason, we'd likely have to fend for ourselves.

Miraculously, our plane left Fort Myers early and arrived in Baltimore 5 or 10 minutes ahead of schedule. The gates of the arriving and departing flights were adjacent to each other, and we even had time to use the restrooms and catch our breath before boarding the plane to Portland.

The takeaway? Look up an airline's contract of carriage before you book a flight with tight connections. If you don't, you may unexpectedly discover that in the event of a late flight, you flew YOYO class: You're On Your Own. ☀

This 'n That

Craziest dock yet... [CNET reports](#) on an upcoming ramen bowl with a built-in smartphone dock. You gotta take a look at the product pic. Antivirus revisited... In February 2012 the Flashback virus and several phishing attempts prompted me to install antivirus software on my Macs. (See the review of VirusBarrier X6 in the April 2012 *CAMP News*.) Since that time daily scans have not detected a single virus on any machine in the house, but the performance hit on my late 2009 iMac grew worse and worse. [A recent TidBITS article](#) by security expert Rich Mogull convinced me to pull the plug on VBX6. My iMac is running much happier now. And when my iMac is happy, I'm happy. ☀