



**airCreebec**



## **Passenger Tariff Manual No. 1 Version 2**

Tariff containing rules applicable to scheduled services for  
the transportation of passengers and their baggage between  
**Points in Canada**

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# Part I – General tariff information

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## Explanation of abbreviations, reference marks and symbols

\$	Dollar(s)
APPR	Air Passenger Protection Regulations
ATPDR	Accessible Transportation for Persons with Disabilities Regulations
CAD	Canadian dollar(s)
CTA	Canadian Transportation Agency also referred to as the "Agency"
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
N/A	Not applicable
No	Number
SDR	Special drawing rights

## Rule 1: Definitions

“**Adcol**” means additional collection for a difference in fare.

“**Affected Flight**” means the flight involved in a schedule irregularity.

“**Agency**” means the Canadian Transportation Agency.

“**Alternate Transportation**” means another flight (or flights) on the services of the same carrier or a flight (or flights) on the services of another carrier.

“**Animal**” in addition to the usual connotation, includes reptiles, birds, poultry and fish.

“**APPR**” means the *Air Passenger Protection Regulations*.

“**Assistive device**” means any medical device, mobility aid, communication aid or other aid that is specially designed to assist a person with a disability with a need related to their disability.

“**ATPDR**” means the *Accessible Transportation for Persons with Disabilities Regulations*.

“**ATR**” means the *Air Transportation Regulations*.

“**Baggage**” means any good that is necessary or appropriate for the wear, use, comfort, or convenience of the passenger for the purpose of the trip. Unless otherwise specified, it shall include both checked and unchecked baggage of the passenger.

“**Baggage identification tag**” means a document issued by the carrier solely for identification of checked baggage, part of which is given to the passenger as a receipt for the passenger’s checked baggage and the remaining part is attached by the carrier onto a particular piece of the passenger’s checked baggage.

“**Bank of seats**” means passenger seats that are immediately adjacent to each other and does not include passenger seats that are across the aisle.

“**Barrier**” means anything – including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice – that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

“**Boarding area**” means the point where the passenger’s flight coupons are lifted and kept by the carrier or the point where the carrier examines the passenger’s boarding pass prior to the passenger being permitted on the aircraft.

**“Boarding pass”** includes either a paper document or an electronic document issued by the carrier to the passenger and serves as a record that the passenger has checked in for their flight and, when it shows a seat assignment, it permits a passenger to board a particular flight.

**“Boarding time deadline”** is the time limit specified by the carrier by which the passenger must be present at the designated boarding area of their flight.

**“Canada”** means the ten provinces of Canada, the Yukon Territory, the Districts and Islands comprising the Northwest Territories of Canada and Nunavut.

**“Carrier”** means: Air Creebec inc.

**“Checked baggage”** means baggage of which the carrier takes sole custody and for which the carrier issues a baggage identification tag.

**“Check-in deadline”** is the time limit specified by the carrier by which the passenger must have completed check-in formalities and received a boarding pass.

**“Circle trip”** means any trip conducted in a continuous and circuitous route where the point of origin is also the ultimate destination but is not a round trip because it involves more than one stopover.

**“Commercial agreement”** means an agreement to sell tickets on another carrier's flight, or each other's flights (like a codeshare, or a block space agreement).

**“Convention”** means the Convention for the unification of certain rules relating to international carriage by air, [signed at Warsaw, 12 October 1929](#), or that convention as amended by the Hague protocol, 1955, or the [Montreal Convention](#) signed in Montreal on 28 May, 1999 whichever may be applicable to carriage hereunder.

**NOTE:** For roundtrip international transportation that originates and ends in Canada, the Montreal Convention will apply to the passenger's journey.

**“Curbside zone”** means an area that is located outside of a terminal where passengers are picked up or dropped off and that is owned, operated, leased or otherwise controlled by the terminal operator.

**“Denial of boarding”** occurs when a passenger is not permitted to occupy a seat on-board a flight because the number of seats that may be occupied on the flight is less than the number of passengers who have checked in by the required time, hold a confirmed reservation and valid travel documentation, and are present at the boarding gate at the required boarding time.

**“Destination”** means the ultimate stopping place according to the contract of carriage, as shown on the ticket. In round trip itineraries, the destination and the origin are the same.

**"Disability"** means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment — or a functional limitation — whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society.

**"Domestic transportation"** means air transportation between points in Canada, from and to the same point in Canada or between points in Canada and a point outside Canada that is not in the territory of another country.

**"Emotional support dogs (ESD)"** any dog that is individually trained or able to provide assistance to a person with a disability by providing emotional support."

**"Flight coupon"** means that portion of the ticket which is held electronically in the carrier's database. It indicates the particular points between which the passenger is entitled to transportation.

**"Force Majeure"** means any unforeseeable circumstances beyond the carrier's control, the consequences of which could not have been avoided even if all due care had been exercised including, but without limitation, meteorological and geological conditions, acts of God, pandemics, strikes, riots, civil commotions, embargoes, wars, hostilities, disturbances, unsettled international conditions, shortage of fuel or facilities, or labour disputes, either actual, threatened or reported.

**"Gratuitous"** means air transportation of passengers, goods or animals for no reward.

**"Immediate family"** means spouse (including common-law), parents and grandparents, children, grandchildren, and great-grandchildren, brothers and sisters, mother-in-law and father in law, brothers in law and sisters in law, daughters in law and sons in law, aunt and uncle, niece and nephew, cousin, legal guardian (with proof of judgment). Adopted and step members are also included in immediate family.

**"Interline"** means is a voluntary commercial agreement between individual airlines to handle passengers or baggage.

**"Involuntary refunds"** means any refund made in the event:

the passenger is prevented from using all or a portion of their ticket.

the passenger's original class of service is changed to a lower class of service; or

the passenger is unable to use any additional service purchased in situations set out in:

- Rule 90, Delay or cancellation – outside the carrier's control,
- Rule 91, Delay or cancellation – within the carrier's control and within the carrier's control but required for safety purposes,
- Rule 95, Denial of boarding – outside the carrier's control,

- Rule 96, Denial of boarding – within the carrier's control and within the carrier's control but required for safety purposes,
- Rule 120, Liability of the carrier for loss and/or damage of baggage, passenger delay or death or bodily injury – domestic transportation.

**"Itinerary/receipt"** means a travel document or documents the carrier or its agent issues to the passenger travelling on a ticket. The itinerary/receipt contains the passenger's name, flight information and notices relevant for the journey. This document is to be retained by the passenger during the entire journey.

**"Large Carrier APPR"** is a carrier that has transported a worldwide total of two million passengers or more during each of the two preceding calendar years.

**"Large Carrier ATPDR"** is a carrier that has transported a worldwide total of one million passengers or more during each of the two preceding calendar years.

**"Lost baggage"** if baggage is not returned within 21 days, it is considered lost.

**"Kennel"** a clean, leak/escape proof cage or container/kennel with adequate space for the comfort of the animal. The cage or container/kennel must be approved by Air Creebec. No hybrid (mix of soft -shell and hard-shell), soft shell or wire cages allowed. The cage must be properly secured by the passenger.

**"Minor"** means a person who has not reached their 12th birthday on the date that travel commences.

**"Mobility aid"** means any manual or electric wheelchair, scooter, boarding chair, walker, cane, crutch, prosthesis or other aid that is specially designed to assist a person with a disability with a need related to mobility.

**"Normal fare"** means the highest priced fare established during the period of applicability.

**"Open-date ticket"** means a ticket issued to a passenger without the passenger having specified or made a decision concerning the date of travel. Travel is subject to a specific flight being selected to travel on, an actual reservation for space being confirmed in the carrier's reservation system, a boarding pass being issued and the passenger meeting all carrier-imposed restrictions.

**"Open jaw trip"** means any trip comprising of two separate fare components with a surface break.

**"Origin"** means the initial starting place of the journey as shown on the ticket.

**“Overbooking/oversold”** is the result of selling more seats than the available number of seats on a flight.

**“Passenger”** means any person, except members of the crew, carried or to be carried in an aircraft with the consent of the carrier pursuant to a valid contract of carriage.

**“Person with a disability”** means a person with any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment — or a functional limitation — whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.

**“Personal information”** means information about an identifiable individual, but does not include the name, title or business address or telephone number of an employee of an organization.

**“Priority baggage”** means baggage that take priority over other baggage in the aircraft. Aids required for the mobility or well-being of persons with disabilities shall be treated as priority baggage.

**“Refusal to transport”** means, despite a passenger holding a valid ticket, the carrier will not carry or, if necessary, will remove the passenger from a flight at any point for reasons found in Rule 105, Refusal to Transport.

**“Required for safety purposes”** means required by law in order to reduce risk to passenger safety and includes required by safety decisions made within the authority of the pilot of the aircraft or any decision made in accordance with a *safety management system* as defined in subsection 101.01(1) of the *Canadian Aviation Regulations* but does not include scheduled maintenance in compliance with legal requirements.

**“Reservation”** is a record in electronic form, of the accommodation held by a passenger on any given flight. The reservation would specify the date and times of travel, flight number and the class of service to be provided to the passenger.

**“Routing / itinerary”** establishes the possible points via which travel may take place for a specific fare.

**“Rural community”** its geographical location limits the population's access to facilities and services.

**“Schedule Irregularities”** means the following:

- a) Delays in the scheduled departure or arrival of the carrier’s flight resulting in the passenger missing his/her onward connecting flight(s) or any other delay or interruption in the scheduled operation of the carrier’s flight, or;
- b) Cancellation of flight, or omission of a scheduled stop or;
- c) Substitution of aircraft. Or of a different class of service or;



d) Schedule changes which require rerouting of a passenger at departure time of his or her original flight

**“Self-reliant”** means that a person does not require services related to a disability beyond that normally provided by the carrier, or beyond that which applicable rules or regulations require the carrier to provide.

**“Service animal”** means an animal that is required by a person with a disability for assistance and is certified, in writing, as having been trained by a professional service animal institution to assist a person with a disability and which is properly harnessed in accordance with standards established by a professional service animal institution.

**“Service dog”** means a dog that has been individually trained by an organization or person specializing in service dog training to perform a task to assist a person with a disability with a need related to their disability.

**“Severe allergy”** means an allergy to an allergen that may cause a person to experience significant physical distress if they are directly exposed to the allergen.

**“Situations outside the carrier's control”** include, but are not limited to the following:

- war or political instability;
- illegal acts or sabotage;
- meteorological conditions or natural disasters that make the safe operation of the aircraft impossible;
- instructions from air traffic control;
- a NOTAM, (Notice to Airmen) as defined in subsection 101.01(1) of the *Canadian Aviation Regulations*;
- a security threat;
- airport operation issues;
- a medical emergency;
- a collision with wildlife;
- a labour disruption within the carrier or within an essential service provider such as an airport or an air navigation service provider;
- a manufacturing defect in an aircraft that reduces the safety of passengers and that was identified by the manufacturer of the aircraft concerned, or by a competent authority; and
- an order or instruction from an official of a state or a law enforcement agency or from a person responsible for airport security.
- Force majeure

**“Skycheck”** Unchecked baggage that is handed over to the carrier at boarding. A SkyCheck bag is accepted between YUL-YVO-YMT and the weight of this SkyCheck bag is included in the allowed total weight of 44 lbs and must fit through the CATSA scanning devices. SkyCheck bag is not considered a carry on.

**"Small Carrier APPR"** means any carrier (including Air Creebec) that is not a Large Carrier APPR. For greater certainty, Small Carrier APPR means a carrier that has not transported a worldwide total of two million passengers or more during each of the two preceding calendar years. For the purposes of APPR, the small carrier has the same obligations as a Large Carrier APPR towards a passenger that it carries on behalf of a Large Carrier APPR under a commercial agreement with that carrier.

**"Small Carrier Non-ATPDR"** means any carrier (including Air Creebec) that is not a Large Carrier ATPDR. For greater certainty, Small Carrier Non-ATPDR means a carrier that has not transported a worldwide total of one million passengers or more during each of the two preceding calendar years.

**“Special fare”** means any fare other than a normal fare.

**“Stopover”** is, for the purposes of fare construction and establishing the applicable fare or fares which apply to a passenger's itinerary, a deliberate break of a journey initiated by the passenger and agreed to in advance by the carrier at a point between the place of departure and the place of ultimate destination. The deliberate break in the journey must be for a purpose other than changing aircraft and might result in a calculation of additional charges as set out in the corresponding fare rules.

**“Straight back”** is a small wheelchair that is used to transport and board immobile passengers from their own wheelchair to a seat on the airplane.

**"Support person"** means a person who is needed by a person with a disability, because of the nature of their disability, after departure and before arrival for assistance with eating meals, taking medication, using the washroom, transferring to and from a passenger seat, orientation and communication; or for physical assistance in an emergency, including in the case of an evacuation or decompression.

**“Suitable support person”** is a self-reliant person who has been accepted by the carrier as able to assist in a physical and mental capacity the person he/she is accompanying throughout the flight.

**“Tariff”** means a schedule of fares, rates, charges or terms and conditions of carriage applicable to the provision of an air service and other incidental services.

**"Tarmac delay"** occurs when a flight is delayed on the tarmac after the doors of the aircraft are closed for take-off or after the flight has landed.

**“Ticket”** means electronic document issued by or on behalf of the carrier which includes the passenger’s flight coupons. The ticket serves as evidence of payment of air fare and constitutes for the passenger proof of their contract of carriage. It also has detailed information to ensure proper processing and handling. In instances where a ticket exists as an electronic document, the carrier issues to the passenger, as proof of purchase, an itinerary/receipt.

**“Traffic”** means any persons or goods that are transported by air.

**“Transfer point”** means any point at which the passenger transfers between aircraft.

**“Travel credit”** means a monetary credit that has been issued to the passenger, based on purchased but not used fares and additional services or as compensation provided by the carrier pursuant to APPR requirements. The credit may be used as payment towards future travel, and it cannot expire.

**“Unchecked baggage”** means any baggage (carry-on) accompanying the passenger other than checked baggage.

**“Voluntary refunds”** means a refund of an unused or partially used ticket unused for reasons other than those mentioned under the definition of an involuntary refund.

**“Voucher”** means a document or certificate provided by the carrier, either in paper or electronic format, to a passenger which acts as a form of payment. A voucher has a certain monetary value associated with it which is established by the carrier and may be used towards the purchase of future travel, or additional services offered by the carrier or the provision of incidental services such as meals, ground transportation, and hotel accommodation. Vouchers may be provided by the carrier as a goodwill gesture. A written request within 24hrs of the incident is required to [administration@aircreebec.ca](mailto:administration@aircreebec.ca) for acquisition of a voucher. Processing of this request may take up to 21 days (not including statutory holidays) \*\*

\*\*Vouchers are valid for a duration of 1 year from the issue date and are not transferrable to another person.

**“Youth”** means a passenger who has reached his 12th and yet not reached his 18th birthday on the date that the travel commences.

## Air Creebec Scheduled Destinations

### Ontario

Timmins	<b>YTS</b>
Moosonee	<b>YMO</b>
Fort Albany	<b>YFA</b>
Kashechewan	<b>ZKE</b>
Attawapiskat	<b>YAT</b>
Peawanuck	<b>YPO</b>

### Quebec

Montreal	<b>YUL</b>
Val d'or	<b>YVO</b>
Waskaganish	<b>YKQ</b>
Chisasibi	<b>YKU</b>
Whapmagoostui	<b>YGW</b>
Chibougamau	<b>YMT</b>
Nemaska	<b>YNS</b>
Eastmain	<b>ZEM</b>
Wemindji	<b>YNC</b>

## Rule 5: Application of tariff

### (A) General

This tariff shall apply to carriage of passengers and their accompanying baggage, and to all services incidental thereto:

For carriage on flights operated and marketed (carrying a Air Creebec flight number) to a passenger.

Air transportation will be subject to the rules, rates, fares and charges published or referred to in this tariff, in effect on the date of the ticket issuance.

Unless the fare rule governing a specific fare basis code applicable to the transportation purchased by the passenger states otherwise, the general rules contained in this tariff will apply.

The contents of this tariff constitute the contract between the carrier and the passenger. Should there be a conflict between this tariff and any other document issued or posted by the carrier, this tariff will prevail.

The carrier's rules, regulations and conditions of carriage as found in this tariff are subject to change without notice only when required by applicable laws, government regulations, orders and requirements.

### (B) Liability under the applicable tariff

- 1) For domestic transportation, under the provisions of the APPR, the carrier is subject to the same rules and liability limits as found in the Montreal Convention for lost and damaged baggage. For delayed baggage, the carrier sets out limits of liability and related terms and conditions which are consistent with the Montreal Convention in this domestic tariff. (see Rule 120, Liability - domestic transportation).
- 2) Carrier liability under the APPR:
  - The carrier operating a flight is liable to passengers with respect to the obligations set out in sections 7 to 22 and 24 of the APPR, or, if they are more favourable to those passengers, the obligations on the same matter that are set out in the applicable tariff.

However, if one carrier carries passengers on behalf of another carrier under a commercial agreement, the carriers are jointly and severally, or solidarily, liable to those passengers with respect to the obligations set out in sections 7, 22 and 24 of the APPR, or, if they are more favourable to those passengers, the obligations on the same matter that are set out in the applicable tariff.

## **(C) Overriding law/severability**

- If any provision contained or referred to in the ticket or this tariff is found to be contrary to an applicable law, government regulation, order or requirement, which cannot be waived by agreement of the parties, such provision, to the extent that it is invalid, shall be severed from the ticket or tariff and the remaining provisions shall continue to be in full force and effect.
- The content of this tariff constitutes the contract between the carrier and the passenger. Should there be a conflict between this tariff and any other document issued or posted by the carrier, this tariff will prevail.

## **(D) Passenger recourse**

- Any compensation offered to passengers is found in this tariff and is subject to applicable government regulations.

In the case of dispute with Air Creebec, passengers should, as the first recourse, try to resolve any problem by dealing directly with the carrier. If the passenger has attempted to resolve a complaint with the carrier and is still not satisfied, the passenger may take the matter to either the Canadian Transportation Agency or the appropriate court, as the passenger prefers.

## **(E) Modification and waiver**

No agent, servant or representative of the carrier has the authority to alter, modify, or waive any provisions of this tariff.

## **(F) Self-identification – large or small carrier**

### **APPR**

For the purposes of establishing obligations toward passengers under the APPR, Air Creebec declares that it is a Small Carrier.

### **Accessibility for persons with disabilities**

For the purposes of establishing obligations toward passengers with disabilities under the ATPDR or otherwise, Air Creebec declares that it is a Small Carrier Non-ATPDR operating aircraft with 30 or more passenger seats and a Small Carrier Non-ATPDR operating aircraft with 29 or less passenger seats.

# Rule 7: Protection of Personal Information

## (A) Accountability

The carrier is responsible for personal information under its control.

The carrier uses contractual means to ensure that the passenger's personal information is afforded protection whenever a third-party service provider is used to perform services on the carrier's behalf, including, without limitation, services relating to information technology, data processing and storage, research, marketing, conducting surveys and customer relations. In some cases, these third-party service providers may be located outside Canada and may be required to disclose information to government authorities in those countries.

Should the passenger have any questions regarding the carrier's policy with respect to the protection of personal information or concerns with respect to the carrier's handling of personal information, the carrier may be contacted [privacyprotection@aircreebec.ca](mailto:privacyprotection@aircreebec.ca) via our website.

## (B) Identifying Purpose of Collection

When a passenger purchases an airline ticket or makes a flight booking, or when a third party does so on the passenger's behalf, the carrier will require that certain personal information related to the passenger be provided to complete the transaction. This may include the passenger's name, gender, address, e-mail address, telephone number, and information related to the passenger's form of payment. This information is required to identify the passenger, in order to contact the passenger, and to complete the purchasing process.

### **Information required by Government Authorities.**

There may be situations in which a carrier is required by government authorities to collect, use or disclose personal information about a passenger, without the passenger's knowledge or consent. Information that carriers are required to collect by government authorities, as a result of the passenger's boarding location and destination, may include: the passenger's full name; date of birth; citizenship; gender; health; passport number and country of issuance; visa number; permanent resident card number; the means by which the passenger paid for his or her flight; details as to how it was booked; and any other personal information collected by the carrier as set out in this policy or as required by such government authority.

### **Information collected for Additional Services or Marketing and Related Purposes**

When a carrier is requested to provide additional services, for example, the provision of special meals, oxygen, and accommodation for passengers with disabilities or to oversee the travel of unaccompanied minors, etc. the carrier may collect additional personal information not otherwise required.

Personal information collected from passengers may also be used for marketing and related purposes.

### **(C) Consent**

The carrier will collect, use and disclose personal information about the passenger with the passenger's knowledge and consent, unless otherwise required or allowed by law. Prior to collecting personal information, the carrier will identify the purposes for doing so and limit the collection, use and disclosure of personal information to those purposes.

Generally, the carrier will collect personal information from the passenger, and use it and disclose it with consent received from the passenger or from someone on the passenger's behalf.

If the carrier identifies a new purpose for using or disclosing the passenger's personal information, unless otherwise required by law, the carrier will contact the passenger to obtain his or her consent for the new use or disclosure and the carrier may use the passenger's contact information, including the passenger's e-mail address, to do so.

### **Withdrawal of Consent**

A passenger may withdraw consent at any time, subject to legal or contractual restrictions and reasonable notice. The carrier will inform the passenger of the implications of such withdrawal.

### **Third Party Bookings and Changes to Bookings**

If a third party, including a family member, friend, or work colleague, seeks to make a booking on a passenger's behalf, that third party may be asked to provide the carrier with the same personal information that the carrier would normally collect from the passenger directly in order to complete the transaction. Unless and until the carrier is advised otherwise, the carrier considers that such a third party has the passenger's consent and authorization to provide the carrier with the passenger's personal information and make bookings (and changes thereto) on the passenger's behalf in accordance with the carrier's privacy policy set out in this tariff. Please note that the collection, use and disclosure of the passenger's personal information by a third party is subject to the passenger's dealings with the third party and any applicable privacy policies and practices the third party may have.



If a third party who has booked the passenger's current flight or other travel service or who otherwise has the passenger's full name and booking reference, contacts the carrier and seeks information on the passenger's booking or wishes to make changes to it, the carrier will disclose the passenger's booking information. The carrier will also allow such third party to make changes to the passenger's booking as the carrier will conclude that the passenger has given the third party his or her consent to do so. If the passenger does not want a third party to be able to obtain information on or make changes to the passenger's booking, the passenger should not share the passenger's booking reference with the third party.

## **(D) Limiting Collection**

The carrier will limit the collection of personal information to that which is necessary to fulfill the purposes for which it was identified by the carrier.

Passengers who do not wish to be contacted about special offers or for marketing, research, and survey purposes or any other reason not directly linked to the provisions of purchased services on a specific flight, should advise the carrier of their preference at the time of booking.

## **(E) Limiting Use, Disclosure and Retention**

The knowledge and consent of the passenger are required for the collection, use, or disclosure of personal information. If carrier uses personal information for a new purpose, the carrier must document it, inform the passenger and obtain the passenger's consent once again.

The carrier will not use or disclose the passenger's personal information for purposes other than those for which it was collected without the passenger's consent or as required by law. The passenger should understand that all carriers are required by security laws in several countries to give border control agencies access to passenger data. Accordingly, any information the carrier holds about a passenger and his or her travel arrangements may be disclosed to the appropriate authorities of any country on the passenger's itinerary.

Passenger information is retained for as long as necessary to fulfill the purposes for which it was collected or as required by law. Afterward, the information is destroyed, erased or made anonymous.

## **(F) Accuracy**

Personal information will be as accurate, complete, and up-to-date as is necessary for the purposes for which it is to be used.

The carrier will provide the means to ensure that a passenger can update his/her personal information when necessary to do so.

## **(G) Safeguards**

Personal information will be protected by the carrier through security safeguards appropriate to the sensitivity of the information.

## **(H) Openness**

The carrier will make readily available to passenger specific information about its policies and practices relating to the management of personal information.

## **(I) Individual Access**

Upon request, a passenger will be informed of the existence, use and disclosure of his or her personal information and will be given access to that information. The passenger will be able to challenge the accuracy and completeness of the information and have it amended as appropriate. Any request must be submitted via the following contact: [reservations@aircreebec.ca](mailto:reservations@aircreebec.ca) via our website.

All requests will require no more than 5 business days to process.

## **(J) Challenging Compliance**

A passenger will be able to inquire or complain to the carrier about its compliance with its practices relating to the management of personal information. Inquiries or complaints may be sent to the designated individual(s) accountable for the carrier's compliance at the following address: [privacyprotection@aircreebec.ca](mailto:privacyprotection@aircreebec.ca) via our website.

# Part II – Before departure



# Part II – Before departure

## Rule 10: Application of fares and charges

### (A) General

- Applicable fares are those published by or on behalf of the carrier or, if not published, constructed in accordance with the carrier's tariff.

Fares and charges will apply only to air transportation between the points named on the ticket. Ground transfer services, unless otherwise specified in Rule 85, Ground transfer services, will be arranged by the passenger and at their own expense and are not subject to the terms of this tariff.

### (B) Fares in effect

Subject to government requirements and this tariff:

- 1) The applicable fare is the fare in effect on the date of the ticket issuance.

No increase in fares and charges will be collected or more restrictive conditions of carriage (including those related to baggage) applied in the event that an increase in fares and charges occurs or more restrictive conditions are imposed between the date of ticket issuance and the date of travel.

FARE TYPE	Y1
APPLICATION	REGULAR FULL FARE
MIN./MAX. STAY	0/365 DAYS
BOOKING CODE	Y
CANCELLATION FEE	30 PERCENT REFUND FEE

FARE TYPE	YCH
APPLICATION	CHILD'S FARE (FOR CHILDREN 2-11 YEARS OF AGE)
Children under 5 are not accepted travelling alone must be accompanied by an adult 16 years and over.	
A child 5-11 travelling alone is an unaccompanied minor (UM) and pays the adult fare and an additional non-refundable fee of \$114.98 in Quebec and \$113.00 in Ontario (taxes included) at time of booking per leg. UM Forms need to be filled out at counter.	
YCH fare applies only if a child is accompanied by a person paying an adult fare Y1.	
Infants always travel free of charge...one infant per adult only .	
MIN./MAX. STAY	0/365 DAYS
BOOKING CODE	Y
CANCELLATION FEE	30 PERCENT REFUND FEE

FARE TYPE	YZ
APPLICATION	YOUTH FARE (FOR PERSONS 12-17 YEARS OF AGE)
MIN./MAX. STAY	0/365 DAYS
BOOKING CODE	Y
CANCELLATION FEE	30 PERCENT REFUND FEE

FARE TYPE	YCD
APPLICATION	SENIOR FARE (FOR PERSONS 60 YEARS OF AGE AND OLDER)
MIN./MAX. STAY	0/365 DAYS
BOOKING CODE	Y
CANCELLATION FEE	30 PERCENT REFUND FEE

FARE TYPE	YMED
APPLICATION	MEDICAL QUEBEC ONLY
Check fare book for where it is offered.	
Applies only to Cree Health Board or passengers travelling with a letter of proof of a doctor's appointment.	
MIN./MAX. STAY	0/365 DAYS
BOOKING CODE	Y
CANCELLATION FEE	30 PERCENT REFUND FEE

FARE TYPE	BE7
APPLICATION	ONE WAY
MIN./MAX. STAY	0/365 DAYS
BOOKING CODE	B
ADVANCE BOOKING	7 DAYS IN ADVANCE
CANCELLATION FEE	NON-REFUNDABLE
CHANGES	\$114.98 in Quebec and \$113.00 in Ontario (taxes included) CHANGE FEE SEE CONDITIONS

FARE TYPE	LSOW / QSOW / XSOW / GSOW
APPLICATION	ONE WAY TICKETS
MIN./MAX. STAY	0/365 DAYS
BOOKING CODE	L FOR LSOW Q FOR QSOW X FOR XSOW G FOR GSOW
CANCELLATION FEE	NON-REFUNDABLE
CHANGES	\$114.98 in Quebec (taxes included) CHANGE FEE SEE CONDITIONS

FARE TYPE	VSOW
APPLICATION	ONE WAY
MIN./MAX. STAY	0/365 DAYS
BOOKING CODE	V
CANCELLATION FEE	30 PERCENT REFUND FEE
CHANGES	NO FEES

## CONDITIONS FOR CHANGES TO SPECIAL FARES

### Conditions for Changes to Special Fares BE7, LSOW, QSOW, XSOW, GSOW and VSOW

All conditions must be met as explained below:

Change fee is \$114.98 in Quebec and \$113.00 in Ontario taxes included

Name changes are not permitted on any type of ticket.

Fares are subject to change without notice.

- For BE7 fares: the new date must be booked, and the change fee must be paid before the original date and a minimum one week prior to the new travel date. The travel date cannot be left open-ended to be used as a credit for future use. Change fee applies per date change, per segment change, per passenger.
- For LSOW, XSOW, GSOW, and QSOW fares: the new date must be book and change fee must be paid before the original date. The travel date cannot be left open-ended to be used as a credit for future use. Change fee applies per date change, per segment change, per passenger.
- For VSOW fares: date changes are permitted without change fee and the travel date may be left open-ended to be used as a credit for future use.
- New travel dates must be re-booked in the class that it was originally booked in. If the same class is not available, then an upgrade can be made to the next highest fare with an ADCOL (additional collection) for the fare difference and a change fee is collected.
- If upgrading from a low fare to the full fare, then only the ADCOL (additional collection) for the fare difference is collected however, if the ADCOL (additional collection) for the fare difference is less than \$114.98 in Quebec or \$113.00 in Ontario, then the minimum \$114.98 in Quebec or \$113.00 in Ontario will be collected.
- Changes to routing are not permitted on the Val-d'Or to Montreal and Montreal to Val-d'Or special fares unless upgrading to a full fare. Only the ADCOL (additional collection) for the fare difference is collected.
- For BE7 fares, changes to routing are allowed but the difference in the fares plus the change fee will be collected.
- Change fee and/or ADCOL (additional collection)/fare difference must be paid immediately at the time changes are made.
- If the reservation goes to No-Show Status, then the ticket becomes non-refundable, will have no value and cannot be change or used for any purpose.

### FARES FOR CHILDREN:

#### 1) Children Under 2 Years of Age

Carrier accepts for transportation, without charge, not more than one child under two (2) years of age (infant), not occupying a separate seat, and accompanied by a legal parent or a fare-paying passenger at least sixteen (16) years of age.

If a separate seat is reserved for an infant, the fare applicable will be the same as for a child two (2) years of age but under sixteen (16) years of age (YCH).

## 2) Children-Unaccompanied

The fare applicable to the transportation of a child five (5) years of age or over, but who has not reached his twelfth (12) birthday, and who is not accompanied by a passenger at least sixteen (16) years of age, or a legal parent, will be the full adult fare. This child is considered an Unaccompanied Minor (UM) and the UM fees will apply.

### **FARES FOR PASSENGERS OCCUPYING TWO (2) SEATS DISABLED BY OBESITY:**

When a passenger requests the exclusive use of two (2) seats for him/herself, the carrier will only charge one (1) seat. This passenger will require a doctor's certificate of their disability to qualify for extra seating service.

### **FARES FOR STRETCHERS:**

Carrier does **NOT** offer stretcher service.

### **Fares for Bereavements Passengers:**

Carrier offers Compassionate Fare for eligible bereavement passengers upon request for aforementioned fare. The application for the bereavement fare may be done before or after departure.

To apply before departure, the 50% discount will be applied immediately with confirmation of the deceased family member.

To apply after departure, the family member will need to purchase a full Y1 one way or roundtrip ticket and a Compassionate Travel Refund Application must be filled and sent to Carrier along with a copy of the death certificate for a partial refund of the original fare paid. See Carrier check in counter for Application.



Applicable only when travel is due to an immediate family member, defined as: spouse (including common-law), parents and grandparents, children, grandchildren, and great-grandchildren, brothers and sisters, mother-in-law and father in law, brothers in law and sisters in law, daughters in law and sons in law, aunt and uncle, niece and nephew, legal guardian (with proof of judgment). Adopted and step members are also included in immediate family.

Previously discounted fares do not qualify.

**QUEBEC FARES**

FROM CHIBOUGAMAU (YMT)  
TO

\*\*Please note that the FARE column is FARE without applicable taxes.  
The TOTAL column includes FARE plus applicable taxes

	CLASS	FARE	YQ	CA	XG	XQ	TOTAL
CHISASIBI YKU	Y1	943.00	122.59		53.28	106.29	1,225.16
	YCH,YZ	707.00	91.91		39.95	79.69	918.55
	YCD	849.00	110.37		47.97	95.70	1,103.04
	BE7	472.00	61.36		26.67	53.20	613.23
EASTMAIN ZEM	Y1	702.00	91.26		39.66	79.12	912.04
	YCH,YZ	527.00	68.51		29.78	59.40	684.69
	YCD	632.00	82.16		35.71	71.24	821.11
	BE7	351.00	45.63		19.83	39.56	456.02
MONTREAL YUL	G	207.98		9.46	10.87	21.69	250.00
	Y1	771.00	100.23	9.46	44.03	87.85	1,012.57
	YCH/YZ	578.00	75.14	9.46	33.13	66.10	761.83
	YCD	694.00	90.22	9.46	39.68	79.17	912.53
	LSOW	284.00	36.92	9.46	16.52	32.95	379.85
	BE7	386.00	50.18	9.46	22.28	44.45	512.37
NEMASKA YNS	Y1	357.00	46.41		20.17	40.24	463.82
	YCH,YZ	268.00	34.84		15.14	30.21	348.19
	YCD	321.00	41.73		18.14	36.18	417.05
	BE7	179.00	23.27		10.11	20.18	232.56
VAL D'OR YVO	Y1	779.00	101.27		44.01	87.81	1,012.09
	YCH/YZ	584.00	75.92		33.00	65.82	758.74
	YCD	701.00	91.13		39.61	79.01	910.75
	BE7	390.00	50.70		22.04	43.96	506.70
WASKAGANISH YKQ	Y1	605.00	78.65		34.18	68.20	786.03
	YCH,YZ	454.00	59.02		25.65	51.18	589.85
	YCD	545.00	70.85		30.79	61.43	708.07
	BE7	303.00	39.39		17.12	34.15	393.66
WEMINDJI YNC	Y1	799.00	103.87		45.14	90.06	1,038.07
	YCH,YZ	599.00	77.87		33.84	67.52	778.23
	YCD	719.00	93.47		40.62	81.04	934.13
	BE7	400.00	52.00		22.60	45.09	519.69
WHAPMAGOOSTUI YGW	Y1	1,073.00	139.49		60.62	120.94	1,394.05
	YCH,YZ	805.00	104.65		45.48	90.74	1,045.87
	YCD	966.00	125.58		54.58	108.89	1,255.05
	BE7	537.00	69.81		30.34	60.53	697.68

FROM CHISASIBI (YKU)  
TO

	CLASS	FARE	YQ	CA	XG	XQ	TOTAL
CHISASIBI YKU	Y1	943.00	122.59		53.28	106.29	1,225.16
	YCH,YZ	707.00	91.91		39.95	79.69	918.55
	YCD	849.00	110.37		47.97	95.70	1,103.04
	BE7	472.00	61.36		26.67	53.20	613.23
EASTMAIN ZEM	Y1	702.00	91.26		39.66	79.12	912.04
	YCH,YZ	527.00	68.51		29.78	59.40	684.69
	YCD	632.00	82.16		35.71	71.24	821.11
	BE7	351.00	45.63		19.83	39.56	456.02
MONTREAL YUL	G	207.98		9.46	10.87	21.69	250.00
	Y1	771.00	100.23	9.46	44.03	87.85	1,012.57
	YCH/YZ	578.00	75.14	9.46	33.13	66.10	761.83
	YCD	694.00	90.22	9.46	39.68	79.17	912.53
	LSOW	284.00	36.92	9.46	16.52	32.95	379.85
	BE7	386.00	50.18	9.46	22.28	44.45	512.37
NEMASKA YNS	Y1	357.00	46.41		20.17	40.24	463.82
	YCH,YZ	268.00	34.84		15.14	30.21	348.19
	YCD	321.00	41.73		18.14	36.18	417.05
	BE7	179.00	23.27		10.11	20.18	232.56
VAL D'OR YVO	Y1	779.00	101.27		44.01	87.81	1,012.09
	YCH/YZ	584.00	75.92		33.00	65.82	758.74
	YCD	701.00	91.13		39.61	79.01	910.75
	BE7	390.00	50.70		22.04	43.96	506.70
WASKAGANISH YKQ	Y1	605.00	78.65		34.18	68.20	786.03
	YCH,YZ	454.00	59.02		25.65	51.18	589.85
	YCD	545.00	70.85		30.79	61.43	708.07
	BE7	303.00	39.39		17.12	34.15	393.66
WEMINDJI YNC	Y1	799.00	103.87		45.14	90.06	1,038.07
	YCH,YZ	599.00	77.87		33.84	67.52	778.23
	YCD	719.00	93.47		40.62	81.04	934.13
	BE7	400.00	52.00		22.60	45.09	519.69
WHAPMAGOOSTUI YGW	Y1	1,073.00	139.49		60.62	120.94	1,394.05
	YCH.YZ	805.00	104.65		45.48	90.74	1,045.87
	YCD	966.00	125.58		54.58	108.89	1,255.05
	BE7	537.00	69.81		30.34	60.53	697.68

FROM EASTMAIN (ZEM)  
TO

	CLASS	FARE	YQ	XG	XQ	TOTAL
CHIBOUGAMAU YMT	Y1	702.00	91.26	39.66	79.12	912.04
	YCH,YZ	527.00	68.51	29.78	59.40	684.69
	YCD	632.00	82.16	35.71	71.24	821.11
	BE7	351.00	45.63	19.83	39.56	456.02
CHISASIBI YKU	Y1	331.00	43.03	18.70	37.31	430.04
	YCH,YZ	248.00	32.24	14.01	27.96	322.21
	YCD	298.00	38.74	16.84	33.59	387.17
	BE7	166.00	21.58	9.38	18.71	215.67
MONTREAL YUL	Y1	1,108.00	144.04	62.60	124.89	1,439.53
	YCH,YZ	831.00	108.03	46.95	93.67	1,079.65
	YCD	997.00	129.61	56.33	112.38	1,295.32
	BE7	554.00	72.02	31.30	62.44	719.76
NEMASKA YNS	Y1	429.00	55.77	24.24	48.35	557.36
	YCH,YZ	322.00	41.86	18.19	36.30	418.35
	YCD	386.00	50.18	21.81	43.51	501.50
	BE7	215.00	27.95	12.15	24.24	279.34
VAL D'OR YVO	Y1	702.00	91.26	39.66	79.12	912.04
	YCH,YZ	527.00	68.51	29.78	59.40	684.69
	YCD	632.00	82.16	35.71	71.24	821.11
	BE7	351.00	45.63	19.83	39.56	456.02
WASKAGANISH YKQ	Y1	226.00	29.38	12.77	25.47	293.62
	YCH,YZ	170.00	22.10	9.61	19.16	220.87
	YCD	203.00	26.39	11.47	22.88	263.74
	BE7	113.00	14.69	6.38	12.74	146.81
WEMINDJI YNC	Y1	228.00	29.64	12.88	25.70	296.22
	YCH,YZ	171.00	22.23	9.66	19.28	222.17
	YCD	205.00	26.65	11.58	23.11	266.34
	BE7	114.00	14.82	6.44	12.85	148.11
WHAPMAGOOSTUI YGW	Y1	566.00	73.58	31.98	63.80	735.36
	YCH,YZ	425.00	55.25	24.01	47.90	552.16
	YCD	509.00	66.17	28.76	57.37	661.30
	BE7	283.00	36.79	15.99	31.90	367.68

FROM MONTREAL (YUL)  
TO

	CLASS	FARE	YQ	CA	SQ	XG	XQ	TOTAL
CHIBOUGAMAU YMT	G	167.98		9.46	40.00	10.87	21.69	250.00
	Y1	771.00	100.23	9.46	40.00	46.03	91.84	1,058.56
	YCH/YZ	578.00	75.14	9.46	40.00	35.13	70.09	807.82
	YCD	694.00	90.22	9.46	40.00	41.68	83.16	958.52
	LSOW	284.00	36.92	9.46	40.00	18.52	36.94	425.84
	BE7	386.00	50.18	9.46	40.00	24.28	48.44	558.36
CHISASIBI YKU	Y1	1,233.00	160.29		40.00	71.66	142.97	1,647.92
	YCH,YZ	925.00	120.25		40.00	54.26	108.25	1,247.76
	YCD	1,110.00	144.30		40.00	64.72	129.10	1,488.12
	YMED	986.00	128.18		40.00	57.71	115.13	1,327.02
	BE7	617.00	80.21		40.00	36.86	73.54	847.61
EASTMAIN ZEM	Y1	1,108.00	144.04		40.00	64.60	128.88	1,485.52
	YCH,YZ	831.00	108.03		40.00	48.95	97.66	1,125.64
	YCD	997.00	129.61		40.00	58.33	116.37	1,341.31
	BE7	554.00	72.02		40.00	33.30	66.43	765.75
NEMASKA YNS	Y1	1,052.00	136.76		40.00	61.44	122.57	1,412.77
	YCH,YZ	789.00	102.57		40.00	46.58	92.92	1,071.07
	YCD	947.00	123.11		40.00	55.51	110.73	1,276.35
	BE7	526.00	68.38		40.00	31.72	63.28	729.38
VAL D'OR YVO	G	167.98		9.46	40.00	10.87	21.69	250.00
	XSOW	188.47	24.50	9.46	40.00	13.12	26.18	301.73
	Y1	706.00	91.78	9.46	40.00	42.36	84.51	974.11
	YCH/YZ	530.00	68.90	9.46	40.00	32.42	64.67	745.45
	YCD	635.00	82.55	9.46	40.00	38.35	76.50	881.86
	YMED	565.00	73.45	9.46	40.00	34.39	68.62	790.92
	LSOW	271.00	35.23	9.46	40.00	17.78	35.47	408.94
	QSOW	412.00	53.56	9.46	40.00	25.75	51.37	592.14
VSOW	588.00	76.44	9.46	40.00	35.69	71.20	820.79	
WASKAGANISH YKQ	Y1	1,052.00	136.76		40.00	61.44	122.57	1,412.77
	YCH,YZ	789.00	102.57		40.00	46.58	92.92	1,071.07
	YCD	947.00	123.11		40.00	55.51	110.73	1,276.35
	BE7	526.00	68.38		40.00	31.72	63.28	729.38
WEMINDJI YNC	Y1	1,196.00	155.48		40.00	69.57	138.80	1,599.85
	YCH,YZ	897.00	116.61		40.00	52.68	105.10	1,211.39
	YCD	1,076.00	139.88		40.00	62.79	125.27	1,443.94
	BE7	598.00	77.74		40.00	35.79	71.39	822.92
WHAPMAGOOSTUI YGW	Y1	1,270.00	165.10	9.46	40.00	74.23	148.08	1,706.87
	YCH,YZ	953.00	123.89	9.46	40.00	56.31	112.35	1,295.01
	YCD	1,143.00	148.59	9.46	40.00	67.05	133.76	1,541.86
	YMED	1,016.00	132.08	9.46	40.00	59.87	119.45	1,376.86
	BE7	635.00	82.55	9.46	40.00	38.35	76.50	881.86

FROM NEMASKA (YNS)  
TO

	CLASS	FARE	YQ	XG	XQ	TOTAL
CHIBOUGAMAU YMT	Y1	357.00	46.41	20.17	40.24	463.82
	YCH,YZ	268.00	34.84	15.14	30.21	348.19
	YCD	321.00	41.73	18.14	36.18	417.05
	BE7	179.00	23.27	10.11	20.18	232.56
CHISASIBI YKU	Y1	638.00	82.94	36.05	71.91	828.90
	YCH,YZ	479.00	62.27	27.06	53.99	622.32
	YCD	574.00	74.62	32.43	64.70	745.75
	BE7	319.00	41.47	18.02	35.96	414.45
EASTMAIN ZEM	Y1	429.00	55.77	24.24	48.35	557.36
	YCH,YZ	322.00	41.86	18.19	36.30	418.35
	YCD	386.00	50.18	21.81	43.51	501.50
	BE7	215.00	27.95	12.15	24.24	279.34
MONTREAL YUL	Y1	1,052.00	136.76	59.44	118.58	1,366.78
	YCH,YZ	789.00	102.57	44.58	88.93	1,025.08
	YCD	947.00	123.11	53.51	106.74	1,230.36
	BE7	526.00	68.38	29.72	59.29	683.39
VAL D'OR YVO	Y1	605.00	78.65	34.18	68.20	786.03
	YCH,YZ	454.00	59.02	25.65	51.18	589.85
	YCD	545.00	70.85	30.79	61.43	708.07
	BE7	303.00	39.39	17.12	34.15	393.66
WASKAGANISH YKQ	Y1	333.00	43.29	18.81	37.54	432.64
	YCH,YZ	250.00	32.50	14.13	28.18	324.81
	YCD	300.00	39.00	16.95	33.82	389.77
	BE7	167.00	21.71	9.44	18.83	216.98
WEMINDJI YNC	Y1	530.00	68.90	29.95	59.74	688.59
	YCH,YZ	398.00	51.74	22.49	44.86	517.09
	YCD	477.00	62.01	26.95	53.77	619.73
	BE7	265.00	34.45	14.97	29.87	344.29
WHAPMAGOOSTUI YGW	Y1	1,014.00	131.82	57.29	114.30	1,317.41
	YCH,YZ	761.00	98.93	43.00	85.78	988.71
	YCD	913.00	118.69	51.58	102.91	1,186.18
	BE7	507.00	65.91	28.65	57.14	658.70

FROM VAL D'OR (YVO)  
TO

	CLASS	FARE	YQ	CA	SQ	XG	XQ	TOTAL
CHIBOUGAMAU YMT	Y1	779.00	101.27		20.00	45.01	89.81	1,035.09
	YCH/YZ	584.00	75.92		20.00	34.00	67.82	781.74
	YCD	701.00	91.13		20.00	40.61	81.01	933.75
	BE7	390.00	50.70		20.00	23.04	45.96	529.70
CHISASIBI YKU	Y1	931.00	121.03		20.00	53.60	106.94	1,232.57
	YCH,YZ	698.00	90.74		20.00	40.44	80.68	929.86
	YCD	838.00	108.94		20.00	48.35	96.46	1,111.75
	YMED	745.00	96.85		20.00	43.09	85.97	990.91
	BE7	466.00	60.58		20.00	27.33	54.52	628.43
EASTMAIN ZEM	Y1	702.00	91.26		20.00	40.66	81.12	935.04
	YCH,YZ	527.00	68.51		20.00	30.78	61.40	707.69
	YCD	632.00	82.16		20.00	36.71	73.24	844.11
	BE7	351.00	45.63		20.00	20.83	41.56	479.02
MONTREAL YUL	G	187.98		9.46	20.00	10.87	21.69	250.00
	XSOW	201.75	26.23	9.46	20.00	12.87	25.68	295.99
	Y1	706.00	91.78	9.46	20.00	41.36	82.52	951.12
	YCH/YZ	530.00	68.90	9.46	20.00	31.42	62.68	722.46
	YCD	635.00	82.55	9.46	20.00	37.35	74.51	858.87
	YMED	565.00	73.45	9.46	20.00	33.39	66.63	767.93
	LSOW	271.00	35.23	9.46	20.00	16.78	33.48	385.95
	QSOW	412.00	53.56	9.46	20.00	24.75	49.38	569.15
VSOW	588.00	76.44	9.46	20.00	34.69	69.21	797.80	
NEMASKA YNS	Y1	605.00	78.65		20.00	35.18	70.20	809.03
	YCH,YZ	454.00	59.02		20.00	26.65	53.18	612.85
	YCD	545.00	70.85		20.00	31.79	63.43	731.07
	BE7	303.00	39.39		20.00	18.12	36.15	416.66
WASKAGANISH YKQ	Y1	605.00	78.65		20.00	35.18	70.20	809.03
	YCH,YZ	454.00	59.02		20.00	26.65	53.18	612.85
	YCD	545.00	70.85		20.00	31.79	63.43	731.07
	BE7	303.00	39.39		20.00	18.12	36.15	416.66
WEMINDJI YNC	Y1	799.00	103.87		20.00	46.14	92.06	1,061.07
	YCH,YZ	599.00	77.87		20.00	34.84	69.52	801.23
	YCD	719.00	93.47		20.00	41.62	83.04	957.13
	BE7	400.00	52.00		20.00	23.60	47.09	542.69
WHAPMAGOOSTUI YGW	Y1	1,191.00	154.83	9.46	20.00	68.76	137.18	1,581.23
	YCH,YZ	893.00	116.09	9.46	20.00	51.92	103.60	1,194.07
	YCD	1,072.00	139.36	9.46	20.00	62.04	123.77	1,426.63
	YMED	953.00	123.89	9.46	20.00	55.31	110.36	1,272.02
BE7	596.00	77.48	9.46	20.00	35.14	70.12	808.20	

FROM WASKAGANISH (YKQ)  
TO

	CLASS	FARE	YQ	XG	XQ	TOTAL
CHIBOUGAMAU YMT	Y1	605.00	78.65	34.18	68.20	786.03
	YCH,YZ	454.00	59.02	25.65	51.18	589.85
	YCD	545.00	70.85	30.79	61.43	708.07
	BE7	303.00	39.39	17.12	34.15	393.66
CHISASIBI YKU	Y1	428.00	55.64	24.18	48.24	556.06
	YCH,YZ	321.00	41.73	18.14	36.18	417.05
	YCD	385.00	50.05	21.75	43.39	500.19
	BE7	214.00	27.82	12.09	24.13	278.04
EASTMAIN ZEM	Y1	226.00	29.38	12.77	25.47	293.62
	YCH,YZ	170.00	22.10	9.61	19.16	220.87
	YCD	203.00	26.39	11.47	22.88	263.74
	BE7	113.00	14.69	6.38	12.74	146.81
MONTREAL YUL	Y1	1,052.00	136.76	59.44	118.58	1,366.78
	YCH,YZ	789.00	102.57	44.58	88.93	1,025.08
	YCD	947.00	123.11	53.51	106.74	1,230.36
	BE7	526.00	68.38	29.72	59.29	683.39
NEMASKA YNS	Y1	333.00	43.29	18.81	37.54	432.64
	YCH,YZ	250.00	32.50	14.13	28.18	324.81
	YCD	300.00	39.00	16.95	33.82	389.77
	BE7	167.00	21.71	9.44	18.83	216.98
VAL D'OR YVO	Y1	605.00	78.65	34.18	68.20	786.03
	YCH,YZ	454.00	59.02	25.65	51.18	589.85
	YCD	545.00	70.85	30.79	61.43	708.07
	BE7	303.00	39.39	17.12	34.15	393.66
WEMINDJI YNC	Y1	328.00	42.64	18.53	36.97	426.14
	YCH,YZ	246.00	31.98	13.90	27.73	319.61
	YCD	295.00	38.35	16.67	33.26	383.28
	BE7	164.00	21.32	9.27	18.49	213.08
WHAPMAGOOSTUI YGW	Y1	700.00	91.00	39.55	78.91	909.46
	YCH,YZ	525.00	68.25	29.66	59.18	682.09
	YCD	630.00	81.90	35.60	71.01	818.51
	BE7	350.00	45.50	19.78	39.45	454.73



FROM WEMINDJI (YNC)  
TO

	CLASS	FARE	YQ	XG	XQ	TOTAL
CHIBOUGAMAU YMT	Y1	799.00	103.87	45.14	90.06	1,038.07
	YCH,YZ	599.00	77.87	33.84	67.52	778.23
	YCD	719.00	93.47	40.62	81.04	934.13
	BE7	400.00	52.00	22.60	45.09	519.69
CHISASIBI YKU	Y1	230.00	29.90	13.00	25.92	298.82
	YCH,YZ	173.00	22.49	9.77	19.50	224.76
	YCD	207.00	26.91	11.70	23.33	268.94
	BE7	115.00	14.95	6.50	12.96	149.41
EASTMAIN ZEM	Y1	228.00	29.64	12.88	25.70	296.22
	YCH,YZ	171.00	22.23	9.66	19.28	222.17
	YCD	205.00	26.65	11.58	23.11	266.34
	BE7	114.00	14.82	6.44	12.85	148.11
MONTREAL YUL	Y1	1,196.00	155.48	67.57	134.81	1,553.86
	YCH,YZ	897.00	116.61	50.68	101.11	1,165.40
	YCD	1,076.00	139.88	60.79	121.28	1,397.95
	BE7	598.00	77.74	33.79	67.40	776.93
NEMASKA YNS	Y1	530.00	68.90	29.95	59.74	688.59
	YCH,YZ	398.00	51.74	22.49	44.86	517.09
	YCD	477.00	62.01	26.95	53.77	619.73
	BE7	265.00	34.45	14.97	29.87	344.29
VAL D'OR YVO	Y1	799.00	103.87	45.14	90.06	1,038.07
	YCH,YZ	599.00	77.87	33.84	67.52	778.23
	YCD	719.00	93.47	40.62	81.04	934.13
	BE7	400.00	52.00	22.60	45.09	519.69
WASKAGANISH YKQ	Y1	328.00	42.64	18.53	36.97	426.14
	YCH,YZ	246.00	31.98	13.90	27.73	319.61
	YCD	295.00	38.35	16.67	33.26	383.28
	BE7	164.00	21.32	9.27	18.49	213.08
WHAPMAGOOSTUI YGW	Y1	466.00	60.58	26.33	52.52	605.43
	YCH,YZ	350.00	45.50	19.78	39.45	454.73
	YCD	419.00	54.47	23.67	47.23	544.37
	BE7	233.00	30.29	13.16	26.26	302.71

FROM WHAPMAGOOSTUI (YGW)  
TO

	CLASS	FARE	YQ	CA	XG	XQ	TOTAL
CHIBOUGAMAU YMT	Y1	1,073.00	139.49		60.62	120.94	1,394.05
	YCH/YZ	805.00	104.65		45.48	90.74	1,045.87
	YCD	966.00	125.58		54.58	108.89	1,255.05
	BE7	537.00	69.81		30.34	60.53	697.68
CHISASIBI YKU	Y1	277.00	36.01		15.65	31.22	359.88
	YCH,YZ	208.00	27.04		11.75	23.45	270.24
	YCD	249.00	32.37		14.07	28.07	323.51
	BE7	139.00	18.07		7.85	15.67	180.59
EASTMAIN ZEM	Y1	566.00	73.58		31.98	63.80	735.36
	YCH,YZ	425.00	55.25		24.01	47.90	552.16
	YCD	509.00	66.17		28.76	57.37	661.30
	BE7	283.00	36.79		15.99	31.90	367.68
MONTREAL YUL	Y1	1,270.00	165.10	9.46	72.23	144.09	1,660.88
	YCH,YZ	953.00	123.89	9.46	54.31	108.36	1,249.02
	YCD	1,143.00	148.59	9.46	65.05	129.77	1,495.87
	YMED	1,016.00	132.08	9.46	57.87	115.46	1,330.87
	BE7	635.00	82.55	9.46	36.35	72.51	835.87
NEMASKA YNS	Y1	1,014.00	131.82		57.29	114.30	1,317.41
	YCH,YZ	761.00	98.93		43.00	85.78	988.71
	YCD	913.00	118.69		51.58	102.91	1,186.18
	BE7	507.00	65.91		28.65	57.14	658.70
VAL D'OR YVO	Y1	1,191.00	154.83	9.46	67.76	135.18	1,558.23
	YCH,YZ	893.00	116.09	9.46	50.92	101.60	1,171.07
	YCD	1,072.00	139.36	9.46	61.04	121.77	1,403.63
	YMED	953.00	123.89	9.46	54.31	108.36	1,249.02
	BE7	596.00	77.48	9.46	34.14	68.12	785.20
WASKAGANISH YKQ	Y1	700.00	91.00		39.55	78.91	909.46
	YCH,YZ	525.00	68.25		29.66	59.18	682.09
	YCD	630.00	81.90		35.60	71.01	818.51
	BE7	350.00	45.50		19.78	39.45	454.73
WEMINDJI YNC	Y1	466.00	60.58		26.33	52.52	605.43
	YCH,YZ	350.00	45.50		19.78	39.45	454.73
	YCD	419.00	54.47		23.67	47.23	544.37
	BE7	233.00	30.29		13.16	26.26	302.71

**ONTARIO FARES**

\*\*Please note that the FARE column is FARE without applicable taxes.  
The TOTAL column includes FARE plus applicable taxes

FROM ATTAWAPISKAT (YAT)  
TO

	CLASS	FARE	YQ	HST	TOTAL
FORT ALBANY YFA	Y1	279.00	36.27	40.99	356.26
	YCH, YZ	209.00	27.17	30.70	266.87
	YCD	251.00	32.63	36.87	320.50
	YWHA	209.00	27.17	30.70	266.87
	BE7	140.00	18.20	20.57	178.77
KASHECHEWAN ZKE	Y1	273.00	35.49	40.10	348.59
	YCH, YZ	205.00	26.65	30.11	261.76
	YCD	246.00	31.98	36.14	314.12
	YWHA	205.00	26.65	30.11	261.76
	BE7	137.00	17.81	20.13	174.94
MOOSONEE YMO	Y1	527.00	68.51	77.42	672.93
	YCH, YZ	395.00	51.35	58.03	504.38
	YCD	474.00	61.62	69.63	605.25
	YWHA	395.00	51.35	58.03	504.38
	BE7	264.00	34.32	38.78	337.10
PEAWANUCK YPO	Y1	750.00	97.50	110.18	957.68
	YCH, YZ	563.00	73.19	82.70	718.89
	YCD	675.00	87.75	99.16	861.91
	YWHA	563.00	73.19	82.70	718.89
	BE7	375.00	48.75	55.09	478.84
TIMMINS YTS	Y1	844.00	109.72	123.98	1,077.70
	YCH, YZ	633.00	82.29	92.99	808.28
	YCD	760.00	98.80	111.64	970.44
	YWHA	633.00	82.29	92.99	808.28
	BE7	422.00	54.86	61.99	538.85

FROM FORT ALBANY (YFA)  
TO

	CLASS	FARE	YQ	HST	TOTAL
ATTAWAPISKAT YAT	Y1	279.00	36.27	40.99	356.26
	YCH,YZ	209.00	27.17	30.70	266.87
	YCD	251.00	32.63	36.87	320.50
	YWHA	209.00	27.17	30.70	266.87
	BE7	140.00	18.20	20.57	178.77
KASHECHEWAN ZKE	Y1	210.00	27.30	30.85	268.15
	YCH,YZ	158.00	20.54	23.21	201.75
	YCD	189.00	24.57	27.76	241.33
	YWHA	158.00	20.54	23.21	201.75
	BE7	105.00	13.65	15.42	134.07
MOOSONEE YMO	Y1	357.00	46.41	52.44	455.85
	YCH,YZ	268.00	34.84	39.37	342.21
	YCD	321.00	41.73	47.15	409.88
	YWHA	268.00	34.84	39.37	342.21
	BE7	179.00	23.27	26.30	228.57
PEAWANUCK YPO	Y1	887.00	115.31	130.30	1,132.61
	YCH,YZ	665.00	86.45	97.69	849.14
	YCD	798.00	103.74	117.23	1,018.97
	YWHA	665.00	86.45	97.69	849.14
	BE7	444.00	57.72	65.22	566.94
TIMMINS YTS	Y1	664.00	86.32	97.54	847.86
	YCH,YZ	498.00	64.74	73.16	635.90
	YCD	598.00	77.74	87.85	763.59
	YWHA	498.00	64.74	73.16	635.90
	BE7	332.00	43.16	48.77	423.93

FROM KASHECHEWAN (ZKE)  
TO

	CLASS	FARE	YQ	HST	TOTAL
ATTAWAPISKAT YAT	Y1	273.00	35.49	40.10	348.59
	YCH,YZ	205.00	26.65	30.11	261.76
	YCD	246.00	31.98	36.14	314.12
	YWHA	205.00	26.65	30.11	261.76
	BE7	137.00	17.81	20.13	174.94
FORT ALBANY YFA	Y1	210.00	27.30	30.85	268.15
	YCH,YZ	158.00	20.54	23.21	201.75
	YCD	189.00	24.57	27.76	241.33
	YWHA	158.00	20.54	23.21	201.75
	BE7	105.00	13.65	15.42	134.07
MOOSONEE YMO	Y1	357.00	46.41	52.44	455.85
	YCH,YZ	268.00	34.84	39.37	342.21
	YCD	321.00	41.73	47.15	409.88
	YWHA	268.00	34.84	39.37	342.21
	BE7	179.00	23.27	26.30	228.57
PEAWANUCK YPO	Y1	887.00	115.31	130.30	1,132.61
	YCH,YZ	665.00	86.45	97.69	849.14
	YCD	798.00	103.74	117.23	1,018.97
	YWHA	665.00	86.45	97.69	849.14
	BE7	444.00	57.72	65.22	566.94
TIMMINS YTS	Y1	711.00	92.43	104.45	907.88
	YCH,YZ	533.00	69.29	78.30	680.59
	YCD	640.00	83.20	94.02	817.22
	YWHA	533.00	69.29	78.30	680.59
	BE7	356.00	46.28	52.30	454.58

FROM MOOSONEE (YMO)  
TO

	CLASS	FARE	YQ	SQ	HST	TOTAL
ATTAWAPISKAT YAT	Y1	527.00	68.51	15.00	79.37	689.88
	YCH,YZ	395.00	51.35	15.00	59.98	521.33
	YCD	474.00	61.62	15.00	71.58	622.20
	YWHA	395.00	51.35	15.00	59.98	521.33
	BE7	264.00	34.32	15.00	40.73	354.05
FORT ALBANY YFA	Y1	357.00	46.41	15.00	54.39	472.80
	YCH,YZ	268.00	34.84	15.00	41.32	359.16
	YCD	321.00	41.73	15.00	49.10	426.83
	YWHA	268.00	34.84	15.00	41.32	359.16
	BE7	179.00	23.27	15.00	28.25	245.52
KASHECHEWAN ZKE	Y1	357.00	46.41	15.00	54.39	472.80
	YCH,YZ	268.00	34.84	15.00	41.32	359.16
	YCD	321.00	41.73	15.00	49.10	426.83
	YWHA	268.00	34.84	15.00	41.32	359.16
	BE7	179.00	23.27	15.00	28.25	245.52
PEAWANUCK YPO	Y1	1,080.00	140.40	15.00	160.60	1,396.00
	YCH,YZ	810.00	105.30	15.00	120.94	1,051.24
	YCD	972.00	126.36	15.00	144.74	1,258.10
	YWHA	810.00	105.30	15.00	120.94	1,051.24
	BE7	540.00	70.20	15.00	81.28	706.48
TIMMINS YTS	Y1	545.00	70.85	15.00	82.01	712.86
	YCH,YZ	409.00	53.17	15.00	62.03	539.20
	YCD	491.00	63.83	15.00	74.08	643.91
	YWHA	409.00	53.17	15.00	62.03	539.20
	BE7	273.00	35.49	15.00	42.05	365.54

FROM PEAWANUCK (YPO)  
TO

	CLASS	FARE	YQ	HST	TOTAL
ATTAWAPISKAT YAT	Y1	750.00	97.50	110.18	957.68
	YCH,YZ	563.00	73.19	82.70	718.89
	YCD	675.00	87.75	99.16	861.91
	YWHA	563.00	73.19	82.70	718.89
	BE7	375.00	48.75	55.09	478.84
FORT ALBANY YFA	Y1	887.00	115.31	130.30	1,132.61
	YCH,YZ	665.00	86.45	97.69	849.14
	YCD	798.00	103.74	117.23	1,018.97
	YWHA	665.00	86.45	97.69	849.14
	BE7	444.00	57.72	65.22	566.94
KASHECHEWAN ZKE	Y1	887.00	115.31	130.30	1,132.61
	YCH,YZ	665.00	86.45	97.69	849.14
	YCD	798.00	103.74	117.23	1,018.97
	YWHA	665.00	86.45	97.69	849.14
	BE7	444.00	57.72	65.22	566.94
MOOSONEE YMO	Y1	1,080.00	140.40	158.65	1,379.05
	YCH,YZ	810.00	105.30	118.99	1,034.29
	YCD	972.00	126.36	142.79	1,241.15
	YWHA	810.00	105.30	118.99	1,034.29
	BE7	540.00	70.20	79.33	689.53
TIMMINS YTS	Y1	1,304.00	169.52	191.56	1,665.08
	YCH,YZ	978.00	127.14	143.67	1,248.81
	YCD	1,174.00	152.62	172.46	1,499.08
	YWHA	978.00	127.14	143.67	1,248.81
	BE7	652.00	84.76	95.78	832.54

FROM TIMMINS (YTS)  
TO

	CLASS	FARE	YQ	SQ	HST	TOTAL
ATTAWAPISKAT YAT	Y1	844.00	109.72	20.00	126.58	1,100.30
	YCH,YZ	633.00	82.29	20.00	95.59	830.88
	YCD	760.00	98.80	20.00	114.24	993.04
	YWHA	633.00	82.29	20.00	95.59	830.88
	BE7	422.00	54.86	20.00	64.59	561.45
FORT ALBANY YFA	Y1	664.00	86.32	20.00	100.14	870.46
	YCH,YZ	498.00	64.74	20.00	75.76	658.50
	YCD	598.00	77.74	20.00	90.45	786.19
	YWHA	498.00	64.74	20.00	75.76	658.50
	BE7	332.00	43.16	20.00	51.37	446.53
KASHECHEWAN ZKE	Y1	711.00	92.43	20.00	107.05	930.48
	YCH,YZ	533.00	69.29	20.00	80.90	703.19
	YCD	640.00	83.20	20.00	96.62	839.82
	YWHA	533.00	69.29	20.00	80.90	703.19
	BE7	356.00	46.28	20.00	54.90	477.18
MOOSONEE YMO	Y1	545.00	70.85	20.00	82.66	718.51
	YCH,YZ	409.00	53.17	20.00	62.68	544.85
	YCD	491.00	63.83	20.00	74.73	649.56
	YWHA	409.00	53.17	20.00	62.68	544.85
	BE7	273.00	35.49	20.00	42.70	371.19
PEAWANUCK YPO	Y1	1,304.00	169.52	20.00	194.16	1,687.68
	YCH,YZ	978.00	127.14	20.00	146.27	1,271.41
	YCD	1,174.00	152.62	20.00	175.06	1,521.68
	YWHA	978.00	127.14	20.00	146.27	1,271.41
	BE7	652.00	84.76	20.00	98.38	855.14



## (C) Routing

- 1) Unless otherwise provided in the carrier's tariff, fares apply only to their associated routing. If there is more than one routing associated with a fare, the passenger, prior to their ticket being issued, may specify the routing they prefer.

If no routing is specified, the carrier may determine the routing.  
(See Rule 50, Routings).

- 2) Where a fare is purchased from point of origin to the point where return travel commences, and that fare is less than a fare to an intermediate point enroute, the fare charged must be increased to at least the minimum fare applicable to any higher cost intermediate points. Applicable at customer's request.

## (D) Taxes and charges

Any tax or charge imposed by government or other authority, or by the operator of an airport, in respect of a passenger or the use by a passenger of any services or facilities will be in addition to the published fares and charges and will be payable by the passenger, except as otherwise provided in the carrier's tariff. (See Rule 15, Taxes).

## (E) Currency of fares

All fares and charges are stated in Canadian dollars for travel commencing in Canada.

## Rule 15: Taxes

### (A) General

- Taxes imposed by governments are payable by the passenger and are in addition to the published or constructed fare.

At the time of the ticket purchase, the passenger will be advised by the carrier of all the taxes appearing on the ticket.

Taxes will be shown separately on the ticket.

The conditions under which taxes are imposed, collected or refunded are established by the taxing authority (domestic or foreign) and in all cases will be respected. As a result, the carrier will either collect new or higher amounts or refund all or a portion of the tax paid based on the conditions imposed by the taxing authority.

## Rule 20: Methods of payment

### (A) General

The following is a list of payment options accepted by the carrier for the payment of tickets and services offered by the carrier:

- Credit card (visa, Mastercard, American Express).

Bank debit card, where facilities permit.

Vouchers (Air Creebec vouchers).

Redeemable travel points. Reservations must be made through Aeroplan.

**NOTE:** All reservations must be completely paid for by debit, credit card, Air Creebec vouchers at time of booking

## Rule 25: Currency of payment

### (A) General

- Currency provisions are subject to government regulations and applicable foreign exchange regulations.

When travel commences in Canada, payment for tickets will be in Canadian dollars at the Canadian dollar fare.

## Rule 30: Classes of service

### (A) First class or class “F”

Not applicable

### (B) Business class or class “C”

Not applicable

### (C) Economy class or class “Y”

All seats on all scheduled flights are Class Y seats. There are no assigned seats or special privileges attached with seating. Passengers may be offered in flight amenities (aircraft type and time permitting) such as complimentary beverages and snack, excluding alcoholic beverages

## Rule 35: Capacity Limitations

### (A) General

A reservation for space on a given flight is valid only when the availability and allocation of that space is confirmed by the carrier and the passenger has paid the appropriate fare and a ticket has been issued for that space.

On any given flight, the carrier may limit the number of passengers carried at any given fare. All fares will not necessarily be available on all flights. The number of seats which the carrier shall make available on a given flight will be determined by the carrier's best judgment as to the anticipated total number of passengers on each flight.

# Rule 40: Reservations

## (A) General

- A reservation for space on a specific flight is valid when the availability and allocation of the space is entered into the carrier's reservation system, a confirmation number/code is obtained from the carrier which authenticates the reservation, the passenger has paid the appropriate fare, and a ticket has been issued for that space.

The carrier will only issue a ticket against a valid reservation. Subject to payment or other satisfactory arrangements and passenger compliance with the check-in time limits set out in paragraph (E), a ticket will be issued to the passenger by the carrier or agent of the carrier indicating that the passenger is holding confirmed space for the flight(s) shown on the ticket. The ticket will only apply between the points named on the ticket and the flight coupons that are presented.

A passenger who is holding an unused open-date ticket or a portion of that ticket or is in possession of another electronic document issued to the passenger by the carrier which entitles the passenger to onward travel, or who wishes to change their reservation for another date, will not be entitled to any preferential right to secure a new reservation.

For provisions related to the assignment of seats on-board an aircraft for all passengers including children, see Rule 41, Seat assignment for passengers including the seating of children under the age of 14 years.

- On any given flight, the carrier may limit the number of passengers carried at any given fare. All fares will not necessarily be available on all flights. The number of seats which the carrier shall make available on a given flight will be determined By the carrier's best judgment as to the anticipated total number of passengers on each flight.

For more specific provisions related to the assignment of seats on-board an aircraft for persons with disabilities, see: Rule 70, Reservations – information about services and seating assignments.

The carrier will not accept a reservation for a child under 5 years of age who will be travelling alone, irrespective of whether the child's parent or guardian wishes to use the carrier's unaccompanied minors (UM) service for their child to travel alone. (see Rule 60, Acceptance of children and Rule 65, Unaccompanied minors)

## (B) Cancellation of reservations

- The carrier may cancel reservations of any passenger:
  - a) If circumstances require due to situations within a carrier's control as defined in Rule 1, Definitions and applied in Rule 91, Delays or cancellation – within the carrier's control and within the carrier's control but required for safety purposes or Rule 96, Denial of boarding – within the carrier's control and within the carrier's control but required for safety purposes;
  - b) If circumstances require due to situations outside a carrier's control as defined in Rule 1, Definitions and applied in Rule 90, Delays or cancellation- outside the carrier's control or Rule 95, Denial of boarding – outside the carrier's control;
  - c) If circumstances require due to any situation identified in and applied in Rule 105, Refusal to transport; or,
  - d) When the passenger has failed to meet check-in or boarding gate requirements set out in paragraph (E).

If the carrier cancels a passenger's reservation due to (B)(1)(a) (above), the passenger may be eligible to take advantage of the provisions found in Rule 91, Delays or cancellation – within the carrier's control and within the carrier's control but required for safety purposes or Rule 96, Denial of boarding – within the carrier's control and within the carrier's control but required for safety purposes.

If the carrier cancels a passenger's reservation due to (B)(1)(b) (above), the passenger may be eligible to take advantage of the provisions found in Rule 90, delays or cancellation – outside the carrier's control or Rule 95 Denial of boarding – outside the carrier's control.

If the carrier cancels a passenger's reservation due to (B)(1)(c) (above), the passengers will be treated in accordance with the provisions of Rule 105, Refusal to transport.

## (C) Passenger's responsibility

- The passenger must arrive at the airport with sufficient time to complete check-in, government formalities, security clearance and the departure process while meeting the time limits detailed in (E). Flights will not be delayed for passengers who have not completed any of these pre-boarding requirements.

The passenger must provide the carrier with their preferred means of communication from among means offered by the carrier (for example, email address and/or telephone numbers) when the carrier solicits point of contact information from the passenger in case the carrier

must communicate with the passenger prior to their departure or at any point during the passenger's itinerary. The carrier has an obligation to communicate information to its passengers as per Rule 97, Communication of information – cancellation, delay, tarmac delay, or denial of boarding.

## (D) Failure to occupy seat

If the passenger does not occupy space which has been reserved by/for them and the carrier is not notified of the cancellation of such reservation up to and until the scheduled departure of that particular flight, the carrier will cancel all continuing or return reservations held by the passenger and will not be liable for doing so other than to refund the passenger's ticket in accordance with the applicable fare rule and Rule 125.

## (E) Check-in time limits

Travel	Mandatory check-in time*	Check-in cut off**	Gate to gate cut-off***	Boarding cut-off
From Montreal	90 minutes	45 minutes	45 minutes	30 minutes
Other stations	60 minutes	45 minutes	N/A	N/A

**\*Mandatory check-in time:** To ensure that the passenger has plenty of time to check in, drop off checked baggage and pass through security, the above table sets out how much in advance of the flight's departure time the passenger should check in.

**\*\*Check-in cut-off:** The passenger must have checked in, obtained their boarding pass and **checked all baggage** at the baggage drop-off counter before the check-in deadline for their flight.

**\*\*\*Gate to gate cut-off:** If the passenger is arriving from another boarding gate, the passenger must be available for boarding at the Air Creebec flight boarding gate by the boarding gate deadline, e.g. if the passenger's flight from Montreal to Val-d'or leaves at 7:45 a.m., the passenger must be at the boarding gate no later than 7 a.m. (i.e., 45 minutes before their flight).

If the passenger fails to meet the time limits specified in the above chart, the carrier may reassign any pre-reserved seat and/or cancel the reservation of the passenger and the

carrier may not be able to transport the passenger and/or passenger's baggage. The carrier is not liable to the passenger for loss or expense due to the passenger's failure to comply with this provision.

**NOTE:** It is mandatory that the passenger provide the carrier with a point of contact (email address and/or telephone numbers) in case the carrier must communicate with the passenger prior to his/her departure or at any point during the passenger's itinerary. A carrier has an obligation to make a reasonable effort to inform its passengers of any delays or schedule changes (*See Rule 90*).

## Rule 41: Seat assignment for passengers including the seating of children under the age of 14 years

### (A) Applicability

- This Rule applies to all passengers irrespective of the type of fare on which they are travelling or have purchased.

Unaccompanied children will be carried pursuant to the provisions of Rule 65, Unaccompanied minors.

The carrier will not accept a reservation for a child under 5 years of age who will be travelling alone, irrespective of whether the child's parent or guardian wishes to use the carrier's unaccompanied minors (UM) service for their child to travel alone.

## (B) Seat assignment

The carrier does not guarantee the assignment of any particular space on the aircraft.

### Advance seat selection

The carrier does not offer advance seat selection.

The advance seat selection fee will be charged per passenger and will be applied as set out in the table below:

- Applicable fees for travel:

Type of service	Seat selection fee within Canada		
First class	N/A	-	-
Business class	N/A	-	-
Full fare economy class	N/A	-	-
Special or discounted fares seated in economy class section of the aircraft	N/A	-	-

**Exception:** A person with a disability who requires a specific seat to meet a disability-related need will not be charged a seat selection fee.

For additional obligations on seat assignment for persons with disabilities, including persons who need additional adjacent seating, see: Rule 70, Reservations – information about services and seating assignments.

## (C) Assignment of seats to accompanied children under the age of 14 years

In order to facilitate the assignment of a seat to a child who is under the age of 14 years that is in close proximity to an accompanying person (parent, guardian or tutor) in accordance with part (D) (below), the carrier will, at no additional charge:

Assign a seat before check-in to the child that is in close proximity to the accompanying person, or



if the carrier does not assign seats prior to check-in, in accordance with paragraph (a), the carrier will:

- (i) advise passengers before check-in that the carrier will facilitate seat assignment of children in close proximity to an accompanying person at no additional charge at the time of check-in or at the boarding gate,
- (ii) assign seats at the time of check-in, if possible,
- (iii) if it is not possible to assign seats at the time of check-in, the carrier will, via an announcement at the gate, ask for volunteers to change seats at the time of boarding, and
- (iv) if it is not possible to assign seats at the time of check-in and no passenger has volunteered to change seats at the time of boarding, the carrier will ask again for volunteers on-board the aircraft to change seats before take-off.

## (D) Proximity to accompanying person's seat

- The carrier will facilitate, pursuant to the steps outlined in (C), the assignment of a seat to a child who is under the age of 14 years by offering, at no additional charge:
  - in the case of a child who is 4 years of age or younger, a seat that is adjacent to their accompanying person's seat;
  - in the case of a child who is 5 to 11 years of age, a seat that is in the same row as their accompanying person's seat, and that is separated from that accompanying person's seat by no more than one seat; and
  - in the case of a child who is 12 or 13 years of age, a seat that is in a row that is separated from the row of their accompanying person's seat by no more than one row.

## (E) Difference in price

- If the passenger who is assigned seating in accordance with (D)(1) is seated in a lower class of service than their ticket provides, the carrier will reimburse the price difference between the classes of service.

If the passenger who is assigned seating in accordance with (D)(1) chooses a seat that is in a higher class of service than their tickets provide, the carrier will not request supplementary payment representing the price difference between the classes of service.

## Rule 45: Stopovers

### (A) General

- Stopovers will be permitted under the following conditions:
  - Stopovers must be arranged with the carrier in advance and specified on the ticket.
  - Specific fare rules may not permit stopovers or limit the number of stopovers allowed or there may be an additional charge for stopovers based on the fare purchased by the passenger. Refer to the rule applicable to the fare in question for further information.
  - If a portion of a journey is travelled by surface transportation, a stopover will be deemed to have taken place for such transportation.
  - **For travel within Canada:** A deliberate interruption of a journey for more than 4 hours will constitute a stopover.

## Rule 50: Routings

### (A) Application

- A routing is applicable only to the fares which are specifically associated with it.

A routing may be travelled via any or all of the cities named in the carrier's routing diagram, unless otherwise restricted.

All or part of the applicable routing may result in non-stop travel.

An intermediate point(s) specified along the routing may be omitted.

All routings are applicable in either direction, unless otherwise restricted.

Where no carrier is indicated between two points, travel is limited to Air Creebec.

If more than one routing is applicable via the same fare, the passenger, and prior to the issuance of the ticket, may specify the routing. If no routing is specified by the passenger, the carrier will determine the routing.

## Rule 54: Interline baggage acceptance

Air Creebec will not be liable for any lost, damaged or delayed baggage transferring onto its flight (connecting baggage) from another airline as the Carrier has no interline agreements with other airlines. All claims will have to be settled with originating airline. If the Carrier issues a connecting baggage tag at the client's request, the Carrier will do so as a gesture of goodwill and not as regular procedure and will not be liable for any lost, damaged or delays of the baggage to the final destination.

## Rule 55: Baggage acceptance

### (A) Applicability

This rule applies only to online transportation of baggage.

### (B) General conditions of acceptance of checked and unchecked baggage

The carrier will accept for transportation as baggage, any good that is necessary or appropriate for the wear, use, comfort or convenience of the passenger for the purpose of the trip, subject to the following:

- **Checked baggage**
  - Once the carrier takes possession of the passenger's checked baggage, the carrier will issue a baggage identification tag for each piece of checked baggage. A portion of this tag will be provided to the passenger and each bag will be affixed with the corresponding remaining portion of the tag.
  - Checked baggage will be carried on the same aircraft as the passenger unless the baggage is delayed or the carrier decides that it is impractical to carry the baggage on the same aircraft. In case of delay, the carrier will take necessary steps to inform the passenger on the status of the baggage, ensure the passenger has been provided with the predetermined allowance (See Rule 120) and arrange to deliver the baggage to the nearest Air Creebec location or bus station at the carrier's discretion.

Subject to the provisions of this tariff related to mobility aids and musical instruments, checked baggage will be carried on the same aircraft as the passenger unless the baggage is delayed or the carrier decides that it is impractical to carry the baggage on the same aircraft.

**NOTE:** For additional provisions related to the transportation of assistive devices for persons with disabilities, refer to: Rule 70, Acceptance of mobility aids and other assistive devices.

**NOTE:** For additional provisions related to the transportation of musical instruments, refer to Rule 56, Acceptance of Musical Instruments as Baggage.

**Unchecked baggage (carry-on baggage)**

- Unchecked baggage must be within the carrier's size and weight limits to be taken **on-board the aircraft**.

**Unchecked baggage** must fit under the seat located in front of the passenger or in the enclosed storage compartment in the passenger cabin of the aircraft.

**NOTE:** This provision does not apply to assistive devices for persons with disabilities. For provisions related to the transportation of assistive devices for persons with disabilities, refer to: Rule 70, Acceptance of mobility aids and other assistive devices.

Objects which are not suitable for carriage as checked baggage (e.g. objects made of glass or ceramic) will only be accepted for transportation in the passenger cabin of the aircraft if advance notice is given to the carrier and the carrier agrees to carry the object. The carrier will not charge extra fees for the aforementioned. Passengers should contact the carrier or review its Web site for more information about which specific objects are not suitable for carriage as checked baggage and will only be accepted for transportation in the passenger cabin of the aircraft upon prior agreement with the carrier. The carrier will not be liable for any damage of such objects.

## (C) Baggage allowance

- The passenger is entitled to carry free of charge checked and unchecked baggage as specified and subject to the conditions and limitations set out in the charts below.

### Checked baggage

Type of service	Maximum number of bags permitted	Weight per bag	Dimension per bag	Fees
First class	N/A	N/A	N/A	N/A
Business class	N/A	N/A	N/A	N/A
Full fare economy class	N/A	44LBS*	As per aircraft limit cannot exceed (24in x 19in x 48in). for larger baggage please contact the <a href="#">carrier local cargo department</a> , 24 hours prior the flight to make arrangements.	No fees
Special or discounted fares seated in economy class section of the aircraft	N/A	44LBS*		No fees

\*One SkyCheck bag is accepted between YUL-YVO-YMT and the weight of this SkyCheck bag is included in the allowed total weight of 44 lbs and must fit through the CATSA scanning devices.

SkyCheck bag is not considered a carry on.

Infants are allowed free of charge an approved car seat and a stroller. Other infant accessories are not included in this free allowance.

## Unchecked baggage (carry-on baggage)

Type of service	Maximum number of bags permitted	Weight per bag	Dimension per bag	Fees
First class	N/A	N/A	N/A	N/A
Business class	N/A	N/A	N/A	N/A
Full fare economy class	1 other than a small personal item*	13LBS (6kg)	9"X 16" x 22.5" (22.5cm x 40cm X 56cm)	No fees
Special or discounted fares seated in economy class section of the aircraft	1 other than a small personal item*	13LBS (6kg)	9"X 16" x 22.5" (22.5cm x 40cm X 56cm)	No fees

\*Small personal item must measure no more than 10"X12"X8" (25cm x 30cm x 20cm).

- The carrier will accept for transportation assistive devices for persons with disabilities in addition to the baggage allowances set out in the charts above at no additional charge to the person. For provisions related to the transportation of assistive devices for persons with disabilities, refer to: Rule 70, Acceptance of mobility aids and other assistive devices.

If a passenger exceeds the maximum number of bags permitted and/or the maximum weight allowed for each bag or the maximum dimensions permitted for each checked or carry-on bag in the chart in (1) above, the passenger will be subject to the excess baggage charges set out in the chart in (E).

**NOTE:** Musical instruments will be considered as part of the passenger's baggage allowance and there may be associated fees dependent on the fare purchased. The carrier may also charge additional fees specific to the carriage of musical instruments. (See Rule 56, Acceptance of musical instruments as baggage).

The passenger's name and contact information must appear on the baggage. It is recommended that the name and contact information also be included inside the baggage.



## (D) Collection and delivery of baggage

- The passenger has the right to retrieve their baggage without delay.

The passenger or the representative of the passenger who was given a baggage identification tag when the carrier took possession of the baggage is entitled to accept delivery of the baggage.

If the passenger claiming the checked baggage is unable to produce their portion of the baggage identification tag and identify the baggage by means of its baggage identification tag, the carrier must receive satisfactory proof that the baggage belongs to the passenger in question before delivering the baggage to the passenger.

Acceptance of the baggage without complaint, within the time limits stipulated in Rule 120, Liability – domestic transportation or Rule 121, Liability – international transportation, by the passenger in possession of the baggage identification tag is evidence that the carrier delivered the baggage in good condition and in accordance with this tariff.

“Rural Communities” delayed bags will not be delivered by FedEx or similar services. Bags delayed by carrier will be delivered to the nearest Air Creebec location or bus station at the carrier’s discretion.

## (E) Excess baggage

Baggage in excess of the free baggage allowance will be accepted by the carrier upon payment of the applicable charge. The charge for the excess baggage is payable prior to departure at the point of check-in.

**NOTE:** This provision does not apply to assistive devices for persons with disabilities. For provisions related to the transportation of assistive devices for persons with disabilities, refer to: Rule 70, Acceptance of mobility aids and other assistive devices.

## Excess baggage/Cargo rates

AIR CREEBEC INC.  
FREIGHT RATES 2025

**CARGO REGULIER - WITHOUT FUEL SURCHARGE**

	Montréal	Chibougamau	Waskaganish	Eastmain	Wemindji	Chisasibi	Val-d'Or	Nemaska	Great Whale	Timmins	Moosonee	Fort Albany	Kashechewan	Attawapiskat	Peawanuck
Montréal	0.00	2.48	4.22	4.60	5.00	5.00	2.21	3.77	3.38	0.00	0.00	0.00	0.00	0.00	0.00
Chibougamau	2.48	0.00	1.90	1.99	2.23	2.76	1.79	1.22	4.18	0.00	0.00	0.00	0.00	0.00	0.00
Waskaganish	4.22	1.90	0.00	0.59	1.17	1.54	2.04	1.05	2.41	0.00	0.00	0.00	0.00	0.00	0.00
Eastmain	4.60	1.99	0.59	0.00	0.69	1.16	2.44	1.09	1.99	0.00	0.00	0.00	0.00	0.00	0.00
Wemindji	5.00	2.23	1.17	0.69	0.00	0.72	2.86	1.11	1.45	0.00	0.00	0.00	0.00	0.00	0.00
Chisasibi	5.00	2.76	1.54	1.16	0.72	0.00	3.38	2.45	0.87	0.00	0.00	0.00	0.00	0.00	0.00
Val-d'Or	2.21	1.79	2.04	2.44	2.86	3.38	0.00	2.07	3.38	0.00	0.00	0.00	0.00	0.00	0.00
Nemaska	3.77	1.22	1.05	1.09	1.11	2.45	2.07	0.00	3.22	0.00	0.00	0.00	0.00	0.00	0.00
Great Whale	3.38	4.18	2.41	1.99	1.45	0.87	3.38	3.22	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Timmins	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.79	2.20	2.20	2.59	4.02
Moosonee	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.79	0.00	0.95	0.95	1.34	2.99
Fort Albany	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.20	0.95	0.00	0.52	0.66	2.20
Kashechewan	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.20	0.95	0.52	0.00	0.66	2.20
Attawapiskat	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.59	1.34	0.66	0.66	0.00	1.90
Peawanuck	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.02	2.99	2.20	2.20	1.90	0.00

MINIMUM CHARGE 60.00  
 MINIMUM EXCESS BAGGAGE 30.75  
 LIVE ANIMAL FLAT RATE 173.36  
 CANOE 381.02

**CARGO REGULIER - WITH FUEL SURCHARGE 2025**

	Montréal	Chibougamau	Waskaganish	Eastmain	Wemindji	Chisasibi	Val-d'Or	Nemaska	Great Whale	Timmins	Moosonee	Fort Albany	Kashechewan	Attawapiskat	Peawanuck
Montréal		2.80	4.77	5.20	5.65	5.65	2.50	4.25	3.83						
Chibougamau	2.80	0.00	2.15	2.25	2.52	3.13	2.02	1.38	4.73	0.00	0.00	0.00	0.00	0.00	0.00
Waskaganish	4.77	2.15	0.00	0.66	1.32	1.74	2.31	1.18	2.72	0.00	0.00	0.00	0.00	0.00	0.00
Eastmain	5.20	2.25	0.66	0.00	0.79	1.31	2.76	1.23	2.25	0.00	0.00	0.00	0.00	0.00	0.00
Wemindji	5.65	2.52	1.32	0.79	0.00	0.82	3.23	1.25	1.64	0.00	0.00	0.00	0.00	0.00	0.00
Chisasibi	5.65	3.13	1.74	1.31	0.82	0.00	3.83	2.77	0.98	0.00	0.00	0.00	0.00	0.00	0.00
Val-d'Or	2.50	2.02	2.31	2.76	3.23	3.83	0.00	2.34	3.83	0.00	0.00	0.00	0.00	0.00	0.00
Nemaska	4.25	1.38	1.18	1.23	1.25	2.77	2.34	0.00	3.63	0.00	0.00	0.00	0.00	0.00	0.00
Great Whale	3.83	4.73	2.72	2.25	1.64	0.98	3.83	3.63	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Timmins	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.02	2.49	2.49	2.93	4.53
Moosonee	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.02	0.00	1.08	1.08	1.51	3.38
Fort Albany	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.49	1.08	0.00	0.59	0.75	2.49
Kashechewan	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.49	1.08	0.59	0.00	0.75	2.49
Attawapiskat	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.93	1.51	0.75	0.75	0.00	2.15
Peawanuck	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.53	3.38	2.49	2.49	2.15	0.00

MINIMUM CHARGE 67.80  
 MINIMUM EXCESS BAGGAGE 34.75  
 LIVE ANIMAL FLAT RATE 195.90  
 CANOE 430.55

**Rates do not include applicable provincial and federal sales taxes.**

**NOTE:** In addition to the baggage allowances established based on the type of fare purchased by the passenger and any applicable excess baggage charges, the carrier, may also charge additional fees for the transportation of musical instruments. See Rule 56, Acceptance of musical instruments as baggage.

**NOTE:** All excess baggage will be transported on a space available basis.

**NOTE:** Maximum weight accepted for excess baggage at check in is 26lbs/12kgs. Anything over 26lbs/12kgs must be shipped as cargo.

## (F) Excess value declaration charge

The carrier does not offer insurance. The maximum excess value declaration charge is \$2350.

**NOTE:** An excess value declaration charge does not apply to assistive devices for persons with disabilities. For provisions related to the transportation of assistive devices for persons with disabilities, refer to: Rule 70, Acceptance of Mobility aids and other assistive devices.

## (G) Items unacceptable as baggage

- The following items are unacceptable as baggage and will not be transported by the carrier:
  - Items which are forbidden to be carried by the applicable laws, regulations, or orders of any country to be flown from, to, or over.
  - Items which are likely to endanger the aircraft or persons or property on-board the aircraft. These unacceptable items are specified in the International Civil Aviation Organization (ICAO) Technical Instructions for the Safe Transport of Dangerous Goods by Air and the International Air Transport Association (IATA) Dangerous Goods Regulations.
  - Items, which in the carrier's opinion, are unsuitable for carriage because of their weight, size or character, for example, fragile or perishable items.
  - Firearms and ammunition for hunting and sporting purposes will be accepted as checked baggage provided the firearms are not loaded, the safety catch is in the "on" position and the firearms are suitably packed. The carriage of ammunition is subject to the ICAO and IATA regulations mentioned in (1)(b).
  - Weapons such as antique firearms, swords, knives and other similar items may be accepted as checked baggage at the carrier's discretion, provided they are suitably packed.
  - The passenger shall not include in the checked baggage fragile or perishable items, money, jewellery, precious metals, silverware, negotiable papers, securities or other valuables, business/legal documents (subject to carry-on weights and dimensions limitations), samples, passports, other identification documents and medication or medical equipment. Exceptions may apply to charters.

**NOTE:** Not applicable to assistive devices for persons with disabilities. For limitations on the carriage of mobility aids, refer to: Rule 70, Acceptance of mobility aids and other assistive devices.

**NOTE:** Not applicable to musical instruments. For limitation on the carriage of musical instruments: refer to Rule 56, Acceptance of musical instruments as baggage.

- Live animals except as provided in Rule 75, Acceptance of animals (pets and search and rescue dogs).

**NOTE:** Not applicable to service dogs, other service animals and emotional support dogs for persons with disabilities. For limitations on the carriage of service dogs, other service animals and emotional support dogs, refer to: Rule 70, Acceptance of service animals and Acceptance of emotional support animals.

## (H) Right to refuse carriage of baggage

**NOTE:** This provision does not apply to assistive devices for persons with disabilities. For limitations on the carriage of mobility aids, refer to: Rule 70, Acceptance of mobility aids and other assistive devices.

**NOTE:** This provision does not apply to musical instruments. For limitations on the carriage of musical instruments, refer to Rule 56, Acceptance of musical instruments as baggage.

- The carrier will refuse to carry as checked baggage any bag that the carrier has discovered to contain any unacceptable item mentioned in (G) and when the passenger fails to provide the carrier with prior notice that they wish to carry such an item in their baggage.

Unless advance arrangements have been made with the carrier, the carrier may carry on later flights baggage which is in excess of the free baggage allowance.

The carrier will refuse to carry checked baggage if it determines that the baggage has not been properly and securely packed in suitable suitcases or containers.

The carrier will, at its sole discretion, refuse to carry any baggage because of its size, shape, weight or character.

## (I) Right of search

At stations where CATSA or an accredited security agency screening is not available, the carrier reserves the right to request that the passenger opens their baggage if suspected of containing items mentioned in (G) or any arms or ammunition which have not been presented to the carrier. The purpose of any search is to ensure aircraft and passenger safety and security. If the passenger refuses to comply with the request for search, the carrier may refuse to carry the passenger and/or their baggage.

# Rule 56: Acceptance of musical instruments as baggage

## (A) Applicability

- This Rule applies to all passengers travelling with musical instruments irrespective of the type of fare on which they are travelling or have purchased.

In case of damage, loss or delay of musical instruments, the limits of liability for baggage as found in Rule 120, Liability – domestic transportation.

## (B) Small musical instruments as carry-on baggage

- Air Creebec will permit a passenger to bring on-board the aircraft cabin a small musical instrument, such as a violin or flute, as part of passenger's carry-on baggage allowance according to the number and size dimensions set out in Rule 55, Baggage acceptance, if:
  - the instrument can be stowed safely in a suitable baggage compartment in the aircraft cabin or under the passenger seat, in accordance with the carrier's requirements for carriage of carry-on baggage; and,
  - there is space for such stowage at the time the passenger boards the aircraft, or
  - If available, it can be stowed in the aircraft closet , the maximum size is :24 in x W 19 in x H 48 in and maximum weight of 13 lbs.
  - Provided each piece is properly packaged in a hard shell case.
  - Neither the instrument or the case contains any object not otherwise permitted to be carried in an aircraft cabin.
  - Musical instruments too large for the cabin may be carried as checked-baggage. (See Rule 55 (E)).

### **(C) Musical instruments as carry-on baggage(cabin seat baggage)**

Non applicable

### **(D) Carrier unable to carry musical instruments in cabin due to change of aircraft**

Not applicable.

### **(E) Musical instruments as checked baggage**

- The carrier will permit a passenger to transport as checked baggage a musical instrument that cannot be carried in the aircraft cabin if;
  - the dimension of the length, width, and height measured in inches of the outside linear dimensions of the instrument (including the case) does not exceed (24in x 19in x 48in) for larger instruments please contact the carrier 24 hours prior the flight, it will be treated has cargo.
  - the weight of the instrument (including the case) does not exceed 44 lbs.
  - the instrument can be stowed safely and securely in accordance with the carrier's requirements;
  - Provided each pieces is properly packaged in a hard shell case; and
  - the passenger has paid the applicable checked baggage fee.

Delicate and or valuable musical instruments are not suitable for carriage as checked baggage. The carrier is not liable for damages.

Because of passenger loads, aircraft limitations and/or storage space available, we cannot guarantee that a musical instrument can be accommodated on board.

If checked in separately, a musical instrument counts as one piece of baggage towards the maximum number of checked bags allowed by our fare type.

If your baggage count (musical instrument + number of other bags to be checked) exceeds the maximum weight of items allowed by our fare type, additional checked baggage charges will apply. (See Rule 55(E)).

Musical instruments should always be properly packed in a rigid and/or hard-shell container specifically designed for shipping such items.

## **(F) Fees**

Musical instruments will be considered as part of the passenger's baggage allowance.

# Part III – At the airport/ during travel





## Part III – At the airport/during travel

### Rule 60: Acceptance of children for travel

#### (A) General

- Infants and Children under 5 years of age, accompanied in the same cabin by a passenger 16 years of age or older or who is the legal parent regardless of age will be accepted for transportation. Only 1 infant per adult is accepted.
- Persons entrusted with the care of infants and children must be capable of discharging this duty
- Air Creebec does not offer seat selection however, the carrier will accommodate the seating of children under the age of 14 beside or in close proximity to the parent/guardian. Children will be pre-boarded with their parent/guardian.

#### Infants

- Infants under 2 years of age on the date of travel do not require a seat.

Infants under 2 years of age do not require a ticket.

Only one infant under the age of 2 years may be held in the lap of an accompanying passenger 16 years of age or older or is the legal parent regardless of age.

No single passenger shall be responsible for more than one infant whether the infant is held on the lap of an accompanying passenger, or a seat has been purchased for the infant and the infant is secured in an approved child restraint system (car seat).

An infant under 2 years of age at the time of departure but reaching their second birthday during the continuing/return flight(s) will require a seat and must pay the applicable fare for the continuing/return flight(s).

Infants under 2 years of age occupying a seat must be properly secured in a Transport Canada approved child restraint device.

## Children

- All children, 2 years of age or older, must be ticketed and assigned a seat.

All children, 5 years of age but under 12, will be able to travel unaccompanied without supervision and will be considered to be an adult for fare purposes and will be considered an Unaccompanied Minor and will be charged the applicable fees.

Children under 17 years of age, travelling alone will not be accepted if connecting to another flight.

The carrier will not assume any financial or guardianship responsibility for unaccompanied children beyond those applicable to an adult passenger.

- All children, over 5 years of age but under 12, will be able to travel without restriction when accompanied by a passenger at least 16 years of age who is paying the adult fare. They will then be considered as a Child for the purposes of travel and will be charged the applicable Child fare.
- A child under 12 years of age not accompanied by a passenger 16 years of age or over or who is the legal parent regardless of age are accepted for transportation only under the following conditions:
  - Under 5 years of age, not accepted alone under any conditions.
  - 5 to 11 years of age, accepted for on-line transportation. The child must be brought to the airport of the departure by the parent or responsible adult who remains with the child until boarded on the plane and who must furnish the carrier with satisfactory evidence that the child will be met by another parent or responsible adult upon deplaning at his destination but not accepted if the flight on which the child holds a reservation is expected to terminate short of, or by-pass his destination. Must travel on direct flights. **UNACCOMPANIED MINOR FORM MUST BE FILLED AT THE CHECK-IN COUNTER 90 MINUTES PRIOR DEPARTURE TIME.**

All children, over 5 years of age but under 12, will be able to travel without restriction when accompanied by a passenger at least 16 years of age and will be considered as a Child for the purposes of travel and will be charged the applicable Child fare.

### For travel within Canada

Age	Accepted	Conditions
0 days to 23 months (infant)	Yes	<p>Only one infant is permitted per adult passenger. The infant may travel free of charge when the infant is held on an accompanying adult's lap.</p> <p>An infant for whom a seat is purchased must be properly secured in an approved child restraint device and will be assessed the applicable fare.</p>
2 to 12 years old (child)	Yes	<p>These passengers are considered to be a child for the purpose of air travel and will pay the applicable child's fare if available, when accompanied by a ticketed passenger 16 years of age or older paying the adult fare Y1 for the entire trip.</p> <p>These passengers must be either supervised by a passenger of 16 years or older or is the legal parent regardless of age, or use the carrier's unaccompanied minor services, where applicable for children ages 5 and up who are travelling alone. (See Rule 65, Unaccompanied minors)</p> <p>The use of an approved child restraint device is optional for children aged two and up.</p>
12-17 years old (youth)	Yes	<p>These passengers are considered to be youth for the purpose of air travel and will pay the applicable youth fare.</p> <p>These passengers are eligible to travel unaccompanied and unsupervised.</p>

## (B) Documentation

All children who are passengers, whether traveling accompanied by a parent, guardian, or tutor or unaccompanied, must be in possession of the required documentation which is applicable to the points which they will be flying to, from and between.

- For travel within Canada, passengers under 18 years of age must carry identification such as a passport, an original birth certificate or a non-government ID, e.g. student card.
- 5 to 11 years of age, accepted for on-line transportation. The child must be brought to the airport of the departure by the parent or responsible adult who remains with the child until boarded on the plane and who must furnish the carrier with satisfactory evidence that the child will be met by another parent or responsible adult upon deplaning at his destination but not accepted if the flight on which the child holds a reservation is expected to terminate short of, or by-pass his destination. Must travel on direct flights. UNACCOMPANIED MINOR FORM MUST BE FILLED AT THE CHECK-IN COUNTER 90 MINUTES PRIOR DEPARTURE TIME.

## (C) Unaccompanied minors (UM)

For complete details on minors travelling unaccompanied, refer to Rule 65, Unaccompanied minors.

## Rule 65: Unaccompanied minors

### (A) General

- For purposes of this Rule, “guardian/tutor” is any adult/parent having responsibility over the welfare of a "minor".

The carrier offers a supervision service called the unaccompanied minor service (UM service) for all minors who have achieved the minimum age of 5 years. This service is either mandatory or optional, depending upon the age of the minor.

### (B) Age restrictions

- Minors less than 5 years of age are not eligible to use the UM service and must always be accompanied by their parent or a person who is at least 16 years old when travelling.

Minors aged between 5 and 11 years of age may only travel unaccompanied if they are using the UM service, outlined below.

Minors from age 5 up to a maximum of 17 years of age can also use the UM service at the request of their parent/guardian. Please note, however, that if a guardian requests the UM service for a minor between these ages, all travel restrictions applicable to the UM service will apply.

### (C) Travel restrictions

- The UM service is available on:
  - Carrier will not accept a UM passenger who has a connection onto another flight.
  - Carrier will NOT accept more than three (3) UM passengers per flight.
  - UM Check-in must be done minimum 90 minutes prior to departure time otherwise may be denied boarding refer to rule 40.

## (D) Fares and charges

- Unaccompanied minors travelling on the UM service provided by the carrier will be subject to the applicable adult fare.

A charge of \$114.98 CAD in Quebec, \$113.00 CAD in Ontario per minor, in each direction, will be applied for using the UM service.

When two or more minors are travelling together, only one UM service charge in each direction will apply.

UM fees are non-refundable.

## (E) Conditions of application for unaccompanied travel

- Arrangements and registration for the UM service must be made at least 90 minutes prior to departure with the carrier.

The minor must be brought to the airport of departure by a parent/guardian who remains with the minor until the carrier starts providing supervision. The parent/guardian will complete all the required documents which include providing the carrier with satisfactory evidence that the minor will be met by another parent/guardian or other responsible person.

The parent/guardian or other responsible person who will be meeting the unaccompanied minor at the destination airport must have photo identification which will allow the carrier personnel to identify this person as the appropriate person designated to meet the minor.

The parent/guardian will be required to remain at the airport of departure until the aircraft has departed.

The parent/guardian must provide the carrier with the name and phone number of a person who can be contacted in case of emergency during the time the minor is in the carrier's care.

Unaccompanied minors aged 5 through 12 years old will not be accepted if the flight on which the minor holds a reservation is expected to terminate short of, or bypass the minor's destination.

Once the minor is under the carrier's care, the minor will be provided supervision by the carrier until they are met at destination by a parent/guardian or other responsible person who can confirm to carrier personnel by means of photo identification that they are the person(s) designated to meet the minor and sign the UM discharge.

Confirmed reservations must be booked for unaccompanied minors. Standby travel is not permitted.

A minor with a medical condition or a minor with a disability may not be accepted for travel unaccompanied. Medical information and/or documents (for example, a medical certificate) may be required for any UM service to be offered to a minor with a medical condition or a disability.

**NOTE:** For provisions related to medical information and/or documents that are required by the carrier, refer to:

- Rule 70, Services for which advance notice is required.
- Rule 105, Refusal to transport.

## (F) Carrier's responsibility

With the exception of the service specifically provided to an unaccompanied minor in this rule, the carrier will not assume any financial or guardianship responsibilities for the unaccompanied minor beyond those applicable to an adult passenger.

# Rule 69: Carriage of persons with disabilities – Large Carrier ATPDR

Not applicable to Air Creebec

## Rule 70: Carriage of persons with disabilities – Small Carrier Non-ATPDR operating aircraft with 30 or more passenger seats

### (A) Application

- This rule applies to the transportation of persons with disabilities by Air Creebec which is a Small Carrier Non-ATPDR, that operates aircraft with 30 or more seats on its domestic transportation services.

Pursuant to Rule 5, Application of tariff, this rule applies to the transportation of all persons with disabilities on all flights marketed and operated by Air Creebec, and in respect to all flights marketed by Air Creebec.

### (B) Acceptance for carriage

- The carrier will accept the determination made by or on behalf of a person with a disability as to self-reliance, unless doing so would impose undue hardship on the carrier, for example if it would jeopardize security, public health or public safety.

The carrier will not refuse to transport a person with a disability solely based on their disability unless the transportation of the person would impose an undue hardship on the carrier, for example, if it would jeopardize security, public health or public safety.

If the carrier refuses to transport a person with a disability for reasons related to their disability, it will, at the time of the refusal, inform the person of the reasons for the refusal.

### (C) Acceptance of Declaration of Self-Reliance

Except for applicable safety-related rules and regulations, the carrier will accept the determination made by or on behalf of a person with a disability as to self-reliance. Once advised that he or she is “self-reliant,” the carrier shall not refuse such passenger transportation on the basis that the person with a disability is not accompanied by a personal attendant or based on the assumption that the passenger may require assistance from airline employees in meeting the passenger’s needs such as assistance with eating, using the washroom facilities or administering medication which are beyond the range of services that are normally offered by the carrier.



## (D) Reservations – information about services and seating assignments

- If a person with a disability identifies the nature of their disability when making a reservation with a carrier, the carrier will:
  - discuss with the person their needs in relation to their disability and the services offered by the carrier in relation to those needs;

## (E) Confirmation of services and communication of information

- The carrier will indicate in the record of a person's travel reservation the services that the carrier will provide to the person.

The carrier will ensure that any announcements made to passengers concerning stops, delays, schedule changes, connections, and on-board services and the claiming of baggage is in visual, verbal and/or written format.

## (F) Services for which no advance notice is required

- The services identified in (3) below will be provided at no additional fare or charge.

The carrier will not require a person with a disability to file information and/or documents, including a medical certificate, to support any request for services identified in (3) below.

Upon request, the carrier will:

- a) Wheelchair
- b) Pre-board

**NOTE:** For carrier responsibilities related to disembarkation of persons with disabilities when a flight is delayed on the tarmac at an airport in Canada, see Rule 92 – Priority disembarkation.

## (G) Services for which 48 hours in advance notice is required

- Straight back

- The services identified in (3) below will be provided at no additional fare or charge.

In all instances, the carrier will make every reasonable effort to provide a service requested by a person with a disability even if the person does not comply with any requirement in this section, to provide advance notice or to provide information and/or documents to permit the carrier to assess the request.

### **Services – 48 hours advance notice**

Subject to the carrier's requirement for the person with a disability to provide information and/or documents, the carrier will provide the following services if requested by a person with a disability at least 48 hours prior to the scheduled time of departure of the person's flight:

- Assist the person with registration at the check-in counter;
- Assist the person in proceeding to the boarding area;
- Assist the person in boarding and deplaning;
- Allow the person, upon request, to board the aircraft in advance of other passengers, where time permits and where a person with a disability requests assistance in boarding or seating or in stowing carry-on baggage;

**NOTE:** The carrier can require a person to board the aircraft in advance of other passengers in order that it has sufficient time to provide assistance even if the person with a disability does not request to do so, or the carrier can require a person to board after the other passengers if the person arrives at the boarding area after the end of priority boarding.

- Assist the person in stowing and retrieving carry-on baggage and retrieving checked baggage;
- provide, up to the time of departure of the aircraft, to individual persons with disabilities and their support person a briefing on emergency procedures and the layout of the cabin;
- Assist the person in proceeding to the general public area or, in some cases, to a representative of another carrier when circumstances allow;
- In the case of a straight back, transfer the person between the passenger's own mobility aid and a mobility aid provided by the carrier;
- In the case of a straight back, transfer the person between a mobility aid and the person's passenger seat;

## Services – information and/or documents required to be filed with the carrier

- The carrier may require the person to file any information and/or documents, including a medical certificate, that are reasonably necessary to permit the carrier to assess the person's request.

## (H) Acceptance of mobility aids and other assistive devices

- The carrier will accept for carriage, free of charge, in addition to the regular baggage allowance, and as priority baggage, mobility aids and any other assistive devices, subject to any safety or security restrictions that would prevent such a device from being transported.

Where a mobility aid is accepted for carriage, the carrier will:

- return the aid promptly upon arrival.

Where the carrier operates aircraft with less than 50 seats, it will refuse to transport an electric wheelchair, scooter or manually operated rigid-frame wheelchair where aircraft design does not permit the carriage of the aid, for example, if the weight or size of the mobility aid exceeds the capacity of lifts or ramps, or the doors to baggage compartments are too small for the mobility aid, or transportation of the mobility aid would jeopardize aircraft airworthiness.

**NOTE:** Information regarding maximum weight and dimensions of mobility aids that each make, and model of our aircraft is capable of transporting is:

**Dash 8-100 and 300** -maximum weight to load/offload is 350 lbs where locations are equipped and permit.

Where a carrier refuses to transport a mobility aid for any of the reasons above, the carrier will:

- inform the person of the reason for refusal at the time of refusal.

Where space permits, the carrier will permit a person with a disability to retain in the person's custody any of the following small assistive devices that the person needs during travel:

- a walker, a cane, crutches or braces;
- any device that assists the person to communicate; and
- any prosthesis or medical device such as a portable oxygen concentrator.

Oxygen cylinders, passenger owned and supplied, or accompanying a patient for medical aid, can be carried on our Dash-8 flights only, as carry-on baggage in the cabin. The cylinders must be medical oxygen Type "M-15" (D for old type) or Type "M-9" (C for old type) cylinders. The users must be familiar with the proper use of

cylinders. Each cylinder must be placed and secured in the company-supplied boxes designed to store them and these boxes must be placed under the seat in front of the user. The cover must be on and secured. Two such boxes will be carried on each DHC-8 in the cargo compartment at all times (On the Patient Transfer flights there will be 2 extra boxes). Each box can contain 1 Type D or C cylinder.

**PLEASE NOTE:** That the use of the foam block inserts must be indicated by the Flight Attendant to the Captain for entry into the journey logbook and maintenance must remove the block inserts at the end of the day and place them back in the 1st overhead bin portside. For the Type C cylinder, the prefabricated foam block inserts, found in the 1st overhead bin portside, must be inserted into the box first and placed at the bottom of the box. Then the Type C cylinder can be inserted into the box. No paperwork is required. Advance notification is required to ensure the boxes will be readily available and the pilot in command is advised of the number of cylinders loaded on board the aircraft.

Dash-8 Carry-on storage box for Medical Oxygen Cylinders only. Place cylinder in slot (Type C O2 bottle: insert foam block first followed by cylinder). Hose and mask exit box through slide cover. Secure lid and place in box under seat in front of passenger. Passenger and/or support person are responsible for operation of the cylinder. This box must remain in aircraft cargo storage area when not in use. Oxygen can also be transported as dangerous goods in the cargo section as long as documentation, acceptance and established cargo handling and loading procedures are respected. In such cases, the cylinders cannot be used in flight.

**NOTE:** A passenger can have 2 Type D oxygen bottles in the cabin if they require the use of the other depending on the length of flight.

**NOTE:** Empty oxygen bottle can be carried in cargo as long as valve is left in open position. There is no documentation required and pilot in command does not need to be notified.

Air Creebec will not accept for carriage on passenger aircraft passenger owned and operated oxygen generators.

Oxygen concentrators are permitted. An oxygen concentrator, sometimes referred to as an oxygen machine takes in the ambient air that we breathe and removes or scrubs out the nitrogen, leaving the other gases found in the air, most of which is highly concentrated oxygen.

Oxygen concentrators (POC) allowed to be used on our flights for all phases of flight include:

- POC Allowed (see list below),
- those labelled RTCA/DO-160,

- those labeled approved for air travel by the FAA,
- AirSep Focus Carry-on Baggage Control Program
- AirSep FreeStyle / AirSep Freestyle 5
- AirSep LifeStyle\* (If equipped with sticker: "RTCA/DO-160" Section 21 Category M Compliant)
- Delphi RS-00400 (EVO Central Air)
- DeVilbiss Healthcare iGo \*
- Hi-Sanso Portable  $\alpha$
- Inogen One / Inogen One G2 / Inogen One G3 / Inogen One G4
- Inova Labs LifeChoice / LifeChoice Activox
- International Biophysics LifeChoice
- Invacare Solo 2\*
- Invacare XPO2
- Oxlife Independence
- Oxus RS-00400 ▪ Oxygo
- Precision Medical EasyPulse
- Respirationics EverGo
- Respirationics SimplyGo
- SeQual Eclipse\*
- SeQual eQuinox (model 4000)/Oxywell (model 4000)
- SeQual SAROS\*
- Simply Go Mini
- VBOX Trooper\*
- Zen-O

**NOTE:** For provisions related to limitations of liability regarding loss of, damage to, or delay in delivering mobility aids, refer to Rule 120, Liability – Domestic Transportation, Mobility aids.

## (I) Acceptance of service animals (ESD)

- The carrier will accept for transportation, without charge, a service animal required to assist a person with a disability provided that the animal is:
  - a) properly harnessed; and, certified in writing as having been trained by a professional service animal institution.

The carrier will permit the service animal to accompany the person with a disability on-board the aircraft and to remain on the floor at the person's passenger seat. For the comfort of all passengers, the carrier staff will determine, in consultation with the person with a disability, where the person and service animal will be seated.

The carrier will assign a seat to the person which provides sufficient space for the person and the service animal. Where there is insufficient floor space in the seat row of the person's passenger seat, the carrier will permit the service animal to remain on the floor in an area where the person can still exercise control over the animal.

The person is responsible for complying with all laws, regulations, orders, demands, and travel requirements of countries to be flown from, into or through, in respect to the service animal. In particular, the person is responsible for obtaining valid health and vaccination certificates, entry permits, and other documents required by countries, states or territories for entry or transit of any service animal that is to accompany the person.

The carrier may refuse to transport a service animal if the person with a disability fails to have in their possession documentation at the time of check-in which demonstrates that the animal has all the necessary valid health and vaccination certificates, entry permits, and other documents required by countries, states or territories for entry or transit. For more information see Rule 105, Refusal to Transport.

## **(J) Acceptance of emotional support dogs**

The carrier is only required to accommodate dogs as ESAs, and only under specific conditions.

Persons with Disabilities would have to meet the following conditions for their Emotional Support Dog (ESD) to be accepted in the passenger cabin:

- They must provide proof from a physician or medical health professional that they are being treated for a mental health disability and that they require an emotional support dog (ESD) to accommodate that disability;
- They must submit, at least 96 hours in advance of travel, a veterinary certificate identifying the dog and the person with a disability and confirming the dog's current vaccination and health status. If the timing for the veterinary certification has not otherwise been prescribed in the jurisdiction of the country, province, state or territory where the person travels to or from, the certificate must be dated within two months prior to the date of initial travel set out in the itinerary;
- The ESD must fit comfortably in an appropriate rigid dog kennel that must fit and be kept under the seat in front of the person with a disability for the duration of the trip. The rigid dog kennel must also meet the carrier's conditions and restrictions for carriage of dog kennels in the cabin, and the ESD must remain in the kennel for the duration of its time in the passenger cabin; and,

- They must demonstrate that the ESD meets all travel, entry or exit requirements of the country, province, state or territory they travel to or from, which includes providing all required documentation, as applicable.

Persons with a disability travelling with their ESDs in compliance with these conditions must not be charged for this accommodation.

The carrier may refuse transportation to any person with a disability and their ESD if it poses a threat to the health or safety of others by exhibiting aggressive or other inappropriate behaviour, if it's not in a carrier approved dog kennel or if the passenger is unable to control the ESD or removes it from its dog kennel during travel.

# Rule 71: Carriage of persons with disabilities – Small Carrier non-ATPDR operating aircraft with 29 or less passenger seats

## (A) Application

- This rule applies to the transportation of persons with disabilities by Air Creebec which is a Small Carrier Non-ATPDR that operates aircraft with 29 or less seats on its domestic transportation services.

Pursuant to Rule 5, Application of tariff, this rule applies to the transportation of all persons with disabilities on all flights marketed and operated by Air Creebec, and in respect to all flights marketed by Air Creebec.

## (B) Acceptance for carriage

- The carrier will accept the determination made by or on behalf of a person with a disability as to self-reliance, unless doing so would impose undue hardship on the carrier, for example if it would jeopardize security, public health or public safety.

The carrier will not refuse to transport a person with a disability solely based on their disability unless the transportation of the person would impose an undue hardship on the carrier, for example, if it would jeopardize security, public health or public safety.

If the carrier refuses to transport a person with a disability for reasons related to their disability, it will, at the time of the refusal, inform the person of the reasons for the refusal.

## (C) Acceptance of Declaration of Self-Reliance

Except for applicable safety-related rules and regulations, the carrier will accept the determination made by or on behalf of a person with a disability as to self-reliance. Once advised that he or she is “self-reliant,” the carrier shall not refuse such passenger transportation on the basis that the person with a disability is not accompanied by a personal attendant or based on the assumption that the passenger may require assistance from airline employees in meeting the passenger’s needs such as assistance with eating, using the washroom facilities or administering medication which are beyond the range of services that are normally offered by the carrier.



## (D) Reservations – information about services and seating assignments

- If a person with a disability identifies the nature of their disability when making a reservation with a carrier, the carrier will:
  - discuss with the person their needs in relation to their disability and the services offered by the carrier in relation to those needs;

## (E) Confirmation of services and communication of information

- The carrier will indicate in the record of a person's travel reservation the services that the carrier will provide to the person.

The carrier will ensure that any announcements made to passengers concerning stops, delays, schedule changes, connections, and on-board services and the claiming of baggage is in visual, verbal and/or written format.

## (F) Services for which no advance notice is required

- The services identified in (3) below will be provided at no additional fare or charge.

The carrier will not require a person with a disability to file information and/or documents, including a medical certificate, to support any request for services identified in (3) below.

Upon request, the carrier will:

- c) Wheelchair
- d) Pre-board

**NOTE:** For carrier responsibilities related to disembarkation of persons with disabilities when a flight is delayed on the tarmac at an airport in Canada, see Rule 92 – Priority disembarkation.

## (G) Services for which 48 hours in advance notice is required

- Straight back

- The services identified in (3) below will be provided at no additional fare or charge.

In all instances, the carrier will make every reasonable effort to provide a service requested by a person with a disability even if the person does not comply with any requirement in this section, to provide advance notice or to provide information and/or documents to permit the carrier to assess the request.

### **Services – 48 hours advance notice**

Subject to the carrier's requirement for the person with a disability to provide information and/or documents, the carrier will provide the following services if requested by a person with a disability at least 48 hours prior to the scheduled time of departure of the person's flight:

- Assist the person with registration at the check-in counter;
- Assist the person in proceeding to the boarding area;
- Assist the person in boarding and deplaning;
- Allow the person, upon request, to board the aircraft in advance of other passengers, where time permits and where a person with a disability requests assistance in boarding or seating or in stowing carry-on baggage;

**NOTE:** The carrier can require a person to board the aircraft in advance of other passengers in order that it has sufficient time to provide assistance even if the person with a disability does not request to do so, or the carrier can require a person to board after the other passengers if the person arrives at the boarding area after the end of priority boarding.

- Assist the person in stowing and retrieving carry-on baggage and retrieving checked baggage;
- provide, up to the time of departure of the aircraft, to individual persons with disabilities and their support person a briefing on emergency procedures and the layout of the cabin;
- Assist the person in proceeding to the general public area or, in some cases, to a representative of another carrier when circumstances allow;
- In the case of a straight back, transfer the person between the passenger's own mobility aid and a mobility aid provided by the carrier;
- In the case of a straight back, transfer the person between a mobility aid and the person's passenger seat;

## Services – information and/or documents required to be filed with the carrier

- The carrier may require the person to file any information and/or documents, including a medical certificate, that are reasonably necessary to permit the carrier to assess the person's request.

## (H) Acceptance of mobility aids and other assistive devices

- The carrier will accept for carriage, free of charge, in addition to the regular baggage allowance, and as priority baggage, mobility aids and any other assistive devices, subject to any safety or security restrictions that would prevent such a device from being transported.

Where a mobility aid is accepted for carriage, the carrier will:

- return the aid promptly upon arrival.

Where the carrier operates aircraft with less than 50 seats, it will refuse to transport an electric wheelchair, scooter or manually operated rigid-frame wheelchair where aircraft design does not permit the carriage of the aid, for example, if the weight or size of the mobility aid exceeds the capacity of lifts or ramps, or the doors to baggage compartments are too small for the mobility aid, or transportation of the mobility aid would jeopardize aircraft airworthiness.

**NOTE:** Information regarding maximum weight and dimensions of mobility aids that each make, and model of our aircraft is capable of transporting is:

**Dash 8-100 and 300** -maximum weight to load/offload is 350 lbs where locations are equipped and permit.

Where a carrier refuses to transport a mobility aid for any of the reasons above, the carrier will:

- inform the person of the reason for refusal at the time of refusal.

Where space permits, the carrier will permit a person with a disability to retain in the person's custody any of the following small assistive devices that the person needs during travel:

- a walker, a cane, crutches or braces;
- any device that assists the person to communicate; and
- any prosthesis or medical device such as a portable oxygen concentrator.

Oxygen cylinders, passenger owned and supplied, or accompanying a patient for medical aid, can be carried on our Dash-8 flights only, as carry-on baggage in the cabin. The cylinders must be medical oxygen Type "M-15" (D for old type) or Type "M-9" (C for old type) cylinders. The users must be familiar with the proper use of

cylinders. Each cylinder must be placed and secured in the company-supplied boxes designed to store them and these boxes must be placed under the seat in front of the user. The cover must be on and secured. Two such boxes will be carried on each DHC-8 in the cargo compartment at all times (On the Patient Transfer flights there will be 2 extra boxes). Each box can contain 1 Type D or C cylinder.

**PLEASE NOTE:** That the use of the foam block inserts must be indicated by the Flight Attendant to the Captain for entry into the journey logbook and maintenance must remove the block inserts at the end of the day and place them back in the 1st overhead bin portside. For the Type C cylinder, the prefabricated foam block inserts, found in the 1st overhead bin portside, must be inserted into the box first and placed at the bottom of the box. Then the Type C cylinder can be inserted into the box. No paperwork is required. Advance notification is required to ensure the boxes will be readily available and the pilot in command is advised of the number of cylinders loaded on board the aircraft.

Dash-8 Carry-on storage box for Medical Oxygen Cylinders only. Place cylinder in slot (Type C O2 bottle: insert foam block first followed by cylinder). Hose and mask exit box through slide cover. Secure lid and place in box under seat in front of passenger. Passenger and/or support person are responsible for operation of the cylinder. This box must remain in aircraft cargo storage area when not in use. Oxygen can also be transported as dangerous goods in the cargo section as long as documentation, acceptance and established cargo handling and loading procedures are respected. In such cases, the cylinders cannot be used in flight.

**NOTE:** A passenger can have 2 Type D oxygen bottles in the cabin if they require the use of the other depending on the length of flight.

**NOTE:** Empty oxygen bottle can be carried in cargo as long as valve is left in open position. There is no documentation required and pilot in command does not need to be notified.

Air Creebec will not accept for carriage on passenger aircraft passenger owned and operated oxygen generators.

Oxygen concentrators are permitted. An oxygen concentrator, sometimes referred to as an oxygen machine takes in the ambient air that we breathe and removes or scrubs out the nitrogen, leaving the other gases found in the air, most of which is highly concentrated oxygen.

Oxygen concentrators (POC) allowed to be used on our flights for all phases of flight include:

- POC Allowed (see list below),
- those labeled RTCA/DO-160,

- those labeled approved for air travel by the FAA,
- AirSep Focus Carry-on Baggage Control Program
- AirSep FreeStyle / AirSep Freestyle 5
- AirSep LifeStyle\* (If equipped with sticker: "RTCA/DO-160" Section 21 Category M Compliant)
- Delphi RS-00400 (EVO Central Air)
- DeVilbiss Healthcare iGo \*
- Hi-Sanso Portable  $\alpha$
- Inogen One / Inogen One G2 / Inogen One G3 / Inogen One G4
- Inova Labs LifeChoice / LifeChoice Activox
- International Biophysics LifeChoice
- Invacare Solo 2\*
- Invacare XPO2
- Oxlife Independence
- Oxus RS-00400 ▪ Oxygo
- Precision Medical EasyPulse
- Respiroics EverGo
- Respiroics SimplyGo
- SeQual Eclipse\*
- SeQual eQuinox (model 4000)/Oxywell (model 4000)
- SeQual SAROS\*
- Simply Go Mini
- VBOX Trooper\*
- Zen-O

**NOTE:** For provisions related to limitations of liability regarding loss of, damage to, or delay in delivering mobility aids, refer to Rule 120, Liability – Domestic Transportation, Mobility aids.

## (I) Acceptance of service animals (ESD)

- The carrier will accept for transportation, without charge, a service animal required to assist a person with a disability provided that the animal is:
  - b) properly harnessed; and, certified in writing as having been trained by a professional service animal institution.

The carrier will permit the service animal to accompany the person with a disability on-board the aircraft and to remain on the floor at the person's passenger seat. For the comfort of all passengers, the carrier staff will determine, in consultation with the person with a disability, where the person and service animal will be seated.

The carrier will assign a seat to the person which provides sufficient space for the person and the service animal. Where there is insufficient floor space in the seat row of the person's passenger seat, the carrier will permit the service animal to remain on the floor in an area where the person can still exercise control over the animal.

The person is responsible for complying with all laws, regulations, orders, demands, and travel requirements of countries to be flown from, into or through, in respect to the service animal. In particular, the person is responsible for obtaining valid health and vaccination certificates, entry permits, and other documents required by countries, states or territories for entry or transit of any service animal that is to accompany the person.

The carrier may refuse to transport a service animal if the person with a disability fails to have in their possession documentation at the time of check-in which demonstrates that the animal has all the necessary valid health and vaccination certificates, entry permits, and other documents required by countries, states or territories for entry or transit. For more information see Rule 105, Refusal to Transport.

## **(J) Acceptance of emotional support dogs**

The carrier is only required to accommodate dogs as ESAs, and only under specific conditions.

Persons with Disabilities would have to meet the following conditions for their Emotional Support Dog (ESD) to be accepted in the passenger cabin:

- They must provide proof from a physician or medical health professional that they are being treated for a mental health disability and that they require an emotional support dog (ESD) to accommodate that disability;
- They must submit, at least 96 hours in advance of travel, a veterinary certificate identifying the dog and the person with a disability and confirming the dog's current vaccination and health status. If the timing for the veterinary certification has not otherwise been prescribed in the jurisdiction of the country, province, state or territory where the person travels to or from, the certificate must be dated within two months prior to the date of initial travel set out in the itinerary;
- The ESD must fit comfortably in an appropriate rigid dog kennel that must fit and be kept under the seat in front of the person with a disability for the duration of the trip. The rigid dog kennel must also meet the carrier's conditions and restrictions for carriage of dog kennels in the cabin, and the ESD must remain in the kennel for the duration of its time in the passenger cabin; and,

- They must demonstrate that the ESD meets all travel, entry or exit requirements of the country, province, state or territory they travel to or from, which includes providing all required documentation, as applicable.

Persons with a disability travelling with their ESDs in compliance with these conditions must not be charged for this accommodation.

The carrier may refuse transportation to any person with a disability and their ESD if it poses a threat to the health or safety of others by exhibiting aggressive or other inappropriate behaviour, if it's not in a carrier approved dog kennel or if the passenger is unable to control the ESD or removes it from its dog kennel during travel.

## Rule 75: Acceptance of animals (pets and search and rescue dogs)

With respect to terms and conditions related to the transport of any service dog, other service animal, or emotional support animal used to assist persons with disabilities please refer to: Rules 70, Acceptance of service animals and (I), Acceptance of emotional support animals].

### (A) Application

- 1) Advance arrangements must be made with the carrier before any animal will be accepted for carriage as either checked or carry-on baggage.
- 2) The carrier will accept for carriage animals/pets such as domestic dogs, cats, ferrets, rabbits, and birds, as either checked or carry-on baggage provided the animal(s) is/are accompanied by a passenger, in compliance with the IATA Live Animal Regulations.
- 3) Due to the climate of the territory that we serve, Air Creebec will not be liable for any death. Due to this, Air Creebec does not accept any reptiles, field animals nor exotic animals for transport.
- 4) Animals must be contained in a rigid, clean, leak/escape proof cage or container/kennel with adequate space for the comfort of the animal. The cage or container/kennel must be approved by the carrier. No soft shell or wire cages allowed. The cage must be properly secured by the passenger.
- 5) An animal and its container will not be included in the passenger's free baggage allowance. Excess baggage charges will apply, and the passenger will be obliged to pay the applicable charges.

**NOTE:** This provision does not apply to Service Animals accompanying passengers with disabilities or search and rescue animals accompanied by handlers. Service Animals will be carried free of charge (see (D) below).

- 6) The passenger assumes full responsibility for the animal. Before the animal is accepted for carriage, the passenger must make all necessary arrangements to obtain valid health and vaccination certificates, entry permits, and other documents required by countries, states or territories for entry or transit.



- 7) When travel involves more than one carrier, the passenger should verify the policy of each carrier involved in the itinerary and ensure that the requirements of each carrier have been met and that each carrier is aware and has agreed to carry the animal on its own aircraft.

## (B) Animals as Checked Baggage

- 1) The container/kennel must be properly and permanently identified with the owner's name and valid phone number.
- 2) The number of animals carried is limited by aircraft type.
- 3) The maximum number of kennels per aircraft is two (2) (unless authorized by a supervisor to put more).
- 4) A maximum of two adult animals of comparable size, up to 14 kg each, that are compatible, can be shipped in the same container. They must be in a container where they are able to comfortably lay down and stand up in the container to be accepted as such. Animals over that weight must travel individually. Animals up to six months old, from the same litter, up to 14 kg each, up to a maximum quantity of three, may be shipped in the same container/compartiment. They must be in a container where they are able to comfortably lay down and stand up in the container to be accepted as such.  
\*\* Dogs and cats **must** only be transported in a rigid cage.

- 5) If container/kennel exceeds the maximum size and/or maximum weight, the passenger must make arrangements with the carrier's cargo department.
- 6) Charges: The charge for transportation of the animal and container/kennel as checked baggage will be as follows:

From	To	Charge
(A) ALL	ALL	The fee is: Quebec: \$217.62 including taxes Ontario: \$213.89 including taxes.

**NOTE:** These fees do not apply to Service Animals or Emotional Support Dog (ESD) accompanying passengers with disabilities or search and rescue animals accompanied by handlers.

## (C) Search and rescue dogs

Search and rescue dogs which are properly harnessed will be permitted in the passenger cabin of the aircraft. The animal must remain on the floor at his master's seat without interfering with the aisle or exit in any way.

- 1) The carrier will accept for transportation without charge a search and rescue dog. The handler transporting the search and rescue dog for duty will be entitled to the normal free baggage allowance.
- 2) The carrier, in consultation with the search and rescue dog's handler, will determine where the handler will be seated to ensure that adequate space is provided to the handler and the dog.

## (D) Service Animals

Service Animals assisting a person with a disability that have been certified in writing as having been trained by a professional service animal institution will be permitted in the passenger cabin of the aircraft. The animal must remain on the floor at his master's seat without interfering with the aisle or exit in any way.

- 1) The carrier will accept for transportation without charge a Service Animal to assist a person with a disability. The passenger accompanying the Service Animal will be entitled to the normal free baggage allowance.
- 2) The carrier, in consultation with the person with a disability who is accompanied by a service animal, will determine where the person with a disability will be seated in order to ensure that adequate space is provided to the person and the service animal. *See also: to Rule 120*

## (E) Animals in cabin

Excluding services animals, Emotional Support Dogs and Search and rescue dogs;

- Only one (1) animal per passenger may be accepted for carriage in the passenger cabin.
- The number of animals carried in the passenger cabin is limited to one (2) animal per flight cabin.
- The in-cabin animal container/kennel (length + width + height) must not exceed 9”X10”X15” (22.5cmX25cmX37.5cm).
- The maximum allowable weight for both the animal and in-cabin pet container/kennel must not exceed 6 kg/13 lbs.
- The in-cabin container/kennel must be stored under the seat directly in front of the passenger.
- The in-cabin animal and container/kennel may be carried in lieu of unchecked baggage (carry-on baggage) but charges will be applied.
- The animal must remain in the container/kennel for the entire duration of the journey.
- If the container/kennel exceeds the maximum size and/or maximum weight mentioned above, passengers will be required to tender the animal as checked baggage.
- The carrier may request a passenger with an in-cabin animal to change seats after boarding to accommodate other passengers.

**Charges:** The charge for transportation of an animal (except for Service Animals) and container/kennel in the passenger cabin will be as follows:

### Charge of transportation of animal and container/kennel

From	To	Charge
(i) ALL	ALL	The fixed charge is: Quebec: \$217.62 including taxes. Ontario: \$213.89 including taxes.

**NOTE:** This provision does not apply to Service Animals or Emotional Support Dog (ESD) accompanying passengers with disabilities or search and rescue animals accompanied by handlers.

**NOTE:** Except for Service Animals or Emotional Support Dog (ESD), at any time, if there are passengers who are allergic, the animal will be put in the cargo area.

# Rule 80: Administrative formalities – travel documents, customs and security

## (A) General

- 1) The passenger is responsible for obtaining all required travel documents (passports, visas, tourist cards, health certificates, or other appropriate and necessary identification) including those of any children that are accompanied by the passenger.
- 2) The passenger is responsible for complying with all laws, regulations, orders, demands, and travel requirements of countries to be flown from, into or through and also for complying with the instructions of the carriers concerned.
- 3) The carrier will not be liable for any help or information given either verbally or in writing to the passenger in good faith about proper travel documentation.
- 4) The carrier will not be liable to the passenger for any consequences resulting from the failure of the passenger to obtain the necessary travel documents or from the failure to comply with the laws, regulations, orders and/or demands of countries to be flown from, into or through.

## (B) Travel documents

- 1) Prior to travel, the passenger must be prepared to submit for inspection to the carrier all travel documents.
- 2) Anyone who appears 18 years or older, must present one of the following:
  - a) One piece of valid PHOTO identification that is issued by a government authority and that shows the passenger's name and date of birth,  
or
  - b) Two pieces of valid identification that are issued by a government authority, at least one of which shows the passenger's name and date of birth  
or
  - c) A valid restricted area identity card (RAIC), as defined in section 3 of the Canadian Aviation Security Regulations emitted by a Canadian Airport authority.

**PLEASE NOTE** that only the actual card/ID is acceptable as a piece of identification. Under no circumstances, can an electronic copy or photo of an ID be used for traveling.

- 3) The carrier will have the right to make and retain copies of the travel documents presented by the passenger.
- 4) As described in Rule 105, Refusal to Transport, the carrier reserves the right to refuse transportation to any passenger who fails to present all documents required whose travel documents do not appear to be in order.
- 5) The name of the passenger must perfectly match the name on the photo ID that will be used to travel. There is a fee of (\$67.80 Ontario) (\$68.99 Quebec) taxes included to correct a name if more than 4 characters are changed.

## (C) Security Inspection

The passenger must comply to all necessary security checks done by the government/ airport officials and provide the necessary travel documentation. Failing to comply or provide the necessary documentation will result in refusal to transport.

# Rule 85: Ground transfer services

## (A) General

- 1) The carrier does not maintain, operate or provide ground transfer services between airports or between airports and city centres.
- 2) Any ground transfer service is performed by independent operators who are not and shall not be deemed to be, agents or servants of the carrier.
- 3) Any effort by an employee, agent or representative of the carrier in assisting the passenger to make arrangements for such ground transfer service shall in no way make the carrier liable for the acts or omissions of such an independent operator.

# Rule 90: Delay or cancellation – outside the carrier’s control

## (A) Applicability

This rule applies to all passengers irrespective of the type of fare on which they are travelling.

Air Creebec, under the Air Passenger Protection Regulations, is considered a small carrier.

This Rule applies in respect of a carrier when there is a delay or cancellation due to situations outside the carrier’s control. See Rule 90 for situations that are outside a carrier's control.

Where Air Creebec, a Small Carrier APPR, carries a passenger on behalf of a Large Carrier APPR under a commercial agreement with that carrier, it has the same obligations as a Large Carrier APPR towards that passenger that it carries.

## (B) General

- 1) The carrier will make all reasonable efforts to transport the passenger and their baggage at the times indicated in its timetable and according to schedule; however, flight times are not guaranteed.
- 2) Times shown in timetables or elsewhere are approximate and not guaranteed and form no part of the contract of carriage. The carrier will not be responsible for errors or omissions either in timetables or other representation of schedules. No employee, agent or representative of the carrier is authorized to bind the carrier by any statement or representation regarding the dates or times of departure or arrival, or of the operation of any flight.
- 3) A delay or cancellation that is directly attributable to an earlier delay or cancellation that is due to situations outside the carrier’s control, is considered to also be due to situations outside that carrier’s control if that carrier took all reasonable measures to mitigate the impact of the earlier flight delay or cancellation.
- 4) The passenger who attempts to check-in after the carrier’s check-in deadline or presents themselves at the boarding area after the carrier’s boarding time deadline as specified under Rule 40, Check-in time limits, will not receive consideration per

Rule 90 and will have their reservations cancelled as specified under Rule 105, Refusal to transport.

- 5) The carrier will not guarantee and will not be held liable for cancellations or changes to flight times that appear on passengers' tickets due to force majeure.
- 6) The carrier will inform passengers of delays, schedule changes and the reason for the delay or change by using the passenger's preferred means of communication.
- 7) It is always recommended that the passenger communicate with the carrier either by telephone or email or refer to airport terminal displays to ascertain the flight's status and departure time.
- 8) In the case of schedule irregularities, the carrier will give priority for assistance to any person with a disability and unaccompanied minors.
- 9) For Operational purposes, Air Creebec retains the right to switch a passenger from one flight to another flight as long as the origin and destination remain unchanged. Passenger will be notified prior to Boarding.

## (C) Situations outside the carrier's control

- Situations outside the carrier's control, include, but are not limited to the following:
  - war or political instability;
  - illegal acts or sabotage;
  - meteorological conditions or natural disasters that make the safe operation of the aircraft impossible;
  - instructions from air traffic control;
  - a NOTAM, (Notice to Airmen), as defined in subsection 101.01(1) of the *Canadian Aviation Regulations*;
  - a security threat;
  - airport operation issues;
  - a medical emergency;
  - a collision with wildlife;
  - a labour disruption within the carrier or within an essential service provider such as an airport or an air navigation service provider;
  - a manufacturing defect in an aircraft that reduces the safety of passengers and that was identified by the manufacturer of the aircraft concerned, or by a competent authority; and
  - an order or instruction from an official of a state or a law enforcement agency or from a person responsible for airport security.
  - any situation considered force majeure.

## **(D) Communication with passengers — delay or cancellation outside the carrier's control**

Carrier will communicate with passengers in accordance with the provisions of Rule 97, Communication of information – cancellation, delay, tarmac delay or denial of boarding.

## **(E) Alternate arrangements — delay or cancellation outside the carrier's control**

- If a flight is cancelled, or once a flight delay has reached three hours, the carrier will provide to the passenger, free of charge, a confirmed reservation on the next available flight that is operated by the carrier, or a carrier with which they have a commercial agreement, travelling on any reasonable air route from the airport at which the passenger is located to the destination that is indicated on the passenger's original ticket and departs within 48 hours after the departure time that is indicated on that ticket.

If the carrier cannot provide a confirmed reservation in accordance with (1) above, the carrier will, at the passenger's choice:

- a) provide a refund for any unused portion of the ticket; or,
- b) make the following alternate travel arrangements, free of charge:
- c) a confirmed reservation for the next available flight that is operated by the original carrier, or a carrier with which the original carrier has a commercial agreement and is travelling on any reasonable air route from the airport at which the passenger is located to the destination that is indicated on the passenger's original ticket.

### **Return to point of origin**

If the passenger's trip no longer serves its purpose because of the disruption, and the passenger is no longer at their point of origin, then the carrier will provide the passenger, free of charge, with a confirmed reservation for a flight back to the point of origin that accommodates the passenger's travel needs and refund the entire ticket (as if no part of the trip had been made).

### **Refund**

A passenger who is eligible to be refunded as per (2) above, may choose a refund, pursuant to Rule 125, General, and Involuntary refunds, at any time prior to being provided with a confirmed reservation.



### **Comparable services**

To the extent possible, the alternate travel arrangement must provide services that are comparable to those of the original ticket, including the carrier making every reasonable effort to maintain accessibility-related accommodation for persons with disabilities.

### **Refund of additional services**

The carrier will refund the cost of any additional services purchased in connection with the passenger's original ticket when the passenger is provided with alternate travel arrangements, if:

- d) the passenger did not receive those services; or,
- e) the passenger paid for those services a second time.

### **Higher class of service**

If a higher class of service is booked for the passenger than was originally provided for on the passenger's original ticket, the carrier will not request supplementary payment from the passenger.

### **Lower class of service**

If the alternate travel arrangements provide for a lower class of service than the original ticket, the carrier will refund the difference in the cost of the applicable portion of the ticket.

### **Method used for refund**

Refunds under this section will be made in conformity with Rule 125, General, and Involuntary refunds, will be paid to the person who purchased the ticket or additional service, and will be paid using the method used for the original payment, unless:

- a) the carrier has informed the person in writing of the monetary value of the original ticket or additional service, and the availability of a refund by the method used for the original payment;
- b) the refund is offered in another form that does not expire; and,
- c) the person confirms, in writing, that the carrier has informed them of their right to receive the refund by the method used for the original payment and that the person has chosen to receive the refund in another form (e.g. a travel credit).

### **Refund deadline**

Where a refund is required to be provided under this Rule, it will be provided within 30 days of the flight disruption.

# Rule 91: Delay or cancellation – within the carrier's control and within the carrier's control but required for safety purposes

## (A) Applicability

- This Rule applies to all passengers irrespective of the type of fare on which they are travelling, or they have purchased.

This Rule applies in respect of a carrier when there is delay or cancellation due to a situation that is within the carrier's control and within the carrier's control but required for safety purposes. Rule 91(F) is applicable only if the delay or cancellation is within the carrier's control and is not required for safety purposes.

## (B) General

- The carrier will make all reasonable efforts to transport the passenger and their baggage at the times indicated in its timetable and according to schedule; however, flight times are not guaranteed.

A delay or cancellation that is directly attributable to an earlier delay or cancellation that is within the carrier's control but is required for safety purposes, is considered to also be within that carrier's control but required for safety purposes, if that carrier took all reasonable measures to mitigate the impact of the earlier flight delay or cancellation.

A delay or cancellation that is directly attributable to an earlier delay or cancellation that is within the carrier's control but is required for safety purposes, is considered to also be within that carrier's control but required for safety purposes, if that carrier took all reasonable measures to mitigate the impact of the earlier flight delay or cancellation.

The passenger who attempts to check-in after the carrier's check-in deadline or presents themselves at the boarding area after the carrier's boarding time deadline as specified under Rule 40, Check-in time limits, will not receive consideration per Rule 90 and will have their reservations cancelled as specified under Rule 105, Refusal to transport.

### **(C) Communication with passengers – delay or cancellation – within the carrier’s control and within the carrier's control but required for safety purposes**

The carrier will communicate with passengers in accordance with the provisions of Rule 97, Communication of information – cancellation, delay, tarmac delay or denial of boarding.

### **(D) Alternate arrangements – delay or cancellation – within the carrier’s control and within the carrier's control but required for safety purposes**

- In case of a delay of three hours or more, if the passenger desires, or a flight cancellation, the carrier will provide the following alternate travel arrangements free of charge to ensure that each passenger completes their itinerary as soon as feasible:

a confirmed reservation for the next available flight that is operated by the original carrier, or a carrier with which the original carrier has a commercial agreement and is travelling on any reasonable air route from the airport at which the passenger is located to the destination that is indicated on the passenger’s original ticket.

#### **Refund**

If the alternate travel arrangements offered, in accordance with (1) above, do not accommodate the passenger’s travel needs, the carrier will;

- in the case where the passenger is no longer at the point of origin that is indicated on the original ticket and the travel no longer serves a purpose because of the delay or cancellation, refund the ticket, pursuant Rule 125 , General, and Involuntary refunds, and provide the passenger, free of charge, with a confirmed reservation that is for a flight to that point of origin which accommodates the passenger’s travel needs; and
- in any other case, refund the unused portion of the ticket. The amount of the refund will be calculated pursuant to Rule 125, General and Involuntary refunds.

#### **Comparable services**

To the extent possible, the alternate travel arrangement must provide services that are comparable to those of the original ticket, including the carrier making every reasonable effort to maintain accessibility-related accommodation for persons with disabilities.

## Refund of additional services

The carrier will refund the cost of any additional services purchased in connection with the passenger's original ticket when the passenger is provided with alternate travel arrangements, if:

- the passenger did not receive those services; or
- the passenger paid for those services a second time.

## Higher class of service

If the alternate travel arrangements referred to in (1) above provide for a higher class of service than the original ticket, the carrier will not request supplementary payment.

## Lower class of service

If the alternate travel arrangements provide for a lower class of service than the original ticket, the carrier will refund the difference in the cost of the applicable portion of the ticket.

## Method used for refund

Refunds under this section will be made in conformity with Rule 125, General, and Involuntary refunds and will be paid to the person who purchased the ticket or additional service, and will be paid using the method used for the original payment, unless:

- a) the carrier has informed the person in writing of the monetary value of the original ticket or additional service, and the availability of a refund by the method used for the original payment;
- b) the refund is offered in another form that does not expire; and,
- c) the person confirms, in writing, that the carrier has informed them of their right to receive the refund by the method used for the original payment and that the person has chosen to receive the refund in another form (e.g. a travel credit).

## Refund deadline

Where a refund is required to be provided under this Rule, it will be provided within 30 days of the flight disruption.

## **(E) Standards of treatment – delay or cancellation – within the carrier’s control and within the carrier's control but required for safety purposes**

- If the passenger has been informed of the delay or of the cancellation less than 12 hours before the departure time that is indicated on their original ticket and they have waited two hours after the departure time that is indicated on their original ticket, the carrier must provide the passenger with the following treatment free of charge:
  - food and drink in reasonable quantities, taking into account the length of the wait, the time of day and the location of the passenger; and
  - access to a means of communication.

### **Accommodations**

If the passenger has been informed of the delay or of the cancellation less than 12 hours before the departure time that is indicated on their original ticket and if the carrier expects that the passenger will be required to wait overnight for their original flight or for a flight reserved as part of alternate travel arrangements, the carrier must offer, free of charge, hotel or other comparable accommodation that is reasonable in relation to the location of the passenger, as well as transportation to the hotel or other accommodation and back to the airport.

### **Refusing or limiting treatment**

The carrier may limit or refuse to provide a standard of treatment referred to in (1), and (2) above if providing that treatment would further delay the passenger.

## **(F) Compensation – delay or cancellation – within the carrier’s control and not required for safety purposes**

- Compensation for inconvenience is only payable when the delay or cancellation is within the carrier's control and is not required for safety purposes.

If a passenger is informed 14 days or less before the departure time on their original ticket that the arrival of their flight at the destination that was indicated on their ticket will be delayed, the carrier will provide the minimum compensation for inconvenience as follows:

- \$125, if the arrival of the passenger’s flight at destination that is indicated on the original ticket is delayed by three hours or more, but less than six hours,

- \$250, if the arrival of the passenger's flight at the destination that is indicated on the original ticket is delayed by six hours or more, but less than nine hours, or
- \$500, if the arrival of the passenger's flight at the destination on the original ticket is delayed by nine hours or more.

### **Compensation in case of refund**

If the passenger's ticket is refunded in accordance with (D)(2), the carrier will provide a minimum compensation of:

- in the case of a Small Carrier APPR, \$125.

### **Deadline to file request**

To receive the minimum compensation referred to in (2) or (3) above, a passenger must file a request for compensation with the carrier before the first anniversary of the day on which the flight delay or flight cancellation occurred.

### **Deadline to Respond**

The carrier will, within 30 days after the day on which it receives the request, provide the compensation or an explanation as to why compensation is not payable.

### **Compensation for inconvenience**

If the carrier is required by this tariff to provide compensation to a passenger, the carrier will offer it in form of money (i.e., cash, cheque, or bank transfer). However, the compensation may be offered in another form (e.g. a travel credit) if:

- compensation in the other form has a greater monetary value than the minimum monetary value of the compensation that is required under the APPR;
- the passenger has been informed in writing of the monetary value of the other form of compensation;
- the other form of compensation does not expire; and
- the passenger confirms in writing that they have been informed of their right to receive monetary compensation and have chosen the other form of compensation.

## Rule 92: Tarmac delay

### (A) Applicability

This Rule applies to all passengers experiencing a tarmac delay irrespective of the type of fare on which they are travelling, or they have purchased.

### (B) General

- Passengers who experienced or are experiencing a tarmac delay may, depending on the circumstances, also find relief pursuant to:
  - Rule 90, Delay or cancellation - outside the carrier's control, or
  - Rule 91, Delay or cancellation - within the carrier's control and within the carrier's control but required for safety purposes.

#### **Urgent medical assistance**

If a passenger requires urgent medical assistance while the flight is delayed on the tarmac after the doors of the aircraft are closed for take-off or after the flight has landed, the carrier will facilitate access to the medical assistance.

#### **Tarmac delay obligations – standards of treatment**

If a flight is delayed on the tarmac after the doors of the aircraft are closed for take-off or after the flight has landed, the carrier will provide passengers with the following treatment, free of charge:

- if the aircraft is equipped with lavatories, access to those lavatories in working order;
- proper ventilation and cooling or heating of the aircraft;
- if it is feasible to communicate with people outside of the aircraft, the means to do so; and
- food and drink, in reasonable quantities, taking into account the length of the delay, the time of day and the location of the airport.

#### **Communications and information**

Once it becomes clear that the aircraft will experience a tarmac delay the carrier will communicate with passengers in accordance with the provisions of Rule 97, Communication of information – cancellation, delay, tarmac delay or denial of boarding.

## (C) Tarmac delay (over 3 hours) carrier obligations at an airport in Canada

### Passenger disembarkation

- If a flight is delayed on the tarmac at an airport in Canada, the carrier will provide an opportunity for passengers to disembark:
  - three hours after the aircraft doors have been closed for take-off; and
  - three hours after the flight has landed, or at any earlier time if it is feasible.

**Exception:** Carrier is not required to provide an opportunity for passengers to disembark in accordance with (1) (above) if:

- it is likely that take-off will occur less than three hours and 45 minutes after the doors of the aircraft are closed for take-off or after the flight has landed, and,
- the carrier is able to continue to provide the standards of treatment referred to in (B)(3) (above).

If a passenger opts to disembark pursuant to Rule 92 and the passenger fails to make themselves readily available for an immediate departure should that occur, the carrier:

- cannot guarantee that the passenger can be re-accommodated on to the aircraft,
- will treat the passenger, as appropriate, under the provisions of Rule 90, Delay or cancellation - outside the carrier's control or Rule 91, Delay or cancellation - within the carrier's control and within the carrier's control but required for safety purposes.

### Priority disembarkation

If the carrier allows disembarkation, it will, if it is feasible, give passengers with disabilities and their support person, service animal or emotional support animal, if any, the opportunity to leave the aircraft first.

### Exceptions

Rule 92 does not apply if providing an opportunity for passengers to disembark is not possible, including if it is not possible for reasons related to safety and security or to air traffic or customs control.



## Rule 95: Denial of boarding – outside the carrier’s control

When the carrier is unable to provide previously confirmed space due to there being more passengers holding confirmed reservations and tickets than for which there are available seats on a flight, the carrier will follow the provisions of this rule, unless as otherwise provided in other applicable foreign legislation.

### (A) Applicability

- This Rule applies to all passengers irrespective of the type of fare on which they are travelling, or they have purchased.

This Rule applies in respect of a carrier when there is denial of boarding due to situations outside the carrier’s control. See Rule 95(C) for situations that are outside a carrier's control.

This Rule does not apply in the situation of a refusal to transport a passenger due to, for instance, health, safety or security reasons, or where the passenger has failed to follow carrier rules or instructions, has inappropriate travel documents or has failed to respect check-in time limits. To see the carrier's policies in this respect, refer to Rule 105, Refusal to transport.

### (B) General

- The carrier will make all reasonable efforts to transport the passenger and their baggage at the times indicated in its timetable and according to schedule; however, flight times are not guaranteed.

The passenger holding a confirmed ticketed reservation must present themselves for carriage in accordance with this tariff having complied fully with the carrier’s applicable reservation, ticketing, check-in and boarding requirements within the time limits as set out in Rule 40.

The passenger who attempts to check-in after the carrier’s check-in deadline or presents themselves at the boarding area after the carrier’s boarding time deadline as specified under Rule 40, Check-in time limits, will not receive consideration per Rule 95 and will have their reservations cancelled as specified under Rule 105, Refusal to transport.

A denial of boarding that is directly attributable to an earlier delay or cancellation that is due to situations outside the carrier's control, is considered to also be due to situations outside that carrier's control if that carrier took all reasonable measures to mitigate the impact of the earlier flight delay or cancellation.

### **(C) Situations outside the carrier's control**

- Situations outside the carrier's control, include, but are not limited to the following:
  - war or political instability;
  - illegal acts or sabotage;
  - meteorological conditions or natural disasters that make the safe operation of the aircraft impossible;
  - instructions from air traffic control;
  - a NOTAM, (Notice to Airmen) as defined in subsection 101.01(1) of the *Canadian Aviation Regulations*;
  - a security threat;
  - airport operation issues;
  - a medical emergency;
  - a collision with wildlife;
  - a labour disruption within the carrier or within at an essential service provider such as an airport or an air navigation service provider;
  - a manufacturing defect in an aircraft that reduces the safety of passengers and that was identified by the manufacturer of the aircraft concerned, or by a competent authority; and
  - an order or instruction from an official of a state or a law enforcement agency or from a person responsible for airport security.
  - any situation considered force majeure.

### **(D) Communication with passengers – denial of boarding – outside the carrier's control**

Carrier will communicate with passengers in accordance with the provisions of Rule 97, Communication of information – cancellation, delay, tarmac delay or denial of boarding.

## (E) Alternate arrangements – denial of boarding outside the carrier’s control

- If there is denial of boarding due to situations outside the carrier’s control, the carrier will provide alternate travel arrangements, free of charge, to ensure that passengers complete their itinerary as soon as feasible:
  - a confirmed reservation for the next available flight that is operated by the original carrier, or a carrier with which the original carrier has a commercial agreement and is travelling on any reasonable air route from the same airport to the destination that is indicated on the passenger’s original ticket.

### Comparable services

- To the extent possible, the alternate travel arrangement must provide services that are comparable to those of the original ticket, including the carrier making every reasonable effort to maintain accessibility-related accommodation for persons with disabilities.

### Refund of additional services

The carrier will refund the cost of any additional services purchased in connection with the passenger's original ticket when the passenger is provided with alternate travel arrangements, if:

- a) the passenger did not receive those services; or,
- b) the passenger paid for those services a second time.

### Higher class of service

- If a higher class of service is booked for the passenger than was originally provided for on the passenger's original ticket, the carrier will not request supplementary payment from the passenger.

### Lower class of service

If the alternate travel arrangements provide for a lower class of service than the original ticket, the carrier will refund the difference in the cost of the applicable portion of the ticket.

### **Method used for refund**

Refunds under this section will be made in conformity with Rule 125 General, and Involuntary refunds, will be paid to the person who purchased the ticket or additional service, and will be paid using the method used for the original payment, unless:

- a) the carrier has informed the person in writing of the monetary value of the original ticket or additional service, and the availability of a refund by the method used for the original payment;
- b) the refund is offered in another form that does not expire; and,
- c) the person confirms, in writing, that the carrier has informed them of their right to receive the refund by the method used for the original payment and that the person has chosen to receive the refund in another form (e.g. a travel credit).

### **Refund deadline**

Where a refund is required to be provided under this Rule, it will be provided within 30 days of the flight disruption.

# Rule 96: Denial of boarding – within the carrier's control and within the carrier's control but required for safety purposes

## (A) Applicability

- This Rule applies to all passengers irrespective of the type of fare on which they are travelling or have purchased.

This Rule applies in respect of a carrier when there is a denial of boarding due to a situation that is within the carrier's control and within the carrier's control but required for safety. (G) is only applicable if the denial of boarding is within the carrier's control and is not required for safety purposes.

This Rule does not apply in the situation of a refusal to transport a passenger due to, for instance, health, safety or security reasons, or where the passenger has failed to follow carrier rules or instructions, has inappropriate travel documents or has failed to respect check-in time limits or gate cut-off times. See Rule 105, Refusal to transport for the carrier's policies in this respect.

## (B) General

- The carrier will make all reasonable efforts to transport the passenger and their baggage at the times indicated in its timetable and according to schedule; however, flight times are not guaranteed.

The passenger holding a confirmed ticketed reservation must present themselves for carriage in accordance with this tariff having complied fully with the carrier's applicable reservation, ticketing, check-in and boarding requirements within the time limits set out in Rule 40.

A denial of boarding that is directly attributable to an earlier delay or cancellation that is within that carrier's control but is required for safety purposes, is considered to also be within that carrier's control but required for safety purposes if that carrier took all reasonable measures to mitigate the impact of the earlier flight delay or cancellation.

The passenger who attempts to check-in after the carrier's check-in deadline or presents themselves at the boarding area after the carrier's boarding time deadline as specified under

Rule 40, Check-in time limits, will not receive consideration per Rule 96 and will have their reservations cancelled as specified under Rule 105, Refusal to transport.

### **(C) Denial of boarding – within the carrier's control and within the carrier's control but required for safety purposes – request for volunteers**

- In cases of denial of boarding within the carrier's control and within the carrier's control but required for safety purposes, the carrier will not deny boarding to a passenger unless it has asked all passengers if they are willing to give up their seat. As such, the carrier will make an announcement and ask for volunteers to relinquish their seats from among the confirmed passengers. At the same time, the carrier will announce what type of benefits passengers will be entitled to should they voluntarily relinquish their seat. The carrier will advise any passenger who expresses an interest in relinquishing their seat of the amount of compensation a passenger could receive pursuant to (G)(1) if there is a denial of boarding.

Attempts to find volunteers may take place at the check-in or boarding areas. The carrier may also seek volunteers before the passenger arrives at the airport. The carrier will continue to make this request of passengers until it obtains enough volunteers to prevent a denial of boarding or until it determines that it does not, despite its best efforts, have enough volunteers.

If the carrier offers a benefit in exchange for a passenger willingly relinquishing their seat in accordance with (1) (above) and a passenger accepts the offer, or if they negotiate a benefit acceptable to both parties, the carrier will provide the passenger with a written confirmation of that benefit before the flight departs. A passenger who willingly relinquishes their seat is not considered to be a passenger who has been subject to a denial of boarding by the carrier and as such, is not entitled to compensation pursuant to (G).

When an overnight hotel stay is necessary, the carrier will select a hotel and provide airport transfers if the new transportation accepted by the passenger departs more than eight (8) hours after the original departure time of the flight on which the passenger voluntarily deplaned and involves an overnight stay, provided the passenger's travel point of departure on Air Creebec is not where the denied boarding situation occurred.

#### **Passenger on aircraft**

The carrier will not deny boarding to a passenger who is already on-board the aircraft unless the denial of boarding is required for reasons of safety. However, passengers may still elect to

volunteer to relinquish their seat if already on-board the aircraft in exchange for benefits agreed upon with the carrier.

### **Priority for boarding**

If denial of boarding is necessary, the carrier will give priority for boarding to passengers in the following order:

- an unaccompanied minor;
- a person with a disability and their support person, service dog or emotional support dogs, if any;
- a passenger who is travelling with family members;
- a passenger who was previously denied boarding on the same ticket;
- all other passengers with confirmed and ticketed reservations in the order in which they presented themselves for check-in.
- Air Creebec Company business travel.
- Space available passenger.

## **(D) Communication with passengers – denial of boarding – within the carrier’s control and within the carrier's control but required for safety purposes**

Carrier will communicate with passengers in accordance with the provisions of Rule 97, Communication of information – cancellation, delay, tarmac delay or denial of boarding.

## **(E) Alternate arrangements – denial of boarding – within the carrier’s control and within the carrier's control but required for safety purposes**

- In the case where there is a denial of boarding for situations within the carrier’s control or within the carrier's control but required for safety purposes, the carrier will provide to each passenger, free of charge, the following alternate travel

arrangements to ensure that the passenger completes their itinerary as soon as feasible:

- a confirmed reservation for the next available flight that is operated by the original carrier, or a carrier with which the original carrier has a commercial agreement and is travelling on any reasonable air route from the airport at which the passenger is located to the destination that is indicated on the passenger's original ticket.

## **Refund**

If the alternate travel arrangements offered in accordance with (F)(1) do not accommodate the passenger's travel needs, the carrier will:

- in the case where the passenger is no longer at the point of origin that is indicated on the original ticket and the travel no longer serves a purpose because of denied boarding, refund the ticket, pursuant to Rule 125 General, and Involuntary refunds, and provide the passenger, free of charge, with a confirmed reservation that is for a flight to that point of origin which accommodates the passenger's travel needs; and
- in any other case, refund the unused portion of the ticket. The amount of the refund will be calculated pursuant to Rule 125 General and Involuntary refunds.

## **Comparable services**

To the extent possible, the alternate travel arrangement must provide services comparable to those of the original ticket, including the carrier making every reasonable effort to maintain - related accommodation for persons with disabilities.

## **Refund of additional services**

The carrier will refund the cost of any additional services purchased in connection with the passenger's original ticket when the passenger is provided with alternate travel arrangements, if:

- the passenger did not receive those services on the alternate flight; or
- the passenger paid for those services a second time.



### **Higher class of service**

If the alternate travel arrangements referred to in (1) above provide for a higher class of service than the original ticket, the carrier will not request supplementary payment.

### **Lower class of service**

If the alternate travel arrangements provide for a lower class of service than the original ticket, the carrier will refund the difference in the cost of the applicable portion of the ticket.

### **Method used for refund**

Refunds under this section will be made in conformity with Rule 125 General, and Involuntary refunds and will be paid to the person who purchased the ticket or additional service, and will be paid using the method used for the original payment, unless:

- a) the carrier has informed the person in writing of the monetary value of the original ticket or additional service, and the availability of a refund by the method used for the original payment;
- b) the refund is offered in another form that does not expire; and,
- c) the person confirms, in writing, that the carrier has informed them of their right to receive the refund by the method used for the original payment and that the person has chosen to receive the refund in another form (e.g. a travel credit).

### **Refund deadline**

Where a refund is required to be provided under this Rule, it will be provided within 30 days of the flight disruption.

## **(F) Standards of treatment – denial of boarding – within the carrier’s control and within the carrier's control but required for safety purposes**

- Before a passenger boards the flight reserved as an alternate travel arrangement per (E)(1), the carrier will provide them with the following treatment free of charge:
  - food and drink in reasonable quantities, taking into account the length of the wait, the time of day and the location of the passenger; and
  - access to a means of communication.

## Accommodations

If the carrier expects that the passenger will be required to wait overnight for a flight reserved as part of alternate travel arrangements, the air carrier must offer, free of charge, hotel or other comparable accommodation that is reasonable in relation to the location of the passenger as well as transportation to the hotel or other accommodation and back to the airport.

## Refusing or limiting treatment

The carrier may limit or refuse to provide a standard of treatment referred to (1) and (2) above, if providing that treatment would further delay the passenger.

## (G) Compensation – denial of boarding – within the carrier's control and not required for safety purposes

- Compensation is only payable when the denial of boarding is within the carrier's control and is not required for safety purposes.

### Compensation for denial of boarding

If a denial of boarding that is within the carrier's control occurs, the carrier will provide the following compensation for inconvenience to the affected passenger:

- \$900, if the arrival time of the passenger's flight at the destination that is indicated on the original ticket is delayed by less than six hours;
- \$1,800, if the arrival of the passenger's flight at the destination that is indicated on the original ticket is delayed by six hours or more, but less than nine hours; and
- \$2,400, if the arrival of the passenger's flight at the destination that is indicated on the original ticket is delayed by nine hours or more.

### Payment

The carrier will provide the compensation to the passenger as soon as it is operationally feasible, but not later than 48 hours after the denial of boarding.

### Estimated arrival time

If the compensation is paid before the arrival of the flight reserved as part of alternate travel arrangements made pursuant to (E)(1) above, at the destination that is indicated on their ticket, that compensation will be based on the flight's expected arrival time.

### **Written confirmation**

If it is not possible to provide the compensation before the boarding time of the flight reserved as part of alternate travel arrangements made pursuant to (E)(1) above, the carrier will provide the passenger with a written confirmation of the amount of the compensation that is owed.

### **Adjustment**

If the arrival of the passenger's flight at the destination that is indicated on their original ticket is after the time it was expected to arrive when the compensation was paid or confirmed in writing and the amount that was paid or confirmed no longer reflects the amount due in accordance with (2), the carrier will adjust the amount of the compensation.

### **Compensation for inconvenience**

If the carrier is required by (2) above to provide compensation for a denial of boarding to a passenger, the carrier will offer it in form of money (i.e. cash, cheque, or bank transfer).

However, the compensation may be offered in another form (e.g. a travel credit) if:

- compensation in the other form has a greater monetary value than the minimum monetary value of the compensation that is required under the APPR.
- the passenger has been informed in writing of the monetary value of the other form of compensation;
- the other form compensation does not expire; and
- the passenger confirms in writing that they have been informed of their right to receive monetary compensation and have chosen the other form of compensation.

# Rule 97 – Communication of information – cancellation, delay, tarmac delay, or denial of boarding

## (A) General

- In cases where one of the following applies:
  - Rule 90, Delay or cancellation – outside the carrier’s control,
  - Rule 91, Delay or cancellation – within the carrier’s control and within the carrier's control but required for safety purposes,
  - Rule 92, Tarmac delay,
  - Rule 95, Denial of boarding – outside the carrier’s control, or
  - Rule 96, Denial of boarding – within the carrier’s control and within the carrier's control but required for safety purposes, pursuant to the provisions of the APPR, the carrier will provide the following information to the affected passengers:
    - (i) The reason for the delay, cancellation, or denial of boarding.
    - (ii) The compensation to which the passenger may be entitled for the inconvenience.
    - (iii) The standard of treatment for passengers, if any; and
    - (iv) The recourse available against the carrier, including their recourse to the Agency.

In the case of a delay, the carrier will communicate status updates every 30 minutes until a new departure time for the flight is set or alternate travel arrangements have been made for the affected passenger.

The carrier will communicate new information to passengers as soon as feasible.

The information of paragraph (1) above will be provided by means of audible announcements. Visible announcements will be provided upon request.

The information of paragraph (1) above will also be provided to the passenger using the available communication method that the passenger has indicated that they prefer, including a method that is compatible with adaptive technologies intended to assist persons with disabilities.

## Rule 98 – Schedule irregularities

Not applicable.

# Rule 105: Refusal to transport

## Definition

For the purposes of Rule 105:

“**Force majeure**” means any unforeseeable circumstances beyond the carrier’s control, the consequences of which could not have been avoided even if all due care had been exercised including, but without limitation, meteorological and geological conditions, acts of God, pandemics, strikes, riots, civil commotions, embargoes, wars, hostilities, disturbances, unsettled international conditions, shortage of fuel or facilities, or labour disputes, either actual, threatened or reported.

## (A) Applicability

- A refusal to transport a passenger only occurs in situations when the carrier operates a flight on which the passenger had a confirmed or stand-by reservation, but that specific passenger is not permitted to continue their journey on that flight due to any reasons specified in the paragraphs below. Refusal to transport can occur at the start of any journey or while the passenger is enroute to their destination.

Flight delay, flight cancellation and denial of boarding do not constitute a situation of refusal to transport.

## (B) Refusal to transport – removal of passenger

Air Creebec will refuse to transport, or will remove any passenger at any point, for any of the following reasons:

### 1) Government requests and regulations and force majeure

Whenever it is necessary or advisable to:

- (i) comply with any government regulation;
- (ii) comply with any government request for emergency transportation; or,
- (iii) address force majeure.

## 2) Search of passenger and property

When the passenger refuses to permit a search of their person or property for explosives or for concealed, prohibited, deadly or dangerous weapon(s) or article(s).

At stations where CATSA or an accredited security agency screening is not available, the carrier reserves the right to request that the passenger opens their baggage if suspected of containing items mentioned in (G) or any arms or ammunition which have not been presented to the carrier. The purpose of any search is to ensure aircraft and passenger safety and security. If the passenger refuses to comply with the request for search, the carrier may refuse to carry the passenger and/or their baggage.

## 3) Proof of identity/age

When the passenger refuses a request to produce government-issued identification to demonstrate proof of identity.

Applicable only to travel within Canada:

**NOTE:** The carrier is obliged to screen each passenger by looking at the passenger, and in particular the passenger's entire face, to determine if they appear to be 18 years of age or older.

The carrier is also required to screen each passenger who appears 18 years or older, must present one of the following;

- a) One piece of valid PHOTO identification that is issued by a government authority and that shows the passenger's name, and date of birth, or
- b) Two pieces of valid identification that are issued by a government authority, at least one of which shows the passenger's name and date of birth, or
- c) A restricted area identity card, as defined in section 3 of the Canadian Aviation Security Regulations

**PLEASE NOTE** that only the actual card/ID is acceptable as a piece of identification. Under no circumstances, can an electronic copy of an ID be used for traveling.

## 4) Immigration or other similar considerations

When the passenger is to travel across any international boundary, if:

- (i) The travel documents of the passenger are not in order; or,

- (ii) For any reason the passenger's embarkation from, transit through, or entry into any country from, though, or to which the passenger desires transportation would be unlawful or would otherwise not be permitted.

#### 5) Failure to comply with carrier's rules and regulations

When the passenger fails or refuses to comply with rules and regulations of the carrier as stated in this tariff.

#### 6) Passenger's condition

- (i) When the passenger's actions or inactions prove to the carrier that their mental, intellectual or physical condition is such as to render them incapable of caring for themselves without assistance or medical treatment enroute unless:
  - a) the passenger is accompanied by a support person who will be responsible for assisting with the passenger's needs enroute such as assistance with eating, using the washroom facilities or administering medication which are beyond the range of services that are normally offered by the carrier; and,
  - b) the passenger complies with requirements of Rule 69 Acceptance for carriage; Rule 70 Acceptance for carriage.

**Exception:** The carrier will accept the determination made by or on behalf of a person with a disability as to self-reliance, except where accepting the person could jeopardize security, public health or public safety as per Rule 69, Acceptance for carriage; Rule 70, Acceptance for carriage.

**NOTE:** If the passenger is accompanied by a support person and the passenger is refused transport, then the support person will also be refused transport and the two will be removed from the aircraft together.

- (i) When the passenger has a contagious disease.
- (ii) When the passenger has an offensive odour.

#### Medical clearance

- (iii) When the carrier determines, in good faith and using its reasonable discretion, that a passenger's medical or physical condition involves an unusual hazard or risk to their self or other persons (including, in the case of expectant mothers, unborn children) or property, the carrier can require the passenger to provide a medical certificate that then may be assessed by the carrier's own medical officer as a condition of the passenger's acceptance for subsequent travel. The carrier may refuse transportation to the person posing such hazard or risk.



**NOTE:** Pregnant passengers:

- a) An expectant mother with a complication-free pregnancy can travel on the carrier's flights up to the 36<sup>th</sup> week of pregnancy or up to four weeks before the expected due date without a medical certificate.
- c) An expectant mother who is in or beyond the 36<sup>th</sup> week of pregnancy must present a medical certificate, dated within 72 hours of the scheduled time of departure. The certificate must state that the physician has examined the patient and found them to be physically fit for travel by air and the certificate must state the estimated date of birth.

**Failure to provide a suitable support person**

When the passenger requires a support person due to a mental health condition and is under care of a psychiatric institution or in the custody of law enforcement personnel or other responsible authority and the necessary arrangements have not been made with the carrier in advance of the departure of the flight.

However, the carrier will accept escorted passengers under the following conditions when the passenger has a mental health condition and is under care of a psychiatric institution or in the custody of law enforcement personnel or other responsible authority:

- (i) Medical authority furnishes assurance, in writing, that an escorted person with a mental health condition can be transported safely.
- (ii) Request for carriage is made at least 48 hours before scheduled departure.
- (iii) Acceptance is applicable to transportation on flights marketed and operated by Air Creebec only.
- (iv) The support person must accompany the escorted passenger at all times.
- (v) Passenger in custody of law enforcement personnel or other responsible authority must be manacled.
- (vi) The Carrier has the right to deny the escorted passenger and his/her support person if Carrier deems support person is unsuitable.

**7) No-Fly list**

Any passenger listed on the Passenger Protect Program (no-fly list) or other no-fly lists.

## (C) Passenger's conduct – refusal to transport – prohibited conduct and sanctions

- **Prohibited conduct**

Without limiting the generality of the preceding provisions, the following constitutes prohibited conduct where it may be necessary, in the reasonable discretion of the carrier, to take action to ensure the physical comfort or safety of the person, other passengers, and the carrier's employees; the safety of the aircraft; the unhindered performance of the crew members in their duty on-board the aircraft; or, safe and adequate flight operations:

- The person, in the reasonable judgement of a responsible employee of the carrier, is under the influence of alcohol or drugs (except a patient under medical care).
- The person's conduct, or condition is or has been known to be abusive, offensive, threatening, intimidating, violent or otherwise disorderly, and, in the reasonable judgement of a responsible employee of the carrier, there is a possibility that the person would cause disruption or serious impairment to the physical comfort or safety of other passengers or carrier's employees, interfere with a crew member in the performance of their duties, or otherwise jeopardize safe and adequate flight operations.
- The person's conduct involves any hazard or risk to their self or other persons (including travel involving pregnant passengers or unborn children) or to property.
- The person fails to observe the instructions of the aircraft crew, including instructions to stop any prohibited conduct.
- The person is unable or unwilling to sit in their assigned seat with the seat belt fastened.
- The person smokes or attempts to smoke in the aircraft or other non-authorized zones.
- The person uses or continues to use a cellular phone, a laptop computer or another electronic device on-board the aircraft and /or apron after being advised to stop such use by a member of the crew.
- The person is barefoot.
- The person is inappropriately dressed.

- The person has a prohibited article or concealed or unconcealed weapon(s). However, the carrier will carry law enforcement or armed forces personnel who meet the qualifications and conditions established under government regulations.
- The person has resisted or may reasonably be believed to be capable of resisting escorts.

### Carrier response to prohibited conduct

Where, in the exercise of its reasonable discretion, the carrier decides that the passenger has engaged in prohibited conduct described above, the carrier may impose any combination of the following sanctions:

- Removal of the passenger at any point.

**Probation:** At any time, the carrier may stipulate that the passenger is to follow certain probationary conditions, such as to not engage in prohibited conduct, in order for the carrier to provide transport to the passenger. Such probationary conditions may be imposed for any length of time which, in the exercise of the carrier's reasonable discretion, is necessary to ensure the passenger continues to avoid prohibited conduct.

**Refusal to transport the passenger:** The length of this refusal to transport may range from a one-time refusal to a longer period determined at the reasonable discretion of the carrier in light of the circumstances. Such refusal will be for a period appropriate to the nature of the prohibited conduct and until the carrier is satisfied that the passenger no longer constitutes a threat to the safety of other passengers, grounds personnel, crew or the aircraft or to the comfort of other passengers or crew; the unhindered performance of the crew members in their duty on-board the aircraft; or safe and adequate flight operations.

The following conduct will automatically result in a refusal to transport, up to a possible lifetime ban;

- (i) The person continues to interfere with the performance of a crew member's duties despite verbal warnings by the crew to stop such behaviour.
- (ii) The person injures a crew member, ground personal or other passenger(s) or subjects a crew member, ground personal or other passenger(s) to a credible threat of injury.
- (iii) The person displays conduct that requires an unscheduled landing and/or the use of restraints such as ties and handcuffs.

- (iv) The person repeats a prohibited conduct after receiving a notice of probation as mentioned above.

These remedies are without prejudice to the carrier's other rights and recourses, namely, to seek recovery of any damage resulting from the prohibited conduct or as otherwise provided in the carrier's tariffs, including recourses provided in the carrier's frequent flyer program or the filing of criminal or statutory charges.

## **(D) Recourse of the passenger/limitation of liability**

- In case of refusal to transport a passenger on a specific flight or removal of a passenger enroute for any reason specified in the foregoing paragraphs, the carrier.

The carrier's liability in case of refusal to carry a passenger for a specific flight or removal of a passenger enroute for any reason specified in the foregoing paragraphs will be limited to the recovery of the refund value of the unused ticket portion only of the passenger's ticket in accordance with Rule 125 Involuntary Refunds. The ticket portion where the passenger was refused will not be refunded.

A person who is refused carriage for a period of time or to whom a probation notice is served may provide to the carrier, in writing, the reasons why they believe they no longer pose a threat to the safety or comfort of passengers, grounds personnel or crew, or to the safety of the aircraft. Such document may be sent to the address provided in the refusal to carry notice or the notice of probation.

The carrier will respond to the passenger within a reasonable period of time providing carrier's assessment as to whether it remains necessary to continue the ban or maintain the probation period.

# Rule 115: Tickets

## (A) General

- A ticket will not be issued, and the carrier will not carry the passenger unless the passenger has paid the applicable fare or has complied with all credit arrangements.

The ticket will give the passenger the right to transportation only between the points of origin and destination, and on the dates, times and via the routing shown on the electronic ticket.

Flight coupons will be honoured only in the order in which they are displayed on the passenger's ticket and stored in the carrier's database.

The ticket remains at all times the property of the carrier which issued the ticket.

The carrier does not permit the passenger to hold more than one confirmed reservation/ticket on the same departure flight/origin and destination for the same travel date.

## (B) Validity for carriage

- **General:** When validated, the ticket is good for carriage from the airport of departure to the airport of ultimate destination via the route shown on the ticket, for the applicable class of service and is valid for the period of time referred to in (2) below. The passenger will be accepted for carriage on the date and flight segments for which a seat has been reserved. When flight segments are issued on an “**open ticket**” basis (see (G)), a seat will be reserved only when the passenger makes a reservation request with the carrier. The carrier's agreement to accept a reservation request is subject to the availability of space. The place and date of issue are then indicated on the ticket.
- **Period of Validity:** The period of validity for transportation will be one year from the date on which the ticket was issued. However, certain fares may have different periods of validity. If this is the case, the specific rules associated with the fare will take precedence.

**Computation of the ticket validity:** When computing the ticket validity i.e., the minimum/maximum stays and any other calendar periods set out in the ticket, the first day to be counted will be the day following the date the ticket was issued.

**Expiration of validity:** Tickets expire at midnight on the last day of validity based on where the ticket was issued.

## (C) Extension of ticket validity

- **Carrier's operations:** If a passenger is prevented from travelling within the period of validity of their ticket because the carrier:
  - cancels the flight upon which the passenger holds confirmed space;
  - omits a scheduled stop, provided this is the passenger's place of departure, place of ultimate destination, or place of stopover;
  - fails to operate a flight reasonably according to schedule;
  - causes the passenger to miss a connection;
  - substitutes a different class of service; or
  - is unable to provide previously confirmed space;

The carrier will, without collecting any additional fare, extend the validity of the passenger's ticket until the passenger can continue their travel on the first flight where space is available. Validity can only be extended up to 30 days.

**Lack of Space:** If the passenger who is in possession of a ticket is prevented from travelling within the period of validity of his/her ticket because the carrier is unable to provide space, the validity of the passenger's ticket will be extended until he/she can be re-accommodated on the first flight which has space available in the same class of service which the passenger had originally paid to travel.

**Medical reason:** If the passenger is unable to commence travel due to medical reasons, the carrier will extend the period of validity beyond the original validity expiry date for a maximum of three months. A ticket can only be extended once and the extension must be requested within 30 days prior to the expiry date of the original ticket validity. The medical reason must be certified in writing by a physician specifying that the passenger is prevented from commencing their journey before their original ticket expires.

## (D) Waiver minimum/maximum stay provision

- **In the event of death of a family member not accompanying the passenger**

If the passenger holding a special fare ticket returns prior to the expiry of the minimum stay requirement because of the death of an immediate family member not accompanying the passenger, the passenger may be entitled to a refund of the additional amounts paid for transportation on the carrier's services in order to return early. This refund must be requested within 90 days and no refund will be issued unless the passenger produces a death certificate confirming the death of the family member. For more information on this refund entitlement, please email [reserv@aircreebec.ca](mailto:reserv@aircreebec.ca)

### **In the event of a passenger's death – provisions for accompanying passengers**

**a) Extension of ticket validity (beyond 1 year) for normal fares and waiver of the maximum stay requirements of special fares**

The carrier will extend the ticket validity for passengers who are either members of the immediate family of the deceased passenger or are other persons actually accompanying the deceased passenger for up to 45 days beyond the original ticket validity expiry date or 45 days after the date of death of the passenger, whichever date occurs first.

A death certificate or a copy, duly executed by the competent authorities in the country in which the death occurred must be presented at the time of re-ticketing. A competent authority is a person designated to issue a death certificate by the applicable laws of the country concerned.

If the death certificate is not available at the time the passengers are to travel, or, if the carrier has reason to doubt the validity of such certificate, passengers will be accommodated only upon payment of the fare applicable for the transportation used, and a request for refund may be filed with the carrier. Upon receipt of the request for refund and all supporting documents, the carrier will determine the validity of the request and, if valid, will refund the difference between the total fare paid by the passengers and the amount the passengers would have paid under the provision of this Rule. The refund request can be emailed to [revenu@aircreebec.ca](mailto:revenu@aircreebec.ca)

**b) Waiver of minimum stay requirements – special fares**

In the event of the death of a passenger en route, the minimum stay and group travel requirements with regard to special fares will be waived for passengers

who are either members of the immediate family of the deceased passenger or are other persons actually accompanying the deceased person.

Passengers who have had their minimum stay requirement waived will only be accommodated in the class of service originally ticketed.

A death certificate or a copy, duly executed by the competent authorities, in the country in which the death occurred must be presented at the time of re-ticketing. A competent authority is a person designated to issue a death certificate by the applicable laws of the country concerned.

If the death certificate is not available at the time the passengers are to travel, or, if the carrier has reason to doubt the validity of such certificate, passengers will be accommodated only upon payment of the fare applicable to the transportation used, and a request for refund may be filed with the carrier. Upon receipt of the request for refund and all supporting documents, the carrier will determine the validity of the request and, if valid, will refund the difference between the total fare paid by the passengers and the amount the passengers would have paid under the provision of this Rule. La demande de remboursement peut être envoyée par courriel à [revenu@aircreebec.ca](mailto:revenu@aircreebec.ca)

## Medical reasons and illness

### a) Ticket extension:

In the case of Normal fares, if, after the passenger commences travel and is prevented from travelling within the period of validity of the ticket because of illness, the carrier will extend the period of validity of the passenger's ticket until the date when the passenger becomes fit to travel according to a medical certificate. Should space not be available when the passenger becomes fit to travel, the carrier will re-accommodate the passenger on the first flight on which space is available. In all cases, travel will be in the same class of service which the passenger had originally paid to travel from the point where the journey is resumed. However, when the remaining flight coupons of the ticket involve one or more stopovers, the validity of the ticket will not be extended for more than three months from the date shown on the medical certificate. In these circumstances, the carrier will also extend the period of validity of the tickets of persons travelling with the incapacitated passenger.

In the case of Special fare tickets, the carrier will extend the validity of the tickets until the date of the first available flight after the passenger becomes fit to travel according to the medical certificate, but not more than 7 days beyond



the date when the passenger becomes fit to travel. The validity extension must be requested by email to [reserv@aircreebec.ca](mailto:reserv@aircreebec.ca)

b) **Waiver of the minimum stay requirement for special fares:**

N/A

## (E) Upgrading (changing from a lower to a higher fare ticket)

- Before travel commences, a passenger may upgrade to a fare of higher value to travel to any of the carrier's destinations in accordance with (3) below.

Passengers upgrading in accordance with (1) above, may do so provided:

- Ticketing and advance purchase requirements of the new fare have been met;
- Travel is via Air Creebec;
- Reservations have been booked in the appropriate class of service of the new fare; and
- The difference in fares has been paid.

After departure, the passenger holding a ticket for return, circle trip or open jaw travel may upgrade the total fare in accordance with the rules of the fare paid.

The original fare paid (including all additional charges) will be used as a full credit towards the fare for the upgraded journey.

In the event travel at the new fare is subsequently changed and/or cancelled, the higher fee(s) for either the originally purchased or new fare shall be assessed.

**Exception:** For travel which has been upgraded to a fare type which has no associated fees, changes may be made without additional charge; however, the cancellation fee from the original fare will be applied to the new upgraded fare.

## (F) Flights/coupon in sequence

Flights appearing on the passenger's itinerary/receipt and in the carrier's database must be used in sequence from the place of departure as shown on the passenger's ticket. Each flight coupon will be accepted for transportation in the class of service on the date and flight for which space has been reserved.

## (G) Open tickets

If a ticket or a flight coupon is issued without a specific seat on a flight being reserved in the carrier's reservation system, i.e. left open, space may be later reserved subject to the tariff conditions of the purchased fare and provided space is available on the flight requested.

## (H) Transferability/non-transferability

A ticket is not transferable to another name.

**NOTE:** The carrier will not be liable to the person named on the ticket if the ticket is either presented for transportation or for a refund by another person. The carrier will refuse transportation to any person other than the person named on the ticket.

## (I) Lost tickets

Air Creebec do not issue paper ticket. If the electronic ticket/itinerary is lost, the passenger must contact the Air Creebec reservation service.

## (J) Prohibited Practices

The carrier specifically prohibits the practice commonly known as:

Hidden City or Point Beyond Ticketing: The purchase of a fare from a point before the passenger's actual point of origin or to a point beyond the passenger's actual destination.

Use of this practice will result in the passenger's reservation being cancelled and the passenger will not be entitled to a refund.

## (K) Invalidated Tickets

If the passenger attempts to circumvent any term or condition of sale or the carrier determines that the passenger is making use of any of the prohibited practices specified in (H), this will cause the passenger's ticket to be invalid and the carrier will have the right to:

- a) Cancel any remaining portion of the passenger's itinerary; and
- b) Confiscate unused flight coupons; and
- c) Refuse to board the passenger or check the passenger's baggage; and/or

- d) Charge the passenger for the true value of the ticket, which shall be no less than the difference between the fare actually paid and the lowest fare for the passenger's actual itinerary.

# Part IV – After travel



## Part IV – After travel

### Rule 120: Liability of the carrier for loss and/or damage of baggage, passenger delay or death or bodily injury – domestic transportation

**Applicable to transportation solely within Canada, but excludes domestic segments carried as part of an international journey.**

#### **Limits of Liability - baggage**

For loss or damaged baggage, subsection 23(1) of the APPR makes the carrier subject to the Carriage by Air Act and the carrier is liable for the compensation payable for lost or damaged baggage in accordance with that Act, as if the Act applied to domestic services.

#### **(A) Successive carriers**

Transportation to be performed under one ticket or under a ticket issued with any conjunction ticket by several successive carriers will be regarded as single operation.

#### **(B) Laws and provisions applicable**

**Liability in the case of destruction or loss of or damage to, of checked and unchecked baggage.**

The carrier is liable for damages sustained in the case of destruction or loss of or damage to, of checked and unchecked baggage, as provided in the following paragraphs:

- Except as provided below, the liability of the carrier is limited to 1,288 Special Drawing Rights (approximately \$2,350CAD) for each passenger in the case of destruction, loss or damage to baggage, whether checked or unchecked.
- There is no compensation for delayed baggage (checked or unchecked).
- Unless the passenger proves otherwise, unchecked baggage including personal items shall be considered to be the property of the passenger in possession of the baggage at the time of embarkation.

- The passenger may make a special declaration that their baggage has a higher value than the carrier's maximum liability. If the passenger does so, then the passenger must make this declaration to the carrier at the time of check-in and, if required by the carrier, shall as per Rule 55(F), Excess value declaration charge, pay the supplementary charge to allow for additional liability coverage in the case of destruction, loss, damage or delay of their checked baggage.

**Exception:** The carrier is not liable for the declared amount if it can prove that it is greater than the passenger's actual interest in delivery at destination.

- In the case of unchecked baggage, the carrier is liable only to the extent the damage resulted from its fault, or that of its servants or agents.
- The carrier is liable for the damage sustained in case of destruction or loss of, or damage to, checked baggage upon condition only that the event which caused the destruction, loss or damage took place on-board the aircraft or during any period within which the checked baggage was in the charge of the carrier. However, the carrier is not liable if and to the extent that the damage resulted from the inherent defect, quality or vice of the baggage. Further, the carrier's liability for the destruction, loss or damage of baggage is subject to the same terms, limitations and defences as those that are set forth in the Montreal Convention in the context of international transportation.
- Notwithstanding the normal carrier liability as contained in this rule, the limit of liability will be waived for claims involving the loss of, damage to, or delay in delivery of mobility aids, when such items have been accepted as checked baggage or otherwise. In the event that a mobility aid is lost or damaged, compensation is to be based on the cost of the repair or replacement value of the mobility aid. See (3) and (4) below.
- In the case of destruction or loss of, damage to, the carrier reserves all defences and limitations available in the context of international transportation under the Montreal Convention, including, but not limited to, the defence of Article 19 of the Montreal Convention, and the exoneration defence of Article 20 of the Montreal Convention. The limits of liability shall not apply in cases described in Article 22(5) of the Montreal Convention.
- If it is proved that the damage resulted from an act or omission of the carrier, its representatives or agents, done with intent to cause damage or recklessly and with knowledge that damage would probably result; provided that, in

case of such act or omission of a servant or agent, it is also proved that such servant or agent was acting within the scope of their employment

and with knowledge that damage would probably result; provided that, in case of such act or omission of a servant or agent, it is also proved that such servant or agent was acting within the scope of their employment.

- (ii) In the case of damaged baggage, photo proof or the baggage is required to be submitted with the claim.
  - a) All claims are subject to proof of loss and/or damage. Receipts are required with the claim otherwise carrier will assess the reasonable value.
  - b) Due to weight and balance restrictions (safety related reasons), bags may be rerouted or delayed.

If the estimated value of the baggage exceeds \$500.00, Carrier recommends that the passenger obtains private insurance.

### **Limitations of Liability for Baggage**

Except as any applicable laws may otherwise require:

- 1) Air Creebec will not be liable for any damage or loss caused to baggage that is unsuitably packed, overweight or over packed. Major damage to baggage must be reported to the baggage agent at the airport upon arrival. Minor damage to baggage not noticeable at the airport can be considered for repair if passenger returns to the airport to report it within 24 hours upon arrival.
- 2) Air Creebec is not liable for fragile, valuables, and perishables, some or which include money, jewellery, documents, samples, paintings, medication, electronic equipment (laptops, iPod, MPD's or similar devices), backpacks, boxes, baggage wheels and handles.
- 3) The carrier is not liable for destruction, loss, damage or delay of unchecked baggage arising out of or in connection with carriage or other supplementary services to carriage performed by the carrier, unless such damage is caused by the negligence of the carrier. Assistance offered to the passenger by the carrier's employees in loading, unloading or transferring unchecked baggage shall be considered as complimentary service to the passenger. The carrier is not liable for

damage to such unchecked baggage incurred during, or, as a result of this service, unless such damage is caused by the negligence of the carrier's employees.

- 4) The carrier is not liable for any damages directly and solely arising out of its compliance with any laws, government regulations, orders, or requirements or from the failure of the passenger to comply with same or out of any cause beyond the carrier's control.
- 5) The carrier is not liable for damage sustained in case of destruction or loss of, or of damage to, checked baggage upon condition only that the event which caused the destruction, loss or damage took place on board the aircraft or during any period within which the checked baggage was in the charge of the carrier. However, the carrier is not liable if and to the extent that the damage resulted from the inherent defect, quality or vice of the baggage.
- 6) The carrier is not liable for damage to the passenger's baggage caused by contents of the passenger's baggage. Any passenger whose property causes damage to another passenger's baggage or to the property of the carrier will compensate the carrier for all losses and expenses it incurs as a result.
- 7) When the carrier has exercised reasonable care and attention to the handling and treatment of perishable items or fragile articles, it shall not be liable for spoilage resulting from the delay in delivery of any perishable items described in Rule 55, Baggage Acceptance, nor for the damage to, or damage caused by, fragile articles described in Rule 55, Baggage Acceptance, which are unsuitably packed.
- 8) The carrier may refuse to accept any articles that do not constitute baggage as this term is defined in Rule 55, but if these articles are delivered to and accepted by the carrier they will be considered to be within the value of the baggage and the carrier's limit of liability.
- 9) Liability of the carrier for damage will be limited to events on its own line, except in the case of checked baggage, with respect to successive carriage, in which case, the passenger also has a right of action against the first or last carrier involved in the transportation.
- 10) If the carrier checks in or receives baggage for carriage on or from another carrier, it does so only as an agent and carrier does NOT assume any responsibility.
- 11) In the case of unchecked baggage, the carrier is liable only to the extent that the damage resulted from its fault or that of its servants or agents.



- 12) Any exclusion or limitation of liability of the carrier under this tariff or under the passenger's ticket will apply to agents, servants or representatives of the carrier who were performing services in furtherance of the contract of carriage and also to any person whose aircraft is used by the carrier and its agents, servants or representatives who are performing services in furtherance of the contract of carriage.
- 13) The owner of a pet will be responsible for compliance with all government regulations and restrictions including providing valid health and rabies vaccination certificates when required. The carrier will not be liable for loss or expense due to the passenger's failure to comply with this provision and the carrier will not be responsible if any pet is refused transportation.

### **Refund of baggage fees**

Carrier will refund to the passenger any fees paid for the transportation of the baggage that was damaged or lost.

### **Method used for refund**

Refunds per above will be made in conformity with Rule 125, General, Involuntary refunds and will be paid to the person who paid for the baggage fees, and will be paid using the method used for the original payment, unless:

- (a) the carrier has informed the person in writing of the monetary value of the baggage fees, and the availability of a refund by the method used for the original payment;
- (b) the refund is offered in another form that does not expire; and,
- (c) the person confirms, in writing, that the carrier has informed them of their right to receive the refund by the method used for the original payment and that the person has chosen to receive the refund in another form (e.g. a travel credit).

### **Refund deadline**

Where a refund is required to be provided under this Rule, it will be provided within 30 days of the baggage being delayed, damaged or lost.

### **Mobility aids**

In the event that a mobility aid of a person with a disability is lost or damaged:

- When possible, the air carrier will provide a suitable temporary replacement without charge.

### **Service dogs, other service animals and emotional support animals**

Should injury or death of a Service Animal result from a proven fault/negligence of the carrier, the carrier, except for an in-flight emergency, will undertake to provide, expeditiously and at its own expense, medical care for or replacement of the service animal.

It is the passenger's responsibility to make sure the kennel is regulatory, undamaged, unbroken and properly secured.

### **Liability in the case of death or bodily injury of a passenger**

- 1) The liability of the carrier in respect of the death of, or injury to, a passenger is limited to the sum of \$300,000.00 CAD.
- 2) In no cases shall the carrier's liability exceed the actual loss suffered by the passenger. All claims are subject to proof of amount of loss.
- 3) The carrier is not liable:
  - In the case of any passenger whose age or mental or physical condition, including pregnancy, presents a risk or hazard, for any damages sustained by that passenger that would not have been sustained but for his/her age or mental or physical condition; or
  - In the case of a pregnant passenger, for any damages in respect of the unborn child of that passenger.

## **(C) Time limitations on claims and actions**

- Subject to applicable laws, an action for damages must be brought within two years from the date of arrival at the destination, or from the date on which the aircraft ought to have arrived, or from the date on which the carriage stopped.

A complaint to the carrier must be made in writing to the carrier within 7 days from the date of receipt in the case of damage to baggage, and within 21 days from the date on which the baggage has been placed at the passenger's disposal, in the case of delay.

Claims may be subject to proof of amount of loss; passengers may be asked to substantiate their claims.

Failure to provide prior notice within the above time, no action may be taken against the carrier unless the claimant establishes to the satisfaction of Air Creebec that he was unable to provide such notice.

## **(D) Notices**

The carrier will provide each passenger on a domestic itinerary with the following written notice:

### **Advice to domestic passengers on carrier liability**

With respect to damages related to baggage, on domestic flights, the APPR apply the same rules and liability limits as those of the Montreal Convention which may limit the liability of the carrier in respect of destruction or loss of, or damage to baggage.

## **Rule 121: Liability of the carrier for loss and/or damage of baggage, passenger delay or death or bodily injury – international transportation**

Not Applicable to Air Creebec

# Rule 125: Refunds

## (A) General

- The passenger must present to the carrier or its authorized agent the unused flight coupons of a ticket, an itinerary/receipt, a record locator, or a reservation number as satisfactory proof that the passenger has unused portions of a ticket which are eligible for refund.

The carrier will make a refund to the person who purchased the ticket or the additional services.

If, at the time of the purchase of the ticket or the additional services, the purchaser designates another person to whom the refund shall be made, then the refund will be made to the person so designated. To do so, the purchaser must contact the carrier directly.

Acceptance of a refund by the passenger will release the carrier from further liability.

### **Refund deadline**

Where a refund is required to be provided under this Rule pursuant to the APPR, it will be provided within 30 days after the day on which the carrier becomes obligated to provide the refund.

### **Method used for refund**

Pursuant to the APPR, refunds will be paid to the person who purchased the ticket or the additional service, and will be paid using the method used for the original payment, unless:

- a) the carrier has informed the person in writing of the monetary value of the original ticket or additional service, and the availability of a refund by the method used for the original payment;
- b) the refund is offered in another form that does not expire; and,
- c) the person confirms, in writing, that the carrier has informed them of their right to receive the refund by the method used for the original payment and that the person has chosen to receive the refund in another form (e.g. a travel credit).

## (B) Involuntary refunds

- 1) Involuntary refunds for additional services purchased are not subject to any restrictions and the carrier will refund the entire value of the additional service paid.
- 2) Involuntary refunds are not subject to any restrictions contained in the applicable fare rule.
- 3) If no portion of the ticket has been used, the refund will be the full amount of the fare and charges paid, in case of a:
  - delay or cancellation – outside the carrier’s control, within the carrier’s control and within the carrier's control but required for safety purposes (as governed by Rule 90: Delay or cancellation – outside the carrier’s control, Rule 91, Delay or cancellation – within the carrier's control and within the carrier's control but required for safety purposes); or,
  - denial of boarding – within the carrier’s control and within the carrier's control but required for safety purposes (as governed by Rule 96, Denial of boarding – within the carrier's control and within the carrier's control but required for safety purposes).
- 4) The amount of the involuntary refund will be as follows:
  - If, due to a schedule irregularity within the carrier’s control or denied boarding in accordance with Schedule Irregularities Rule 90 and Denied Boarding Rule 95., the passenger chooses to no longer travel due to loss of purpose of travel or if alternate travel could not be provided within a reasonable time, the carrier will offer a refund equal to the fare and charge paid, irrespective if travel has commenced.
  - If, due to a schedule irregularity within the carrier’s control or denied boarding in accordance with Schedule Irregularities Rule 90 and Denied Boarding Rule 95, the passenger chooses to no longer travel because the alternate transportation offered does not meet with the passenger’s satisfaction, the carrier will offer a refund equal to the fare and charge paid.
  - If, due to a schedule irregularity not within the carrier’s control or a refusal to transport in accordance with Schedule Irregularities Rule 90 Refusal to Transport Rule 105 no portion of a ticket has been used, the amount of refund will be equal to the fare and charges paid; or

- If, due to a schedule irregularity not within the carrier's control or a refusal to transport in accordance with Schedule Irregularities Rule 90 Refusal to Transport Rule 105, a portion of the ticket has been used, the amount refunded to the purchaser will be the one that results in the most generous amount using one for the following methods:
  - The difference between the fare paid and the fare for transportation actually used or to be used; or,
  - (ii) Provided that the point where travel terminated was on the passenger's routing as shown on the original ticket and the routing remains unchanged, the passenger will be refunded the difference between the one way fare applicable to the unused transportation from the point where the passenger terminated travel to the destination or next stopover point as named on the ticket or to the point at which transportation is to be resumed less the same rate of discount, (if travel is on a discount fare) that was applied to the original one way fare (including all charges). If the passenger was travelling on a round trip or circle trip ticket, the amount refunded would be based on the rate of discount of one half of the round trip fare; or,
  - (iii) If the point where the passenger terminated travel was not on the routing specified on the ticket, the refund will be based on the lowest applicable fare of any air carrier operating between the point where the passenger terminated travel to the destination or next stopover point named on the ticket or to the point at which transportation is to be resumed.
- 5) If a portion of the ticket has been used, the carrier will refund the unused portion of the ticket, prorated based on mileage in the case of a:
  - delay or cancellation – outside the carrier's control, within the carrier's control and within the carrier's control but required for safety purposes (as governed by Rule 90: Delay or cancellation – outside the carrier's control, Rule 91, Delay or cancellation – within the carrier's control and within the carrier's control but required for safety purposes); or,
  - denial of boarding – within the carrier's control and within the carrier's control but required for safety purposes (as governed by Rule 96, Denial of boarding – within the carrier's control and within the carrier's control but required for safety purposes).
- 6) Involuntary refund of tickets shall be made in CAD only.

## (C) Voluntary refunds

- 1) Voluntary refunds for additional services purchased are subject to any restrictions the carrier has stipulated in this tariff and a refund will be made in accordance with those associated restrictions.
- 2) Voluntary refunds will be based on the applicable fare at the time of ticket issuance, and the refund will be made in accordance with any restrictions contained in the applicable fare rule.
- 3) Voluntary refunds will be made only by the carrier which originally issued the ticket or its authorized agent.
- 4) If no portion of a ticket has been used, the refund will be full amount of the fare paid less any cancellation fee and/or service charge based on the fare purchased by the passenger.
- 5) If a portion of the ticket has been used, the refund will be an amount equal to the difference between the fare paid and the applicable fare for travel between the points for which the ticket has been used, less any cancellation fee and/or service charge.
- 6) Voluntary refund of tickets shall be made in CAD.
- 7) Non-refundable tickets can be exchanged for a future ticket for up to one year from the ticket issue date as long as the reservation is changed on or before the first travel date on the ticket with applicable change fees.

## (D) Time limit for requesting a refund

- 1) The passenger has one year from the date of issuance to request a refund.
- 2) A partially used ticket may be refunded no later than one year from the date of issuance of the original ticket less a 30% off the fare plus applicable taxes refund service charge.
- 3) An unused ticket may be refunded no later than one year from the date of issuance of the original ticket less a 30% off the fare plus applicable taxes refund service charge.

## (E) Refunds in the case of death

When transportation is cancelled as a result of the death of the passenger, a member of the immediate family or travelling companion, the refund will apply as follows:

- 1) Refunds in the case of death are not subject to any restrictions contained in the applicable fare rules.

- 2) If no portion of a ticket has been used, the amount of refund will be equal to the fare and charges paid.
- 3) If a portion of the ticket has been used, the refund will be equal to the difference between the fare paid and the applicable fare for travel between the points for which the ticket has been used and will not be subject to any cancellation fee and/or service charge.
- 4) Refunds will only be made upon presentation of the unused coupon(s) and death certificate, or a copy duly executed by the competent authorities (i.e. Those designated to issue a death certificate by the applicable laws)
- 5) In the case of death of the passenger, the refund will be made to the estate of the passenger.

## **(F) Jury duty**

In the event the passenger is called to jury duty or subpoenaed, a full refund will apply upon presentation of jury summons or subpoena. No other document will be accepted.

## **(G) Refusal to refund**

The carrier may refuse to refund the passenger's ticket if that ticket is presented for refund after its validity has expired.