

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 01DEC18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0001

TITLE/APPLICATION - 70

K DEFINITIONS

IN THIS TARIFF, THE FOLLOWING WORDS SHALL HAVE MEANINGS SET
OUT BELOW:

AIR CREW MEANS THE FLIGHT CREW AND ONE (1) OR MORE PERSONS
WHO, UNDER THE AUTHORITY OF THE CARRIER, PERFORM IN-FLIGHT
DUTIES IN THE PASSENGER CABIN OF AND AIRCRAFT OF THE
CARRIER;

AIR SERVICE INCLUDES A LIVE FLIGHT AND A FERRY FLIGHT;

AIR TRANSPORTATION CONTRACT MEANS WITH RESPECT TO
INTERNATIONAL SERVICE, A CONTRACT ENTERED INTO BETWEEN THE
PASSENGER AND THE CARRIER FOR THE PROVISION OF AIR SERVICE
TO THE PASSENGER AND ITS GOODS IN THE FORM OF A RESERVATION
AND CONFIRMING ITINERARY ISSUED BY THE CARRIER OR AN AGENT
OF THE CARRIER AUTHORIZED FOR THAT PURPOSE, IN RESPECT OF
CARGO, A CONTRACT ENTERED INTO BETWEEN THE CARRIER AND ANY
PERSON FOR THE CARRIAGE OF CARGO ON AN INTERNATIONAL

SERVICE

FLIGHT;

AIR TRANSPORTATION REGULATIONS MEANS THE REGULATIONS
RESPECTING AIR TRANSPORTATION, SOR/88-58 AS AMENDED FROM
TIME TO TIME, AND ANY SUBSTITUTE REGULATIONS PRESCRIBED IN
RELATION TO THE SUBJECT-MATTER THEREIN;

AIR WAYBILL MEANS A NON-NEGOTIABLE AIR-BILL OF THE REQUIRED
NUMBER OF COPIES, COVERING THE CARGO TRANSPORTED BY THE
CARRIER SUBJECT TO THIS TARIFF;

ALL-IN PRICING MEANS DISPLAYS FLIGHTS PRICES INCLUSIVE OF
ALL APPLICABLE TAXES, FEES AND CHARGES.

AMBULATORY MEANS A PERSON WHO IS ABLE TO MOVE ABOUT WITHIN
AN AIRCRAFT UNASSISTED;

APPLICABLE ADULT FARE MEANS THE FARE WHICH WOULD BE
APPLICABLE TO AN ADULT FOR THE TRANSPORTATION TO BE USED
EXCEPT THOSE SPECIAL FARES WHICH WOULD BE APPLICABLE DUE TO
ADULT'S STATUS (SUCH AS SENIOR CITIZENS FARE, ETC.);

APPLICABLE FULL FARE MEANS THE FULL ADULT FARE FOR THE

CLASS

OF SERVICE DESIGNATED IN THE CARRIER'S OFFICIAL GENERAL
SCHEDULE FOR THE AIRCRAFT, OR COMPARTMENT OF THE AIRCRAFT
USED BY THE PASSENGER;

ASSISTANT/ATTENDANT IS A PERSON WHO TRAVELS WITH A PERSON
WITH A DISABILITY, IS 18 YEARS OF AGE OR OVER, AND IS FULLY
CAPABLE OF PROVIDING A SERVICE RELATED TO THE DISABILITY
THAT IS NOT USUALLY PROVIDED BY THE CARRIER'S STAFF.

BAGGAGE, MEANS LUGGAGE OR SUCH ARTICLES, EFFECTS AND OTHER
PERSONAL PROPERTY OF THE PASSENGER AS ARE NECESSARY OR
APPROPRIATE FOR WEAR, USE, COMFORT OR CONVENIENCE IN
CONNECTION WITH THE PASSENGER TRIP;

BAGGAGE CHECK MEANS THOSE PORTIONS OF THE TICKET WHICH

PROVIDE FOR THE CARRIAGE OF PASSENGER(S) CHECKED BAGGAGE

AND

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WHICH ARE ISSUED BY CARRIER AS A RECEIPT FOR THE PASSENGER(S) CHECKED BAGGAGE;
BAGGAGE TAG MEANS A DOCUMENT ISSUED BY CARRIER SOLELY FOR IDENTIFICATION OF CHECKED BAGGAGE, ONE (1) PORTION OF WHICH IS ATTACHED BY CARRIER TO A PARTICULAR ARTICLE OF CHECKED BAGGAGE AND THE OTHER PORTION OF WHICH IS GIVEN TO THE PASSENGER;
CANADA MEANS THE TEN PROVINCES OF CANADA, THE YUKON TERRITORY, THE DISTRICTS AND ISLANDS COMPRISING THE NORTHWEST TERRITORIES OF CANADA AND NUNAVUT;
CANADA TRANSPORTATION ACT OR CTA MEANS THE CANADA TRANSPORTATION ACT, 1996 AS AMENDED FROM TIME TO TIME;
CARGO MEANS GOODS WHICH ARE ACCEPTED FOR TRANSPORT BY THE CARRIER FROM A PERSON WHO IS NOT A PASSENGER OF THE

CARRIER,

OR WHO IS A PASSENGER, BUT WHO HAS EXECUTED AN AGREEMENT WITH THE CARRIER FOR TREATMENT OF THE GOODS AS "CARGO", AND HAS PAID THE RATES AS AGREED UPON BY THE CARRIER AND THE PERSON WHO HAS EXECUTED THE AGREEMENT;
CARGO SERVICE MEANS THE CARRIAGE OF CARGO BY THE CARRIER IN ACCORDANCE WITH THE TERMS AND PROVISIONS OF THIS TARIFF ON

A

TRANS-BORDER SERVICE OR AN INTERNATIONAL SERVICE FLIGHT;
CARRIER MEANS WESTJET, A BODY CORPORATE LICENSED TO PROVIDE DOMESTIC AIR SERVICES, INTERNATIONAL AIR SERVICES AND NON-SCHEDULED INTERNATIONAL AIR SERVICES UNDER THE CTA, AND HAVING ITS HEAD OFFICE AT 22 AERIAL PLACE NE, CALGARY, ALBERTA, CANADA. T2E 3J1;
CIRCLE TRIP MEANS ANY TRIP, THE ULTIMATE DESTINATION OF WHICH IS THE POINT OF ORIGIN, BUT WHICH INCLUDES, AT LEAST, A STOP AT ONE OTHER POINT, AND WHICH IS NOT MADE VIA THE SAME ROUTING IN BOTH DIRECTIONS.
CLASS OF SERVICE MEANS THE COMPARTMENT OF THE AIRCRAFT IN WHICH THE PASSENGER IS ENTITLED TO BE TRANSPORTED PURSUANT TO THE GENERAL SCHEDULE OF THE CARRIER.
CODE-SHARE REFERS TO A MARKETING ARRANGEMENT IN WHICH TWO

OR

MORE AIRLINES I.E. MARKETING CARRIER(S) SELL SEATS USING THEIR OWN AIRLINE CODE ON A FLIGHT THAT ONE OF THEM

OPERATES

(I.E.) THE OPERATING CARRIER).
CONTROLLABLE SCHEDULE IRREGULARITY MEANS A FLIGHT DELAY, CANCELLATION OR DIVERSION THAT IS CONSIDERED TO BE WITHIN THE CARRIER'S CONTROL. SOME EXAMPLES INCLUDE MECHANICAL ISSUES, THE CARRIERS'S IT SYSTEM FAILURES AND DELAYS OR

CANCELLATIONS DUE TO OPERATIONAL REQUIREMENTS.
DEPARTMENT OF TRANSPORTATION MEANS U.S. DEPARTMENT OF
TRANSPORTATION.
DESTINATION MEANS THE POINT OF WHICH THE PASSENGER(S) TO BE
TRANSPORTED ON A FLIGHT IS BOUND.
EARLY SHOW MEANS A FULL REVENUE PASSENGER WHO REQUEST TO
TRAVEL ON AN EARLIER FLIGHT SCHEDULED FOR DEPARTURE ON THE
SAME DAY OF TRAVEL WITH THE SAME ORIGIN AND DESTINATION.

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EMOTIONAL SUPPORT ANIMAL IS A DOG WHICH IS USED TO
PROVIDE SUPPORT FOR AN EMOTIONAL DISABILITY AND IS REQUIRED
AS AN ACCOMMODATION FOR AIR TRAVEL OR FOR ACTIVITIES AT THE
PASSENGER'S DESTINATION.

EVENT OF 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, STRIKES, RIOTS,
CIVIL COMMOTIONS, EMBARGOES, WARS, HOSTILITIES,
DISTURBANCES, UNSETTLED INTERNATIONAL CONDITIONS, SHORTAGE
OF FUEL OR FACILITIES, OR LABOUR DISPUTES, EITHER ACTUAL,
THREATENED OR REPORTED.

FARE MEANS THE RATE CHARGED TO A PASSENGER IN RESPECT OF A
PARTICULAR CLASS OF DOMESTIC/INTERNATIONAL & TRANSBORDER
SERVICE OFFERED BY THE CARRIER, FROM TIME TO TIME;

FARE CLASS MEANS THE FARE ESTABLISHED FOR A SPECIFIC CLASS
OF SERVICE;

FARE TYPE REFERS TO ONE OF THE THREE TIERED PACKAGES THAT
SET FORTH THE APPLICABLE OPTIONS THAT THE PASSENGER IS
ENTITLED TO AND THE ASSOCIATED FEES RESPECTIVELY.

FEE, CHARGE OR SURCHARGE MEANS AN AMOUNT OF MONEY COLLECTED
BY THE CARRIER FROM THE PASSENGER, DISTINCT FROM THE FARE,
AND EITHER IN RESPECT OF TRANSPORTATION SERVICES OR

SERVICES

ANCILLARY TO TRANSPORTATION SERVICES. FEES AND SURCHARGES
MAY BE COLLECTED BY THE CARRIER ON ITS' OWN BEHALF OR
PURSUANT TO AN OBLIGATION IMPOSED OR AUTHORIZATION RECEIVED
FROM A THIRD PARTY.

FERRY FLIGHT MEANS THE MOVEMENT OF AN AIRCRAFT WITHOUT
PASSENGERS OR GOODS TO POSITION THE AIRCRAFT
TO PERFORM A FLIGHT OR UPON COMPLETION OF A FLIGHT TO
POSITION THE AIRCRAFT TO A POINT REQUIRED BY THE CARRIER;
GOODS MEANS ANYTHING THAT CAN BE TRANSPORTED BY AIR,
INCLUDING ANIMALS, OTHER THAN IN PLANE-LOAD AND
BAGGAGE.

GROUP MEANS 10 OR MORE PASSENGERS TRAVELLING TOGETHER ON

THE

SAME FLIGHT FROM A COMMON POINT OF ORIGIN TO A COMMON DESTINATION.

GUARDIAN MEANS AN ADULT OVER THE AGE OF 18 WHO IS RESPONSIBLE FOR THE CARE AND SAFETY OF THE CHILD(REN) THEY ARE TRANSPORTING;

HIDDEN CITY/POINT BEYOND TICKETING MEANS THE PURCHASE OF A FARE FROM A POINT BEFORE THE PASSENGER'S ACTUAL ORIGIN OR TO A POINT BEYOND THE PASSENGER'S ACTUAL DESTINATION.

INFANT MEANS CHILDREN UNDER THE AGE OF TWO (2) YEARS AT THE COMMENCEMENT OF TRAVEL AND CARRIED FREE OF CHARGE BY AN ADULT SHARING THE SAME SEAT AS THE INFANT. PROOF OF AGE MUST BE PROVIDED AND IS RESTRICTED TO ONE INFANT PER ADULT PASSENGER

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INTERNATIONAL SERVICE MEANS SCHEDULED OR NON-SCHEDULED AIR SERVICES (EXCLUDING CHARTERS) FOR THE TRANSPORTATION OF PASSENGERS AND GOODS BETWEEN, FROM AND TO POINTS WITHIN CANADA ON THE ONE HAND AND POINTS OUTSIDE OF CANADA ON THE OTHER HAND;

INTERLINE RELATED DEFINITIONS CAN BE FOUND IN RULE 115.

ITINERARY MEANS, A SCHEDULE SETTING FORTH THE NAME OF THE RELEVANT PASSENGER(S), THE FLIGHT, FLIGHT NUMBER, CLASS OF FLIGHT, FLIGHT TIMES, AS WELL AS THE ORIGIN AND DESTINATION OF THE FLIGHT ISSUED TO A PASSENGER ON PAYMENT OF THE APPROPRIATE RATES AND CHARGES IN RESPECT OF THAT FLIGHT;

LIVE FLIGHT MEANS THE MOVEMENT OF AN AIRCRAFT WITH PASSENGERS OR GOODS FROM THE POINT OF TAKE-OFF AT THE

ORIGIN

TO A POINT OR POINTS OF LANDING THEREAFTER, INCLUSIVE OF

THE

POINT OF LANDING AT THE DESTINATION (IMMEDIATE TECHNICAL OR FUEL LANDINGS EXCEPTED);

MONTREAL CONVENTION MEANS THE CONVENTION FOR THE

UNIFICATION

OF CERTAIN RULES FOR INTERNATIONAL CARRIAGE BY AIR, SIGNED AT MONTREAL, MAY 28, 1999.

NON-AMBULATORY MEANS A PERSON WHO IS NOT ABLE TO MOVE ABOUT WITHIN AN AIRCRAFT UNASSISTED.

NON SELF-RELIANT MEANS A PERSON WHO IS NOT SELF-RELIANT AS DEFINED BELOW.

NO SHOW MEANS THAT A PASSENGER HAS MISSED THEIR FLIGHT AND EITHER CONTACTED THE CARRIER MORE THAN TWO (2) HOURS AFTER THE DEPARTURE OF THEIR SCHEDULED FLIGHT, OR FAILED TO CONTACT THE CARRIER AT ALL. NO SHOW SEGMENTS ARE NON-CREDITABLE AND NON-REFUNDABLE.

OPERATING CARRIER MEANS THE CARRIER THAT OPERATES THE ACTUAL FLIGHT.

ORIGIN MEANS THE POINT FROM WHICH A FLIGHT COMMENCES WITH

THE PASSENGERS TO BE TRANSPORTED.
OUTWARD DESTINATION OR DESTINATION MEANS THAT STOPOVER

POINT

ON THE PASSENGER'S ITINERARY WHICH IS FURTHEST FROM THE PASSENGER'S POINT OF ORIGIN.
PARTICIPATING CARRIER(S) INCLUDE BOTH THE SELECTING CARRIER AND THE DOWNLINE CARRIERS WHO HAVE BEEN IDENTIFIED AS PROVIDING INTERLINE TRANSPORTATION TO THE PASSENGER BY VIRTUE OF THE PASSENGER'S TICKET.
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 AN AGREEMENT. {N}A VALID CONTRACT OF CARRIAGE.

CARRIER

PASSENGER LIABILITY MEANS THE LEGAL LIABILITY OF THE
TO ANY PASSENGER OR OTHER PERSON IN RESPECT OF A PASSENGER, ARISING FROM THE CARRIER'S OPERATION, OWNERSHIP OR POSSESSION OF AN AIRCRAFT, FOR;

- (A) INJURY TO OR DEATH OF PERSONS WHO ARE PASSENGERS;
- (B) LOSSES SUFFERED OR SUSTAINED BY A PASSENGER OR

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OTHER PERSON AS A RESULT OF THE CARRIER'S INABILITY TO PERFORM, IN WHOLE OR IN PART, THE

AIR

SERVICE CONTRACTED FOR;

- (C) DAMAGE TO OR LOSS OF GOODS IN THE CARRIER'S CHARGE; OR
- (D) LOSSES DUE TO ANY DELAY IN DELIVERY OF ANY GOODS IN THE CARRIER'S CHARGE.

PERSON MEANS AN INDIVIDUAL, FIRM, CORPORATION, ASSOCIATION, PARTNERSHIP, OR OTHER LEGAL ENTITY, AS THE CONTEXT REQUIRES OR OTHERWISE PERMITS;

PERSON WITH A DISABILITY INCLUDES ANY PERSON WHO, BY VIRTUE OF A LOCOMOTOR, SENSORY, INTELLECTUAL, OR OTHER IMPAIRMENT, OR A MENTAL HEALTH CONDITION, REQUIRES SERVICES OR ASSISTANCE BEYOND THOSE NORMALLY OFFERED BY THE CARRIER TO MEET THEIR DISABILITY-RELATED NEEDS.

PREPAID TICKET ADVICE MEANS THE NOTIFICATION BETWEEN

OFFICES

OF A CARRIER OR BETWEEN CARRIERS THAT A PERSON IN ONE LOCATION HAS PURCHASED AND REQUESTED ISSUANCE OF PREPAID TRANSPORTATION AS DESCRIBED IN THE AUTHORITY TO ANOTHER PERSON IN ANOTHER LOCATION.

REROUTE MEANS TO ISSUE A NEW TICKET COVERING TRANSPORTATION TO THE SAME DESTINATION AS, BUT VIA A DIFFERENT ROUTING

THAN

THAT DESIGNATED ON THE TICKET, OR PORTION THEREOF, THEN

HELD

BY THE PASSENGER, OR TO HONOUR THE TICKET, OR PORTION THEREOF, THEN HELD BY THE PASSENGER FOR TRANSPORTATION TO THE SAME DESTINATION AS, BUT VIA A DIFFERENT ROUTING THAN, THAT DESIGNATED THEREON. RESERVATION IS A RECORD, EITHER IN PAPER FORM OR IN ELECTRONIC FORM, OF THE ACCOMMODATION HELD BY A PASSENGER

ON

A GIVEN FLIGHT. THE RESERVATION WOULD SPECIFY THE DATE AND TIMES OF TRAVEL, FLIGHT NUMBER AND THE CLASS OF SERVICE TO BE PROVIDED THE PASSENGER. ROUND TRIP MEANS ANY TRIP, THE ULTIMATE DESTINATION OF

WHICH

IS THE POINT OF ORIGIN, AND WHICH IS MADE VIA THE SAME ROUTING IN BOTH DIRECTIONS. ROUTING MEANS THE CARRIER(S) AND/OR THE CITIES AND/OR CLASS OF SERVICE AND/OR TYPE OF AIRCRAFT VIA WHICH TRANSPORTATION IS PROVIDED BETWEEN TWO POINTS, AS SPECIFIED IN THIS

TARIFF.

SAME-DAY TRAVEL MEANS FLIGHTS BOOKED WITHIN 24 HOURS OF THE SCHEDULED TIME OF DEPARTURE.

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

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SERVICE, OR;

- (D) SCHEDULE CHANGES WHICH REQUIRE REROUTING OF A

PASSENGER

AT DEPARTURE TIME OF HIS OR HER ORIGINAL FLIGHT.

"SELECTED CARRIER" MEANS THE CARRIER WHOSE BAGGAGE RULES APPLY TO THE ENTIRE INTERLINE ITINERARY.

"SELECTING CARRIER" MEANS THE CARRIER IDENTIFIED ON THE FIRST FLIGHT SEGMENT OF THE PASSENGER'S TICKET AT THE BEGINNING OF AN INTERLINE ITINERARY ISSUED ON A SINGLE TICKET WHOSE ORIGIN OR ULTIMATE DESTINATION IS IN CANADA. SDR MEANS SPECIAL DRAWING RIGHTS ISSUED BY THE

INTERNATIONAL

MONETARY FUND.

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 A DOG 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 HARNESSSED IN ACCORDANCE WITH STANDARDS ESTABLISHED BY A PROFESSION SERVICE ANIMAL INSTITUTION. SINGLE TICKET MEANS A DOCUMENT THAT PERMITS TRAVEL FROM ORIGIN TO DESTINATION. IT MAY INCLUDE INTERLINE/CODE-SHARE SEGMENT. IT MAY ALSO INCLUDE END-TO-END COMBINATIONS (I.E. STAND-ALONE FARES THAT CAN BE BOUGHT SEPARATELY BUT

COMBINED

TOGETHER TO FORM ONE PRICE). STOPOVER MEANS A DELIBERATE INTERRUPTION OF A JOURNEY BY

THE

PASSENGER, AGREED TO IN ADVANCE BY THE CARRIER, AT A POINT BETWEEN THE PLACE OF DEPARTURE AND THE PLACE OF

DESTINATION.

TARIFF MEANS A TARIFF OF TERMS AND CONDITIONS OF CARRIAGE APPLICABLE TO THE PROVISION OF INTERNATIONAL AND ANCILLARY SERVICES THERETO.

THE

TAX MEANS AN AMOUNT OF MONEY COLLECT BY THE CARRIER FROM

PASSENGER PURSUANT TO AN OBLIGATION IMPOSED BY GOVERNMENTAL AUTHORITY.

TICKET MEANS THE ELECTRONIC CONFIRMATION GENERATED BY THE CARRIER'S CENTRAL RESERVATIONS SYSTEM, OR CONFIRMATION NUMBER, BAGGAGE CHECK AND ACCOMPANYING NOTICES THAT INCORPORATE THIS CONTRACT OF CARRIAGE.

TRAFFIC MEANS ANY PASSENGERS, GOODS OR MAIL THAT ARE TRANSPORTED BY AIR.

UNCONTROLLABLE SCHEDULE IRREGULARITY MEANS A FLIGHT DELAY, CANCELLATION OR DIVERSION THAT IS CONSIDERED TO BE NOT WITHIN THE CARRIER'S CONTROL INCLUDING BUT NOT LIMITED TO SITUATIONS OF FORCE MAJEURE.

WARSAW CONVENTION MEANS THE CONVENTION FOR THE UNIFICATION OF CERTAIN RULES RELATING TO INTERNATIONAL CARRIAGE BY AIR, SIGNED AT WARSAW, NOVEMBER 12, 1929, AS AMENDED, BUT NOT INCLUDING THE MONTREAL CONVENTION AS DEFINED ABOVE.

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A CURRENCY

PUBLISHED

ALL RATES AND CHARGES PUBLISHED IN THIS TARIFF ARE

OTHERWISE

IN THE LAWFUL CURRENCY OF CANADA IN CANADA, UNLESS

THAN

SPECIFIED. WHERE PAYMENT IS MADE IN ANY CURRENCY OTHER

CANADIAN, SUCH PAYMENT SHALL BE THE EQUIVALENT OF THE CANADIAN CURRENCY AMOUNTS PUBLISHED IN THIS TARIFF ON THE BASIS OF LOCAL BANKER'S RATES OF EXCHANGE (FOR THE PURCHASE

OF SUCH FOREIGN CURRENCY), AS CALCULATED ON THE DATE OF
SIGNING THE AIR TRANSPORTATION CONTRACT.
AT ALL BASES, THE CARRIER ACCEPTS FEE PAYMENT IN US DOLLARS
AND CANADIAN DOLLARS. THE CARRIER MAY ALSO ACCEPT FEE
PAYMENT IN MEXICO IN MEXICAN PESOS. DEPENDING ON THE
CURRENCY CONVERSION ON A PARTICULAR DAY, THE CONVERSION
RATES CAN VARY.

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A MILEAGE DETERMINATION

FOR THE PURPOSES OF COMPUTTING ALL RATES AND CHARGES UNDER
THE TARIFF, THE MILEAGE TO BE USED, INCLUDING BOTH LIVE
FLIGHT AND FERRY FLIGHT MILEAGE, WILL BE THE SHORTEST
MILEAGE COVERING THE ACTUAL AIRPORT TO AIRPORT GREAT CIRCLE
DISTANCE OF THE APPLICABLE FLIGHT, USING THE FOLLOWING
SOURCES IN THE ORDER SET OUT BELOW OR IN COMBINATION:

- (A) AIR DISTANCE MANUAL PUBLISHED JOINTLY BY THE
INTERNATIONAL AIR TRANSPORT ASSOCIATION AND
INTERNATIONAL AERADIO LIMITED
- (B) IATA MILEAGE MANUAL PUBLISHED BY THE
INTERNATIOANAL AIR TRANSPORT ASSOCIATION;
- (C) AND/OR COMBINATION THEREOF OF (A) AND (B)

ABOVE;

- (D) SABRE FLIGHT PLANNING SYSTEM

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K RATES AND CHARGES-INTERNATIONAL SERVICE

(A) PAYMENT TERMS

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ALL FARES ARE DUE AND PAYABLE BY A PASSENGER ON OR BY
TWELVE O'CLOCK MIDNIGHT (MOUNTAIN TIME) ON THE DATE ON
WHICH THE RESERVATION IS MADE. CURRENCY FOR
RESERVATIONS WILL BE DETERMINED BASED ON THE POINT OF
SALE FOR RESERVATIONS MADE THROUGH THE CARRIER'S
RESERVATION CENTRE AND TRAVEL AGENCIES USING AN
EXTERNAL RESERVATION SYSTEM (FOR EXAMPLE SABRE OR
APOLLO), AND BASED ON THE DEPARTURE CITY OF THE FIRST
FLIGHT FOR RESERVATIONS MADE THROUGH THE CARRIER'S
WEBSITE. FOR EXAMPLE, A RESERVATION MADE FOR TRAVEL
FROM LAS VEGAS TO CALGARY WOULD BE CHARGED IN CAD
CURRENCY THROUGH THE CARRIER'S RESERVATION CENTRE OR A
CANADIAN TRAVEL AGENT, HOWEVER IF RESERVED THROUGH THE
CARRIER'S WEBSITE BY TRAVEL AGENT OR A PASSENGER, THE

CHARGED

FARE WOULD BE CHARGED IN US CURRENCY. FEES ARE

PER PASSENGER AND PER TRANSACTION, NOT PER LEG (IF THE PASSENGER(S) WERE TO CANCEL ONE LEG OF THE ITINERARY AND THEN CANCEL THE REMAINING RESERVATION AT A DIFFERENT TIME, THE FEE WOULD BE CHARGED IN BOTH INSTANCES). THE LOCATION THAT A CHANGE IS MADE IN (POINT OF SALE) DICTATES THE CURRENCY THAT THE FEES

ARE

CHARGED IN. AS A RESULT, CHANGE FEES MAY BE CHARGED

IN

A DIFFERENT CURRENCY THAN THE INITIAL RESERVATION. IF NO CHANGES ARE MADE BY THE PASSENGER PRIOR TO TRAVEL, THE CARRIER GUARANTEES THAT THE FARE PAID AT THE TIME OF BOOKING SHALL BE HONOURED.

(B) CARRIER SCHEDULE CHANGES AND CANCELLATIONS PASSENGERS HAVE A RIGHT TO INFORMATION ON FLIGHT TIMES AND SCHEDULE CHANGES. IN THE EVENT OF A DELAY, AN ADVANCED FLIGHT DEPARTURE OR SCHEDULE CHANGE, THE CARRIER WILL MAKE REASONABLE EFFORTS TO INFORM THE PASSENGERS OF DELAYS, PROPOSED ADVANCED FLIGHT DEPARTURES AND SCHEDULE CHANGES, AND, TO THE EXTENT POSSIBLE, THE REASON FOR THEM.

(1) CANCELLATIONS

(A) CANCELLATIONS INCUR A FEE IN CANADIAN DOLLARS AS OUTLINED IN THE CHART BELOW

	BASIC	ECONO	ECONO FLEX
CANCEL WITHIN 24 HOURS OF BOOKING (EXCLUDING FLIGHTS DEPARTING WITHIN 24 HOURS)	\$0	\$0	\$0
CANCEL FOR TVL DEPARTING IN MORE THAN 60 DAYS	NON-REFUNDABLE, NO CHANGES ARE PERMITTED,	\$25	\$0

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	BASIC	ECONO	ECONO FLEX
CANCEL FOR TVL DEPARTING WITHIN 60 DAYS AND	ANY UNUSED TICKET AMOUNT IS NOT AVAILABLE FOR FUTURE TVL CREDIT.	\$100	\$0
	NON-REFUNDABLE, NO CHANGES ARE		

SAME DAY FLT CHANGES AT CHECK-IN	PERMITTED, ANY UNUSED TICKET AMOUNT IS NOT AVAILABLE FOR FUTURE TVL CREDIT.		
NAME CHANGE	NON-REFUN- DABLE, NO CHANGES ARE PERMITTED, ANY UNUSED TICKET AMOUNT IS NOT AVAILABLE FOR FUTURE TVL CREDIT.	\$100	\$100
CANCELLATION (BALANCE - ORIGINAL FORM OF PAYMENT)	NOT AVAILABLE AND ANY UNUSED TICKET AMOUNT IS NOT AVAILABLE FOR FUTURE TVL CREDIT.	NOT AVAILABLE	NOT AVAILABLE

(C) PASSENGER INITIATED FLIGHT MODIFICATIONS:
NOTE: ALL FARES EXCEPT GROUP FARES MAY BE CHANGED OR
CANCELLED BY A PASSENGER UP TO TWO (2) HOURS PRIOR TO
THE PLANNED DEPARTURE OF THE FLIGHT TO WHICH SUCH FARE
RELATES; PROVIDED THAT, IN RESPECT OF SUCH CHANGE OR
CANCELLATION, THE FOLLOWING SHALL APPLY TO:

(1) CANCELLATIONS
(A) CANCELLATIONS INCUR A FEE IN CANADIAN

DOLLARS

	AS OUTLINED IN THE CHART BELOW:			
	PREMIUM	PREMIUM FLEX	BUSINESS	BUSINESS FLEX
CANCEL WITHIN 24 HOURS OF BOOKING (EXC- CLUDING FLIGHTS DEPARTING	\$0	\$0	\$0	\$0

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WITHIN 24 HOURS)				
CANCEL FOR TVL DEPARTING IN MORE THAN 60 DAYS	\$25	\$0	\$100	\$0

CANCEL FOR TVL	\$100	\$0	\$100	\$0
DEPARTING WITH-				
IN 60 DAYS AND				
SAME DAY FLT				
CHANGES AT				
CHECK-IN				
NAME CHANGE	\$100	\$0	\$100	\$0
CANCELLATION	NOT	\$0	NOT	
(BALANCE -	AVAILABLE		AVAILABLE	\$0
ORIGINAL FORM				
OF PAYMENT)				

(B) CANCELLATIONS INCUR A FEE AS OUTLINED IN THE

CHART

TO AND FROM EUROPE INCLUDING THE UK

	BASIC	ECONO	ECONO FLEX
CANCEL WITHIN	\$0	\$0	\$0
24 HOURS OF			
BOOKING (EXC-			
CLUDING FLIGHTS			
DEPARTING			
WITHIN 24			
HOURS)			
CANCEL FOR TVL	NON-REFUN-	BEFORE	BEFORE
DEPARTING IN	DABLE, NO	07JAN19:	07JAN19:
MORE THAN	CHANGES ARE	\$50 CAD	\$50 CAD
60 DAYS	PERMITTED,	EUR 33	EUR 33
	ANY UNUSED	POUND 28	POUND 28
	TICKET	ON/AFTER	ON/AFTER
	AMOUNT IS NOT	07JAN19	07JAN19
	AVAILABLE	\$100 CAD	\$100 CAD
	FOR FUTURE	EUR 68	EUR 68
	TVL CREDIT.	POUND 56	POUND 56
CANCEL FOR TVL	NON-REFUN-	BEFORE	BEFORE
DEPARTING WITH-	DABLE, NO	07JAN19:	07JAN19:
IN 60 DAYS AND	CHANGES ARE	\$150 CAD	\$150 CAD
SAME DAY FLT	PERMITTED,	EUR 99	EUR 99
CHANGES AT	ANY UNUSED	POUND 83	POUND 83
CHECK-IN	TICKET	ON/AFTER	ON/AFTER
	AMOUNT IS NOT	07JAN19	07JAN19
	AVAILABLE	\$250 CAD	\$250 CAD
	FOR FUTURE	EUR 165	EUR 165
	TVL CREDIT.	POUND 138	POUND 138
CANCELLATIONS	NOT AVAILABLE	NOT	NOT
(BALANCE REFUN-	AND ANY	AVAILABLE	AVAILABLE

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 01DEC18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0015

TITLE/APPLICATION - 70 (CONT)

DED ORIGINAL	UNUSED TICKET
FORM OF	AMOUNT IS NOT
PAYMENT)	AVAILABLE

	FOR FUTURE TVL CREDIT. PREMIUM	PREMIUM FLEX	BUSINESS	BUSINESS FLEX
CANCEL WITHIN 24 HOURS OF BOOKING (EXC- LUDING FLIGHTS DEPARTING WITHIN 24 HOURS)	\$0	\$0	\$0	\$0
CANCEL FOR TVL DEPARTING IN MORE THAN 60 DAYS	BEFORE 07JAN19: \$50 CAD EUR 33 POUND 28 ON/AFTER 07JAN19 \$100 CAD EUR 68 POUND 56	\$0	\$600 CAD EUR 396 POUND 336	\$0
CANCEL FOR TVL DEPARTING WITH- IN 60 DAYS AND SAME DAY FLT CHANGES AT CHECK-IN	NOT AVAIABLE AND ANY UNUSED TICKET AMOUNT IS NOT AVAI- LABLE FOR FUTURE TVL CREDIT	\$0	\$100	\$0
NAME CHANGE	\$100	\$0	\$100	\$0
CANCELLATION (BALANCE - ORIGINAL FORM OF PAYMENT)	NOT AVAILABLE	\$0	NOT AVAILABLE	\$0

OF (C) IN ANY CASE WHERE, IN ACCORDANCE WITH THIS
RULE, A PASSENGER IS ENTITLED TO A
NON-REFUNDABLE CREDIT TOWARDS THE PURCHASE

AS A FUTURE FLIGHT, THE SAID CREDIT SHALL
INCLUDE ALL AMOUNTS PAID BY THE PASSENGER IN
ASSOCIATION WITH THE FARE, INCLUDING
REFUNDABLE FEES (FROM UNUSED SERVICES SUCH

SEAT SELECTION FEES OR KENNEL FEES, CHARGES,
SURCHARGES OR TAXES). THE NON-REFUNDABLE
CREDIT SHALL BE VALID FOR ONE YEAR FROM THE

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 01DEC18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0015

TITLE/APPLICATION - 70 (CONT)

USED

DATE OF THE CREDIT'S CREATION AND MAY BE

TOWARDS THE PURCHASE OF A FUTURE AIR-ONLY BOOKING WITH THE CARRIER. EXCEPT FOR A BASIC FARE, ANY UNUSED TICKET AMOUNT IS NOT AVAILABLE FOR FUTURE TRAVEL CREDIT.

D) NOTWITHSTANDING THE ABOVE, THE CARRIER RESERVES THE RIGHT TO WAIVE, IN WHOLE OR PART, THE PAYMENT BY ANY PASSENGER OF A CANCELLATION FEE.

(2) CHANGES

(A) WHERE A RESERVATION IS CHANGED THROUGH THE CARRIER'S RESERVATION CENTRE OR THROUGH THE CARRIER'S GUEST SPECIFIC WEBSITE WITHIN 24 HOURS OF WHEN THE RESERVATION WAS MADE, THE PASSENGER SHALL NOT INCUR A CHANGE FEE.

(B) WHERE A RESERVATION IS CHANGED THROUGH THE CARRIER'S CORPORATE, U.S. CONSUMER/"LITE" (I.E. VISUALLY IMPAIRED) WEBSITES WITHIN 24 HOURS OF WHEN THE RESERVATION WAS MADE, THE PASSENGERS MUST CONTACT THE CARRIER'S RESERVATION CENTRE FOR THE SERVICE TO BE COMPLETED WITHOUT FEE DURING THIS TIME PERIOD.

(C) A PASSENGER CHANGING A RESERVATION

(I) TO A HIGHER FARE PRODUCT OR FLIGHT SHALL, IN ADDITION TO THE CHANGE FEE, PAY THE DIFFERENCE IN FARE.

(II) TO A LOWER FARE PRODUCT OR FLIGHT, THE APPLICABLE CHANGE FEE WILL APPLY AND

ANY

REMAINING DIFFERENCE WILL BE REFUNDED

TO

FUTURE FLIGHT CREDIT, EXCEPT FOR (FLEXIBLE) WHICH IS AVAILABLE TO BE REFUNDED TO ORIGINAL FORM OF PAYMENT.

(III) CHANGES ARE NOT ALLOWED UNDER A BASIC FARE.

BASIC	ECONO	FLEX	PREMIUM	PLUS
	ECONO	ECONO		

(FLEXIBLE

CHANGE WITHIN 24 HOURS OF BOOKING (EXCLUDING FLTS DEPARTING WITHIN 24 HOURS)	CHANGES ARE NOT PERMITTED	\$0	\$0	\$0) \$0
--	---------------------------	-----	-----	-----	-------

ECONO (LOWEST)	ECONO	FLEX	PLUS (LOWEST)	PLUS
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(FLEXIBLE

)

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 01DEC18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0015

TITLE/APPLICATION - 70 (CONT)

CHANGE FOR	NON-REFUNDABLE,	\$25	\$0	\$25	\$0
TVL DEPARTING	NO CHANGES ARE				
IN MORE THAN	PERMITTED, ANY				
60 DAYS	UNUSED TICKET				
	AMOUNT IS NOT				
	AVAILABLE FOR				
	FUTURE TVL				
	CREDIT.				

CHANGE FOR	NON-REFUNDABLE,	\$100	\$0	\$100	\$0
TVL DEPARTING	NO CHANGES ARE				
WITHIN 60	PERMITTED, ANY				
DAYS AND SAME	UNUSED TICKET				
-DAY FLT	AMOUNT IS NOT				
CHANGES AT	AVAILABLE FOR				
CHECK-IN	FUTURE TVL				
	CREDIT.				

NAME CHANGE	NON-REFUNDABLE,	\$100	\$100	\$100	\$0
	NO CHANGES ARE				
	PERMITTED, ANY				
	UNUSED TICKET				
	AMOUNT IS NOT				
	AVAILABLE FOR				
	FUTURE TVL				
	CREDIT.				

- (D) A PASSENGER CHANGING A RESERVATION FOR FLIGHTS TO AND FROM EUROPE INCLUDING THE UK
- (I) TO A HIGHER FARE PRODUCT OR FLIGHT SHALL, IN ADDITION TO THE CHANGE FEE, PAY THE DIFFERENCE IN FARE.
- (II) TO A LOWER FARE PRODUCT OR FLIGHT, THE APPLICABLE CHANGE FEE WILL APPLY AND

ANY
TO
IS

REMAINING DIFFERENCE WILL BE REFUNDED

FUTURE FLIGHT CREDIT, EXCEPT FOR {C}PREMIUMFLEX AND BUSINESSFLEX WHICH

AVAILABLE TO BE REFUNDED TO ORIGINAL FORM OF PAYMENT.

- (III) CHANGES ARE NOT ALLOWED UNDER AN BASIC FARE.

BASIC	ECONO	ECONO	PREMIUM
		FLEX	

NAME CHANGE	CHANGES	\$0	\$0	\$0
24 HOURS OF	ARE NOT			
BOOKING (EXC-	PERMIT-			

LUDING FLTS TED
 DEPARTING
 WITHIN 24
 HOURS
 CHANGE FOR NON-REFUN- BEFORE BEFORE BEFORE
 TRAVEL DEPAR- DABLE NO 07JAN19 07JAN19 07JAN19

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
 IN EFFECT ON: 01DEC18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0015

 TITLE/APPLICATION - 70 (CONT)

TING IN MORE CHANGES ARE \$50 CAD \$50 CAD \$50 CAD
 THAN 60 DAYS PERMITTED 33 GBP 33 GBP 33 GBP
 ANY UNUSED 28 GBP 28 GBP 28 GBP
 TICKET ON/AFTER ON/AFTER ON/AFTER
 AMOUNT IS 07JAN19 07JAN19 07JAN19
 NOT AVAILA- \$100 CAD \$100 CAD \$100 CAD
 BLE FOR 68 GBP 68 GBP 68 GBP
 FUTURE TVL 56 GBP 56 GBP 56 GBP
 CREDIT

CHANGE FOR NON-REFUN- BEFORE BEFORE BEFORE
 TVL DEPART- DABLE NO 07JAN19 07JAN19 07JAN19
 ING WITHIN 60 CHANGES ARE \$150 CAD \$150 CAD \$150 CAD
 DAYS AND PERMITTED 99 GBP 99 GBP 99 GBP
 SAME-DAY ANY UNUSED 83 GBP 83 GBP 83 GBP
 FLIGHT TICKET ON/AFTER ON/AFTER ON/AFTER
 CHANGES AT AMOUNT IS 07JAN19 07JAN19 07JAN19
 CHECK-IN NOT AVAILA- \$250 CAD \$250 CAD \$250 CAD
 BLE FOR 165 GBP 165 GBP 165 GBP
 FUTURE TVL 138 GBP 138 GBP 138 GBP
 CREDIT

BASIC PREMIUM BUSI BUSI
 FLEX NESS NESS
 FLEX

CHANGE WITHIN CHANGES \$0 \$0 \$0
 24 HOURS OF ARE NOT

BOOKING (EXC- PERMIT-
 LUDING FLTS TED

DEPARTING
 WITHIN 24
 HOURS

CHANGE FOR NON-REFUN- \$0 \$400 CAD \$0
 TRAVEL DEPAR- DABLE NO 264 GBP
 TING IN MORE CHANGES ARE 224 GBP
 THAN 60 DAYS PERMITTED

ANY UNUSED
 TICKET R
 AMOUNT IS
 NOT AVAILA-
 BLE FOR
 FUTURE TVL
 CREDIT

CHANGE FOR NON-REFUN- \$0 \$400 CAD \$0
 TVL DEPART- DABLE NO 264 GBP
 ING WITHIN 60 CHANGES ARE 224 GBP
 DAYS AND PERMITTED
 SAME-DAY ANY UNUSED
 FLIGHT TICKET R
 CHANGES AT AMOUNT IS
 CHECK-IN NOT AVAILA-

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
 IN EFFECT ON: 01DEC18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0015

 TITLE/APPLICATION - 70 (CONT)

	BLE FOR			
	FUTURE TVL			
	CREDIT			
	BASIC	ECONO	ECONO	PREMIUM
			FLEX	
NAME CHANGE	NON-REFUN-	BEFORE	BEFORE	BEFORE
	DABLE NO	07JAN19	07JAN19	07JAN19
	CHANGES ARE	\$150 CAD	\$150 CAD	\$150 CAD
	PERMITTED	99 GBP	99 GBP	99 GBP
	ANY UNUSED	83 GBP	83 GBP	83 GBP
	TICKET	ON/AFTER	ON/AFTER	ON/AFTER
	AMOUNT IS	07JAN19	07JAN19	07JAN19
	NOT AVAILA-	\$250 CAD	\$250 CAD	\$250 CAD
	BLE FOR	165 GBP	165 GBP	165 GBP
	FUTURE TVL	138 GBP	138 GBP	138 GBP
	CREDIT			
CANCELLATIONS	NOT AVAILA-	NOT	NOT	NOT
(BALANCE	BLE AND ANY	AVAILA-	AVAILA-	AVAILA-
REFUNDED TO	UNUSED	BLE	BLE	BLE
ORIGINAL FORM	TICKET			
OF PAYMENT)	AMOUNT IS			
	NOT AVAILA-			
	BLE FOR			
	FUTURE TRA-			
	VLE CREDIT			
	BASIC	PREMIUM	BUSI	BUSI
		FLEX	NESS	NESS
				FLEX
NAME CHANGE	NON-REFUN-	\$0	\$0	\$0
	DABLE NO			
	CHANGES ARE			
	PERMITTED			
	ANY UNUSED			
	TICKET			
	AMOUNT IS			
	NOT AVAILA-			
	BLE FOR			
	FUTURE TVL			
	CREDIT			

CHANGE FOR NON-REFUN- \$0 \$0 \$0
 TVL DEPART- DABLE NO
 ING WITHIN 60 CHANGES ARE
 DAYS AND PERMITTED
 SAME-DAY ANY UNUSED
 FLIGHT TICKET R
 CHANGES AT AMOUNT IS
 CHECK-IN NOT AVAILA-
 BLE FOR
 FUTURE TVL
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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
 IN EFFECT ON: 01DEC18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0015

TITLE/APPLICATION - 70 (CONT)

CREDIT

E) IN ANY CASE WHERE, IN ACCORDANCE WITH THIS
 RULE, A PASSENGER IS ENTITLED TO A
 NON-REFUNDABLE TRAVEL BANK CREDIT TOWARDS

THE

PURCHASE OF A FUTURE FLIGHT, THE SAID CREDIT
 SHALL INCLUDE ALL AMOUNTS PAID BY THE
 PASSENGER, IN ASSOCIATION WITH THE FARE,
 CHARGES OR SURCHARGES. THE NON-REFUNDABLE
 CREDIT SHALL BE VALID FOR ONE YEAR FROM THE
 DATE OF THE CREDIT'S CREATION AND MAY BE

USED

TOWARDS THE PURCHASE OF A FUTURE AIR-ONLY
 BOOKING WITH THE CARRIER. TAXES ARE NOT
 INCLUDED IN THE NON-REFUNDABLE
 CREDIT. EXCEPT FOR AN BASIC FARE, ANY
 UNUSED TICKET AMOUNT IS NOT AVAILABLE FOR
 FUTURE TRAVEL CREDIT.

F) NOTWITHSTANDING THE ABOVE, THE CARRIER
 RESERVES THE RIGHT TO WAIVE, IN WHOLE OR
 PART, THE PAYMENT BY ANY PASSENGER OF A
 CHANGE FEE.

(D) EARLY SHOW

WHERE THE PASSENGER WISHES TO 'EARLY SHOW', HE/SHE MAY
 REQUEST TO TRAVEL CONFIRMED ON AN EARLIER FLIGHT.
 PASSENGERS CAN ONLY BE LISTED ON AN EARLIER FLIGHT TO
 THE SAME DESTINATION, ON THE SAME CALENDAR DAY AT THE
 AIRPORT. THE FOLLOWING FEES SHALL APPLY:

FARE LEVEL	FEE
BASIC	NOT APPLICABLE - NO CHANGES ARE PERMITTED
ECONO	\$100 CAD
ECONOFLEX	\$100 CAD
PREMIUM	\$100 CAD
PREMIUMFLEX	\$0
BUSINESS	\$0
BUSINESSFLEX	\$0

FOR FLIGHTS TO AND FROM EUROPE INCLUDING THE UK, THE FOLLOWING FEES SHALL APPLY:

FARE LEVEL	FEE
BASIC	NOT APPLICABLE - NO CHANGES ARE PERMITTED
ECONO	\$150 CAD 99 GBP 83 GBP
ECONOFLEX	\$150 CAD 99 GBP 83 GBP
PREMIUM	\$150 CAD 99 GBP 83 GBP

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 01DEC18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0015

TITLE/APPLICATION - 70 (CONT)

PREMIUMFLEX	\$0
BUSINESS	\$0
BUSINESSFLEX	\$0

(E) CONTACT CENTRE FEE: FOR BASIC ECONOMY BOOKINGS MADE ON OR AFTER DECEMBER 3, 2018, A FEE OF \$15 PER BOOKINGS WILL APPLY. THE FEE WILL BE WAIVED FOR ANY GUEST WHI IS NOT ABLE TO USE AN AVAILABLE SELF SERVE OPTION TO MAKE THE BOOKING. THE FEE

IS

NON-REFUNDABLE.

(F) GROUP FARES

1) TO QUALIFY FOR A GROUP FARE, 10 OR MORE

PASSENGERS

MUST TRAVEL TOGETHER ON A COMMON FLIGHT DESTINATION.

2) THE CARRIER REQUIRES A \$100 CAD/USD DEPOSIT PER PERSON AT THE TIME OF BOOKING. THIS DEPOSIT IS NON-REFUNDABLE AND NON-CREDITABLE IN THE EVENT OF A FULL CANCELLATION, HOWEVER THE DEPOSIT IS NOT APPLICABLE TOWARD FINAL PAYMENT AND ONCE FINAL PAYMENT IS RECEIVED THE DEPOSIT WILL BE REFUNDED TO THE ORIGINAL FORM OF PAYMENT.

3) PAYMENT IN FULL IS REQUIRED FOR ALL GROUP

BOOKINGS

30 DAYS PRIOR TO DEPARTURE.

4) NAME CHANGES MADE WITHIN 24 HOURS PRIOR TO DEPARTURE SHALL BE ASSESSED A CHANGE FEE OF \$100 CAD/USD PER NAME CHANGED.

5) TEN PERCENT OF THE GROUP MAY BE RELEASED (I.E.: CANCEL) WITHOUT LOSS OF DEPOSIT UP TO THE FINAL PAYMENT DUE DATE.

6) THE CARRIER WILL COMPLETE A FULL REFUND TO THE ORIGINAL FORM OF PAYMENT IF THE RESERVATION IS

CANCELLED WITHIN 24 HOURS OF BOOKING FOR BOOKING WHERE THE DEPARTURE DATE IS MORE THAN SEVEN DAYS IN THE FUTURE.

- 7) 20 PERCENT OF THE GROUP MAY BE RELEASED (I.E.: CANCEL) WITHOUT LOSS OF DEPOSIT UP TO THE FINAL PAYMENT DUE DATE.
- 8) NOTWITHSTANDING THE ABOVE, THE CARRIER RESERVES THE RIGHT TO REFUND OR PROVIDE A CREDIT, IN WHOLE OR PART, FOR THE DEPOSIT MADE BY OR FOR ANY PASSENGER

(G) GST AND HST EXEMPTIONS

THE GST/HST EXEMPTION RULES FOR FEDERAL AND PROVINCIAL GOVERNMENT DEPARTMENTS HAVE BEEN AGREED UPON BY THE FEDERAL AND PROVINCIAL GOVERNMENT BODIES. THE RULES CURRENTLY PROVIDE AN EXEMPTION TO THE GST/HST FOR CERTAIN "LISTED ENTITIES" IN THE PROVINCES OF QUEBEC, MANITOBA, SASATCHEWAN, ALBERTA, NORTHWEST TERRITORIES, AND THE YUKON. INFORMATION ON LISTED ENTITIES CAN BE OBTAINED BY CALLING THE CANADA REVENUE AGENCY AT

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 01DEC18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0015

TITLE/APPLICATION - 70 (CONT)

1-800-959-8287. THE EXEMPTION FROM GST/HST IS ONLY VALID IF THE SUPPLY IS SOLD TO A LISTED ENTITY FOR THE OFFICIAL BUSINESS OF THAT ENTITY AND THE PURCHASE IS PAID FOR WITH "CROWN FUNDS". EMPLOYEES OF LISTED ENTITIES PURCHASING TRAVEL FOR OFFICIAL BUSINESS WITH THEIR PERSONAL CREDIT CARDS ARE NOT EXEMPT. IT IS THE PASSENGER'S RESPONSIBILITY TO ENSURE THAT

TAX

EXEMPTIONS PROVIDED ADHERE TO THE EXEMPTION RULES SPECIFIC TO THE TAX BEING EXEMPTED AT ANY PARTICULAR TIME AND TO ENSURE HE/SHE IS AWARE OF THE APPLICABLE RULES AT THE TIME OF GRANTING ANY EXEMPTION.

- (H) HIDDEN CITY/POINT BEYOND TICKETING
 - (1) THE CARRIER SPECIFICALLY PROHIBITS THE PRACTICES COMMONLY KNOWN AS HIDDEN CITY/POINT BEYOND TICKETING. ACCORDINGLY, A PASSENGER SHALL NOT PURCHASE ONE OR MORE TICKETS OR FARES IN ORDER TO OBTAIN A LOWER FARE THAN COULD OTHERWISE BE APPLICABLE. A TICKET IS INVALID IF USED FOR TRAVEL TO A DESTINATION OTHER THAN THAT SPECIFIED ON THE TICKET.
 - (2) WHERE A TICKET IS NOT VALID AS THE RESULT OF THE PASSENGER'S NON COMPLIANCE WITH ANY TERM OR CONDITION OF SALE, WITH THIS RULE OR APPLICABLE FARE RULE, OR WHERE ONE OR MORE TICKETS HAVE BEEN ISSUED IN FURTHERANCE OF A PROHIBITED PRACTICE, THE CARRIER HAS THE RIGHT IN ITS SOLE DISCRETION TO:

THE
BE
A) CANCEL ANY REMAINING PORTION OF THE PASSENGER'S ITINERARY OR TICKET;
B) REFUSE TO BOARD THE PASSENGER OR CHECK-IN PASSENGER OR THE PASSENGER'S BAGGAGE; OR
C) ASSESS THE PASSENGER FOR THE REASONABLE REMAINING VALUE OF THE TICKET, WHICH SHALL
NO LESS THAN THE DIFFERENCE BETWEEN THE FARE ACTUALLY PAID AND THE LOWEST FARE APPLICABLE TO THE PASSENGER'S ITINERARY.

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0025

TITLE/APPLICATION - 70

— TRANSPORTATION OF A PASSENGER WITH A DISABILITY

(A) ACCEPTANCE OF A PASSENGER WITH A DISABILITY

- (1) THE CARRIER WILL ACCEPT THE DETERMINATION OF A PERSON WITH A DISABILITY AS TO SELF-RELIANCE. WHEN A PASSENGER HAS ADVISED A CARRIER OF HIS

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IN EFFECT ON: 01DEC18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0025

TITLE/APPLICATION - 70 (CONT)

SELF-RELIANCE, A CARRIER SHALL NOT REFUSE SUCH PASSENGER TRANSPORTATION ON THE BASIS THAT THERE IS A LACK OF ESCORT OR THAT THE PASSENGER MAY REQUIRE ADDITIONAL ATTENTION FROM AIRLINE EMPLOYEES.

- (2) IN THE CASE OF CODE-SHARE, GUESTS ARE ADVISED

THAT

THE CARRIAGE OF PERSONS WITH A DISABILITY RULES APPLICABLE TO THEIR TRANSPORTATION ARE THOSE OF THE CARRIER IDENTIFIED ON YOUR TICKET AND NOT OF THE CARRIER OPERATING THE FLIGHT.

- (3) THE CARRIER WILL MAKE EVERY EFFORT TO ACCOMMODATE A PERSON WITH A DISABILITY AND WILL NOT REFUSE TO TRANSPORT A PERSON SOLELY BASED ON HIS/HER DISABILITY.

(B) ACCEPTANCE OF DECLARATION OF SELF-RELIANCE

THE CARRIER WILL ACCEPT A PERSON'S DECLARATION OF SELF-RELIANCE, WILL NOT REFUSE TO PROVIDE TRANSPORTATION TO A PERSON WITH A DISABILITY, AND WILL NOT IMPOSE ANY SPECIAL CONDITIONS ON THE CARRIAGE OF A PERSON WITH A DISABILITY, EXCEPT IN THE FOLLOWING CIRCUMSTANCES:

- (1) CARRIER MAY REFUSE TO PROVIDE TRANSPORTATION TO ANY PERSON ON THE BASIS OF SAFETY.
(2) CARRIER MAY REFUSE TO PROVIDE TRANSPORTATION TO ANY PERSON IF CARRIAGE OF THAT PERSON WOULD

RESULT

IN THE VIOLATION OF ANY APPLICABLE LAW.

- (3) CARRIER RESERVES THE RIGHT TO REQUIRE CLEARANCE, AS A CONDITION OF TRAVEL, IN ACCORDANCE WITH PROCEDURES ESTABLISHED BY CARRIER, IF THE TRANSPORTATION OF A PERSON INVOLVES ANY UNUSUAL RISK OR HAZARD TO THE GUEST OR TO OTHER PERSONS (INCLUDING, IN THE CASE OF A PREGNANT GUEST, UNBORN CHILDREN), FOR THE PURPOSE OF DETERMINING WHETHER THE PERSON REQUIRES AN ATTENDANT BY

REASON

OF THE PROVISIONS OF THIS RULE OR FOR THE PURPOSE OF DETERMINING WHETHER THE PERSON QUALIFIES FOR ADDITIONAL OR SPECIAL SEATING PURSUANT TO THIS RULE.

- (C) MEDICAL CLEARANCE
THE CARRIER MAY, USING ITS REASONABLE DISCRETION, DETERMINE THAT A PERSON WITH A DISABILITY REQUIRES MEDICAL CLEARANCE WHERE THEIR SAFETY OR WELL-BEING, IN TERMS OF SUCH THINGS AS ASSISTANCE WITH EATING, USING THE WASHROOM FACILITIES, OR THAT OF OTHER GUESTS IS IN QUESTION.
- (D) ADVANCE NOTICE
(1) WHERE A GUEST REQUESTS A SERVICE SET OUT IN THIS RULE AT LEAST 48 HOURS PRIOR TO DEPARTURE, THE CARRIER WILL PROVIDE THE SERVICE. SUCH REQUESTS

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AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0025

TITLE/APPLICATION - 70 (CONT)

SHOULD BE MADE BY THE GUEST AT THE TIME OF RESERVATION, AND AS FAR IN ADVANCE OF TRAVEL AS POSSIBLE. THE CARRIER WILL MAKE A REASONABLE EFFORT TO ACCOMMODATE PERSONS WITH A DISABILITY WHO FAIL TO MAKE RESERVATIONS 48 HOURS IN

ADVANCE.

- (2) THE GUEST SHALL ADVISE THE CARRIER OF THE NATURE OF HIS/HER DISABILITY AND THE NATURE OF THE ASSISTANCE REQUIRED. GUESTS REQUESTING TRAVEL UNDER THE CARRIER'S ONE PERSON ONE FARE PROGRAM

OR

MEDICAL SEATING PROGRAM MUST SUBMIT THEIR APPLICATION ACCORDING TO THE TIMELINE OUTLINED ON THE CARRIER'S WEBSITE.

- (E) SEATING RESTRICTIONS AND ASSIGNMENTS
(1) WHEN A PERSON IDENTIFIES THE NATURE OF HIS OR HER DISABILITY, THE CARRIER WILL PROVIDE THE GUEST AN APPROPRIATE SEAT ASSIGNMENT. GUESTS WITH A DISABILITY WILL NOT BE PERMITTED TO OCCUPY SEATS IN DESIGNATED EMERGENCY EXIT ROWS, BULKHEAD AISLE SEAT, OR OTHERWISE IN ACCORDANCE WITH APPLICABLE SAFETY-RELATED RULES AND REGULATIONS.

WHO (2) GUESTS WITH DISABILITIES AND THEIR ATTENDANTS,
 WILL MEET THE PERSONS' DISABILITY RELATED NEEDS,
 WILL BE SEATED TOGETHER.

SINGLE (3) THE NUMBER OF GUESTS WITH A DISABILITY ON A
 FLIGHT MAY BE LIMITED BASED ON GUEST SAFETY
 CONSIDERATIONS, AIRCRAFT SPECIFICATIONS, AND
 AIRPORT HANDLING FACILITIES AVAILABLE AT
 DEPARTURE OR ARRIVAL AIRPORTS.

OF (4) FOR SERVICES PROVIDED BY WESTJET LINK, THERE IS A
 BAN ON CATS CARRIED AS PETS IN THE AIRCRAFT CABIN
 ON WHICH A PERSON WITH A DISABILITY AS A RESULT
 OF THEIR ALLERGY TO CATS IS TRAVELLING. THUS IF, AT
 THE TIME OF RESERVATION BY A PERSON WITH A
 CONFIRMED DISABILITY AS A RESULT OF THEIR ALLERGY TO CATS
 WHO REQUIRES ACCOMMODATION, THERE ARE NO
 PASSENGERS TRAVELLING WITH CATS, ANY SUBSEQUENT
 REQUESTS TO CARRY A CAT IN THE CABIN WOULD BE
 DENIED. CONVERSELY, FOLLOWING A RESERVATION BY
 A PERSON TRAVELLING WITH A CAT, PERSONS WITH A
 DISABILITY AS A RESULT OF THEIR ALLERGY TO CATS
 COULD NOT BE ACCOMMODATED ON THAT FLIGHT.
 ASSISTANCE WITH ALTERNATE ARRANGEMENTS WILL BE
 OFFERED AS APPLICABLE.

- (F) ACCEPTANCE OF AIDS
 IN ADDITION TO THE REGULAR BAGGAGE ALLOWANCE, THE
 CARRIER WILL ACCEPT, WITHOUT CHARGE, AS PRIORITY
 CHECKED BAGGAGE, MOBILITY AIDS, INCLUDING:
 (1) WHEELCHAIRS AND SCOOTERS WITH NON-SPILLABLE DRY
 CELL BATTERIES, INCLUDING LEAD ACID, WITH

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
 IN EFFECT ON: 01DEC18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0025

 TITLE/APPLICATION - 70 (CONT)
 TERMINALS DISCONNECTED AND TAPED.

FROM (2) THE GUEST WILL ARRANGE FOR WET CELL BATTERIES
 WHEELCHAIRS AND SCOOTERS TO BE PACKAGED IN AN
 APPROVED LEAK PROOF CONTAINER. THE CARRIER WILL
 BE RESPONSIBLE FOR THE DISCONNECTION AND
 RECONNECTION OF ANY TERMINALS;

(3) SCOOTERS SHALL BE REQUIRED TO BE CHECKED IN AND
 THE GUEST SHALL TRANSFER TO A WHEELCHAIR PROVIDED
 BY THE CARRIER. ADEQUATE TIME IS NEEDED TO
 DISCONNECT/CONNECT AND DISMANTLE AND REASSEMBLE
 THE SCOOTED BEFORE AND AFTER THE FLIGHT AND THE

CARRIER SHALL MAKE BEST EFFORTS TO PERFORM THIS TASK IN A TIMELY MANNER;

- (4) OTHER MOBILITY AIDS: THE CARRIER WILL ACCEPT WALKERS, CANES, CRUTCHES, PROSTHESES, COMMUNICATION DEVICES AND OTHER MEDICAL DEVICES

AT

NO EXTRA CHARGE AND IN ADDITION TO THE BAGGAGE ALLOWANCE. WALKERS, CRUTCHES AND CANES MAY BE RETAINED BY THE GUEST WHILE IN FLIGHT PROVIDE

THAT

THE DEVICE CAN BE STOWED IN AN APPROVED LOCATION WITHOUT EXCEEDING THE WEIGHT LIMIT FOR THE MOST APPROPRIATE AREA OF THE AIRCRAFT, AND THE DEVICE DOES NOT OBSTRUCT ACCESS TO SAFETY EQUIPMENT, EXITS OR THE AISLE.

- (A) IF A MOBILITY AID IS DAMAGED OR LOST, THE CARRIER WILL PROVIDE A SUITABLE TEMPORARY REPLACEMENT WITHOUT CHARGE AS SOON AS POSSIBLE. IF A DAMAGED AID CAN BE REPAIRED, THE CARRIER WILL ARRANGE, AT ITS EXPENSE,

FOR

THE PROMPT AND ADEQUATE REPAIR OF THE AID

AND

RETURN IT TO THE GUEST AS SOON AS POSSIBLE.

- (B) IF A DAMAGED AID CANNOT BE REPAIRED OR IS LOST AND CANNOT BE LOCATED, THE CARRIER

WILL,

AT ITS DISCRETION, REPLACE IT WITH AN IDENTICAL AID SATISFACTORY TO THE GUEST, OR REIMBURSE THE GUEST FOR THE REPLACEMENT COST OF THE AID.

- (C) THE CARRIER WILL ENSURE THAT SERVICES ARE PROVIDED TO PERSONS WITH A DISABILITY WHEN A REQUEST FOR SUCH SERVICES IS MADE AT LEAST

48

HOURS PRIOR TO DEPARTURE AND WILL MAKE REASONABLE EFFORTS TO ACCOMMODATE REQUESTS NOT MADE WITHIN THIS TIME LIMIT. SERVICES TO BE PROVIDED UPON REQUEST WILL INCLUDE:

- (I) ASSISTING WITH REGISTRATION AT THE CHECK-IN COUNTER;
(II) ASSISTING IN PROCEEDING TO THE BOARDING AREA;
(III) ASSISTING IN BOARDING AND DISEMBARKING;

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- (IV) ASSISTING IN STOWING AND RETRIEVING BAGGAGE;
(V) ASSISTING IN MOVING TO AND FROM AN

MOBILITY

AIRCRAFT LAVATORY;

- (VI) ASSISTING IN PROCEEDING TO THE GENERAL PUBLIC AREA OR, IN SOME CASES, TO A REPRESENTATIVE OF ANOTHER CARRIER;
- (VII) TRANSFERRING A PERSON BETWEEN THE PERSON'S OWN MOBILITY AID AND A

AID PROVIDED BY THE CARRIER;

- (VIII) TRANSFERRING A PERSON BETWEEN A MOBILITY AID AND THE PERSON'S GUEST SEAT;
 - (IX) PROVIDING LIMITED ASSISTANCE WITH MEALS AND INQUIRING PERIODICALLY DURING A FLIGHT ABOUT A PERSON'S NEEDS; AND
 - (X) BRIEFING INDIVIDUAL GUESTS WITH A DISABILITY AND THEIR ESCORTS ON EMERGENCY PROCEDURES AND THE LAYOUT OF THE CABIN.
- (D) ACCEPTANCE OF MOBILITY AIDS
THE CARRIER WILL PERMIT THE GUEST WHO USES A MANUALLY OPERATED WHEELCHAIR TO REMAIN IN

THE

WHEELCHAIR:

- (I) UNTIL THE PERSON REACHES THE BOARDING AREA;
- (II) WHERE FACILITIES PERMIT, WHILE THE PERSON IS MOVING BETWEEN THE TERMINAL AND THE DOOR OF THE AIRCRAFT; AND
- (III) WHERE SPACE AND FACILITIES PERMIT,

WHILE

THE PERSON IS MOVING BETWEEN THE TERMINAL AND THE AIRCRAFT.

- (5) WHERE SPACE PERMITS, THE CARRIER WILL, WITHOUT CHARGE, PERMIT THE PERSON TO STORE A MANUALLY OPERATED FOLDING WHEELCHAIR AND SMALL AIDS IN THE GUEST CABIN DURING THE FLIGHT, OR IN THE CARGO

PIT

OF THE AIRCRAFT WHERE AN EXEMPTION TO ALLOW THIS HAS BEEN SECURED. MOBILITY AIDS WILL BE THE LAST ITEMS TO BE STOWED IN THE AIRCRAFT HOLD AND THE FIRST ITEMS TO BE REMOVED. GUESTS TRAVELLING ON WESTJET. WESTJET ENCORE LTD., OR WESTJET LINK WILL HAVE THEIR WHEELCHAIRS STORED IN THE AIRCRAFT'S CARGO HOLD AND MADE AVAILABLE AFTER

THE

FLIGHT.

- G) MANUALLY OPERATED WHEELCHAIR ACCESS
THE CARRIER WILL PERMIT THE PERSON WHO USES A MANUALLY OPERATED WHEELCHAIR TO REMAIN IN THE WHEELCHAIR:
- (1) UNTIL THE PERSON REACHES THE BOARDING AREA;
 - (2) WHERE FACILITIES PERMIT, WHILE THE PERSON IS MOVING BETWEEN THE TERMINAL AND THE DOOR OF THE

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AIRCRAFT;

- (3) WHERE SPACE AND FACILITIES PERMIT, WHILE THE PERSON IS MOVING BETWEEN THE TERMINAL AND THE GUEST SEAT.

(H) SERVICE DOG

- (1) THE CARRIER WILL ACCEPT FOR TRANSPORTATION, WITHOUT CHARGE, A SERVICE DOG REQUIRED TO ASSIST

A

GUEST WITH A DISABILITY PROVIDED THAT TH DOG IS PROPERLY HARNESSSED AND CERTIFIED IN WRITING AS HAVING BEEN TRAINED BY A PROFESSIONAL SERVICE DOG INSTITUTION. THE CARRIER WILL ASSIGN A SEAT(S)

AT

NO ADDITIONAL FARE IF REQUESTED OUTSIDE OF 48 HOURS FROM SCHEDULED DEPARTURE TIME, TO THE GUEST WHICH PROVIDES SUFFICIENT SPACE FOR THE GUEST AND THE SERVICE DOG AND THE CARRIER WILL PERMIT THE SERVICE DOG TO ACCOMPANY THE GUEST ON BOARD THE AIRCRAFT AND TO REMAIN ON THE FLOOR AT THE

GUEST'S

SEAT. WHERE THERE IS INSUFFICIENT FLOOR SPACE IN THE SEAT ROW OF THE GUEST'S SEAT, THE CARRIER

WILL

PERMIT THE SERVICE DOG TO REMAIN ON THE FLOOR IN AN AREA WHERE THE GUEST CAN STILL EXERCISE

CONTROL

OVER THE DOG.

- (2) OTHER SPECIES OF ASSISTIVE ANIMALS WILL BE CONSIDERED ON A CASE BY CASE BASIS AT THE CARRIER'S DISCRETION.

(I) EMOTIONAL SUPPORT DOGS

FOR TRAVEL WITH AN EMOTIONAL SUPPORT DOG, THE

PASSENGER

IS REQUIRED TO FAX THREE FORMS FOUND ON THE CARRIER'S WEBSITE:

- (1) MEDICAL/MENTAL HEALTH PROFESSIONAL FORM - STATING THE GUEST'S NEED TO TRAVEL WITH AN EMOTIONAL SUPPORT DOG AND SIGNED BY THEIR LICENSED MENTAL HEALTH PROFESSIONAL (FOR EXAMPLE, A PSYCHIATRIST, PSYCHOLOGIST, LICENSED CLINICAL SOCIAL WORKER, GENERAL PRACTITIONER); AND
- (2) VETERINARY HEALTH FORM - SIGNED BY THE DOG'S VETERINARIAN CONFIRMING VACCINATION ARE UP-TO-DATE; AND,
- (3) CONFIRMATION OF DOG TRAINING - SIGNED BY THE

OWNER

AND/OR TRAINER OF THE DOG CONFIRMING THE ANIMAL WILL BEHAVE APPROPRIATELY IN A PUBLIC SETTING.

- (4) THE EMOTIONAL SUPPORT DOG MUST REMAIN ON THE

FLOOR

AT THE PERSON'S SEAT UNLESS, WITH SUPPORTING DOCUMENTATION, THE DOG IS REQUIRED TO BE LAP HELD TO MITIGATE A DISABILITY IN WHICH CASE THE DOG CANNOT BE LARGER THAN AN AVERAGE TWO YEAR OLD CHILD.

GUEST (5) THE DOG MUST REMAIN UNDER THE CONTROL OF THE AND MAY NOT OCCUPY A SEAT ON THE AIRCRAFT.

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ARE (6) SERVICE ANIMALS WILL NOT BE CARRIED UNLESS PROPER PERMITS ARE OBTAINED FOR ENTRY INTO THE COUNTRIES OF TRANSIT/FINAL DESTINATION, AND SUCH PERMITS

PRESENTED PRIOR TO COMMENCEMENT OF TRAVEL.
SEE ALSO RULE 85 ACCEPTANCE OF BAGGAGE AND CARGO.

PROVIDED (J) SERVICES TO BE PROVIDED TO PERSONS WITH DISABILITIES
(1) THE CARRIER WILL ENSURE THAT SERVICES ARE

TO PERSONS WITH A DISABILITY WHEN A REQUEST FOR SUCH SERVICES IS MADE AT LEAST 48 HOURS PRIOR TO DEPARTURE, AND WILL MAKE REASONABLE EFFORTS TO ACCOMMODATE REQUESTS NOT MADE WITHIN THIS TIME LIMIT. SERVICES TO BE PROVIDED UPON REQUEST

WILL INCLUDE;

AREA; (A) ASSISTING WITH REGISTRATION AT THE CHECK-IN COUNTER;

(B) ASSISTING IN PROCEEDING TO THE BOARDING

(C) ASSISTING IN BOARDING AND DEPLANING;

UNCHECKED (D) ASSISTING IN STOWING AND RETRIEVING

BAGGAGE AND RETRIEVING CHECKED BAGGAGE;

(E) ASSISTING IN MOVING TO AND FROM AN AIRCRAFT LAVATORY;

(F) ASSISTING IN PROCEEDING TO THE GENERAL

PUBLIC AREA OR, IN SOME CASES, TO A REPRESENTATIVE OF ANOTHER CARRIER;

OWN (G) TRANSFERING A PERSON BETWEEN THE PERSON'S

MOBILITY AID AND A MOBILITY AID PROVIDED BY THE CARRIER;

(H) TRANSFERRING A PERSON BETWEEN A MOBILITY AID AND THE PERSON'S GUEST SEAT;

(I) INQUIRING PERIODICALLY DURING A FLIGHT ABOUT A PERSON'S NEEDS; AND

(J) BRIEFING INDIVIDUAL GUESTS WITH A DISABILITY

AND THEIR ATTENDANT ON EMERGENCY PROCEDURES AND THE LAYOUT OF THE CABIN.

(2) ATTENDANT/ASSISTANT

- (A) CARRIER MAY REQUIRE THAT AN ATTENDANT ACCOMPANY A GUEST WITH A DISABILITY AS A CONDITION OF PROVIDING TRANSPORTATION IF THE GUEST IS NOT ABLE TO CARE FOR ALL HIS/HER PHYSICAL NEEDS DURING THE FLIGHT AND

REQUIRES

SPECIAL OR UNUSUAL ATTENTION BEYOND THAT AFFORDED TO THE GENERAL PUBLIC.

- (B) CARRIER MAY REQUIRE THAT AN ATTENDANT ACCOMPANY A GUEST WITH A DISABILITY AS A CONDITION OF PROVIDING TRANSPORTATION IF CARRIER DETERMINES THAT SUCH AN ATTENDANT IS ESSENTIAL FOR SAFETY IN THE FOLLOWING CIRCUMSTANCES;

- (I) WHEN THE GUEST, BECAUSE OF A MENTAL OR

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COGNITIVE DISABILITY, IS UNABLE TO COMPREHEND OR RESPOND TO SAFETY RELATED INSTRUCTIONS;

- (II) WHEN THE GUEST HAS IMPAIRMENTS WHICH AFFECT BOTH HIS/HER HEARING AND VISION WITH SUCH SEVERITY THAT THE GUEST IS

NOT

ABLE TO ESTABLISH A MEANS OF COMMUNICATION WITH THE CARRIER'S PERSONNEL SUFFICIENT TO RECEIVE, ASSIMILATE AND RESPON TO SAFETY RELATED INSTRUCTIONS;

- (III) WHEN THE GUEST HAS MOBILITY IMPAIRMENT AS SEVERE AS TO BE UNABLE TO ASSIST IN HIS/HER OWN EVACUATION OR DON AN OXYGEN MASK IN THE CASE OF DECOMPRESSION.

- (IV) PROVISION OF A SAFETY ATTENDANT WILL BE ASSESSED ON A CASE BY CASE BASIS.

- (C) IN CIRCUMSTANCES WHERE AN ATTENDANT IS REQUIRED BY REASON OF THE PROVISIONS OF THIS RULE, THE CARRIER WILL CHARGE THE APPLICABLE FARE FOR THE SEAT OCCUPIED BY THE ATTENDANT.

- (D) IN CIRCUMSTANCES WHERE A GUEST REQUIRES

EXTRA

SEATING TO ACCOMMODATE THE GUEST'S DISABILITY, THE CARRIER WILL CHARGE APPLICABLE FARE(S) FOR ADDITIONAL SEATING REQUIRED TO ACCOMMODATE THE PERSON'S DISABILITY.

(K) BOARDING AND DEPLANING
WHERE A PERSON WITH A DISABILITY REQUESTS ASSISTANCE

IN

BOARDING OR SEATING OR IN STOWING UNCHECKED BAGGAGE,
THE CARRIER WILL ALLOW THE PERSON, UPON REQUEST, TO
BOARD THE AIRCRAFT IN ADVANCE OF OTHER GUESTS WHERE
TIME PERMITS. THE CARRIER MAY ALSO REQUIRE A PERSON,
EVEN IN THE ABSENCE OF A REQUEST TO DO SO, TO BOARD

THE

AIRCRAFT IN ADVANCE OF OTHER GUESTS IN ORDER THAT IT
HAS SUFFICIENT TIME TO PROVIDE THE REQUESTED
ASSISTANCE. IF REQUESTED, THE CARRIER AND AIRPORT
AUTHORITIES WILL MAKE ARRANGEMENTS FOR ASSISTING
PERSONS WITH DISABILITIES WITH OUTBOUND/INBOUND
GOVERNMENTAL CLEARANCE AND WITH BAGGAGE DELIVERY.

(L) COMMUNICATION AND CONFIRMATION OF INFORMATION
(1) ANNOUNCEMENTS TO GUESTS CONCERNING STOPS, DELAYS,
SCHEDULE CHANGES, CONNECTIONS, ONBOARD SERVICES
AND CLAIMING OF BAGGAGE WILL BE MADE IN VISUAL,
VERBAL AND/OR WRITTEN FORMAT TO PERSONS WITH A
DISABILITY WHO REQUEST SUCH A SERVICE.
(2) THE CARRIER WILL SUPPLY A WRITTEN CONFIRMATION

OF

SERVICES THAT IT WILL PROVIDE TO THAT PERSON.
(3) MODIFICATION TO REFLECT THAT PRE-BOARDING CAN

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DISABILITY

OCCUR UPON REQUEST OF THE PERSON WITH A

AS WELL AS A REQUIREMENT BY THE CARRIERS.

RELATING

(4) THE CARRIER WILL ENSURE THAT INSTRUCTIONS

TO SPECIAL HANDLING REQUESTS FROM PERSONS WITH A
DISABILITY ARE PASSED ON TO THE FLIGHT ATTENDANTS
ALONG WITH OTHER SPECIAL INSTRUCTIONS.

(M) INQUIRE PERIODICALLY
WHEN PERSONS IN WHEELCHAIRS WHO ARE NOT INDEPENDENTLY
MOBILE ARE WAITING TO BOARD AN AIRCRAFT, THE CARRIER
WILL INQUIRE PERIODICALLY ABOUT THEIR NEEDS UPON
REQUEST, AND SHALL ATTEND TO THOSE NEEDS WHERE THE
SERVICES REQUIRED ARE USUALLY PROVIDED BY THE CARRIER.

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K REFUSAL TO TRANSPORT

(A) THE CARRIER WILL REFUSE TO TRANSPORT, OR WILL REMOVE
ANY GUEST AT ANY POINT FOR ANY OF THE FOLLOWING
REASONS:

- (1) WHENEVER IT IS NECESSARY OR ADVISABLE TO:
 - (A) COMPLY WITH ANY GOVERNMENT REGULATION;
 - (B) COMPLY WITH ANY GOVERNMENTAL REQUEST FOR EMERGENCY TRANSPORTATION; OR
 - (C) ADDRESS EVENTS OF FORCE MAJEURE.
- (2) WHEN THE GUEST REFUSES TO PERMIT A SEARCH OF HIS PERSON OR PROPERTY FOR EXPLOSIVES OR FOR CONCEALED, PROHIBITED, DEADLY OR DANGEROUS WEAPON(S) OR ARTICLE(S); OR
- (3) WHEN THE GUEST REFUSES A REQUEST TO PRODUCE GOVERNMENT-ISSUED IDENTIFICATION TO DEMONSTRATE PROOF OF IDENTITY.

NOTE: THE CARRIER IS OBLIGED TO SCREEN EACH GUEST BY LOOKING AT THE GUEST, AND IN PARTICULAR THE GUEST'S ENTIRE FACE,

TO

DETERMINE IF THEY APPEAR TO BE 18 YEARS OF AGE OR OLDER.

OF

THE CARRIER IS ALSO REQUIRED TO SCREEN EACH GUEST WHO APPEARS TO BE 18 YEARS

AND

AGE OR OLDER BY COMPARING THE GUEST,

IN PARTICULAR THE GUEST'S ENTIRE FACE, AGAINST ONE PIECE OF GOVERNMENT-ISSUED PHOTO IDENTIFICATION THAT SHOWS THE

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- GUEST'S NAME, DATE OF BIRTH AND GENDER; OR TWO PIECES (WITHOUT PHOTO) OF GOVERNMENT-ISSUED IDENTIFICATION AT LEAST ONE OF WHICH SHOWS THE GUEST'S NAME, DATE OF BIRTH AND GENDER.
- (4) IMMIGRATION OR OTHER SIMILAR CONSIDERATIONS WHEN THE GUEST IS TO TRAVEL ACROSS ANY INTERNATIONAL BOUNDARY, IF:
 - (A) THE TRAVEL DOCUMENTS OF THE GUEST ARE NOT IN ORDER; OR,
 - (B) FOR ANY REASON THE GUEST'S EMBARKATION, TRANSIT THROUGH, OR ENTRY INTO ANY COUNTRY FROM, THROUGH, OR TO WHICH THE GUEST DESIRES TRANSPORTATION WOULD BE UNLAWFUL OR WOULD OTHERWISE NOT BE PERMITTED.
- (5) FAILURE TO COMPLY WITH CARRIER'S RULES AND REGULATIONS WHEN THE GUEST FAILS OR REFUSES TO COMPLY WITH RULES AND REGULATIONS OF THE CARRIER AS STATED IN THIS TARIFF.

(A) NON-COMPLIANCE WITH PUBLISHED CUT OFF TIMES

-

IF A PASSENGER ARRIVES AT THE SPECIFIED LOCATION LESS THAN THE PUBLISHED CUT OFF

TIME

FROM DEPARTURE THE PASSENGER MAY BE REFUSED TRANSPORT. PASSENGERS MAY CHECK-IN USING

THE

CARRIER'S WEB, MOBILE AND KIOSK APPLICATIONS FROM 24 HOURS BEFORE DEPARTURE UP TO 60 MINUTES BEFORE DEPARTURE. PASSENGERS MAY ALSO CHECK-IN WITH AN AGENT AT THE AIRPORT COUNTER FROM 3 HOURS BEFORE DEPARTURE UP TO 60 MINUTES BEFORE DEPARTURE.

(B) CUT OFF TIME

CHECK-IN COUNTER 60 MINUTES
BAGGAGE COUNTER 60 MINUTES
GATE 10 MINUTES

NOTE 1: CHECK IN AND BAGGAGE DROP OFF MUST BE COMPLETED AT LEAST 60 MINUTES PRIOR TO DEPARTURE.

NOTE 2: PASSENGERS MUST ALLOW ADEQUATE TIME TO CLEAR THROUGH SECURITY AND CUSTOMS (WHEN APPLICABLE). IF A PASSENGER ARRIVES AT THE GATE LESS THAN 10 MINUTES BEFORE DEPARTURE AND THE AIRCRAFT IS ALREADY BOARDED, HER/SHE WILL BE REFUSED TRANSPORT. PASSENGERS MUST ALLOW TIME TO BE CLEARED THROUGH SECURITY

AND

CUSTOMS (WHEN APPLICABLE). IF A PASSENGER ARRIVES AT THE GATE LESS THAN 10 MINUTES PRIOR TO DEPARTURE AND THE AIRCRAFT IS ALREADY BOARDED, HE/SHE WILL BE DENIED

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BOARDING

(6) GUEST CONDITION

(A) WHEN THE GUEST'S ACTIONS OR INACTIONS PROVE TO THE CARRIER THAT HIS/HER MENTAL, COGNITIVE, OR PHYSICAL CONDITION IS SUCH AS TO RENDER HIM/HER INCAPABLE OF CARING FOR HIMSELF/HERSELF WITHOUT ASSISTANCE OR

MEDICAL

TREATMENT EN ROUTE UNLESS:

(I) THE GUEST IS ACCOMPANIED BY AN

ATTENDANT

WHO WILL BE RESPONSIBLE FOR ASSISTING WITH THE GUEST'S NEEDS EN-ROUTE SUCH AS ASSISTANCE WITH EATING, USING THE

OF

WASHROOM FACILITIES OR ADMINISTERING MEDICATION WHICH ARE BEYOND THE RANGE

SERVICES THAT ARE NORMALLY OFFERED BY THE CARRIER; AND

(II) THE GUEST COMPLIES WITH REQUIREMENTS OF RULE 25, TRANSPORTATION OF A PASSENGER WITH A DISABILITY.

EXCEPTION: (FOR TRANSPORTATION TO/FROM AND WITHIN CANADA) THE CARRIER WILL ACCEPT THE DETERMINATION OF A GUEST WITH A DISABILITY AS TO SELF-RELIANCE AS PER

RULE

25, TRANSPORTATION OF A PASSENGER WITH A DISABILITY.

BY

NOTE: IF THE GUEST IS ACCOMPANIED

AN ATTENDANT AND THE GUEST IS REFUSED TRANSPORT, THEN THE ATTENDANT WILL ALSO BE

REFUSED

TRANSPORT AND THE TWO WILL BE REMOVED FROM THE AIRCRAFT TOGETHER.

- (B) WHEN THE GUEST HAS A CONTAGIOUS DISEASE.
- (C) WHEN THE GUEST HAS AN OFFENSIVE ODOR.
- (D) MEDICAL CLEARANCE.

(7) WHEN THE CARRIER DETERMINES, IN GOOD FAITH AND USING ITS REASONABLE DISCRETION, THAT A GUEST'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 GUEST TO PROVIDE A MEDICAL

CERTIFICATE

THAT THEN MAY BE ASSESSED BY THE CARRIER'S OWN MEDICAL OFFICER AS A CONDITION OF THE GUEST'S ACCEPTANCE FOR SUBSEQUENT TRAVEL. THE CARRIER

MAY

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REFUSES TRANSPORTATION TO THE PERSON POSING SUCH HAZARD OR RISK.

(A) AN EXPECTANT MOTHER WITH A COMPLICATION-FREE

FLIGHTS

PREGNANCY CAN TRAVEL ON THE CARRIER'S

TO

UP TO THE 36TH WEEK OF HER PREGNANCY OR UP

FOUR WEEKS BEFORE HER EXPECTED DUE DATE
WITHOUT A MEDICAL CERTIFICATE.

- (B) AN EXPECTANT MOTHER WHO IS IN OR BEYOND THE
36TH WEEK OF HER 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 HER TO BE
PHYSICALLY FIT FOR TRAVEL BY AIR AND THE
CERTIFICATE MUST STATE THE ESTIMATED DATE OF
BIRTH.

- (8) FAILURE TO PROVIDE A SUITABLE ESCORT
WHEN THE GUEST REQUIRES AN ESCORT DUE TO A MENTAL
HEALTH CONDITION AND 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 ADVANCED OF THE DEPARTURE OF THE
FLIGHT, THE GUEST WILL BE DENIED BOARDING.
HOWEVER, THE CARRIER WILL ACCEPT ESCORTED GUESTS
UNDER THE FOLLOWING CONDITIONS WHEN THE GUEST HAS
A MENTAL HEALTH CONDITION AND IS UNDER CARE OF A
PSYCHIATRIC INSTITUTION OR IN CUSTODY OF LAW
ENFORCEMENT PERSONNEL OR OTHER RESPONSIBLE
AUTHORITY:

- (A) MEDICAL AUTHORITY FURNISHES ASSURANCE, IN
WRITING, THAT AN ESCORTED PERSON WITH A
MENTAL HEALTH CONDITION CAN BE TRANSPORTED
SAFELY.
(B) REQUEST FOR CARRIAGE IS MADE AT LEAST 48
HOURS BEFORE SCHEDULED DEPARTURE.
(C) THE ESCORT MUST ACCOMPANY THE ESCORTED

GUESTS

AT ALL TIMES.

- (B) GUEST'S CONDUCT - REFUSAL TO TRANSPORT- PROHIBITED
CONDUCT AND SANCTIONS

- (1) 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 GUESTS (IN THE FUTURE AND
PRESENT) AND/OR THE CARRIER'S EMPLOYEES; THE
SAFETY OF THE AIRCRAFT; THE UNHINDERED

PERFORMANCE

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OF THE AIR CREW MEMBERS IN THEIR DUTY ONBOARD THE AIRCRAFT; OR SAFE AND ADEQUATE FLIGHT OPERATIONS:

- (A) THE PERSON, IN THE REASONABLE JUDGMENT OF THE CARRIER, IS UNDER THE INFLUENCE OF ALCOHOL OR DRUGS (EXCEPT A PATIENT UNDER MEDICAL CARE).
- (B) 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 JUDGMENT OF THE CARRIER, THERE IS A POSSIBILITY THAT THE PERSON WOULD CAUSE DISRUPTION OR SERIOUS IMPAIRMENT TO THE PHYSICAL COMFORT OR SAFETY OF OTHER GUESTS OR CARRIER'S EMPLOYEES, INTERFERE WITH AN AIR CREW MEMBER IN THE PERFORMANCE OF HIS/HER DUTIES, OR OTHERWISE JEOPARDIZE SAFE AND ADEQUATE FLIGHT OPERATIONS.
- (C) THE PERSON'S CONDUCT INVOLVES ANY HAZARD OR RISK TO THEIR SELF OR OTHER PERSONS OR TO PROPERTY.
- (D) THE PERSON FAILS TO OBSERVE THE INSTRUCTIONS OF THE AIRCRAFT CREW, INCLUDING INSTRUCTIONS TO STOP ANY PROHIBITED CONDUCT.
- (E) THE PERSON IS UNABLE OR UNWILLING TO SIT IN HIS/HER ASSIGNED SEAT WITH THE SEAT BELT FASTENED.
- (F) THE PERSON SMOKES OR ATTEMPTS TO SMOKE IN THE AIRCRAFT.
- (G) THE PERSON USES OR CONTINUES TO USE A CELLULAR PHONE, A LAPTOP COMPUTER OR ANOTHER ELECTRONIC DEVICE ONBOARD THE AIRCRAFT AFTER BEING ADVISED TO STOP SUCH USE BY A MEMBER OF THE AIR CREW.
- (H) THE PERSON IS FILMING, PHOTOGRAPHING, OR RECORDING IMAGES, BY ANY ELECTRONIC MEANS, OTHER GUESTS AND/OR CABIN CREW OR FLIGHT CREW WITHOUT THE EXPRESS CONSENT OF THE PERSON(S) BEING FILMED, PHOTOGRAPHED OR RECORDED, OR CONTINUING TO FILM, PHOTOGRAPH, OR RECORD

THE

IMAGE OF OTHER GUESTS AND/OR CABIN/FLIGHT
CREW AFTER BEING ADVISED TO CEASE SUCH
CONDUCT BY A MEMBER OF THE CABIN/FLIGHT

CREW.

- (I) THE PERSON IS BAREFOOT.
- (J) THE PERSON IS INAPPROPRIATELY DRESSED.
- (K) THE PERSON HAS A PROHIBITED ARTICLE OR CONCEALED OR UNCONCEALED WEAPONS(S). HOWEVER, THE CARRIER WILL CARRY LAW ENFORCEMENT OR ARMED FORCES PERSONNEL WHO MEET THE QUALIFICATIONS AND CONDITIONS

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ESTABLISHED UNDER GOVERNMENT.

BE

- (L) THE PERSON HAS RESISTED OR MAY REASONABLY BELIEVED TO BE CAPABLE OF RESISTING ESCORTS.
- (M) THE CARRIER WILL REFUSE TRANSPORT TO A PASSENGER THAT PRESENTS A BIOHAZARD RISK TO CARRIER EMPLOYEES AND/OR OTHER PASSENGERS

DUE

TO EMESIS (VOMIT), URINE, FECES, OR OTHER BODILY FLUIDS.

- (2) CARRIER RESPONSE TO PROHIBITED CONDUCT WHERE, IN THE EXERCISE OF ITS REASONABLE DISCRETION, THE CARRIER DECIDES THAT THE GUEST

HAS

ENGAGED IN PROHIBITED CONDUCT DESCRIBED ABOVE,

THE

CARRIER MAY IMPOSE ANY COMBINATION OF THE FOLLOWING SANCTIONS:

CERTAIN

- (A) REMOVAL OF THE GUEST AT ANY POINT.
- (B) PROBATION: AT ANY TIME, THE CARRIER MAY STIPULATE THAT THE GUEST IS TO FOLLOW

OF

PROBATIONARY CONDITIONS, SUCH AS TO NOT ENGAGE IN PROHIBITED CONDUCT, IN ORDER FOR THE CARRIER TO PROVIDE TRANSPORT TO THE GUEST. 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 GUEST CONTINUES TO AVOID PROHIBITED CONDUCT.

- (C) REFUSAL TO TRANSPORT THE GUEST: THE LENGTH

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.

APPROPRIATE

SUCH REFUSAL WILL BE FOR A PERIOD

GUEST

TO THE NATURE OF THE PROHIBITED CONDUCT AND UNTIL THE CARRIER IS SATISFIED THAT THE

NO LONGER CONSTITUTES A THREAT TO THE SAFETY OF OTHER GUESTS, AIR CREW OR THE AIRCRAFT OR TO THE COMFORT OF OTHER GUESTS OR AIR CREW; THE UNHINDERED PERFORMANCE OF THE AIR CREW MEMBERS IN THEIR DUTY ONBOARD THE AIRCRAFT; OR SAFE AND ADEQUATE FLIGHT OPERATIONS.

(D) 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 AN AIR CREW MEMBER'S DUTIES DESPITE VERBAL WARNINGS BY THE AIR CREW TO STOP SUCH BEHAVIOR.

(II) THE PERSON INJURES AN AIR CREW MEMBER

OR

OTHER GUEST OR SUBJECTS AN AIR CREW MEMBER OR OTHER GUEST TO A CREDIBLE

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TITLE/APPLICATION - 70 (CONT)

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 IN (2) 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 TARIFF, INCLUDING RECOURSES PROVIDED IN THE CARRIER'S FREQUENT FLYER PROGRAM OR THE FILING OF CRIMINAL OR STATUTORY CHARGES.

(3) COSTS RESULTING FROM PROHIBITED CONDUCT THE GUEST(S) WHO ENGAGE IN ANY OF THE PROHIBITED CONDUCT DESCRIBED ABOVE (INCLUDING THE CONDUCT LISTED IN RULE 30(B)(2)(D)(I) TO (IV)) SHALL BE LIABLE TO THE CARRIER FOR ANY AND ALL CLAIMS, DAMAGES, LOSSES, FINES, PENALTIES, LIABILITIES, JUDGMENTS, COSTS AND EXPENSES OF ANY KIND OR

NATURE WHATSOEVER (INCLUDING BUT NOT LIMITED TO INTEREST, COURT COSTS AND ATTORNEY'S FEES), WHICH IN ANY WAY ARISES OUT OF OUR RESULT FROM THE PROHIBITED CONDUCT, INCLUDING BUT NO LIMITED TO INJURY TO OR DEATH OR ANY PERSON, DAMAGE TO OR DESTRUCTION OF ANY PROPERTY, REAL OR PERSONAL,

AND

LIABILITY OR OBLIGATIONS UNDER OR WIHT RESPECT TO ANY VIOLATION OF LAW OR REGULATION.

(C) RECOURSE OF THE GUEST/LIMITATION OF LIABILITY

(1) THE CARRIER'S LIABILITY IN CASE OF REFUSAL TO CARRY A GUEST FOR A SPECIFIC FLIGHT OR REMOVAL OF A GUEST EN ROUTE FOR ANY REASON SPECIFIED IN THE FOREGOING PARAGRAPHS WILL BE LIMITED TO THE RECOVERY OF THE REFUND VALUE OF THE UNUSED

PORTION

OF THE GUEST'S TICKET IN ACCORDANCE WITH RULE 105(B), INVOLUNTARY CANCELLATIONS.

(2) A PERSON WHO IS REFUSED CARRIAGE FOR A PERIOD OF TIME, UP TO A LIFETIME BAN, OR TO WHOM A

PROBATION

NOTICE IS SERVED MAY PROVIDE TO THE CARRIER, IN WRITING, THE REASONS WHY HE/SHE BELIEVES THEY NO LONGER POSE A THREAT TO THE SAFETY OR COMFORT OF GUESTS OR AIR 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.

(3) THE CARRIER WILL RESPOND TO THE GUEST WITHIN A

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REASONABLE PERIOD OF TIME PROVIDING CARRIER'S ASSESSMENT AS TO WHETHER IT REMAINS NECESSARY TO CONTINUE THE BAN OR MAINTAIN THE PROBATION

PERIOD.

(4) EXCEPT AS OTHERWISE PROVIDED FOR IN THIS RULE AND TO THE EXTENT PERMITTED BY LAW, THE CARRIER SHALL NOT BE LIABLE TO ANY PASSENGER OR OTHER PERSON

FOR

REFUSING TO BOARD OR TRANSPORT THAT PASSENGER OR ANY PERSON ON ANY AIRCRAFT AT ANY POINT IN THE FLIGHT; NOR SHALL THE CARRIER BE LIABLE TO ANY OF THE PASSENGERS OR OTHER PERSON FOR EXERCISING ITS DISCRETION NOT TO REFUSE TO BOARD OR TRANSPORT OR REMOVE ANY PASSENGER OR OTHER PERSON ON OR FROM THE AIRCRAFT.

(5) FOR SERVICES DEPARTING THE EUROPEAN UNION (EU),

WS

WILL APPLY THE PROVISIONS OF EC REGULATION NO. 1107/2006.

- (6) FOR SERVICES DEPARTING MEXICO, WS WILL APPLY THE PROVISIONS OF THE CIVIL AVIATION LAW, PASSENGER RIGHTS.
- (7) TO THE EXTENT PERMITTED BY LAW, ANY DISPUTE OR MATTER ARISING FROM CONNECTED WITH OR RELATING TO THIS TARIFF, OR ANY RELATED MATTERS, MUST BE RESOLVED BEFORE THE CANADIAN COURTS SITTING IN

THE

CITY OF CALGARY IN THE PROVINCE OF ALBERTA AND

THE

PARTIES AND EACH OF THEM HEREBY IRREVOCABLY

SUBMIT

AND ATTORN TO THE ORIGINAL AND EXCLUSIVE JURISDICTION OF THIS COURT IN RESPECT OF ANY DISPUTE OR MATTER RELATED TO THIS TARIFF.

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0035

TITLE/APPLICATION - 70

K ACCEPTANCE OF CHILDREN

(A) ACCOMPANIED

CHILDREN UNDER 12 YEARS OF AGE ARE ACCEPTED FOR TRANSPORTATION WHEN ACCOMPANIED ON THE SAME FLIGHT AND IN THE SAME COMPARTMENT BY A PASSENGER AT LEAST 12 YEARS OF AGE.

(B) UNACCOMPANIED

WESTJET NO LONGER OFFERS AN UNACCOMPANIED MINOR

SERVICE

FOR INTERNATIONAL FLIGHTS.

(C) INFANTS

AN INFANT UNDER 2 YEARS OF AGE NOT OCCUPYING A SEAT

AND

ACCOMPANIED BY A PASSENGER AT LEAST 12 YEARS OF AGE WILL BE TRANSPORTED WITHOUT CHARGE. A BIRTH

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TITLE/APPLICATION - 70 (CONT)

CERTIFICATE IS REQUIRED FOR ALL INFANTS UNDER THE AGE OF TWO, OTHER DOCUMENTS SUCH AS LETTER OF TRAVEL CONSENT SIGNED BY PARENT(S) OR GUARDIAN(S) MAY ALSO BE REQUIRED. IF A LAP HELD INFANT TURNS TWO YEARS OLD WITHIN 30 DAYS OF THE RETURN FLIGHT, CARRIER WILL NOT CHARGE A FARE FOR THE RETURN FLIGHT. HOWEVER, THE CARRIER IS REQUIRED TO COLLECT AND SUBMIT APPLICABLE TAXES, FEES AND CHARGES.

(D) GUARDIAN FARE POLICY AND PROCEDURES

CHILDREN BETWEEN THE AGES OF 2-11 YEARS INCLUSIVE WILL BE ACCEPTED FOR TRANSPORTATION WHEN ACCOMPANIED BY A

GUARDIAN. THE CARRIER HAS IMPLEMENTED A GUARDIAN FARE PROGRAM WHICH ALLOWS A GUEST TO TRAVEL WITH A CHILD TO A DESTINATION AND RETURN AT A LATER TIME TO COLLECT

THE CHILD. THE SPECIFIC TERMS AND CONDITIONS APPLICABLE TO THE GUARDIAN FARE FOLLOW.

TO (1) CHILDREN BETWEEN 2-11 YEARS OF AGE ARE ELIGIBLE TO TRAVEL ON WESTJET FLIGHTS UNDER THE GUARDIAN FARE PROGRAM. THIS PROGRAM IS NOT AVAILABLE FOR TRAVEL ON CODE-SHARE FLIGHTS.

(2) THE GUARDIAN(S) MUST BE AT LEAST 18 YEARS AGE.
(3) ALL RESERVATIONS ARE BASED UPON AVAILABILITY.
(4) THE GUARDIAN (OR GUARDIANS) MUST BE ASSIGNED AT THE TIME OF BOOKING AND WILL BE FULLY RESPONSIBLE FOR THE TRANSPORTATION OF THE CHILD(REN).
(5) THE FARE FOR CHILDREN TRAVELING ON THE GUARDIAN FARE PROGRAM IS BASED ON THE RATE AVAILABLE AT TIME OF BOOKING.
(6) THE GUARDIAN WILL RECEIVE A FIFTY PERCENT REDUCTION OFF THE LOWEST FARE AVAIABLE AT THE TIME OF THEIR RESERVATION.
(7) THE GUARDIAN FARE IS ONLY VALID FOR ONE PERSON TRAVELLING WITH THE CHILD(REN).
(8) THE GUARDIAN MAY TRAVEL WITH MORE THAN ONE CHILD.
(9) TWO SEPARATE PEOPLE MAY BE DESIGNATED AS GUARDIANS AT THE TIME OF TRAVEL - ONE PERSON TRAVELLING ON THE OUTBOUND FLIGHT, AND A DIFFERENT PERSON TRAVELLING ON THE RETURN FLIGHT.
(10) THE SCHEDULED DEPARTURE TIME FOR THE RETURN FLIGHT MUST BE WITHIN 24 HOURS OF THE ORIGINAL FLIGHT (BASED ON THE TIME OF THE ORIGINAL DEPARTURE CITY). IF THE NEXT AVAILABLE FLIGHT IS NOT WITHIN THIS 24 HOUR TIME RESTRICTION, THE GUARDIAN FARE WILL NOT BE BOOKED, NO EXCEPTIONS. FOR EXAMPLE FLIGHTS TO DESTINATIONS WHERE FLIGHTS ONLY OCCUR ONCE A WEEK WOULD NOT BE ELIGIBLE TO BE BOOKED USING THE GUARDIAN FARE PROGRAM.
(11) GUARDIAN FARE BOOKINGS ARE CREATED UNDER A SEPARATE RESERVATION CODE FROM THE CHILD(REN).

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TITLE/APPLICATION - 70 (CONT)

(12) GUARDIAN FARE BOOKINGS CAN ONLY BE MADE AND

MODIFIED THROUGH THE CARRIER'S RESERVATION

CENTRE.

(13) ONCE THE OUTBOUND PORTION OF THE FLIGHT(S) HAS BEEN TAKEN, ANY CANCELLATION OF ADDITIONAL

FLIGHTS

ON THE GUARDIAN'S RESERVATION WILL RESULT IN A FULL LOSS OF THE REMAINING FARE, FEES, TAXES AND SURCHARGES ASSOCIATED. NO COMPENSATION WILL BE ISSUED IN ANY FORM.

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0055

TITLE/APPLICATION - 70

A LIMITATION OF LIABILITY - PASSENGERS

(A) FOR TRAVEL GOVERNED BY THE MONTREAL CONVENTION FOR THE PURPOSE OF INTERNATIONAL CARRIAGE GOVERNED BY THE MONTREAL CONVENTION, THE LIABILITY RULES SET OUT

IN

THE MONTREAL CONVENTION ARE FULLY INCORPORATED HEREIN AND SHALL SUPERSEDE AND PREVAIL OVER ANY PROVISIONS OF THIS TARIFF WHICH MAY BE INCONSISTENT WITH THOSE

RULES.

(B) FOR TRAVEL GOVERNED BY THE WARSAW CONVENTION CARRIAGE HEREUNDER MAY BE SUBJECT TO THE RULES AND LIMITATIONS RELATING TO LIABILITY ESTABLISHED BY THE WARSAW CONVENTION, OR SUCH CONVENTION AS AMENDED, UNLESS SUCH CARRIAGE IS NOT "INTERNATIONAL CARRIAGE"

AS

DEFINED BY THE WARSAW CONVENTION. WITH RESPECT TO ALL INTERNATIONAL TRANSPORTATION, AS DEFINED IN THE SAID CONVENTION, PERFORMED BY IT, THE CARRIER AGREES THAT THE LIMIT OF LIABILITY FOR EACH PASSENGER FOR DEATH OR WOUNDING OR OTHER BODILY INJURY SHALL BE LIMITED TO PROVEN DAMAGES NOT TO EXCEED THE SUM OF 100,000

SPECIAL

DRAWING RIGHTS, EXCLUSIVE OF LEGAL FEES AND DISBURSEMENTS.

(C) FOR TRAVEL GOVERNED BY EITHER THE MONTREAL CONVENTION OR THE WARSAW CONVENTION

AND

NOTHING HEREIN SHALL BE DEEMED TO AFFECT THE RIGHTS

LIABILITIES OF THE CARRIER WITH REGARD TO ANY PERSON WHO HAS WILLFULLY CAUSED DAMAGE WHICH RESULTED IN DEATH, WOUNDING, OR OTHER BODILY INJURY OF A

PASSENGER.

THE CARRIER DOES NOT MAINTAIN, OPERATE OR PROVIDE GROUND TRANSPORTATION BETWEEN AIRPORTS, OR BETWEEN AIRPORTS AND CITY CENTRES. ANY SUCH SERVICES ARE PERFORMED BY INDEPENDENT CONTRACTORS WHO ARE NOT, AND SHALL NOT BE DEEMED TO BE THE AGENTS OF EMPLOYEES OF THE CARRIER. THE CARRIER SHALL NOT BE LIABLE FOR THE ACTS OR OMISSIONS OF ANY SUCH INDEPENDENT CONTRACTORS.

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AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0060

TITLE/APPLICATION - 70

K LIMITATION OF LIABILITY FOR BAGGAGE OR GOODS

(A) IF THE BAGGAGE DOES NOT ARRIVE ON THE SAME FLIGHT AS THE PASSENGER, THE CARRIER WILL TAKE STEPS TO DELIVER THE BAGGAGE TO THE PASSENGER'S RESIDENCE/HOTEL AS SOON AS POSSIBLE. THE CARRIER WILL TAKE STEPS TO INFORM

THE

PASSENGER ON THE STATUS OF THE BAGGAGE AND WILL ENSURE THE PASSENGER

HAS THEIR INCIDENTALS COVERED OR AN OVERNIGHT KIT AS REQUIRED. INCIDENTAL AUTHORIZATION IS CAD 100 FOR THE FIRST 48 HOURS THEN AN ADDITIONAL CAD 150 AFTER 48 HOURS. THIS DOES NOT LIMIT OR REDUCE THE PASSENGER'S RIGHT TO CLAIM DAMAGES, IF ANY, UNDER THE APPLICABLE CONVENTION OR UNDER THE LAW.

(B) FOR TRAVEL GOVERNED BY THE MONTREAL CONVENTION THE LIABILITY RULES SET OUT IN THE MONTREAL CONVENTION ARE FULLY INCORPORATED HEREIN AND SHALL SUPERSEDE AND PREVAIL OVER ANY PROVISIONS OF THIS TARIFF WHICH MAY

BE

INCONSISTENT WITH THOSE RULES.

(C) FOR TRAVEL GOVERNED BY THE WARSAW CONVENTION CARRIER LIABILITY FOR THE LOSS OF, DAMAGE TO OR DELAY IN THE DELIVERY OF ANY PERSONAL PROPERTY, INCLUDING BAGGAGE WHICH ARE CARRIED AS CHECKED BAGGAGE AND

GOODS,

IS LIMITED TO THE SUM OF 250 FRANCS PER KILOGRAM, TO A MAXIMUM OF 17 SDRS PER KILOGRAM FOR CHECKED BAGGAGE AND CARGO AND 332 SDRS

FOR

CARRY-ON BAGGAGE, EXCEPT FOR MOBILITY AIDS, UNLESS THE PASSENGER AT THE TIME OF PRESENTING SUCH BAGGAGE OR GOODS FOR TRANSPORTATION, HAS DECLARED A HIGHER VALUE AND PAID AN ADDITIONAL CHARGE IN ACCORDANCE WITH THIS RULE. AS REGARDS OBJECTS OF WHICH THE PASSENGER TAKES CHARGE HIMSELF/HERSELF, THE LIABILITY OF THE CARRIER

IS

LIMITED TO 5,000 FRANCS PER PASSENGER. IN THE CASE OF LOSS, DAMAGE OR DELAY OF PART OF PROPERTY CARRIED AS CHECKED BAGGAGE, THE WEIGHT TO BE TAKEN INTO CONSIDERATION IN DETERMINING THE AMOUNT TO WHICH THE CARRIER'S LIABILITY IS LIMITED SHALL BE ONLY THE TOTAL WEIGHT OF THE PROPERTY LOST, DAMAGED OR DELAYED.

NEVERTHELESS, WHEN THE LOSS, DAMAGE OR DELAY OF A PART OF THE PROPERTY AFFECTS THE VALUE OF OTHER PROPERTY COVERED BY THE SAME BAGGAGE CHECK, THE TOTAL WEIGHT OF THE PROPERTY COVERED BY THE BAGGAGE CHECK SHALL ALSO

BE

TAKEN INTO CONSIDERATION IN DETERMINING THE LIMIT OF LIABILITY. THE MONETARY UNIT REFERRED TO IN THIS RULE

SHALL BE DEEMED TO REFER TO THE GOLD FRANC REFERRED TO THE CARRIAGE BY AIR ACT, R.S., 1985, C. C-26. AND THE SCHEDULES HERETO. FOR THE PURPOSE OF SETTLEMENT OF

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TITLE/APPLICATION - 70 (CONT)

CLAIMS AND IN THE EVENT OF AN ACTION AGAINST THE CARRIER, ANY SUM IN FRANCS SHALL BE CONVERTED INTO CANADIAN DOLLARS BY:

- (I) CONVERTING FRANCS INTO SPECIAL DRAWING RIGHTS AT THE RATE OF ONE SPECIAL DRAWING RIGHT FOR 15.075 FRANCS; AND
- (II) CONVERTING SPECIAL DRAWING RIGHTS INTO CANADIAN DOLLARS AT THE RATE ESTABLISHED BY THE INTERNATIONAL MONETARY FUND.

THE RATE FOR CONVERTING SPECIAL DRAWING RIGHTS INTO CANADIAN DOLLARS SHALL BE THE RATE PREVAILING ON THE DATE ON WHICH THE AMOUNT OF ANY DAMAGE TO BE PAID BY THE CARRIER IS ASCERTAINED BY A COURT OR, IN THE EVENT A SETTLEMENT IS AGREED BETWEEN CARRIER AND CLAIMANT,

ON

THE DATE SETTLEMENT IS AGREED.

- (D) FOR TRAVEL GOVERNED BY EITHER THE MONTREAL CONVENTION OR THE WARSAW CONVENTION IF THE PASSENGER OR CHARTERER DOES ELECT TO DECLARE A HIGHER VALUE AN ADDITIONAL CHARGE SHALL BE PAYABLE AND THE CARRIER'S LIABILITY WILL NOT EXCEED THE HIGHER VALUE DECLARED. THE ADDITIONAL CHARGE SHALL BE CALCULATED AS FOLLOWS:

- (I) THE AMOUNT OF THE CARRIER'S BASIC LIABILITY FOR ITINERARIES GOVERNED BY THE MONTREAL CONVENTION SET OUT ABOVE SHALL BE UP TO 1,131 SDRS INCLUDING INCIDENTAL EXPENSES UNLESS EXCESS VALUATION HAS BEEN PURCHASED;
- (II) NO CHARGE SHALL BE PAYABLE ON THAT PART OF THE DECLARED VALUE WHICH DOES NOT EXCEED BASIC

CARRIER

LIABILITY;

- (III) FOR THAT PART OF THE DECLARED VALUE WHICH DOES EXCEED BASIC CARRIER LIABILITY, (EXCESS

VALUATION)

A CHARGE SHALL BE PAYABLE AT THE RATE OF USD/CAD \$10.00 TO A MAXIMUM TOTAL LIABILITY OF USD/CAD \$3,000.00 INCLUDING BASIC CARRIER LIABILITY.

- (IV) THE LIABILITY LIMIT DOES NOT APPLY IF IS PROVED THAT THE DAMAGE RESULTED FROM AN ACT OR OMISSION OF THE CARRIER, IT'S SERVANTS OR AGENTS, DONE

WITH

INTENT TO CAUSE DAMAGE PROVIDED THAT IN THE CASE OF THE AGENT OR SERVANT IT IS PROVED THAT SUCH

SERVANT OR AGENT WAS ACTING WITHIN THE SCOPE OF ITS EMPLOYMENT.

NO ACTION WILL BE TAKEN AGAINST THE CARRIER IN CASE OF LOSS OR DELAY IN THE DELIVERY OF CHECKED AND UNCHECKED BAGGAGE UNLESS THE PASSENGER COMPLAINS IN WRITING TO THE CARRIER WITHIN:

- (A) 21 DAYS FROM THE DATE ON WHICH THE BAGGAGE HAS BEEN PLACED AT THE PASSENGER'S DISPOSAL (IN THE CASE OF DELAY); OR,

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TITLE/APPLICATION - 70 (CONT)

- (B) 21 DAYS FROM THE DATE ON WHICH THE BAGGAGE SHOULD HAVE BEEN PLACED AT THE PASSENGER'S DISPOSAL (IN THE CASE OF LOSS).

IN THE CASE OF DAMAGE TO CHECKED BAGGAGE, THE PASSENGER MUST COMPLAIN TO THE CARRIER

IMMEDIATELY

AFTER DISCOVERY OF DAMAGE, AND AT THE LATEST, WITHIN SEVEN DAYS FROM RECEIPT OF THE BAGGAGE. ANY CLAIM AGAINST A CARRIER WILL BE EXTINGUISHED UNLESS AN ACTION IS BROUGHT WITHIN TWO YEARS RECKONED 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. IN THE CARRIAGE OF BAGGAGE, THE LIABILITY OF THE CARRIER IN THE CASE OF DESTRUCTION, LOSS, DAMAGE OR DELAY IS LIMITED TO THE LIABILITY AMOUNTS SET OUT ABOVE

FOR

EACH PASSENGER, NOT PER BAG. IF THE PASSENGER

HAS

MADE, AT THE TIME WHEN THE CHECKED BAGGAGE WAS HANDED OVER TO THE CARRIER, A SPECIAL DECLARATION OF INTEREST IN DELIVERY AT DESTINATION AND HAS PAID A SUPPLEMENTARY SUM IF THE CASE SO REQUIRES ADDITIONAL COVERAGE IS AVAILABLE ABOVE.

- (V) IN ANY EVENT, THE CARRIER SHALL NOT HAVE ANY LIABILITY UNDER THIS TARIFF FOR ANY LOSS OR CLAIM WHERE PASSENGER HAS MADE A MISREPRESENTATION REGARDING PROOF OF AMOUNT OF LOSS OR THE CIRCUMSTANCES REGARDING SUBMISSION OF PROOF

OF

AMOUNT OF LOSS. IN THE CASE OF DAMAGE CAUSED BY DELAY THE LIABILITY OF THE CARRIER IS DETERMINED PER PASSENGER, NOT PER BAG.

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0065

TITLE/APPLICATION - 70

- A TICKETS
- (A) {X}
 - (B) NO PERSON SHALL BE ENTITLED TO TRANSPORTATION EXCEPT UPON PRESENTATION OF A VALID CONFIRMATION NUMBER AND ACCEPTABLE PHOTO IDENTIFICATION.
 - (C) TICKETS ARE NOT TRANSFERABLE AND THE CARRIER IS NOT LIABLE TO THE OWNER OF THE TICKET FOR HONOURING OR REFUNDING SUCH TICKET WHEN PRESENTED BY ANOTHER PERSON.
 - (D) THE CARRIER DOES NOT ACCEPT PAPER TICKETS GENERATED BY ANY OTHER AIR CARRIER OR ITS AGENT.

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 TITLE/APPLICATION - 70

K CONFIRMATION OF RESERVED SPACE
 A RESERVATION OF SPACE ON A GIVEN FLIGHT IS VALID WHEN THE AVAILABILITY AND ALLOCATION OF SUCH SPACE IS CONFIRMED BY THE CARRIER TO A PERSON SUBJECT TO PAYMENT OR OTHER SATISFACTORY CREDIT ARRANGEMENTS. A PASSENGER WITH A VALID CONFIRMATION NUMBER REFLECTING RESERVATIONS FOR A SPECIFIC FLIGHT AND DATE ON THE CARRIER IS CONSIDERED CONFIRMED, UNLESS THE RESERVATION WAS CANCELLED DUE TO ONE OF THE REASONS INDICATED IN RULE 15(B). THE CARRIER DOES NOT GUARANTEE ANY SPECIFIC SEAT.

(A) POLICY AND PROCEDURES
 TERMS AND CONDITIONS OF SEAT SELECTION ARE AS FOLLOWS:
 AVAILABILITY OF SEATS IS DETERMINED BY THE TYPE OF AIRCRAFT OPERATING A SELECTED FLIGHT AND THE FARE

LEVEL

PURCHASE.
 ADVANCE SEAT SELECTION MAY NOT BE OFFERED ON SOME FLIGHTS BASED ON OPERATIONAL RESTRICTIONS.
 SOME SEATS WILL BE UNAVAILABLE DUE TO OPERATIONAL REQUIREMENTS.
 ADVANCE SEAT SELECTION IS AN OPTION AVAILABLE TO ALL PASSENGERS; HOWEVER THIS OPTION MAY NOT BE AVAILABLE THROUGH SOME RESERVATION CHANNELS. NOT ALL SEATS WILL BE AVAILABLE TO ALL FARE TYPES.
 PASSENGERS WITH DISABILITIES MAY REQUEST A SEAT BY CONTACTING THE CARRIER'S CALL CENTRE.
 ADVANCE SEAT SELECTION FOR A FEE IS AN OPTION

AVAILABLE

UP UNTIL TWO (2) HOURS PRIOR TO FLIGHT DEPARTURE THROUGH THE CARRIER'S WEBSITE, AND UP UNTIL 60 MINUTES PRIOR TO FLIGHT DEPARTURE THROUGH THE CARRIER'S RESERVATION CENTRE (WITH THE EXCEPTION OF THE PREMIUM AND BUSINESS FARE TYPE WHICH HAVE THE OPTION OF SELECTING A SEAT AT NO ADDITIONAL CHARGE).
 SEAT SELECTION WITHIN 24 HOURS OF FLIGHT DEPARTURE IS

AVAILABLE AT NO CHARGE THROUGH THE CARRIER'S WEBSITE. ADVANCE SEAT SELECTION IS NOT GUARANTEED, AND MAY BE SUBJECT TO CHANGE/CANCELLATION BASED ON OPERATIONAL REQUIREMENTS.

- (B) ADVANCE SEAT SELECTION FEES
 (1) ADVANCE SEAT SELECTION FEES ARE SHOWN IN CANADIAN DOLLARS, AND MAY BE PAYABLE IN THE CURRENCY OF

THE

AS

RESERVATION AS PER RULE 15 (A)). ADVANCE SEAT SELECTION FEES ARE CALCULATED PER SEGMENT (I.E.

IDENTIFIED BY A CHANGE IN FLIGHT NUMBER) FOR EACH DIRECTION OF TRAVEL FROM THE ORIGIN POINT TO THE DESTINATION POINT. WHEN SEATS ARE SELECTED ON

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MULTI-SEGMENT FLIGHTS THE FEE SHALL BE COLLECTED FOR EACH FLIGHT SEGMENT.

- (2) FEE CALCULATIONS ARE BASED ON THE APPROXIMATE FLIGHT TIME FOR EACH FLIGHT SEGMENT. FOR ROUND-TRIP RESERVATIONS, SEAT SELECTION FEES ARE CHARGED IN EACH DIRECTION OF TRAVEL. DIFFERENT SEAT FEES APPLY FOR REGULAR, EXIT ROW AND PREMIUM FARE SEATS. SEAT SELECTION FEES ARE REFUNDABLE TO THE ORIGINAL FORM OF PAYMENT UP UNTIL 24 HOURS BEFORE THE SCHEDULED TIME OF DEPARTURE. IN THE EVENT OF FULL CANCELLATION OF THE ITINERARY MADE MORE THAN TWO HOURS BEFORE THE ORIGINALLY SCHEDULED TIME OF DEPARTURE, THE SEAT FEE WILL BE INCLUDED IN THE CANCELLATION FUNDS.
- (3) THE ADDITION OF A SEAT SELECTION TO A NEW OR EXISTING RESERVATION IS NOT CONSIDERED A CHANGE

TO

WHO

THE RESERVATION, AND THEREFORE WILL NOT INCUR A CHANGE FEE. CHANGES TO SEAT TYPE - PASSENGERS

HAVE PURCHASED A REGULAR SEAT AND REQUEST A MOVE TO AN EMERGENCY EXIT ROW SEAT WILL BE REQUIRED TO PAY ANY INCREASE IN THE FEE; A REFUND OR CREDIT WILL BE ISSUED FOR A DECREASE IN FEE AMOUNT. WHERE TAXES ARE APPLICABLE TO THE FLIGHT, THEY SHALL ALSO BE APPLICABLE FOR SEAT SELECTION FEES.

TABLE

	BASIC	ECONO	ECONO	PREMIUM	PREMIUM	BUSI	BUSI
			FLEX		FLEX	NESS	NESS
							FLEX
REGULAR SEAT	EXCL	\$5-100	\$5-100	\$0	\$0	\$0	\$0
PREFERRED SEAT	EXCL	\$5-100	\$5-100	\$0	\$0	\$0	\$0

SEAT
 EXIST ROW EXCL \$10-100 \$10-100 \$0 \$0 \$0 \$0
 PREMIUM/ EXCL \$20-500 \$20-500 INCLU- INCLU- INCLU INCL
 BUSINESS DED DED DED UDED

*PREMIUM/BUSINESS SEATS FEES ARE INCLUDED IN THE PURCHASE OF A PREMIUM/BUSINESS FARE.

PREFERRED SEAT - A SEAT THAT MAY HAVE EXTRA LEG ROOM, OR IS OTHERWISE LOCATED IN FRONT OF THE WING BUT BEHIND THE DESIGNATED PREMIUM ROWS. OTHERWISE A ROW CAN BE CONSIDERED PREFERRED IF IT IS LOCATED IN FRONT OF

THE

WING, WHICH ALLOWS PASSENGERS THE CONVICIENCE OF DISEMBARKING MORE QUICKLY UPON ARRIVAL.

UPGRADES TO PREMIUM OR BUSINESS CLASS FEE - IF AVAILABLE AT TIME OF CHECK IN, PASSENGERS CAN PURCHASE A SEAT IN PREMIUM OR BUSINESS FOR \$20 - 1000. PRICES VARY DEPENDING ON THE LENGTH OF FLIGHT. PRICES ABOVE ARE STATED IN CANADIAN DOLLARS.

(C) CHANGES AND CANCELLATIONS TO AN ADVANCE SEAT SELECTION

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THIS SECTION ONLY DEALS WITH CHANGES OR CANCELLATIONS MADE TO A RESERVATION WHERE A SEAT SELECTION FEE IS PRESENT.

- (1) CHANGES TO A SEAT SELECTION ON A RESERVATION WILL NOT INCUR A CHANGE FEE.
- (2) FOR CHANGES TO SEAT SELECTION REQUESTS WHERE

THERE

IS A DIFFERENCE IN SEAT TYPE, THE CARRIER SHALL WAIVE ANY DIFFERENCE IN THE SEAT FEE FOR INCREASES; HOWEVER THE CARRIER WILL NOT REFUND

ANY

DIFFERENCE IF THERE IS A DECREASE IN THE FEE.

- (3) THE ADDITION OF A SEAT SELECTION ON A RESERVATION WILL NOT INCUR A CHANGE FEE.
- (4) PASSENGER INITIATED CANCELLATIONS - OF A RESERVATION OR SEGMENT(S) WHERE A SEAT SELECTION FEE HAS BEEN COLLECTED WILL RESULT IN THE SEAT SELECTION FEE BEING REFUNDABLE.
- (5) THE CARRIER RESERVES THE RIGHT TO CANCEL OR

CHANGE

THE SELECTED SEAT(S) ON ANY SEGMENT(S) FOR WHICH FEES HAVE PAID, AT ANY TIME, FOR ANY REASON, WITHOUT NOTICE TO ANY PASSENGERS AFFECTED THEREBY AND, IN CONNECTION THEREWITH, THE CARRIER SHALL NOT PROVIDE A REFUND, BUT MAY PROVIDE A CREDIT TO ANY PASSENGER IN RESPECT OF SUCH CANCELLATION OR CHANGE.

- (6) NOTWITHSTANDING THE ABOVE, THE CARRIER RESERVES

THE RIGHT TO ACCOMMODATE THE PASSENGER WITH SEATING IN A COMPARABLE SEAT, OR THE BEST SEAT AVAILABLE AT THE TIME, OR TO PROVIDE A NON-REFUNDABLE CREDIT OR REFUND FOR THE FEES ASSOCIATED WITH THE SEAT.

(D) WS WILL MAKE REASONABLE EFFORTS TO ENSURE THAT CHILDREN ARE SEATED WITH THEIR ACCOMPANYING

PARENT

OR GUARDIAN. THE CARRIER PROVIDES PASSENGERS THE OPTION TO PRE-PURCHASE SEAT SELECTION (SEE (A)

AND

(B) ABOVE) UP TO 24 HOURS PRIOR TO DEPARTURE BUT THERE IS NO OBLIGATION TO DO SO. THE CARRIER'S SUPPLEMENTAL POLICIES WITH REGARDS TO SEAT ASSIGNMENT FOR CHILDREN ARE:

(1) BETWEEN 72 AND 24 HOURS BEFORE FLIGHT DEPARTURE, IN ADVANCE OF CHECK-IN, THE CARRIER'S AUTOMATED SEAT ASSIGNMENT TOOL

WILL

ATTEMPT TO ASSIGN SEQUENTIAL SEATING FOR CHILDREN LESS THAN 12 YEARS OF AGE AND THEIR ACCOMPANYING PARENT/GUARDIAN PROVIDED THEY ARE TRAVELING ON THE SAME PASSENGER NAME RECORD (PNR) AND THE APPLICABLE SPECIAL SERVICE REQUEST (SSR) IDENTIFYING A CHILD

HAS

BEEN APPENDED TO THE PNR.

(2) ANY REMAINING CHILD AND THEIR ACCOMPANYING

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 01DEC18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0070

TITLE/APPLICATION - 70 (CONT)

PARENT OR GUARDIAN, WHO ARE NOT ASSIGNED SEATING TOGETHER BY THE CARRIER'S AUTOMATED SEAT ASSIGNMENT TOOL, WILL BE PROVIDED THE OPPORTUNITY TO ATTEMPT TO SECURE SEAT ASSIGNMENT TOGETHER WHEN THEY CHECK-IN (EITHER THROUGH, WEB-BASED CHECK-IN (AT NO CHARGE), SEMI-AUTOMATED PROCESSES LIKE SELF-SERVE KIOSKS, OR PROCEDURES EXECUTED BY AIRPORT CUSTOMER SERVICE AGENTS).

(3) IF THE AUTOMATED SEAT ASSIGNMENT TOOL CANNOT SEAT THE CHILD AND ADULT/GUARDIAN TOGETHER DURING CHECK-IN, THE CUSTOMER SERVICE AGENT AT THE GATE WILL DO ALL POSSIBLE TO MANUALLY SEAT THEM TOGETHER.

(4) IF A MANUAL INTERVENTION IS NOT SUCCESSFUL, THE CUSTOMER SERVICE AGENT AT THE GATE WILL ASK FOR VOLUNTEERS AMONG THE PASSENGERS TO CHANGE SEATS.

(5) IF NO PASSENGERS VOLUNTEER, THE CUSTOMER

SERVICE AGENT AT THE GATE WILL INFORM THE FLIGHT ATTENDANT(S) TO MOVE PASSENGERS AS ABLE.

- (6) IF THE FLIGHT ATTENDANT(S) ARE NOT ABLE TO SEAT THE CHILD(REN) WITH THEIR ACCOMPANYING ADULT OR GUARDIAN, NOTWITHSTANDING THE

ABOVE,

THE FLIGHT ATTENDANT WILL PROVIDE THE CHILD WITH AN UNACCOMPANIED MINOR BRIEFING. NOTWITHSTANDING THE ABOVE, THE CARRIER RESERVES THE RIGHT TO ACCOMMODATE AFFECTED PASSENGER(S) WITH SEATING IN A COMPARABLE SEAT(S), OR THE BEST SEAT(S) AVAILABLE AT THE TIME, OR TO PROVIDE A NON-REFUNDABLE CREDIT OR REFUND FOR THE FEES ASSOCIATED WITH THE SEAT(S).

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0075

TITLE/APPLICATION - 70

A SCHEDULE IRREGULARITIES

(A) APPLICABILITY

THIS RULE APPLIES TO ALL PASSENGERS IRRESPECTIVE OF THE TYPE OF FARE ON WHICH THEY ARE TRAVELLING.

(B) GENERAL

- (1) THE CARRIER WILL MAKE ALL REASONABLE EFFORTS TO TRANSPORT THE PASSENGER AND HIS/HER BAGGAGE AT THE TIMES INDICATED IN ITS TIMETABLE.

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY IN EFFECT ON: 01DEC18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0075

TITLE/APPLICATION - 70 (CONT)

- (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) 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. HOWEVER, IN THE CASE OF INTERNATIONAL TRANSPORTATION, A PASSENGER MAY INVOKE THE PROVISIONS OF THE CONVENTION REGARDING LIABILITY IN THE CASE OF PASSENGER DELAY. (SEE RULE 55).

- (4) THE CARRIER WILL MAKE ALL REASONABLE EFFORTS TO INFORM PASSENGERS OF DELAYS AND SCHEDULE CHANGES AND, TO THE EXTENT POSSIBLE, THE REASON FOR THE DELAY OR CHANGE.
- (5) IT IS ALWAYS RECOMMENDED THAT THE PASSENGER COMMUNICATE WITH THE CARRIER EITHER BY TELEPHONE, ELECTRONIC DEVICE OR VIA THE CARRIER'S WEB SITE

OR

ASCERTAIN

TO REFER TO AIRPORT TERMINAL DISPLAYS TO

THE FLIGHT'S STATUS AND DEPARTURE TIME.

- (6) IN THE CASE OF SCHEDULE IRREGULARITIES, THE CARRIER WILL GIVE PRIORITY FOR ASSISTANCE TO ANY PERSON WITH A DISABILITY AND UNACCOMPANIED

MINORS.

- (7) THE CARRIER WHOSE FLIGHT EXPERIENCES A SCHEDULE IRREGULARITY WILL MAKE ONWARD ARRANGEMENTS FOR

THE

PASSENGER TO THE NEXT POINT OF STOPOVER SHOWN ON THE TICKET.

(C) PASSENGER OPTIONS - RE-REROUTING OR REFUND

- (1) GIVEN THAT A PASSENGER HAS A RIGHT TO INFORMATION ON FLIGHT TIMES AND SCHEDULE CHANGES, THE CARRIER WILL MAKE REASONABLE EFFORTS TO INFORM PASSENGERS OF SCHEDULE IRREGULARITIES AND TO THE EXTENT POSSIBLE, THE REASON FOR THE SCHEDULE IRREGULARITIES.
- (2) IN THE EVENT OF A SCHEDULE IRREGULARITY, WITHIN THE CARRIER'S CONTROL, THE CARRIER WILL PRESENTED THE PASSENGER WITH THE FOLLOWING OPTIONS:
 - (A) CARRY THE PASSENGER TO THE DESTINATION NAMED ON THE TICKET, OR APPLICABLE PORTION

THEREOF,

WITHIN A REASONABLE AMOUNT OF TIME, ON ANOTHER OF ITS PASSENGER AIRCRAFT OR IN A DIFFERENT CLASS OF SERVICE ON WHICH SPACE IS

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 01DEC18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0075

TITLE/APPLICATION - 70 (CONT)

- AVAILABLE, WITHOUT ADDITIONAL CHARGE, REGARDLESS OF THE CLASS OF SERVICE IN WHICH THE PASSENGER WAS BOOKED; OR
- (B) REROUTE THE PASSENGER TO THE DESTINATION NAMED ON THE TICKET, OR APPLICABLE PORTION THEREOF, ON ITS OWN TRANSPORTATION SERVICES

WITHIN A REASONABLE AMOUNT OF TIME. IF THE FARE FOR THE REVISED ROUTING OR CLASS OF SERVICE IS HIGHER THAN THE FARE PAID BY THE PASSENGER, THE CARRIER WILL REQUIRE NO ADDITIONAL PAYMENT FROM THE PASSENGER. IF THE FARE FOR THE REVISED ROUTING IS IN A LOWER CLASS OF SERVICE, A REFUND WILL BE

MADE

FOR THE DIFFERENCE IN FARE. THE REFUND WILL BE MADE TO THE PURCHASER OF THE TICKET. THE FORM OF REFUND WILL BE THE SAME AS THE FORM OF PAYMENT USED FOR THE TICKET. THE REFUND WILL BE BASED ON THE TOTAL VALUE OF THE TICKET; OR

- (C) REROUTE THE PASSENGER TO THE DESTINATION NAMED ON THE TICKET, OR APPLICABLE PORTION THEREOF, ON ANOTHER AIR CARRIER'S TRANSPORTATION SERVICES, INCLUDING INTERLINE OR, WHERE POSSIBLE AND NECESSARY, NON-INTERLINE CARRIERS, WITHIN A REASONABLE AMOUNT OF TIME. IF THE FARE FOR THE REVISED ROUTING OR CLASS OF SERVICE IS HIGHER THAN THE FARE PAID BY THE PASSENGER, THE CARRIER WILL REQUIRE NO ADDITIONAL PAYMENT FROM THE PASSENGER. IF THE FARE FOR THE REVISED ROUTING IS IN A LOWER CLASS OF SERVICE, A REFUND WILL BE MADE FOR THE DIFFERENCE IN FARE, THE REFUND WILL BE MADE TO THE PURCHASER OF THE TICKET. THE FORM OF REFUND WILL BE THE SAME AS THE FORM OF PAYMENT USED FOR THE TICKET. THE REFUND WILL BE BASED ON THE TOTAL VALUE OF THE TICKET; OR

- (D) IF THE PASSENGER CHOOSES TO NO LONGER TRAVEL AS THE SCHEDULE IRREGULARITY RESULTS IN THE LOSS OF PURPOSE OF TRAVEL OR IF THE CARRIER IS UNABLE TO PERFORM THE OPTION STATED IN (A), (B), OR (C) ABOVE WITHIN A REASONABLE AMOUNT OF TIME, THE CARRIER WILL TRANSPORT THE PASSENGER TO THE POINT OF ORIGIN NAMED

ON

THE TICKET AND REFUND THE FULL AMOUNT OF THE TICKET IN ACCORDANCE WITH RULE 105 IRRESPECTIVE IF TRAVEL HAS COMMENCED, OR SUBJECT TO PASSENGER'S AGREEMENT, OFFER A TRAVEL VOUCHER FOR FUTURE TRAVEL IN THE SAME

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 01DEC18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0075

TITLE/APPLICATION - 70 (CONT)
AMOUNT;

- (E) OTHERWISE, SHOULD THE ALTERNATE

TRANSPORTATION PROPOSED BY THE CARRIER NOT MEET THE PASSENGER'S SATISFACTION, THE CARRIER WILL OFFER A REFUND EQUAL TO THE

FARE

AND CHARGE PAID. THE REFUND WILL BE MADE TO THE PURCHASER OF THE TICKET(S). THE FORM OF REFUND WILL BE THE SAME FORM USED AS PAYMENT OF THE TICKET(S). THE REFUND WILL BE BASED ON THE TOTAL VALUE OF THE TICKET(S). FOR COMPLETE CONDITIONS ON REFUNDS SEE RULE 105. NOTHING IN THE ABOVE SHALL LIMIT OR REDUCE THE PASSENGER'S RIGHT, IF ANY, TO CLAIM DAMAGES, IF ANY, UNDER THE APPLICABLE CONVENTION, OR UNDER THE LAW WHEN NEITHER CONVENTION APPLIES. IN ADDITION TO THE ABOVE, THE CARRIER WILL ALWAYS CONSIDER THE NEEDS OF THE PASSENGER ON A CASE BY CASE BASIS AND TAKE INTO ACCOUNT ALL KNOWN CIRCUMSTANCES TO AVOID OR MITIGATE THE DAMAGES CAUSED BY THE SCHEDULE IRREGULARITY WITHIN THE CARRIER'S CONTROL.

- (3) IN THE EVENT OF A SCHEDULE IRREGULARITY, NOT WITHIN THE CARRIER'S CONTROL (E.G. FORCE

MAJEURE) ,

THE CARRIER WILL PROVIDE THE FOLLOWING:

- (A) THE CARRIER WILL OFFER THE PASSENGER THE CHOICE TO TRAVEL ON ANOTHER OF ITS SCHEDULED FLIGHTS ON THE SAME ROUTE AS THE PASSENGER WAS ORIGINALLY TICKETED OR TO TRAVEL ON A DIFFERENT ROUTING OPERATED BY THE CARRIER TO THE SAME TICKETED DESTINATION.
- (B) IF THESE OPTIONS ARE NOT AVAILABLE, THE CARRIER WILL OFFER TO TRANSPORT THE

PASSENGER

ON THE SAME ROUTE AS HE/SHE WAS ORIGINALLY TICKETED OR ON A DIFFERENT ROUTE OPERATED BY THE SERVICES OF ANOTHER CARRIER WITH WHOM

THE

ORIGINAL AIR CARRIER HAS A COMMERCIAL AGREEMENT AND PROVIDED SPACE IS AVAILABLE.

- (C) SHOULD THE FARE FOR THE ALTERNATE TRANSPORTATION PROPOSED BY THE CARRIER BE MORE EXPENSIVE, THERE WILL BE NO ADDITIONAL COST TO THE PASSENGER.
- (D) SHOULD THE FARE FOR THE ALTERNATE TRANSPORTATION PROPOSED BY THE CARRIER BE LESS EXPENSIVE, A REFUND WILL BE MADE TO THE PURCHASER OF THE TICKET(S). THE FORM OF REFUND WILL BE THE SAME FORM USED AS PAYMENT OF THE TICKET(S). THE REFUND WILL BE BASED ON THE TOTAL VALUE OF THE TICKET(S). FOR

TITLE/APPLICATION - 70 (CONT)

COMPLETE CONDITIONS ON REFUNDS SEE RULE 105.

(E) SHOULD THE ALTERNATE TRANSPORTATION

PROPOSED

BY THE CARRIER NOT MEET THE PASSENGER'S SATISFACTION, THE UNUSED PORTION OF THE PASSENGER'S TICKET(S) WILL BE REFUNDED. THE REFUND WILL BE MADE TO THE PURCHASER OF THE TICKET(S). THE FORM OF REFUND WILL BE THE SAME FORM USED AS PAYMENT OF THE TICKET(S). THE REFUND WILL BE BASED ON THE TOTAL VALUE OF TICKET(S). FOR COMPLETE CONDITIONS ON REFUNDS SEE RULE 105.

(F) WHEN A REFUND IS REQUESTED AS A RESULT OF A SCHEDULE IRREGULARITY, THE PASSENGER MUST SUBMIT THE UNUSED PORTIONS OF HIS/HER TICKET(S) TO THE CARRIER BY NO LATER THAN 30 DAYS AFTER THE VALIDITY SHOWN ON THE TICKET(S).

(D) RIGHT TO CARE

EXCEPT AS OTHERWISE PROVIDED IN OTHER APPLICABLE FOREIGN LEGISLATION, IN ADDITION TO THE PROVISIONS OF THIS RULE, IN CASE OF SCHEDULED IRREGULARITY WITHIN

THE

CARRIER'S CONTROL A PASSENGER WILL BE OFFERED THE FOLLOWING:

(1) FOR A SCHEDULE IRREGULARITY LASTING LONGER THAN 3 HOURS, THE CARRIER WILL PROVIDE THE PASSENGER

WITH

A MEAL VOUCHER.

(2) FOR A SCHEDULE IRREGULARITY LASTING MORE THAN 8 HOURS OR OVERNIGHT, THE CARRIER WILL PROVIDE OVERNIGHT HOTEL ACCOMMODATION AND AIRPORT TRANSFERS FOR THE PASSENGER. THE CARRIER IS NOT OBLIGATED TO PROVIDE OVERNIGHT ACCOMMODATION FOR PASSENGERS AT THE FIRST AIRPORT OF DEPARTURE ON THE TICKET.

(3) IF PASSENGERS ARE ALREADY ON THE AIRCRAFT WHEN A DELAY OCCURS, THE CARRIER WILL OFFER DRINKS AND SNACKS IF IT IS SAFE, PRACTICAL AND TIMELY TO DO SO. IF THE DELAY EXCEEDS NINETY (90) MINUTES AND CIRCUMSTANCES PERMIT, THE CARRIER WILL OFFER THE PASSENGER THE OPTION OF DISEMBARKING FROM THE AIRCRAFT UNTIL IT IS TIME TO DEPART.

TITLE/APPLICATION - 70

A APPLICATION OF FARES AND ROUTINGS

IN EFFECT ON: 01DEC18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0080

TITLE/APPLICATION - 70 (CONT)

(A) GENERAL

THE PRICE OF TRANSPORTATION SHALL BE DISCLOSED AT THE TIME OF CONFIRMATION, HOWEVER FARES ARE SUBJECT TO CHANGE WITHOUT NOTICE.

(B) CURRENCY

ALL FARES AND CHARGES ARE STATED IN THE CURRENCY OF

THE

COUNTRY FROM WHICH THE PASSENGER WILL INITIATE TRAVEL.

(C) FARE CHANGES

THE CARRIER'S FARES ARE CHANGED FROM TIME TO TIME.

(D) CONNECTING FLIGHTS

WHEN AN AREA IS SERVED BY MORE THAN ONE AIRPORT AND A PASSENGER ARRIVES AT ONE AIRPORT AND DEPARTS FROM ANOTHER AIRPORT, TRANSPORTATION BETWEEN THOSE AIRPORTS MUST BE ARRANGED BY AND AT THE EXPENSE OF THE PASSENGER.

(E) STOPOVER

(1) A STOPOVER MEANS A DELIBERATE INTERRUPTION OF A JOURNEY BY THE PASSENGER, AGREED TO IN ADVANCE BY THE CARRIER, AT A POINT BETWEEN THE PLACE OF DEPARTURE AND THE PLACE OF DESTINATION.

(2) IN NO EVENT WILL A STOPOVER OCCUR WHEN THE PASSENGER DEPARTS FROM THE INTERMEDIATE CITY ON A FLIGHT SCHEDULED TO DEPART WITHIN 4 HOURS AFTER THE PASSENGER'S ARRIVAL.

(F) ROUTING

A FARE APPLIES ONLY TO:

(1) TRANSPORTATION VIA THE ROUTING SPECIFIED BY THE CARRIER IN REFERENCE TO THAT FARE. ANY OTHER ROUTING MAY SUBJECT THE PASSENGER TO AN

ADDITIONAL

CHARGE.

(2) TRANSPORTATION BETWEEN THE AIRPORTS. TICKETS MAY NOT BE ISSUED OR ACCEPTED FOR TRANSPORTATION THAT WILL EITHER ORIGINATE OR TERMINATE AT AN AIRPORT OTHER THAN THE AIRPORT FOR WHICH THE FARES ARE PUBLISHED.

(G) INFANTS

ONE INFANTS UNDER TWO (2) YEARS OF AGE NOT OCCUPYING A SEAT AND ACCOMPANIED BY A PASSENGER AT LEAST 12 YEARS OF AGE WILL BE TRANSPORTED WITHOUT CHARGE. A BIRTH CERTIFICATE IS REQUIRED FOR ALL INFANTS UNDER AGE TWO (2).

(H) GUARDIAN FARE

THE GUARDIAN FARE WILL ALLOW PARENTS OR GUARDIANS (GUEST 18 YEARS OF AGE OR OLDER) TO ESCORT THEIR CHILDREN (GUESTS BETWEEN THE AGES OF TWO (2) AND 11 YEARS OF AGE), AT A SUBSTANTIALLY REDUCED RATE, TO THEIR DESTINATION AND THEN RETURN IMMEDIATELY TO THEIR

CITY OF ORIGIN.

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 01DEC18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0085

TITLE/APPLICATION - 70

K ACCEPTANCE OF BAGGAGE AND CARGO

(A) ACCEPTANCE OF CARRY-ON BAGGAGE

ALL CARRY-ON BAGGAGE MUST BE STORED IN AN OVERHEAD BIN OR PLACED COMPLETELY UNDER THE SEAT DIRECTLY IN FRONT OF THE PASSENGER.

THE CARRIER CAN ACCEPT ONE (1) CARRY ON ITEM PER FARE PAYING PASSENGER AND ONE (1) PERSONAL ITEM PER FARE PAYING PASSENGER ON FLIGHTS TO ALL DESTINATIONS IN ALL CASES, THE ITEMS MAY NOT EXCEED THE APPLICABLE MEASUREMENTS OUTLINED BELOW:

CARRY-ON ITEM: MAXIMUM SIZE OF 53 CM X 23 CM X 38 CM (21 IN. X 9 IN. X 15 IN.)

PERSONAL ITEM: MAXIMUM SIZE OF 41 CM X 15 CM X 33 CM (16 IN. X 6 IN. X 13 IN.)

IN THE INTEREST OF PASSENGER SAFETY WITHIN THE CABIN, THE CARRIER ALSO RESERVES THE RIGHT TO CHECK ANY CARRY-ON BAGGAGE THAT DOES NOT FIT DUE TO BULKOUTS WITHIN THE CABIN.

ANY ITEM LARGER THAN THE CARRY-ON BAGGAGE SIZE AND ANY ITEM ABOVE THE CARRY-ON AND PERSONAL ITEM ALLOWANCE WILL BE CHECKED TO YOUR FINAL DESTINATION. FOR TRAVEL ON OR AFTER DECEMBER 3, 2018, A GATE

CHECKED

BAGGAGE FEE OF \$100 CAD/USD WILL APPLY.

(B) ACCEPTANCE OF CHECKED BAGGAGE

THE CARRIER ACCEPTS (BASED ON AVAILABLE SPACE):

(1) A FIRST, SECOND, THIRD OR FOURTH PIECE OF CHECKED BAGGAGE WITHIN THE WEIGHT AND SIZE LIMITS DEFINED IN THIS SECTION WILL BE CHARGED ACCORDING TO THE FEE TABLES BELOW WITH THE EXCEPTION OF PASSENGERS (EXCLUDING INFANTS) TRAVELLING WITH WESTJET ENCORE

WHICH

HAS A LIMIT OF THREE (3) TOTAL CHECKED BAGS OR, WHEN TRAVELLING TO/FROM JAMAICA OR TRINIDAD AND TOBAGO, WHERE A MAXIMUM OF TWO CHECKED BAGS ARE PERMITTED.

(2) OVERSIZED BAGGAGE IN EXCESS OF THE COMBINED DIMENSIONS OF 157 CM (62 INCHES) BUT NOT EXCEEDING 203 CM (80 INCHES) WILL BE

ACCEPTED

TO/FROM ALL DESTINATIONS (EXCEPT JAMAICA OR TRINIDAD AND TOBAGO), SUBJECT TO THE FEES IN THE TABLES BELOW. BAGGAGE WITH COMBINED DIMENSIONS EXCEEDING 203 CM (80 INCHES) WILL NOT BE ACCEPTED FOR TRANSPORT.

(3) OVERWEIGHT BAGGAGE: MORE THAN 23 KG (50 LBS)
BUT NOT EXCEEDING 45 KG (100 LBS) WILL BE
ACCEPTED TO ALL DESTINATIONS (EXCEPT JAMAICA
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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 01DEC18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0085

TITLE/APPLICATION - 70 (CONT)
OR TRINIDAD AND TOBAGO AS OVERWEIGHT BAGGAGE
WILL NOT BE ACCEPTED), SUBJECT TO THE FEES
IN
THE TABLES BELOW. BAGGAGE OVER 45 KG (100
LB) WILL NOT BE ACCEPTED FOR TRANSPORT.
(4) COMBINED EXCESSES: AN ITEM OF BAGGAGE THAT
EXCEEDS
THE BAGGAGE ALLOWANCE, IS OVERSIZE OR OVERWEIGHT
WILL BE SUBJECT TO ALL APPLICABLE COMBINATIONS OF
FEES.
FINAL (A) THE CARRIER WILL NOT CHECK BAGGAGE TO A
DESTINATION OTHER THAN THE ONE INDICATED ON
THE PASSENGER'S RESERVATION.
(B) ALL BAGGAGE MUST HAVE A BAGGAGE TAG ATTACHED
WITH THE PASSENGER'S CURRENT NAME, ADDRESS
AND CONTACT TELEPHONE.
(C) CHECKED BAGGAGE MAY WEIGH UP TO 23KG (50LBS)
WITH COMBINED LENGTH PLUS WIDTH PLUS HEIGHT
DIMENSIONS OF 157 CM (62'). SEE FOR
ACCEPTANCE OF ADDITIONAL AND EXCESS BAGGAGE.
THE (D) FOR EACH FARE PAYING PASSENGER TRAVELLING
CARRIER PERMITS A FREE CHECKED BAGGAGE
ALLOWANCE OF ONE(1) ITEM.
SYSTEM, (E) FOR LAP-HELD INFANTS, THE CARRIER PERMITS UP
TO TWO (2) PIECES OF INFANT EQUIPMENT (FOR
EXAMPLE, AN APPROVED INFANT RESTRAINT
SYSTEM, (E) FOR LAP-HELD INFANTS, THE CARRIER PERMITS UP
TO TWO (2) PIECES OF INFANT EQUIPMENT (FOR
EXAMPLE, AN APPROVED INFANT RESTRAINT
SYSTEM, (E) FOR LAP-HELD INFANTS, THE CARRIER PERMITS UP
TO TWO (2) PIECES OF INFANT EQUIPMENT (FOR
EXAMPLE, AN APPROVED INFANT RESTRAINT
THE (F) FOR CHILDREN OR AN INFANT IN A PAID SEAT,
CARRIER WILL PERMIT THE FREE CHECKED BAGGAGE
ALLOWANCE WHICH IS APPLICABLE FOR THE DATE
OF

TRAVEL AS OUTLINED BELOW PLUS ONE (1) PIECE OF CHILD/INFANT EQUIPMENT (FOR EXAMPLE, AN APPROVED CHILD RESTRAINT SYSTEM, PLAYPEN OR STROLLER).

CHECKED BAGGAGE FEES: BAGGAGE FEES (NOTE 1) MAY BE COMBINED (FOR EXAMPLE, IF A BAG IS OVERWEIGHT (NOTE 2) AND OVERSIZE (NOTE 3) BOTH FEES WOULD APPLY), AND ALSO APPLY TO MOST SPORTING EQUIPMENT.

FOR TICKETS ISSUED AFTER OCTOBER 31, 2018 FOR TRAVEL AFTER OCTOBER 31, 2018

FARE TYPE	FIRST NOTE	SECOND	THIRD NOTE 2/3/4
	NOTE 2/3	NOTE 2/3	

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 01DEC18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0085

 TITLE/APPLICATION - 70 (CONT)

CURRENCY	CAD/USD	CAD/USD	CAD/USD
BASIC	FOR BOOKINGS	\$50	\$100 (PER ITEM)
	AND TVL AFTER		
	DECEMBER 3,		
	2018		
	\$60		
	FOR TICKETS		
	ISSUED AFTER		
	OCTOBER 31,		
	2018, FOR TVL		
	AFTER OCTOBER		
	31, 2018		
	\$30		
ECONO FARE	\$30	\$50	\$100 (PER ITEM)
NOTE 6			
ECONO FLEX	\$0	\$50	\$100 (PER ITEM)
FARE			
NOTE 6			
PREMIUM, PRE-	\$0	\$0	\$100 (PER ITEM)
MIUMFLEX,			
BUSINESS,			
BUSINESSFLEX			
FARE			
NOTE 6			
WESTJET	\$0	\$50	\$100 (PER ITEM)
VACATIONS TVL	FOR TICKETS		
OUTSIDE OF	ON/AFTER NOV		
CANADA/US	1, 2018 AND		
	FOR TVL		
	ON/AFTER		
	03DEC18		
	\$30		
WESTJET	\$30	\$50	\$100 (PER ITEM)
VACATIONS			

NOTE 6/7
 WESTJET RBC \$0 \$50 \$100 (PER ITEM)
 WORLD ELITE
 MASTER CARD
 PRIMARY CARD
 HOLDERS
 SILVER \$0 \$50 \$100 (PER ITEM)
 MEMBERS
 NOTE 8
 EXCESS \$10 (PER ITEM)
 VALUATION

FARES ARE CHARGED BASED ON THE LEAST RESTRICTIVE
 PASSENGER TYPE

NOTE 1: IN THE EVENT THAT A BAG IS LOST,
 PASSENGERS WILL BE REIMBURSED FOR THEIR

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 IN EFFECT ON: 01DEC18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0085

TITLE/APPLICATION - 70 (CONT)

FOR BAGGAGE FEE (NOT INCLUDING EXCESS
 VALUATION) IN ADDITION TO SETTLEMENT

THE LOSS OF BAGGAGE.

NOTE 2: IN ADDITION TO ANY OTHER APPLICABLE
 BAGGAGE FEE, EACH OVERWEIGHT BAG WILL

BE CHARGED A FEE OF \$75 CAD/USD (PRIOR TO
 DECEMBER 3, 2018) AND \$100 CAD/USD FOR
 TICKETS ISSUED AFTER DECEMBER 3, 2018
 FOR TRAVEL AFTER DECEMBER 3, 2018.

NOTE 3: IN ADDITION TO ANY OTHER APPLICABLE
 BAGGAGE FEE, ANY OVERSIZE BAGGAGE WILL
 BE CHARGED A FEE OF \$75 CAD/USD (PRIOR
 TO DECEMBER 3, 2018) AND \$100 CAD/USD
 FOR TICKETS ISSUED AFTER DECEMBER 3,
 2018 FOR TRAVEL AFTER DECEMBER 3, 2018.
 ONLY ONE OVERSIZE GOLF BAG WITH CLUBS
 PERMITTED TO/FROM JAMAICA OR TRINIDAD
 AND TOBAGO.

PERMITTED NOTE 4: A THIRD OR FOURTH PIECE IS NOT

ON FOR FLIGHTS TO/FROM JAMAICA OR
 TRINIDAD AND TOBAGO.

NOTE 5: A FOURTH PIECE IS NOT PERMITTED ON
 FLIGHTS OPERATED BY WESTJET ENCORE

NOTE 6: INCLUDES GROUP FARES

NOTE 7: A FEE IS CHARGED FOR FLIGHTS WITHIN
 CANADA OR TO/FROM THE UNITED STATES
 (EXCLUDING PUERTO RICO). A FIRST BAG
 FEE IS NOT CHARGED WESTJET VACATIONS
 BOOKINGS FOR FOR FLIGHTS TO/FROM

INTERNATIONAL DESTINATIONS (CARIBBEAN, CENTRAL AMERICA, EUROPE AND MEXICO).

NOTE 8: THE FEE WILL BE WAIVED FOR THE WESTJET REWARDS MEMBER AND UP TO EIGHT COMPANIONS TRAVELLING ON THE SAME RESERVATION; THE ELIGIBLE MEMBER'S WESTJET ID MUST BE ON THE RESERVATION

AT

THE TIME OF CHECK-IN.

(V) THE CARRIER COLLECTS FEES FOR CHECKED SPORTING EQUIPMENT IN EXCESS OF THE FREE CHECKED BAGGAGE LIMITS. ADDITIONAL OVERSIZE AND OVERWEIGHT FEES WILL APPLY WITH THE FOLLOWING EXCEPTIONS IN ALL CASES, THE BAGS MUST CONTAIN THE EQUIPMENT NOTED IN ORDER TO BE EXEMPT.

SPORTING EQUIPMENT	OVERSIZE	OVERWEIGHT
FISHING RODS	EXEMPT	75 CAD/USD
		\$100CAD/USD FOR TICKETS
		ISSUED AFTER DECEMBER
		3, 2018 FOR TVL AFTER

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 01DEC18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0085

TITLE/APPLICATION - 70 (CONT)

		DECEMBER 3, 2018
GOLF CLUBS	EXEMPT	75 CAD/USD
		\$100CAD/USD FOR TICKETS
		ISSUED AFTER DECEMBER
		3, 2018 FOR TVL AFTER
		DECEMBER 3, 2018
SKI/SNOWBOARD	EXEMPT	75 CAD/USD
		\$100CAD/USD FOR TICKETS
		ISSUED AFTER DECEMBER
		3, 2018 FOR TVL AFTER
		DECEMBER 3, 2018
HOCKEY EQUIPMENT	EXEMPT	EXEMPT
FOOTBALL EQUIPMENT	EXEMPT	EXEMPT
RINGETTE	EXEMPT	EXEMPT
LACROSSE	EXEMPT	EXEMPT

(5) THE FOLLOWING ITEMS WILL BE CONSIDERED AS ONE PIECE OF BAGGAGE:
- ONE SLEEPING BAG OR BED ROLL
- ONE RUCKSACK/KNAPSACK/BACKPACK
- ONE DUFFLE TYPE BAG
- ONE GOLF BAG CONTAINING GOLF CLUBS AND ONE PAIR OF GOLF SHOES
- ONE PAIR OF SNOW SKIS WITH ONE PAIR OF SKI

POLES

AND ONE PAIR OF SKI BOOTS
- ONE CARTON OF FRUIT (SUCH AS PINEAPPLES,

ORANGES)
- ONE BICYCLE
- ONE SCUBA DIVING EQUIPMENT (SCUBA TANKS MUST BE
EMPTY)

- (6) ARTICLES OF BAGGAGE OR GOODS WILL NOT BE CARRIED
WHEN SUCH ARTICLES ARE LIKELY ENDANGER THE
AIRCRAFT, PERSONS OR PROPERTY ARE LIKELY TO BE
DAMAGED BY AIR CARRIAGE, ARE UNSUITABLE PACKED,

OR

THE CARRIAGE OF WHICH WOULD VIOLATE THE LAWS,
REGULATIONS, OR ORDERS OF COUNTRIES OR

POSSESSIONS

TO BE FLOWN FROM, INTO, OR OVER.

- (7) IF THE WEIGHT, SIZE OR CHARACTER RENDERS IT
UNSUITABLE FOR CARRIAGE ON THE AIRCRAFT, THE
CARRIER, BEFORE DEPARTURE OF THE FLIGHT, WILL
REFUSE TO CARRY THE PASSENGER'S BAGGAGE OR GOODS
OR ANY PART THEREOF. THE FOLLOWING ARTICLES WILL
BE CARRIED ONLY WITH PRIOR CONSENT OF THE

CARRIER:

FIREARMS OF ANY DESCRIPTION - FIREARMS FOR SPORT
PURPOSES WILL BE CARRIED AS BAGGAGE PROVIDED
REQUIRED ENTRY PERMITS ARE IN THE POSSESSION OF
THE PASSENGER FOR THE COUNTRY OF DESTINATION AND
PROVIDED THAT SUCH FIREARMS ARE DISASSEMBLED OR
PACKED IN A SUITABLE CASE. THE PROVISIONS OF

THIS

PARAGRAPH DO NOT APPLY TO OFFICERS OF THE LAW

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 01DEC18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0085

TITLE/APPLICATION - 70 (CONT)

TRAVELING IN THE LINE OF DUTY AND CARRYING

LEGALLY

PRESCRIBED SIDEARMS OR OTHER SIMILAR WEAPONS.

- (8) ANIMALS ARE ACCEPTED PROVIDED ALL CONDITIONS AND
REQUIREMENTS FOUND BELOW ARE MET. SEE RULE 90.

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0090

TITLE/APPLICATION - 70

ACCEPTANCE OF LIVE ANIMALS

THE TRANSPORTATION OF LIVE ANIMALS IS SUBJECT TO ALL
CONDITIONS AS OUTLINED IN THIS RULE.

(A) GENERAL CONDITIONS

GENERAL CONDITIONS OF ACCEPTANCE

WESTJET WILL ACCEPT ANIMALS FOR TRANSPORTATION SUBJECT
TO THE CONDITIONS BELOW.

(1) ADVANCE ARRANGEMENTS MUST BE MADE.

(2) THE ANIMAL MUST BE HARMLESS, INOFFENSIVE,

TRANSIT.
TO

ODORLESS, AND REQUIRE NO ATTENTION DURING

- (3) THE ANIMAL MUST BE CONFINED IN A KENNEL SUBJECT TO INSPECTION AND APPROVAL BY WESTJET PRIOR TO ACCEPTANCE.
- (4) WESTJET RESERVES THE RIGHT TO DENY THE TRANSPORTATION OF THE ANIMAL IF THE KENNEL IS UNSUITABLE (SEE KENNEL REQUIREMENTS BELOW) OR IF ANIMAL IS AGGRESSIVE.
- (5) THE PASSENGER MUST MAKE ALL ARRANGEMENTS AND ASSUME FULL RESPONSIBILITY FOR COMPLYING WITH ANY APPLICABLE LAWS, CUSTOMS, AND/OR OTHER GOVERNMENTAL REGULATIONS, REQUIREMENTS, OR RESTRICTIONS OF THE COUNTRY, STATE, OR TERRITORY TO WHICH THE ANIMAL IS BEING TRANSPORTED.
- (6) ANIMALS WILL BE TRANSPORTED EITHER IN THE PASSENGER CABIN OR THE BAGGAGE COMPARTMENT OF THE AIRCRAFT. CONDITIONS ARE OUTLINED BELOW.
- (7) WESTJET WILL NOT BE RESPONSIBLE IN THE EVENT ANY SUCH ANIMAL IS REFUSED ENTRY INTO OR PASSAGE THROUGH OR EXIST FROM ANY COUNTRY.
- (8) WESTJET WILL NOT BE RESPONSIBLE IN THE EVENT OF LOSS, DELAY, INJURY, SICKNESS OR DEATH OF SUCH ANIMALS.
- (9) FOR SAFETY REASONS, WESTJET WILL NOT ACCEPT AN ANIMAL FOR CARRIAGE IF THE ANIMAL IS LESS THAN 8 WEEKS OLD, PREGNANT OR IN-HEAT.
- (10) IF THE ANIMAL IS SEDATED, THE PASSENGER MUST PRESENT A VETERINARIAN'S NOTE AT CHECK-IN.

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 01DEC18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0090

TITLE/APPLICATION - 70 (CONT)

- (11) WESTJET RESERVES THE RIGHT TO LIMIT THE NUMBER OF ANIMALS' CARRIED PER FLIGHT.
- (12) WESTJET RESERVES THE RIGHT TO DENY CARRIAGE OF ANIMALS IN THE BAGGAGE COMPARTMENT DURING SPECIFIED SEASONAL RESTRICTIONS PERIODS.
- (B) ANIMALS ACCEPTED FOR CARRIAGE
 - (1) {C}LIVE ANIMALS IN CARRY-ON BAGGAGE
THE CARRIER ALLOWS ONE CAT, DOG, BIRD OR RABBIT

IN

THE CABIN PER PASSENGER. NO OTHER SPECIES OF ANIMALS IS ACCEPTABLE FOR CARRIAGE IN THE CABIN. ANIMALS IN A KENNEL, OR AN EMPTY KENNEL ARE CONSIDERED TO BE THE PASSENGER'S ONE (1) CARRY-ON ITEM. PASSENGERS TRAVELLING WITH A CAT ON A FLIGHT WHERE ANOTHER PASSENGER WITH A SEVERE ALLERGY TO CAT DANDER IS ALSO TRAVELLING, WILL BE MOVED TO THE REAT OF THE AIRCRAFT TO MEET

CAT THE CANADIAN TRANSPORTATION AGENCY'S RULING TO PROVIDE INCREASED PROTECTION TO PERSONS WITH A ALLERGY DISABILITY. IF THE ANIMAL'S KENNEL EXCEEDS THE WEIGHT AND SIZE RESTRICTIONS (40 CM L X 44 CM W X 21.5 CM H OR 16 IN. L X 17.5 IN. W X 8.5 IN. H), BUT MEET THE RESTRICTIONS FOR TRAVEL AS CHECKED BAGGAGE, THE CARRIER MAY ACCEPT THE ANIMAL AS CHECKED BAGGAGE ON A SPACE AVAILABLE BASIS.

(2) LIVE ANIMALS IN CHECKED BAGGAGE ANIMALS CONSIDERED ACCEPTABLE AS PART OF CHECKED BAGGAGE ARE CATS, DOGS, HEDGEHOGS, RABBITS, CHINCHILLAS, BIRDS AND GUINEA PIGS. LIVE FISH

AND REPTILES ARE NOT ACCEPTED AS PART OF A PASSENGERS CHECKED BAGGAGE.

(C) CONTAINERS CONTAINERS MUST BE LEAK PROOF KENNELS FOR TRANSPORTING ANIMAL AND MUST BE PROVIDED BY THE OWNER. WESTJET

DOES NOT PROVIDE A KENNEL RENTAL OR PURCHASE SERVICE. RESTRICTIONS FOR KENNELS AS CHECKED BAGGAGE KENNEL MUST: BE HARD SIDED AND HAVE THE WHEELS REMOVED BE AIRLINE APPROVED BE SECURE BE WELL VENTILATED BE LINED WITH ABSORBENT MATERIAL LIKE A TOWEL BE SECURED WITH THE DEVICE ORIGINALLY INTENDED BY THE MANUFACTURER BE MARKED WITH "LIVE ANIMAL" BE MARKED WITH DIRECTIONAL "THIS WAY UP" ARROWS ON TWO

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY IN EFFECT ON: 01DEC18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0090

TITLE/APPLICATION - 70 (CONT)

KENNEL MUST NOT: SIDES, AND SHOULD BE MARKED WITH YOUR PET'S NAME HAVE FOOD AND WATER CONTAINERS HAVE DEVICES FOR LIFTING THE KENNEL HAVE A 3/4" PROTECTING RIM HAVE A SOLID BOTTOM AND ROOF BE MADE OF WELDED OR WIRE MESH BE COLLAPSIBLE HAVE A PLASTIC DOOR SIZE 91 CM X 61 CM X 66 CM RESTRICTIONS: (36 IN. L X 24 IN. W X 26 IN H)

WEIGHT RESTRICTIONS 45 KG (UP TO 100 LB.)
(PET AND KENNEL
COMBINED);

- (D) RESTRICTIONS FOR KENNELS AS CARRY ON BAGGAGE
KENNEL MUST: SOFT-SIDED
AIRLINE APPROVED
LEAK PROOF
SECURE
WELL VENTILATED
KENNEL MUST ABLE TO ALLOW THE ANIMAL'S HEAD
NOT: TO STICK OUT
A DUFFLE BAG, GYM BAG OR OTHER TYPE
OF NON-KENNEL BAG
HARD-SIDED
SIZE 40 CM X 44 CM X 21.5 CM
RESTRICTIONS: (16 IN. L X 17.5 IN. W X 8.5 IN H)
YOU MAY ADJUST YOUR KENNEL TO FIT
WITHIN THE MAXIMUM HEIGHT AVAILABLE
BENEATH THE SEAT.
WEIGHT 10 KG (22 LB.)
RESTRICTIONS
(PET AND
KENNEL
COMBINED)

(E) CHARGES

- * THERE IS A FEE OF 75 CAD/USD PRIOR TO 03DEC18 AND
* \$150 CAD/USD EFFECTIVE 03DEC18 EACH WAY, PLUS
* APPLICABLE TAXES, TO TRANSPORT AN ANIMAL AS CHECKED
* BAGGAGE AND A 50 CAD/USD PRIOR TO 03DEC18 AND \$150
* CAD/USD EFFECTIVE 03DEC18 EACH WAY PLUS APPLICABLE
* TAXES TO TRANSPORT AN ANIMAL IN THE CABIN.

- (F) SERVICE AND SPECIALITY DOGS (INCLUDING EMOTIONAL
SUPPORT DOGS)
WESTJET WILL ACCEPT FOR TRANSPORTATION, WITHOUT CHARGE,
A SERVICE ANIMAL REQUIRED TO ASSIST A PERSON WITH A
DISABILITY AS WELL AS SPECIALTY ANIMALS (CERTIFIED
SEARCH/RESCUE, AVALANCHE TRAINED, OR EXPLOSIVE

SNIFFING

ANIMALS) WITHIN THE CABIN OF THE AIRCRAFT.

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
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AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0090

TITLE/APPLICATION - 70 (CONT)

- (1) DOCUMENTATION MAY NOT BE NEEDED; HOWEVER, WESTJET
CAN AND WILL REQUEST DOCUMENTATION IF DEEMED
NECESSARY AND HAS THE RIGHT TO REFUSE BOARDING IF
INDICATORS LEAD A WESTJET EMPLOYEE TO BELIEVE THE
ANIMAL IS NOT A SERVICE ANIMAL.
(2) IF AT ANY TIME THE SAFETY OF CREW OR PASSENGERS

IS

JEOPARDIZED THE ANIMAL WILL BE DENIED BOARDING OR

REMOVED FROM THE AIRCRAFT.

- (3) A SERVICE ANIMAL MAY NOT OCCUPY A SEAT IN THE AIRCRAFT.
- (4) THE SERVICE ANIMAL MUST BE ACCOMPANIED BY A PASSENGER WITH A DISABILITY REQUIRING THE SERVICE OF THE ANIMAL, OR BY A TRAINER OR HANDLER TRANSPORTING THE ANIMAL FOR DUTY.
- (5) THERE MUST BE ENOUGH SPACE IN THE CABIN TO ACCOMMODATE THE ANIMAL.
- (6) IF THE CONDITIONS OF TRANSPORT AS INDICATED IN THIS RULE ARE NOT MET, THE ANIMAL WILL BE REQUIRED TO TRAVEL IN THE BAGGAGE COMPARTMENT. SERVICE AND SPECIALTY ANIMALS TRAVEL FREE OF CHARGE IN THE CABIN ONLY. WESTJET DOES NOT PROVIDE A FREE SERVICE FOR SERVICE AND SPECIALTY ANIMALS AS CHECKED LUGGAGE.
- (7) FOR THE COMFORT OF ALL PASSENGERS, WESTJET STAFF WILL DETERMINE, IN CONSULTATION WITH THE PERSON WITH A DISABILITY, OR ANIMAL HANDLER, WHERE THE PERSON AND THE ANIMAL WILL BE SEATED.
- (8) SERVICE AND SPECIALITY ANIMALS WILL NOT BE

CARRIED

UNLESS PROPER PERMITS ARE OBTAINED FOR ENTRY INTO THE COUNTRIES OF TRANSIT/FINAL DESTINATION, AND SUCH PERMITS ARE PRESENTED PRIOR TO COMMENCEMENT OF TRAVEL.

- (9) EXCEPT AS MANY OTHERWISE BE PROVIDED FOR IN THIS TARIFF, WESTJET WILL NOT BE RESPONSIBLE IN THE EVENT OF INJURY, SICKNESS OR DEATH OF SUCH

ANIMAL.

EXCEPTION: SHOULD AN INJURY TO OR DEATH OF A SERVICE ANIMAL RESULT FROM THE NEGLIGENCE OF WESTJET

REPRESENTATIVES,

WESTJET'S LIABILITY WILL BE LIMITED

TO

EXPEDITIOUSLY PROVIDING, AT ITS OWN EXPENSE, FOR THE MEDICAL CARE, AND IF NECESSARY REPLACEMENT OF THE ANIMAL.

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0100

TITLE/APPLICATION - 70

A TRAVELLER'S RIGHT PROVISIONS

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 01DEC18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0100

TITLE/APPLICATION - 70 (CONT)

- (A) IF A FLIGHT IS DELAYED AND THE DELAY BETWEEN THE SCHEDULED DEPARTURE OF THE FLIGHT AND THE ACTUAL DEPARTURE OF THE FLIGHT EXCEEDS 4 HOURS, THE CARRIER

- WILL PROVIDE THE PASSENGER WITH A MEAL VOUCHER.
- (B) IF A FLIGHT IS DELAYED BY MORE THAN 8 HOURS AND THE DELAY INVOLVES AN OVERNIGHT STAY, THE CARRIER WILL PAY FOR OVERNIGHT HOTEL STAY AND AIRPORT TRANSFERS FOR PASSENGERS WHO DID NOT START THEIR TRAVEL AT THAT AIRPORT.
 - (C) IF THE PASSENGER IS ALREADY ON THE AIRCRAFT WHEN A DELAY OCCURS, THE AIRLINE WILL OFFER DRINKS AND SNACKS IF IT IS SAFE, PRACTICAL AND TIMELY TO DO SO. IF THE DELAY EXCEEDS 90 MINUTES AND CIRCUMSTANCES PERMIT, WESTJET WILL OFFER PASSENGERS THE OPTION OF DISEMBARKING FROM THE AIRCRAFT UNTIL IT IS TIME TO DEPART IF SAFE AND PRACTICAL TO DO SO.
 - (D) THE CARRIER WILL ENDEAVOR TO TRANSPORT THE PASSENGER AND BAGGAGE WITH REASONABLE DISPATCH, BUT TIMES SHOWN IN TIMETABLES OR ELSEWHERE ARE NOT GUARANTEED AND FORM NO PART OF THIS CONTRACT.
 - (E) THE AGREED STOPPING PLACES ARE THOSE PLACES SHOWN IN THE CARRIER'S TIMETABLE AS SCHEDULED STOPPING PLACES

ON

SUBSTITUTE

MAY

THE ROUTE. THE CARRIER MAY, WITHOUT NOTICE, ALTERNATIVE CARRIERS OR AIRCRAFT AND, IF NECESSARY, ALTER OR OMIT STOPPING PLACES SHOWN IN THE TIMETABLE.

- (F) {X}
- (G) {X}

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0105

TITLE/APPLICATION - 70

A REFUNDS

- (A) VOLUNTARY CANCELLATIONS
IF A PASSENGER DECIDES NOT TO USE THE TICKET AND CANCELS THE RESERVATION, THE PASSENGER MAY NOT BE ENTITLED TO A REFUND, DEPENDING ON ANY REFUND

CONDITION

- (B) INVOLUNTARY CANCELLATIONS
ATTACHED TO THE PARTICULAR FARE.
IN THE EVENT A REFUND IS REQUIRED BECAUSE OF THE CARRIER'S FAILURE TO OPERATE OR REFUSAL TO TRANSPORT, THE REFUND WILL BE MADE AS FOLLOWS:
IF THE TICKET IS TOTALLY OR PARTIALLY UNUSED, THE

TOTAL

FARE PAID FOR EACH UNUSED SEGMENT WILL BE REFUNDED.

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GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
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AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0110

TITLE/APPLICATION - 70

A DENIED BOARDING COMPENSATION

- (A) IF A FLIGHT IS OVERBOOKED WITH THE RESULT THAT A

TICKETED PASSENGER IS NOT TRANSPORTED ON A FLIGHT FOR WHICH HE HELD CONFIRMED SPACE, THE CARRIER WILL DEFINE A REMEDY OR REMEDIES TO MITIGATE THE IMPACT OF THE OVERBOOKING OR CANCELLATION UPON THE PASSENGER. IN DEFINING THE REMEDY OR REMEDIES APPROPRIATE IN A PARTICULAR CASE, THE CARRIER WILL CONSIDER THE TRANSPORTATION NEEDS OF THE

PASSENGER

AND ANY DAMAGES THE PASSENGER MAY HAVE SUFFERED BY REASON OF THE OVERBOOKING. IN CASES WHERE THE PASSENGER IS OFFERED ALTERNATIVE REMEDIES, THE CHOICE AMONG THE ALTERNATIVES SHALL REST WITH THE PASSENGER. IN PARTICULAR, THE CARRIER WILL OFFER ONE OR MORE OF THE FOLLOWING REMEDIES:

- (1) TRANSPORTATION, WITHOUT FURTHER CHARGE AND WITHIN A REASONABLE TIME, TO THE PASSENGER'S INTENDED DESTINATION ON A TRANSPORTATION SERVICE WHICH SERVICE WILL BE IDENTIFIED BY THE CARRIER;
- (2) TRANSPORTATION, WITHOUT FURTHER CHARGE AND WITHIN A REASONABLE TIME, TO THE PASSENGER'S POINT OF ORIGIN ON A TRANSPORTATION SERVICE WHICH SERVICE WILL BE IDENTIFIED BY THE CARRIER;
- (3) A MONETARY PAYMENT IN AN AMOUNT TO BE DEFINED BY THE CARRIER WHICH SHALL IN NO CASE BE LESS THAN THE VALUE OF THE UNUSED PORTION OF THE PASSENGER'S TICKET; IN ALL CASES, THE CARRIER WILL REFUND THE AMOUNT OF THE FARE AND ANY TAXES OR FEES PAID BY THE PASSENGER.
- (4) A CREDIT, TO BE DEFINED BY THE CARRIER, TOWARDS THE PURCHASE OF FUTURE TRANSPORTATION ON A

SERVICE

OPERATED BY THE CARRIER.

OFFERED

(B) IN IDENTIFYING THE TRANSPORTATION SERVICE TO BE

TO THE PASSENGER, THE CARRIER WILL NOT LIMIT ITSELF TO CONSIDERING ITS OWN SERVICES OR THE SERVICES OF CARRIERS WITH WHICH IT HAS INTERLINE AGREEMENTS.

THE

(C) IN DEFINING THE ALTERNATIVE REMEDIES TO BE OFFERED,

CARRIER WILL CONSIDER, TO THE EXTENT THEY ARE KNOWN TO THE CARRIER, THE CIRCUMSTANCES OF THE PASSENGER AFFECTED BY THE OVERBOOKING, INCLUDING ANY EXPENSES WHICH THE PASSENGER, ACTING REASONABLY, MAY HAVE INCURRED AS A RESULT OF THE OVERBOOKING OR

CANCELLATION

AS, FOR EXAMPLE, COSTS INCURRED FOR ACCOMMODATION, MEALS OR ADDITIONAL TRANSPORTATION.

THE

(D) IN DEFINING THE ALTERNATIVE REMEDIES TO BE OFFERED,

CARRIER WILL MAKE A GOOD FAITH EFFORT TO

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TITLE/APPLICATION - 70 (CONT)

FAIRLY RECOGNIZE, AND APPROPRIATELY MITIGATE, THE IMPACT OF THE OVERBOOKING OR CANCELLATION UPON THE PASSENGER.

- (E) VOLUNTEERS AND BOARDING PRIORITIES
IF A FLIGHT IS OVERSOLD (MORE PASSENGERS HOLD

CONFIRMED

RESERVATIONS THAN THERE ARE SEATS AVAILABLE), NO ONE MAY BE DENIED BOARDING AGAINST HIS/HER WILL UNTIL AIRLINE PERSONNEL FIRST ASK FOR VOLUNTEERS WHO WILL GIVE UP THEIR RESERVATIONS WILLINGLY, IN EXCHANGE FOR

A

PAYMENT OF WESTJET'S CHOOSING. IF THERE ARE NOT

ENOUGH

VOLUNTEERS, OTHER PASSENGERS MAY BE DENIED BOARDING INVOLUNTARILY, IN ACCORDANCE WITH THE FOLLOWING BOARDING PRIORITY OF WESTJET: THE LAST PASSENGER TO ARRIVE AT THE TICKET LIFT POINT WILL BE THE FIRST TO

BE

DENIED BOARDING, EXCEPT;

- PASSENGERS TRAVELING DUE TO DEATH OR ILLNESS OF A MEMBER OF THE PASSENGER'S FAMILY, OR,
 - AGED PASSENGERS, OR
 - UNACCOMPANIED CHILDREN, OR
 - PASSENGERS WITH DISABILITY
- (F) COMPENSATION FOR INVOLUNTARY DENIED BOARDING

COMPENSATION"

A PASSENGER WHO IS DENIED BOARDING INVOLUNTARILY, IS ENTITLED TO A PAYMENT OF "DENIED BOARDING

FROM WESTJET UNLESS THE PASSENGER :

- HAS NOT FULLY COMPLIED WITH WESTJET'S TICKETING, AND CHECK-IN REQUIREMENTS, OR IS NOT ACCEPTABLE FOR TRANSPORTATION UNDER THE AIRLINE'S USUAL RULES AND PRACTICES; OR
- IS DENIED BOARDING BECAUSE THE FLIGHT IS CANCELLED; OR
- IS DENIED BOARDING BECAUSE A SMALLER CAPACITY AIRCRAFT WAS SUBSTITUTED FOR SAFETY OR OPERATIONAL REASONS AND WESTJET TOOK ALL REASONABLE MEASURES TO AVOID THE SUBSTITUTION OR THAT IT WAS IMPOSSIBLE FOR WESTJET TO TAKE SUCH MEASURES; OR
- HAS BEEN OFFERED ACCOMMODATIONS IN A SECTION OF THE AIRCRAFT OTHER THAN SPECIFIED IN THE TICKET, AT NO EXTRA CHARGE, (A PASSENGER SEATED IN A SECTION FOR WHICH A LOWER FARE IS CHARGED MUST BE GIVEN AN APPROPRIATE REFUNDS); OR

WESTJET IS ABLE TO PLACE THE PASSENGER ON ANOTHER FLIGHT OR FLIGHTS THAT ARE PLANNED TO REACH THE FINAL DESTINATION OR NEXT SCHEDULED STOPOVER WITHIN ONE HOUR OF THE SCHEDULED ARRIVAL OF YOUR ORIGINAL FLIGHT.

- (G) AMOUNT OF DENIED BOARDING COMPENSATION
ELIGIBLE PASSENGERS, AS PER PARAGRAPH (F) ABOVE, WHO

ARE DENIED BOARDING INVOLUNTARILY FROM OVERSOLD FLIGHT
ARE ENTITLED TO:

(1) NO COMPENSATION IF THE CARRIER OFFERS ALTERNATE

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TITLE/APPLICATION - 70 (CONT)

TRANSPORTATION THAT IS PLANNED TO ARRIVE AT THE
PASSENGER'S DESTINATION OR FIRST STOPOVER NOT
LATER THAN ONE HOUR AFTER THE PLANNED ARRIVAL

TIME

OF THE PASSENGER'S ORIGINAL FLIGHT;

(2) 200% OF THE TOTAL PRICE TO THE PASSENGER'S
DESTINATION OR FIRST STOPOVER, WITH A MAXIMUM OF
USD/CAD \$675, IF THE CARRIER OFFERS ALTERNATE
TRANSPORTATION THAT IS PLANNED TO ARRIVE AT THE
PASSENGER'S DESTINATION OR FIRST STOPOVER MORE
THAN ONE HOUR BUT LESS THAN FOUR HOURS AFTER THE
PLANNED ARRIVAL TIME OF THE PASSENGER'S ORIGINAL
FLIGHT; AND

(3) 400% OF THE TOTAL PRICE TO THE PASSENGER'S
DESTINATION OR FIRST STOPOVER, WITH A MAXIMUM OF
USD/CAD \$1350, IF THE CARRIER DOES NOT OFFER
ALTERNATE TRANSPORTATION THAT IS PLANNED TO

ARRIVE

AT THE AIRPORT OF THE PASSENGER'S DESTINATION OR
FIRST STOPOVER LESS THAN FOUR HOURS AFTER THE
PLANNED ARRIVAL TIME OF THE PASSENGER'S ORIGINAL
FLIGHT.

(4) A TOTAL PRICE MEANS THE TOTAL OF THE AIR
TRANSPORTATION CHARGES AND THIRD PARTY CHARGES
THAT MUST BE PAID TO OBTAIN THE SERVICE.

(H) METHOD OF PAYMENT

(1) WESTJET MUST GIVE EACH PASSENGER WHO QUALIFIES

FOR

DENIED BOARDING COMPENSATION, A PAYMENT BY CASH

OR

CASH EQUIVALENT, CHEQUE OR DRAFT FOR THE MOUNT
SPECIFIED ABOVE, OR TRAVEL CREDITS ON THE DAY AND
PLACE THE INVOLUNTARY DENIED BOARDING OCCURS.

HOWEVER, IF WESTJET ARRANGES ALTERNATE
TRANSPORTATION FOR THE PASSENGER'S CONVENIENCE
THAT DEPARTS BEFORE THE PAYMENT CAN BE MADE, THE
PAYMENT WILL BE SEND TO THE PASSENGER WITHIN 24
HOURS.

(2) WESTJET WILL INFORM PASSENGERS OF THE AMOUNT OF
CASH COMPENSATION THAT WOULD BE DUE AND THAT THE
PASSENGER MAY DECLINE TRAVEL CREDITS AND RECEIVE
CASH OR EQUIVALENT.

(3) WESTJET WILL FULLY DISCLOSE ALL MATERIAL
RESTRICTIONS BEFORE THE PASSENGER DECIDES TO GIVE

UP THE CASH OR EQUIVALENT PAYMENT IN EXCHANGE FOR TRAVEL CREDIT.

- (4) WESTJET WILL OBTAIN A SIGNED AGREEMENT OF THE PASSENGER CONFIRMING THAT THE PASSENGER WAS PROVIDED WITH THE AFOREMENTIONED INFORMATION

PRIOR

TO PROVIDING THE TRAVEL CREDIT IN LIEU OF CASH OR CASH EQUIVALENT COMPENSATION.

- (5) THE AMOUNT OF THE TRAVEL CREDIT WILL NOT BE LESS THAN 300% OF THE AMOUNT OF CASH COMPENSATION THAT

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TITLE/APPLICATION - 70 (CONT)

WOULD BE DUE.

- (6) PASSENGERS WILL BE ENTITLED TO EXCHANGE THE

TRAVEL

CREDITS TO CASH OR CASH EQUIVALENT AT THE RATE OF \$1 IN CASH BEING EQUIVALENT TO \$3 IN TRAVEL CREDITS WITHIN 1 MONTH OF RECEIPT, NOT TO EXCEED

A

CASH PAYOUT GREATER THAN THE MAXIMUM AMOUNT AS DEFINED BY THE LENGTH OF THE DELAY.

- (I) FOR SERVICES DEPARTING THE EUROPEAN UNION (EU),

WS

SHALL APPLY THE PROVISIONS OF EC REGULATION NO. 261/2004.

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0115

TITLE/APPLICATION - 70

A INTERLINE BAGGAGE ACCEPTANCE

(EFFECTIVE TO/FROM CANADA FOR TICKETS ISSUED ON/AFTER APRIL 1, 2015)

FOR TRAVEL TO OR FROM THE UNITED STATES, WHEN TRAVELLING WITH ONE OF WESTJET'S CODE-SHARE OR INTERLINE PARTNERS, GUEST ARE ENCOURAGED TO FAMILIARIZE THEMSELVES WITH THE BAGGAGE ALLOWANCES AND FEES OF THE CODE-SHARE OR INTERLINE CARRIER AS THEY MAY BE DIFFERENT FROM WESTJET'S BAGGAGE ALLOWANCES AND FEES. WESTJET WILL COMPLY WITH APPLICABLE REGULATIONS TO ENSURE THE APPROPRIATE BAGGAGE ALLOWANCES

AND

FEES APPLY THROUGHOUT THE GUEST'S ENTIRE JOURNEY.

(A) APPLICABILITY

THIS RULE IS APPLICABLE TO ALL INTERLINE ITINERARIES ISSUED ON A SINGLE TICKET WHOSE ORIGIN OR ULTIMATE TICKETED DESTINATION IS IN CANADA.

IT ESTABLISHES HOW WS WILL DETERMINE WHICH CARRIER'S BAGGAGE RULES APPLY TO ANY PASSENGER'S ENTIRE

INTERLINE

ITINERARY.

- (B) GENERAL
 FOR THE PURPOSES OF INTERLINE BAGGAGE ACCEPTANCE:
 (1) THE CARRIER WHOSE DESIGNATOR CODE IS IDENTIFIED
 THE FIRST SEGMENT OF THE PASSENGER'S INTERLINE
 TICKET WILL BE KNOWN AS THE SELECTING CARRIER.
 (2) ANY CARRIER WHO IS IDENTIFIED AS PROVIDING
 INTERLINE TRANSPORTATION TO THE PASSENGER BY
 VIRTUE OF THE PASSENGER'S TICKET WILL BE KNOWN AS
 A PARTICIPATING CARRIER.
 (C) BAGGAGE RULE DETERMINATION BY SELECTING CARRIER
 (1) CHECKED BAGGAGE
 THE SELECTING CARRIER WILL:
 (A) SELECT AND APPLY ITS OWN BAGGAGE RULES AS

ON

SET

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TITLE/APPLICATION - 70 (CONT)

OUT IN ITS TARIFF TO THE ENTIRE INTERLINE
 ITINERARY; OR

- (B) SELECT THE MOST SIGNIFICANT CARRIER, AS
 DETERMINED BY IATA RESOLUTION 302 AND
 CONDITIONED BY THE CANADIAN TRANSPORTATION
 AGENCY, IN ORDER FOR THAT CARRIER'S BAGGAGE
 RULES, AS ESTABLISHED IN ITS TARIFF, TO

APPLY

TO THE ENTIRE INTERLINE ITINERARY.
 THE CARRIER IDENTIFIED BY MEANS OF A) OR B) WILL
 BE KNOWN AS THE SELECTED CARRIER.

- (2) CARRY-ON BAGGAGE
 EACH OPERATING CARRIER'S CARRY-ON BAGGAGE
 ALLOWANCES WILL APPLY TO EACH FLIGHT SEGMENT IN

AN

INTERLINE ITINERARY. NOTWITHSTANDING, THE
 CARRY-ON BAGGAGE CHARGES THAT WILL APPLY TO THE
 ENTIRE INTERLINE ITINERARY WILL BE THOSE OF THE
 SELECTED CARRIER.

- (D) BAGGAGE RULE APPLICATION BY PARTICIPATING CARRIER
 WHERE WS IS NOT THE SELECTED CARRIER ON AN INTERLINE
 ITINERARY BUT IS A PARTICIPATING CARRIER THAT IS
 PROVIDING TRANSPORTATION TO THE PASSENGER BASED ON THE
 TICKET ISSUED, WS WILL APPLY AS ITS OWN THE BAGGAGE
 RULES OF THE SELECTED CARRIER THROUGHOUT THE INTERLINE
 ITINERARY.
 (E) DISCLOSURE OF BAGGAGE RULES
 SUMMARY PAGE AT THE END OF AN ONLINE PURCHASE AND
 E-TICKET DISCLOSURE
 (1) FOR BAGGAGE RULES PROVISIONS RELATED TO A
 PASSENGER'S 1ST AND 2ND CHECKED BAG AND THE

PASSENGER'S

PASSENGER'S CARRY-ON BAGGAGE (I.E. THE

"STANDARD" BAGGAGE ALLOWANCE), WHEN THE CARRIER SELLS AND ISSUES A TICKET FOR AN INTERLINE ITINERARY, IT WILL DISCLOSE TO THE PASSENGER ON ANY SUMMARY PAGE AT THE END OF AN ONLINE PURCHASE AND ON THE PASSENGER'S ITINERARY/RECEIPT AND E-TICKET AT THE TIME OF TICKETING THE BAGGAGE INFORMATION RELEVANT TO THE PASSENGER ITINERARY

AS

SET OUT IN PARAGRAPH 2 BELOW. THE DISCLOSED INFORMATION WILL REFLECT THE BAGGAGE RULES OF THE SELECTED CARRIER.

(2) THE CARRIER WILL DISCLOSE THE FOLLOWING INFORMATION:

- (A) NAME OF THE CARRIER WHOSE BAGGAGE RULES APPLY;
- (B) PASSENGER'S FREE BAGGAGE ALLOWANCE AND/OR APPLICABLE FEES;
- (C) SIZE AND WEIGHT LIMITS OF THE BAGS, IF APPLICABLE;
- (D) TERMS OR CONDITIONS THAT WOULD ALTER OR

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TITLE/APPLICATION - 70 (CONT)

IMPACT A PASSENGER'S STANDARD BAGGAGE ALLOWANCES AND CHARGES (E.G. FREQUENT FLYER STATUS, EARLY CHECK-IN, PRE-PURCHASING BAGGAGE ALLOWANCES WITH A PARTICULAR CREDIT CARD);

(E) EXISTENCE OF ANY EMBARGOES THAT MAY BE APPLICABLE TO THE PASSENGER'S ITINERARY;

AND,

(F) APPLICATION OF BAGGAGE ALLOWANCES AND

CHARGES

(I.E. WHETHER THEY ARE APPLIED ONCE PER DIRECTION OR IF THEY ARE APPLICABLE AT EACH STOPOVER POINT).

(3) THE CARRIER WILL PROVIDE THIS INFORMATION IN TEXT FORMAT ON THE PASSENGER'S E-TICKET CONFIRMATION. ANY FEE INFORMATION PROVIDED FOR CARRY-ON BAGS

AND

THE FIRST AND SECOND CHECKED BAG WILL BE

EXPRESSED

AS SPECIFIC CHARGES (I.E., NOT A RANGE).

WEB SITE DISCLOSURE

THE CARRIER WILL DISCLOSE ON ITS WEB SITE, IN A CONVENIENT AND PROMINENT LOCATION, A COMPLETE AND COMPREHENSIVE SUMMARY OF ALL THE CARRIER'S OWN BAGGAGE RULES, INCLUDING INFORMATION CONCERNING:

BAGS

(A) THE MAXIMUM WEIGHT AND DIMENSIONS OF PASSENGER BAGS, IF APPLICABLE, BOTH CHECKED AND UNCHECKED;

(B) THE NUMBER OF CHECKED AND UNCHECKED PASSENGER

THE

THAT CAN BE TRANSPORTED AND THE APPLICABLE CHARGES;

(C) EXCESS AND OVERSIZED BAGGAGE CHARGES;

(D) CHARGES RELATED TO CHECK IN, COLLECTION AND DELIVERY OF CHECKED BAGGAGE;

(E) ACCEPTANCE AND CHARGES RELATED TO SPECIAL ITEMS, E.G. SURF BOARDS, PETS, BICYCLES, ETC.;

(F) BAGGAGE PROVISIONS RELATED TO PROHIBITED OR UNACCEPTABLE ITEMS, INCLUDING EMBARGOES;

(G) TERMS OR CONDITIONS THAT WOULD ALTER OR IMPACT

A

BAGGAGE ALLOWANCES AND CHARGES APPLICABLE TO PASSENGERS (E.G. FREQUENT FLYER STATUS, EARLY CHECK IN, PRE-PURCHASING BAGGAGE ALLOWANCES WITH

PARTICULAR CREDIT CARD); AND,

(H) OTHER RULES GOVERNING TREATMENT OF BAGGAGE AT STOPOVER POINTS, INCLUDING PASSENGERS SUBJECT TO SPECIAL BAGGAGE ALLOWANCES OR CHARGES ETC.

(F) DEFINITIONS

"AIRLINE DESIGNATOR CODE"

AN IDENTIFICATION CODE COMPRISED OF TWO-

CHARACTERS

WHICH IS USED FOR COMMERCIAL AND TRAFFIC PURPOSES SUCH AS RESERVATIONS, SCHEDULES, TIMETABLES, TICKETING, TARIFFS AND AIRPORT DISPLAY SYSTEMS. AIRLINE DESIGNATORS ARE ASSIGNED BY IATA. WHEN THIS CODE APPEARS ON A TICKET, IT REFLECTS THE

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TITLE/APPLICATION - 70 (CONT)

CARRIER THAT IS MARKETING THE FLIGHT, WHICH MIGHT BE DIFFERENT FROM THE CARRIER OPERATING THE FLIGHT.

"BAGGAGE RULES"

THE CONDITIONS ASSOCIATED WITH THE ACCEPTANCE OF BAGGAGE, SERVICES INCIDENTAL TO THE

TRANSPORTATION

OF BAGGAGE, ALLOWANCES AND ALL RELATED CHARGES. FOR EXAMPLE, BAGGAGE RULES MAY ADDRESS THE FOLLOWING TOPICS:

. THE MAXIMUM WEIGHT AND DIMENSIONS OF PASSENGER BAGS, IF APPLICABLE, BOTH CHECKED AND UNCHECKED;

. THE NUMBER OF CHECKED AND UNCHECKED

PASSENGER

BAGS THAT CAN BE TRANSPORTED AND THE APPLICABLE CHARGES;
 . EXCESS AND OVERSIZED BAGGAGE CHARGES;
 . CHARGES RELATED TO CHECK-IN, COLLECTION AND DELIVERY OF CHECKED BAGGAGE;
 . ACCEPTANCE AND CHARGES RELATED TO SPECIAL ITEMS, E.G. SURFBOARDS, PETS, BICYCLES, ETC;
 . BAGGAGE PROVISIONS RELATED TO PROHIBITED OR UNACCEPTABLE ITEMS, INCLUDING EMBARGOES;
 . TERMS OR CONDITIONS THAT WOULD ALTER OR IMPACT THE BAGGAGE ALLOWANCES AND CHARGES APPLICABLE TO PASSENGERS (E.G. FREQUENT FLYER STATUS, EARLY CHECK-IN, PRE-PURCHASING BAGGAGE ALLOWANCES WITH A PARTICULAR CREDIT CARD); AND,
 . OTHER RULES GOVERNING TREATMENT OF BAGGAGE STOPOVER POINTS, INCLUDING PASSENGERS TO SPECIAL BAGGAGE ALLOWANCES OR CHARGES, ETC.

"INTERLINE AGREEMENT":
 AN AGREEMENT BETWEEN TWO OR MORE CARRIERS TO CO-ORDINATE THE TRANSPORTATION OF PASSENGERS AND THEIR BAGGAGE FROM THE FLIGHT OF ONE AIR CARRIER TO THE FLIGHT OF ANOTHER AIR CARRIER (THROUGH TO THE NEXT POINT OF STOPOVER).

"INTERLINE ITINERARY":
 ALL FLIGHTS REFLECTED ON A SINGLE TICKET INVOLVING MULTIPLE AIR CARRIERS. ONLY TRAVEL ON A SINGLE TICKET IS SUBJECT TO THE AGENCY'S APPROACH PROVIDED THE ORIGIN OR THE ULTIMATE TICKETED DESTINATION IS A POINT IN CANADA.

"INTERLINE TRAVEL":
 TRAVEL INVOLVING MULTIPLE AIR CARRIERS LISTED ON A SINGLE TICKET THAT IS PURCHASED VIA A SINGLE TRANSACTION.

"SINGLE TICKET":

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TITLE/APPLICATION - 70 (CONT)
 A DOCUMENT THAT PERMITS TRAVEL FROM ORIGIN TO DESTINATION. IT MAY INCLUDE INTERLINE/CODE-SHARE AND INTRA-LINE SEGMENTS. IT MAY ALSO INCLUDE END-TO-END COMBINATIONS (I.E., STAND ALONE FARES THAT CAN BE BOUGHT SEPARATELY BUT COMBINED TOGETHER TO FORM ONE PRICE).

"SUMMARY PAGE AT THE END OF AN ONLINE PURCHASE":

A PAGE ON A CARRIER'S WEB SITE WHICH SUMMARIZES THE DETAILS OF A TICKET PURCHASE TRANSACTION JUST AFTER THE PASSENGER HAS AGREED TO PURCHASE THE TICKET FROM THE CARRIER AND HAS PROVIDED A FORM

OF

PAYMENT.

"ULTIMATE TICKETED DESTINATION":

IN SITUATIONS WHERE A PASSENGER'S ORIGIN IS A NON-CANADIAN POINT AND THE ITINERARY INCLUDES AT LEAST ONE STOP IN CANADA, AS WELL AS AT LEAST ONE STOP OUTSIDE CANADA. IF THE STOP IN CANADA IS

THE

FARTHEST CHECKED POINT AND THE STOP IS MORE THAN 24 HOURS, THE AGENCY WOULD CONSIDER THE ULTIMATE TICKETED DESTINATION TO BE CANADA.

CARRIER DEFINITIONS (VARIOUS)

"DOWN LINE CARRIER ":

ANY CARRIER, OTHER THAN THE SELECTING CARRIER,

WHO

IS IDENTIFIED AS PROVIDING INTERLINE TRANSPORTATION TO THE PASSENGER BY VIRTUE OF THE PASSENGER'S TICKET.

"MARKETING CARRIER":

THE CARRIER THAT SELLS FLIGHTS UNDER ITS CODE.

"MOST SIGNIFICANT CARRIER (MSC)":

IS DETERMINED BY A METHODOLOGY, ESTABLISHED BY IATA (RESOLUTION 302), WHICH ESTABLISHES, FOR

EACH

PORTION OF A PASSENGER'S ITINERARY WHERE BAGGAGE IS CHECKED THROUGH TO A NEW STOPOVER POINT, WHICH CARRIER WILL BE PERFORMING THE MOST SIGNIFICANT PART OF THE SERVICE. FOR TRAVELERS UNDER THE RESOLUTION 302 SYSTEM, THE BAGGAGE RULES OF THE MSC WILL APPLY. FOR COMPLEX ITINERARIES

INVOLVING

MULTIPLE CHECKED BAGGAGE POINTS, THERE MAY BE

MORE

THAN ONE MSC, RESULTING IN THE APPPLICATION OF DIFFERING BAGGAGE RULES THROUGH AN ITINERARY.

"MOST SIGNIFICANT CARRIER (MSC)-IATA RESOLUTION 302 AS CONDITIONED BY THE AGENCY":

IN THIS INSTANCE, THE MSC IS DETERMINED BY APPLYING IATA RESOLUTION 302 METHODOLOGY AS CONDITIONED BY THE AGENCY. THE AGENCY'S RESERVATION HAS STIPULATED THAT ONLY A SINGLE SET OF BAGGAGE RULES MAY APPLY TO ANY GIVEN INTERLINE ITINERARY. THE AIM OF THE AGENCY'S RESERVATION

IS

TO ALLOW THE SELECTING CARRIER TO USE THE MSC

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TITLE/APPLICATION - 70 (CONT)

METHODOLOGY TO DETERMINE WHICH CARRIER'S BAGGAGE
RULES APPLY TO AN INTERNATIONAL INTERLINE
ITINERARY TO OR FROM CANADA, WHILE REINFORCING

THE

ROLE OF TARIFFS IN THE DETERMINATION OF WHICH
CARRIER'S RULES APPLY.

"OPERATING CARRIER":

THE CARRIER THAT OPERATES THE ACTUAL FLIGHT.

"PARTICIPATING CARRIER(S)":

INCLUDES BOTH THE SELECTING CARRIER AND DOWN LINE
CARRIERS WHO HAVE BEEN IDENTIFIED AS PROVIDING
INTERLINE TRANSPORTATION TO THE PASSENGER BY
VIRTUE OF THE PASSENGER'S TICKET.

"SELECTED CARRIER":

THE CARRIER WHOSE BAGGAGE RULES APPLY TO THE
ENTIRE INTERLINE ITINERARY.

"SELECTING CARRIER":

THE CARRIER WHOSE DESIGNATOR CODE IS IDENTIFIED

ON

THE FIRST SEGMENT OF THE PASSENGER'S TICKET AT

THE

BEGINNING OF AN ITINERARY ISSUED ON A SINGLE
TICKET WHOSE ORIGIN OR ULTIMATE DESTINATION IS IN
CANADA.