

-----  
-----

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

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

---

TITLE/APPLICATION - 70 (CONT)

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.

-2-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

-----  
TITLE/APPLICATION - 70 (CONT)

EMOTIONAL SUPPORT ANIMAL IS <{C}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 SEVEN 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.

FARE COMPONENT MEANS THE FARE CHARGED BETWEEN TWO CONSECUTIVE FARE BREAK POINTS.

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

-3-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

-----  
-----

TITLE/APPLICATION - 70 (CONT)

MUST BE PROVIDED AND IS RESTRICTED TO ONE INFANT PER ADULT PASSENGER

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 INCLUDING ALL TAXES AND FEES.

ACTUAL OPERATING CARRIER MEANS THE CARRIER THAT OPERATES THE  
FLIGHT.  
ORIGIN MEANS THE POINT FROM WHICH A FLIGHT COMMENCES WITH  
THE PASSENGERS TO BE TRANSPORTED.  
POINT OUTWARD DESTINATION OR DESTINATION MEANS THAT STOPOVER  
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. 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

-4-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

-----  
TITLE/APPLICATION - 70 (CONT)  
POSSESSION OF AN AIRCRAFT, FOR;  
(A) INJURY TO OR DEATH OF PERSONS WHO ARE PASSENGERS;  
(B) LOSSES SUFFERED OR SUSTAINED BY A PASSENGER OR  
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.  
OFFICES PREPAID TICKET ADVICE MEANS THE NOTIFICATION BETWEEN  
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

THAN  
HELD  
ON  
WHICH  
TARIFF.

TO THE SAME DESTINATION AS, BUT VIA A DIFFERENT ROUTING  
THAT DESIGNATED ON THE TICKET, OR PORTION THEREOF, THEN  
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  
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  
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

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;

-5-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

-----  
-----

TITLE/APPLICATION - 70 (CONT)

- (B) CANCELLATION OF FLIGHT, OR OMISSION OF A SCHEDULED  
STOP, OR
- (C) SUBSTITUTION OF AIRCRAFT OR OF A DIFFERENT CLASS OF  
SERVICE, OR;
- (D) SCHEDULE CHANGES WHICH REQUIRE REROUTING OF A

PASSENGER

AT DEPARTURE TIME OF HIS OR HER ORIGINAL FLIGHT.  
"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

THE RELATED TO A DISABILITY BEYOND THAT NORMALLY PROVIDED BY  
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

-6-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

-----

TITLE/APPLICATION - 70 (CONT)

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.

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0005

-----

TITLE/APPLICATION - 70

K 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.  
BAGGAGE FEES ARE CHARGED IN CAD OR USD BY DIRECTION  
DEPENDING ON POINT OF DEPARTURE. GUESTS DEPARTING FROM  
CANADA OR EUROPE WILL PAY BAGGAGE FEES IN CAD AND GUESTS,  
DEPARTING THE UNITED STATES, LATIN AMERICA AND THE  
CARIBBEAN WILL PAY BAGGAGE FEES IN USD.  
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.

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0010

-----  
TITLE/APPLICATION - 70

- 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

-7-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0010

-----  
TITLE/APPLICATION - 70 (CONT)

- (C) INTERNATIOANAL AIR TRANSPORT ASSOCIATION;  
AND/OR COMBINATION THEREOF OF (A) AND (B)
- ABOVE;
- (D) SABRE FLIGHT PLANNING SYSTEM

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

-----  
TITLE/APPLICATION - 70

RATES AND CHARGES-INTERNATIONAL SERVICE



(A) PAYMENT TERMS  
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 FARE WOULD BE CHARGED

\* IN US CURRENCY. FEES ARE CHARGED PER PASSENGER AND  
\* PER TRANSACTION, FOR BOOKING MADE PRIOR TO MARCH 20TH 2019 AND PER FARE COMPONENT FOR PASSENGER FOR BOOKING MADE ON OR AFTER MARCH 20TH 2019, 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

-8-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 20MAR19

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

-----  
TITLE/APPLICATION - 70 (CONT)

POSSIBLE, THE REASON FOR THEM.

(C) WHEN A TICKET IS CANCELLED WITHIN 24 HOURS OF PURCHASE, AND THE FLIGHT IS OUTSIDE 7 DAYS, A FULL REFUND INCLUDING TAXES AND FEES, WITHOUT PENALTY CAN BE OBTAINED. OUTSIDE OF 24 HOURS, FOR A NON-REFUNDABLE TICKET, THE CARRIER DOES NOT REFUND ANY TAXES, FEES OR SURCHARGES COLLECTED UNLESS REQUIRED BY LAW OR WHERE SUCH TAXES WERE COLLECTED

IN ERROR.

(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, ANY UNUSED TICKET AMOUNT IS NOT AVAILABLE FOR FUTURE TVL CREDIT.	\$25	\$0
CANCEL FOR TVL DEPARTING WITHIN 60 DAYS AND SAME DAY FLT CHANGES AT CHECK-IN	NON-REFUNDABLE, NO CHANGES ARE PERMITTED, ANY UNUSED TICKET AMOUNT IS NOT AVAILABLE FOR FUTURE TVL CREDIT.	\$100	\$0
NAME CHANGE	NON-REFUNDABLE, NO CHANGES ARE PERMITTED, ANY UNUSED TICKET AMOUNT IS NOT AVAILABLE FOR FUTURE	\$100	\$100

-9-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

-----  
TITLE/APPLICATION - 70 (CONT)

CANCELLATION (BALANCE - ORIGINAL FORM OF PAYMENT)	TVL CREDIT. NOT AVAILABLE AND ANY UNUSED TICKET AMOUNT IS NOT AVAILABLE	NOT AVAILABLE	NOT AVAILABLE
---	--	---------------	---------------

FOR FUTURE  
TVL CREDIT.

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 (EXCLUDING FLIGHTS DEPARTING WITHIN 24 HOURS)	\$0	\$0	\$0	\$0
CANCEL FOR TVL DEPARTING IN MORE THAN 60 DAYS	\$25	\$0	\$100	\$0
CANCEL FOR TVL DEPARTING WITHIN 60 DAYS AND SAME DAY FLT CHANGES AT CHECK-IN	\$100	\$0	\$100	\$0
NAME CHANGE CANCELLATION (BALANCE - ORIGINAL FORM OF PAYMENT)	NOT AVAILABLE	\$0	NOT AVAILABLE	\$0

(B) CANCELLATIONS INCUR A FEE AS OUTLINED IN THE

CHART

TO AND FROM EUROPE INCLUDING THE UK

	BASIC	ECONO	ECONO FLEX
CANCEL WITHIN 24 HOURS OF BOOKING (EXCLUDING FLIGHTS DEPARTING WITH	\$0	\$0	\$0

-10-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 20MAR19

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

TITLE/APPLICATION - 70 (CONT)  
IN 24 HOURS)

CANCEL FOR TVL NON-REFUN- BEFORE BEFORE

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

-11-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

-----  
TITLE/APPLICATION - 70 (CONT)

SAME DAY FLT	UNUSED			
CHANGES AT	TICKET			
CHECK-IN	AMOUNT IS			
	NOT AVAI-			
	LABLE FOR			
	FUTURE TVL			
	CREDIT			
NAME CHANGE	\$100	\$0	\$100	\$0
CANCELLATION	NOT	\$0	NOT	
(BALANCE -	AVAILABLE		AVAILABLE	\$0
ORIGINAL FORM				

OF

AS

USED

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

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 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.

IN EFFECT ON: 20MAR19

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

TITLE/APPLICATION - 70 (CONT)

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

ANY 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

(FLEXIBLE

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

ECONO (LOWEST) ECONO FLEX PLUS PLUS (LOWEST)

(FLEXIBLE

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

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

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

(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.

-13-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
 IN EFFECT ON: 20MAR19

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

-----  
 TITLE/APPLICATION - 70 (CONT)

(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  
 PREMIUMFLEX AND BUSINESSFLEX WHICH  
 IS AVAILABLE TO BE REFUNDED TO ORIGINAL  
 FORM OF PAYMENT.

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

	BASIC	ECONO	ECONO FLEX	PREMIUM
NAME CHANGE	CHANGES	\$0	\$0	\$0
24 HOURS OF BOOKING (EXC- CLUDING FLTS DEPARTING WITHIN 24 HOURS	ARE NOT PERMIT- TED			
CHANGE FOR TRAVEL DEPAR- TING IN MORE THAN 60 DAYS	NON-REFUN- DABLE NO CHANGES ARE PERMITTED	BEFORE 07JAN19 \$50 CAD 33 GBP	BEFORE 07JAN19 \$50 CAD 33 GBP	BEFORE 07JAN19 \$50 CAD 33 GBP
	ANY UNUSED TICKET	28 GBP	28 GBP	28 GBP
	AMOUNT IS	ON/AFTER 07JAN19	ON/AFTER 07JAN19	ON/AFTER 07JAN19
	NOT AVAILA- BLE FOR	\$100 CAD 68 GBP	\$100 CAD 68 GBP	\$100 CAD 68 GBP
	FUTURE TVL CREDIT	56 GBP	56 GBP	56 GBP
CHANGE FOR TVL DEPART- ING WITHIN 60 DAYS AND SAME-DAY FLIGHT	NON-REFUN- DABLE NO CHANGES ARE PERMITTED	BEFORE 07JAN19 \$150 CAD 99 GBP	BEFORE 07JAN19 \$150 CAD 99 GBP	BEFORE 07JAN19 \$150 CAD 99 GBP
	ANY UNUSED TICKET	83 GBP	83 GBP	83 GBP
	AMOUNT IS	ON/AFTER 07JAN19	ON/AFTER 07JAN19	ON/AFTER 07JAN19
CHANGES AT CHECK-IN	NOT AVAILA- BLE FOR	\$250 CAD 165 GBP	\$250 CAD 165 GBP	\$250 CAD 165 GBP
	FUTURE TVL CREDIT	138 GBP	138 GBP	138 GBP
	BASIC	PREMIUM	BUSI	BUSI

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

-14-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
 IN EFFECT ON: 20MAR19

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

TITLE/APPLICATION - 70 (CONT)

HOURS				
CHANGE FOR TRAVEL DEPARTING IN MORE THAN 60 DAYS	NON-REFUNDABLE NO CHANGES ARE PERMITTED ANY UNUSED TICKET R AMOUNT IS NOT AVAILABLE FOR FUTURE TVL CREDIT	\$0	\$400 CAD 264 GBP	\$0
CHANGE FOR TVL DEPARTING WITHIN 60 DAYS AND SAME-DAY FLIGHT CHANGES AT CHECK-IN	NON-REFUNDABLE NO CHANGES ARE PERMITTED ANY UNUSED TICKET R AMOUNT IS NOT AVAILABLE FOR FUTURE TVL CREDIT	\$0	\$400 CAD 224 GBP	\$0
NAME CHANGE	NON-REFUNDABLE NO CHANGES ARE PERMITTED ANY UNUSED TICKET R AMOUNT IS NOT AVAILABLE FOR FUTURE TVL CREDIT	BEFORE 07JAN19	ECONO BEFORE 07JAN19	PREMIUM FLEX BEFORE 07JAN19
		\$150 CAD 99 GBP 83 GBP	\$150 CAD 99 GBP 83 GBP	\$150 CAD 99 GBP 83 GBP
		ON/AFTER 07JAN19	ON/AFTER 07JAN19	ON/AFTER 07JAN19
		\$250 CAD 165 GBP 138 GBP	\$250 CAD 165 GBP 138 GBP	\$250 CAD 165 GBP 138 GBP
CANCELLATIONS (BALANCE REFUNDED TO	NOT AVAILABLE AND ANY UNUSED	NOT AVAILA-	NOT AVAILA-	NOT AVAILA-



ORIGINAL FORM TICKET  
 OF PAYMENT) AMOUNT IS  
 NOT AVAILA-  
 BLE FOR  
 FUTURE TRA-  
 VEL CREDIT  
 BASIC PREMIUM BUSI BUSI  
 FLEX NESS NESS  
 FLEX  
 NAME CHANGE NON-REFUN- \$0 \$0 \$0  
 -15-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
 IN EFFECT ON: 20MAR19

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

-----  
 TITLE/APPLICATION - 70 (CONT)

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  
 CHANGES AT AMOUNT IS  
 CHECK-IN NOT AVAILA-  
 BLE FOR  
 FUTURE TVL  
 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 INCLUDING ALL TAXES AND

FEE 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

-16-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

-----  
-----

TITLE/APPLICATION - 70 (CONT)

	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
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

PASSENGERS

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

-17-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

-----  
-----

TITLE/APPLICATION - 70 (CONT)

- 6) THE CARRIER WILL COMPLETE A FULL REFUND OF THE  
FARE, TAXES AND FEES 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  
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.

TAX

IT IS THE PASSENGER'S RESPONSIBILITY TO ENSURE THAT

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:
    - A) CANCEL ANY REMAINING PORTION OF THE

-18-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

-----  
-----

TITLE/APPLICATION - 70 (CONT)  
PASSENGER'S ITINERARY OR TICKET;

THE B) REFUSE TO BOARD THE PASSENGER OR CHECK-IN

C) PASSENGER OR THE PASSENGER'S BAGGAGE; OR  
ASSESS THE PASSENGER FOR THE REASONABLE  
REMAINING VALUE OF THE TICKET, WHICH SHALL

BE 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  
K 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  
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.

THAT

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

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

-19-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 20MAR19

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

-----  
-----

TITLE/APPLICATION - 70 (CONT)

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

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.
(2) GUESTS WITH DISABILITIES AND THEIR ATTENDANTS,

WHO

WILL MEET THE PERSONS' DISABILITY RELATED NEEDS, WILL BE SEATED TOGETHER.

- (3) THE NUMBER OF GUESTS WITH A DISABILITY ON A

SINGLE

FLIGHT MAY BE LIMITED BASED ON GUEST SAFETY CONSIDERATIONS, AIRCRAFT SPECIFICATIONS, AND AIRPORT HANDLING FACILITIES AVAILABLE AT

DEPARTURE

OR ARRIVAL AIRPORTS.

-20-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 20MAR19

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

-----

TITLE/APPLICATION - 70 (CONT)

- (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 DISABILITY AS A RESULT OF THEIR ALLERGY TO CATS WHO REQUIRES ACCOMMODATION, THERE ARE NO

CONFIRMED

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  
TERMINALS DISCONNECTED AND TAPED.
- (2) THE GUEST WILL ARRANGE FOR WET CELL BATTERIES

FROM

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,

-21-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 20MAR19

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

-----  
-----

TITLE/APPLICATION - 70 (CONT)

FOR

THE CARRIER WILL ARRANGE, AT ITS EXPENSE,

AND

THE PROMPT AND ADEQUATE REPAIR OF THE AID

RETURN IT TO THE GUEST AS SOON AS POSSIBLE.

- (B) IF A DAMAGED AID CANNOT BE REPAIRED OR IS

WILL,

LOST AND CANNOT BE LOCATED, THE CARRIER

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

MOBILITY

- (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

-22-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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



-----  
-----  
TITLE/APPLICATION - 70 (CONT)

(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  
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 THE 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 -23-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY IN EFFECT ON: 20MAR19

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

TITLE/APPLICATION - 70 (CONT)

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.

(5) THE DOG MUST REMAIN UNDER THE CONTROL OF THE

GUEST

AND MAY NOT OCCUPY A SEAT ON THE AIRCRAFT.

(6) SERVICE 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.

SEE ALSO RULE 85 ACCEPTANCE OF BAGGAGE AND CARGO.

(J) SERVICES TO BE PROVIDED TO PERSONS WITH DISABILITIES

PROVIDED

(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;

- (A) ASSISTING WITH REGISTRATION AT THE CHECK-IN COUNTER;
- (B) ASSISTING IN PROCEEDING TO THE BOARDING AREA;
- (C) ASSISTING IN BOARDING AND DEPLANING;
- (D) ASSISTING IN STOWING AND RETRIEVING UNCHECKED 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;
- (G) TRANSFERRING A PERSON BETWEEN THE PERSON'S OWN MOBILITY AID AND A MOBILITY AID PROVIDED BY THE CARRIER;
- (H) TRANSFERRING A PERSON BETWEEN A MOBILITY AID

-24-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

-----  
-----

TITLE/APPLICATION - 70 (CONT)

- 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 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

NOT

WITH SUCH SEVERITY THAT THE GUEST IS

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

-25-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 20MAR19

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

-----  
-----

TITLE/APPLICATION - 70 (CONT)

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

DISABILITY  
RELATING

SERVICES THAT IT WILL PROVIDE TO THAT PERSON.  
(3) MODIFICATION TO REFLECT THAT PRE-BOARDING CAN  
OCCUR UPON REQUEST OF THE PERSON WITH A

AS WELL AS A REQUIREMENT BY THE CARRIERS.  
(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.

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0030

-----  
TITLE/APPLICATION - 70

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

-26-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0030

-----  
TITLE/APPLICATION - 70 (CONT)

(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  
INPARTICULAR 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  
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

-

TIME  
  
THE

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

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

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

-27-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0030

-----

-----

TITLE/APPLICATION - 70 (CONT)

- 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 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:

ATTENDANT

(I) THE GUEST IS ACCOMPANIED BY AN

WHO WILL BE RESPONSIBLE FOR ASSISTING WITH THE GUEST'S NEEDS EN-ROUTE SUCH AS ASSISTANCE WITH EATING, USING THE WASHROOM FACILITIES OR ADMINISTERING MEDICATION WHICH ARE BEYOND THE RANGE

OF

SERVICES THAT ARE NORMALLY OFFERED BY THE CARRIER; AND

(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.

NOTE: IF THE GUEST IS ACCOMPANIED

BY

-28-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0030

-----

TITLE/APPLICATION - 70 (CONT)

AN ATTENDANT AND THE GUEST IS REFUSED TRANSPORT, THEN THE

REFUSED

ATTENDANT WILL ALSO BE

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

REFUSES TRANSPORTATION TO THE PERSON POSING SUCH HAZARD OR RISK.

- (A) AN EXPECTANT MOTHER WITH A COMPLICATION-FREE PREGNANCY CAN TRAVEL ON THE CARRIER'S

FLIGHTS

UP TO THE 36TH WEEK OF HER PREGNANCY OR UP

TO

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:

-29-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0030

-----  
TITLE/APPLICATION - 70 (CONT)

- (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

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

-30-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0030

-----  
-----

TITLE/APPLICATION - 70 (CONT)

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,

OF

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 ESTABLISHED UNDER GOVERNMENT.

(L) THE PERSON HAS RESISTED OR MAY REASONABLY

BE

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

HAS  
THE

DISCRETION, THE CARRIER DECIDES THAT THE GUEST  
ENGAGED IN PROHIBITED CONDUCT DESCRIBED ABOVE,

CARRIER MAY IMPOSE ANY COMBINATION OF THE  
FOLLOWING SANCTIONS:

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

CERTAIN

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

OF

THIS REFUSAL TO TRANSPORT MAY RANGE FROM A ONE-TIME REFUSAL TO A LONGER PERIOD DETERMINED AT THE REASONABLE DISCRETION OF THE CARRIER IN LIGHT OF THE CIRCUMSTANCES.

-31-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0030

-----  
-----

TITLE/APPLICATION - 70 (CONT)

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.

OR

- (II) THE PERSON INJURES AN AIR CREW MEMBER

OTHER GUEST OR SUBJECTS AN AIR CREW MEMBER OR OTHER GUEST TO A CREDIBLE THREAT OF INJURY.

- (III) THE PERSON DISPLAYS CONDUCT THAT REQUIRES AN UNSCHEDULED LANDING AND/OR THE USE OF RESTRAINTS SUCH AS TIES AND HANDCUFFS.
- (IV) THE PERSON REPEATS A PROHIBITED CONDUCT AFTER RECEIVING A NOTICE OF PROBATION

AS

MENTIONED 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

-32-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0030

-----  
-----

TITLE/APPLICATION - 70 (CONT)

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 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.

WS

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

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.

-33-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 20MAR19

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.

SERVICE

(B) UNACCOMPANIED  
WESTJET NO LONGER OFFERS AN UNACCOMPANIED MINOR

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  
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

TO

TO

TRAVEL

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

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

-34-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

-----  
TITLE/APPLICATION - 70 (CONT)

GUARDIANS

(8) THE GUARDIAN MAY TRAVEL WITH MORE THAN ONE CHILD.  
 (9) TWO SEPARATE PEOPLE MAY BE DESIGNATED AS

AT THE TIME OF TRAVEL - ONE PERSON TRAVELLING ON THE OUTBOUND FLIGHT, AND A DIFFERENT PERSON TRAVELLING ON THE RETURN FLIGHT.

FLIGHT (10) THE SCHEDULED DEPARTURE TIME FOR THE RETURN

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) .  
 (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

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

-----  
TITLE/APPLICATION - 70 (CONT)  
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

PASSENGER.

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

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.

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

-36-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

-----  
-----

TITLE/APPLICATION - 70 (CONT)

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.  
NEVERTHESS, 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  
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

- (D) THE DATE SETTLEMENT IS AGREED.  
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

-37-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 20MAR19

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

-----  
-----

TITLE/APPLICATION - 70 (CONT)

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,
- (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  
HANDLED 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

-38-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

-----  
TITLE/APPLICATION - 70 (CONT)

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.

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

-----  
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

-39-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 20MAR19

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

-----  
-----

TITLE/APPLICATION - 70 (CONT)

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

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

AS

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 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

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

WHO

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.

-40-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 20MAR19

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

-----  
 -----

TITLE/APPLICATION - 70 (CONT)

TABLE

		BASIC	ECONO	ECONO	PREMIUM	PREMIUM	BUSI	BUSI
				FLEX		FLEX	NESS	NESS
								FLEX
REGULAR	EXCL	\$5-100	\$5-100	\$0	\$0	\$0	\$0	\$0
SEAT								
PREFERRED	EXCL	\$5-100	\$5-100	\$0	\$0	\$0	\$0	\$0
SEAT								
EXIST ROW	EXCL	\$10-100	\$10-100	\$0	\$0	\$0	\$0	\$0
PREMIUM/	EXCL	\$20-	\$20-	INCLU-	INCLU-	INCLU	INCL	INCL
BUSINESS		5000	5000	DED	DED	DED	UDED	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 CONVIENCE 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 - 5000. PRICES  
 VARY DEPENDING ON THE LENGTH OF FLIGHT. PRICES ABOVE ARE  
 STATED IN CANADIAN DOLLARS.

(C) CHANGES AND CANCELLATIONS TO AN ADVANCE SEAT SELECTION  
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.

-41-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

-----  
-----

TITLE/APPLICATION - 70 (CONT)

- (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

WILL

CARRIER'S AUTOMATED SEAT ASSIGNMENT TOOL

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 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

-42-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

-----

-----  
TITLE/APPLICATION - 70 (CONT)

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.

(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,

-43-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 20MAR19

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

-----

TITLE/APPLICATION - 70 (CONT)

ELECTRONIC DEVICE OR VIA THE CARRIER'S WEB SITE

OR

TO REFER TO AIRPORT TERMINAL DISPLAYS TO

ASCERTAIN

THE FLIGHT'S STATUS AND DEPARTURE TIME.



MINORS.

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

THE

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

-44-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

-----  
-----  
TITLE/APPLICATION - 70 (CONT)

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 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

MAJEURE),  
WITHIN THE CARRIER'S CONTROL (E.G. FORCE

-45-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

-----  
TITLE/APPLICATION - 70 (CONT)

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 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  
-46-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

-----

TITLE/APPLICATION - 70 (CONT)

WITH

HOURS, THE CARRIER WILL PROVIDE THE PASSENGER

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.

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

-----

TITLE/APPLICATION - 70

A APPLICATION OF FARES AND ROUTINGS

(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.

-47-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

---

TITLE/APPLICATION - 70 (CONT)

(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.

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

-48-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 20MAR19

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

-----  
TITLE/APPLICATION - 70 (CONT)

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  
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.
- (D) {X}
- (E) FOR LAP-HELD INFANTS, THE CARRIER PERMITS UP

-49-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

-----  
-----

TITLE/APPLICATION - 70 (CONT)

TO TWO (2) PIECES OF INFANT EQUIPMENT (FOR EXAMPLE, AN APPROVED INFANT RESTRAINT SYSTEM, PLAYPEN, OR STROLLER) IN ADDITION TO THE ADULT FARE PAYING PASSENGER'S FREE CHECKED BAGGAGE ALLOWANCE.

(E) FOR LAP-HELD INFANTS, THE CARRIER PERMITS UP TO TWO (2) PIECES OF INFANT EQUIPMENT (FOR EXAMPLE, AN APPROVED INFANT RESTRAINT SYSTEM, PLAYPEN, OR STROLLER) IN ADDITION TO THE ADULT FARE PAYING PASSENGER'S FREE CHECKED BAGGAGE ALLOWANCE.

(F) FOR CHILDREN OR AN INFANT IN A PAID SEAT, THE 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.

FARE TYPE	FIRST NOTE	SECOND	THIRD NOTE 2/3/4
	NOTE 2/3	NOTE 2/3	
CURRENCY	CAD/USD	CAD/USD	CAD/USD
BASIC	FOR BOOKINGS	\$100	\$100 (PER ITEM)
	AND TVL AFTER		

	01MAR19			
	\$60			
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				
OUTSIDE OF				
CANADA/US				
WESTJET	\$30	\$50	\$100	(PER ITEM)
VACATIONS				
NOTE 6/7				
WESTJET RBC	\$0	\$50	\$100	(PER ITEM)

-50-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
 IN EFFECT ON: 20MAR19

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

-----  
 TITLE/APPLICATION - 70 (CONT)

WORLD ELITE  
 MASTER CARD  
 PRIMARY CARD  
 HOLDERS  
 SILVER \$0 \$50 \$100 (PER ITEM)  
 MEMBERS  
 NOTE 8  
 EXCESS \$10 (PER ITEM)  
 VALUATION  
 HANDLING FEE \$50 CAD/USD  
 WILL APPLY FOR BOOKINGS  
 FOR FIREARMS, AFTER 01MAR19  
 BIKES, SURF-  
 BOARDS,  
 PADDLEBOARDS,  
 KITEBOARDS,  
 WAKEBOARDS  
 AND WAVE SKIS

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

FOR

THE LOSS OF BAGGAGE.



NOTE 2: IN ADDITION TO ANY OTHER APPLICABLE BAGGAGE FEE, EACH OVERWEIGHT BAG WILL BE CHARGED A FEE OF AND \$100 CAD/USD.

NOTE 3: IN ADDITION TO ANY OTHER APPLICABLE BAGGAGE FEE, ANY OVERSIZE BAGGAGE WILL BE CHARGED A FEE \$100 CAD/USD. ONLY ONE OVERSIZE GOLF BAG WITH CLUBS PERMITTED TO/FROM JAMAICA OR TRINIDAD AND TOBAGO.

NOTE 4: A THIRD OR FOURTH PIECE IS NOT PERMITTED 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 FIRST BAG WILL BE CHARGED FOR WESTJET VACATIONS BOOKING 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.

-51-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

-----  
TITLE/APPLICATION - 70 (CONT)

(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
GOLF CLUBS	EXEMPT	75 CAD/USD \$100CAD/USD
SKI/SNOWBOARD	EXEMPT	75 CAD/USD \$100CAD/USD
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

-52-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

-----

TITLE/APPLICATION - 70 (CONT)

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 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

K 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,  
ODORLESS, AND REQUIRE NO ATTENTION DURING

TRANSIT.

(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

-53-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 20MAR19

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

-----  
TITLE/APPLICATION - 70 (CONT)

WEEKS OLD, PREGNANT OR IN-HEAT.

(10) IF THE ANIMAL IS SEDATED, THE PASSENGER MUST  
PRESENT A VETERINARIAN'S NOTE AT CHECK-IN.

(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

IN THE CARRIER ALLOWS ONE CAT, DOG, BIRD OR RABBIT  
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 REAR OF THE AIRCRAFT TO MEET THE CANADIAN TRANSPORTATION AGENCY'S RULING TO PROVIDE INCREASED PROTECTION TO PERSONS WITH A

CAT ALLERGY DISABILITY. {N}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.

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

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

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

-54-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

-----  
TITLE/APPLICATION - 70 (CONT)

BE MARKED WITH "LIVE ANIMAL"  
BE MARKED WITH DIRECTIONAL  
"THIS WAY UP" ARROWS ON TWO  
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
- KENNEL MUST BE MADE OF WELDED OR WIRE MESH  
 NOT: 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 \$200 CAD/USD EACH WAY, PLUS  
 APPLICABLE TAXES, TO TRANSPORT AN ANIMAL AS  
 CHECKED BAGGAGE AND A \$200 CAD/USD 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

-55-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
 IN EFFECT ON: 20MAR19

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

-----  
 TITLE/APPLICATION - 70 (CONT)

ANIMALS) WITHIN THE CABIN OF THE AIRCRAFT.

IS

- (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

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.

-56-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

-----

- A TRAVELLER'S RIGHT PROVISIONS
- (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  
 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:

-57-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
 IN EFFECT ON: 20MAR19

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

-----

TITLE/APPLICATION - 70 (CONT)

IF THE TICKET IS TOTALLY OR PARTIALLY UNUSED, THE  
TOTAL FARE PAID FOR EACH UNUSED SEGMENT WILL BE REFUNDED.  
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

-58-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0110



-----  
-----

TITLE/APPLICATION - 70 (CONT)

CANCELLATION  
AFFECTED BY THE OVERBOOKING, INCLUDING ANY EXPENSES WHICH THE PASSENGER, ACTING REASONABLY, MAY HAVE INCURRED AS A RESULT OF THE OVERBOOKING OR  
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 FAIRLY RECOGNIZE, AND APPROPRIATELY MITIGATE, THE IMPACT OF THE OVERBOOKING OR CANCELLATION UPON THE PASSENGER.  
CONFIRMED (E) VOLUNTEERS AND BOARDING PRIORITIES IF A FLIGHT IS OVERSOLD (MORE PASSENGERS HOLD 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  
COMPENSATION" (F) COMPENSATION FOR INVOLUNTARY DENIED BOARDING 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

-59-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0110

-----  
TITLE/APPLICATION - 70 (CONT)

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 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.

-60-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0110

-----  
-----

TITLE/APPLICATION - 70 (CONT)

- (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 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

FEE'S 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

ON

THE FIRST SEGMENT OF THE PASSENGER'S INTERLINE TICKET WILL BE KNOWN AS THE SELECTING CARRIER.

(2) ANY CARRIER WHO IS IDENTIFIED AS PROVIDING

-61-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 20MAR19

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

-----

-----  
TITLE/APPLICATION - 70 (CONT)

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

SET

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

PASSENGER'S

(1) FOR BAGGAGE RULES PROVISIONS RELATED TO A PASSENGER'S 1ST AND 2ND CHECKED BAG AND THE 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:

-62-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

-----  
-----

TITLE/APPLICATION - 70 (CONT)

- (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 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;
- (F) APPLICATION OF BAGGAGE ALLOWANCES AND

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

EXPRESSED

THE FIRST AND SECOND CHECKED BAG WILL BE

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

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

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,

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

-63-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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

-----  
-----

TITLE/APPLICATION - 70 (CONT)

"AIRLINE DESIGNATOR CODE"

CHARACTERS

AN IDENTIFICATION CODE COMPRISED OF TWO-

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 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:

PASSENGER

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

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

AT

STOPOVER POINTS, INCLUDING PASSENGERS

SUBJECT

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

-64-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 20MAR19

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

-----

TITLE/APPLICATION - 70 (CONT)

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":

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":

-65-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY  
IN EFFECT ON: 20MAR19

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



-----  
-----  
TITLE/APPLICATION - 70 (CONT)

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  
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.