

Tariff: WS1 - CTA No. 518 DOT No. 874
Carrier: WestJet - WS

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Title Page

November 29, 2021

Airline Tariff Publishing Company, Agent
International Passenger Rules and Fares

Tariff No. WS1

containing
Local Rules, Fares & Charges
on behalf of

WestJet

Applicable to the
Transportation of Passengers and Baggage
between points in

United States/Canada
And points in
Area 1/2/3
and

between the US
and points in Canada

For list of participating carriers, see IPGT-1, DOT:581, CTA:373

This tariff is governed, except as otherwise provided herein, by Maximum Permitted Mileage Tariff No. MPM-1, DOT:424, CTA:239; Aircraft Type Seating Configuration Tariff No. TS-2, DOT:220, CTA:111; and International Passenger Governing Tariff No. IPGT-1, DOT:581, CTA:373 issued by Airline Tariff Publishing Company, Agent, supplements thereto and reissues thereof.

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Issued by:
Alex Zoghlin, President
Airline Tariff Publishing Company, Agent

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Rule 1 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 (ATR) 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 of flight 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;

APPR means the Canadian Air Passenger Protection Regulations, SOR/2019-150;

Assistant/attendant is a person who travels with a person with a disability, is 18 years of age or over, and is fully

† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 1 are effective December 22, 2021 pursuant to Decision No. A-2021-168 of the CTA.

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capable of providing a required 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's trip;

Baggage check means those portions of the ticket which provide for the carriage of Passenger(s) checked baggage and which are issued by the Carrier as a receipt for the Passenger(s) checked baggage;

Baggage tag means a document issued by the Carrier solely for identification of checked baggage, one (1) portion of which is attached by the Carrier to a particular article of checked baggage and the other portion of which is given to the Passenger;

Cabin means the following: compartment of the aircraft in which the Passenger is entitled to be transported pursuant to the general schedule of the carrier.

- (i) Economy: For Passengers who purchase a Basic, Econo or Econoflex fare. Economy seats have food and beverage options for purchase.
- (ii) Premium: For Passengers who purchase a Premium or Premiumflex fare or an upgrade (or complimentary upgrade). Premium seats include food and beverage options.
- (iii) Business: For Passengers who purchase a Business or Businessflex fare or an upgrade (or complimentary upgrade). business seats are lie-flat and include meal services and beverages.

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;

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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 means a marketing arrangement in which two or more airlines i.e. marketing carrier(s) or contracting carriers(s) sell seats using their own airline code on a flight that one of them operates (i.e. the operating or actual carrier);

Connection means a stop at an intermediate point on the route to be travelled where a change of planes is made by the Passenger, or additional Passengers enplane or deplane an aircraft, and which does not fall within the definition of a stopover;

Denial of boarding means when a carrier is unable to permit a Passenger to occupy a seat on board a flight because the number of seats that may be occupied on the flight is less than the number of Passengers who have checked in by the required time, hold a confirmed reservation and valid travel documentation and are present at the boarding gate at the required boarding time;

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, and including stopover destinations, but does not include a connection;

Early show means a full revenue Passenger who requests to travel on an earlier flight scheduled for departure on the same day of travel with the same origin and destination.

Emotional support dog is a dog which is used to provide support or comfort.

Event of force majeure means situations outside the Carrier's control, including but not limited to 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, natural disasters, acts of god, pandemics, epidemics, strikes, riots, civil commotions, embargoes, war or political instability, illegal acts or sabotage, instructions from air traffic control, a notam, a security threat, airport operation issues, a medical emergency, a collision with wildlife, a labor disruption within the Carrier or within an essential service provider such as airport or an air navigation service provider, a manufacturing defect in an aircraft that reduces the safety of Passengers and that was identified by the manufacturer of the aircraft concerned, or by a competent authority, an order or instruction from an official of a state or a law enforcement agency or from a person responsible for airport security, laws/rules/proclamations/regulations/orders/declarations/int

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erruptions or requirements of or interference by any government or governmental agency or official thereof, actions of third parties such as acts of government or air traffic control, airport authorities, security agencies, law enforcement or customs and immigration officials, national emergency, invasion, insurrection, riots, strikes, picketing, boycott, lockouts or other civil disturbances, interruption of flying facilities/navigational aids or other services, damage/destruction or loss of use of an aircraft, confiscation, nationalization, seizure, detention, theft or hijacking of an aircraft, hostilities, disturbances, unsettled international conditions, and shortage of fuel or facilities.

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 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 a portion of an itinerary between two consecutive fare construction points - the point of origin and the point of destination of the journey are fare construction points;

Fare construction points means the terminal points of a fare component (also referred to as fare break points - the destination where a given fare begins or ends);

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;

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Immediate family means aunt/uncle, child, executor, grandchild, grandparent, parent, sibling, niece/nephew, adopted child, great grandparent, great-grandchildren, brother/sister (incl. half brother/sister), parent (common law or in-law), spouse (common law/married/same-sex), brother/sister (common law or in-law) mother/father-in-law, legal guardian/spouse of legal guardian step-brother/sister/parent/child;

Infant means children under the age of two (2) years at the commencement of travel and carried free of charge by an adult over the age of 16 or their parent and sharing the same seat as the infant. Proof of age 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;

Large Carrier APPR means a carrier that has transported a worldwide total of two million Passengers or more during each of the two preceding calendar years;

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);

Marketing carrier or contracting carrier means a carrier that sells seats using its own airline code for a flight that another carrier operates (the operating or actual carrier);

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 a Passenger's failure to check in for a flight before the check in cut-off times or a Passenger's failure to arrive at a departure gate before the boarding cut-off times;.

Operating carrier or actual carrier means the carrier that operates the actual flight;

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Origin means the point from which a flight commences with the Passengers to be transported;

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);

Person means an individual, firm, corporation, association, partnership, or other legal entity, as the context requires or otherwise permits;

Person with a disability includes any person who, by virtue of a locomotor, sensory, intellectual, or other impairment, or a mental health condition requires services or assistance beyond those normally offered by the Carrier to meet their disability-related needs;

Prepaid ticket advice means the notification between offices of a Carrier or between Carriers that a person in one location has purchased and requested issuance of prepaid transportation as described in the authority to another person in another location;

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

Reservation is a record, either in paper form or in electronic form, of the accommodation held by a Passenger on a given flight. The reservation would specify the date and times of travel, flight number and the class of service to be provided the Passenger;

Round trip means any trip, the ultimate destination of which is the point of origin, and which is made via the same routing in both directions;

Routing establishes the points via which travel may take place for a specific fare;

Same-day travel means flights booked within 24 hours of the scheduled time of departure;

Selected carrier means the carrier whose baggage rules apply to the entire interline itinerary;

selecting carrier means the carrier identified on the first flight

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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 as defined by the international monetary fund;

Self-reliant means that a person does not require services related to a disability beyond that normally provided by the Carrier, or beyond that which applicable rules or regulations require the Carrier to provide;

Service dog means a dog that has been trained to do work or perform tasks for the benefit of a qualified individual with a disability;

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 for the purposes of fare construction and establishing the applicable fare or fares which apply to a Passenger's itinerary, a deliberate break of a journey initiated by the Passenger and agreed to in advance by the Carrier at a point between the place of departure and the place of ultimate destination. The deliberate break in the journey:

- (i) must be for a purpose other than changing aircraft,
- (ii) must be for a period of time greater than 24 hours,
- (iii) will allow Passengers to retrieve checked baggage (if applicable), and
- (iv) will be comprised of multiple fare construction points which may result in a calculation of additional charges as set out in the corresponding fare rules. A stopover does not constitute a connection;

Tariff means a tariff of terms and conditions of carriage applicable to the provision of international and ancillary services thereto;

Tax means an amount of money collected by the Carrier from the 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;

Ultimate destination means the ultimate stopping place according to the tariff/contract of carriage as shown on the ticket/itinerary. In round trip itineraries, the ultimate destination and the origin are the same;

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Warsaw convention means the convention for the unification of certain rules relating to international carriage by air, signed at Warsaw, November 12, 1929, as amended, but not including the Montreal convention as defined above;

Working dog means a dog that locates people or items (search, rescue, avalanche, or tracking dogs) performing specific tasks for the military or police (detection, scout, sentry) or other highly specialized skills;

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Rule 5 Currency

All rates and charges published in this tariff are published in the lawful currency of Canada in Canada unless otherwise specified. Where payment is made in any currency other than 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. Passengers departing from Canada or Europe will pay baggage fees in CAD and Passengers departing the United States, Latin America and the Caribbean will pay baggage fees in USD.

At all bases, the Carrier accepts fee payment in U.S. dollars and Canadian dollars. The Carrier may also accept fee payment in Mexico in Mexican pesos. Depending on the currency conversion on a particular day, the conversion rates can vary.

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Rule 10 Mileage Determination

For the purposes of computing 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 International Air Transport Association;
- (C) and/or combination thereof of (A) and (B) above;
- (D) Sabre flight planning system

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Rule 12 Application of Tariff†

- (A) Application
This tariff shall apply to the traffic and transportation of Passengers and goods using aircraft operated by the Carrier in respect of:
- (1) An international and transborder service
 - (2) A cargo service
 - (3) This tariff contains the conditions of carriage and practices upon which the Carrier transports and agrees to transport and are expressly agreed to by the Passenger to the same extent as if such rules were included as conditions in the contract of carriage. Transportation is subject to the rules, fares and charges in effect on the date on which such transportation commences at the point of origin designated on the tickets.
 - (4) References to pages, rules, items and notes are continuous and include revisions, supplements thereto and reissues thereof.
 - (5) The Carrier will be responsible for the furnishing of transportation only over its own lines. When any carrier undertakes to issue a ticket, check baggage, or make any other arrangements for transportation over the lines of any other carrier (whether or not such transportation is part of a through service), such carrier will act only as agent for such other carrier and will assume no responsibility for the acts or omissions of such other carrier.
 - (6) No agent, employee or representative of the Carrier has authority to alter, modify or waive any provisions of the contract of carriage or of this tariff unless authorized in writing by an officer of the Carrier.
 - (7) International fares and fare rules filed with ATPCO under tariff NTA(a) no. 518 and C.A.B. no. 874 are governed by this tariff.
- (B) Air transportation contract requirement
No international service or cargo service shall be furnished by the Carrier under the terms of this tariff unless an appropriate written air transportation contract, in the form prescribed by the Carrier, is executed by the Passenger and the Carrier in respect of an international service and the Carrier and any person in respect of a cargo service.
- (C) Incorporation of tariff into air transportation Contract
The contents of this tariff shall form part of any air

† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 12 are effective December 22, 2021 pursuant to Decision No. A-2021-168 of the CTA.

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transportation contract between the Carrier and a Passenger (including with respect to the Passenger's goods), between the Carrier and any other person in respect of cargo services, and if there is a conflict between this tariff and that contract, this tariff shall prevail.

- (D) Conditions of application
Unless otherwise specified herein, all international services and cargo services provided by the Carrier under this tariff shall be subject to the rules, rates and charges published or referred to in this tariff in effect, from time to time, by virtue of the effective date on each page, on the date of signing of an air transportation contract.
- (E) Self-identification
APPR - Air Passenger Protection Regulations
For the purposes of establishing obligations toward Passengers under the APPR, the Carrier declares that it is a Large Carrier.
- (F) 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.
- (G) Claims and Third-Party Representatives
- (1) A Passenger must submit claims directly to the Carrier and allow the Carrier 30 days or such time as prescribed by applicable law (whichever is the shorter time period) to respond directly to the Passenger before engaging third parties to claim on the Passenger's behalf.
 - (2) The Carrier will not consider or process claims submitted by a third party if the Passenger concerned has not submitted the claim directly to the Carrier and allowed the Carrier time to respond, in accordance with (1) above.
 - (3) If a Passenger does not have the capacity or the ability to submit a claim personally, the legal guardian or a representative of said Passenger may submit a claim to the Carrier on the Passenger's behalf. The Carrier may request evidence that the legal guardian or the representative has authority to submit a claim on the Passenger's behalf.
 - (4) A Passenger may submit a claim to the Carrier on behalf of other Passengers on the same booking. The Carrier may request evidence that the Passenger has the consent of other Passengers on the booking to submit a claim on their behalf.
 - (5) The Carrier will not consider or process claims submitted by a third party unless the claim is accompanied by appropriate documentation duly evidencing the authority of the third party to act on behalf of the Passenger.
 - (6) Passengers are not prohibited by this clause from consulting legal or other third-party advisers before submitting their claim directly to the Carrier.
 - (7) Any payment or refund will be made by the method used for the original payment and to the person who purchased the ticket or additional service.

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Rule 15 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 a 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 20, 2019 and per fare component for Passenger for booking made on or after March 20, 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) When a ticket is cancelled within 24 hours of purchase, and the flight departure is greater than 24 hour from the time of purchase, 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 (exc- | \$0 | \$0 | \$0 |

† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 15 are effective December 22, 2021 pursuant to Decision No. A-2021-168 of the CTA.

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Including flights
 departing
 within 24
 hours)

| | | | |
|--|--|------|-----|
| Cancel for TVL departing in more than 60 days | Non-refun- dable, no changes are permitted, any unused ticket amount is not available as a travelcredit. | \$50 | \$0 |
|--|--|------|-----|

| | | | |
|---|--|-------|-----|
| 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 as a travel credit. | \$150 | \$0 |
|---|--|-------|-----|

| | | | |
|-------------|--|-------|-------|
| Name change | Non-refun- dable, no changes are permitted, any unused ticket amount is not available | \$100 | \$100 |
|-------------|--|-------|-------|

as a travelcredit.

| | | | |
|--|---|------------------|------------------|
| Cancellation (Balance - original form of payment) | Not available and any unused ticket amount is not available as a travelcredit. | Not available | Not available |
|--|---|------------------|------------------|

- (C) Passenger initiated flight modifications:
 Note: All fares except group fares may be changed or cancelled by a Passenger up to two (2) hours prior to the planned departure of the flight to which such fare relates; provided that, in respect of such change or cancellation, the following shall apply to:
- (1) Cancellations
 - (a) Cancellations incur a fee in Canadian dollars as outlined in the chart below:

| | | | |
|---------|-----------------|----------|------------------|
| Premium | Premium Flex | Business | Business Flex |
|---------|-----------------|----------|------------------|

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| | | | | |
|---|---------------|-----|---------------|-----|
| 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 | \$50 | \$0 | \$100 | \$0 |
| Cancel for TVL departing within 60 days and same day FLT changes at check-in | \$150 | \$0 | \$100 | \$0 |
| Name change cancellation (Balance - original form of payment) | \$100 | \$0 | \$100 | \$0 |
| | 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 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 as a travel credit. | Before 07Jan19: \$50 CAD EUR 33 Pound 28 on/after 07Jan19 \$100 CAD EUR 68 Pound 56 | Before 07Jan19: \$50 CAD EUR 33 Pound 28 on/after 07Jan19 \$100 CAD EUR 68 Pound 56 |
| 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 as a travel | before 07Jan19: \$150 CAD EUR 99 pound 83 on/after 07Jan19 \$250 CAD EUR 165 | before 07Jan19: \$150 CAD EUR 99 pound 83 on/after 07Jan19 \$250 Cad Eur 165 |

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| | credit. | Pound 138 | Pound 138 |
|---|---|---------------|-----------------------------|
| Cancellations (balance refunded original form of payment) | Not available and any unused ticket amount is not available as a travel credit. | Not available | Not available |
| | 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 | \$100 CAD EUR 68 Pound 56 | \$0 | \$600 CAD EUR 396 Pound 336 |
| Cancel for TVL departing within 60 days and same day FLT changes at check-in | Not available and any unused ticket amount is not available as a travel credit | \$0 | \$100 \$0 |
| Name change cancellation (balance - original form of payment) | \$100 Not available | \$0 \$0 | \$100 Not available \$0 |

(c) In any case where, in accordance with this rule, a Passenger is entitled to a non-refundable travel credit towards the purchase of a future flight, the said travel credit shall include all amounts paid by the Passenger in association with the fare, including refundable fees (from unused services such as seat selection fees or kennel fees, charges, surcharges or taxes). The non-refundable travel 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.

Except for a basic fare, any unused ticket amount is not available as a 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 passenger specific website within 24

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- hours of when the reservation was made, the Passenger shall not incur a change fee.
- (b) Where a reservation is changed through the Carrier's corporate, U.S. consumer/"lite" (i.e. visually impaired) websites within 24 hours of when the reservation was made, the Passengers must contact the Carrier's reservation centre for the service to be completed without fee during this time period.
 - (c) A Passenger changing a reservation
 - (i) To a higher fare product or flight shall, in addition to the change fee, pay the difference in fare.
 - (ii) To a lower fare product or flight, the applicable change fee will apply and any remaining difference will be refunded to future flight credit, except for (flexible) which is available to be refunded to original form of payment.
 - (iii) Changes are not allowed under a basic fare.

| | Basic | Basic Fare. Econo Flex Econo | Premium | Premium Flex |
|--|---------------------------|------------------------------------|---------|-----------------|
| Change within 24 hours of booking (excluding FLTS departing within 24 hours) | changes are not permitted | \$0 | \$0 | \$0 |

(C) Cancellations incur a fee in CAD amounts as outlined in the chart below: (continued)

| | Basic | Econo | Econo Flex | Premium | Premium flex |
|---|---|-------|------------|---------|--------------|
| Change for TVL departing in more than 60 days | Non-refundable, no changes are permitted, any unused ticket amount is not available as a travel credit. | \$50 | \$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 as a travel credit. | \$150 | \$0 | \$100 | \$0 |
| Name change | Non-refundable, No changes are permitted, any unused ticket amount is not available as a travel credit. | \$100 | \$100 | \$100 | \$0 |

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- (d) A Passenger changing a reservation for flights to and from Europe including the UK
 - (i) To a higher fare product or flight shall, in addition to the change fee, pay the difference in fare.
 - (ii) To a lower fare product or flight, the applicable change fee will apply and any 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 a basic fare.

| | Basic | Econo | Econo Flex | Premium |
|--|---------------------------|-------|------------|---------|
| Name change 24 hours of booking (excluding FLTS departing within 24 hours) | Changes are not permitted | \$0 | \$0 | \$0 |

| | | | | | |
|--|--|-----------|-----------|-----------|-----------|
| Change for travel departing in more than 60 days | Non-refundable no changes are permitted any unused ticket amount is not available as a travel credit | \$100 CAD | \$100 CAD | \$100 CAD | \$100 CAD |
| | | 68 GBP | 68 GBP | 68 GBP | 68 GBP |
| | | 56 GBP | 56 GBP | 56 GBP | 56 GBP |

| | | | | | |
|---|--|-----------|-----------|-----------|-----------|
| Change for TVL departing within 60 days and same-day flight changes at check-in | non-refundable no changes are permitted any unused ticket amount is not available as a travel credit basic | \$250 CAD | \$250 CAD | \$250 CAD | \$250 CAD |
| | | 165 GBP | 165 GBP | 165 GBP | 165 GBP |
| | | 138 GBP | 138 GBP | 138 GBP | 138 GBP |

| | | Premium Flex | Business | Business Flex |
|--|---------------------------|--------------|----------|---------------|
| Change within 24 hours of booking (excluding FLTS departing within 24 hours) | changes are not permitted | \$0 | \$0 | \$0 |

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Change for travel departing in more than 60 days Non-refundable no changes are permitted any unused ticket R amount is not available as a travel credit \$0 \$400 CAD \$0 264 GBP 224 GBP

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 as a travel credit \$0 \$400 CAD \$0 264 GBP 224 GBP

| | Basic | Econo | Econo Flex | Premium |
|-------------|--|---|---|---|
| Name change | Non-refundable no changes are permitted Any unused ticket amount is not available as a travel credit | Before 07Jan19 \$150 CAD 99 GBP 83 GBP on/after 07Jan19 \$250 CAD 165 GBP 138 GBP | Before 07Jan19 \$150 CAD 99 GBP 83 GBP on/after 07Jan19 \$250 CAD 165 GBP 138 GBP | Before 07Jan19 \$150 CAD 99 GBP 83 GBP on/after 07Jan19 \$250 CAD 165 GBP 138 GBP |

Cancellations (balance refunded to original form of payment) Not available and any unused ticket amount is not available as a credit Basic Premium Flex Busi Ness Flex Busi Ness Flex \$0 \$0 \$0

Name change Non-refundable no changes are permitted any unused ticket amount is not available as a travel credit \$0 \$0 \$0

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| | | | | |
|---|--|-----|-----|-----|
| 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 as a travel credit | \$0 | \$0 | \$0 |
|---|--|-----|-----|-----|

(e) In any case where, in accordance with this rule, a Passenger is entitled to a non-refundable travel credit that includes all amounts paid by the Passenger, in association with the fare, charges or surcharges. Taxes are not included in the travel credit. The non-refundable travel 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. Any unused ticket amount, including all taxes and fees, is not available as a 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', they may request to travel confirmed on an earlier flight. Passengers can only be listed on an earlier flight to the same destination, on the same calendar day at the airport. The following fees shall apply:

| Fare Level | Fee |
|--------------|---|
| Basic | Not applicable - No changes are permitted |
| Econo | \$150 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 |
| Econoflex | \$150 CAD 99 GBP 83 GBP |
| Premium | \$150 CAD |

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| | |
|--------------|--------|
| | 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 Passenger who is not able to use an available self-serve option to make the booking. The fee is non-refundable.

(F) Group fares

- (1) To qualify for a group fare, 10 or more Passengers must travel together on a common flight destination.
- (2) The Carrier requires a \$100 CAD/USD deposit per person at the time of booking. this deposit is non-refundable and non-creditable in the event of a full cancellation, however, the deposit is not applicable toward final payment and once final payment is received the deposit will be refunded to the original form of payment.
- (3) Payment in full is required for all group bookings 30 days prior to departure.
- (4) Name changes made within 24 hours prior to departure shall be assessed a change fee of \$100 CAD/USD per name changed.
- (5) Ten percent of the group may be released (i.e.: cancel) without loss of deposit up to the final payment due date.
- (6) Extended hold fee: for bookings made on WestJet.com, on select routes and subject to availability, the option to hold a fare made available for a fee ranging from \$5 to \$50 for 3 to 10 days. The extended hold fee is non-refundable and will not be applied toward the price of the ticket. Reservations not ticketed before the expiration of the hold duration will be automatically cancelled.
- (7) 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.
- (8) 20 percent of the group may be released (i.e.: cancel) without loss of deposit up to the final payment due date.
- (9) 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, Saskatchewan, Alberta, Northwest Territories,

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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.

It is the Passenger's responsibility to ensure that tax exemptions provided adhere to the exemption rules specific to the tax being exempted at any particular time and to ensure they are 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 Passenger's itinerary or ticket;
 - (b) refuse to board the Passenger or check-in the Passenger or the Passenger's baggage; or
 - (c) 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.

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Rule 25 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 the Carrier of his self-reliance, the carrier shall not refuse such Passenger transportation on the basis that there is a lack of escort or that the Passenger may require additional attention from airline employees.
 - (2) In the case of code-share, Passengers are advised that the carriage of persons with a disability rules applicable to their transportation are those of the carrier identified on their 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 their 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) The Carrier may refuse to provide transportation to any person on the basis of safety.
 - (2) The Carrier may refuse to provide transportation to any person if carriage of that person would result in the violation of any applicable law.
 - (3) The Carrier reserves the right to require clearance, as a condition of travel, in accordance with procedures established by Carrier, if the transportation of a person involves any unusual risk or hazard to the Passenger or to other persons (including, in the case of a pregnant Passenger, 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

† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 25 are effective December 22, 2021 pursuant to Decision No. A-2021-168 of the CTA.

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the washroom facilities or that of other Passengers is in question.

(D) Advance notice

- (1) Where a Passenger 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 Passenger at the time of reservation, and as far in advance of travel as possible. The Carrier will make every reasonable effort to accommodate persons with a disability who fail to make reservations 48 hours in advance.
- (2) The Passenger shall advise the Carrier of the nature of their disability and the nature of the assistance required. Passengers 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 Passenger an appropriate seat assignment. Passengers 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) Passengers with disabilities and their attendants, who will meet the persons' disability-related needs, will be seated together.
- (3) The number of Passengers with a disability on a single flight may be limited based on Passenger safety considerations, aircraft specifications, and airport handling facilities available at departure or arrival airports.
- (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 Passenger will arrange for wet cell batteries from wheelchairs and scooters to be packaged in an

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- 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 Passenger 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 Passenger while in flight provide that the device can be stowed in an approved location without exceeding the weight limit for the most appropriate area of the aircraft, and the device does not obstruct access to safety equipment, exits or the aisle.
 - (a) If a mobility aid is damaged or lost, the Carrier will provide a suitable temporary replacement without charge as soon as possible. If a damaged aid can be repaired, the Carrier will arrange, at its expense, for the prompt and adequate repair of the aid and return it to the Passenger as soon as possible.
 - (b) If a damaged aid cannot be repaired or is lost and cannot be located, the Carrier will, at its discretion, replace it with an identical aid satisfactory to the Passenger, or reimburse the Passenger 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 mobility aid provided by the Carrier;
 - (viii) Transferring a person between a mobility aid and the person's passenger seat;

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- (ix) Providing limited assistance with meals and inquiring periodically during a flight about a person's needs; and
- (x) Briefing individual Passengers with a disability and their escorts on emergency procedures and the layout of the cabin.
- (d) Acceptance of mobility aids
The Carrier will permit the Passenger who uses a manually operated wheelchair to remain in the wheelchair:
 - (i) Until the person reaches the boarding area;
 - (ii) Where facilities permit, while the person is moving between the terminal and the door of the aircraft; and
 - (iii) Where space and facilities permit, while the person is moving between the terminal and the aircraft.
- (5) Where space permits, the Carrier will, without charge, permit the person to store a manually operated folding wheelchair and small aids in the Passenger 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. Passengers 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 passenger seat.
- (H) Service and emotional support dogs

The Carrier does not accept emotional support dogs for transport.

The Carrier will, on request, accept for transportation a service dog required to assist a person with a disability at no charge, and will permit the service dog to accompany the person on board subject to:

- (1) The advance notice requirements contained in 25(D). The Carrier will make every reasonable effort to accept the dog even if the advance notice requirements are not met.
- (2) Credible assurance being provided to indicate that the dog is required to assist the person travelling with a disability, and disclosure of the task or service the dog performs for the person's disability.
- (3) The person must use appropriate control measures (defined

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- as a harness or collar with a leash/tether) and the dog's control measure or vest must have stitching or labelling that identifies the dog as a "Service Animal" or "Service Dog".
- (4) The dog being able to fit within the floor space at the Passenger's seat. If additional room is required, the Carrier will require an additional fare to be paid when the person requires an additional seat to accommodate the size of their service dog.
 - (5) The person is responsible for complying with all laws, regulations, orders, demands, and travel requirements of countries to be flown from, into or through, in respect of the service dog. In particular, the person is responsible for obtaining valid health and vaccination certificates, entry permits and other documents required by countries, states or territories for entry or transit of any service dog that is to accompany the person.
 - (6) The Carrier may refuse to transport a service dog if the person with a disability fails to have in their possession documentation at the time of check-in which demonstrates that the dog has all the necessary valid health and vaccination certificates, entry permits and other documents required by countries, states or territories for entry or transit.
 - (7) The Carrier may refuse to transport a service dog if the dog is not under the person's control, if it exhibits prohibited behaviours as outlined in Rule 30 (B)(8)(d-i), or if the dog requires additional floor space and an additional fare was not paid for in advance. The Carrier will make every reasonable effort to accommodate the dog.
 - (8) Except as may otherwise be provided for in this tariff, the Carrier will not be responsible in the event of injury, sickness or death of a service dog.
Exception: Should an injury to or death of a service dog result from the negligence of the Carrier's representatives, the Carrier's liability will be limited to expeditiously providing, at its own expense, for the medical care, and if necessary, replacement of the dog.

Note: For more information, see Rule 30 Refusal to Transport.

- (I) Services to be provided to persons with disabilities
 - (1) The Carrier will ensure that services are provided to persons with a disability when a request for such services are 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;

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- (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 and the person's passenger seat;
 - (i) Inquiring periodically during a flight about a person's needs; and
 - (j) Briefing individual Passengers 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 Passenger with a disability as a condition of providing transportation if the Passenger is not able to care for all their 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 Passenger 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 Passenger, because of a mental or cognitive disability, is unable to comprehend or respond to safety related instructions;
 - (ii) when the Passenger has impairments which affect both their hearing and vision with such severity that the Passenger is not able to establish a means of communication with the Carrier's personnel sufficient to receive, assimilate and respond to safety-related instructions;
 - (iii) when the Passenger has mobility impairment as severe as to be unable to assist in their 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 Passenger requires extra seating to accommodate the Passenger's disability, the Carrier will charge applicable fare(s) for additional seating required to accommodate the person's

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- disability.
- (J) Boarding and deplaning
where a person with a disability requests assistance in boarding or seating or in stowing unchecked baggage, the Carrier will allow the person, upon request, to board the aircraft in advance of other Passengers 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 Passengers 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.
 - (K) Communication and confirmation of information
 - (1) Announcements to Passengers 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 written confirmation of services that it will provide to that person.
 - (3) Modification to reflect that pre-boarding can occur upon request of the person with a disability as well as a requirement by the Carriers.
 - (4) The Carrier will ensure that instructions relating to special handling requests from persons with a disability are passed on to the flight attendants along with other special instructions.
 - (L) Inquire periodically
when persons in wheelchairs who are not independently mobile are waiting to board an aircraft, the Carrier will inquire periodically about their needs upon request, and shall attend to those needs where the services required are usually provided by the Carrier.

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Rule 30 Refusal to Transport†

- (A) Applicability
- (1) A refusal to transport a Passenger only occurs in situations when the Carrier operates a flight on which the Passenger had a confirmed reservation but that specific Passenger is not permitted to continue their journey on that flight due to any reasons specified in the sections below. Refusal to transport can occur at the start of any journey or while the Passenger is enroute to their destination.
 - (2) Flight delay, flight cancellation and denial of boarding do not constitute a situation of refusal to transport.
- (B) Refusal to transport - removal of Passenger
- (1) The Carrier will refuse to transport or will remove any Passenger at any point for any of the following reasons:
 - (a) whenever it is necessary or advisable to:
 - (i) comply with any government regulation;
 - (ii) comply with any governmental request for emergency transportation; or
 - (iii) address events of force majeure.
 - (b) Search of Passenger and property when the Passenger refuses to permit a search of their person or property for explosives or for concealed, prohibited, deadly or dangerous weapon(s) or article(s); or
 - (c) Proof of identity/age when the Passenger refuses a request to produce government-issued identification to demonstrate proof of identity.

Note: The Carrier is required to screen each Passenger by looking at the Passenger, and in particular the Passenger's entire face, to determine if they appear to be 18 years of age or older.
The Carrier is also required to screen each Passenger who appears to be 18 years of age or older by comparing the Passenger, and in particular the Passenger's entire face, against one piece of government-issued photo identification that shows the Passenger's name and date of birth.
 - (d) Immigration or other similar considerations when the Passenger is to travel across any international boundary, if:
 - (i) The travel documents of the Passenger are not damaged, torn, delaminated or otherwise not in order; or,
 - (ii) For any reason the Passenger's embarkation, transit through, or entry into any country

† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 30 are effective December 22, 2021 pursuant to Decision No. A-2021-168 of the CTA.

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- from, through, or to which the Passenger desires transportation would be unlawful or would otherwise not be permitted.
- (2) Failure to comply with Carrier's rules and regulations when the Passenger fails or refuses to comply with rules and regulations of the Carrier as stated in this tariff.
- (a) Check-in and Boarding Time Limits
- (i) Recommended
The Carrier recommends that all Passengers follow the airport arrival times for the type of flight on which they hold a reservation as outlined below. Additional time may be required as outlined below this table.
- (ii) Time limit
All times shown are before the scheduled departure time of the flight.
- | | |
|-----------------------------------|---|
| Recommended airport arrival time | 150 minutes |
| Recommended baggage drop-off time | 90 minutes |
| Check-in cut-off time | 60 minutes |
| Boarding gate arrival time | 40 minutes |
| Boarding cut off time | 10 minutes on most aircraft 15 minutes on 787 aircraft |
- Note 1: Baggage will be accepted up to three (3) hours before the scheduled time of flight departure at most locations. Checked Baggage is accepted until the Check-in Cut-Off Time.
- Note 2: Guests travelling with a pet in the cabin should allow an additional 30 minutes before check-in cut-off time.
- Note 3: Guests travelling with a pet in checked baggage must check-in 90 minutes before the scheduled departure time.
- Note 4: Guests travelling with oversized or overweight Baggage must check-in 30 minutes before the Check-in Cut-Off Time.
- Note 5: Guests requiring the use of a wheelchair (their own or using a Carrier provided wheelchair) should check-in an additional 30 minutes before the check-in cut off times.
- Note 6: Guests travelling as an unaccompanied minor must check-in with an agent 90 minutes before the scheduled departure time.
- Note 7: Guests are recommended to be at the departure Boarding Area 40 minutes before the scheduled time of departure. Guests arriving after the boarding gate cut-off time will be refused transport.
- (3) Passenger condition
- (a) when the Passenger's actions or inactions prove to the Carrier that their mental, cognitive, or physical condition is such as to render them incapable of caring for

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themselves without assistance or medical treatment en route unless:

- (i) The Passenger is accompanied by an attendant who will be responsible for assisting with the Passenger'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 Passenger 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 Passenger with a disability as to self-reliance as per Rule 25, Transportation of a Passenger with a Disability.

Note: If the Passenger is accompanied by an attendant and the Passenger is refused transport, then the attendant will also be refused transport and the two will be removed from the aircraft together.

- (iii) when the Passenger has a contagious disease.
- (iv) when the Passenger has an offensive odor.

(4) Medical clearance

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

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

(5) Failure to provide a suitable escort

When the Passenger requires an escort due to a mental

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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 Passenger will be refused transport. However, the Carrier will accept escorted Passengers under the following conditions when the Passenger has a mental health condition and is under care of a psychiatric institution or in custody of law enforcement personnel or other responsible authority:

- (a) Medical authority furnishes assurance, in writing, that an escorted person with a mental health condition can be transported safely.
 - (b) Request for carriage is made at least 48 hours before scheduled departure.
 - (c) The escort must accompany the escorted Passengers at all times.
- (6) Service dog - Failure to Present Documentation, Inadequate Notice and Prohibited Conduct
Service dogs will be refused transport if:
- (a) the person with a disability fails to have in their possession documentation at the time of check-in which demonstrates that the dog has all the necessary valid health and vaccination certificates, entry permits and other documents required by countries, states or territories for entry or transit.
 - (b) the service dog is over the size allowance for a single Passenger seat and additional space was not requested in advance and cannot be arranged due to flight capacity limitations or in time to meet the Check In Cut-Off Time and Boarding Cutoff Time Limits in Rule 30 (B)(2).
 - (c) the person does not have the required control measures for the dog, or the control measures do not identify the dog as a "service animal" or "service dog".
 - (d) the service dog was running freely.
 - (e) the service dog was barking or growling repeatedly at other persons
 - (f) the service dog bit another Passenger, an employee or contractor of the Carrier, or another person at the airport or onboard the aircraft.
 - (g) the service dog was jumping on people.
 - (h) the service dog urinated or defecated in the cabin or gate areas.
 - (i) the service dog was causing significant disruption in the cabin or at an airport gate area.
- (C) Passenger'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 passengers (in the future and

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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 Passengers or Carrier's employees, interfere with an air crew member in the performance of their 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 (including travel involving pregnant Passengers or unborn children) 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 their assigned seat with the seat belt fastened.
- (f) The person smokes or attempts to smoke in the aircraft.
- (g) The person uses or continues to use a cellular phone, a laptop computer or another electronic device onboard the aircraft after being advised to stop such use by a member of the air crew.
- (h) The person is filming, photographing, or recording images or data, by any electronic means, of other Passengers 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 Passengers 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 governmental authority.
- (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

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Carrier employees and/or other Passengers due to emesis (vomit), urine, feces, or other bodily fluids.

- (2) Carrier response to prohibited conduct
Where, in the exercise of its reasonable discretion, the Carrier decides that the Passenger has engaged in prohibited conduct described above, the Carrier may impose any combination of the following sanctions:

- (a) Removal of the Passenger at any point.
- (b) Probation: At any time, the Carrier may stipulate that the Passenger is to follow certain probationary conditions, such as to not engage in prohibited conduct, in order for the Carrier to provide transport to the Passenger. Such probationary conditions may be imposed for any length of time which, in the exercise of the Carrier's reasonable discretion, is necessary to ensure the Passenger continues to avoid prohibited conduct.
- (c) Refusal to transport the Passenger: the length of this refusal to transport may range from a one-time refusal to a longer period determined at the reasonable discretion of the Carrier in light of the circumstances. such refusal will be for a period appropriate to the nature of the prohibited conduct and until the Carrier is satisfied that the Passenger no longer constitutes a threat to the safety of other Passengers, air crew or the aircraft or to the comfort of other Passengers or air crew; the unhindered performance of the air crew members in their duty onboard the aircraft; or safe and adequate flight operations.
- (d) The following conduct will automatically result in a refusal to transport, up to a possible lifetime ban:
 - (i) The person continues to interfere with the performance of an air crew member's duties despite verbal warnings by the air crew to stop such behavior.
 - (ii) The person injures an air crew member or other Passenger or subjects an air crew member or other Passenger 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

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- flyer program or the filing of criminal or statutory charges.
- (3) Costs resulting from prohibited conduct the Passenger(s) who engage in any of the prohibited conduct described above (including the conduct listed in Rule 30(C)(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 not 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 with respect to any violation of law or regulation.
- (D) Recourse of the Passenger/limitation of liability
- (1) The Carrier's liability is subject to Rule 105 in case of refusal to transport a Passenger for a specific flight or removal of a Passenger en route for any reason specified in the foregoing paragraphs, the liability of the Carrier will be limited to the recovery of the refund value of the unused portion of the Passenger's ticket.
- (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 they believe they no longer pose a threat to the safety or comfort of Passengers 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 Passenger within a reasonable period of time providing Carrier's assessment as to whether it remains necessary to continue the ban or maintain the probation period.
- (4) Except as otherwise provided for in this rule and to the extent permitted by law, the Carrier shall not be liable to any Passenger or other person for refusing to board or transport that Passenger or any person on any aircraft at any point in the flight; nor shall the Carrier be liable to any of the Passengers or other person for exercising its discretion not to refuse to board or transport or remove any Passenger or other person on or from the aircraft.
- (5) For services departing the European Union (EU), the Carrier will apply the provisions of EC Regulation no. 1107/2006.
- (6) For services departing Mexico, the Carrier will apply the provisions of the civil aviation law, Passenger rights.

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Rule 35 Acceptance of Children

- (A) Accompanied
Children under 5 years of age will be accepted for transportation when accompanied by their parent or a Passenger who is at least 16 years of age. Children over the age of 5 and under 12 years of age are accepted for transportation when accompanied on the same flight and in the same compartment by a Passenger at least 12 years of age.
- (B) Unaccompanied
westJet no longer offers an unaccompanied minor service for international flights.
- (C) Infants
An infant under 2 years of age not occupying a seat and accompanied by a Passenger at least 16 years of age or their parent 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 up to the age of 5 will be accepted for transportation when accompanied by their parent or a Passenger who is at least 16 years of age. Children between the ages of 5-11 years inclusive will be accepted for transportation when accompanied by a guardian. The Carrier has implemented a guardian fare program which allows a Passenger to travel with a child to a destination and return at a later time to collect the child. The specific terms and conditions applicable to the guardian fare follow.
- (1) Children between 2-11 years of age are eligible to travel on westJet flights under the guardian fare program, provided that infants and children up to the age of 5 must be accompanied by their parent or a Passenger who is at least 16 years of age. This program is not available for travel on code-share flights.
 - (2) The guardian(s) must be the child's parent or be at least 16 years age for children under the age of 5, and at least 18 years of age for children over the age of 5.
 - (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 available at the time

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- of their reservation.
- (7) The guardian fare is only valid for one person travelling with the child(ren).
 - (8) The guardian may travel with more than one child.
 - (9) Two separate people may be designated as guardians at the time of travel - one person travelling on the outbound flight, and a different person traveling on the return flight.
 - (10) The scheduled departure time for the return flight must be within 24 hours of the original flight (based on the time of the original departure city). If the next available flight is not within this 24-hour time restriction, the guardian fare will not be booked, no exceptions. For example flights to destinations where flights only occur once a week would not be eligible to be booked using the guardian fare program. The scheduled departure time for the return flight of the guardian must be no less than two (2) hours after the original flight arrives at the destination.
 - (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.

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Rule 55 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.
- (C) For travel governed by either the Montreal Convention or the Warsaw Convention
Nothing herein shall be deemed to affect the rights and liabilities of the Carrier with regard to any person who has willfully caused damage which resulted in death, wounding, or other bodily injury of a Passenger. The Carrier does not maintain, operate or provide ground transportation between airports, or between airports and city centres. Any such services are performed by independent contractors who are not, and shall not be deemed to be the agents of employees of the Carrier. The Carrier shall not be liable for the acts or omissions of any such independent contractors.
- (D) The Carrier will not be responsible for errors or omissions in this tariff or in other representations of schedules, fares, or other terms and conditions.
- (E) The Carrier will not be responsible or liable for a Passenger missing a connection that is not included in the itinerary set out in the ticket.
- (F) The Carrier will not be responsible or liable for a Passenger missing a cruise, rail journey, or any other booking not made with the Carrier by reason of an insufficient amount of time between the scheduled arrival of a flight included in the itinerary set out in the ticket and the scheduled departure of the cruise, rail journey, or any other booking not made with the Carrier.

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Rule 60 Limitation of Liability for Baggage or Goods†

- (A) If the Passenger's 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 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, a maximum of 17 SDRs per kilogram for checked baggage and cargo and 332 SDRs for carry-on baggage, except for mobility aids, unless the Passenger at the time of presenting such baggage or goods for transportation, has declared a higher value and paid an additional charge in accordance with this rule. In the case of loss, damage or delay of part of property carried as checked baggage, the weight to be taken into consideration in determining the amount to which the Carrier's liability is limited shall be only the total weight of the property lost, damaged or delayed. Nevertheless, when the loss, damage or delay of a part of the property affects the value of other property covered by the same baggage check, the total weight of the property covered by the baggage check shall also be taken into consideration in determining the limit of liability.
- (D) The rate for converting special drawing rights into Canadian dollars shall be the rate prevailing on the date on which the amount of any damage to be paid by the Carrier is ascertained by a court or, in the event a settlement is agreed between Carrier and claimant, on the date settlement is agreed.
- (E) For travel governed by either the Montreal Convention or the Warsaw Convention
If the Passenger does elect to declare a higher-value an additional charge shall be payable and

† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 60 are effective December 22, 2021 pursuant to Decision No. A-2021-168 of the CTA.

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the Carrier's liability will not exceed the higher value declared. The additional charge shall be calculated as follows:

- (1) The amount of the Carrier's basic liability for itineraries governed by the Montreal Convention set out above shall be up to 1,288 SDRs including incidental expenses unless excess valuation has been purchased;
- (2) No charge shall be payable on that part of the declared value which does not exceed basic Carrier liability;
- (3) 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.
- (4) The liability limit does not apply if it is proved that the damage resulted from an act or omission of the Carrier, its 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).

- (F) In the case of damage to checked baggage, the Passenger must complain to the Carrier immediately after discovery of damage, and at the latest, within seven days from receipt of the baggage. Any claim against a Carrier will be extinguished unless an action is brought within two years reckoned from the date of arrival at the destination, or from the date on which the aircraft ought to have arrived, or from the date on which the carriage stopped. In the carriage of baggage, the liability of the Carrier in the case of destruction, loss, damage or delay is limited to the liability amounts set out above for each Passenger, not per bag. If the passenger has made, at the time when the checked baggage was handed over to the carrier, a special declaration of interest in delivery at destination and has paid a supplementary sum if the case so requires additional coverage is available above.

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

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case of damage caused by delay the liability of the Carrier is determined per Passenger, not per bag.

- (G) In no case shall the Carrier's liability exceed the actual loss reasonably suffered by the Passenger. All claims for loss or damage to baggage or goods are subject to proof of amount of loss. The Carrier is entitled to disallow claims where a Passenger fails to provide proof of loss in the form of receipts unless other sufficient proof of loss is provided.
- (H) For travel that is not governed by the Montreal Convention or 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 carry-on baggage is limited to a maximum of 1,288 special drawing rights per Passenger.
- (I) Refund of baggage fees
If a Passenger's baggage is damaged or lost, the Carrier will refund the fees paid for that baggage.

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Rule 65 Tickets

- (A) No person shall be entitled to transportation except upon presentation of a valid confirmation number and acceptable photo identification.
- (B) 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.
- (C) The Carrier does not accept paper tickets generated by any other air Carrier or its agent.

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Rule 70 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) Passenger's responsibility

- (1) The Passenger or Passenger's agent (examples: travel agent, other carrier, etc.) must provide the Carrier with the Passenger's e-mail address and/or telephone number at the time of booking and shall update the Carrier with changes to ensure communications can be received by the Passenger prior to or during travel.
- (2) It is the responsibility of the Passenger to accept receipt of WestJet's emailed schedule change notifications or notifications from the entity where they booked (example: travel agent, other Carrier, etc.) to ensure they are aware of their WestJet itinerary and can adjust their plans accordingly as schedules are subject to change.
- (3) Pursuant to Rule 30 Refusal to Transport (B)(2), the Passenger must arrive at the airport with sufficient time to complete check-in, government formalities, security clearance and the departure process while meeting the time limits of the Carrier. Flights will not be delayed for Passengers who have not completed these pre-boarding requirements. This will be considered a no show by the Carrier.
- (4) The Carrier will not be liable for loss of expense due to the Passenger's failure to comply with A(3), above. Any amounts paid for the ticket, including fare, fee, charge, surcharge, and tax paid by a Passenger or Passengers are forfeited in the event the Passenger(s) fail(s) to show up for a flight.

(B) Policy and procedures

Terms and conditions of seat selection are as follows:

- (1) Availability of seats is determined by the type of aircraft operating a selected flight and the fare level purchased.
- (2) Advance seat selection may not be offered on some flights based on operational restrictions.
- (3) Some seats will be unavailable due to operational requirements.
- (4) Advance seat selection is an option available to all Passengers; However this option may not be

† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 70 are effective December 22, 2021 pursuant to Decision No. A-2021-168 of the CTA.

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available through some reservation channels. Not all seats will be available to all fare types.

- (5) Passengers with disabilities may request a seat by contacting the Carrier's call centre.
- (6) 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).
- (7) 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.

(C) 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.
- (2) For round-trip reservations, seat selection fees are charged in each direction of travel. For multi-segment flights, the fees are charged per segment. Different seat fees apply based on seat type. For multi-segment flights, the fees are charged per segment. Different seat fees apply based on seat type.
- (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.

Table

| | Regular | Preferred | Exit Row | Premium/ Business |
|-----------|----------|-----------|----------|----------------------|
| Basic | \$10-200 | \$10-200 | \$10-200 | Excluded |
| Econo | \$5-200 | \$5-200 | \$5-200 | \$20-5000 |
| EconoFlex | \$0 | \$5-200 | \$5-200 | \$20-5000 |
| Premium | \$0 | \$0 | \$0 | Included |

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| | | | | |
|-------------|-----|-----|-----|----------|
| PremiumFlex | \$0 | \$0 | \$0 | Included |
|-------------|-----|-----|-----|----------|

| | | | | |
|----------|-----|-----|-----|----------|
| Business | \$0 | \$0 | \$0 | Included |
|----------|-----|-----|-----|----------|

| | | | | |
|--------------|-----|-----|-----|----------|
| BusinessFlex | \$0 | \$0 | \$0 | Included |
|--------------|-----|-----|-----|----------|

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..

Upgrades to Premium or Business may be purchased at check in- if available. ,

- (D) 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) 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 may provide a refund as required by the APPR, or a credit to any Passenger in respect of such cancellation or change.
 - (3) 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 refund in the form of a non-refundable credit or refund for the fees associated with the seat.
- (E) The Carrier 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 Rule 70(A) and (B) above) up to 24 hours prior to departure but there is no obligation to do so.
- (1) In order to facilitate the assignment of a seat to a child or minor who is under the age of 14 years in close proximity to a parent, guardian or tutor, the Carrier will, when possible, assign a seat before check-in to the child or minor that is in close proximity to their parent, guardian or tutor at no extra cost.
 - (2) If the Passenger is assigned a seat that is in a lower class of service than their ticket provides, the Carrier will reimburse the difference in price between the classes of service, but if the Passenger chooses a seat that is in a higher class of service than the

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- ticket provides, the Carrier will request supplementary payment representing the price difference between the classes of service.
- (3) If the Carrier is unable to assign seats prior to check in, the Carrier will facilitate seat assignment at the time of check-in or at the boarding gate and will make all reasonable attempts to do so.
 - (4) If the Carrier is unable to assign seats at the time of check in, the Carrier will ask for volunteers to change seats at the time of boarding. If there are no volunteers, the Carrier will once again ask for volunteers to change seats before take-off.
 - (5) In the case of a child who is four years of age or younger, the Carrier will facilitate the assignment of a seat that is adjacent to their parent, guardian or tutor's seat.
 - (6) In the case of a child who is 5 to 11 years of age, the Carrier will facilitate the assignment of a seat that is separated from the parent, guardian or tutor's seat by no more than one seat.
 - (7) In the case of a minor who is 12 or 13 years of age, the Carrier will facilitate the assignment of a seat that is separated from the row of their parent, guardian or tutor's seat by no more than one row.

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 refund in the form of a non-refundable credit or refund for the fees associated with the seat(s).

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Rule 75 Schedule Irregularities†

(A) General

Schedules are not guaranteed. Flight schedules are subject to change without notice, and the times shown on WestJet's published schedules, tickets, timetable and advertising are not guaranteed and form no part of this contract. 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 of representation regarding the dates or times of departure or arrival, or of the operation of any flight. The carrier will give priority assistance to any person with a disability

(B) Definitions

- (1) "Schedule irregularities" means any change of schedules, flight times, routing, stops, equipment, and/or service that is not governed by the APPR (see Rule 100).

(C) Change in schedule

- (1) The Carrier will make all reasonable efforts to transport the Passenger and their baggage at the times indicated in its published schedules and timetables.
- (2) The Carrier will make all reasonable efforts to inform Passengers schedule changes and, to the extent possible, the reason for the change.
- (3) The Carrier will not guarantee and will not be held liable for schedule irregularities due to an event of force majeure.
- (4) Subject to the APPR, the Carrier shall not be liable for damage occasioned by denial of boarding or cancellation if the Carrier proves that it, and its employees and agents, took all measures that could reasonably be required to avoid the damage or if it was impossible for the Carrier, and its employees or agents to take such measures.

The Carrier will take all measures that can reasonably be required to avoid or mitigate the damage caused by the advance flight departure, overbooking and cancellation.

- (5) Downgrade refunds will be limited to the fare difference between classes of service.

† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 75 are effective December 22, 2021 pursuant to Decision No. A-2021-168 of the CTA.

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- (a) The Passenger will also have the option to cancel booking and refund to original form of payment. The cancellation fee will be waived.
- (b) A downgrade refund will be determined once travel is complete.

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Rule 80 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) 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.
- (F) Infants
One infant under two (2) years of age not occupying a seat and accompanied by their parent or a Passenger at least 16 years of age will be transported without charge. A birth certificate is required for all infants under age two (2).
- (G) Guardian fare
The guardian fare will allow parents or guardians (Passenger 16 years of age or older for children and infants under 5, and 18 years of age or older for children over 5) to escort their children (Passengers 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.

† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 80 are effective December 22, 2021 pursuant to Decision No. A-2021-168 of the CTA.

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Rule 85 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:
- (1) Carry-on item: maximum size of
53 cm x 23 cm x 38 cm
(21 inches X 9 inches X 15 inches)
 - (2) Personal item: maximum size of
41 cm x 15 cm x 33 cm
(16 inches X 6 inches X 13 inches)
- In the interest of Passenger safety within the cabin, the Carrier also reserves the right to check any carry-on baggage that does not fit due to bulkouts within the cabin.
- Any item larger than the carry-on baggage size and any item exceeding the carry-on and personal item allowance will be checked to the Passenger's destination.
- A gate checked baggage fee of \$100 CAD/USD will apply.
- (B) Acceptance of checked baggage
Checked Baggage is accepted until the check-in cut-off time limit outlined in Rule 30(B)(2) and provided that there is available space as follows:
- (1) A first, second, third or fourth piece of checked baggage within the weight and size limits defined in (B)(1) above 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, Passengers travelling to/from Jamaica or Trinidad and Tobago, where a maximum of two (2) 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

† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 85 are effective December 22, 2021 pursuant to Decision No. A-2021-168 of the CTA.

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or Trinidad and Tobago as overweight baggage will not be accepted, and to and from all destinations in Europe where the maximum weight must not exceed 32 kg (70 lbs)), subject to the fees in the tables below. Baggage over 45 kg (100 lbs) 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.
 - (a) The Carrier will not check baggage to a final 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 inches). See Rule 85(B) for acceptance of additional and excess baggage.
 - (d) Passengers travelling with an infant or child will be permitted to bring one diaper bag or a personal item for the child/infant and may be permitted additional infant equipment at no charge as follows:

| | Carry-on baggage | Carseat for use onboard | Infant equipment (E.g. carseat, stroller playpen etc.) |
|-------------------------------------|------------------|-------------------------|---|
| Infant: lapheld or in an extra seat | Not permitted | Not permitted | Two items, plus one item in checked baggage OR Two items in checked baggage |
| Infant or child in a purchased seat | One | One | One item door delivered OR One item in checked baggage |

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 2/3 | Second Note 2/3 | Third note 2/3/4 |
|----------------|--|-----------------|--------------------------|
| Currency Basic | CAD/USD for bookings and TVL after 01Mar19 | CAD/USD \$100 | CAD/USD \$100 (per item) |
| Econo Fare | \$60 | \$50 | \$100 (Per Item) |

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| | | | |
|---|------|------|------------------|
| Note 6 Econo Flex Fare | \$0 | \$50 | \$100 (Per Item) |
| Note 6 Premium, Pre-Miumflex, Business, Businessflex Fare | \$0 | \$0 | \$100 (Per Item) |
| Note 6 WestJet Vacations Tv1 Outside of Canada/Us | \$0 | \$50 | \$100 (Per Item) |
| WestJet Vacations Note 6/7 | \$30 | \$50 | \$100 (Per Item) |
| WestJet RBC world Elite Master Card Primary Card holders Silver members | \$0 | \$50 | \$100 (Per item) |

Note 8
 Excess Valuation Handling fee will apply for firearms, bikes, surfboards, 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

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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.

(5) 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 |

(6) The following items will be considered as one piece of baggage:

- one sleeping bag or bed roll
- one rucksack/knapsack/backpack
- one duffel 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)

(7) Articles of baggage or goods will not be carried when such articles are likely to endanger the aircraft, persons or property are likely to be damaged by air carriage, are unsuitable for packing, or the carriage of which would violate the laws, regulations, or orders of countries or possessions to be flown from, into, or over.

(8) If the weight, size or character renders it unsuitable for carriage on the aircraft, the carrier, before departure of the flight, will refuse to carry the passenger's baggage or goods or any part thereof. The following articles will be carried only with prior consent of the carrier: firearms of any description - firearms for sport purposes will be carried as baggage provided required entry permits are in the possession of the passenger for the country of destination and provided that such firearms are disassembled or packed in a suitable case. The provisions of this

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paragraph do not apply to officers of the law travelling in the line of duty and carrying legally prescribed sidearms or other similar weapons. Passengers accept that when traveling with a firearm they must contact all operating airlines on the itinerary at least 72 hours before departure; failure to do so may result in being denied travel at any stage of the itinerary. The Passenger will be wholly responsible for any costs incurred resulting from this omission of advisement.

(9) Animals are accepted provided all conditions and requirements found in Rule 90 are met.

(10) Musical instruments provided it is safe to do so, the Carrier may accept properly packaged musical instruments as either checked or carry-on baggage, depending on the instrument's weight or dimension.

(a) Carry-on:

Seats cannot be purchased for musical instruments; however small musical instruments may be permitted as a Passenger's carry-on baggage allowance provided that:

- (i) It meets the Carrier's current carry-on requirements; Rule 85(A) and
- (ii) It fits under the seat in front or the overhead bin.

Due to cabin storage space limitations, the Carrier cannot guarantee that a musical instrument can be accommodated on board. storage is provided on a "first-come, first-serve" basis.

If there is no space available in the cabin to securely store the musical instrument, or if deemed required by airline staff, the musical instrument may need to be checked at the gate and transported as checked baggage.

(b) Checked baggage:

If musical instruments are checked in separately, the instrument counts as one piece of baggage towards the maximum number of checked bags allowed by fare type. If a Passenger's baggage count (musical instrument plus number of other bags to be checked) exceeds the maximum number of items allowed by fare type, additional checked baggage charges will apply. If the musical instrument weighs more than 23kg (50lbs), overweight baggage charges will apply. The maximum weight of musical instruments the Carrier can carry is 32kg (70lbs). A musical instrument cannot exceed a combined length + width + height dimension of 157 cm (62 inches). musical instruments must always be packaged in a rigid/hard shell container designed to ship such items. For string instruments, Passengers are responsible for ensuring that the strings are loosened so that tension is reduced on the top and neck of the instrument.

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In the event of aircraft substitution preventing the transportation of a musical instrument in the cabin, the Carrier will use reasonable efforts to (i) gate-check the instrument, or (ii) check the instrument on the next available flight.

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Rule 90 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

The Carrier 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 the Carrier prior to acceptance.
- (4) The Carrier 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) The Carrier will not be responsible in the event any such animal is refused entry into or passage through or exist from any country.
- (8) In the event the animal is denied for travel into the United States and the Passenger wants to continue to travel, the Passenger will be responsible for obtaining care or alternative transportation for the animal.
- (9) The Carrier will not be responsible in the event of loss, delay, injury, sickness or death of such animals.
- (10) For safety reasons, the Carrier will not accept an animal for carriage if the animal is less than 8 weeks old, pregnant or in-heat.
- (11) If the animal is sedated, the Passenger must present a veterinarian's note at check-in.
- (12) The Carrier reserves the right to limit the number of animals carried per flight.
- (13) The Carrier reserves the right to deny carriage of animals in the baggage compartment during specified seasonal restrictions periods.
- (14) Passengers must present the kennel at check in according to the times outlined in Rule 30 (B)(2).

(B) Animals accepted for carriage

- (1) Live animals in carry-on baggage

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The Carrier allows one cat, dog, bird or rabbit in the cabin per Passenger. No other species of animals is acceptable for carriage in the cabin. Animals in a kennel, or an empty kennel are considered to be the Passenger's one

- (1) Carry-on item. Passengers travelling with a cat on a flight where another Passenger with a severe allergy to cat dander is also travelling, will be moved to the 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 inches L x 17.5 inches W x 8.5 inches H), but meet the restrictions for travel as checked baggage, the Carrier may accept the animal as checked baggage on a space available basis.

- (2) Live animals in checked baggage
Animals considered acceptable as part of checked baggage are cats, dogs, hedgehogs, rabbits, chinchillas, birds and guinea pigs. Live fish and reptiles are not accepted as part of a Passengers checked baggage.

(C) Containers

Containers must be leak-proof kennels for transporting animal and must be provided by the owner. WestJet does not provide a kennel rental or purchase service.

restrictions for kennels as checked baggage

Kennel must:

- (i) be hard-sided and have the wheels removed
- (ii) be airline approved
- (iii) be secure
- (iv) be well ventilated
- (v) be lined with absorbent material like a towel
- (vi) be secured with the device originally intended by the manufacturer
- (vii) be marked with "Live Animal"
- (viii) be marked with directional "This way Up" arrows on two sides, and should be marked with the pet's name
- (ix) have food and water containers
- (x) have devices for lifting the kennel
- (xi) have a 3/4 inch protecting rim
- (xii) have a solid bottom and roof

Kennel must not:

- (i) be made of welded or wire mesh
- (ii) be collapsible
- (iii) have a plastic door

Size restrictions: 91 cm x 61 cm x 66 cm
36 inches L x 24 inches W x 26 inches h

Weight restrictions (Pet and kennel combined)
45 kg (up to 100 lbs)

(D) Restrictions for kennels as carry-on baggage

Kennel must:

- (i) be soft-sided

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- (ii) be airline approved
- (iii) be leak proof
- (iv) be secure
- (v) be well ventilated

Kennel must not:

- (i) allow the animal's head to stick out
- (ii) be a duffle bag, gym bag or other type of non-kennel bag
- (iii) be hard-sided

Size restrictions: 40 cm x 44 cm x 21.5 cm

16 inches L x 17.5 inches W x 8.5 inches H

The passenger may adjust the kennel to fit within the maximum height

available beneath the seat.

Weight restrictions: (Pet and kennel combined) 10 kg (22 lbs)

(E) Charges

There is a fee of \$100-118 CAD/USD each way, plus applicable taxes, to transport an animal as checked baggage and a fee of \$50-59 CAD/USD each way plus applicable taxes to transport an animal in the cabin.

(F) Service dogs are accepted without charge, subject to the requirements outlined in Rule 25 (H).

(G) The Carrier does not accept emotional support dogs for transport.

(H) Working dogs

The Carrier will accept working dogs for transportation, within the cabin of the aircraft, without charge.

- (1) Documentation may not be needed; however, the Carrier can and will request documentation if deemed necessary and has the right to refuse boarding if indicators lead the Carrier's employee to believe the dog is not a working dog.
- (2) If at any time the safety of crew or Passengers is jeopardized the dog will be denied boarding or removed from the aircraft.
- (3) A working dog may not occupy a seat in the aircraft.
- (4) The working dog must be accompanied 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 dog will be required to travel in the baggage compartment. Working dogs travel free of charge in the cabin only. The Carrier does not provide a free service for working dogs as checked luggage.
- (7) The Carrier's staff will determine the seating location for the handler and the dog.
- (8) Working dog 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 may otherwise be provided for in this tariff, the Carrier will not be responsible in the event of injury, sickness or death of an animal. Exception: Should an injury to or death of a

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working dog result
from the negligence of the Carrier's
representatives, the Carrier's liability
will be limited to expeditiously providing,
at its own expense, for the medical care,
and if necessary, replacement of the dog.

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Rule 100 APPR Provisions†

(A) General

- (1) The Carrier will inform Passengers of delays, cancellations, and denials of boarding and the reason for the delay, cancellation, or denial of boarding.
- (2) A delay, cancellation or denial of boarding that is directly attributable to an earlier delay or cancellation that is due to situations outside of the Carrier's control, is considered to also be due to situations outside of the Carrier's control when all reasonable measures to mitigate the impact of the earlier delay or cancellation have been taken.
- (3) A delay, cancellation or denial of boarding that is directly attributable to an earlier delay or cancellation that is due to situations within the Carrier's control but required for safety purposes, is considered to also be within that Carrier's control but required for safety purposes when all reasonable measures to mitigate the impact of the earlier delay or cancellation have been taken.
- (4) When the Carrier is unable to permit a Passenger to occupy a seat on board a flight because the number of seats that may be occupied on the flight is less than the number of Passengers who have checked in by the required time, hold a confirmed reservation and valid travel documentation and are present at the boarding gate at the required boarding time, pursuant to Rule 30(B)(2)(a) the Carrier will follow the provisions of this rule.

(B) Communications

- (1) In order to ensure timely receipt of communications, Passengers must make their best effort to ensure that they, or their travel arranger, have provided the Carrier with their WestJet Rewards ID, a current email address, and/or a current telephone number. Passengers will be contacted via email or phone if no email address is provided. Passengers will also be able to receive delay or cancellation information:
 - (a) via the Carrier websites;
 - (b) at the airport during check-in;
 - (c) at the airport by departure and arrival screens;
 - (d) at the airport by Carrier announcements; and
 - (e) on the aircraft.

(C) Tarmac delays

- (1) In the event that a flight operated by the Carrier is delayed on the tarmac after the doors of the aircraft are closed for take-off or after the flight has landed, the Carrier will provide access to lavatories in working order if equipped, proper ventilation, heating and cooling of the

† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 100 are effective December 22, 2021 pursuant to Decision No. A-2021-168 of the CTA.

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aircraft, food and drink in reasonable quantities, and the means to communicate with people outside the aircraft, when feasible.

- (2) During a tarmac delay, the Carrier will facilitate access to medical assistance in the event that a Passenger requires urgent medical assistance.
- (3) In the event that a flight operated by the Carrier is delayed on the tarmac, while at an airport in Canada, the Carrier will provide Passengers the opportunity to disembark after three hours of the aircraft doors being closed for take-off or three hours after landing, unless it is likely that take-off will occur less than three hours and 45 minutes after the aircraft doors are closed for takeoff and the Carrier is able to continue to provide access to lavatories in working order if equipped, proper ventilation, heating and cooling of the aircraft, food and drink in reasonable quantities, and the means to communicate with people outside the aircraft, when feasible.
- (4) The Carrier will not allow Passengers on a flight to disembark if not possible, including if it is not possible for reasons related to safety and security or due to directions by air traffic control or customs control.
- (5) If the Carrier allows Passengers to disembark, priority will be given to Passengers with disabilities and their attendant, service dog if any, when feasible.

(D) Delays, cancellations or denial of boarding outside of the control of the Carrier

- (1) This section applies to a delay, cancellation or denial of boarding, due to situations outside the Carrier's control, which include but are not limited to the following:
 - (a) meteorological conditions, natural disasters or geological conditions that make the safe operation of the aircraft impossible;
 - (b) acts of god;
 - (c) pandemics;
 - (d) epidemics;
 - (e) civil commotions, including riots, strikes, picketing, boycotting, lockouts, insurrection, invasion, national emergencies, or other civil disturbances;
 - (f) embargoes;
 - (g) war or political instability;
 - (h) illegal acts or sabotage;
 - (i) a NOTAM as defined in subsection 101.01(1) of the Canadian Aviation Regulations;
 - (j) a security threat;
 - (k) airport operation issues, the interruption of flying facilities/navigational aids or other services;
 - (l) a medical emergency;
 - (m) collision with wildlife;
 - (n) a labour disruption within the Carrier or within an essential service provider such as airport or an air navigation service provider;
 - (o) a manufacturing defect in an aircraft that reduces the safety of Passengers and that was identified by the manufacturer of the aircraft concerned, or by a competent authority;

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- (p) an order or instruction from an official of a state or a law enforcement agency or from a person responsible for airports security;
 - (q) laws, rules, proclamations, regulations, orders, declarations, interruptions;
 - (r) requirements of or interference by any government or governmental agency or official thereof;
 - (s) actions or instructions of third parties such as acts of government or air traffic control, airport authorities, security agencies, law enforcement or customs and immigration officials;
 - (t) damage/destruction or loss of use of an aircraft directly or indirectly caused by agents or third parties;
 - (u) confiscation, nationalization, seizure, detention, theft or hijacking of an aircraft;
 - (v) hostilities, disturbances, unsettled international conditions; and
 - (w) shortage of fuel or facilities directly or indirectly caused by agents or third parties.
- (2) When a delay, cancellation or denial of boarding has occurred and is due to situations outside of the Carrier's control, the Carrier will provide Passengers with the reason for the delay, cancellation or denial of boarding, provide information related to compensation to which Passengers may be entitled to, provide information regarding the standard of treatment for Passengers, if any, and provide information regarding the recourse available against the Carrier, including recourse to the Canadian Transportation Agency.
- (3) The Carrier will communicate new information to Passengers as soon as feasible and will provide updates to Passengers every 30 minutes until a new departure time is set or alternative travel arrangements have been made. The method of communication will be provided in the method preferred by a Passenger, if indicated, and in a method that is compatible with adaptive technologies intended to assist persons with disabilities.
- (E) Delays, cancellations or denial of boarding within the Carrier's control but required for safety purposes
- (1) The Carrier will provide Passengers with the reason for the delay, cancellation or denial of boarding, provide information related to compensation to which Passengers may be entitled to, provide information regarding the standard of treatment for Passengers, if any, and provide information regarding the recourse available against the Carrier, including recourse to the Canadian Transportation Agency.
 - (2) The Carrier will communicate new information to Passengers as soon as feasible and will provide updates to Passengers every 30 minutes until a new departure time is set or alternative travel arrangements have been made. The method of communication will be provided in the method preferred by a Passenger, if indicated, and in a method that is compatible with adaptive technologies intended to assist persons with disabilities.
 - (3) The Carrier will not deny boarding due to situations

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within the Carrier's control but required for safety purposes, unless the Carrier has asked all Passengers if they are willing to give up their seat. The Carrier will not deny boarding to a Passenger who was already on board the aircraft, unless the denial of boarding is required for safety.

- (4) In situations involving a denial of boarding, the Carrier may offer a benefit in exchange for a Passenger willingly giving up their seat and will provide written confirmation of the benefit if accepted by the Passenger before the flight departs.
 - (5) If denial of boarding is necessary, the Carrier will select Passengers who will be denied boarding, giving priority in the following order:
 - (a) a person with a disability and their Attendant, or service dog;
 - (b) Passengers boarded and seated on the aircraft;
 - (c) Passengers travelling with their family members;
 - (d) Passengers previously denied boarding on the same ticket;
 - (e) Passengers travelling due to death or illness of a family member;
 - (f) WestJet Groups Passengers including the tour conductor of the group;
 - (g) Passengers who are part of a WestJet Vacations package;
 - (h) Partner airline Passengers;
 - (i) Premium fare (W, O, or R) or Business fare (J, D, or C) Passengers;
 - (j) any Passenger where denied boarding would cause undue hardship; and
 - (k) all other Passengers, based on itinerary, the status of loyalty program membership, and fare paid or time of check-in.
 - (6) Space and weight limitations
Passengers will only be carried within the space and weight limitations of the Carrier's aircraft, and the Carrier reserves the right to deny boarding or transport to any person in order to comply with such limitations. If this policy results in a Passenger being denied boarding on an aircraft for which such Passenger has paid a fare, then the following shall apply:
 - (a) If the Passenger has not checked in within the required cut-off times outlined in Rule 30, the Passenger shall forfeit his or her right to obtain a refund of any fare paid in respect of the flight;
 - (b) If the Passenger is denied boarding after checking in within the appropriate time limit before planned departure, such Passenger will be entitled to compensation.
- (F) Delays, cancellations or denial of boarding within the Carrier's control
- (1) When a delay, cancellation or denial of boarding has occurred and is due to situations within the Carrier's control, the Carrier will provide Passengers with the reason for the delay, cancellation or denial of boarding, provide information related to compensation to which Passengers may

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- be entitled to, provide information regarding the standard of treatment for Passengers, if any, and provide information regarding the recourse available against the Carrier, including recourse to the Canadian Transportation Agency.
- (2) The Carrier will communicate new information to Passengers As soon as feasible and will provide updates to Passengers every 30 minutes until a new departure time is set or alternative travel arrangements have been made. The method of communication will be provided in the method preferred by a Passenger, if indicated, and in a method that is compatible with adaptive technologies intended to assist persons with disabilities.
 - (3) The Carrier will not deny boarding due to situations within the Carrier's control unless the Carrier has asked all Passengers if they are willing to give up their seat. The Carrier will not deny boarding to a Passenger who is Already on board the aircraft, unless the denial of boarding is required for safety.
 - (4) In situations involving a denial of boarding, the Carrier may offer a benefit in exchange for a Passenger willingly giving up their seat and will provide written confirmation of a benefit if accepted by a Passenger before the flight departs.
 - (5) If denial of boarding is necessary, the Carrier will select Passengers who will be denied boarding according to subsection (E)5 above.
- (G) Passenger options - re-rerouting or refund
- (1) In the event of a delay due to situations outside the Carrier's control pursuant to subsection (D) above, that results in a delay of 3 hours or more, the Carrier will provide the following upon request by a Passenger:
 - (a) The Carrier will provide alternative travel arrangements free of charge to ensure that Passengers complete their itinerary as soon as feasible. The Carrier will provide a confirmed reservation on the next available flight operated by the Carrier or on a flight operated by a Carrier with which the original Carrier has a commercial agreement, if the next available flight is travelling on a reasonable air route from the airport at which the Passenger is located to the destination that is indicated on the Passenger's original ticket, and departs within 48 hours of the event that caused the delay.
 - (b) If the Carrier cannot provide such a confirmed reservation, the Carrier will provide a confirmed reservation for a flight operated by any Carrier travelling on any reasonable air route from the airport at which the Passenger is located, or another airport that is within a reasonable distance of that airport, to the destination that is indicated on the Passenger's original ticket. Transportation will be provided from the airport that the Passenger is located to the new departure airport,
 - (c) The Carrier will, to the extent possible, provide comparable travel arrangements to the original ticket, and will not request supplementary payment if the alternative travel arrangements provide for a higher

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class of service.

- (2) In the event of a flight cancellation or denial of boarding due to situations outside the Carrier's control, pursuant to subsection (D) above, the Carrier will provide the following:
- (a) The Carrier will provide alternative travel arrangements free of charge to ensure that Passengers complete their itinerary as soon as feasible. The Carrier will provide a confirmed reservation on the next available flight operated by the Carrier or on a flight operated by a Carrier with which the original Carrier has a commercial agreement, if the next available flight is travelling on a reasonable air route from the airport at which the Passenger is located to the destination that is indicated on the Passenger's original ticket, and departs within 48 hours of the event that caused the delay.
 - (b) If the Carrier cannot provide such a confirmed reservation, the Carrier will provide a confirmed reservation for a flight operated by any Carrier travelling on any reasonable air route from the airport at which the Passenger is located, or another airport that is within a reasonable distance of that airport, to the destination that is indicated on the Passenger's original ticket. Transportation will be provided from the airport that the Passenger is located to the new departure airport.
 - (c) The Carrier will, to the extent possible, provide comparable travel arrangements to the original ticket, and will not request supplementary payment if the alternative travel arrangements provide for a higher class of service.
- (3) In the event of a delay of three (3) hours or more due to situations within the Carrier's control or within the Carrier's control but required for safety purposes pursuant to subsection (E) above, the Carrier will provide the following where a Passenger desires:
- (a) The Carrier will provide alternative travel arrangements free of charge to ensure that Passengers complete their itinerary as soon as feasible. The Carrier will provide a confirmed reservation on the next available flight operated by the Carrier or on a flight operated by a Carrier with which the original Carrier has a commercial agreement, if the next available flight is travelling on a reasonable air route from the airport at which the Passenger is located to the destination that is indicated on the Passenger's original ticket, and departs within nine (9) hours of the departure time that is located on the original ticket.
 - (b) If the Carrier cannot provide such a confirmed reservation, the Carrier will provide a confirmed reservation for a flight operated by any Carrier travelling on any reasonable air route from the airport at which the Passenger is located that departs within 48 hours of the departure time that is indicated on the original ticket.
 - (c) If the Carrier cannot provide such a confirmed

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reservation, the Carrier will provide transportation to another airport that is within a reasonable distance of the airport at which the Passenger is located and a confirmed reservation for a flight that is operated by any Carrier on any reasonable air route from that other airport to the destination that is indicated on the Passenger's original ticket.

- (d) The Carrier will, to the extent possible, provide comparable travel arrangements to the original ticket, and will not request supplementary payment if the alternative travel arrangements provide for a higher class of service. If the class of service is lower than the original ticket, The Carrier will refund the difference in the cost of the applicable portion of the ticket.
 - (e) Pursuant to Rule 105, refunds will be provided for any additional services purchased by a Passenger in connection with the original ticket if the Passenger did not receive those services on the alternate flight or the Passenger paid for those services a second time. Refunds will be paid by the method used for the original payment and to the person who purchased the ticket or additional service.
 - (f) If the alternative travel arrangements do not meet the Passenger's needs, the Carrier will refund the unused portion on the ticket. If the Passenger is no longer at the point of origin and the travel no longer serves a purpose because of the delay, the Carrier will refund the ticket and provide a confirmed reservation for a flight that is to the point of origin and accommodates the Passenger's travel needs. refunds will be paid by the method used for the original payment and to the person who purchased the ticket or additional service.
- (4) In the event of a flight cancellation or denial of boarding within the Carrier's control or a flight cancellation or denial of boarding within the Carrier's control but required for safety purposes pursuant to subsection (E), the Carrier will provide the following:
- (a) The Carrier will provide alternative travel arrangements free of charge to ensure that Passengers complete their itinerary as soon as feasible. The Carrier will provide a confirmed reservation on the next available flight operated by the Carrier or on a flight operated by a carrier with which the original Carrier has a commercial agreement, if the next available flight is travelling on a reasonable air route from the airport at which the Passenger is located to the destination that is indicated on the Passenger's original ticket, and departs within nine (9) hours of the departure time that is located on the original ticket.
 - (b) If the Carrier cannot provide such a confirmed reservation, the Carrier will provide a confirmed reservation for a flight operated by any carrier travelling on any reasonable air route from the airport at which the Passenger is located that departs within 48 hours of the departure time that is indicated on the original ticket.
 - (c) If the Carrier cannot provide such a confirmed

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reservation, the Carrier will provide transportation to another airport that is within a reasonable distance of the airport at which the Passenger is located and a confirmed reservation for a flight that is operated by any carrier on any reasonable air route from that other airport to the destination that is indicated on the Passenger's original ticket.

- (d) The Carrier will, to the extent possible, provide comparable travel arrangements to the original ticket, and will not request supplementary payment if the alternative travel arrangements provide for a higher class of service. If the class of service is lower than the original ticket, The Carrier will refund the difference in the cost of the applicable portion of the ticket.
 - (e) Refunds will be provided for any additional services purchased by a Passenger in connection with the original ticket if the Passenger did not receive those services on the alternate flight or the Passenger paid for those services a second time. Refunds will be paid by the method used for the original payment and to the person who purchased the ticket or additional service.
 - (f) If the alternative travel arrangements do not meet The Passenger's needs, the Carrier will refund the unused portion on the ticket. If the Passenger is no longer at the point of origin and the travel no longer serves a purpose because of the delay, the Carrier will refund the ticket and provide a confirmed reservation for a flight that is to the point of origin and accommodates the Passenger's travel needs. Refunds will be paid by the method used for the original payment and to the person who purchased the ticket or additional service.
- (H) Right to care
- (1) In the event of delay or flight cancellation within the Carrier's control or within the Carrier's control but required for safety purposes, in which a Passenger is informed of the delay less than 12 hours before the schedule departure time indicated on the original ticket, and the Passenger has waited two (2) hours after the departure time indicated on the ticket, or the delay has resulted in a flight cancellation and the Passenger was informed of the cancellation less than 12 hours before the departure time indicated on the ticket, a Passenger will be offered the following.
 - (a) Food and drink in reasonable quantities (which may include vouchers), taking into account the length of the wait, the time of day and the location of the Passenger.
 - (b) Access to a means of communication if possible.
 - (c) If the Carrier expects that the Passenger will be required to wait overnight for their original flight or a reserved flight as part of alternative travel arrangements, the Carrier will offer, free of charge, hotel or other comparable accommodation as well as transportation to and from the accommodation, taking into consideration the location of the Passenger.
 - (d) The Carrier may limit or refuse to provide any of the above standards of treatment if providing the treatment would further delay the Passenger.

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- (2) In the event of a denied boarding due to situations within the Carrier's control or within the Carrier's control but required for safety purposes, a Passenger will be offered the following.
 - (a) Before a Passenger boards a flight reserved as part of an alternate travel arrangement, the Carrier will provide the Passenger a meal voucher and access to a means of communication.
 - (b) If the Carrier expects that the Passenger will be required to wait overnight for their original flight or a reserved flight as part of alternative travel arrangements, the Carrier will offer, free of charge, hotel or other comparable accommodation as well as transportation to and from the accommodation, taking into consideration the location of the Passenger.
 - (c) The Carrier may limit or refuse to provide any of the above standards of treatment if providing the treatment would further delay the Passenger.

I) Compensation for denial of boarding due to situation within the Carrier's control.

In addition to the applicable requirements set out above, the following will apply:

- (1) Conditions of payment
 - (a) the Passenger holding a confirmed and ticketed reservation must present themselves for carriage in accordance with this tariff: having complied fully with the Carrier's applicable reservation, ticketing, check-in and boarding requirements within the time limits; and,
 - (b) the Carrier must not have been able to accommodate the passenger on the flight on which they held confirmed and ticketed reservations and the flight departed without the Passenger.
- (2) A Passenger will not be eligible for compensation under the following conditions and will be treated in accordance with Rule 30 - Refusal to Transport:
 - (a) the Passenger who checks-in after the Carrier's check-in cut-off time or presents themselves at the boarding area after the Carrier's boarding cut-off time as indicated in Rule 30(B)(2)(a) will not receive denied boarding compensation and will have their reservations cancelled.
- (3) Amount of compensation:
 - (a) The carrier will provide compensation in the amounts set out below to Passengers who are denied boarding due to situations within the carrier's control and who have not accepted a benefit in exchange for willingly giving up their seat. Compensation will be paid as soon as operationally feasible, and no later than 48 hours after the denial of boarding. If compensation cannot be provided to the Passenger prior to the boarding of the flight as part of alternative travel arrangements, the carrier will provide written confirmation of what is owed.
 - (b) The amount of compensation will be determined based on the estimated arrival time of the flight reserved as part of alternative travel arrangements. Adjustment will be made to the amount of compensation if the expected

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time of arrival and the actual time of arrival are different. Arrival means that one of the doors of the aircraft has been opened after landing to allow Passengers to leave the aircraft.

- (c) Regardless of the fare paid, Passengers are entitled to monetary compensation as follows:
- (i) \$900 CAD, if the arrival of the Passenger at the destination that is indicated on the original ticket is delayed by less than six (6) hours;
 - (ii) \$1,800 CAD, if the arrival of the Passenger at the destination that is indicated on the original ticket is delayed by six (6) hours or more, but less than nine (9) hours; and
 - (iii) \$2,400 CAD, if the arrival of the Passenger at the destination that is indicated on the original ticket is delayed by nine (9) hours or more.
- (4) The carrier will compensate the Passenger in the form of money unless it offers compensation in another form that has a greater monetary value than the applicable amounts referred to in this section, the Passenger has been informed of the monetary value in writing and the alternative form of compensation does not expire. The Passenger must confirm in writing that the Passenger has been informed of the right to monetary compensation and has chosen to accept the alternative form of compensation.

(J) Applicability

- (1) This rule applies to all Passengers irrespective of the type of ticketed fare.
- (2) A Passenger who fails to check-in or present themselves at the boarding area within the Carrier's check-in cut-off time and/or boarding cut-off time as specified in Rule 30(B)(2)(a), check-in time limits, will not receive compensation, will at the Carrier's discretion have their reservations cancelled and will be subject to the terms and conditions associated with the fare on which they are travelling.
- (3) Subject to applicable law, Passengers will not be compensated by the Carrier twice (i.e. double compensation) for the same event.
- (4) Safe travel
 - (a) The Carrier is not responsible for events of Force majeure or the acts of third parties. The Carrier is legally obligated to maintain the highest standards of aviation safety and cannot be encouraged to fly when it is not safe to do so. Similarly, the Carrier cannot be held responsible for inclement weather or the actions of third parties such as acts of government or air traffic control, airport authorities, security agencies, law enforcement or customs and immigration officials.
 - (b) There is nothing more important to the Carrier than the safety of its Passengers and employees. WestJet, WestJet Encore Ltd. and WestJet Link will never knowingly put anyone at risk for any reason. If there ever is, or we suspect there is, any situation that might put anyone in harm's way we will make decisions and take actions to remove the risk. As such, the Carrier will neither depart nor fly if it is not safe to do so nor attempt an

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arrivals approach if it is not safe to do so.

- (5) Compensation for inconvenience resulting from delays or cancellations within the control of the Carrier if a Passenger is informed 14 days or less before the departure time on their ticket that the arrival of their flight at the destination that is indicated on their ticket will be delayed by at least three hours, and the delay is caused by a situation under the Carrier's control, compensation will be provided if a Passenger files a request for compensation with the Carrier before the first anniversary of the day on which the flight delay occurred.

within 30 days from the date on which the Carrier receives the request, the Carrier will provide the compensation or an explanation why the compensation is not payable.

The Carrier will provide compensation in the following amounts to Passengers who are delayed due to delay or cancellation and when that delay is within the control of the Carrier and when the Passenger was informed 14 days or less about the delay. Regardless of the fare paid, Passengers are entitled to a monetary compensation as follows:

- (a) no compensation if the delay is less than three hours;
- (b) \$400, if the delay is three hours or more but less than six hours;
- (c) \$700, if the delay is more than six hours but less than nine hours; and
- (d) \$1000, if the delay is more than nine hours.

If a Passenger is informed 14 days or less before the departure time on their ticket that the arrival of their flight at the destination that is indicated on their ticket will be delayed and the Passengers ticket is refunded, the Carrier will compensate the Passenger in the amount of \$400, if compensation is requested by the Passenger.

The Carrier will compensate the Passenger in the form of money unless it offers compensation in another form that has a greater monetary value than the applicable amounts referred to in this section, the Passenger has been informed of the monetary value in writing and the alternative form of compensation does not expire. The Passenger must confirm in writing that the Passenger has been informed of the right to monetary compensation and has chosen to accept the alternative form of compensation.

- (K) For services departing the European Union the Carrier is also subject to the provisions of EC Regulation No. 261 / 2004. If a Passenger's flight is delayed or cancelled in a jurisdiction other than Canada where another passenger rights regime applies, the Passenger can only submit a compensation claim under one of the two regimes. Passengers may not receive compensation under one regime if they have already received compensation under another passenger rights regime for the same

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event.

From time to time, Passengers may incur personal expenses which are a direct result of an unsatisfactory delivery of passenger transportation and/or related ancillary services. This may include hotel accommodations, charges for communications, ground transfer services or meals other than those served on board an aircraft. On a case-by-case basis, the Carrier will reimburse Passengers reasonable expenses arising from the delay. The Passenger will be required to provide receipts as proof of the expense incurred. If the Carrier reimburses the Passenger, a portion of the amount paid is on account of tax. This policy is not intended to supersede, or conflict with, requirements under applicable passenger protection regulations.

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Rule 105 Refunds†

(A) General

- (1) For Tickets purchased directly from the Carrier, the Carrier will make a refund to the person who purchased the Ticket. A Passenger has one year from the scheduled flight to request a refund for transportation services purchased but not used.
- (2) The Passenger must present to the Carrier or its authorized agent the unused Flight coupons of a Ticket, an Itinerary/Receipt, a record locator, or a Reservation number as satisfactory proof that the passenger has unused portions of a Ticket which are eligible for refund.
- (3) The Carrier will make refunds available through the Carrier's contact centres, at certain airports or its webpage, depending on the refund type and when the refund request is made.
- (4) For Tickets purchased through a travel agency or another airline, refund requests will be processed through such travel agency or airline to the person who purchased the ticket.
- (5) For tickets purchased directly from the Carrier, the Carrier will refund the Fare, if applicable, to the person who purchased the ticket, to the original form of payment or as a travel credit depending on the fare rule pursuant to Rule 15. The forgoing shall not apply to refunds owing pursuant to the APPR.
- (6) Refund of Tickets shall be made in the currency used to purchase the Ticket, whenever possible. However, Canadian dollar refunds or refunds in the currency of the country where the Passenger-initiated refund is requested may be made at the request of the Passenger, provided a refund in such currency is not prohibited by local government foreign exchange control regulations
- (7) In any case where a Passenger is entitled to a travel credit towards the purchase of a future flight, the travel credit shall include all amounts paid by the Passenger in association with the fare, including refundable fees (from unused services such as seat selection fees or kennel fees, charges, surcharges or taxes). The travel credit shall be valid for one (1) year from the date of the travel credit's issuance and may be used towards the purchase of a future air-only booking with the Carrier.
- (8) Subject to requirements under the APPR, Basic tickets are entirely non-refundable and hold no credit for future travel. Refer to Rule 15 for applicable fare rule details.
- (9) Subject to the APPR, refunds shall not be provided to Passengers when flights are disrupted or cancelled because of an event of force majeure or for reasons outside the Carrier's control.
- (10) Seat selection fees
 - (a) Seat selection fees are refundable to the original form of payment up until 24 hours before the scheduled time of departure.

† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 105 are effective December 22, 2021 pursuant to Decision No. A-2021-168 of the CTA.

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- (b) In the event of a Passenger-initiated cancellation of all flights on the reservation and seat cancellations are made more than two hours before the originally scheduled time of departure, the seat fee will be included in the cancellation funds to the original form of payment.
- (11) Subject to the applicability of the APPR, the Montreal Convention, and the Warsaw Convention, acceptance of a refund by the Passenger will release the Carrier from further liability.

(B) General Refunds

(1) Passenger initiated 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 attached to the particular fare.

- (a) When a ticket is cancelled within 24 hours of purchase, and the flight departure is greater than 24 hours from the time of purchase, a full refund to the original form of payment including taxes and fees, without penalty can be obtained.
 - (b) After 24 hours from the time of purchase, for a Basic non-refundable ticket, the Carrier does not provide a refund of the fare paid, any taxes, fees or surcharges collected unless required by law or where such taxes were collected in error.
 - (c) After 24 hours from the time of purchase, for tickets other than Basic non-refundable tickets, cancellation of the entire or partial itinerary is available up until 2 hours prior to departure.
 - (i) When permitted by the refund condition attached to the particular fare and the ticket is fully unused, the amount of the refund is the fare paid and any refundable fees and charges paid less the cancellation fee set out in Rule 15.
 - (ii) When permitted by the refund condition attached to the particular fare and the ticket is partially used, the amount of the cancellation refund will be the difference, if any, between the fare, refundable taxes and fees paid and the fare prorated by mileage, taxes and fees applicable for the flight taken, less any applicable cancellation fees as set out in Rule 15.
 - (iii) A travel credit will be provided in cases of cancellation of Econo, Econoflex, Premium and Business fares in accordance with the conditions set out in (e) below.
- Exception: PremiumFlex and BusinessFlex fares can be cancelled (with applicable fees) and refunded to original form of payment
- (d) Within two (2) hours of flight departure, a cancellation cannot be made and refunds including taxes and fees are not available. If a Passenger does not cancel before two hours prior to departure, any unused or unflown portion of the ticket is non-refundable and holds no credit for

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future travel.

- (2) Passenger initiated changes
If a Passenger decides to make changes to the reservation, the Passenger may not be entitled to a refund, depending on the conditions attached to the particular fare.
- (a) When a ticket is changed within 24 hours of purchase, and the flight departure is more than 24 hours from the time of purchase, a refund will be provided without penalty to the original form of payment for any difference between the fare paid and will include taxes and fees.
 - (b) After 24 hours from the time of purchase, for a non-refundable ticket, the Carrier does not permit changes as set out in Rule 15 and will not refund any taxes, fees or surcharges collected unless required by law or where such taxes were collected in error.
 - (c) After 24 hours from the time of purchase for refundable tickets, changes to the entire or partial itinerary are available up until two (2) hours prior to departure:
 - (i) when the ticket is fully unused the amount of the refund is the fare paid and any refundable fees and charges paid less the change fee according to applicable fare rule as set out in Rule 15.
 - (ii) when the ticket is partially used, the amount of the change refund will be the difference if any between the fare prorated by mileage, refundable taxes and fees paid and the fare, taxes and fees applicable for the flight taken, less any applicable change fees as set out in Rule 15.
 - (iii) A travel credit will be provided for Econo, Econoflex, Premium and Business fares in accordance with 1(e) above
 - (iv) Exception: PremiumFlex and BusinessFlex fares can be changed and any applicable difference in fares, fees and taxes as set out in Rule 15 can be refunded to the original form of payment.
 - (d) within two (2) hours of flight departure, a change cannot be made and refunds including taxes and fees are not available.
- (3) Refusal to transport refunds
In the event a refund is required because of a refusal to transport,
- (a) If, no portion of a ticket has been used, the amount of refund will be equal to the Fare and charges paid; or
 - (b) If, a portion of the ticket has been used, the amount refunded to the purchaser will be the difference between the Fare paid and the fare for transportation actually used or to be used.
- (4) Involuntary Refunds
For the purposes of this paragraph, an Involuntary Refund is a refund owed as a result of a delay, cancellation, or denied boarding pursuant to Rule 100 or a downgrade pursuant to Rule 75, or that is made due to any reason within the Carrier's control in the event the Passenger is prevented from using all or a portion of their ticket, including a substitution to a lower class of service by the Carrier (i.e. a downgrade).

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- (a) Involuntary refunds are not subject to any restrictions contained in the applicable Fare rule as set out in Rule 15.
 - (b) If no portion of the ticket has been used, the refund will be the full amount of the fare, taxes and any applicable fees paid to the original form of payment.
 - (c) If a portion of the ticket has been used, the Carrier will refund the unused portion of the ticket with no change or cancellation fee, prorated based on unflown flight mileage.
- (C) Jury duty
In the event a Passenger is called for jury duty, a full refund to the original form of payment and a waiver of cancellation fees will apply upon presentation of the jury summons. Redacted copies of the summons will be accepted as long as the Passenger's name, address and date of jury duty are visible. The Passenger must make the request for a refund before the date of travel.
- (D) Refund in case of death
Refunds in the case of death are not subject to any restrictions contained in the applicable fare rules when transportation is cancelled due to death of a Passenger, a member of the Passenger's immediate family as defined in Rule 1, or of a travelling companion.
- (1) The following conditions must be met in order for these provisions to apply:
 - (a) The death occurs after the purchase of the ticket but prior to the commencement of travel or;
 - (b) After commencement of travel.
 - (2) Prior to commencement of travel the refund will consist of full refund of the fare, taxes, fee charges and surcharges paid
 - (3) After commencement of travel the refund of any unused portion will be the difference, if any, between the fare, taxes, fees, and surcharges paid and the fare, taxes, fees, charges and surcharges applicable for transportation used. No cancellation/change fee or penalty will be assessed. If a change or cancellation has already been made and the fee applied, cancellation/change fee will be refunded upon request.
 - (4) In the event of death of the Passenger, refundable and non-refundable tickets will be refunded to such Passenger's estate or to the original form of payment.
 - (5) Documentation providing proof of death must be submitted for a refund.
 - (6) Refund will only be made upon presentation of applicable documents which may include the following:
 - (a) If a spouse request is made, a marriage certificate may be required.
 - (b) The reservation code, flight date and Passenger name on the reservation; and
 - (c) Proper documentation providing proof of the death of the immediate family member or of the Passenger, such as a copy of the death certificate, funeral director's statement, or acknowledgement of registration issued by a governmental authority is required. Documents or copies thereof must be issued and executed by the duly authorized authority in the

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- country in which the death occurred, i.e. those designated by the laws of the country concerned.
- (d) Copy of the page of the Last will and Testament that determines the Executor or a letter from the probate attorney.

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Rule 115 Interline Baggage Acceptance†

For travel to or from the United States, when travelling with one of WestJet's code-share or interline partners, Passengers are encouraged to familiarize themselves with the baggage allowances and fees of the code-share or interline carrier as they may be different from WestJet's baggage allowances and fees. WestJet will comply with applicable regulations to ensure the appropriate baggage allowances and fees apply throughout the Passenger'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 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

† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 115 are effective December 22, 2021 pursuant to Decision No. A-2021-168 of the CTA.

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itinerary but is a participating carrier that is providing transportation to the Passenger based on the ticket issued, WS will apply as its own the baggage rules of the selected carrier throughout the interline itinerary.

(E) Disclosure of baggage rules

Summary page at the end of an online purchase and e-ticket disclosure

- (1) For baggage rules provisions related to a Passenger's 1st and 2nd checked bag and the Passenger's carry-on baggage (i.e. the Passenger's "standard" baggage allowance), when the carrier sells and issues a ticket for an interline itinerary, it will disclose to the Passenger on any summary page at the end of an online purchase and on the Passenger's itinerary/receipt and e-ticket at the time of ticketing the baggage information relevant to the Passenger itinerary as set out in paragraph 2 below. The disclosed information will reflect the baggage rules of the selected carrier.
- (2) The Carrier will disclose the following information:
 - (a) Name of the Carrier whose baggage rules apply;
 - (b) Passenger's free baggage allowance and/or applicable fees;
 - (c) Size and weight limits of the bags, if applicable;
 - (d) Terms or conditions that would alter or impact a Passenger's standard baggage allowances and charges (e.g. frequent flyer status, early check-in, pre-purchasing baggage allowances with a particular credit card);
 - (e) Existence of any embargoes that may be applicable to the Passenger's itinerary; and,
 - (f) Application of baggage allowances and charges (i.e. whether they are applied once per direction or if they are applicable at each stopover point).
- (3) The Carrier will provide this information in text format on the Passenger's e-ticket confirmation. any fee information provided for carry-on bags and the first and second checked bag will be expressed as specific charges (i.e., not a range).

Web site disclosure

The Carrier will disclose on its web site, in a convenient and prominent location, a complete and comprehensive summary of all the Carrier's own baggage rules, including information concerning:

- (a) The maximum weight and dimensions of Passenger bags, if applicable, both checked and unchecked;
- (b) The number of checked and unchecked Passenger bags that can be transported and the applicable charges;
- (c) Excess and oversized baggage charges;
- (d) Charges related to check in, collection and

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- (e) 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

"Airline designator code"

An identification code comprised of two-characters which is used for commercial and traffic purposes such as reservations, schedules, timetables, ticketing, tariffs and airport display systems. Airline designators are assigned by IATA. When this code appears on a ticket, it reflects the carrier that is marketing the flight, which might be different from the carrier operating the flight.

"Baggage rules"

The conditions associated with the acceptance of baggage, services incidental to the transportation of baggage, allowances and all related charges. For example, baggage rules may address the following topics:

- The maximum weight and dimensions of Passenger bags, if applicable, both checked and unchecked;
- The number of checked and unchecked Passenger bags that can be transported and the applicable charges;
- Excess and oversized baggage charges;
- Charges related to check-in, collection and delivery of checked baggage;
- Acceptance and charges related to special items, e.g. surfboards, pets, bicycles, etc.;
- Baggage provisions related to prohibited or unacceptable items, including embargoes;
- Terms or conditions that would alter or impact the baggage allowances and charges applicable to Passengers (e.g. frequent flyer status, early check-in, pre-purchasing baggage allowances with a particular credit card); and,
- Other rules governing treatment of baggage 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).

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"Interline itinerary":

All flights reflected on a single ticket involving multiple air carriers. Only travel on a single ticket is subject to the agency's approach provided the origin or the ultimate ticketed destination is a point in Canada.

"Interline travel":

Travel involving multiple air carriers listed on a single ticket that is purchased via a single transaction.

"Single ticket":

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 website 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 travellers 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 application of differing baggage rules through an itinerary.

"Most significant carrier (MSC)-IATA resolution 302 as conditioned by the agency":

In this instance, the MSC is determined by applying IATA resolution 302 methodology as conditioned by the agency. The agency's reservation has stipulated that only a single set of baggage rules may apply to any given interline

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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.

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Rule 145 Currency Applications

Local currency fares and charges

- (1) Fares and related charges are expressed in the local currency of the country of commencement of transportation (COC), except those countries listed below which are expressed (A) in US dollars or (B) in Euro:

(A)

| | |
|---------------------|-----------------------|
| Afghanistan | Lebanon |
| Angola | Liberia |
| Anguilla | Madagascar |
| Antigua and Barbuda | Malawi |
| Argentina | Maldives |
| Bahamas | Mexico |
| Bangladesh | Mongolia |
| Barbados | Montserrat |
| Belize | Nicaragua |
| Bermuda | Nigeria |
| Bolivia | Palestinian Territory |
| Bonaire | Panama |
| Brazil | Paraguay |
| Burundi | Peru |
| Cambodia | Philippines |
| Cayman Islands | Rwanda |
| Chile | Saba |
| Colombia | Saint Eustatius |
| Congo, Dem. Rep. of | Saint Kitts |
| Costa Rica | and Nevis |
| Cuba | Saint Lucia |
| Dominica | Saint Vincent and |
| Dominican Republic | The Grenadines |
| Ecuador | Sao Tome and |
| El Salvador | Principe |
| Eritrea | Sierra Leone |
| Ethiopia | Somalia |
| Gambia | Suriname |
| Ghana | Tanzania, United |
| Grenada | Republic of |
| Guatemala | Timor Leste |
| Guinea | Trinidad and |
| Guyana | Tobago |
| Haiti | Uganda |
| Honduras | Ukraine |
| Indonesia | United States |
| Iraq | and U.S. Territories |
| Israel | Uruguay |
| Jamaica | Venezuela |
| Kenya | Viet Nam |
| Laos | Zambia |
| | Zimbabwe |

(B)

Albania
Armenia
Austria

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Azerbaijan
Belarus
Belgium
Bosnia and Herzegovina
Bulgaria
Cape Verde
Croatia
Cyprus
Estonia
Finland
France except French Polynesia
(including Wallis and Futuna)
New Caledonia (including Loyalty Islands)
Georgia
Germany
Greece
Ireland
Italy
Kyrgyzstan
Latvia
Lithuania
Luxembourg
Macedonia (FYROM)
Malta
Moldova, Republic of Monaco
Montenegro
Netherlands
Portugal
Romania
Russia
Serbia
Slovakia
Slovenia
Spain
Tajikistan
Turkey
Turkmenistan
Uzbekistan

- (2) All add-ons shall be established in the currency of the country concerned, or where agreed, in U.S. dollars or in Euro or in any other currency.
Combination of local currency fares
To combine two or more local currency fares, convert all local currency fares into the currency of the country of commencement of transportation.
Step 1: (a) Establish the NUC amount for each local currency fare by dividing the local currency fare by the applicable IATA Rate of Exchange (ROE) shown in the Currency Conversion Table below for the country in which the currency is denominated.
(b) Calculate the resultant amount to two decimal places, ignoring any further decimal places.
Step 2: Add the resultant NUC amounts for the sectors involved.
Step 3: (a) Established the through local currency

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fare by multiplying the total NUC amounts (derived from Steps 1, 2, and 3 above) by the IATA Rate of Exchange (ROE) shown in the currency conversion table below for the country of commencement of travel.

- (b) Calculate the resultant amount of one decimal place beyond the number of decimal places shown next to the local currency in the conversion table below, ignoring any further decimal places.
- (c) Round up to the next higher rounding unit shown next to the local currency in the currency conversion table, unless otherwise indicated.

Exception: When an international ticket is comprised of all domestic fare components, but within different countries, the provisions outlines above shall apply.

Other Charges

Other charges shall be separately converted to the currency of the country of sale using the Bankers' Selling Rate using the rounding units shown next to other charges in the currency conversion table.

MCOs for unspecified transportation and PTAs.

MCOs for unspecified transportation and PTAs when honored for payment of Air transportation shall be subject to the provisions of Rule 75 (Currency of Payment). The country of payment of the PTA or MCO shall be considered the country of original issue and determine construction Rules to apply.

Currency Table

For IATA Rate of Exchange (ROE) currency conversion table see pages 259-275.

Local Currency Rounding Table

For those countries where fares are expressed in USA and the USD is not the local currency; see pages 280-Q thru 282.

Currency Table

Abu Dhabi

(See United Arab Emirates)

Afghanistan

| | | | |
|------------------------------|-----|---------|---------------------|
| US Dollar | USD | ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |

Albania

| | | | |
|------------------------------|-----|-------------|----------------------|
| Euro | EUR | ROE:.908104 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.01 |

Algeria

| | | | |
|------------------------------|-----|----------------|-------------------|
| Algerian Dinar | DZD | ROE:120.675876 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 1 |

American Samoa

| | | | |
|------------------------------|-----|---------|---------------------|
| US Dollar | USD | ROE:1.0 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |

Angola

| | | | |
|------------------------------|-----|---------|---------------------|
| US Dollar | USD | ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |

Anguilla

| | | | |
|------------------------------|-----|---------|---------------------|
| US Dollar | USD | ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |

Antigua and Barbuda

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| | | | |
|--------------------------------|-----|----------------|----------------------|
| US Dollar | USD | ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Argentina | | | |
| US Dollar | USD | ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Armenia | | | |
| Euro | EUR | ROE:.908104 | Note E |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Aruba | | | |
| Aruban Guilder | AWG | ROE:1.8000000 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 1 |
| Australia | | | |
| Australian Dollar | AUD | ROE:1.468910 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Austria | | | |
| Euro | EUR | ROE:.908104 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.01 |
| Azerbaijan | | | |
| Euro | EUR | ROE:.908104 | Note E |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Bahamas | | | |
| US Dollar | USD | ROE:1.0 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Bahrain | | | |
| Bahraini Dinar | BHD | ROE: .376100 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 1 |
| Bangladesh | | | |
| US Dollar | USD | ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Barbados | | | |
| US Dollar | USD | ROE:1.0 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Belarus | | | |
| Euro | EUR | ROE:.908104 | Note E |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Belgium | | | |
| Euro | EUR | ROE:.908104 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.01 |
| Belize | | | |
| US Dollar | USD | ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Benin, Rep. Of | | | |
| CFA Franc | XOF | ROE:595.677380 | Note - |
| Round Up: Local Currency - 100 | | | Other Charges - 100 |
| Bermuda | | | |
| US Dollar | USD | ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Bhutan | | | |
| NGULTRUM | BTN | ROE:71.969032 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 1 |
| Bolivia | | | |
| US Dollar | USD | ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Bonaire | | | |
| US Dollar | USD | ROE:1.0 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Bosnia and | | | |

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Herzegovina
Euro EUR ROE:.908104 Note E
Round Up: Local Currency - 1 Other Charges - 0.01
Botswana
PULA BWP ROE:11.113232 Note -
Round Up: Local Currency - 1 Other Charges - 0.1
Brazil
US Dollar USD ROE:1.0 Note D
Round Up: Local Currency - 1 Other Charges - 0.1
British Virgin
Islands
US Dollar USD ROE:1.0 Note -
Round Up: Local Currency - 1 Other Charges - 0.1
Brunei
Darussalam
Brunei Dollar BND ROE:1.385105 Note -
Round Up: Local Currency - 1 Other Charges - 1
Bulgaria
Euro EUR ROE:.908104 Note E
Round Up: Local Currency - 1 Other Charges - 0.01
Burkina Faso
CFA Franc XOF ROE:595.677380 Note -
Round Up: Local Currency - 100 Other Charges - 100
Burundi
US Dollar USD ROE:1.0 Note D
Round Up: Local Currency - 1 Other Charges - 0.1
Cambodia
US Dollar USD ROE:1.0 Note -
Round Up: Local Currency - 1 Other Charges - 1.0
Cameroon
CFA Franc XAF ROE:595.677380 Note -
Round Up: Local Currency - 100 Other Charges - 100
Canada
Canadian dollar CAD ROE:1.323867 Note -
Round Up: Local Currency - 1 Other Charges - 0.1
Cape Verde
Euro EUR ROE:.908104 Note E
Round Up: Local Currency - 1 Other Charges - 0.1
Cayman Islands
US Dollar USD ROE:1.0 Note D
Round Up: Local Currency - 1 Other Charges - 0.1
Central African
Republic
CFA Franc XAF ROE:595.677380 Note -
Round Up: Local Currency - 100 Other Charges - 100
Chad
CFA Franc XAF ROE:595.677380 Note -
Round Up: Local Currency - 100 Other Charges - 100
Chile
US Dollar USD ROE:1.0 Note D
Round Up: Local Currency - 1 Other Charges - 0.1
China
Yuan Renminbi CNY ROE:7.145291 Note -
Round Up: Local Currency - 10 Other Charges - 1
Chinese Taipei
Dollar TWD ROE:31.279394 Note -
Round Up: Local Currency - 1 Other Charges - 0.5
Colombia

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| | | | |
|--------------------------------|-----|----------------|----------------------|
| US Dollar | USD | ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Comoros | | | |
| Comoro | | | |
| Franc | KMF | ROE:446.758035 | Note - |
| Round Up: Local Currency - 100 | | | Other Charges - 50 |
| Congo (Brazzaville) | | | |
| CFA Franc | XAF | ROE:595.677380 | Note - |
| Round Up: Local Currency - 100 | | | Other Charges - 100 |
| Congo (Kinshasa) | | | |
| US Dollar | USD | ROE:1.0 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Cook Islands | | | |
| New Zealand | | | |
| Dollar | NZD | ROE:1.568442 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Costa Rica | | | |
| US Dollar | USD | ROE:1.0 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Cote d'Ivoire | | | |
| CFA Franc | XOF | ROE:595.677380 | Note - |
| Round Up: Local Currency - 100 | | | Other Charges - 100 |
| Croatia | | | |
| Euro | EUR | ROE:.908104 | Note E |
| Round Up: Local Currency - 1 | | | Other Charges - 0.01 |
| Cuba | | | |
| US Dollar | USD | ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Curacao | | | |
| Netherlands | | | |
| Antilles | | | |
| Guilder | ANG | ROE:1.790000 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Cyprus | | | |
| Euro | EUR | ROE:0.908104 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.05 |
| Czech | | | |
| Republic | | | |
| Czech Koruna | CZK | ROE:23.484744 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 1 |
| Denmark | | | |
| DANISH KRONE | DKK | ROE:6.773884 | Note - |
| Round Up: Local Currency - 5 | | | Other Charges - 1 |
| Djibouti | | | |
| Djibouti Franc | DJF | ROE:177.721000 | Note - |
| Round Up: Local Currency - 100 | | | Other Charges - 100 |
| Dominica | | | |
| US Dollar | USD | ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Dominican | | | |
| Republic | | | |
| US Dollar | USD | ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Ecuador | | | |
| US Dollar | USD | ROE:1.0 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Egypt | | | |
| EGYPTIAN Pound | EGP | ROE:16.560000 | Note - |

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| | |
|--|----------------------|
| Round Up: Local Currency - 1 | Other Charges - 1 |
| El Salvador | |
| US Dollar USD ROE:1.0 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Equatorial Guinea | |
| CFA franc XAF ROE:595.677380 | Note - |
| Round Up: Local Currency - 100 | Other Charges - 100 |
| Eritrea | |
| US Dollar USD ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Estonia | |
| euro EUR ROE:.908104 | Note - |
| Round Up: Local Currency - 5 | Other Charges - 0.1 |
| Ethiopia | |
| US Dollar USD ROE:1.0 | Note D |
| Round Up: Local Currency - . | Other Charges - 0.1 |
| Eswatini | |
| Lilangeni SZL ROE:15.071386 | Note - |
| Round Up: Local Currency - 10 | Other Charges - 1 |
| European M. Union | |
| Euro EUR ROE:.908104 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.5 |
| Falkland Islands | |
| Falkland Islands Pound FKP ROE:.818146 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Faroe Islands | |
| Danish Krone DKK ROE:6.773884 | Note - |
| Round Up: Local Currency - 5 | Other Charges - 0.1 |
| Fiji | |
| Fiji Dollar FJD ROE:2.204261 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Finland | |
| Euro EUR ROE:.908104 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.01 |
| France | |
| Euro EUR ROE:.908104 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.01 |
| French Guiana | |
| Euro EUR ROE:.908104 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.01 |
| French Polynesia | |
| CFP Franc XPF ROE:108.365631 | Note - |
| Round Up: Local Currency - 5 | Other Charges - 1 |
| Gabon | |
| CFA Franc XAF ROE:595.677380 | Note - |
| Round Up: Local Currency - 100 | Other Charges - 100 |
| Gambia | |
| US Dollar USD ROE:1.0 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Georgia | |
| Euro EUR ROE:.908104 | Note E |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Germany | |
| Euro EUR ROE:.908104 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.01 |
| Ghana | |
| US Dollar USD ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |

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Gibraltar
 Gibraltar
 Pound GIP ROE:.818146 Note -
 Round Up: Local Currency - 1 Other Charges - 0.1
 Greece
 Euro EUR ROE:.908104 Note -
 Round Up: Local Currency - 100 Other Charges - 10
 Greenland
 Danish Krone DKK ROE:6.773884 Note -
 Round Up: Local Currency - 5 Other Charges - 1
 Grenada
 US Dollar USD ROE:1.0 Note D
 Round Up: Local Currency - 1 Other Charges - 0.1
 Guadeloupe
 Euro EUR ROE:.908104 Note -
 Round Up: Local Currency - 1 Other Charges - 0.01
 Guam
 US Dollar USD ROE:1.0 Note -
 Round Up: Local Currency - 1 Other Charges - 0.1
 Guatemala
 US Dollar USD ROE:1.0 Note D
 Round Up: Local Currency - 1 Other Charges - 0.1
 Guinea
 US Dollar USD ROE:1.0 Note D
 Round Up: Local Currency - 1 Other Charges - 0.1
 Guinea-Bissau
 CFA Franc XOF ROE:595.677380 Note -
 Round Up: Local Currency - 1 Other Charges - 0.1
 Guyana
 US Dollar USD ROE:1.0 Note -
 Round Up: Local Currency - 1 Other Charges - 1
 Haiti
 US Dollar USD ROE:1.0 Note -
 Round Up: Local Currency - 1 Other Charges - 0.1
 Honduras
 US Dollar USD ROE:1.0 Note D
 Round Up: Local Currency - 1 Other Charges - 0.1
 Hong Kong
 Hong Kong Dollar HKD ROE:7.841150 Note -
 Round Up: Local Currency - 10 Other Charges - 1
 Hungary
 Forint HUF ROE:299.756829 Note -
 Round Up: Local Currency - 10 Other Charges - 10
 Iceland
 Iceland Krone ISK ROE:126.754430 Note -
 Round Up: Local Currency - 100 Other Charges - 10
 India
 Indian Rupee INR ROE:71.969032 Note -
 Round Up: Local Currency - 5 Other Charges - 1
 Indonesia
 Indonesian Rupiah IDR ROE:14126.800000 Note -
 Round Up: Local Currency - 1 Other Charges - 0.1
 Iran, Islamic
 Republic of
 Iranian Rial IRR ROE:112807.000000 Note -
 Round Up: Local Currency - 100 Other Charges - 100
 Iraq
 Iraq Dinar IQD ROE:1199.765150 Note D

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| | |
|--|----------------------|
| Round Up: Local Currency - 0.1 | Other Charges - 0.05 |
| Ireland | |
| Euro EUR ROE:.908104 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.01 |
| Israel | |
| US Dollar USD ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Italy | |
| Euro EUR ROE:.908104 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.01 |
| Jamaica | |
| US Dollar USD ROE:1.0 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Japan | |
| YEN JPY ROE:106.608770 | Note - |
| Round Up: Local Currency - 100 | Other Charges - 10 |
| Jordan | |
| Jordanian Dinar JOD ROE: .709000 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.05 |
| Kazakhstan | |
| Tenge KZT ROE:387.166000 | Note D |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Kenya | |
| US Dollar USD ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Kiribati | |
| Australian Dollar AUD ROE:1.468910 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Korea, Democratic People's Republic of | |
| North Korean Won KPW ROE:107.250000 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 1 |
| Korea, Republic of | |
| Korean Won KRW ROE:1201.730079 | Note - |
| Round Up: Local Currency - 100 | Other Charges - 100 |
| Kuwait | |
| Kuwait Dinar KWD ROE:.304751 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.05 |
| Kyrgyzstan | |
| Euro EUR ROE:.908104 | Note E |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Laos, People's Democratic Republic of | |
| US Dollar USD ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Latvia | |
| Euro EUR ROE:.908104 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Lebanon | |
| US Dollar USD ROE:1.0 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Lesotho | |

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|--------------------------------|-----|----------------|----------------------|
| LOTI | LSL | ROE:15.071386 | Note - |
| Round Up: Local Currency - 10 | | | Other Charges - 0.1 |
| Liberia | | | |
| US Dollar | USD | ROE:1.0 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Libyan Arab | | | |
| Jamahiriya | | | |
| Libyan Dinar | LYD | ROE:1.431813 | Note - |
| Round Up: Local Currency - 0.1 | | | Other Charges - 0.05 |
| Lithuania | | | |
| Euro | EUR | ROE:.908104 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Luxembourg | | | |
| Luxembourg | | | |
| Euro | EUR | ROE:.908104 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.01 |
| Macao | | | |
| Pataca | MOP | ROE:8.076385 | Note - |
| Round Up: Local Currency - 10 | | | Other Charges - 1 |
| Madagascar | | | |
| US Dollar | USD | ROE:1.0 | Note D |
| Round Up: Local Currency - 100 | | | Other Charges - 50 |
| Malawi | | | |
| US Dollar | USD | ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Malaysia | | | |
| Malaysian | | | |
| Ringgit | MYR | ROE:4.194384 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 1 |
| Maldives | | | |
| US Dollar | USD | ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Mali | | | |
| CFA Franc | XOF | ROE:595.677380 | Note - |
| Round Up: Local Currency - 100 | | | Other Charges - 100 |
| Malta | | | |
| Euro | EUR | ROE:.908104 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Marshall Islands | | | |
| US Dollar | USD | ROE:1.0 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Martinique | | | |
| Euro | EUR | ROE:.908104 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.01 |
| Mauritania | | | |
| Ouguiya | MRO | ROE:37.391920 | Note - |
| Round Up: Local Currency - 20 | | | Other Charges - 10 |
| Mauritius | | | |
| Mauritius Rupee | MUR | ROE:37.445118 | Note - |
| Round Up: Local Currency - 5 | | | Other Charges - 1 |
| Mayotte | | | |
| Euro | EUR | ROE:.908104 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.01 |
| Mexico | | | |
| US Dollar | USD | ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Micronesia | | | |
| US Dollar | USD | ROE:1.00 | Note - |

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| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Moldova, Republic of | |
| Euro EUR ROE:.908104 | Note E |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Monaco | |
| Euro EUR ROE:.908104 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.01 |
| Mongolia | |
| US Dollar USD ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Montenegro | |
| Euro EUR ROE:.908104 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Montserrat | |
| US Dollar USD ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Morocco | |
| Moroccan Dirham MAD ROE:9.756254 | Note - |
| Round Up: Local Currency - 5 | Other Charges - 1 |
| Mozambique | |
| Metical MZM ROE:62.046000 | Note - |
| Round Up: Local Currency - 10000 | Other Charges - 10000 |
| Myanmar | |
| Kyat MMK ROE:1546.704423 | Note D |
| Round Up: Local Currency - 1 | Other Charges - 1 |
| Namibia | |
| Namibian Dollar NAD ROE:15.071386 | Note - |
| Round Up: Local Currency - 10 | Other Charges - 1 |
| Nauru | |
| Australian Dollar AUD ROE:1.468910 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Nepal | |
| Nepalese Rupee NPR ROE:115.150452 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Netherlands | |
| Netherlands | |
| Euro EUR ROE:.908104 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.01 |
| Netherlands Antilles | |
| Netherlands Antillean Guilder ANG ROE:1.790000 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 1 |
| New Caledonia | |
| CFP Franc XPF ROE:108.365631 | Note - |
| Round Up: Local Currency - 100 | Other Charges - 10 |
| New Zealand | |
| New Zealand Dollar NZD ROE:1.568442 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Nicaragua | |
| US Dollar USD ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Niger | |
| CFA Franc XOF ROE:595.677380 | Note - |

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| Round Up: Local Currency - 100 | Other Charges - 100 |
| Nigeria | |
| US Dollar USD ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Niue | |
| New Zealand Dollar NZD ROE:1.568442 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Norfolk Island | |
| Australian Dollar AUD ROE:1.468910 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Northern Mariana Islands | |
| US Dollar USD ROE:1.0 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Norway | |
| Norwegian Krone NOK ROE:9.026063 | Note - |
| Round Up: Local Currency - 5 | Other Charges - 1 |
| Occupied Palestinian Territory | |
| US Dollar USD ROE:1.0 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Oman | |
| Rial Omani OMR ROE: .384500 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 1 |
| Pakistan | |
| Pakistan Rupee PKR ROE:156.955904 | Note - |
| Round Up: Local Currency - 10 | Other Charges - 1 |
| Palau | |
| US Dollar USD ROE:1.0 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Panama | |
| US Dollar USD ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Papua New Guinea | |
| KINA PGK ROE:3.487872 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Paraguay | |
| US Dollar USD ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Peru | |
| US Dollar USD ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Philippines | |
| US Dollar USD ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Poland | |
| PLN PLN ROE:3.948006 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Portugal | |
| Portuguese | |
| Euro EUR ROE:.908104 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.01 |
| Puerto Rico | |
| US Dollar USD ROE:1.0 | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Qatar | |
| Qatari Rial QAR ROE:3.640000 | Note - |
| Round Up: Local Currency - 10 | Other Charges - 10 |
| Reunion | |

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|----------------------------------|-----|----------------|----------------------|
| Euro | EUR | ROE:.908104 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.01 |
| Romania | | | |
| Euro | EUR | ROE:.908104 | Note E |
| Round Up: Local Currency - 1 | | | Other Charges - 0.01 |
| Russian Federation | | | |
| Euro | EUR | ROE:.908104 | Note E |
| Round Up: Local Currency - 1 | | | Other Charges - 0.01 |
| Rwanda | | | |
| US Dollar | USD | ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Saba | | | |
| US Dollar | USD | ROE:1.0 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Saint Helena | | | |
| Saint Helena | | | |
| Pound | SHP | ROE: 0.818146 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Saint Kitts and Nevis | | | |
| US Dollar | USD | ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Saint Lucia | | | |
| US Dollar | USD | ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Saint Maarten | | | |
| Guilder Netherlands Antilles | ANG | ROE:1.790000 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Saint Pierre and Miquelon | | | |
| Euro | EUR | ROE:.908104 | Note - |
| Round Up: Local Currency - 0.01 | | | Other Charges - 0.01 |
| Saint Vincent and The Grenadines | | | |
| US Dollar | USD | ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Samoa | | | |
| Tala | WST | ROE:2.758274 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Sao Tome and Principe | | | |
| US Dollar | USD | ROE:1.0 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Saudi Arabia | | | |
| Saudi Riyal | SAR | ROE:3.750000 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 1 |
| Senegal | | | |
| CFA Franc | XOF | ROE:595.677380 | Note - |
| Round Up: Local Currency - 100 | | | Other Charges - 100 |
| Serbia | | | |
| Euro | EUR | ROE:.908104 | Note E |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Seychelles | | | |
| Seychelles | | | |
| Rupee | SCR | ROE:14.552957 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 1 |

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|------------------------------|-----|----------------|---------------|--------|
| Sierra Leone | | | | |
| US Dollar | USD | ROE:1.0 | Note - | |
| Round Up: Local Currency | - | 1 | Other Charges | - 0.1 |
| Singapore | | | | |
| Singapore Dollar | SGD | ROE:1.385105 | Note - | |
| Round Up: Local Currency | - | 1 | Other Charges | - 1 |
| Slovakia | | | | |
| Euro | EUR | ROE:.908104 | Note - | |
| Round Up: Local Currency | - | 1 | Other Charges | - 1 |
| Slovenia | | | | |
| Euro | EUR | ROE:.908104 | Note - | |
| Round Up: Local Currency | - | 100 | Other Charges | - 1 |
| Solomon Islands | | | | |
| Solomon Islands Dollar | SBD | ROE:8.494263 | Note - | |
| Round Up: Local Currency | - | 1 | Other Charges | - 0.1 |
| Somalia | | | | |
| US Dollar | USD | ROE:1.0 | Note D | |
| Round Up: Local Currency | - | 1 | Other Charges | - 0.1 |
| South Africa | | | | |
| Rand | ZAR | ROE:15.071386 | Note - | |
| Round Up: Local Currency | - | 10 | Other Charges | - 1 |
| South Sudan | | | | |
| South Sudanese Pound SSP | | ROE:159.403000 | Note G | |
| Round Up: Local Currency | - | 1 | Other Charges | - 1 |
| Spain | | | | |
| Euro | EUR | ROE:.908104 | Note - | |
| Round Up: Local Currency | - | 1 | Other Charges | - 0.01 |
| Sri Lanka | | | | |
| SRI LANKA RUPEE | LKR | ROE:181.346000 | Note - | |
| Round Up: Local Currency | - | 100 | Other Charges | - 1 |
| Sudan | | | | |
| Sudanese Dinar | SDG | ROE:45.225000 | Note G | |
| Round Up: Local Currency | - | 1 | Other Charges | - 1 |
| Suriname | | | | |
| US Dollar | USD | ROE:1.0 | Note D | |
| Round Up: Local Currency | - | 1 | Other Charges | - 0.1 |
| Sweden | | | | |
| Swedish Krone | SEK | ROE:9.726038 | Note - | |
| Round Up: Local Currency | - | 5 | Other Charges | - 1 |
| Switzerland | | | | |
| SWISS Franc | CHF | ROE:.987367 | Note - | |
| Round Up: Local Currency | - | 1 | Other Charges | - 0.5 |
| Syrian Arab Republic | | | | |
| Syrian Pound | SYR | ROE:436.000000 | Note G | |
| Round Up: Local Currency | - | 1 | Other Charges | - 1 |
| Tajikistan | | | | |
| Euro | EUR | ROE:.908104 | Note E | |
| Round Up: Local Currency | - | 1 | Other Charges | - 0.1 |
| Tanzania, United Republic of | | | | |
| US Dollar | USD | ROE:1.0 | Note D | |
| Round Up: Local Currency | - | 1 | Other Charges | - 0.1 |
| Thailand | | | | |
| Baht | THB | ROE:30.821100 | Note - | |
| Round Up: Local Currency | - | 5 | Other Charges | - 5 |

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| Timor - Leste | | | |
| US Dollar | USD | ROE:1.0 | Note - |
| Round Up: Local Currency - 5 | | | Other Charges - 0.1 |
| Togo | | | |
| CFA Franc | XOF | ROE:595.677380 | Note - |
| Round Up: Local Currency - 100 | | | Other Charges - 100 |
| Tonga | | | |
| Pa'anga | TOP | ROE:2.385951 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Trinidad and Tobago | | | |
| US Dollar | USD | ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Tunisia | | | |
| Tunisian Dinar | TND | ROE:2.918174 | Note - |
| Round Up: Local Currency - 0.5 | | | Other Charges - 0.5 |
| Turkey | | | |
| Turkish Lira | TRY | ROE:5.715780 | Note D |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Turkmenistan | | | |
| New Manat | TMT | ROE:3.500000 | Note D |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Turks and Caicos Islands | | | |
| US Dollar | USD | ROE:1.0 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Tuvalu | | | |
| Australian Dollar | AUD | ROE:1.468910 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Uganda | | | |
| US Dollar | USD | ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Ukraine | | | |
| US Dollar | USD | ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| United Arab Emirates (Comprised of Abu Dhabi, Ajman, Dubai, Fujairah, Ras-el-Khaimah, Sharjah, Umm Al Qaiwain) | | | |
| UAE Dirham | AED | ROE:3.672750 | Note - |
| Round Up: Local Currency - 10 | | | Other Charges - 10 |
| United Kingdom | | | |
| Pound Sterling | GBP | ROE:0.818146 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| United States | | | |
| US Dollar | USD | ROE:1.0 | Note - |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Uruguay | | | |
| US Dollar | USD | ROE:1.0 | Note D |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |
| Uzbekistan | | | |
| Euro | EUR | ROE:.908104 | Note E |
| Round Up: Local Currency - 1 | | | Other Charges - 0.1 |

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|------------------------------|----------------|----------------|---------------------|
| Vanuatu | | | |
| Vatu | VUV | ROE:114.140000 | Note - |
| Round Up: Local | Currency - 100 | | Other Charges - 10 |
| Venezuela | | | |
| US Dollar | USD | ROE:1.0 | Note D |
| Round Up: Local | Currency - 1 | | Other Charges - 0.1 |
| Vietnam | | | |
| US Dollar | USD | ROE:1.0 | Note D |
| Round Up: Local | Currency - 1 | | Other Charges - 0.1 |
| Wallis and Futuna Islands | | | |
| CFP Franc | XPF | ROE:108.365631 | Note - |
| Round Up: Local | Currency - 100 | | Other Charges - 10 |
| Yemen, Republic of | | | |
| Yemini Rial | YER | ROE:250.000000 | Note G |
| Round Up: Local | Currency - 1 | | Other Charges - 0.1 |
| Zambia | | | |
| US Dollar | USD | ROE:1.0 | Note D |
| Round Up: Local | Currency - 1 | | Other Charges - 0.1 |
| Zimbabwe | | | |
| Zimbabwe Dollar | USD | ROE:1.0 | Note - |
| Round Up: Local | Currency - 1 | | Other Charges - 0.1 |

Notes:

- D International Fares from this country are published in US Dollars. This rate of exchange is to be used solely to convert local currency domestic fares to US Dollars. This will allow combination of domestic fares and international fares from this country on the same ticket and provide a common industry base.
- E International Fares from this country are published in Euro. This rate of exchange is to be used solely to convert local currency domestic fares to Euro. This will allow combination of domestic fares and international fares from this country on the same ticket and provide a common industry base.
- G This rate of exchange is established by Government Order and does not result from the application of Resolution 024c.

Local Currency Rounding Table

For those countries where fares are expressed in USD and the USD is not the local currency, and when payment is tendered in the local currency, the amounts shall be rounded up to next unit as per the following table, unless otherwise shown:

| | | | |
|-----------------|--------------------|--|---------------------|
| Afghanistan | | | |
| Afghani | AFA | | Note - |
| Round Up: Local | Currency - 1 | | Other Charges - 1 |
| Albania | | | |
| Lek | ALL | | Note - |
| Round Up: Local | Currency - 1 | | Other Charges - 1 |
| Angola | | | |
| KWANZA | AOK | | Note - |
| Round up: Local | Currency - 1000000 | | Other Charges - 0.1 |
| Kwanza | | | |
| Reajustado | AOR | | Note - |
| Round Up: Local | Currency - 100 | | Other Charges - 100 |

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|--------------------------|--------|--|---------------------|
| Anguilla | | | |
| EC Dollar | XCD | | Note 3 |
| Round Up: Local Currency | - 1 | | Other Charges - 0.1 |
| Antigua and Barbuda | | | |
| EC Dollar | XCD | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 0.1 |
| Argentina | | | |
| Argentine Peso | ARS | | Note 1,3 |
| Round Up: Local Currency | - 1000 | | Other Charges - |
| 1000 | | | |
| Armenia | | | |
| Armenian Dram | AMD | | Note - |
| Round Up: Local Currency | - 100 | | Other Charges - 10 |
| Azerbaijan | | | |
| Azerbaijani | | | |
| Manat | AZM | | Note - |
| Round Up: Local Currency | - 100 | | Other Charges - 10 |
| Bahamas | | | |
| Bahamian Dollar | BSD | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 0.1 |
| Bangladesh | | | |
| Taka | BDT | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 1 |
| Barbados | | | |
| Barbados Dollar | BBD | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 0.1 |
| Belarus | | | |
| Belarussian | | | |
| Ruble | BYB | | Note - |
| Round Up: Local Currency | - 100 | | Other Charges - 10 |
| Belize | | | |
| Belize Dollar | BZD | | Note 1 |
| Round Up: Local Currency | - 1 | | Other Charges - 0.1 |
| Bermuda | | | |
| Bermudian | | | |
| Dollar | BMD | | Note 3 |
| Round Up: Local Currency | - 1 | | Other Charges - 0.1 |
| Bolivia | | | |
| Boliviano | BOB | | Note 1 |
| Round Up: Local Currency | - 1 | | Other Charges - 0.1 |
| Bosnia and Herzegovina | | | |
| Dinar | BAD | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 1 |
| Brazil | | | |
| Brazilian Real | BRL | | Note 1,2 |
| Round Up: Local Currency | - 1 | | Other Charges - 1 |
| Burundi | | | |
| Burundi Franc | BIF | | Note - |
| Round Up: Local Currency | - 10 | | Other Charges - 5 |
| Bulgaria | | | |
| Lev | BGL | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 1 |
| Cambodia | | | |
| Riel | KHR | | Note - |
| Round Up: Local Currency | - 10 | | Other Charges - 10 |
| Cape Verde | | | |

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|--------------------------|-------|--|---------------------|
| Cape Verde | | | |
| Escudo | CVE | | Note - |
| Round Up: Local Currency | - 100 | | Other Charges - 100 |
| Cayman Islands | | | |
| Cayman Island | | | |
| Dollar | KYD | | Note 3 |
| Round Up: Local Currency | - 0.1 | | Other Charges - 0.1 |
| Chile | | | |
| Chilean Peso | CLP | | Note 1 |
| Round Up: Local Currency | - 1 | | Other Charges - 1 |
| Colombia | | | |
| Colombian Peso | COP | | Note 1 |
| Round Up: Local Currency | - 100 | | Other Charges - 100 |
| Costa Rica | | | |
| Costa Rican | | | |
| Colon | CRC | | Note 1 |
| Round Up: Local Currency | - 10 | | Other Charges - 10 |
| Croatia | | | |
| Croatian Kuna | HRK | | Note 3 |
| Round Up: Local Currency | - 1 | | Other Charges - 1 |
| Cuba | | | |
| Cuban Peso | CUP | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 0.1 |
| Dominica | | | |
| EC Dollar | XCD | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 0.1 |
| Dominican Republic | | | |
| Dominican Peso | DOP | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 0.1 |
| Ecuador | | | |
| Sucre | ECS | | Note 1,3 |
| Round Up: Local Currency | - 1 | | Other Charges - 0.1 |
| El Salvador | | | |
| El Salvador | | | |
| Colon | SVC | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 1 |
| Eritrea | | | |
| Ethiopian Birr | ETB | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 1 |
| Estonia | | | |
| Kroon | EEK | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 0.1 |
| Ethiopia | | | |
| Ethiopian Birr | ETB | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 1 |
| Gambia | | | |
| Dalasi | GMD | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 0.1 |
| Georgia | | | |
| Lari | GEL | | Note - |
| Round Up: Local Currency | - 100 | | Other Charges - 10 |
| Ghana | | | |
| Cedi | GHC | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 0.1 |
| Grenada | | | |
| EC Dollar | XCD | | Note - |

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| | |
|--------------------------------|---------------------|
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Guatemala | |
| Quetzal GTQ | Note 3 |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Guinea | |
| Guinea Franc GNF | Note - |
| Round Up: Local Currency - 100 | Other Charges - 100 |
| Guyana | |
| Guyana Dollar GYD | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Haiti | |
| Gourde HTG | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.5 |
| Honduras | |
| Lempira HNL | Note 1 |
| Round Up: Local Currency - 1 | Other Charges - 0.2 |
| Indonesia | |
| Rupiah IDR | Note - |
| Round Up: Local Currency - 100 | Other Charges - 100 |
| Israel | |
| Shekel ILS | Note 3 |
| Round Up: Local Currency - 1 | Other Charges - 1 |
| Jamaica | |
| Jamaican Dollar JMD | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Kazakhstan | |
| Kazakhstan | |
| Tenge KZT | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Kenya | |
| Kenyan Shilling KES | Note - |
| Round Up: Local Currency - 5 | Other Charges - 5 |
| Kyrgyzstan | |
| Som KGS | Note - |
| Round Up: Local Currency - 1 | Other Charges - .1 |
| Laos, People's | |
| Democratic | |
| Republic of | |
| Kip LAK | Note - |
| Round Up: Local Currency - 10 | Other Charges - 10 |
| Latvia | |
| Latvian Lats LVL | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Lebanon | |
| Lebanese Pound LBP | Note - |
| Round Up: Local Currency - 100 | Other Charges - 100 |
| Liberia | |
| Liberian Dollar LRD | Note - |
| Round Up: Local Currency - 100 | Other Charges - 100 |
| Lithuania | |
| Lithuanian Litas LTL | Note - |
| Round Up: Local Currency - 1 | Other Charges - 0.1 |
| Macedonia, The | |
| Former Yugoslav | |
| Republic of | |
| Dener MKD | Note 3 |
| Round Up: Local Currency - 1 | Other Charges - 1 |
| Madagascar | |

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| Malagasy Franc | MGF | | Note - |
| Round Up: Local Currency | -1000 | | Other Charges - 50 |
| Malawi Kwacha | MWK | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 0.1 |
| Maldives Rufiyaa | MVR | | Note 1 |
| Round Up: Local Currency | - 1 | | Other Charges - 1 |
| Mexico Mexican Peso | MXN | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 1 |
| Moldova, Republic of Moldovan Leu | MDL | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 0.1 |
| Mongolia Tugrik | MNT | | Note - |
| Round Up: Local Currency | - - | | Other Charges - - |
| Montserrat EC Dollar | XCD | | Note 3 |
| Round Up: Local Currency | - 1 | | Other Charges - 0.1 |
| Nepal Nepalese Rupee | NPR | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 1 |
| Nicaragua Cordoba Oro | NIO | | Note 1 |
| Round Up: Local Currency | - 1 | | Other Charges - 1 |
| Nigeria Naira | NGN | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 0.1 |
| Panama Balboa | PAB | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 0.1 |
| Paraguay Guarani | PYG | | Note 1 |
| Round Up: Local Currency | - 1000 | | Other Charges - 1000 |
| Peru Nuevo Sol | PES | | Note - |
| Round Up: Local Currency | - 0.1 | | Other Charges - 0.1 |
| Philippines Philippine Peso | PHP | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 1 |
| Poland Zloty | PLN | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 0.1 |
| Romania Leu | ROL | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 1 |
| Russian Federation Belarussian Ruble | BYB | | Note - |
| Round Up: Local Currency | - 100 | | Other Charges - 10 |
| Rwanda Rwanda France | RWF | | Note - |
| Round Up: Local Currency | - 10 | | Other Charges - 5 |
| Saint Kitts | | | |

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| and Nevis | | | |
| EC Dollar | XCD | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 0.1 |
| Saint Lucia | | | |
| EC Dollar | XCD | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 0.1 |
| Saint Vincent and The Grenadines | | | |
| EC Dollar | XCD | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 0.1 |
| Sao Tome and Principe | | | |
| Dobra | STD | | Note - |
| Round Up: Local Currency | - 10 | | Other Charges - 10 |
| Sierra Leone | | | |
| Leone | SLL | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 0.1 |
| Somalia | | | |
| Somali Shilling | SOS | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 1 |
| Surinam | | | |
| Surinam Guilder | SRG | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 1 |
| Tajikistan | | | |
| Tasik Ruble | TJR | | Note - |
| Round Up: Local Currency | - 100 | | Other Charges - 10 |
| Tanzania, United Republic of | | | |
| Tanzanian Shilling | TZS | | Note - |
| Round Up: Local Currency | - 10 | | Other Charges - 10 |
| Trinidad and Tobago | | | |
| Trinidad and Tobago Dollar | TTD | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 0.1 |
| Turkey | | | |
| Turkish Lira | TRL | | Note - |
| Round Up: Local Currency | - 1000 | | Other Charges - 100 |
| Turkmenistan | | | |
| Turkmenistan Manat | TMM | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 0.1 |
| Uganda | | | |
| Uganda Shilling | UGX | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 1 |
| Ukraine | | | |
| Hryvnia | UAH | | Note - |
| Round Up: Local Currency | - 1 | | Other Charges - 0.1 |
| Uruguay | | | |
| Uruguayan Peso | UYU | | Note -1,3 |
| Round Up: Local Currency | - 100 | | Other Charges - 100 |
| Uzbekistan | | | |
| Uzbekistan Sum | UZS | | Note - |
| Round Up: Local Currency | - 100 | | Other Charges - 10 |
| Venezuela | | | |

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| Bolivar | VEB | Note - |
| Round Up: Local Currency - 10 | | Other Charges - 10 |
| Viet Nam | | |
| Dong | VND | Note - |
| Round Up: Local Currency - 1 | | Other Charges - 1 |
| Yemen, | | |
| Republic of | | |
| Yemeni Rial | YER | Note - |
| Round Up: Local Currency - 1 | | Other Charges - 1 |
| Yugoslavia | | |
| New Dinar | YUM | Note 4 |
| Round Up: Local Currency - 1 | | Other Charges - 1 |
| Zaire | | |
| New Zaire | ZRN | Note - |
| Round Up: Local Currency - 1 | | Other Charges - 0.05 |
| Zambia | | |
| Kwacha | ZMK | Note - |
| Round Up: Local Currency - 1 | | Other Charges - 5 |

Notes:

1. For documents issued in the local currency of this country, refunds shall only be made in this country and in the currency of this country.
2. No rounding is involved, all decimals beyond two shall be ignored.
3. Rounding of fares and other charges shall be to the nearest rounding unit.
4. Rounding shall be accomplished by dropping amounts of 50 paras and less and increasing amounts of more than 50 paras to the next higher New Dinar.

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