



Travel terms and conditions

Fare information

Changes are permitted if you have purchased ModiFly, otherwise standard change fees apply. Details regarding the ModiFly product can be found below.

If the passenger is making a change to their reservation that results in:

1. A higher fare product, then in addition to the change fee the difference in fare must also be paid at the time of the change.
2. A lower fare product, then in addition to the change fee, no additional fare payment will be required and the reduction in fare is forfeited.

Under our standard change policy, changes being made 3 days (72 hours) or more from departure, and less than 7 days from departure, incur a fee of \$150 per passenger per segment plus any changes in fare. For changes being made 7 days (168 hours) or more from departure, changes incur a fee of \$100 per passenger per segment plus taxes and any changes in fare. No changes are permitted less than three days (72 hours) prior to departure.

No cancellations are permitted except within 24 hours of booking as long as it is more than 7 days from departure.

Name changes are not permitted. Origin and destination changes are not permitted.

Some promotional fares may have additional fare rules. These will be specified at the time of booking. Please consult your booking confirmation for more information. Promo codes are not applicable on Swoop Getaways.

No credits or refunds will be given for optional fees including baggage, or seat selection.

Air Passenger Protection Surcharge

In order to maintain our ability to provide unbundled, ultra-low fares, Swoop has introduced a nominal Air Passenger Protection Regulations (APPR) surcharge of



\$2.95 per traveller, per flight. The Surcharge provides compensation funds for travellers experiencing irregular operations that are in the airline's control and not related to safety, in compliance with APPR requirements. This enables us to both comply with the APPR, while keeping our base fares ultra-low for all Canadians. The Surcharge amount is consistent with the APPR Cost-Benefit Analysis report issued by the Canadian Transportation Agency (CTA).

The surcharge will be collected at point of sale and will apply to each traveller on a per flight basis, in addition to other relevant charges and fees. It's important to note that this surcharge is not designed to act as supplementary revenue to Swoop – it is meant to be revenue-neutral.

The Surcharge does not apply to lap held infants.

Payments, fees, and taxes

Swoop accepts the following forms of payment:

FlySwoop.com

Visa, Mastercard, American Express, Visa Debit, Swoop Credit, Swoop Voucher

Contact Centre

Visa, Mastercard, American Express, Visa Debit, Swoop Credit, Swoop Voucher

Airport

Visa, Mastercard, American Express, Visa Debit, Interac Debit (some check-in counters only)

Onboard our aircraft

Visa, Mastercard, American Express

Taxes and fees vary based on the airport you arrive/depart from/to.



From time to time, travellers 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, Swoop may determine in its sole discretion whether to reimburse the traveller's expenses. The traveller will be required to provide receipts as proof of the expense incurred. If Swoop elects to reimburse a traveller, 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.

For domestic flights, the following taxes and fees may be added:

- Airport Improvement Fees (AIF) and Passenger Facility Charge (PFC) are generally collected by Swoop at the time of booking.
- GST/HST: Where applicable, these taxes are collected on flights and services provided in Canada. Generally, where the travel originates in the United States or the journey includes an international origin or destination, these taxes do not apply.
- Air Travellers Security Charge (ATSC) is generally collected on all flights originating in Canada (other than connecting flights).

For travel to and from the United States, the following taxes and fees may be added:

U.S. September 11th Security Fee, U.S. Customs User Fee, U.S. Passenger Facility Charge (PFC), U.S. Animal and Plant Health Inspection Service Fee (APHIS fee), U.S. Domestic Transportation Tax (Buffer tax), U.S. Immigration User Fee, U.S. International Transportation Tax (Point of sale tax), and U.S. Flight Segment Tax.

For International flights, a lap-help infant is subject to a \$25 CDN fee. Fee is per flight and excludes taxes.

Swoop Credits

Due to the current situation around COVID-19, there are some changes to the validity period of Swoop Credits. For customers who elected to cancel their



transborder and international flight reservations prior to March 23, 2020, credits are valid for 24 months. For customers whose travel reservations were changed or cancelled by Swoop, credits are valid for 24 months.

Swoop Credits issued prior to March 2020 are valid for 90 days. All credits issued in or after March 2020 will be valid for 24 months. Swoop Credits are non-transferable. Credits can only be redeemed by the first traveller on the booking.

A person can use their credit to book a flight for a third party. Only the owner of the credits can use them.

Credits can be applied towards base fare, taxes and fees. For US originating flight cancellations, Swoop credits will be issued in USD. Please note that credits from cancellations will always be denoted in the currency based on the first booking that was cancelled.

Identification requirements

It is the travellers' responsibility to ensure they have the appropriate identification and travel documentation for their flight. Swoop is not responsible for denied entry.

For further information on each country's entry requirements, visit travel.gc.ca.

Flights within Canada

Valid Canadian Government issued photo identification will be checked for travellers 18 years of age and older. Infants (children under two (2)) require proof of age.

Flights to and from the United States and to and from international destinations

- All travellers are required to present a valid passport.
- International visitors to the U.S. from Visa Waiver Program countries are now able to obtain travel authorization online. For more information go to www.cbp.gov/esta.

Travel to Canada - Electronic Travel Authorization (eTA)

- If you are a foreign traveller and you do not require a visa to travel to Canada, you're expected to apply online for an



eTA before travelling to Canada by air; [exceptions](#) include U.S. citizens and travellers with a valid Canadian visa. Canadian citizens, including dual citizens, and Canadian permanent residents cannot apply for an eTA.

- To apply and find out more, visit Canada.ca/eTA.

Check-in information

Travellers are required to be through security and at their departure gate 40 minutes before the scheduled departure of their flight.

Travellers arriving at the gate less than 15 minutes before departure may not be allowed to board.

All security restrictions are subject to change. For up-to-date information, please visit www.tc.gc.ca or www.catsa-acsta.gc.ca.

Flights within Canada

Please check in at least 90 minutes before flight departure. Check-in and baggage drop cut-off is 45 minutes before departure.

Flights to and from the United States and to and from international destinations

Please check in at least two (2) hours before flight departure. Check-in and baggage drop cut-off is 60 minutes before departure.

Privacy requirements of government authorities

Because of the nature of the airline industry, and concerns with respect to safety and security, there may be situations in which Swoop is required by legal authorities to collect, use or disclose personal information about you, particularly when you are travelling with us, without your knowledge or consent. Information that we are required to collect by any Canadian, U.S. or international government authorities, depending on your boarding location and destination, may include: your full name, date of birth, citizenship, gender, passport number and country of issuance, U.S. Visa number, Resident Alien card number, the means by which you paid for your flight, details as to how it was booked, and any other personal



information collected by us as set out in this policy or as required by such government authority.

Privacy policy

Swoop is committed to protecting the privacy of your personal information and has developed a privacy policy to comply with the Personal Information Protection and Electronic Documents Act, which is available at flyswoop.com.

Rules of carriage and baggage information

Carriage of travellers and goods on domestic flights (i.e. between, from and to points wholly within Canada) is subject to the applicable tariffs, conditions of carriage and related regulations available at the office of the carrier and at WestJet.com/Swoop

Carriage of guests and goods on international flights (i.e. between, from and to points within Canada on the one hand and points outside of Canada on the other hand) may be subject to the provisions of International Treaties such as the Montreal Convention (1999) or the Warsaw Convention and its applicable amendments.

Swoop's checked baggage allowance

Checked baggage is subject to weight, size and piece restrictions. Fees will apply for each piece of baggage, and may be combined. For example, if a bag is a second piece, and is also overweight, both fees will apply.

Baggage, including sporting equipment, may be up to 157 cm (62 in.) in combined dimensions (length + width + height), and weigh up to 23 kg (50 lb.). Oversized baggage (up to 203 cm/80 inches in combined dimensions) will be accepted on a space available basis. Overweight baggage (more than 23 kg/50 lb. but not exceeding 45 kg/100lb.) will be accepted on a space available basis to all destinations.

When checking musical instruments, due to size restrictions, musical instruments must be under combined total dimensions of 80 inches to be accepted. Oversize fees will be waived. Musical instruments need to follow regular checked bag weight restrictions (50lbs) with a limit of 100lbs and will be charged the overweight fee if the musical instrument is overweight.



Each traveller in a confirmed seat is permitted up to four (4) bags (based on availability)

Swoop reserves the right to discount bag fees on occasion.

Swoops' carry-on baggage allowance

Carry-on baggage is subject to a fee and must be stored in an overhead bin or placed completely under the seat directly in front of each traveller.

- Swoop allows each traveller to bring one (1) carry-on item and one (1) personal item. In all cases the items must fit into the sizing devices and may not exceed the applicable measurements outlined below:
 - Carry-on item: Maximum size of 53 cm x 23 cm x 38 cm (21 in. x 9 in. x 15 in.)
 - Personal item: Maximum size of 41 cm x 15 cm x 33 cm (16 in. x 6 in. x 13 in.)
- Items which do not fit into the sizing device will be placed in checked baggage and applicable baggage fees may be collected.
- Musical instruments that meet the combined dimensions of 45" (113 cm) will be considered your carry-on and subject to applicable fees. Musical instruments that don't meet the carry-on size criteria will have to be checked and follow the weight limits for checked bags.
- Important personal effects such as medications, identification, travel documentation and keys should be placed in your personal item in case space is not available on board for your carry-on item and it has to be placed in checked baggage.
- Security screening permits one clear, closed, re-sealable plastic bag with no more than 1 L (one quart) in capacity for liquids, aerosols and gels. These items must be in containers of 100 mL/90 g. (3.4 oz.) or smaller, and fit within your carry-on baggage allowance.
- Please visit catsa.gc.ca for permitted and non-permitted items, or call 1-800-O-Canada for more information. For safety reasons, Swoop restricts certain items on board our



aircraft. Please see our restricted items web page for more information.

- For carriage of baggage on domestic flights, Swoop's liability is limited to 1,131 Special Drawing Rights ("SDRs") per person per incident (approximately \$2,100 CAD), 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 the applicable tariff and conditions of carriage. If you have purchased excess valuation – which is available at the airport, before departure, for a fee – the maximum liability is \$3,000 CAD/USD (which includes the standard 1,131 SDRs).
- A complaint of any loss or damage to luggage must be in writing and must be made within seven (7) days of your arrival.
- Swoop reserves the right to discount bag fees on occasion.

Connecting flights

Swoop does not offer connecting flights. Our commitment is to take you safely from Swoop point A to Swoop point B. We do not transfer bags or take responsibility for missed connections to other airlines or travel providers.

Travelling with children

If you are travelling with children under the age of 14 and you decide to not select your own seat, we will do our best to sit your group together for free at check-in as per Air Passenger Protection Regulations. You will see your seat assignments when you check-in online, or at the airport.

When travelling with children under the age of 14, you can select and customize exactly where you sit by selecting your seat during initial booking or through My Bookings up to 24 hours prior to departure. If an adult purchases a seat in the family zone, children will get to select their seat for free in close proximity to the adult they are traveling with. If no seats are selected we'll do our best to seat your group together at check-in, for no additional charge.

Children seating rules



Children under the age of 14 must be seated in close proximity to a parent, guardian or tutor and will have the option to select their seats for free. This proximity will depend on the age of the child:

- **Adult (16 yrs+) flying with children under the age of five:** Children will be seated adjacent to their parent, guardian or tutor.
- **Adult (16 yrs+) flying with children aged five to eleven:** Children may select a seat in the same row and separated by no more than one seat from their parent, guardian or tutor.
- **Adults (16 yrs+) flying with children aged twelve or thirteen:** Children will be separated by no more than a row from the parent, guardian or tutor.
- **Adults (12-16yrs) flying with children between five and eleven yrs old:** Children may select a seat in the same row separated by no more than one seat from their parent, guardian or tutor.
- **Child aged 12 or 13 flying alone:** There are no restrictions as to where they can sit, and regular seat fees will apply.
- **Two children aged 12 or 13 flying together:** One child will be considered an adult with regular seat fees, while the second child will be able to select their seat for free within the family zone and must be seated no more than a row from their travel partner.
- **Traveller under the age of 16 flying with children under the age of 5:** Pursuant to the Air Transportation Regulation, you will not be allowed to fly. Any children under the age of 5 must fly with an adult over the age of 16.

The Family Zone

Rows 18-32 will be initially reserved for Family Zone seating. If these are unavailable, rows 8-14 will become available to families flying with children under the age of 14.



Booking through a 3rd party

Most 3rd parties do not allow you to select a seat when purchasing your flight. Don't sweat, you can head to My Bookings to purchase and select your seats before your departure. By purchasing your seat you can customize where you sit and accompanying children will be able to select a seat for free if you purchase your seat within the Family Zone. If you do not select your seats, we'll do our best to seat your group together at check-in, for no additional charge.

Notice of incorporated terms

Foreign air transportation to be provided by Swoop to or from points in the U.S. (including its overseas territories and possessions) is subject to the individual terms and conditions specified in Swoop's Transborder Tariff which is hereby incorporated by reference.

ModiFly

General

- ModiFly is \$15 for a limited time that must be applied to all travellers and all flight segments on a reservation.
- ModiFly allows travellers to make a one-time change of time and/or date per direction (flight segment).
- Name changes are not permitted. Origin and destination changes are not permitted. Cancellations are not part of the ModiFly product and are subject to the Swoop fare terms and conditions.

Purchase

- ModiFly can only be purchased at initial booking on the web. ModiFly cannot be added to an existing reservation and cannot be purchased at the airport.
- ModiFly can only be purchased if the departure date of the outbound flight is more than 14 days from the time of initial booking.

Redemption



- If ModiFly is redeemed, modifications and difference in fare (if applicable) apply to all travellers on the booking.
- ModiFly can be redeemed through manage bookings using your reservation code and last name up to 24 hours prior to departure of the flight the travellers wish to change.
- Fare differences:

(1) If the fare on the new flight is higher than the fare paid at the time of booking, travellers must pay the difference in fare,

(2) no credit or refund will be issued if the fare on the new flight is lower than the fare paid at the time of booking.

- The new flight must be confirmed at the time of redemption for all travellers.
- Optional Swoop extras purchased at the time of booking such as seat selection, checked baggage, carry-on baggage and priority boarding will transfer to the new flight if available;

(1) For seat purchases, a 'like' seat will be provided on the new flight.

(2) If no 'like' seat is available, a lesser seat will be provided.

(3) Upgrades to seat selections on the new flight are subject to the difference in fee paid from the time of booking to the time of upgrade.

(4) Capacity limits are in place for priority boarding and carry-on bags on each flight. If capacity limits on the new flight are reached for these extras, these extras will not be transferred to the new flight and no refund will be issued to the travellers.

- For travellers who have purchased a seat for an infant, all ModiFly terms apply for the infant's seat. ModiFly cannot be redeemed should the infant capacity limit be reached on the new flight.



More information

- Purchase of the ModiFly product is nonrefundable.
- In the event of non-delivery of ModiFly services within Swoop's control, Swoop will refund the ModiFly fee to original form of payment upon request within 90 days of non-delivery.
- For more information, please see the tariffs.

†Prices are shown in CAD. For all flights originating from the U.S, prices will be reflected in USD when booking. Prices vary depending on the day of departure and will vary depending on applicable taxes and flight destination. All baggage fees are non-refundable and non-transferable. Swoop reserves the right to discount seat/bag fees on occasion. Bag fees increase the closer you get to your departure date. \$10 are added to all bag prices at check-in and \$20 are added to all bag fees if purchased at the airport. The best prices are always available at initial booking.