

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

**Document Version No. 20**

**Issue Date: February 21, 2022**

**Effective Date: February 22, 2022**

Issue and Effective Dates noted are applicable to the entirety of the tariff except as noted within specific Rule(s). Rule(s) applicable exclusively within the USA or points between the USA and Area 1/2/3 are effective immediately.

**Title Page**

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.

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:

Adjacent seating means seats that are immediately beside one another;

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;

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Attendant means a support person who is 18 years of age or older who is capable of and needed to provide assistance to a person with a disability, who because of the nature of their disability requires assistance (after departure and before arrival) with eating meals, taking medication, using the toilet, transferring to and from a passenger seat, orientation or communication, or physical assistance in the event of an emergency, including in the event of an evacuation or decompression;

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

ATPDR means the Accessible Transportation for Persons with Disabilities Regulations;

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;

Bank of seats means passenger seats that are immediately adjacent to each other and does not include passenger seats that are across the aisle;

Barrier means anything, including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice - that hinders the full and equal participation in society of persons with disabilities, including a physical, mental, intellectual, cognitive, learning, communication or sensory disability or a functional limitation;

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.

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Canada means the ten provinces of Canada, the Yukon territory, the districts and islands comprising the Northwest Territories of Canada and Nunavut;

Canada Transportation Act or CTA means the Canada Transportation Act, 1996 as amended from time to time;

Cargo means goods which are accepted for transport by the Carrier from a person who is not a Passenger of the Carrier, or who is a Passenger, but who has executed an agreement with the Carrier for treatment of the goods as "cargo", and has paid the rates as agreed upon by the Carrier and the person who has executed the agreement;

Cargo service means the carriage of cargo by the Carrier in accordance with the terms and provisions of this tariff on a trans-border service or an international service flight;

Carrier means WestJet, a body corporate licensed to provide domestic air services, international air services and non-scheduled international air services under the CTA, and having its head office at 22 Aerial Place NE, Calgary, Alberta, Canada. T2E 3J1;

Circle trip means any trip, the ultimate destination of which is the point of origin, but which includes, at least, a stop at one other point, and which is not made via the same routing in both directions;

Class of service means the compartment of the aircraft in which the Passenger is entitled to be transported pursuant to the general schedule of the Carrier;

Code-share 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;

Disability means any impairment, including a physical, mental,

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intellectual, cognitive, learning, communication or sensory impairment – or a functional limitation – whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society;

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/interruptions 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

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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;

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;

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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;

Large Carrier ATPDR means a carrier that has transported a worldwide total of one 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);

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

Montreal convention means the convention for the unification of certain rules for international carriage by air, signed at Montreal, May 28, 1999;

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;

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



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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;

SDR means special drawing rights as defined by the International Monetary Fund;

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

Selecting carrier means the carrier identified on the first flight segment of the Passenger's ticket at the beginning of an interline itinerary issued on a single ticket whose origin or ultimate destination is in Canada;

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

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

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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;

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 Canadian (CAD) or U.S. dollars (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 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

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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.
- ATPDR - Accessibility for Persons with Disabilities Regulations  
For the purposes of establishing obligations toward Passengers with disabilities under the ATPDR or otherwise, the Carrier declares that it is a Large Carrier pursuant to the ATPDR and that it has included a statement on its website indicating that it is subject to the ATPDR
- (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

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- 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 U.S. currency unless another currency is selected. Fees are charged per Passenger and per transaction, for booking made before March 20, 2019 and per fare component for each Passenger for bookings 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 before 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)
- (a) Cancellations - within 24 hours of booking
- Applicable to all destinations but excluding flights departing within 24 hours.
- |             |     |
|-------------|-----|
| Basic       | \$0 |
| Econo       | \$0 |
| EconoFlex   | \$0 |
| Premium     | \$0 |
| PremiumFlex | \$0 |



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Business \$0  
BusinessFlex \$0

(b) Cancellations - travel departing in more than 60 days

Basic Fares are non-refundable. No changes are permitted.  
Any unused Ticket amount is not available as a travel credit.

All flights except flights to or from Europe or the United Kingdom.

Econo \$50  
EconoFlex \$25  
Premium \$50  
PremiumFlex \$0 for all flights  
Business \$100  
BusinessFlex \$0 for all flights

Flights to and from Europe or the United Kingdom  
Econo \$100 CAD or 68 Euro or 56 Pounds  
EconoFlex \$100 CAD or 68 Euro or 56 Pounds  
Premium \$100 CAD or 68 Euro or 56 Pounds  
PremiumFlex \$0 for all flights  
Business \$600 CAD or 396 Euro or 336 Pounds  
BusinessFlex \$0 for all flights

(c) Cancellations - travel departing within 60 days and Flight departures within 24hrs of booking

Basic Fares are non-refundable. No changes are permitted.  
Any unused Ticket amount is not available as a travel credit.

All flights except flights to or from Europe or the United Kingdom.

Econo \$100  
EconoFlex \$100  
Premium \$100  
PremiumFlex \$0 for all flights  
Business \$100  
BusinessFlex \$0 for all flights

Flights to and from Europe or the United Kingdom  
Econo \$250 CAD or 165 Euro or 138 Pounds  
EconoFlex \$250 CAD or 165 Euro or 138 Pounds  
Premium \$250 CAD or 165 Euro or 138 Pounds  
PremiumFlex \$0 for all flights  
Business \$600 CAD or 396 Euro or 336 Pounds  
BusinessFlex \$0 for all flights

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(d) Cancellations - Balance to original form of payment

Basic Fares are non-refundable. No changes are permitted. Any unused Ticket amount is not available as a travel credit.

Econo / EconoFlex / Premium / Business  
Not available

PremiumFlex / BusinessFlex  
\$0

(2) **Changes**

with the exception of changes made within 24-hours of booking, passengers making changes to:

- (i) a higher fare product or flight shall, in addition to the change fee, pay the difference in fare.
- (ii) 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 are available to be refunded to original form of payment.
- (iii) a Basic fare, will forfeit the amount paid. Changes are not permitted.

(a) **Name changes**

Basic fares are non-refundable. No changes are permitted. Any unused Ticket amount is not available as a travel credit.

All flights except flights to or from Europe or the United Kingdom.

Econo	\$100
EconoFlex	\$100
Premium	\$100
PremiumFlex	\$0 for all flights
Business	\$100
BusinessFlex	\$0 for all flights

Flights to and from Europe or the United Kingdom	
Econo	\$150 CAD or 99 Euro or 83 Pounds
EconoFlex	\$150 CAD or 99 Euro or 83 Pounds
Premium	\$150 CAD or 99 Euro or 83 Pounds
PremiumFlex	\$0 for all flights
Business	\$ 150 CAD or 99 EURO or 83 Pounds
BusinessFlex	\$0 for all flights

(b) **Changes within 24 hours of booking (excluding flights**

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**departing within 24 hours)**

Basic	\$0
Econo	\$0
EconoFlex	\$0
Premium	\$0
Premium Flex	\$0
Business	\$0
Business Flex	\$0

**(c) Change travel departing in more than 60 days**

Basic fares are non-refundable. No changes are permitted. Any unused Ticket amount is not available as a travel credit.

All flights except flights to or from Europe or the United Kingdom.

Econo	\$50
EconoFlex	\$25
Premium	\$50
PremiumFlex	\$0 for all flights
Business	\$100
BusinessFlex	\$0 for all flights

Flights to and from Europe or the United Kingdom

Econo	\$100 CAD or 68 Euro or 56 Pounds
EconoFlex	\$100 CAD or 68 Euro or 56 Pounds
Premium	\$100 CAD or 68 Euro or 56 Pounds
PremiumFlex	\$0 for all flights
Business	\$400 CAD or 264 Euro or 224 Pounds
BusinessFlex	\$0 for all flights

**(d) Change - travel departing within 60 days and flight departures within 24hrs of booking**

Basic fares are non-refundable. No changes are permitted. Any unused Ticket amount is not available as a travel credit.

All flights except flights to or from Europe or the United Kingdom.

Econo	\$100
EconoFlex	\$100
Premium	\$100
PremiumFlex	\$0 for all flights
Business	\$100
BusinessFlex	\$0 for all flights

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Flights to and from Europe or the United Kingdom

Econo	\$250 CAD or 165 Euro or 138 Pounds
EconoFlex	\$250 CAD or 165 Euro or 138 Pounds
Premium	\$250 CAD or 165 Euro or 138 Pounds
PremiumFlex	\$0
Business	\$400 CAD or 264 Euro or 224 Pounds
BusinessFlex	\$0 for all flights

- (C) 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 for future travel credit.
- (D) Notwithstanding the above, the carrier reserves the right to waive, in whole or part, the payment by any Passenger of a change fee.
- (E) 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:

All flights except flights to or from Europe or the United Kingdom.

Basic	Not applicable - No changes permitted
Econo	\$150 CAD
Econoflex	\$100 CAD
Premium	\$100 CAD
Premiumflex	\$0
Business	\$0
Businessflex	\$0

Flights to and from Europe or the United Kingdom

Basic	Not applicable - no changes permitted
Econo	\$150 CAD or 99 Euro, or 83 Pounds
Econoflex	\$150 CAD or 99 Euro, or 83 Pounds
Premium	\$150 CAD or 99 Euro, or 83 Pounds
Premiumflex	\$0
Business	\$0

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Businessflex \$0

- (F) 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.
- (G) 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. 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 before departure.
  - (4) Name changes made within 24 hours before departure shall be assessed a change fee of \$100 CAD/USD per name changed.
  - (5) A cancellation fee of \$100 CAD/USD will be charged for any cancellation made within 30 days of departure. Remaining funds will be placed in a non-refundable credit.
  - (6) 20 percent of the group may be released (i.e.: cancel) without loss of deposit up to the final payment due date.
  - (7) 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.
- (H) 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, 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.
- (I) 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

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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) Application

- (1) This rule applies to the transportation of persons with disabilities by the carrier, which is a Large Carrier ATPDR, on its international transportation services.
- (2) Pursuant to Rule 12 (a)5, this rule applies to the transportation of all persons with disabilities on all flights operated by the carrier. In the case of flights operated by another carrier (i.e.: a code-share flight), Passengers are advised that the rules to their transportation are those of the carrier identified on the ticket and not of the carrier operating the flight.
- (3) The carrier will provide services identified in this rule at no additional fare except for the provision of additional adjacent seating, for which the carrier requires the purchase of an additional fare.

### (B) Acceptance for carriage

- (1) The carrier will accept the determination made by or on behalf of a person with a disability as to their self-reliance, unless doing so would impose undue hardship on the carrier, for example, if it would jeopardize security, health or safety.
- (2) The carrier will not refuse to transport a person with a disability unless the transportation of the person would impose an undue hardship on the carrier, for example, if transportation of the person would jeopardize health or safety.
- (3) If the carrier refuses to transport a person with a disability for reasons related to their disability, it will, at the time of the refusal, inform the person of the reasons for the refusal. In addition within 10 days of the refusal, the carrier will provide the person with a written notice setting out the reasons for the refusal including:
  - (a) the evidence of undue hardship, such as a medical report, an expert opinion, or an engineering report that demonstrates that the risk is significant enough that it would be unreasonable to waive or modify a requirement;
  - (b) any relevant rule, policy, procedure or regulation; and,
  - (c) the duration of the refusal and the conditions, if any, under which the carrier would accept the person for transport.

Refer to: Rule 30, Refusal to transport.

### (C) Reservations and online services

- (1) If a person with a disability identifies the nature of their disability when making a reservation directly through the carrier, the carrier will:

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- (a) discuss with the person their needs in relation to their disability and the services offered by the carrier in relation to those needs;
  - (b) inform the person of the seats that are available in the class of service that the person has requested and that have equipment and facilities that best meet the accessibility needs of that person, such as wheelchair-accessible washroom or a passenger seat that has additional legroom, a larger seat pitch or movable armrests; and,
  - (c) inform the person of any safety-related rules or regulations whereby a person with a disability may be restricted from occupying a specific seat, such as a seat in an emergency exit.
  - (d) in assigning a passenger seat to a person with a disability, take into account the persons opinion with respect to which seats would best meet the accessibility needs of that person.
- (2) The Carrier will advise the person if information and/or documents are required to assess their request, as per (F)(3) below. The Carrier will also advise the person that the information and or documents must be received a minimum of 48 hours before flight departure and that the assessment process may take up to two business days after the information and or documents are received. Should the information or documentation require validation, or consultation (in the case of a medical request), the Carrier will advise the Passenger of any delay and make every reasonable effort to accommodate.
- (3) As an alternative means to using the Carrier's website to make or modify a reservation, the Carrier will offer to a person with a disability, the following means of communication: TTY service by calling 1-877-952-0100.
- (D) Written confirmation of services
- (1) The Carrier will, without delay, indicate in the record of a person's travel reservation the services that the Carrier will provide to the person.
  - (2) The Carrier will include a written confirmation of the reserved services in the itinerary issued to the person.
  - (3) If a service is confirmed only after the itinerary is issued, the Carrier will provide, without delay, confirmation in writing.
- (E) Services for which no advance notice is required
- (1) The services identified in (3) below will be provided at no additional fare or charge.
  - (2) The Carrier will not require a person with a disability to file information and/or documents, including medical certificates, to support any request for services identified in (3) below.
  - (3) Regardless of when a person with a disability makes the request for the following services, the Carrier will:
    - (a) assist the person with checking in at the check-in counter;
    - (b) permit the person, if they are unable to use the automated self-service kiosk to advance to the front of the line at the check-in counter;



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- (c) if the person is in a wheelchair, a boarding chair or any other device in which they are not independently mobile while waiting at a terminal for departure after check in or in order to transfer to another segment of their trip, provide the person with a place to wait that is close to personnel who are available to provide assistance to the person and who will periodically inquire about the persons needs and attend to those needs;
- (d) assist the person in storing and retrieving their carry on baggage or retrieving their checked baggage.
- (e) in the case of a person who is blind or has any other visual impairment,
  - (i) before departure, or as soon after departure as possible, describe the layout of the aircraft, including the location of washrooms, exits and the location and operation of any controls at the person's seat;
  - (ii) describe to the person, any food or beverage options offered onboard, all the food and beverages offered for consumption or providing a menu in large print or in Braille;
- (f) assist the person in accessing any entertainment content that is offered on-board;
- (g) before departure, provide the person with an individualized safety briefing and demonstration;
- (h) assist the person in moving between their passenger seat and a washroom, including by assisting them in transferring between their passenger seat and an on-board wheelchair;
- (i) provided it is safe to do so, permit a person to use the washroom that has the most amount of space regardless of where the washroom is located in any part of the aircraft, if the person needs an on-board wheelchair or the assistance of an Attendant person or Service dog to use a washroom;
- (j) if a meal is served on board to the person, assist the person with the meal by opening packages, identifying food items and their location, and cutting large food portions;
- (k) if a person is unable to use the call button to request assistance, periodically inquire about the person's needs; and
- (l) at participating airports, provide gate passes to allow a person assisting a person with a disability to accompany the person to the gate.

Note: For Carrier responsibilities related to disembarkation of persons with disabilities when a flight is delayed on the tarmac at an airport in Canada, see Rule 100.

(F) Services for which advance notice is required

- (1) The services identified in (3) below will be provided at no additional fare or charge, except for 3(b), the provision of an additional adjacent seat, for which the Carrier will require an additional fare to be purchased.

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Reasonable effort

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

Services - 48 hours advance notice

- (3) Subject to the Carrier's requirement for a person with a disability to provide information and/or documents identified in (4) below, the Carrier will provide the following services if requested by a person with a disability at least 48 hours before the scheduled time of departure of the person's flight:
- (a) assigning a passenger seat to a person with a disability, taking into account the person's opinion with respect to which seats would best meet the accessibility needs of that person;
  - (b) provide additional adjacent seats, in the following three situations;
    - (i) when the person with a disability must travel with an Attendant for transport if, because of the nature of their disability, the person with a disability after departure and before arrival, needs:
      - (a) assistance with eating meals, taking medication, using the washroom;
      - (b) assistance with transferring to and from a passenger seat;
      - (c) assistance with orientation or communication;
      - or
      - (d) physical assistance in the event of an emergency including the event of an evacuation or decompression;
    - (ii) when the size of a Service dog belonging to a person with a disability is such that the person's seat does not provide sufficient floor space for the dog to lie down at the person's feet in a manner that ensures the safety and well-being of the dog and the person; or
    - (iii) when a person with a disability needs more than one seat because of the nature of their disability, for example, if they are a person who has a fused limb or who is disabled by severe obesity.
  - (c) accept for transportation and mobility aid and/or other assistive device as per section (G) below;
  - (d) accept for transportation a Service dog, as per section (H) Acceptance of Service dogs;
  - (e) assist the person in proceeding to the boarding area after check-in;
  - (f) assist the person in proceeding through any security screening process at the terminal, including by
    - (i) providing personnel to assist the person through the process, or
    - (ii) collaborating with the relevant security authority to permit a person who is not traveling with a

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- person with a disability to have access to the security screening checkpoint so that they may assist the person with a disability to proceed through the process per Rule 25 (E)(3)(1).
- (g) Before boarding, transfer the person between the person's own mobility aid and a mobility aid provided by the Carrier;
  - (h) Permit the person to board in advance of other Passengers if:
    - (i) the person requests assistance with boarding, locating their passenger seat or cabin, transferring between a mobility aid and their passenger seat or storing carry-on baggage;
    - (ii) in the case where the person is blind or has any other visual impairment, the person requests a description of the layout or of the aircraft or of the location and operation of the controls at their seat; or
    - (iii) in the case where the person is disabled due to a severe allergy, and the person requests to clean their seat to remove any potential allergens;
- Note: The Carrier requires Passengers to be present at the time of the pre-boarding call in order to use this service. In the case of requests (i) and (ii) the Carrier may require the Passenger to be boarded after other Passengers.
- (i) Assist the person in boarding and disembarking;
  - (j) Before departure and on arrival at the destination, transferred the person between a mobility aid and the person's passenger seat;
  - (k) Provide the person with an onboard wheelchair;
  - (l) Provide the person with assistance accessing the onboard entertainment system via their personal device
  - (m) Establish a buffer zone around the passenger seat of a person who has a disability due to a severe allergy, by providing the person with the passenger seat that is in a bank of seats other than the bank of seats in which the source of the allergen is located;
  - (n) when requested by a person with a disability, the Carrier will ensure that any public announcement made on board is made in an audio format or a visual format.
  - (o) Assist the person in proceeding through border clearance (immigration and Customs)
  - (p) Assist the person in retrieving their checked baggage;
  - (q) Assist the person after disembarkation, in proceeding to the general public area;
  - (r) Assist the person after disembarkation, in proceeding to a location where they may receive assistance from either:
    - (i) an member of the terminal operator's personnel, who may assist the person in proceeding to the curbside zone, or
    - (ii) an member of the receiving Carrier's personnel who may transfer the person to another segment of their trip within the same airport

Services - information and/or documents requirements:

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- (4) Documentation required
  - (a) A medical certificate is required and additional documentation may be required to support a request for:
    - (i) adjacent seating for an attendant per (F)(3)(b)(i); or
    - (ii) adjacent seating to a person who has a fused or immobile limb per section (F)(3)(b)(iii); or
    - (ii) a buffer zone required by a person with a severe disabling allergy per (F)(3)(m).
  - (b) Detailed verbal information/credible assurance is required to support requests for
    - (i) a Service dog to travel with a person with a disability, including disclosure of the task or service provided to the person
    - (ii) adjacent seating for Service dog per section (F)(3)(b)(ii) to confirm the animal's weight and dimensions;
    - (iii) instruction on the disassembling and assembling of mobility aids per Rule 25 (G)(4)
- (5) Notwithstanding (4) above, the Carrier retains the right to require information and/or documents to assess any other requests for services to be provided, and to substantiate the fitness to travel of persons with disabilities, with the exception of those services identified in (E)(3) above.
- (6) Where the Carrier requires medical information, verbal information, or supporting documentation for a request for services identified in (4) above, the person must provide all requested documentation to the Carrier at least 48 hours, before the scheduled time of departure of the person's flight to ensure that the Carrier has sufficient time to assess the request and confirm as required.
- (7) The Carrier may not provide the services identified in (3) and (4) above if the Carrier has required information and/or documents and:
  - (a) any of the conditions referred to in (5) or (6) above are not met or the information and/or documents provided are not reasonably sufficient to permit the Carrier to assess the request;
  - (b) the Carrier cannot confirm the information provided by another party completing the information, for example, a physician in the case of a medical certificate
  - (b) the Carrier has made every reasonable effort to provide the service but cannot do so.
- (8) If, on the request of the Carrier, a person with a disability provides the Carrier with documentation in relation to a request for service, the Carrier will offer to retain an electronic copy of the documentation for a period of at least three years to permit the Carrier to use the documentation for the provision of the same service.

(G) Acceptance of mobility aids and other assistive devices

Mobility aids

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- (1) The Carrier will, on request, carry, free of charge and as priority baggage, a person with a disability's mobility aid, and will permit the person to retain their mobility aid until it becomes necessary to store it for carriage.
- (2) The Carrier will make every reasonable effort to permit a person with a disability who uses a walker or manual wheelchair to store it on board the aircraft, provided 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.
- (3) Where the aircraft can transport the mobility aid, the Carrier will:
  - (a) disassemble and package, where necessary, the aid for transportation and unpackage and reassemble the aid upon arrival; and
  - (b) return the aid promptly upon arrival.
- (4) Where the mobility aid needs to be disassembled and reassembled in order for it to be transported with the person who needs it, the Carrier will require that the person:
  - (a) provide the Carrier with instructions for the disassembly and reassembly of the mobility aid; and
  - (b) provide any specialized tools needed for assembling or disassembling the mobility aid
  - (c) allow sufficient time to handle and prepare the mobility aid for transport. The Carrier recommends that the Passenger check in thirty minutes before the recommended check in time.
- (5) Notwithstanding (4) above, the Carrier will make every reasonable effort to transport the mobility aid even if instructions for disassembly and reassembly are not provided by the person with a disability or the aforementioned times are not met.
- (6) The Carrier will refuse to transport a mobility aid where:
  - (a) the weight or size of the mobility aid exceeds the capacity of lifts or ramps,
  - (b) the doors to baggage compartments are too small for the mobility aid, or
  - (c) transportation of the mobility aid would jeopardize aircraft airworthiness or violate safety regulations.
- (7) When the Carrier refuses to transport a mobility aid for any of the reasons above, it will:
  - (a) at the time of the refusal, tell the person with a disability why their mobility aid was not accepted and provide the reason in writing within 10 days; and
  - (b) inform the person with a disability of alternative trips operated by the Carrier to the same destination on which their mobility aid can be transported, and offer to book this for the person at the lesser of the fare for the original trip and the fare for the alternative trip.

Note: For provisions related to limitations of liability regarding loss of, damage to, or delay in delivering mobility aids, refer to Rule 60 (I).

Other assistive devices

- (8) The Carrier will permit a person with a disability to bring

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on-board and to retain any small assistive device that the person needs during travel, including a cane, crutches, a communication device, an orthotic positioning device or a portable oxygen concentrator, except to the extent that the presence or use of such a device jeopardizes security, health or safety.

(H) Acceptance of service and emotional support dogs

The Carrier does not accept emotional support dogs for transport.

- (1) The Carrier will, on request, accept for transportation a Service dog, and will permit the Service dog to accompany the person on board subject to:
  - (a) any advance notice requirements contained in (F)(3) or,
  - (b) the time limits set out in (F)(6) and (7) where the Carrier requires the filing of additional information and/or documents and
  - (c) any requirements in (2) and (3) below.
  - (d) the provision of verbal credible assurance as required in (F)(4)(b)(i).
  - (e) the person must use appropriate control measures (defined as a harness or collar with a leash/tether) and the dog's control measure must have stitching or labelling that identifies the dog as a "Service Animal" or "Service dog".
    - (i) for all flights except flights to/from the U.S, the dog has been individually trained by an organization or individual specializing in Service dog training.
    - (ii) for flights to/from the U.S., the dog has been individually trained to do work or perform tasks for the benefit of a qualified individual with a disability.
- (2) Transport of a Service dog accompanying a person with a disability will be free of charge (including both fees and fares) except in the case of (F)(3)(b)(ii), where the provision of an additional adjacent seat requires an additional fare to be paid to accommodate the size of the the Service dog.
- (3) The Carrier will make every reasonable effort to accept a Service dog for carriage if requested by a person with a disability even if the person does not provide advance notice or any information.
- (4) when travel involves more than one carrier, it is the responsibility of the person to verify the policy of each carrier involved in the itinerary and ensure that the requirements of each carrier have been met and that each carrier is aware of and has agreed to carry the service dog on its own aircraft.
- (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

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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 each country, state or territory to be entered or transited.

- (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 (A)(9) 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 and 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.

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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

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† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 30 are effective February 22, 2022, pursuant to CTA Decision 107-C-A-2021.



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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
Recommended 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: Passengers travelling with a pet in the cabin should allow an additional 30 minutes before check-in cut-off time.

Note 3: Passengers travelling with a pet in checked baggage must check-in 90 minutes before the scheduled departure time.

Note 4: Passengers travelling with oversized or overweight Baggage must check-in 30 minutes before the Check-in Cut-Off Time.

Note 5: Passengers requiring the use of a wheelchair (their own or using a Carrier provided wheelchair) are recommended to check-in an additional 30 minutes before the check-in cut off times.

Note 6: Passengers travelling as an unaccompanied minor must check-in with an agent 90 minutes before the scheduled departure time.

Note 7: Guests who no-show 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 themselves without assistance or medical

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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: The Carrier will accept the determination made by or on behalf of a person with a disability as to self-reliance, except where accepting the person could jeopardize security, health or safety as per Rule 25(B), acceptance for carriage.  
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.
- (iv) when the Passenger presents a biohazard risk to Carrier employees and/or other Passengers due to emesis (vomit), urine, feces, or other bodily fluids.

#### (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. All fees or charges by third parties for the completion of medical forms or certificates will be the responsibility of the Passenger.

Note: Pregnant Passengers

- (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) The Carrier recommends that expectant mothers who are in or beyond the 36th week of pregnancy check with their physician to ensure air travel is advisable. Expectant mothers may choose to carry

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a medical certificate, stating that their physician has examined her and found her to be physically fit for travel by air and her estimated delivery date.

- (5) Failure to provide a suitable escort  
When the Passenger requires an escort due to a mental health condition and under care of a psychiatric institution or in the custody of law enforcement personnel or other responsible authority and the necessary arrangements have not been made with the Carrier in advanced of the departure of the flight, the 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) Only one high security or two medium security or two low security Passengers will be permitted on a flight. No more than two Passengers in any combination of the 3 risk rated scenarios is permitted on any flight (with a maximum of 1 high risk Passenger in all situations).
  - (c) Request for carriage is made at least 48 hours before scheduled departure.
  - (d) The escort must accompany the escorted Passengers at all times.
  - (e) Acceptance is applicable to transportation on flights marketed and operated by the Carrier only.
- (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

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- 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 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

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- 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.
- (1) The person has resisted or may reasonably be believed to be capable of resisting escorts.
- (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

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handcuffs.

- (iv) The person repeats a prohibited conduct after receiving a notice of probation as mentioned in (2) above.

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

- (3) Costs resulting from prohibited conduct the 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.

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- (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 five (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  
The Carrier does not offer unaccompanied minor service on 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, a fare must be purchased for the child.
- (D) Guardian fare policy and procedures  
The Carrier offers a discounted guardian fare which allows a Passenger to accompany a child to a destination and return at a later time to collect the child. The specific terms and conditions applicable to the discounted guardian fare follow.
- (1) A guardian qualifies for a discounted fare under this program, provided they are at least 18 years of age. The child(ren) may be of any age. This program is not available for travel on code-share flights.
  - (2) All reservations are based upon availability.
  - (3) The guardian (or guardians) must be assigned at the time of booking and will be fully responsible for the transportation of the child(ren).
  - (4) The fare for children traveling on the guardian fare program is based on the rate available at time of booking.
  - (5) The guardian will receive a fifty percent reduction off the lowest fare available at the time of their reservation.
  - (6) The guardian fare is only valid for one person travelling with the child(ren).
  - (7) The guardian may travel with more than one child.
  - (8) 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.
  - (9) 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



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- will not be booked, no exceptions.
- (10) The guardian's reservation is created under a separate reservation code from the child(ren).
  - (11) Guardian fare bookings can only be made and modified through the Carrier's reservation centre.
  - (12) 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 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

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- 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.
- Exception: If the Passenger makes a special declaration and has paid the applicable excess valuation fee, the Passenger will be provided with the relevant coverage rather than what is outlined 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 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

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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.
- (J) Mobility aids  
If a mobility aid of a person with a disability is not retained by the person during carriage and it is damaged, destroyed, or lost during transport, the Carrier will:
- (i) provide the person with a temporary replacement mobility aid that meets their needs in relation to their mobility and that they are permitted to use until their mobility aid is returned to them or is repaired or replaced or until they are reimbursed by the Carrier for the loss of the mobility aid;
  - (ii) reimburse the person for expenses they have incurred because the mobility aid was damaged, destroyed or lost;
  - (iii) in the case of a damaged mobility aid, arrange for the repair of the mobility aid and return it to the person without delay or, in the case of a damaged mobility aid that cannot be adequately repaired,
    - (a) replace the damaged mobility aid with the same model of mobility aid or if the same model is not available, a model that has equivalent features and qualities of the damaged mobility aid and that meets the person's needs in relation to their mobility, or
    - (b) reimburse the person for the full replacement cost of the mobility aid
  - (iv) In the case of a destroyed mobility aid or mobility aid that is not returned to the person within 96 hours after their arrival at their destination:
    - (a) replace the destroyed or lost mobility aid with the same model of mobility aid or if the same model is not available, a model that has equivalent features and qualities as the destroyed or lost mobility aid and that meets the person's needs in relation to their mobility, or
    - (b) reimburse the person for the full replacement cost of the mobility aid.

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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 the Carrier'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 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.
- (4) The Carrier will not be liable for loss or 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 meet the check-in cut-off times or boarding cut-off times.

### (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 available through some reservation channels. Not all

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† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 70 are effective February 22, 2022, pursuant to CTA Decision 107-C-A-2021.

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- 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.

With the purchase of a Basic fare, seating will be charged as follows:

A regular seat	\$10-200
A preferred seat	\$10-200
An exit row seat	\$10-200
A seat in Premium/Business	Excluded

With the purchase of a Premium fare, seating will be charged as follows:

A regular seat	\$5-200
A preferred seat	\$5-200
An exit row seat	\$5-200
A seat in Premium/Business	\$20-5000



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With the purchase of an EconoFlex fare, seating will be charged as follows:

A regular seat	\$5-200
A preferred seat	\$5-200
An exit row seat	\$5-200
A seat in Premium/Business	\$20-5000

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 ticket provides, the Carrier will request supplementary payment representing the price

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- 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 the Carrier'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 of 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.
  - (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 18 years of age or older to escort child Passengers between two (2) and 11 years of age, at a discounted rate, to their destination and then return immediately to their city of origin.

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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) Checked baggage up to 23kg (50lbs) with combined dimensions, defined as length plus width plus height, of 157 cm (62 inches).
- (2) 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 Cuba, Jamaica or Trinidad and Tobago, where a maximum of two (2) checked bags are permitted.
- (3) 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 Cuba, Jamaica or Trinidad and Tobago as oversized baggage is not permitted), subject to the fees in the tables below. Baggage with combined dimensions exceeding 203 cm (80 inches) will not be accepted for transport.
- (4) Overweight baggage: more than 23 kg (50 lbs) but not exceeding 45 kg (100 lbs) will be accepted to all destinations (except flights to and from all destinations in Europe where the

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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.

- (5) 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) 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	Car seat for use onboard	Infant equipment (E.g. car seat, 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

(C) Checked baggage fees: Baggage fees are charged as outlined and noted below (unless exemptions are stated):

(i) Baggage fees purchased more than 24 hours before the scheduled time of departure:

Fare Type	First Note 2/3	Second Note 2/3	Third Note 2/3/4
Currency	CAD/USD	CAD/USD	CAD/USD
Basic	\$60	\$100	\$100 (per item)
Econo Fare Note 6	\$30	\$50	\$100 (Per Item)
Econo Flex Fare Note 6	\$0	\$50	\$100 (Per Item)
Premium,	\$0	\$0	\$100 (Per Item)

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Premiumflex,  
 Business,  
 Businessflex  
 Fare  
 Note 6

WestJet Vacations Travel out- side of Canada/US	\$0	\$50	\$100 (Per Item)
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WestJet Vacations Note 6/7	\$30	\$50	\$100 (Per Item)
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WestJet RBC World Elite Master Card Primary Card Holders	\$0	\$50	\$100 (Per item)
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Silver Members Note 8	\$0	\$50	\$100 (Per item)
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Excess Valuation \$10 (per item)

A handling fee \$50 CAD/USD

applies to:

- bikes
- firearms
- kiteboards
- paddleboards
- surfboards
- wakeboards
- wave skis

Checked Baggage fees are refundable to the original form of payment in the event of an itinerary cancellation. All Checked Baggage fees are otherwise non-refundable and non-creditable, with the exception of any refunds required under Rule 60 (J).

(ii) Baggage fees purchased less than 24 hours before the scheduled time of departure:

Fare Type	First Note 2/3 CAD/USD	Second Note 2/3 CAD/USD	Third Note 2/3/4 CAD/USD
Basic	\$60	\$100	\$100 (per item)
Econo Fare Note 6	\$30	\$50	\$100 (Per Item)
Econo Flex	\$0	\$50	\$100 (Per Item)

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Fare  
 Note 6

Premium, Premiumflex, Business, Businessflex Fare Note 6	\$0	\$0	\$100 (Per Item)
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WestJet Vacations Outside of Canada/US	\$0	\$50	\$100 (Per Item)
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WestJet Vacations Note 6/7	\$30	\$50	\$100 (Per Item)
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WestJet RBC World Elite Master Card Primary Card holders	\$0	\$50	\$100 (Per item)
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Silver members Note 8	\$0	\$50	\$100 (Per item)
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A handling fee \$50 CAD/USD

applies to:

- bikes
- firearms
- kiteboards
- paddleboards
- surfboards
- wakeboards
- wave skis

Checked Baggage fees are refundable to the original form of payment in the event of an itinerary cancellation. All Checked Baggage fees are otherwise non-refundable and non-creditable, with the exception of any refunds required under Rule 60 (J).

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



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- be charged a fee \$100 CAD/USD. Only one oversized golf bag with clubs permitted to/from Jamaica or Trinidad and Tobago.
- Note 4: A third or fourth piece is not permitted on for flights to/from Jamaica or Trinidad and Tobago.
- Note 5: A fourth piece is not permitted on flights operated by WestJet Encore
- Note 6: Includes group fares.
- Note 7: A first bag will be charged for WestJet vacations booking for flights to/from International destinations (Caribbean, Central America, Europe and Mexico).
- Note 8: The fee will be waived for the WestJet Rewards member and up to eight companions travelling on the same reservation; the eligible member's WestJet ID must be on the reservation at the time of check-in.

- (5) The carrier collects fees for checked sporting equipment in excess of the free checked baggage limits. Additional oversized 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	\$100 CAD/USD
Golf clubs	Exempt	\$100 CAD/USD
Ski/snowboard	Exempt	\$100 CAD/USD
Hockey equipment	Exempt	Exempt
Football equipment	Exempt	Exempt
Ringette	Exempt	Exempt
Lacrosse	Exempt	Exempt

- (6) The following items will be considered 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 unsuitably packed, 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

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refuse to carry the Passenger's baggage or goods or any part thereof. The following articles will be carried only with prior consent of the Carrier: firearms of any description - firearms for sport purposes will be carried as baggage provided required entry permits are in the possession of the Passenger for the country of destination and provided that such firearms are disassembled or packed in a suitable case. The provisions of this paragraph do not apply to officers of the law 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) Live 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

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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.

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

With respect to terms and conditions related to the transport of any Service dog used to assist persons with disabilities please refer to Rule 25(H), Acceptance of service dog and emotional support dogs.

### (A) Application

The Carrier will agree to carry animals subject to the following provisions:

### (B) General

- (1) Advance arrangements must be made with the Carrier before any animal will be accepted for carriage.
- (2) Before any animal is accepted for carriage, the Passenger must make all necessary arrangements to obtain valid health and vaccination certificates, entry permits and other documents required by countries, states or territories for entry or transit. In the absence of such documentation, the animal will not be accepted for carriage, and the Carrier will not be responsible in the event any animal is refused entry into or passage through or exit from any country.
- (3) 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.
  - (i) 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.
- (4) When travel involves more than one carrier, the Passenger should verify the policy of each carrier involved in the itinerary and ensure that the requirements of each carrier have been met and that each carrier is aware of and has agreed to carry the animal on its own aircraft.
- (5) The Carrier will not accept an animal for carriage if the animal is less than eight weeks old, pregnant or in-heat.
- (6) Animals under sedation must be presented with a veterinarian's note at check-in.
- (7) The animal must be confined in a kennel subject to inspection and approval by the Carrier. The Carrier reserves the right to deny transportation of any animal if the kennel is unsuitable (see kennel requirements), if the animal is aggressive, offensive (odour), unwell, or requires attention during transit.
- (8) Passengers must present the kennel at check in according the times outlined in Rule 30.
- (9) Except as many otherwise be provided for in this tariff, WestJet will not be responsible in the event of injury, sickness and or death of a working dog

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or pet animal.

Exception: Should an injury to or death of such animal result from the negligence of the carrier's representatives, the carrier's liability will be limited to expeditiously providing, at its own expense, for medical care, and if necessary, replacement of the working dog pet animal.

(C) Working dogs

- (1) working dogs which are properly harnessed will be permitted in the Passenger cabin of the aircraft if there is enough space to accommodate the dog.
- (2) 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.
- (3) If at any time the safety of crew or Passengers is jeopardized the dog will be denied boarding or removed from the aircraft.
- (4) The working dog must be accompanied by a trainer or handler transporting the animal for duty. The animal must remain on the floor at the handler's seat.
- (5) Fees will be charged according to the carry-on pet fees outlined in (D)(4)(j) below.
- (6) The Carrier, in consultation with the working dog's handler, will determine where the handler will be seated to ensure that adequate space is provided to the handler and the dog. Additional seating must be purchased if required.
- (7) working dogs are not permitted on WestJet Vacations package bookings.
- (8) Working dogs are not accepted in Business on the 787.
- (9) If the conditions of transport as indicated in this rule are not met, the dog will be required to travel in the baggage compartment.
- (10) working dog will not be carried unless proper permits are obtained for entry into the countries of transit/final destination, and permits are presented before commencement of travel.

(D) Pets

- (1) The provisions in this section are not applicable to Service dogs and may not apply to working dogs.
- (2) The Carrier will accept for carriage animals as pets in checked or carry-on baggage provided the animal(s) is/are accompanied by a Passenger, in compliance with the IATA Live Animal Regulations.
- (3) Pet animals travelling as checked baggage
  - (a) The number of animals carried in checked baggage is limited by aircraft type.
  - (b) Birds, cats, chinchillas, dogs, guinea pigs, hedgehogs and rabbits will be accepted subject to restrictions, regulations or the custom and import or export requirements of the destination country, state or territory.

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- (c) Due to climatic conditions, or high volumes of baggage, animals will not be accepted during certain periods of the year or to certain destinations year round and will be accepted subject to restrictions, regulations or the custom and import or export requirements of the destination country, state or territory. These restrictions will be posted on the Carrier's website and are available by contacting the Carrier.
  - (d) Animals must be contained in a clean, leak proof and escape proof kennel provided by the owner. The Carrier does not provide a kennel rental or purchase service.
  - (e) Kennels requirements for 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" protecting rim
    - xii. Have a solid bottom and roofkennel must not:
    - i. Be made of welded or wire mesh
    - ii. Be collapsible
    - iii. Have a plastic doorMaximum Size  
91 cm long x 61 cm wide x 66 cm high  
36 in. long x 24 in. wide x 26 in. high  
Maximum weight (combined weight of pet and kennel)  
45 kg  
100 lbs
  - (f) If the kennel exceeds the size and/or weight restrictions mentioned in (D)(e) above, the Passenger may make arrangements with the Carrier's cargo operations.
  - (g) The Carrier will not be responsible in the event of loss, delay, injury, sickness and or death of an animal, except as may otherwise be provided for in this tariff.
  - (h) Charges:  
The charge for transportation of an animal (except for service dogs) and kennel will be as follows:
    - i. Between Canada and the U.S. \$100 CAD/USD
    - ii. Between Canada and international destinations outside the U.S. \$200 CAD/USD
- (4) Pet animals travelling as carry-on baggage
- (a) The number of animals accepted in carry-on baggage

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- is limited by aircraft type.
- (b) Only one pet is accepted per Passenger, per kennel.
  - (c) Birds, cats, dogs, and rabbits will be accepted.
  - (d) The pet in-cabin and kennel will be considered as one piece of carry-on baggage.
  - (e) The kennel must be stored under the seat directly in front of the Passenger.
  - (f) The animal must remain in the kennel for the entire duration of the journey.
  - (g) The Carrier may require a Passenger with a pet in cabin to change seats after boarding to accommodate other Passengers. The Carrier will reimburse seat selection fees or other additional charges related to class of service differences as applicable.
  - (h) Kennels requirements for carry-on baggage:
    - kennel must:
      - i. be soft-sided
      - ii. be airline approved
      - iii. leak proof
      - iv. secure
      - v. 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
- Maximum Size  
40 cm long x 44 cm wide x 21.5 cm high  
16 in. long x 17.5 in. wide x 8.5 in. high
- (i) If the kennel exceeds the size and/or weight restrictions mentioned in 3(e), the kennel will be accepted as checked baggage provided all restrictions are met and space is available.
  - (j) Charges:
    - The charge for transportation of an animal (excluding Service dogs) and kennel will be as follows:
      - i. Between Canada and the U.S. \$50 CAD/USD
      - ii. Between Canada and international destinations outside the U.S. \$100 CAD/USD

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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 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



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- 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 and/or 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/navigation 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;
    - (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;

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- (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 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

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- 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 and/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 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

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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 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:

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- (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 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

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- 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 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

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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.
  - (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

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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 before 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 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



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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 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

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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 event.

From time to time, Passengers may incur personal expenses which are a direct result of an unsatisfactory delivery of passenger

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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.
  - (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

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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 before 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 before departure, any unused or unflown portion of the ticket is non-refundable and holds no credit for future travel.

(2) Passenger initiated changes

If a Passenger decides to make changes to the reservation,

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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 before 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  
Subject to Involuntary Refunds in subsection (4) below, 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), a missed connection due to a Schedule Irregularity, or a Refusal to Transport pursuant to Rule 30.

Exception: No Involuntary Refund is owed if the cancellation

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or delay is outside of the Carrier's control and was caused by a force majeure event.

Exception: No Involuntary Refund is owed if Rule 30 - Refusal to Transport applies and the Guest was refused transport for failing to comply with any government regulation or engaging in prohibited conduct within the meaning of Rule 30(B)(1).

- (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 equal to the Fare and charges paid; or
  - (c) 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.
- (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 before the commencement of travel or;
    - (b) After commencement of travel.
  - (2) Before 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

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- (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 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 the Carrier'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 the Carrier's baggage allowances and fees. The Carrier 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 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

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#### 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 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

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- 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).
- "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":

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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 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.

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"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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