



NOTICE OF DENIED BOARDING under the Canadian *Air Passenger Protection Regulations (APPR)*

This notice applies to flights operated by Air Canada, Air Canada Rouge and Air Canada Express flights.

It's never our intention to inconvenience you. However, due to operational requirements or inventory control, sometimes we can't accommodate all passengers who have a confirmed reservation.

1. VOLUNTEERS

During a denied boarding situation, Air Canada will first ask for volunteers willing to give up their seat in exchange for compensation.

2. BOARDING PRIORITIES

If there aren't enough volunteers, we may deny boarding to passengers holding a confirmed reservation in accordance with our policy on denied boarding priority.

In particular, we'll give boarding priority, in the following order, to:

- a) unaccompanied minors;
- b) passengers with a disability and their support person, service animal or emotional support animal, if any;
- c) passengers travelling with family members; and
- d) passengers who were previously denied boarding on the same ticket, provided the carrier is informed.

More detailed information on boarding priorities and denied boarding can be found in our tariffs' denied boarding rule at www.aircanada.com/conditionsofcarriage. To help reduce your chances of being denied boarding on future travel, we recommend that you check-in early or that you pre-select your seat when booking.

3. INFORMATION

If you're denied boarding, we'll tell you why you were denied boarding. Information on the compensation and standards of treatment to which you may be entitled, as well as the recourse you have available, is contained herein.

4. REBOOKING

If you're denied boarding, we'll rebook you on an alternative flight to your destination at the earliest opportunity.



5. REFUND

If, due to a situation within Air Canada's or required for safety purposes, you're denied boarding, and you refuse the alternate travel arrangements offered because travelling no longer serves a purpose, we'll refund the unused portion of the ticket or, if you aren't at your point of origin, refund your ticket and return you to your point of origin. If you're denied boarding due to a situation outside Air Canada's control, any refund is subject to applicable fare rules.

6. STANDARDS OF TREATMENT

If, due to a situation within Air Canada's or required for safety purposes, you're denied boarding, we'll provide you with the following before you board your next flight booked as part of your alternate travel arrangements, unless this would further delay you:

- Food and drink in reasonable quantities, considering the length of the wait, the time of day and location;
- Access to a means of communications; and
- Hotel or comparable accommodations within reasonable distance from airport for overnight delays for out-of-town passengers, subject to availability.

7. COMPENSATION

If you're a passenger who is denied boarding because of a situation within our control, you'll be entitled to receive denied boarding compensation, unless:

1. You haven't fully complied with ticketing and check-in requirements, or you do not satisfy the conditions for transportation under Air Canada's tariff and general conditions of carriage.

For more information, consult our tariffs' refusal to transport rule at:

www.aircanada.com/conditionsofcarriage

2. You're offered transportation on another seat on the same flight as the one specified on your ticket, at no extra charge.

Denied boarding compensation is calculated based on your arrival time at destination and is 900 CAD (if delayed by less than 6 hours), 1,800 CAD (if delayed between 6 and 9 hours), and 2,400 CAD (if delayed by 9 hours and more).

Please note that you are not entitled to received delay or cancellation compensation if you have already been paid denied boarding compensation.

8. RECOURSE

Please contact Air Canada Customer Relations for any concerns or complaints at:

www.aircanada.com/customerrelations

If you feel that we have not resolved your issue to your satisfaction, you may also contact the Canadian Transportation Agency (CTA). You can visit the website of the CTA to learn more about your rights at

www.otc-cta.gc.ca/eng or call the CTA for advice at **1-888-222-2592**.

9. REDEEMING TRAVEL VOUCHERS

You may accept payment of denied boarding compensation in the form of travel vouchers. Travel vouchers can only be used towards payment of the base fare when you purchase an Air Canada ticket for travel on Air Canada, Air Canada Express and Air Canada Rouge.

Travel vouchers do not expire but you might need to call Air Canada reservations to re-activate them if you don't use them within one year from the date of issue. Travel vouchers are fully transferable to the customer of your choice.

Complete details can be found at: www.aircanada.com/en/customercare/emco/