

CTA(A) No. 3



**DOMESTIC TARIFF
GENERAL RULES
APPLICABLE TO
THE TRANSPORTATION OF
PASSENGERS AND BAGGAGE**

Issue, February 28, 2024

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CHECK SHEET

Original and revised pages as named below contain all changes from the original tariff effective as of the date shown thereon:

<u>RULE NUMBER</u>	<u>REVISION NUMBER</u>	<u>EFFECTIVE DATE</u>	<u>RULE NUMBER</u>	<u>REVISION NUMBER</u>	<u>EFFECTIVE DATE</u>
Title	Original	Jul 21, 2017	61	Original	Jul 21, 2017
1	11th	Aug 28, 2023	65	Original	Jul 21, 2017
5	2nd	Jun 25, 2020	70	2nd	Aug 19, 2021
10	7th	Sep 07, 2023	75	6th	Oct 16, 2022
15	Original	Jul 21, 2017	80	10th	Mar 15, 2023
20	Original	Jul 21, 2017	85	2nd	Jun 06, 2023
25	2nd	Mar 15, 2023	90	9th	Feb 01, 2024
30	6th	May 08, 2023	95	Original	Jul 21, 2017
35	1st	Nov 04, 2019	100	13th	Jun, 06 2023
40	11th	Feb 01, 2024	105	7th	Mar 15, 2023
45	3rd	Oct 16, 2022	110	3rd	Jun 02, 2018
50	3rd	Aug 28, 2023	116	1st	Jun 14, 2023
55	8th	Feb 01, 2024			
60	18th	Feb 28, 2024			

RULE 1 - DEFINITIONS

“**AC Wallet**” means a ledger where an Aeroplan member maintains unused ticket values, as AC Wallet credits.

“**Adult**” means a person who has reached his/her 12th birthday as of the date of commencement of travel.

“**Animals**” in addition to the usual connotation of domestic pets, include reptiles, birds, poultry and fish.

“**Baggage**”, which is equivalent to luggage, means, such articles, effects and other personal property of a passenger as are necessary or appropriate for wear, use, comfort or convenience in connection with his trip. Unless otherwise specified, it shall include both checked and unchecked baggage of the passenger.

“**Baggage Check**” means those portions of the ticket which provide for the carriage of passenger’s checked baggage and which are issued by Carrier as a receipt for passenger’s checked baggage.

“**Carriage**”, which is equivalent to transportation, means carriage of passengers and/or baggage by air, gratuitously or for hire.

“**Carrier**” means the air carrier issuing the tickets or any carrier that carries or undertakes to carry the passenger and/or his baggage thereunder or performs or undertakes to perform any other services related to such air carriage.

“**Child**” means a person who has reached his/her second birthday but not his/her 12th birthday as of the date of commencement of travel.

“**Convention**” means the Convention for the Unification of Certain Rules Relating to International Carriage by Air, signed at Warsaw, October 12, 1929, or that convention as amended by the Hague Protocol, 1955, or the Montreal Convention whichever may be applicable to carriage hereunder.

“**Corporate Program**” refers to a program offered by Air Canada to certain corporation or entities from time-to-time, for the purchase and provision of air carriage services to a corporation or entity’s employees.

“**Country of Payment**” means the country where payment is made by the purchaser to the airline or its agent; payment by cheque, credit card or other banking instruments shall be deemed to have been made at the place where such instrument is accepted by the airline or its agent.

“**Date of Transaction**” means the date of issuance of the ticket, MCO or PTA.

“**Days**” means full calendar days, including Sundays and legal holidays; provided that for the purposes of notification the balance of the day upon which notice is dispatched shall not be counted; and that for purposes of determining duration of validity, the balance of the day upon which the ticket is issued or flight commenced shall not be counted.

“**Direct Route**” means the shortest all year route operated by a Carrier in both directions.

“**Distribution Cost Recovery Fee**” is a fee to recover Air Canada’s cost of indirect distribution through third party travel distribution networks.

“**Flight Coupon**” means a portion of the passenger ticket that indicates particular places between which the coupon is good for carriage.

“**Flight Pass**” - a prepaid package of flight credits to be used during a specific time period on flights operated by certain Carriers.

“**Gateway**” means the passenger’s first point of arrival or last point of departure in areas no. 1, 2 or 3.

“**Guardian**” means a legal guardian or a person acting in lieu of parents in the event of death or legal incapacity of parents.

“**Immediate Family**”, except as otherwise indicated, shall be defined as:

Spouse (including common law, same sex partner, and ex-spouse)

Child, (including step, grand, great grand)

Parent, (including step, grand, great grand, in-law, common law in-law)

Daughter, son (including step, in-law, common law in-law)

Brother, sister (including step, half, in-law, common law in-law)

Legal guardian and spouse of legal guardian (with proof of judgment)

All above include in-law of same sex partner.

“**Infant**” means a person who has not reached his/her second birthday as of the date of commencement of travel.

“**Interline Transportation**” means transportation on the services of more than one Carrier.

“**International Transportation**” means any transportation or other services, furnished by any Carrier, which are included within the scope of the term "international transportation" as used in the Convention for the Unification of Certain Rules Relating to International Transportation by Air signed at Warsaw, October 12, 1929, or such convention as amended, whichever may be applicable to the transportation hereunder and to which the said convention applies.

“**Journey**” means all travel between the origin to destination of an entire ticket.

“**Miscellaneous Charges Order (MCO)**” means a document issued by a Carrier or its agents requesting issue of and appropriate passenger ticket and baggage check or provision of services to the person named in such document.

“**Passenger**” means any person, except members of the crew, carried or to be carried in an aircraft with the consent of Carrier.

“**Passenger Coupon**” means that portion of the passenger ticket constituting the passenger’s written evidence of the contract of carriage.

“**Passenger Ticket**” means those portions of the ticket issued by the Carrier that provide for the carriage of the passenger.

“**Preferred Seat**” means seats having more legroom or more knee space than normally offered such as bulkhead and exit seats. The available seat numbers and type vary depending on aircraft type.

“**Prepaid Ticket Advice (PTA)**” means the notification between offices of a Carrier by teletype, commercial wire or mail that a person in one city has purchased and requested issuance of prepaid transportation to a person in another city.

“**Rebooking**” means change of reservation or other changes which do not require ticket reissuance.

“**Related Charges**” includes charges such as cancellation penalties, non-refundable amounts, rebooking and rerouting charges, stopover charges, weekend surcharges etc., and excess baggage charges.

“**Rerouting**” means change of routing or other changes which require ticket reissuance.

“**Resident**” means a person normally living in a country; provided that a more restricted definition may form part of an agreement reached locally.

“**Special Drawing Right**” means a special unit of currency, the currency values of which fluctuate and are recalculated each banking day. These values are known to most commercial banks and are reported in some newspapers and in the IMF survey, published weekly by the International Monetary Fund, Washington, D.C. 20431. Exchange rates can be found here: <https://www.imf.org/en/Home>.

“**Stopover**” means when a passenger arrives at an intermediate point and is scheduled to depart later than 24 hours after arrival.

“**Ticket**” means the “Passenger Ticket And Baggage Check”, including all flight, passenger and other coupons therein, issued by Carrier, which provide for the carriage of the passenger and his baggage.

**EXPLANATION OF ABBREVIATIONS
REFERENCE MARKS AND SYMBOLS**

CTA (A)	Canadian Transportation Agency
IATA	International Air Transport Association
US DOT	US department of Transportation
No.	Number
\$	Dollar(s)
\$CA	Canadian Dollar(s)
\$US	U.S. Dollar(s)
N/A	Not Applicable

RULE 5 - APPLICATION OF TARIFF**A. General**

- (1) This tariff shall apply to carriage of passengers and baggage, and to all services incidental thereto:
 - a) Marketed (carrying an Air Canada flight number) by Air Canada and operated by Air Canada, Air Canada Express, or Air Canada Rouge; and
 - b) For carriage on flights marketed by Air Canada but operated by another Carrier, unless otherwise stated in this tariff.
- (2) Except as otherwise provided below, these general rules are subject to fare rule provisions, local or joint fares, including arbitraries, which are considered to be part of this tariff.

B. Gratuitous carriage

With respect to gratuitous carriage, the Carrier reserves the right to exclude the application of all or any part of this tariff.

C. Air Passenger Protection Regulations (“APPR”)

- (1) The obligations of the carrier under APPR form part of this tariff and supersede any incompatible or inconsistent term and condition of carriage set out in the tariff to the extent of such inconsistency or incompatibility, but do not relieve the carrier from applying terms and conditions of carriage of this tariff that are more favorable to the passenger than the obligations set out in the APPR.

(2) For the purposes of APPR, Air Canada, Air Canada Rouge and any airlines operating under the Air Canada Express banner are all considered a large carrier.

D. Accessible Transportation for Persons with Disabilities Regulations (“ATPDR”)

(1) The obligations of the carrier under ATPDR form part of this tariff and supersede any incompatible or inconsistent term and condition of carriage set out in the tariff to the extent of such inconsistency or incompatibility, but do not relieve the carrier from applying terms and conditions of carriage of this tariff that are more favorable to the passenger than the obligations set out in the ATPDR.

(2) For the purposes of ATPDR, Air Canada, Air Canada Rouge and any airlines operating under the Air Canada Express banner are all considered a large carrier.

E. Local Law Exception

Notwithstanding Sections (C) and (D), local laws may also apply or apply instead of APPR or ATPDR.

F. Change without notice

Except as may be required by applicable laws, government regulations, orders and requirements, the Carrier’s rules, regulations and conditions of carriage are subject to change without notice; provided, that no such change shall apply to a contract of carriage after the carriage has commenced.

G. Effective rules, fares and charges

(1) All carriage of passengers and/or baggage shall be subject to the Carrier’s rules, regulations, and tariffs in effect on the date of commencement of carriage covered by the first flight coupon of the ticket. Where required by local law or regulation, carriage of passengers and/or baggage shall be subject to the Carrier’s rules, regulations, and tariffs in effects on the date of the ticket issuance. Fares and fare rules are filed through ATPCO.

(2) No increase in fares or charges applicable to the carriage of passengers will be collected in the event that an increase in fares or charges occurs between the time of ticket issuance and the effective date of any subsequent tariff containing such an increase provided the confirmed ticketed reservations are not changed and the ticket is not reissued at the passengers request.

H. Percentage of fares or charges

When rules or provisions in this tariff, or tariffs governed hereby, provide for the application of fares and charges based upon percentages of other fares and charges, such proportionate fares and charges will be determined in accordance with the percentage conversion table of this tariff.

- I. Reference to tariffs, pages, rules, items and notes are continuous and include revisions, supplements thereto and reissues thereof.
- J. No agent, servant or representative of the Carrier has authority to alter, modify or waive any provisions of the contract of carriage or of this tariff.
- K. Erroneous fares
 - (1) Air Canada reserves the right to cancel reservations and/or tickets issued with an erroneously quoted fare.
 - (2) An erroneously quoted fare is one which the Carrier has, in good faith, mistakenly published and which is clearly erroneous when compared to fares usually published in the relevant routing.
 - (3) Air Canada reserves the right to void the purchased ticket and refund the amount paid by the customer or, if customer agrees to forego the refund, offer the customer the ticket at a published fare that should have been available at time of booking.
 - (4) Air Canada will use reasonable efforts to notify the customer:
 - a) Within 72 hours after the Carrier becomes aware of the publishing of an erroneous fare, that all or any portion of their ticketed itinerary has been cancelled; or
 - b) At least 24 hours prior to the customer's scheduled departure from the point of origin issued on the ticket, that all or any portion of their ticketed itinerary has been cancelled, if the ticket was purchased less than 72 hours before their scheduled departure from the point of origin.
 - (5) With respect to interline itineraries, the carrier will coordinate with other carriers in order to determine which of the interline carriers will notify the customer and provide the refund in the event that the customer's ticketed itinerary is cancelled.

RULE 10 - RESERVATIONS AND SEAT SELECTION**A. General**

A ticket will be valid only for flight(s) for which reservation(s) shall have been made, and only between the points named on the ticket or applicable flight coupons. A passenger holding an unused open-date ticket or portion thereof or exchange order for onward travel, or who wishes to change his ticketed reservations to another date, shall not be entitled to any preferential right with respect to the obtaining of reservations.

B. Conditions of reservations

(1) A reservation for space on a given flight is valid when the availability and allocation of such space is confirmed by the Carrier or its agent and entered into the Carrier's reservation system. A validated ticket will be issued to the passenger subject to payment or other satisfactory credit arrangement, provided that all applicable requirements are complied with, including any requirement set out in applicable fare rule, such as ticketing time limits. Reservation of space may be cancelled by the Carrier without notice if these requirements are not complied with, including if ticket is not issued within the ticketing time limit stated in applicable fare rule.

(2) Reservations

Reservations requested from any Carrier or authorized agency will be accepted subject to the ticketing provision of the rule governing the fare used.

C. Seat allocation

(1) The Carrier does not guarantee allocation of any particular space in the aircraft.

Note: The Carrier has a supplemental seating policy in place to ensure that passengers under the age of 14 are seated in close proximity to their parent, guardian or tutor in accordance with APPR and [RULE 50 - ACCOMPANIED AND UNACCOMPANIED MINORS AND INFANTS](#).

(2) Preferred or advance seat selection is subject to availability and is available only on flights operated by Air Canada, Air Canada Rouge and certain flights operated by Air Canada Express (depending on aircraft type). Passengers may pre-select a seat, preferred or not, when booking a fare via the web or call center or where offered. A fee per passenger and per segment of travel may apply as shown below:

a) Restrictions

i. Air Canada reserves the right to change passenger seating at any time after booking, in certain circumstances such as Schedule Irregularity, substitution of aircraft, of equipment or of a different class of service, or if the seat is needed to accommodate

the needs of a passenger with a disability. The seat fee will then be refunded automatically or upon request, unless passenger is accommodated in an equivalent seat to his/her satisfaction.

- ii. Exit row seats are only available and offered to passengers 18 years of age or older, or at least 12 years old and accompanied in the exit row by someone from the same booking who is at least 18 years old; who are able to read, understand, and provide oral instructions in English or French; are able to visually assess if it is safe to open the emergency door; are free of any disability, condition, reduction in mobility or responsibility, such as attending to another person, that may prevent them from performing emergency exit functions, and are able to reach and operate the emergency exit and willing to assist in evacuating the aircraft in the event of an emergency. Passengers who attest, at time of booking, that they qualify for sitting in an exit row seat have the obligation of informing Air Canada should any of these qualifications change after booking.

D. Applicable fees

- (1) Advance seat selection per one-way segment

Advance Seat Selection								
Travel between	Basic	Standard	Flex	comfort	Latitude	Premium Economy Premium Rouge	Business	Signature
Within Canada	\$80	\$80	Free	Free	Free	Free	Free	Free

- (2) Preferred seats or Rouge Plus (for travel on Air Canada Rouge) per one-way segment

Preferred seats or Rouge Plus					
Travel between	Basic	Standard	Flex	comfort	Latitude
Within Canada	\$199	\$199	\$199	Free	Free

- (3) The above listed seat selection/preferred seats fees may be lower at time of actual seat selection. The price paid for the seat selection/preferred seat will not be increased after the seat selection/preferred seat amount is paid.
- (4) The seat selection fee is non-refundable unless the passenger is moved by Air Canada prior to departure, has a confirmed upgrade to a higher cabin-class, or did not receive the seat selected due to a flight disruption, change to the itinerary, flight or fare.

Note: having a seat elected may decrease passenger chances of getting denied boarding (see [RULE 90 - DENIED BOARDING](#)).

RULE 15 - CURRENCY OF PAYMENT

The provisions of this rule are subject to applicable exchange laws and government regulations. When used in this tariff, the dollar sign refers to Canadian dollars.

A. Payment in the country of commencement of transportation

- (1) Payment of fares shall be made in the currency of the country of commencement of transportation; or
- (2) Payment of fares shall be made in any currency acceptable to the Carrier, provided that the equivalent of the local currency fare is collected at the bankers' buying rate of exchange in effect on the date of issuance of the airline transportation document.
- (3) When a transportation document issued outside the country of commencement of transportation is tendered for payment (in total or in part), the provisions of paragraph (B) below shall apply.

B. Payment outside the country of commencement of transportation

- (1) The amount to be paid shall be determined by converting the total amount to be collected, expressed in the currency of the country of commencement of transportation, into the currency of the country of payment at the applicable bankers' selling rate of exchange in effect on the date of the transaction.
- (2) Payment shall be made either in the currency of the country of payment, or in any currency acceptable to the Carrier, provided that the equivalent of the local currency amount of the country of payment established in accordance with paragraph (B)(1) above is collected at the bankers' buying rate of exchange in effect on the date of the transaction.

C. Voluntary rerouting

In the event that voluntary rerouting or cancellation results in the reassessment of the fare:

- (1) The fare will be reassessed in the currency of the country of commencement of transportation.
- (2) The local currency fares to be used will be those applicable at the time of commencement of transportation.
- (3) The IATA rate of exchange to be used will be that applicable at the time of original ticket issuance.

D. Refunds

- (1) The amount of refund shall be converted using the bankers' rate applicable on the date of the refund except as provided in (D)(2) below.
- (2) When the original payment has been made in a currency other than the currency of the country of commencement of transportation, refunds in the same currency as originally tendered will be made at the exchange rate used for the original payment.

E. Additional collection

When an additional collection is made in a country other than the country of commencement of transportation, the amount to be collected shall be converted using the bankers' selling rate applicable on the date of the additional collection.

F. Rates of exchange

Rates of exchange apply at the date of payment. The bankers' rates referred to in paragraph (A) through (E) above are defined as follows:

The bankers' buying rate or bankers' selling rate means the unit rate published each Friday by TD Canada Trust at <http://www.tdCanadatrust.com/fx/rates.jsp>.

RULE 20 - TAXES, FEES AND OTHER CHARGES

- A.** Any tax, fee or other charge imposed by domestic or foreign government, airport authority or third party and collectible from a passenger will be in addition to the applicable fares, ancillary fees and surcharges.
- B.** Conditions under which taxes, fees and other charges are imposed, collected or refunded are established by the domestic or foreign government, airport authority or third party and must be respected. As a result, refund of unused taxes, fees and other charges will be made only if permitted by the domestic or foreign government, airport authority or third party.

RULE 25 - TICKETS**A. General**

- (1) A ticket will not be issued and in any case the Carrier will not be obligated to carry until the passenger has paid the applicable fare or has complied with credit arrangements established by the Carrier. Unless otherwise provided, payment for a prepaid ticket advice (PTA) will constitute issuance of a ticket. PTAs sent to another airline for ticket issuance require a 48 hour advance notice for processing.
- (2) No person shall be entitled to transportation except upon presentation of a valid ticket. Such ticket shall entitle the passenger to transportation only between points of origin and destination and via the routing designated thereon.
- (3) In the event that carrier does not have reliable confirmation that payment has been validly made or if carrier advises passenger for the need for additional information, carrier may request additional information from the passenger(s) and/or, when a ticket was paid by a person who is not the passenger, carrier may request the presence of the cardholder at the airport any time after ticket issuance including at check-in, prior to travel or after travel has commenced. Carrier also reserves the right to require another form of payment should a passenger not be able to reliably confirm that payment was validly made and/or provide the additional information requested.

B. Flight coupons will be honored only in the order in which they are issued.**C. Tickets are not transferable (unless stated otherwise) but the Carrier is not liable to the owner of a ticket for honoring or refunding such ticket when presented by another person.****D. Compliance with terms and conditions of sale tickets are valid for travel only when used in accordance with all terms and conditions of sale. Flight passes are subject to additional conditions of sale and restrictions. Terms and conditions of sale include but are not limited to:**

- (1) The passenger's itinerary, as stated on the ticket or in the passenger's reservation record;
- (2) Any requirement that the passenger stay over a specified date or length of time (for example weekend) at the destination specified on the ticket;
- (3) Any other requirement associated with the passenger's fare level, (for example, age in the case of children's discount).

E. Prohibited practices

Air Canada specifically prohibits the practices commonly known as:

“**Back To Back Ticketing**” - the combination of two or more round-trip fares end to end for the purpose of circumventing minimum stay requirements;

“**Duplicate Bookings**” - the Carrier does not permit a passenger to hold more than one confirmed reservation/ticket on the same departure flight/origin and destination for the same travel date;

“**Throwaway Ticketing**” - the usage of round-trip fares for one way travel;

“**Hidden City/Point Beyond Ticketing**” - the purchase of a fare from a point before the passenger’s actual origin or to a point beyond the passenger’s actual destination. Accordingly, passenger shall not purchase one or more tickets or use flight coupons in one or more tickets in order to obtain a lower fare than could otherwise be applicable.

“**Stopovers**” - Unless otherwise stated in a specific fare rule, stopovers, as defined below, will be permitted. A stopover will occur when a passenger arrives at an intermediate point from which the passenger is not scheduled to depart on the date of arrival. If there is no connecting departure scheduled on the date of arrival, departure on the next day, within 24 hours of arrival, shall not constitute a stopover.

F. Invalidated ticket

(1) A ticket is invalid:

- a) If used for travel to a destination other than that specified on the ticket,
- b) If the passenger fails to comply with applicable stay over requirements,
- c) If, in the context of a ticket obtained through a loyalty program, the passenger does not respect the terms and conditions of the loyalty program contract;
- d) If Air Canada determines that the ticket has been purchased or used in a manner designed to circumvent applicable fare rules.

(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, Air Canada has the right in its sole discretion to:

- a) Cancel any remaining portion of the passenger’s itinerary or ticket,
- b) Confiscate or revoke unused flight coupons
- c) Refuse to board the passenger or check-in the passenger or the passenger’s baggage, or

- d) 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.

G. Ticket validity**General**

The ticket is good for carriage from the airport at the place of departure to the airport at the place of destination via the route shown therein and for the applicable class of service and is valid for the period of time specified or referred to below. Each flight coupon will be accepted for carriage on the date and flight for which a confirmed reservation has been made.

(1) Period of validity

A ticket will be valid for transportation for one year from the date of issuance of the original ticket.

(2) Extension of validity

Upon request, Air Canada will extend the period of validity of an unused Air Canada ticket for travel on Air Canada operated or Air Canada code flights beyond the original validity expiry date for a maximum of 3 months. A non-refundable \$50 service fee shall apply. A ticket can only be extended once and the extension must be requested within 30 days prior to the original validity expiry date of the ticket. Completion of travel can exceed 3 months beyond the original validity expiry date, subject to applicable fare rules. Travel must be completed within 1 year from the new departure date.

Exception: the period of validity may not be extended for certain tickets, such as paper, other airlines tickets, inclusive tour and bulk tickets Aeroplan tickets and Airmiles reward tickets.

(3) Special fare provisions

When a ticket includes a fare with a maximum stay provision, this provision shall override the period of validity.

H. Corporate Program Name Changes

Name changes are permitted on tickets purchased as part of a Corporate Program, subject to the conditions set out below and in the fare rules (where applicable);

- (1) Name changes can be made one (1) time to fully unused tickets issued pursuant to a Corporate Program but only when the name change is requested by an authorized representative of the corporation or entity that is participating in the Corporate Program

and the name change is made between employees or other designated individuals of the corporation or entity;

- (2) Name changes cannot be made to flights marketed or operated by other airlines, including but not limited to code share travel, interline travel, other airline ticket stock, other airline flights, vacation packages including Air Canada Vacations Packages, no fare ticketing or Group Bookings or to basic fares;
- (3) Where a name change is made to a ticket purchased pursuant to a Corporate Program, the applicable fees and applicable taxes, in accordance with the following table must be paid at the time of a name change. Additional fees may apply, including but not limited to a change fee, where there is a fare difference at the time of the change:

Fare Type	All Ticket Types
Standard	\$125 CA
Flex	\$60 CA
Premium Economy lowest	\$60 CA
Business lowest	\$60 CA

- (4) By requesting a name change, the corporation or entity that is participating in the Corporate Program hereby releases and discharges Air Canada, its parents, affiliated and subsidiary company and their respective directors, officers, servants, employees and agents from all and every claims, demands, liability and/or cause of actions for losses, damages, costs or for any reason whatsoever (including any claim, demand, liability or cause of action for loss or damage not now known or anticipated but which may later develop or be discovered including all the effects and consequences thereof) that may arise from the transfer of the ticket, including any claim that is made from any employee or former employee of the corporation or entity relating to the purchase of the ticket and the corporation or entity shall indemnify and hold Air Canada, its parents, affiliated and subsidiary company and their respective directors, officers, employees, servants and agents from any such loss, cost or damage.

RULE 30 - FARE BRANDS, CLASSES OF SERVICE AND UPGRADES**A. Fare brands**

Carrier offers various fare brands or fares for each class of service. For Economy Class, the fare brands are: Basic, Standard, Flex, comfort and Latitude. For Premium Economy Class, the fare brands are: Premium Economy Lowest and Premium Economy Flexible. For Business Class, the fare brands are: Business Class Lowest and Business Class Flexible. For Signature Class, the fare brands are: Signature Class Lowest and Signature Class Flexible. Fare rules, as well as terms and conditions, may vary by fare brand.

B. Classes of service

Certain complimentary products and services are offered depending on class of service or fare brand purchased, such as separate check-in, in-flight entertainment, use of headsets/player, reading material, meals, beverages (some alcoholic), etc. These products and services are amenities and their availability is not guaranteed. No compensation will be offered for their unavailability, including for unavailability of in-flight entertainment and choice of meal.

(1) Signature Class

- a)** Signature Class service is provided to passengers paying the Signature Class fares for transportation in the Signature Class cabin on certain flights operated by Air Canada. Signature Class offers lie-flat seats (except for the 33Q aircraft) with more personal space and aisle access available on certain Air Canada aircraft used in Domestic Flights.
- b)** Passengers seated in the Signature Class cabin will (when flight times permit) be afforded in-flight amenities such as complimentary meals and beverages (including cocktails, beer or wine) and complimentary use of headsets/player for audio/visual entertainment (where such feature is provided inflight).

(2) Business Class / Premium Economy / Premium Rouge

- a)** Business Class service is provided to passengers paying the Business Class fares for transportation in the Business Class cabin on certain flights operated by Air Canada and certain flights operated by Air Canada Express. Business class offers larger seats with more recline and extra legroom available on certain Air Canada and certain Air Canada Express aircraft in Domestic Flights
- b)** Passengers seated in the Business Class cabin will (when flight times permit) be afforded in-flight amenities such as complimentary meals and beverages (including cocktails, beer or wine) and complimentary use of headsets/player for audio/visual entertainment (where such feature is provided inflight).
- c)** Premium Economy /Premium Rouge service is provided to passengers paying the Premium Economy /Premium Rouge fares for transportation on certain flights

operated by Air Canada and Air Canada Rouge with a Premium Economy/Premium Rouge cabin.

- d) Passengers seated in the Premium Economy /Premium Rouge cabin will (when flight times permit) be afforded in-flight amenities such as complimentary meals and beverages (including cocktails, beer or wine) and complimentary use of headsets/player for audio/visual entertainment (where such feature is provided inflight).

(3) Economy Class

- a) Economy Class service is provided to passengers paying Economy Class fares for transportation in the Economy Class cabin on flights operated by Air Canada, Air Canada Express and Air Canada Rouge.
- b) Passengers seated in the Economy Class cabin will, when flight times permit, be afforded in-flight amenities on certain flights such as complimentary meals and beverages (including cocktails, beer or wine except on Air Canada Rouge) and complimentary use of headsets for audio/visual entertainment (where such feature is provided inflight; on Air Canada Rouge, use of a player and headsets for a fee.) On certain flights, a fee will apply for headsets/player and a range of meals, snacks and alcoholic beverages.

C. Upgrades

- (1) Passengers may be offered to Bid or to purchase a non-refundable upgrade to Signature, Business, Premium Economy or Premium Rouge as follows:

- a) Last Minute Upgrade: At check-in on the web, at a self-service check-in kiosk, or with a check-in agent or
- b) Bid Upgrade: Passenger may bid up or modify bid until 96 hours prior to departure. Air Canada accepts or rejects bids 48 hours prior to departure at the latest.

- (2) Conditions and Restrictions:

- a) Bid Upgrade or Upgrade offer is subject to availability.
- b) Upgrades are non-refundable, unless, due to a flight disruption, aircraft change, or carrier error, the passenger did not receive their upgrade or paid for it twice.
- c) Only available on certain flights operated by Air Canada, Air Canada Express or Air Canada Rouge. Visit Air Canada's website for more information on cabin configuration.

- d) Not available for booking with more than one passenger if not all passengers upgrade.
- e) A Signature Class/Business Class/Premium Economy or Premium Rouge meal is not guaranteed, because of the last minute nature of this offer.
- f) Cancellation and change fee, and status/mileage accumulation applies as per the original fare option.
- g) If offered, this option must be purchased at time of offer.
- h) A list setting forth the priority of waitlisted upgrade requests may be included in the Flight Status Section of the Air Canada App. A passenger's upgrade request will be displayed on the priority list using the first three letters of the passenger's family name and the initial letter of passenger's first name.
- i) Customers travelling on Basic fares are not eligible for Last Minute Upgrade and Bid Upgrade products.

(3) Price

Prices are based on each individual flight segment and vary by flight, fare and by market. The last minute upgrade purchase fee for domestic flights can range from \$100 to \$3500 and are subject to all applicable taxes. Prices are non-refundable except in the event that the flight is cancelled or equipment is changed and the upgrade is no longer possible. No other discounts are permitted.

RULE 35 - PERSONAL DATA**A. Use of personal information**

The passenger recognizes that personal information must be provided for purposes of making a flight booking for carriage obtaining ancillary services, and to be contacted in relation to the flight booking, if necessary. Passenger also recognizes that this information must be made available to government agencies when needed. For these purposes, the passenger authorizes the Carrier to retain such data and to transmit it to third parties as needed, in whatever country they may be located, subject to its privacy policy.

RULE 40 - PASSENGERS WITH A DISABILITY

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

A. Definitions

“**Ambulatory**” means a person who is able to move about within an aircraft unassisted.

“**Emotional Support Dog**” means a dog that provides comfort to an individual with a mental health-related disability listed in the Diagnostic and Statistical Manual of Mental Disorders.

“**Self-reliant**” means a person who is independent, self-sufficient and capable of taking care of all physical needs during flight, and who requires no special or unusual on board attention beyond that afforded to the general public, except that assistance in boarding and deplaning may be required. Air Canada will accept the determination of a passenger with a disability as to self-reliance.

“**Service Animal**” means an animal that has been individually trained by an organization or a person specializing in service animal training to perform a task to assist a person with a disability with a need related to their disability.

“**Support Person**” means an able-bodied person 16 years of age or older physically capable of assisting a person with a disability to an exit in the event of an emergency and who will attend to the personal needs of that passenger during flight, where such is required.

B. Acceptance of persons with disabilities

- (1) The Carrier will accept for carriage any passenger whose mental or physical condition is such as to render him/her incapable of caring for him/herself without assistance, provided:
 - a) He/she is accompanied by a support person who will be responsible for the passenger enroute; and
 - b) With the care of such support person, he/she will not require unreasonable attention or assistance from employees of the Carrier that is usually provided by the Carrier employees.
- (2) Non self-reliant passengers must be attended at all times.

- (3) Carrier must limit the number of non-ambulatory passengers according to aircraft type, self-reliance and presence of a support person. Contact carrier for details. Limits may be altered by carrier in the case of athletes with a disability attending their sporting events
- (4) Medical certificate
- a) Air Canada reserves the right to require a medical clearance from the company medical authorities if travel involves any unusual risk or hazard to the passenger or to other persons (including, in cases of pregnant passengers, unborn children).
- (5) Support Person
- a) A customer requiring a support person must be 8 years of age or older.
 - b) A support person or a safety assistant cannot travel with a child under 8 years old and a passenger that requires a support person attendant or a safety assistant.
 - c) A support person or safety assistant must travel in the same cabin as the passenger requiring such support person or safety assistant. In the Economy, Premium Economy or Premium Rouge cabin, the support person or safety assistant must be seated in the adjacent seat or across the aisle. In the Signature/Business cabin, the support person or safety assistant must be seated in the closest seat.
 - d) The carrier may validate what assistance is needed from the support person and whether the passenger requires any assistance or assistance from employees of the carrier other than that is usually provided by the carrier employees.
- (6) Severe allergies
- a) Severe allergies other than to cats or dogs
- On flights operated by Air Canada, Air Canada Express and Air Canada Rouge, a buffer zone will be set up for passengers with severe allergies that will help avoid the risk of exposure. Passengers seated within the buffer zone will be advised prior to departure not to consume or use products containing the specific allergen, to the extent possible, balancing the rights of other passengers, and subject to paragraph d) below, and will not be offered any food known to contain the specific allergen sold from the onboard cafe. The size of the buffer zone depends on aircraft type, cabin and seating configuration.
- b) Severe allergies to cats or dogs

On flights operated by Air Canada, Air Canada Express and Air Canada Rouge, a buffer zone will be set up for passengers with severe cat or dog allergies that will help avoid the risk of exposure. The size of the buffer zone depends on aircraft type, cabin and seating configuration.

c) Advance notice and medical clearance

Passengers requiring a buffer zone may be required to provide a 48 hour advance notice and obtain prior medical clearance.

e) Responsibility

Air Canada cannot guarantee allergen-free meals, snacks or environment. Passengers with severe allergies are responsible to take additional precautions, such as packing their own snacks, using hand sanitizer, bringing wet wipes to clean surrounding areas, and carrying an epinephrine auto-injector or inhaler.

C. Seating accommodations and restrictions

- (1) Passengers with a disability requiring special seating accommodation for travel on flights operated by Air Canada, Air Canada Express and Air Canada Rouge and who do not pre-select their seat upon making a reservation must contact an Air Canada reservations center at least 24 hours prior to departure.
- (2) Passengers with a disability requiring special seating accommodation for travel on Air Canada coded flights operated by another Carrier must either contact Air Canada reservation center or the operating Carrier directly.
- (3) Passengers with a disability will not be permitted to occupy seats in designated emergency exit rows or over-wing emergency exit rows.
- (4) Complimentary extra seat(s)
 - a) Air Canada will offer one or more extra seats on flights operated by Air Canada, Air Canada Express and Air Canada Rouge, when aircraft type and configuration allow, to all persons who:
 - i. Are disabled and required, pursuant to this rule, to be accompanied by a support person;
 - ii. Who are disabled by obesity and as a result thereof cannot fit in one seat; and
 - iii. Are disabled and by reason thereof are otherwise unable to fit in one seat.

Note: advance seat selection is not permitted, seats will be assigned manually.

- b) When an extra seat is required for a passenger with a disability requiring a support person, passengers with a disability may purchase a seat in executive class, except for those aircraft with lie-flat beds. The support person must travel in the same cabin as passenger with a disability.
- c) When extra seat(s) are needed pursuant to subparagraphs a) ii. and a) iii. above, complimentary extra seats are not available for travel in the executive class cabin, or for travel on beech aircraft if one or more extra seats are required or on RJ or Embraer aircraft if two or more extra seats are required.
- d) Air Canada are required to provide a 48 hour advance notice and may be required to provide a medical certificate or other validation of the assistance required from the support person or the need for an extra seat.
- e) When extra seat(s) are needed pursuant to subparagraph a) ii above and if no other medical impairment exists, medical clearance, once obtained, is valid for a period of 2 years, and can be renewed if no other medical impairments exist. The passenger is required to inform Air Canada of any significant change in the information provided in the context of the medical clearance process. Air Canada reserves the right to review medical clearance before the expiry of the 2 year validity period at its discretion.

D. Reservations/advance notice/advance check-in

- (1) Reservations should be made at least 48 hours in advance of travel, advising the Carrier as to the nature of the disability and assistance required. The Carrier will make a reasonable effort to accommodate passengers who fail to make a reservations 48 hours in advance.
- (2) In the following cases, passenger must provide 48 hours advance notice of intention to travel, and must present themselves one hour in advance of normal check-in:
 - a) Passenger requires medical oxygen (e.g. Medipak) or CPAP, or need to use a personal oxygen concentrator. See [RULE 45 - OXYGEN SERVICE AND PERSONAL OXYGEN CONCENTRATORS](#) for additional requirements.
 - b) Passenger is travelling with and electric wheelchair on a Dash 8, Q400, CRJ or beech aircraft.
 - c) Passenger is travelling with an emotional support dog in the cabin. See [RULE 55 - PETS AND ANIMALS](#) for additional requirements.

- d) Passenger has both a severe hearing and severe vision impairment.
 - e) Passenger needs Air Canada to provide hazardous materials packaging for the battery of a battery-operated assistive device (e.g. wheelchair);
 - f) Passenger is travelling as part of a group of ten or more qualified individuals with a disability.
- E. Fares and fees for persons with a disability/accompanying support persons
- (1) An approved support person accompanying any passenger with a disability will not be charged any fare (when accompanying a fare paying passenger), but will be charged applicable taxes, fees and charges, except for airport improvement fee when travelling from Gander, Newfoundland.
 - (2) Passengers with disabilities may travel via any fare type offered, subject to the governing rule for the fare type being used.
 - (3) Support person name change fee waived: Air Canada agrees to change the name of the support person with no charge. Air Canada recommends that the name change be requested more than 48 hours in advance, and will make reasonable efforts to accommodate change requests made within this delay, provided such change is made at least 24 hours prior to departure.
- F. Acceptance of mobility aids
- (1) On flights operated by Air Canada, Air Canada Express and Air Canada Rouge, in addition to the regular free baggage allowance provided in [RULE 60 - BAGGAGE](#), the Carrier will accept the following items which must be stowed in the baggage compartment, if they are necessary for the mobility or well-being of a person:
 - a) Manually and powered wheelchairs, scooters, walkers, and other mobility aids will be carried on a priority basis, subject to the following size limitations:

AIRCRAFT TYPE	WIDTH	HEIGHT
BEH	1.29 m (51 in)	1.33 m (52 in)
CRA	0.96m (38in)	0.81m (32in)
CRJ	1.07m (42in)	0.81m (32in)
DASH 8	1.24m (49in)	1.50m (59in)

AIRCRAFT TYPE	WIDTH	HEIGHT
B737 (7M8)	1.22m (48in)	0.89m (35in)
A220	1.18M (46.4in)	0.84m (33in)
E75/E90	1.10m (43.3in)	0.90m (35.4in)
A319/ A320/ A321	1.81m (71.5in)	1.19m (46.9in)
B767	3.40m (134in)	1.75m (89in)
B788/B789	2.69m (106in)	1.70m (67in)
A330	2.44m (96in)	1.70m (67in)
B777	2.58m (101.9in)	1.70m (67in)

b) Manual folding wheelchairs, walkers, crutches, canes, orthotic positioning devices and communication devices may be retained in the passenger's custody provided they can be safely stowed, with the carrier making reasonable efforts to accommodate.

c) Mobility aids with spillable or non-spillable batteries are accepted at no charge to the passenger as follows:

i. The mobility aid must fit through the cargo door and inside the compartment in an upright position, including online connections.

ii. If some disassembly is required for the mobility aid to fit, passengers must bring disassembly instructions.

iii. The carrier will provide assistance in disassembling and packaging the aid, unpacking the reassembling aid, and returning the aid promptly on arrival at the passenger's destination, all without charge.

iv. The battery terminals must be insulated to prevent accidental short circuits (e.g. by being enclosed in a battery container). The battery need not be disconnected nor removed but it must be securely attached to the mobility aid. See Air Canada's website, wheelchair and mobility aid assistance page, for more information.

(1) Battery powered medical equipment will be accepted,¹ except for spillable Lead Acid. External and spares must be protected to prevent short circuits, and are acceptable as cabin baggage only.

G. Service animals and Emotional Support Dogs

See [RULE 55 - PETS AND ANIMALS](#)

H. Priority Boarding

On flights operated by Air Canada, Air Canada Rouge and Air Canada Express, passengers with disabilities may board the aircraft in priority, upon request, unless they arrive at the boarding area after the end of priority boarding and it would impede the boarding of other passengers.

I. Accessible In-Flight Entertainment

Upon request, Air Canada will assist passengers with accessible in-flight entertainment where available on the aircraft operating the flight. On certain older aircraft, passengers may request personal electronic devices. Passengers must contact Air Canada reservations at least 48 hours in advance. The aircraft operating the flight may be substituted at any time and accessible in-flight entertainment is only available on aircraft manufactured as of May 13,2009.

J. Retention of Documents

Air Canada will offer to keep an electronic copy of all personal health information or documentation provided for at least three years.

In the case of conditions that may evolve or deteriorate over time, Air Canada may need to ask for new or updated documentation to ensure safe travel.

K. Refusal of Transportation

The Carrier is not liable for its refusal to transport any passenger or for its removal of any passenger in accordance with the preceding paragraphs of this rule or with [RULE 75 - REFUSAL TO TRANSPORT](#).

At the time of refusal, Air Canada will advise the passenger of the reasons for the refusal and, not later than 10 days after the day of the refusal, provide the passenger with a written notice setting out the reasons or the refusal.

If Air Canada refuses to transport the mobility aid of a passenger because it does not meet the requirements of F(1)(c), Air Canada will advise the passenger of any alternative trips that Air Canada provides to the same destination and on which the mobility aid will be accepted for travel, and offer to book any such alternative trip at the lower fare.

¹ Battery powered medical equipment must be secured during take-off and landing.

At the request of the passenger, a refund will be issued in accordance with [RULE 100 - REFUNDS](#), subject to the applicable fare rule.

RULE 45 - OXYGEN SERVICE AND PERSONAL OXYGEN CONCENTRATORS

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

A. Own oxygen

Passengers cannot bring their own oxygen onboard, except for dry oxygen D-type cylinders under 22 inches which may be accepted. Liquid oxygen is forbidden on all aircraft.

B. Pre-planned oxygen service

Air Canada will provide online in-flight oxygen service on all flights subject to the following conditions:

- (1) Passengers are required to give Air Canada at least 48 hours' notice that in-flight oxygen will be needed. The Carrier will make a reasonable effort to accommodate the passengers who fail to give the required notice. It is the passenger's responsibility to make arrangements for oxygen service on other Carriers involved in their transportation, if required.
- (2) Passengers must obtain medical clearance from Air Canada as to the passenger's ability to travel and to determine the rate of oxygen to be maintained.
- (3) Fees

The fee for oxygen service is as set out below. This fee is not subject to discount and not refundable if cancelled within 72 hours of departure. Changes made within 72 hours of departure may be subject to additional charges.

Oxygen fee on domestic itineraries is \$17 per segment.

- (4) Passengers must be able to use Air Canada's equipment (e.g. nasal prongs). No other device is accepted onboard.
- (5) When oxygen is also required on the ground (boarding, connecting and upon arrival), the passenger is responsible to make those arrangements separately.

C. Personal oxygen concentrators

Passengers are allowed to carry onboard aircraft and utilize Carrier approved personal oxygen concentrators, subject to the following conditions:

- (1) At least 48 hours prior to departure, passenger must inform the Carrier of his/her intent to use a personal oxygen concentrator during the flight. The Carrier will make a

reasonable effort to accommodate passengers who fail to inform the Carrier of his/her intent to use a personal oxygen concentrator within the aforementioned time.

- (2) Passengers must obtain medical clearance from Air Canada as to the passenger's ability to travel and to determine the rate of oxygen to be maintained.
- (3) The personal oxygen concentrator must be of a type approved by Air Canada, and must be free of oil and grease. Some restrictions apply to certain types of personal oxygen concentrators that cannot be safely stowed during flight.
- (4) Passengers must bring extra batteries as part of their carry-on baggage, in an amount specified by the Carrier. Batteries are not accepted as checked baggage. Batteries must be packaged in a manner that protects them from short circuit and physical damage, and away from metal objects such as keys, coins, etc. Extra batteries must be sufficient to cover the use of the personal oxygen concentrator for the entire duration of the travel itinerary, including connection time, check-in and travel buffer. Aircraft power supply to power-on and use personal oxygen concentrators or recharge batteries during flight is not permitted. Ability to recharge battery during connection may not be available.
- (5) Personal oxygen concentrators and extra batteries are accepted free of charge, in addition to the normal carry-on baggage allowance, provided they can be safely stowed underneath the seat. However, the area around the personal oxygen concentrators must be clear of blankets, coats, and other pieces of carry-on baggage.
- (6) Check-in is not permitted through the web and/or self-service device. Check-in must be made with an airport agent at any check-in position.

RULE 50 - ACCOMPANIED AND UNACCOMPANIED MINORS AND INFANTS

This rule applies to flights operated by Air Canada, Air Canada Express and Air Canada Rouge. For the purposes of the present rule, a minor means a person who has not reached their 18th birthday as of the date of commencement of travel.

A. Minors travelling accompanied by another passenger

- (1) Minors under the age of 8 may only travel if they are accompanied by a passenger aged 16 or older seated in close proximity to them in the same cabin.
- (2) Minors aged 8 to 11 may only travel if they are accompanied by a passenger age 16 or older seated in close proximity to them in the same cabin or by using the unaccompanied minor service at paragraph C) below – *Unaccompanied Minor Service*.
- (3) Infants (under 2 years of age) must be accompanied by a passenger age 16 or older. Infants can either be lap-held or placed in a seat adjacent to the accompanying passenger in accordance with paragraph D) below – *Child Restraint Devices*. Only one infant will be accepted per accompanying passenger. Infants travelling in Signature Class must be lap-held and cannot be seated alone in a pod.
- (4) Minors must be age 8 or older to benefit from the support person policy. [See RULE 40 – PASSENGERS WITH A DISABILITY](#).

B. Accompanied minors: complimentary seat assignment for minors under the age of 14

- (1) Minors under the age of 14 will receive complimentary family seating to ensure that they are seated in close proximity to a parent, guardian or tutor travelling with them, as follows:
 - a) In the case of a child who is 4 years of age or younger, a seat that is adjacent to their parent, guardian or tutor's seat;
 - b) In the case of a child who is 5 to 11 years of age, a seat that is in the same row as their parent, guardian, or tutor's seat and that is separated from that parent, guardian or tutor's seat by no more than one seat; and
 - c) In the case of a minor who is 12 or 13 years of age, a seat that is in a row that is separated from the row of their parent, guardian or tutor's seat by no more than one row.
- (2) To ensure that proper seating arrangements are made for minors under the age of 14, passengers must:
 - a) If booking online with Air Canada, indicate the age range or date of birth of any minors under the age of 14; or

- b) If booking through Air Canada reservations, inform Air Canada that they are travelling with minors under the age 14.
- (3) **Exception:** For safety reasons related to the length of the oxygen masks and due to the configuration of the pods, passengers travelling in Signature Class **must contact** Air Canada reservations to make proper seating arrangements for minors between the age of 2 and 14.
- (4) Fees may apply if passengers decide to select other seats than those provided free of charge by Air Canada.

C. Unaccompanied minors

- (1) Minors not accompanied in the same cabin by another passenger who is 16 years of age or older are only accepted for transportation provided they are between the age of 12 and 17 years at the time of travel.
- (2) Children between the age of 8 to 11 may travel unaccompanied provided that the *Unaccompanied minor service* is purchased. See conditions and restrictions below.
- (3) The *Unaccompanied minor service* is available but optional for passengers between the age of 12 to 17.

D. Child restraint devices

- (1) An infant occupying a seat must be placed in an approved child restraint device. The use of an approved child restraint device is optional for minors age 2 and up but is recommended until the age of 8.
- (2) Exception: Notwithstanding the above, child restraint devices are not permitted in Signature Class cabin pods at any time and infants must be lap-held.

E. Fares for infants and children

- (1) For infants and children occupying a seat, the domestic applicable fare is the published fare.
- (2) For lap-held infants not occupying a seat, there is no applicable fare. Taxes, fees and charges may apply.

F. Conditions of application of unaccompanied minor service and service fee

- (1) Unaccompanied minor service is available only for transportation on non-stop flights operated by Air Canada, Air Canada Rouge and Air Canada Express, and not available for connecting, codeshare or multi-leg itineraries.

- (2) The service fee applicable to the unaccompanied minor's service ranges from \$100-\$118 (in CAD or US) per minor, per flight segment. The fee includes tax (from a minimum of 0% to a maximum of 18%), based on the itinerary. The fee is non-refundable.
- (3) Registration for the unaccompanied minor service must be made at least 24 hours prior to departure.
- (4) At the airport of departure, a parent or responsible adult must remain with the minor until the carrier starts providing supervision and must remain at the airport until the flight has departed in case a Schedule Irregularity or denied boarding occurs. The parent or responsible adult must provide Air Canada with satisfactory evidence that the minor will be met by another parent or responsible adult showing photo identification to confirm their identity at the airport of arrival.
- (5) The carrier will provide supervision for the minor from the time of boarding or check-in, where applicable, until the minor is met at destination by a parent or a responsible adult showing photo identification.
Exception: The carrier will not provide in-cabin supervision on Beech aircraft, as there is no flight attendant on such aircraft type.
- (6) Medical conditions: Minors with medical conditions (such as disabilities or severe allergies) may be accepted for travel as an unaccompanied minor subject to medical approval from an Air Canada medical officer. See [RULE 40 - PASSENGERS WITH A DISABILITY](#). A child with severe allergy cannot be accepted for travel as an unaccompanied minor.

G. Limited responsibilities of the carrier

With the exception of the service specifically provided to an unaccompanied minor in this rule, the carrier will not assume any financial or guardianship responsibilities for unaccompanied minors beyond those applicable to an adult passenger.

RULE 55 - PETS AND ANIMALS

This rule applies to flights operated by Air Canada, Air Canada Express and Air Canada Rouge. The transportation of animals is subject to the conditions set out in this rule.

Passengers should contact Air Canada or visit its website for recommendations on preparing the animal for travel.

A. General conditions of acceptance

- (1) Air Canada will only accept domesticated cats and dogs for transportation on flights operated by Air Canada, Air Canada Express and Air Canada Rouge. Charges listed in this rule apply.
- (2) Advance arrangements must be made with Air Canada. Animals must be registered within 24 hours of booking so as to avoid flight change or cancellation fees in the event that Air Canada is unable to accommodate the animal on the booked flight.
- (3) The animal must be harmless, inoffensive and odorless.
- (4) The animal must be confined in a cage or container subject to inspection and approval by the Carrier prior to acceptance.
- (5) Containers must be leak proof and ventilated on at least three sides. The container must not be covered with mesh. However, ventilation holes are allowed in the lid. Animal must be able to stand, turn around and lie down comfortably, as per IATA Live Animal Regulations (LAR). An empty water dish should be provided so that water may be given if circumstances permit. No part of the animal may protrude from the container wire/weld mesh (cage like) (carriers are not permitted).

Locking pins must engage the container beyond the extrusions by at least 1.6 cm (5.8 inches). Container should not be locked in case Carrier staff needs to access the animal in the event of an emergency, however zip ties will be required for transportation. Additional container restrictions apply depending on whether the animal is transported in cabin or in the baggage compartment.

- (6) Animals will be transported either in the cabin or baggage compartment.
- (7) The passenger must make all arrangements and assume full responsibility for complying with any applicable laws, customs and/or other governmental regulations, requirements or restrictions of the province or territory to which the animal is being transported, including but not limited to furnishing valid health and vaccination certificates issued by a licensed veterinarian no later than 30 days prior to the date of travel. Pets may be quarantined upon arrival. Air Canada will not be responsible in the event any such animal is quarantined, refused entry into or passage through any

country, province, state or territory. Visit Air Canada's website for details on restrictions for certain countries.

- (8) Animals must be at least ten weeks old and fully weaned.

Exception: Puppies and kittens tendered between 8 and 10 weeks of age are only authorized when booked by a company/shipper approved by the International Pet and Animal Transportation Association (IPATA).

- (9) Passengers travelling with an animal must check-in no later than two hours and no earlier than three hours before departure, as check-in must be done with an agent. Web check-in or airport self-service kiosks cannot be used for check-in.

B. Animals in cabin - additional requirements and restrictions

Air Canada will only carry in cabin domesticated cats and small dogs that require no attention during flight, (with exception of service animals) subject to the following additional requirements:

- (1) Number of animals allowed is limited per cabin and aircraft type.
- (2) Carriage of animals is limited to one animal per container and one container per passenger. The container replaces the standard piece of carry-on baggage allowance.
- (3) The container must be stored under the seat directly in front of the passenger during take-off and landing. The animal must remain enclosed in the container while on board the aircraft, from time of entry into the aircraft until after deplaning.
- (4) The passenger will not be permitted in a bulkhead row or in a row immediately behind a bulkhead or adjacent to an emergency exit.
- (5) Maximum container size must be respected for both hard-sided and soft-sided containers and may vary by aircraft type. See Air Canada's website for more details.
- (6) Air Canada will not accept an animal if it is in the custody of an unaccompanied minor.
- (7) Carrier reserves the right to refuse carriage of animals because the total number of animals in cabin is limited on each flight by aircraft type and cabin configuration or at any time because a person with a severe allergy to the animal is travelling on the same aircraft.
- (8) Air Canada may request passenger to change seats before or after boarding to accommodate allergy sufferers.

C. Animals in the baggage compartment (additional requirements and restrictions)

Air Canada will only carry in the baggage compartment domesticated cats and dogs, except during certain dates and on certain aircraft, and only subject to the following additional requirements:

- (1) There is an annual embargo for transportation of live animals in the hold during certain periods, and additional embargos during other periods to certain destinations. Visit Air Canada's website for details.
- (2) The maximum size kennel accepted on CRJ, CRA, Embraer and Beechcraft aircraft is the intermediate size kennel (32x22.5x24in. or 80x57x61cm).
- (3) It is not recommended to transport animals on A319/320/321 aircraft from November 1 to March 31 due to limited heat in the hold. From November 1 to March 31 and any other time temperature is 0 degrees Celsius (32f) animals are not permitted on CRJ, CRA, and Embraer.
- (4) It may not always be possible to transport animals when summer temperatures exceed 29.5C (85F) as not all aircraft are equipped with temperature controlled and ventilated baggage compartments.
- (5) Additional piece, oversize, and overweight fees do not apply. First and/or second bag fees do not apply; animal is not considered part of the checked baggage allowance.
- (6) A maximum of two animals of the same species, e.g. two dogs, or two cats, of comparable size up to 14kg each, that are used to cohabitation, may be carried in the same kennel.
- (7) Maximum weight limit of 45kg (100lbs) including pet and kennel.
- (8) Maximum dimensions may not exceed 292cm (115 in) in linear dimensions (length plus width plus height). Dimensions of pet carrier, weight and breed of pet must be given at time of reservation.
- (9) Animals will not be accepted more than 4 hours before scheduled departure (6 hours with prior arrangements).
- (10) Certain breeds should not be transported in the baggage compartment due to increased risks of heat stroke and breathing problems when exposed to extreme heat or stressful situations. Customers should consult their veterinarian prior to travel. Visit Air Canada's website for details.
- (11) Animals used for commercial intent such as those for sale, sled racing competitions etc. may require specific documentation for declared value, insurance and liability.
- (12) Shipment of females in heat (oestrus) is not recommended.
- (13) Kennel must have absorbent blankets, due to sanitary reasons. Newspapers are not recommended as ink can be toxic to animals.

- (14) Kennels with wheels will only be accepted if the wheels are removed.
- (15) Dog breeds classified as strong and aggressive (and mixesthereof) 6 months and older will only be accepted in reinforced kennels conforming to IATA Container Requirement 82. Passengers should contact the Carrier or review its website for more information.
- (16) Brachycephalic (snub nose) dog breeds (and mixes thereof) are restricted by Air Canada and must be tendered through a listed company approved by the International Pet and Animal Transportation Association (IPATA). . Passengers should contact the Carrier or review its website for more information.
- (17) The following dog breeds (and mixes thereof) are embargoed by Air Canada: Wolf Dog, Pug, Bull Dog, Pekingese.
- (18) Air Canada will not accept consignments of cats, dogs and non-human primates intended to be used for research and/or experimental purposes.
- (19) Air Canada will not accept any dog or cat aged 6 months and above weighing less than 3 kilograms.

D. Fees

- (1) Fee for carriage of animals in baggage compartment

Carriage of the animal and its container will be subject to a fully refundable fee of \$105 per direction.

- (2) Fee for carriage of animals in cabin

Carriage of animal and its container will be subject to a fee of \$50 per direction.

E. Service Animals

- (1) Air Canada will accept for transportation without charge one accompanied service animal per passenger on flights operated by Air Canada, Air Canada Express and Air Canada Rouge in the following categories:

- a) Search and rescue dogs;

- b) A service animal required to assist a person with a disability provided that the animal is properly harnessed, leashed, tethered or otherwise under the control of the passenger and has been individually trained by an organization or individual specializing in service dog training.

- (2) Air Canada will accept a service animal subject to compliance with the conditions listed in this section, and subject to the Air Canada Service Animal Form being duly completed and sent to Air Canada at least 48 hours prior to the commencement of travel.

Air Canada will make every effort to accommodate requests made within that timeframe.

- (3) Air Canada may require, before departure, an identification card or other document that is issued by an organization or person specializing in service dog training that identifies the person with a disability and attests that the service dog has been individually trained by the organization or person to perform a task to assist the person with a disability with a need related to their disability.
- (4) For the safety and comfort of all passengers, Air Canada staff (in consultation with the person with a disability) will determine where the person with a disability and service animals accepted under this rule will be seated.
- (5) Air Canada does not accept animals other than dogs as service animals.
- (6) Passengers must make all arrangements and assume full responsibility for complying with any laws, customs and/or other governmental regulations, requirements, or restrictions of the province or territory to which the animal is being transported, including but not limited to furnishing valid health and vaccination certificates, when required. Air Canada will not be responsible in the event any such animal is refused entry into or passage through any province or territory.
- (7) Passenger assumes full responsibility for the behavior of their animal, including its interaction with crew, other passengers, other animals on board and airline property while onboard the aircraft.
- (8) Passenger shall indemnify Air Canada, its affiliates and related entities, agents and employees of each of the foregoing and hold them harmless from and against any and all claims, actions, suits, expenses, damages, and liabilities of any kind arising from the carriage of an service animal, or from non-compliance with any of the above.

F. Emotional Support Dogs

- (1) This is applicable only for flights operated by Air Canada, Air Canada Express and Air Canada Rouge.
- (2) A passenger may travel with one emotional support dog, subject to compliance with the conditions listed in this section, and subject to the following three forms found on aircanada.com being duly completed and sent to Air Canada, per the contact information contained therein, at least 96 hours prior to the commencement of travel:

- a) Emotional Support Dog Request - Acknowledgement and Confirmation of Animal Behaviour Form, signed by the passenger requiring the emotional support dog (dated within one year from the date of commencement of travel);
 - b) Medical/Mental Health Professional Form stating that the passenger needs to travel with the emotional support dog, signed by the passenger's licensed mental health professional (dated within one year from the date of commencement of travel);
 - c) Veterinary Health Form confirming vaccinations, signed by a veterinarian (dated within two months from the date of commencement of travel, unless a shorter period is required per local law).
- (3) Air Canada does not accept animals other than dogs as emotional support animals.
- (4) Passenger must advise the Air Canada Medical Desk 96 hours in advance of travel and be at the airport for check-in one hour prior to the normal check-in deadline. Air Canada will make all reasonable efforts to accommodate if the request was made less than 96 hours prior to departure.
- (5) The emotional support dog must be at least 10 weeks old and fully weaned.
- (6) The emotional support dog must meet all the same conditions as pets travelling in the cabin. See [RULE 55 - PETS AND ANIMALS](#).
- (7) The emotional support dog must fit entirely and comfortably in an appropriate animal carrier that must fit and be kept under the seat for the duration of the trip.
- (8) Travel will be refused should the emotional support dog not fit entirely and comfortably in the carrier, pose a threat to the health or safety of others by exhibiting aggressive or other inappropriate behaviour, or if the passenger removes it from its animal carrier during travel.
- (9) Passenger must make all arrangements and assume full responsibility for complying with any laws, customs and/or other governmental regulations, requirements, or restrictions of the country, province, state, or territory to which the animal is being transported, including but not limited to furnishing valid health and vaccination certificates, when required. Air Canada will not be responsible in the event any such animal is refused entry into or passage through any country, province, state or territory.
- (10) Passenger assumes full responsibility for the behaviour of their dog, including its interaction with crew, other passengers, other animals on board and airline property while onboard the aircraft.
- (11) Passenger shall indemnify Air Canada, its affiliates and related entities, agents and employees of each of the foregoing and hold them harmless from and against any and all claims, actions, suits, expenses, damages, and liabilities of any kind arising from the carriage of an emotional support dog, or from non-compliance with any of the above.

G. Limits or exclusions from liability

Air Canada will not be liable for illness, death or injury to an animal when the animal has been handled with ordinary standards of safety and care when the animal was in Air Canada's care, or when Air Canada has acted in the interests of the entire flight or of other passengers during flight, such as in the event of an emergency. Moreover, Air Canada shall not be responsible for loss, expenses, illness, death or injury to the animal resulting from passenger's failure to comply with the provisions of this rule, including, without limitation, if the animal is refused entry at destination or in transit.

Exception: Should an injury to or death of a service animal result from the negligence of Air Canada representative, Air Canada's liability will be limited to expeditiously providing, at its own expense, for the medical care, and if necessary replacement of the animal.

RULE 60 - BAGGAGE**CONTENTS OF RULE 60 - BAGGAGE**

- A. [General acceptance of checked baggage](#)
- B. [Acceptance of carry-on baggage](#)
- C. [Prohibited or unacceptable items](#)
- D. [Special items](#)
- E. [Sporting equipment](#)
- F. [Inspection by Carrier](#)
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- H. [Animals](#)

A. General acceptance of checked baggage**(1) Regular baggage allowance****a) General**

The passenger is entitled to carry checked baggage as specified in this section and subject to the terms and conditions set out in this rule, in particular but not limited to those set

out in the sections pertaining to prohibited and unacceptable items, special items, and sporting equipment.

b) Combined class fares

- i. For through journeys where the passenger travels partly in Signature Class/Business Class and partly in Economy Class, the free baggage allowance for each portion of the trip shall be that applicable to the class of service for which the fare is paid.
- ii. When a passenger, who has paid a higher class fare (E.g. Signature Class/Business Class), travels in a lower class cabin (E.g. Economy cabin), the free baggage allowance will be that applicable to the original higher class fare.

c) Baggage size and weight limitations.

- i. All checked baggage must have maximum outside linear dimensions of 62 in. (158 cm). A piece of baggage whose dimensions exceed this maximum is considered oversize.

Exception: garment bags may exceed these linear dimensions, though the maximum number and weight restrictions still apply.

- ii. Unless otherwise specified herein, all checked baggage must have a maximum weight per baggage of 50 lb. (23 kg) for Economy Class and Premium Economy and 70 lb. (32 kg) for Signature Class, Business Class and Premium Rouge.

Checked baggage whose weight exceeds the aforementioned maximum is considered overweight.

d) Regular baggage allowance

Baggage Allowance		
Class	First Bag	Second Bag
Basic	\$35	\$50
Standard	\$35	\$50
Flex	Free	\$50
comfort	Free	\$50
Latitude	Free	Free

Baggage Allowance		
Class	First Bag	Second Bag
Premium Economy	Free	Free
Premium Rouge	Free	Free
Business	Free	Free
Signature	Free	Free

e) Exceptions to regular baggage allowance

ALTITUDE LEVEL	ECONOMY	PREMIUM ECONOMY/ PREMIUM ROUGE	SIGNATURE/ BUSINESS
Super Elite 100K	3 free bags (70 lb/62 in)	3 free bags (70 lb/62 in)	3 free bags (70 lb/62 in)
Elite 75K, 50K, 35K	3 free bags (70 lb/62 in)	3 free bags (70 lb/62 in)	3 free bags (70 lb/62 in)
Prestige 25K	2 free bags (50 lb/62 in)	2 free bags (50 lb/62 in)	2 free bags (70 lb/62 in)
Star Gold	1 additional bag (50 lb/62 in)	1 additional bag (50 lb/62 in)	1 additional bag (70 lb/62 in)
Star Silver	Per fare paid (50 lb/62 in)	Per fare paid (50 lb/62 in)	Per fare paid (70 lb/62 in)

f) Refund of baggage fees

If the passenger's baggage is delayed, damaged or lost, Air Canada will refund the fees that the passenger paid to check it in.

g) Canadian and U.S. military

Members of the Canadian and U.S. military benefit from an enhanced baggage allowance whenever they travel on a flight operated by Air Canada, Air Canada rouge or Air Canada Express. Eligible active and retired members of the Canadian and U.S. military are entitled to up to three pieces of checked baggage, each weighing up to 32 kg (70 lb) each.

Please note that the baggage allowance for military personnel does not apply to itineraries which include connecting flights with other airlines (including Star Alliance member airlines). Regular baggage allowance and fees will apply.

h) Infants

Infants on lap (under 2 years old) or children (over 2 years old) occupying a seat are entitled to the regular baggage allowance set out above in [RULE 60 - BAGGAGE \(A\)\(1\)\(d\)](#). In addition:

- i. One stroller may be checked in at check-in or at the gate during boarding, free of charge; and
- ii. A car seat may be checked, free of charge.
- iii. A playpen may be substituted for either a car seat or stroller.

i) Rerouting

- i. In the case of voluntary rerouting which permits a higher regular baggage allowance, the higher allowance applies only to the remainder of the journey from the point of rerouting. No refund is made for the portion of the journey already performed.
- ii. In the case of voluntary rerouting which makes the passenger liable for additional charges because of a lower regular allowance, such additional charges will apply only from the point of rerouting.
- iii. In the case of involuntary rerouting, the passenger shall be entitled to the regular baggage allowance applicable for the class of service originally paid for. This provision applies even if the passenger is rerouted from Signature Class/Business Class/Premium Economy/Premium Rouge to Economy Class and is entitled to a fare refund.

j) Embargo

During embargo periods applicable to certain routes, Air Canada reserves the right to refuse to transport a second checked bag per passenger, for operational and safety reasons. Passengers should contact Air Canada or consult its baggage web page for more information.

(2) Excess baggage

Baggage in excess of the regular baggage allowance set out above in [RULE 60 - BAGGAGE \(A\)\(1\)\(d\)](#), in number, dimension or weight, will be accepted subject to the conditions set out below, upon payment of applicable fees.

(3) Maximum weight and dimensions

No bag may exceed 70 lbs., 80 in. in length, or 115 in. in total linear dimensions. Such items may be sent via cargo. Any item over 32kg (70 lbs.) will not be accepted and must be sent via Air Canada Cargo. Any item over 292cm (115 in) in linear dimensions and/or 203cm (80 in) in length will not be accepted and must be sent via Air Canada Cargo.

(4) Applicable fees

For itineraries in Canada:

- a) Additional piece fee: \$100
- b) Oversize fee: \$100

(5) Collection of excess baggage charges

- a) The fees for additional pieces set out above are in addition to the fees applicable to the 1st or 2nd bag, if any, that are set out in the regular baggage allowance. The fees for additional pieces apply to pieces above the number of pieces set out in the regular baggage allowance.
- b) If a bag is both overweight and oversize, the fee will only be charged once per direction or to the point of stopover. Additional baggage pieces outside the regular baggage allowance set out above are only subject to one excess baggage fee, even if the baggage is also overweight and/or oversize.
- c) Excess baggage charges will be payable at the point of origin per direction, or at the point of origin to the point of stopover, in which event, when carriage is resumed charges will be payable from the point of stopover to the next point of stopover or destination.
- d) When a journey for which a through excess baggage ticket has been issued there is an increase in the amount of excess baggage carried, the Carrier may issue a separate excess baggage ticket for such increase and collect charges to destination or a stopover point, as the case may be.
- e) In delivering baggage at the place of departure or at an intermediate stopping place, or if baggage is lost, the Carrier shall be under no obligation to refund any charge paid.

(6) Exception

Carrier reserves the right to refuse excess baggage, for operational reasons. In addition, during embargo periods applicable to certain routes, the Carrier will not accept baggage that exceeds the regular baggage allowance. Passengers should contact the Carrier or review its website for more information.

(7) Excess value charges

This rule shall not entitle the passenger to declare such excess value for baggage in connection with carriage over the Carrier's route in relation to which the above rule does not permit such declarations, unless the carriage over such route forms a part of through carriage including other routes in relation to which such declarations are permitted.

(8) Collection of excess value

Excess value charges will be payable at the point of origin per direction; provided that, if at a stopover enroute a passenger declares a higher excess value than that originally declared, additional excess value charges for the increased value from such stopover point to final destination will be payable.

(9) Excess baggage and value charges on re-routing or cancellations

When a passenger is rerouted or his carriage cancelled, the provisions which govern with respect to the payment of additional fares or the refunding of fares shall likewise govern the payment or the refunding of excess baggage charges and the payment of excess value charges, but no refund of value charges will be made when a portion of the carriage has been completed.

(10) Codeshare

In the case of codeshare, the baggage rules of the first marketing Carrier (Carrier whose code appears on the flight number) may apply, not those of the operating Carrier. If Air Canada is the first marketing Carrier, its rules shall apply.

(11) Check-in, collection and delivery of checked baggage

a) Check-in

Baggage must be checked at the designated off-site check-in facility or airport in advance of flight departure time, as prescribed by the check-in time limits set out in [RULE 70 - CHECK-IN AND BOARDING TIME LIMITS](#).

Carrier shall, upon taking possession of the passenger's checked baggage, issue a baggage identification tag for each piece of checked baggage, that will be affixed thereto. A portion of this baggage identification tag will be provided to the passenger. Any baggage which passenger intends to take onboard as carry-on baggage and which the Carrier required passenger to surrender at boarding for placement in the cargo compartment will be regarded as checked baggage, except for Skycheck baggage (available on Air Canada Express only, refer to Rule 60(B)(5)). It is passenger's sole responsibility to ensure that all checked baggage have passenger's name or other personal identification affixed to it.

Baggage will not be checked:

- i. To a point that is not on the passenger's routing, as stated in his/her ticket.
- ii. Beyond the passenger's next point of stopover or, if there is no stopover, beyond the final destination designated on the ticket.
- iii. Beyond a point at which the passenger wants to reclaim the baggage or any portion thereof.
- iv. Beyond the point to which all applicable charges have been paid.
- v. Beyond a point at which the passenger is to transfer to a connecting flight if the Carrier is unable to through-check the baggage, or if that flight is scheduled to depart from an airport different from the one at which the passenger is scheduled to arrive.

b) Collection and delivery of baggage

Checked baggage will be delivered to the bearer of the baggage check upon payment of all unpaid sums due to the Carrier under contract of carriage or tariff. Only the passenger for whom a baggage identification tag was issued may take possession of the baggage. Carrier may, but is under no obligation to do so, require satisfactory proof that the baggage belongs to the passenger in question before delivering the baggage to the passenger. Acceptance of the baggage without complaint, within the time limits stipulated in [RULE 105 - LIABILITY OF CARRIERS](#), by the passenger in possession of the baggage identification tag is prima facie evidence that the Carrier delivered the baggage in good condition in accordance with this tariff.

(12) Movement of baggage and delayed baggage

Checked baggage will be carried in the same aircraft as the passenger unless such carriage is deemed impracticable by the Carrier, in which event the Carrier will move the baggage on a space available basis, and the checked baggage may arrive after the passenger's arrival at destination. Carrier shall make reasonable efforts to deliver baggage to passenger as soon as practicable, unless restrictions apply pursuant applicable law or local requirements, such as the need for presence of passenger for customs clearance. If passenger's baggage is delayed, the Carrier will provide out-of-town passengers with an over-night kit if required, and will provide information necessary to allow passenger to obtain updates on the status of their baggage.

B. Acceptance of carry-on baggage

(1) General conditions of acceptance

Carry-on baggage must fit within the size limits set out herein, as it must fit under the seat located in front of the passenger or in the enclosed storage compartment in the

passenger cabin. Should the carry-on baggage exceed the limits set out herein, the Carrier may require passenger to check baggage, either at check-in or at boarding.

Note: some exceptions may apply to certain mobility aids and other assistive devices. As further detailed in this rule, some items are not suitable for carriage, or are subject to special restrictions and/or fees.

(2) Free baggage allowance

A maximum of 2 pieces of cabin baggage may be carried onto the aircraft by the passenger. One bag must have total overall dimensions not exceeding 9x15.5x21.5 inches (23x40x55 cm) except where the under seat space facility requires a bag of a lesser size. The second bag must have total overall dimensions not exceeding 6x13x17 inches (16x33x43 cm). Carry-on baggage must be stored under the seat in front of the passenger or placed in an enclosed overhead bin.

(3) Musical Instruments

Instruments are accepted as checked baggage, carry-on baggage or cabin-seat baggage - depending on their size and shape - on flights operated by Air Canada, Air Canada Express and Air Canada Rouge flights.

String instruments must have their strings loosened to prevent damage caused by changes in temperature and/or pressure.

a) Instruments that Can Be Brought in the Cabin

Size Restriction

- String instruments (e.g. guitars, violins and violas) can be carried on board - even if their dimensions *slightly* exceed Air Canada's carry-on size requirements - as long as they fit in the overhead bin or under the seat in front of the passenger, and there is sufficient space to accommodate the instrument in the cabin at time of boarding. If there is no space available in the cabin to securely store the instrument according to airline staff, the instrument may need to be checked.

Hard Case

- In case they need to be checked, instruments must always be packaged in a rigid/hard shell container designed to transport such items.

Allowance

- Instruments can count as part of a passenger's carry-on baggage allowance provided they meet the current Air Canada carry-on size requirements of 55 x 40 x 23cm (21.5 x 15.5 x 9in). As such, they can be carried in the cabin as part of, but not in addition to, a passenger's carry-on baggage allowance.

Priority Boarding

- Passengers traveling with an instrument may take advantage of pre-boarding between zones 2 & 3 if they do not already qualify for priority boarding in zones 1 & 2.

Exception

- The number of instruments that can be accommodated on each flight is limited. Some aircraft have limited onboard storage space, such as on Air Canada Express aircraft (Beech, CRJ 100/200/705, Dash-8/100, Dash-8/300 and Q400), where instruments may need to be checked.

b) Instruments as Checked Baggage

Allowance

If instruments are checked-in, they count as one piece of baggage towards the maximum number of checked bags allowed by fare type. If the passenger's bag count (instrument plus number of other bags to be checked) exceeds the maximum number of items allowed by fare type, excess checked baggage charges will apply. Baggage restrictions on dimensions and weight applicable to the fare type will apply to the instrument.

Hard Case

If checked, instruments must always be packaged in a rigid/hard shell container designed to transport such items.

c) Seat-Loaded Instruments

If a passenger believes that the instrument is too fragile to be handled as checked baggage or if it exceeds requirements for carry-on baggage, an additional seat may be purchased for the instrument, subject to seat availability and size restrictions.

Fee/Fare

- The passenger will receive a **50% discount on the lowest available published fare for the seat-loaded instrument**. Taxes, fees and charges may apply.

Reservation Process

- The additional seat must be booked through Air Canada reservations preferably at the time of booking and at least 48 hours prior to departure.

Allowance

- When a passenger purchases an additional seat for an instrument, Air Canada's checked baggage allowance applies per purchased seat, but the carry-on baggage allowance applies per passenger.

Maximum Dimensions

- The instrument must not exceed 80 lbs (36 kg) in weight and 162.5 cm (64 in) in length.

Exceptions

- Seat-loaded cabin baggage is not available on Beech aircraft and is subject to seating restrictions on certain aircraft;
- Double basses are not accepted as seat-loaded cabin baggage, but may be checked if they respect baggage restrictions applicable to the fare type;
- The 50% discount does not apply to Aeroplan bookings.

Conditions for transportation of a seat-loaded instrument

- Passenger must check-in at least 60 minutes prior to the recommended check-in time. The passenger must be present at boarding time and inform airline staff of their presence at the gate to ensure there is enough time for the tie-down process to be completed;
- The instrument must be secured by a tie down system provided by Air Canada to eliminate shifting of the baggage during normal flight and ground conditions, and packaged or covered in such a manner as to avoid possible discomfort or injury to another passenger;
- The instrument must be secured in a seat next to the owner, except if travelling in a Signature class pod. For passengers travelling in Signature pods, the instrument will be placed in Premium Economy or Economy Class.
- The instrument must not restrict access to, or use of, any required emergency or regular exits or aisle of the cabin nor obscure any passenger's view of seatbelt, no smoking or exit signs.

d) Passenger Option if Flight Occurs on a Different Aircraft than Expected

If the flight the passenger is booked on occurs on a different aircraft than expected and there is insufficient stowage space for a musical instrument brought in the cabin under the conditions set out at section 3a) or c) above, attempts will be made to place the instrument in the cargo compartment. If there remains insufficient space for the instrument, Air Canada will, at no additional charge, offer to place the passenger on the next available flight that can accommodate the passenger and instrument.

(4) Additional items

In addition to the free baggage allowance for carry-on baggage set out in the previous paragraphs, passengers may bring on-board:

- a) Coat or other outer garment;
- b) A small purse measuring no more than 25cm x 30cm x 14cm (10in x 12in x 5.5in). Larger purses will be included in the regular fee baggage allowance for carry-on baggage;
- c) An infant care item (e.g. diaper bag), if passenger is travelling with an infant;
- d) A child restraint device if a seat has been purchased for the child/infant;
- e) a mobility aid or other assistive devices for stowage or use within the cabin (e.g. prescription medications or any medical devices needed to administer them such as syringes or auto-injections, vision-enhancing devices, POCS, ventilators and respirators that use non-spillable batteries, as long as they comply with applicable safety, security and hazardous materials rules). It is recommended and sometimes required that passengers contact the Carrier prior to departure to make arrangements (in particular, but not limited to, for situations where any such aid or device exceeds the maximum weight or dimensions mentioned above). See [RULE 40 - PASSENGERS WITH A DISABILITY](#) for more information, or contact the Carrier;
- f) A small electronic device such as cell phone or mp3 player, but not electronic devices that can interfere with aircraft navigational and/or communication equipment. Transmitting and receiving functions must be turned off while on board. Passengers should contact the Carrier or review its website for more information on these items.

(5) Skycheck Baggage

Skycheck is a baggage service offered on certain Air Canada Express aircraft only (Beech, CRJ 100/200/705, Dash-8/100, Dash-8/300 and Q400) where onboard storage space is limited and not all carry-on baggage may be accommodated onboard. Carry-on baggage is dropped off by the passenger at the aircraft door (if aircraft is parked at a gate) or at the special cart (next to aircraft stairs) for boarding off the tarmac. Passengers are encouraged to ensure that their carry-on baggage is identified at all times. For greater comfort and security, and, when requested by the passenger at the boarding gate, a Skycheck tag is placed onto each piece of carry-on baggage for which the Skycheck service will be used. Upon arrival, passenger may retrieve their Skycheck carry-on. This service is provided for carry-on baggage only. Items that do not conform to the carry-on dimensions and weights must be checked-in.

C. Prohibited or unacceptable items

(1) General

Passengers should contact the Carrier or review its website for more information on these items. Certain items will be carried only under certain restrictions or special

packaging conditions (see “special items”, below). Notwithstanding any tariff provision to the contrary, as a general rule, passenger must not include in checked or carry-on baggage items which:

- a) Are likely to endanger the aircraft, persons or property; or
- b) Are likely to be damaged by air carriage; or
- c) Are unsuitably or inadequately packed, if included in checked baggage; or
- d) Are unsuitably for carriage by reason of their weight, size or character; or
- e) Articles strapped, fastened, or otherwise secured to other baggage being checked and which are not independently tagged and/or packaged. Such items include but are not limited to sleeping bags, tents, luggage racks, luggage Carriers, and umbrellas; or
- f) Are restricted as carry-on baggage due to security restrictions (e.g. sharp, piercing or cutting object). Such items must be checked.
- g) By their particular nature (fragile, perishable, valuable or otherwise) the Carrier does not, or would not, if discovered, agree to carry; or
- h) unless otherwise stated herein, dangerous goods, explosives, ammunitions, corrosives and articles, which are easily ignited, including all items, listed in the U.S. D.O.T. hazardous materials regulations (49 CFR 100-185); the International Civil Aviation Organization technical instructions for the safe transport of dangerous goods by air and/or the IATA dangerous goods regulations; or
- i) Are prohibited by the applicable laws, regulations or orders of any state to be flown to or from. It is the passenger’s sole responsibility to ensure that he/she is in compliance with the laws and regulations of the countries in his/her itinerary.

(2) **Valuables**

Articles not acceptable in checked baggage or when otherwise placed in the care of the Carrier:

Carrier does not accept in checked baggage or when otherwise places in the care of the Carrier, money, jewellery, silverware, negotiable papers, securities, computers, televisions and other electronic equipment, cameras, cellular phones, business documents, samples, painting, antiques, artifacts, manuscripts, irreplaceable books or publications, prescription drugs, or any other valuable or item whose loss may cause serious damage. Unless otherwise specified, a valuable will be deemed any item whose value is \$1,000, or more, per kilogram, or \$1 per gram.

(3) **Certain oversize/overweight items**

Carrier does not carry as baggage:

Canoes, hang gliders, kayaks, luges, pole vaults, windsurfing equipment, paddleboards, and bobsleighs. Kite boards are not accepted on Air Canada Express Carriers, Air Canada Rouge or on Air Canada during embargo periods. Passengers should contact the Carrier or review its website for more information on these items.

D. Special items

(1) General

Passengers should contact the Carrier or review its website for more information on these items. Certain items will be carried only under certain restrictions or special packaging conditions. These items include, but not limited to:

Camping equipment (stoves, fuel tanks, insect repellents), curling irons, lighters, dry ice, brine, and gel/ice packs, avalanche rescue equipment, empty scuba tanks, paintball cylinders with no regulator/valve, CO2 cylinders, paint, and gasoline-powered equipment.

(2) Batteries

Carrier will accept batteries in accordance with the following battery acceptance guide, and subject to the conditions contained therein. For identification purposes, the type of battery must be marked on the battery itself or on its packaging, by the manufacturer. Customers must ensure that batteries are packaged in a manner that protects them from short circuit and physical damage. Batteries must be stored away from metal objects, keys, coins, etc.

BATTERY TYPE	PERMITTED	REQUIREMENTS	RESTRICTIONS
Alkaline Carbon Zinc (Dry Cell)	Yes	Special attention for 9 volt batteries (See note 2). Must be protected to prevent short circuit	Cabin baggage only
Nickel Cadmium (NiCad), Nickel Metal Hydride (NiMH)	Yes	Special attention for 9 volt batteries (See note 2). Must be protected to prevent short circuit	Cabin baggage only
Silver Oxide; Zinc Air	Yes	Must be individually protected to prevent short circuit (See note 3).	Cabin baggage only

BATTERY TYPE	PERMITTED	REQUIREMENTS	RESTRICTIONS
Lead Acid (non-spillable/gel)	Yes	Battery must be marked "non-spillable" by the manufacturer. Securely packaged. The terminals must be protected in such a way to prevent short circuit (See note 2).	Cabin baggage only To or from the USA outer container must also be marked "non-spillable".
Lead Acid (spillable)	No	Forbidden	Forbidden
Lithium* metal or alloy cells - Internal contained in consumer electronic devices	Yes	Maximum lithium content of 2 grams.	Cabin baggage only
Lithium* metal or alloy cells - External/Spare, Extra batteries for consumer electronic devices	Yes	Spare lithium metal cells or batteries permitted in reasonable quantities. Must be individually protected to prevent short circuit (See note 3)	Cabin baggage only
Lithium* ion cells and batteries up to 100 Watt Hours (Wh) each - Internal contained in consumer electronic devices, Spare batteries	Yes	Spare lithium ion cells or batteries with a rating of not more than 100 Wh each are permitted.	Cabin baggage only
Lithium* ion batteries with a rating of 100 but not exceeding 160 Watt Hours (Wh)	Yes	A maximum of two (2) individually protected spare lithium ion batteries with a rating of more than 100 Wh but not exceeding 160 Wh may be carried per passenger in carry-on baggage only, pending approval by Air Canada airport agents. (See note 3)	Cabin baggage only

BATTERY TYPE	PERMITTED	REQUIREMENTS	RESTRICTIONS
Small lithium *battery-powered vehicles	No	Vehicles not accepted include hoverboards, electric skateboards, airwheels, mini-Segways and balance wheels.	Please contact Air Canada Cargo for detailed information on the safe shipment of your vehicle.
Batteries used to power portable battery-powered medical devices	Yes	Subject to prior approval for transport by Air Canada Medical Services.	Cabin baggage
Batteries used to power mobility aids	Yes	Spillable and non spillable batteries for battery-powered mobility aids (e.g. wheelchairs) are accepted in checked baggage, but require special handling. See Air Canada's website, wheelchair and mobility aid assistance page, for more information.	Checked baggage

Note 1: protective case required. Examples: nylon bag, plastic container, etc.

Note 2: original retail packaging or individually wrapped in plastic.

Note 3: exceptions exist for batteries used to power mobility aids. See Air Canada's website, wheelchair and mobility aid assistance page, for more information.

Note 4:* Lithium-battery powered vehicles are excluded, see (E) (G) below.

(3) Firearms and ammunition

Items of shooting equipment will be accepted only as checked baggage subject to the conditions and charges specified below.

Exception 1: This provision does not apply to officers of the law carrying side arms.

Exception 2: Rifles of armed forces personnel, when retained by the passenger at his seat position, need not be packed in a case.

a) Firearms - conditions of acceptance

- i. Only hunting rifles, shotguns, BB guns, paintball guns, biathlon rifles, starter pistols, air pistols and certain handguns are accepted.
- ii. A maximum of 3 firearms per customer may be accepted as checked baggage only.
- iii. Certain firearms are prohibited. Passengers should contact the Carrier or review its website for more information on these items.
- iv. Entry permits must be in the possession of the passenger for the country or countries of transit and destination, if any. Non-compliance can result in the seizure of the firearm.
- v. Only passengers age 18 and over may carry a firearm.
- vi. Passengers wishing to travel with a firearm in their checked baggage are advised to be at the airport a full 30 minutes before the normal recommended check-in time for their flight.

b) Firearms and ammunition - packaging

Requirements

There are important and specific procedures that must be followed regarding the packaging of firearms and ammunition. Passengers should contact the Carrier or review its website for more information.

c) Ammunition

- i. Only shells and cartridges are accepted and must be carried in checked baggage. Gunpowder and gunpowder pellets are strictly prohibited. Ammunition with explosive or incendiary projectiles will not be accepted.
- ii. Ammunition allowance is limited to 5 kg (11 lb.) per passenger. Allowances for more than one passenger cannot be combined into one or more packages.

d) Fees

- i. Firearms will be included in determining the regular baggage allowance, and each item in excess of the regular baggage allowance will be considered excess baggage, with fee(s) applicable in addition to the fee(s) set out below.
- ii. All accepted firearms are subject to a \$50 CAD/USD fee (plus applicable taxes) for carriage on Air Canada and Air Canada Rouge flights, as well as on Air Canada Express flights. The fee applies to one-way flights and for each way of travel on round-trip and multi-segment flights. A single fixed fee is waived for Latitude, Premium Economy, Premium Rouge, Business and Signature fare customers for travel within Canada, and between Canada and the U.S.

iii. These fees are in addition to any fee that the Canadian government and/or any other government may charge for entering the country with a firearm. It is the passenger's sole responsibility to ensure such government-posed fees are paid

e) Fragile items

i. Fragile items should be carried as carry-on baggage, subject to the baggage allowance for carry-on baggage. Carrier does not agree to carry fragile items as checked baggage, or when otherwise placed in the care of the Carrier, unless they are suitably and adequately packaged. If otherwise packaged, the Carrier may refuse to carry items.

ii. Fragile items include, but are not limited to, the following classes and examples:

(a) Artistic items

(b) Chinaware/ceramics/pottery

(c) Electronic and mechanical items (see also precision items)

(d) Boxes, sacs, bags, garment bags and suit/dress covers of light, flimsy plastic or vinyl designed for carrying and not for shipping. Includes the contents of such bags or covers.

(e) Glass or items made of glass.

(f) Musical instruments and equipment

(g) Historical or unique documents and photographs

(h) Photographic/cinematographic equipment

(i) Precision items, experimental or scientific equipment

(j) Recreational and sporting goods, subject to the conditions set out in this rule

(k) Any item that is tied, taped, wired, or strapped to the exterior of any piece of checked baggage.

f) Perishables

Carrier does not agree to carry fragile items as checked baggage, or when otherwise placed in the care of the Carrier, unless they are suitably and adequately packed. If otherwise packed, the Carrier may refuse to carry items.

g) Restricted articles

The items listed in the IATA dangerous goods regulations cannot be accepted in carry-on or checked baggage. These items may be accepted as cargo and only in compliance with these regulations.

h) Liquids, gels and aerosols:

Liquids, gels and aerosols are accepted in checked baggage, subject to applicable laws, regulations or orders of any state to be flown to or from to under the following conditions:

- i. Their total capacity does not exceed 2 liters or 2 kilograms (75 fl. oz.)
- ii. The net capacity of each single item does not exceed 500 ml or 500 g (18 fl. oz.)
- iii. Alcohol beverages may not exceed 70% alcohol and alcohol beverages between 24% and 70% alcohol may not exceed 5 liters
- iv. Release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents.

E. Sporting equipment

Passengers should contact the Carrier or review its website for more information on these items. Certain items of sporting equipment are unacceptable for carriage, as may be specified in this rule.

(1) Packaging instructions

Most sporting equipment must be carried in a rigid and/or hard shell container specifically designed for shipping, such as, but not limited to: archery equipment, bicycles, bowling balls, broomball/curling broom, golfing equipment, hockey sticks, racquets, skis, ski poles, snowboards, surfboards, boogie boards, skim boards, speed boards, skateboards, scuba diving equipment, and skeleton sleds. If otherwise packaged, the Carrier may refuse to carry items. Certain items will be carried upon payment of certain handling charges (refer to [RULE 60 - BAGGAGE](#) (E)(3) below), and/or under other or additional special packaging conditions.

(2) Excess/oversize charges

Unless otherwise stated on the Carrier's website, if passenger's baggage count (special items plus number of bags to be checked) exceed the maximum number of items allowed by fare type, additional checked baggage charges will apply, in addition to any applicable fixed handling charge, if any. In some cases, certain excess baggage or oversize charges may be waived.

(3) Items subject to Fees

Applicable to flights operated by Air Canada, Air Canada Rouge and Air Canada Express.

- a) Antlers and Horns are subject to a \$150 CAD/USD fee (plus applicable taxes).
 - b) Bicycles are subject to a \$50 CAD/USD fee (plus applicable taxes). Bicycles must have handlebars fixed sideways and pedals removed.
 - c) Surfboards (including paddleboards, wakeboards, kiteboards, waveskis) are subject to a \$100 CAD/USD fee (plus applicable taxes). This fee is waived for members of the military.
 - d) Two fees apply for two (2) surfboards packed in the same container. Surfboards are only accepted on a space-available basis.
 - e) Applicable fee(s) are charged for each one-way flight and for each way of travel on round-trip and multi segment flights.
 - f) A single fee is waived for customers travelling with multiple items when booked in Latitude, Premium Economy, Premium Rouge, Business and Signature fares for travel within Canada, and between Canada and the U.S.
- F.** Hover boards, electric skateboards, air wheels, mini-segways and balance wheels or any lithium-battery powered vehicle excluding mobility aids are not permitted in carry-on or checked baggage due to potential safety risks associated with the power of the batteries that power them.
- G.** Inspection by Carrier
- Carrier has the right, but not the obligation, to verify, in the presence of the passenger, the contents of his/her baggage, and in the case of unaccompanied baggage to open and examine such baggage whether or not the passenger is present. The existence or exercise of such right shall not be construed as an agreement, expressed or implied, by the Carrier to carry such contents as would otherwise be precluded from carriage.
- H.** Right to refuse carriage
- Carrier may refuse to carry any baggage which passenger is unwilling to subject to inspection. Carrier may also refuse carriage, or refuse further carriage of any item, if discovered, that, in accordance with this rule, is either prohibited or unacceptable, or permitted under certain conditions (restricted/special items) and for which the conditions of carriage have not been respected.
- I.** Animals

See: [RULE 55 – PETS AND ANIMALS](#)

RULE 61 - INTERLINE BAGGAGE ACCEPTANCE**Definitions**

“**Interline Agreement**” means an agreement between two or more Carriers to co-ordinate the transportation of passengers and their baggage from the flight of one Carrier to the flight of another Carrier (through to the next point of stopover).

“**Interlining Carrier(s)**” includes both the selecting Carrier and other Carriers who have been identified as providing interline transportation to the passenger by virtue of the passenger’s ticket.

“**Interline Itinerary**” means all flights reflected on a single ticket involving multiple air Carriers (“interlining Carriers”).

“**Selected Carrier**” means the Carrier whose baggage rules apply to the entire interline itinerary.

“**Selecting Carrier**” means the Carrier whose designator code is 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.

“**Summary Page at the End of an Online Purchase**” means 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

A. Baggage rule determination by Selecting Carrier**Checked baggage**

The Selecting Carrier will decide which baggage rule to apply to the entire itinerary.

- (1) When Air Canada is Selecting Carrier, its own baggage rules as set out in [RULE 60 - BAGGAGE](#) shall apply to the entire interline itinerary.
- (2) When Air Canada is not Selecting Carrier, the Selecting Carrier shall select and apply its own baggage rules as set out in its tariff to the entire interline itinerary.

Carry-on baggage

Each operating Carrier’s carry-on baggage allowances will apply to each flight segment in an interline itinerary. However, carry-on baggage charges applicable to the entire interline itinerary, if any, will be those of the Selected Carrier.

B. Baggage rule application by interlining Carrier

Where Air Canada is not the Selected Carrier on an interline itinerary but is an Interlining Carrier that is providing transportation to the passenger based on the ticket issued, Air Canada will accept and apply as its own the baggage rules of the Selected Carrier throughout the interline itinerary.

C. Disclosure of baggage rules

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 Air Canada 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. The disclosed information will reflect the baggage rules of the Selected Carrier.

RULE 65 - ADMINISTRATIVE FORMALITIES**A. Compliance with regulations**

The passenger shall comply with all laws, regulations, orders, demands, or travel requirements of countries to be flown from, into, or over, and with all rules, regulations, and instructions of the Carrier. The Carrier shall not be liable for any aid or information given by any agent or employee of the Carrier to any passenger in connection with obtaining necessary documents or complying with such laws, regulations, orders, demands, requirements, or instructions, whether given orally, in writing, or otherwise, or for the consequences to any passenger resulting from his failure to obtain such documents or to comply with such laws, regulations, orders, demands, requirements, or instructions.

B. Passports and visas

Carrier reserves the right to refuse carriage to any passenger who has not complied with applicable laws, regulations, orders, demands or requirements or whose documents are not complete. No Carrier shall be liable for any aid or information given by any agent or employee of such Carrier to any passenger in connection with obtaining such documents or complying with such laws, whether given orally in writing or otherwise. In addition, the Carrier reserves the right to hold, photocopy or otherwise image reproduce a travel document presented by any passenger and accepted as a condition of boarding.

C. Government regulation

No liability shall attach to the Carrier if the Carrier in good faith determines that what it understands to be applicable law, government regulation, demand, order or requirement, requires that it refuse and it does refuse to carry a passenger.

RULE 70 - CHECK-IN AND BOARDING TIME LIMITS**A. Check-in****(1) Recommended**

The passenger is recommended to check-in at least 90 minutes prior to scheduled departure time of the flight on which he/she holds a reservation in order to permit completion of government formalities and departure procedures.

(2) Time limit

Passengers must check-in, with his/her baggage, for flights other than Toronto City Center (YTZ), 45 minutes, and for flights from Toronto City Center (YTZ), 20 minutes, prior to scheduled departure time.

(3) Passenger must check in via self-service device, or through an Air Canada agent at the check-in counter within the aforementioned check-in times. Passengers checking baggage must check-in and drop off baggage within the above check-in times.**B. Boarding****(1) Time Limit**

The passenger must be available for boarding at the boarding gate at least 30 minutes prior to scheduled departure time of the flight on which he/she holds a reservation.

(2) Boarding Gate Closure

The boarding gate closes 15 minutes prior to scheduled departure time of the flight on which he/she holds a reservation.

C. If passenger fails to meet any of these requirements, the Carrier may reassign pre-reserved seat and/or cancel the reservation of such passenger(s) who arrives past the aforementioned time limits. Carrier is not liable to the passenger for loss or expense due to failure by a passenger to comply this rule. Carrier's liability shall be limited to providing a General Refund, per [RULE 100 - REFUNDS](#).

RULE 75 - REFUSAL TO TRANSPORT**A. Refusal to transport - removal of passenger**

The Carrier will refuse to transport, or will remove any passenger at any point for any of the following reasons:

(1) Government request or regulations

Whenever such action is necessary to comply with any government regulations, or at the direction of a government official, or to comply with any government request for emergency transportation in connection with the national defense, or whenever such action is necessary or advisable by reason of weather or other conditions beyond its control (including but without limitation: acts of god, force of majeure, strikes, civil commotions, embargoes, wars, hostilities or disturbances) actual, threatened or reported.

(2) Search of passenger or property

When the passenger refuses to permit search of his person or property for explosives or a concealed, deadly or dangerous weapon or article.

(3) Proof of identity or false identity

When the passenger refuses on request to produce government-issued identification and show his/her entire face or when the name on the identification does not match the name on the ticket.

Note: The Carrier is obligated, to screen each passenger by looking at the passenger, and in particular his or her entire face to determine if he or she appears to be 18 years of age or older, and if so, the Carrier is obligated to compare the passenger; and in particular his or her entire face, one government-issued photo identification that shows the passenger's name, date of birth and gender or two pieces of positive government-issued identification at least one of which shows his or her name, date of birth and gender.

(4) Failed Payment Validation

When the passenger fails to provide additional information and/or is unable to ensure the presence of the cardholder at the airport, or if the passenger is unable to present another form of payment for its ticket as requested by the carrier pursuant to tariff rule 25, or wherever carrier is unable to reliably confirm that the passenger holds a valid ticket.

(5) Immigration, administrative, or other requirements

When the passenger is to travel across any international boundary, if:

- a) The travel documents of such passenger is not in order;
 - b) for any reason, such passenger embarkation from, transit through, or entry into any country from, through, or to which such passenger desires transportation would be unlawful;
 - c) Passenger fails to comply with the requirements of [RULE 65 - ADMINISTRATIVE FORMALITIES](#); or
 - d) Such passenger fails or refuses to comply with the rules and regulations of the Carrier, including check-in or boarding time-limits.
- (6) Passenger's condition

Subject to exception mentioned below, the Carrier shall refuse to transport a passenger under the following circumstances:

- a) When the passenger's mental or physical condition is such as to render him/her incapable of caring for himself/herself without assistance or medical treatment enroute unless:
 - i. He/she is accompanied by a ticketed attendant who will be responsible for caring for him enroute, and
 - ii. With the care of such attendant he/she will not require unreasonable attention of assistance from Carrier personnel.
 - iii. He/she complies with requirements of [RULE 40 - PASSENGERS WITH A DISABILITY](#), where applicable.

Note: (for transportation to/from Canada) Carrier will accept the determination of a person with disability as to self-reliance (see [RULE 40 - PASSENGERS WITH A DISABILITY](#)).

- b) When the passenger has an obvious contagious disease; or
- c) When the passenger has an offensive odour (for example, such as from a draining wound).
- d) When the Carrier determines, in good faith and using its reasonable discretion, that passenger's medical or physical condition involves an unusual hazard or risk to themselves or to 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 must be accepted and cleared by the Carrier's medical officer as a condition of the passenger's acceptance for subsequent travel.

- e) a passenger fails to obtain medical clearance in accordance with this tariff, including with this rule, [RULE 40 - PASSENGERS WITH A DISABILITY](#) or [RULE 45 - OXYGEN SERVICE AND PERSONAL OXYGEN CONCENTRATORS](#)
- f) When a passenger fails to comply with health and safety related requirements as may be reasonably imposed by the carrier or a government .

B. Passenger's conduct - refusal to transport prohibited conduct & sanctions

(1) Prohibited conduct

Without limiting the generality of the foregoing, 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 employees; the safety of the aircraft; the unhindered performance of the crew members in their duty aboard the aircraft; or the safe and adequate flight operations:

- a) The person, in the reasonable judgement of a responsible Carrier employee, is under the influence of intoxicating liquors or drugs (except a medical patient under proper 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 reasonable judgment of a responsible Carrier employee there is a possibility that such passenger would cause disruption or serious impairment to the physical comfort or safety of other passengers or the Carrier's employees, interfere with crew member in the performance of his/her duties aboard the Carrier's aircraft, or otherwise jeopardize safe and adequate flight operations;
- c) The person's conduct involves any unusual hazard or risk to self or to other persons (including, in cases of pregnant passengers, unborn children) or to property;
- d) The person fails to observe the instructions of the Carrier and its employees, including instructions to cease prohibited conduct;
- e) The person is unable/unwilling to sit in the seat with the seatbelt fastened;
- f) The person smokes or attempts to smoke, eat, chew or spit tobacco, cannabis or cannabis products, or uses or attempts to use an electronic cigarette ("vaping") in the aircraft;
- g) The person uses or continues to use a cellular telephone, a laptop computer or an electronic device on board the aircraft after being advised to cease such use by a member of the crew;

- h) The person is filming, photographing, or recording the image by any other electronic means of other passengers and/or employees of the carrier without the express consent of the person(s) being filmed, photographed or recorded, or continues to film, photograph or record the image of other passengers and/or employees of the carrier after being advised to cease such conduct by a member of the employees of the carrier;
- i) The person is barefoot or otherwise inappropriately dressed;
- j) The person is wearing or has on or about their person concealed or unconcealed deadly or dangerous weapons;
- k) The person is manacled and in custody of law enforcement personnel;
- l) The person has resisted or may reasonably be believed to be capable of resisting escorts.

(2) Sanctions:

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; and/or
- b) Probation

The Carrier may stipulate that the passenger is to follow certain probationary conditions, such as not engaging in prohibited conduct, in order for the Carrier to provide transport to said 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's continued compliance in continued avoidance of prohibited conduct; and

- c) Refuse to transport the passenger

The length of such refusals to transport may range from a one-time to an indefinite up to lifetime ban. The length of the refusal period will be in the Carrier's reasonable discretion, and will be for a period commensurate with 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, crew or the aircraft or to the comfort of the other passengers or crew; the unhindered performance of the crew members in their duty aboard the aircraft; or the safe and adequate flight operations. The following conduct will automatically result in an indefinite ban, up to lifetime ban:

- i. The person continues to interfere with the performance of a crew member's duties notwithstanding verbal warnings by the crew to stop such behaviour;

- ii. The person injures or subjects to a credible threat of injury a crew member or other passenger;
- iii. The person has a conduct that requires an unscheduled landing and/or the use of restraints such as ties or 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 prohibited conduct or as otherwise provided in the Carrier's tariff, or the filing of criminal or statutory charges.

In order to apply any ban, the Carrier will be required to communicate its decision to ban a passenger (and/or any decision to lift an existing ban), including said banned passenger's personal information, to any other airline with whom the Carrier has a code-share agreement.

(3) Recourse of the passenger/limitation of liability

Carrier's liability in case of refusal to carry a passenger for a specific flight or removal of a passenger enroute for any reason specified in the foregoing paragraphs or in any other applicable rules shall be limited to the recovery of the refund value of the unused portion of passenger's ticket from the Carrier so refusing or removing, if any and subject to applicable fare rule, as provided in the General Refund section of [RULE 100 - REFUNDS](#). A person who is refused carriage for an indefinite period of time, up to a lifetime ban, or to whom a probation notice is served may provide to the Carrier, in writing, the reasons why he/she no longer poses a threat to the safety or comfort of passengers or 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. Carrier will respond to the passenger within a reasonable period of time providing the Carrier's assessment as to the need or not to prolong the ban or to maintain the probation period.

RULE 80 - SCHEDULE IRREGULARITIES**A. General****(1) Schedules not guaranteed**

Times and aircraft type shown in timetables or elsewhere are approximate and not guaranteed, and form no part of the contract of carriage. Schedules are subject to change without notice. No employee, agent or representative of the Carrier is authorized to bind the Carrier by any statements or representation as to the dates or times of departure or arrival, or of the operation of any flight. It is always recommended that the passenger ascertain the flight's status and departure time either by registering for updates on their electronic device, via the Carrier's website or by referring to airport terminal displays.

(2) Carrier not responsible

Carrier assumes no responsibility for passenger making connections not included as part of the itinerary set out in the ticket. The Carrier is not responsible for changes, errors or omissions either in timetables or other representations of schedules. The Carrier will not guarantee and will not be held liable for cancellations or changes to flight times that appear on passengers' tickets due to force majeure, including labour disruptions or strikes.

If applicable, a passenger may invoke the provisions of APPR.

(3) Best efforts

Carrier undertakes to use its best efforts to carry the passenger and baggage with reasonable dispatch, but no particular time is fixed for the commencement or completion of carriage. Subject thereto the Carrier may, without notice, substitute alternate Carriers or aircraft and may alter the route, add stopovers or omit the stopping places shown on the face of the ticket in case of necessity.

B. Schedule Irregularity

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

(1) Information to Passengers

In case of a delay or cancellation ("Schedule Irregularity"), Air Canada will promptly provide timely updates, including the reason for the delay or cancellation:

- As soon as Air Canada is aware of such a delay or cancellation, and then;
- At regular intervals of 30 minutes until a new departure time for the flight is set, or new travel arrangements for passengers have been made; and

- As soon as possible when new information is available.
- (2) In the event of a Schedule Irregularity that is within Air Canada’s control:
- a) Air Canada will provide alternate travel arrangements as set out in APPR. The alternate travel arrangement is deemed to be satisfactory to the passenger unless the passenger advises otherwise prior to the departure of the new travel arrangement. If the passenger refuses such arrangements because they do not accommodate their travel needs and chooses to no longer travel, the passenger is entitled to an Involuntary Refund in accordance with [RULE 100 - REFUNDS](#) and compensation pursuant to APPR if requested within one year of the delay and cancellation;
 - b) If passenger has been informed of the delay or cancellation less than 12 hours before the initially scheduled departure, and has been delayed more than two hours after the initial scheduled departure time, Air Canada will provide food and drink in reasonable quantities, taking into account the length of the wait, the time of day and the location of the passenger;
 - c) For a Schedule Irregularity lasting overnight, Air Canada will also provide hotel or other comparable accommodation for out-of-town passengers that is reasonable in relation to the location of the passenger, as well as transportation to the hotel or other accommodation and back to the airport, subject to availability;
 - d) Compensation

If, due to a delay or cancellation within Air Canada’s control, passenger arrives with a delay at arrival of three hours or more, Air Canada will provide compensation in accordance with APPR. Only the operating carrier will provide compensation;
 - e) A passenger **is not** eligible for delay or cancellation compensation under APPR if:
 - i. the passenger was delayed at arrival for reasons outside Air Canada’s control or required for safety purposes, such as when the passenger’s flight was delayed or cancelled due to weather;
 - ii. the passenger has already been paid denied boarding compensation for the same event;
 - iii. the passenger was informed of the delay or cancellation more than 14 days before the scheduled departure time;
 - iv. the passenger did not submit their claim for compensation under APPR within one year of the delay or cancellation.
- (3) In the event of a Schedule Irregularity that is required for safety purposes:

- a) Air Canada will provide alternate travel arrangements as set out in APPR. The alternate travel arrangement is deemed to be satisfactory to the passenger unless the passenger advises otherwise prior to the departure of the new travel arrangement. If the passenger refuses such arrangements because they do not accommodate their travel needs and chooses to no longer travel, the passenger is entitled to an Involuntary Refund in accordance with [RULE 100 - REFUNDS](#);
 - b) If passenger has been informed of the delay or cancellation less than 12 hours before the initially scheduled departure, and has waited two hours after the initial scheduled departure time, Air Canada will provide food and drink in reasonable quantities, taking into account the length of the wait, the time of day and the location of the passenger;
 - c) For a Schedule Irregularity lasting overnight, Air Canada will also provide hotel or other comparable accommodation for out-of-town passengers that is reasonable in relation to the location of the passenger, as well as transportation to the hotel or other accommodation and back to the airport, subject to availability.
- (4) In the event of a Schedule Irregularity that is outside of Air Canada's control:
- a) Air Canada will provide alternate travel arrangements as set out in APPR. The alternate travel arrangement is deemed to be satisfactory to the passenger unless the passenger advises otherwise prior to the departure of the new travel arrangement. If the passenger refuses such arrangements because they do not accommodate their travel needs and chooses to no longer travel, passenger is entitled to an Involuntary Refund in accordance with [RULE 100 - REFUNDS](#).

C. Tarmac Delays

a) Disembarkation

Air Canada will not permit an aircraft to remain on the tarmac at a Canadian airport for more than three hours (or 3 hours and 45 minutes if departure is imminent). Prior to reaching these timelines, Air Canada will return the aircraft to the gate or another suitable disembarkation point, where passengers will be allowed to disembark. If feasible, passengers with disabilities and their support person or service animal, if any, will be provided the opportunity to disembark in priority.

b) Standards of Treatment

During a tarmac delay, Air Canada will provide passengers with:

- adequate food and potable water in reasonable quantities after the aircraft doors are closed (in the case of departure) or has landed (in the case of arrival);
- proper ventilation and heating or cooling of the cabin;
- the means to communicate with people outside the aircraft, if feasible; and
- access to operable lavatory facilities.

Air Canada will also ensure adequate medical attention is available, if needed.

c) Rerouting or Refund in the Event of Disembarkation

Passengers who choose to disembark during a tarmac delay are deemed to no longer want to travel on the flight in question and will be subject to the relevant provisions of Rule 80 regarding rerouting and/or refunds.

d) Exception

This section does not apply if compliance is not possible, including for reasons related to situations outside carrier's control, such as safety and security, or air traffic or customs control.

D. Free baggage allowance

An involuntarily rerouted passenger shall be entitled to retain the free baggage allowance applicable for the type of service originally paid for. This provision shall apply even though the passenger may be transferred from one fare brand to another.

RULE 85 - VOLUNTARY CHANGES AND REROUTING

A. When change can be made at the passenger's request and subject to payment of any fee set out in applicable fare rule, Carrier will effect a change in the routing, destination Carrier(s), class of service, flight coupon(s), travel dates, or will cancel a reservation provided that such Carrier issued the ticket. A customer may also request a change of the reservation and log the resulting travel credit in AC Wallet as described herein.

B. Penalties (category 16)

(1) Routing

Unless further restricted in the specific fare rule, travel must be via the routing and/or mileage provisions that are specified for the fare. If there is more than one routing at the same fare, the passenger may specify the routing prior to issuance of the ticket. If any portion of the ticket is left on an "open" basis, the passenger may specify any of the optional routings, otherwise the Carrier will determine the routing.

(2) Rerouting

Rerouting will require a ticket to be either revalidated (change to the flight number and/or travel date) or reissued (change to the destination, connection or stopover point(s)).

a) Voluntary rerouting

As used herein, "Voluntary Rerouting" shall refer to any changes in reservations of confirmed flights requested by a passenger. Unless otherwise stated in a specific fare rule, the following conditions will apply:

- i. In the case of fares which have advance reservations restrictions, voluntary rerouting will be permitted, without penalty, prior to the advance ticketing deadline. Where a restriction is placed on voluntary rerouting, such restriction will apply only after the ticketing deadline has passed.
- ii. If there is a penalty for rerouting, reservations for the revised itinerary will only be confirmed prior to the advance ticketing deadline.
- iii. If voluntary rerouting is not permitted in the specific fare rule, the cancellation provisions (outlined in category 16 of the specific fare rule) shall apply whenever a passenger voluntarily changes confirmed reservations.

b) Involuntary rerouting

Normal involuntary rerouting procedures (see [RULE 85 – VOLUNTARY CHANGES AND REROUTING](#) paragraph (B) in this tariff) shall apply unless specifically stated in the applicable fare rule.

- (3) Cancellation prior to commencement of travel
 - a) Unless otherwise amended by specific provisions in the applicable fare rule, the provisions of [RULE 100 – REFUNDS](#), in this tariff, shall apply.
 - b) Unless otherwise stated in the specific fare rule, in the case of fares which have advance payment/ticketing requirements, the specified cancellation penalty will apply only after the advance payment/ticketing deadline has passed.
 - c) If a passenger fails to use the confirmed flights indicated on the ticket, all flight coupons remaining in the ticket will become void for further transportation at the ticketed fare. The applicable cancellation penalty will be applied before any refund will be processed.

- (4) Cancellation after commencement of travel
 - a) Unless otherwise amended by specific provisions in the applicable fare rule, the provisions of [RULE 100 – REFUNDS](#), shall apply.
 - b) When a fare has a specified cancellation penalty and a passenger fails to use the confirmed flight(s) indicated on the ticket, all flight coupons still remaining in the ticket will become void for further transportation at the ticketed fare. The original fare paid by the passenger will be applied toward the purchase of any fare(s) that may be retroactively applied to the sector(s) flown by the passenger. The cancellation penalty will be deducted from any refundable amount.

- (5) At any time cancellation penalties may be applied toward the purchase of a higher Air Canada fare governed by a different rule from that originally ticketed; providing that any ticket(s) issued for revised itineraries are annotated “non-ref (amount of cancellation penalty)“.

C. Method of effecting change

The change requested by the passenger shall be effected by:

- (1) Endorsement or coupon control of such unused ticket or flight coupon(s),
 - (2) Re-ticketing of the passenger in one or more bookings, or
 - (3) Logging any unused value on the ticket as a credit in the AC Wallet for use as described in B(2) above.
- D. Applicable fare**

- (1) The fare, fees, charges and surcharges applicable as a result of any such change in routing, destination, or Carrier shall be the new fare, taxes, fees, charges and surcharges available at the time the change is made, plus applicable change fee or penalty, per applicable fare rule provided that:
 - a) Additional passage at the through fare shall not be permitted unless request has been made prior to arrival at the destination named on the original ticket; and
 - b) after the carriage has commenced, a one way ticket shall not be converted into a round trip or circle trip ticket at the round trip or circle trip discount for any portion already flown; and
 - c) after carriage has commenced a round trip ticket can be converted into a circle trip ticket, or vice versa provided that request is made prior to the passenger's arrival at the destination named on the original ticket or miscellaneous charges order.
- (2) Any difference between the fare, taxes, fees, charges and surcharges applicable under subparagraph (a) above, and the fare, taxes, fees, charges and surcharges paid by the passenger will be collected from the passenger by the Carrier accomplishing the rerouting, who will also refund any amount per refund [RULE 100 - REFUNDS](#).

E. Expiration date

The expiration date of any new ticket issued will be the same as the expiration date of the old ticket.

Time limits on cancellations and charges for late cancellations will be applicable to revised routings requested by passenger.

F. Travel Agency Bookings

Voluntary changes to tickets issued by travel agencies must be processed through the travel agency.

Exceptionally, if a voluntary change is requested on day of travel at the airport and the travel agency is closed, the carrier will make best efforts to assist in determining the difference in fare, fees, charges and surcharges applicable as a result of any change in routing, destination or carrier, plus applicable change fee or penalty.

RULE 90 - DENIED BOARDING

Note: This rule applies only to flights operated by Air Canada, Air Canada Express and Air Canada Rouge.

A. Definition of Denied Boarding

A passenger is denied boarding when the number of seats that may be occupied on a flight is less than the number of passengers who hold confirmed reservations, have valid travel documentation, and have checked in by the required time and presented themselves at the boarding gate by the required time as per [RULE 70 - CHECK-IN AND BOARDING TIME LIMITS](#).

B. Reason for denied boarding

Air Canada will inform passengers of the reason for the denied boarding.

C. Volunteers

Request for Volunteers

- (1) Before denying boarding to passengers, Air Canada will request volunteers from among confirmed passengers to relinquish their seats in exchange for compensation. The request for passengers, selection of passengers and the amount and form of compensation is at Air Canada's sole discretion.

Written Confirmation

- (2) The passenger volunteering will receive written confirmation of any benefit provided by Air Canada before the flight departs.

D. Priority for Boarding

- (1) In the event there are not enough volunteers, Air Canada will select passengers who will be denied boarding, giving priority to passengers for boarding in the following order:
 - a) unaccompanied minors under the age of 18;
 - b) passengers with disabilities and their support person, service animal or emotional support dog, if any;
 - c) passengers travelling with family members;
 - d) passengers previously denied boarding on the same ticket (having disclosed that information to Air Canada agents);
 - e) passengers for whom, in Air Canada's assessment, being denied boarding would cause severe hardship;
 - f) paying passengers travelling in Signature/Business (J Cabin) or Premium Economy (O cabin);

g) all other passengers, based on itinerary, fare paid status of loyalty program membership and the time in which the passenger is present at check-in without advance seat assignment.

E. Passengers on Aircraft

Air Canada will not require customers seated on the aircraft to give up their seat involuntarily unless it is required for safety or security reasons.

F. Alternate Travel Arrangements and Standards of Treatment

Air Canada will provide passengers denied boarding with alternate travel arrangements and standards of treatment in compliance with APPR. The alternate travel arrangement is deemed to be satisfactory to a passenger unless the passenger advises otherwise prior to the departure of the new travel arrangement.

G. Refunds

If a passenger who has been denied boarding involuntarily refuses such arrangements because they do not accommodate their travel needs and chooses to no longer travel, passenger is entitled to an Involuntary Refund in accordance with with [RULE 100 - REFUNDS](#).

H. Compensation

1) A passenger who has been denied boarding involuntarily because of events within Air Canada's control will be compensated, in accordance with APPR.

2) A passenger **is not** eligible for denied boarding compensation if:

a) the passenger was denied boarding for reasons outside the control or for reasons within Air Canada's control but required for safety purposes, such as when the passenger's aircraft has been substituted with one having lesser capacity because of unexpected maintenance;

b) the passenger is seated in a seat other than that specified on his ticket for the same flight at no extra charge to him;

c) the passenger has been refused transportation in accordance with [RULE 75 - REFUSAL TO TRANSPORT](#);

d) the passenger did not present themselves at check-in or at the gate in accordance with [RULE 70 - CHECK-IN AND BOARDING TIME LIMITS](#); or

e) the Carrier rebooked the passenger's connecting flight as a result of a delay affecting the passenger's incoming flight which reduced the minimum connection time needed between flights.

3) No Delay or Cancellation Compensation

A passenger is not entitled to receive delay or cancellation compensation if he/she have already been paid denied boarding compensation.

4) Adjustment

If the passenger's flight reserved as part of alternate travel arrangements arrives before or after the expected arrival time, and the amount that was paid or confirmed no longer reflects the amount due in function of the actual delay at destination, Air Canada will adjust the amount of the compensation accordingly.

5) No Expiry

Travel vouchers issued as compensation for denied boarding do not expire. If a passenger does not use a travel voucher within one year from the date of issue, the passenger may have to contact Air Canada to reactivate the travel voucher.

RULE 95 - GROUND TRANSFER SERVICE

Carrier does not usually maintain, operate or provide ground transfer service between airport or between airports and city centers. Where ground transfer service is offered by the Carrier, it is agreed that any such service is performed by independent operators who are not, and shall not be deemed to be, agents or servants of the Carrier. In cases where the Carrier maintains and operates for its passengers ground transfer services, the terms, conditions, provisions, rules and regulations of the Carrier, including (but without limitation) those stated or referred to in their tickets, baggage checks and baggage valuation agreements shall be deemed applicable to such local services. No portion of the fare shall be refundable, whether such ground transfer services are not used or whether they are used in replacement of a flight or flight segment (for example, due to a Schedule Irregularity).

RULE 100 - REFUNDS**A. General**

Refund by the Carrier: for an unused ticket or portion thereof, or miscellaneous charges order, refund will be made in accordance with this rule.

(1) Except for Involuntary Refunds:

- a) Economy Basic tickets are entirely non-refundable and hold no credit for future travel.
- b) For all other non-refundable tickets, the unused value may either, at customer's discretion, subject to any fee or penalty contained in applicable fare rules and subject to customer cancelling the booking prior to departure:
 - (i) be used toward the purchase of another ticket within a year from date of issue if ticket is fully unused or from first departure date for partially used ticket or alternatively,
 - (ii) be logged in an AC Wallet and may thereafter be used toward the purchase of one or more other tickets (valid on Air Canada ticket stock only) and other eligible ancillary Air Canada services, subject to any fee or penalty contained in applicable fare rules and subject to customer cancelling the booking prior to departure.

(2) Carrier shall make all or any individual refunds upon written request, through its general accounting offices of regional sales or accounting offices, through Air Canada's call centers, at certain airports, or on its transactional websites.**(3) Time Limitation for Refund Requests**

- a) Application for a refund should be made during the period of validity of the ticket defined in Rule 25. However, the period of validity may be extended subject to payment of applicable fee. For non-refundable tickets exchange for a ticket for travel commencing within 3 months of the end of the period of validity, applicable fee is \$50. For refundable tickets, and refundable fees, taxes or charges, an over-aged fee of \$100 will be applied to refunds issued after a year from the date of issue. For miscellaneous charges order, an over-aged fee of \$25 will be applied to refunds issued after a year from the date of issue.

B. Currency

All refunds will be subject to government laws, rules, regulations, or orders of the country in which the ticket was originally purchased and of the country in which the refund is being made. Refunds will be made subject to the following provisions:

- (1) For purchases made in certain currencies or in certain countries, refunds of tickets, or deposit receipts shall be made only in the currency used for such purchase, or only in the country where such purchase was made;
- (2) Refunds of tickets or deposit receipts purchased in currency other than Canadian dollars will be made, using the same rate of exchange as was applied in computing the original cost of the ticket.

C. Person to Whom Refund is Made

Except as provided below, Air Canada will refund in accordance with this rule only to the person named who originally purchased the ticket in the original form of payment used to make the booking.

Exception 1: Tickets issued in exchange for a prepaid ticket advice (PTA) and/or miscellaneous charge order (MCO) will be refundable only to the purchaser of the PTA and/or MCO.

Exception 2: Tickets issued against a credit card honoured by Air Canada will be refunded only to the account of the person to whom such credit card was issued, unless the refund was rejected by the financial institution who had issued it, on the basis that the credit card used for purchase has been closed. In such cases, Air Canada will issue the refund to an alternate credit card issued in the name of the person to whom the credit card originally used for payment was issued.

Exception 3: For tickets issued via a travel agency or another airline, refund requests will only be processed through the travel agency or that airline and to the original form of payment.

Exception 4: For bookings with multiple passengers and logged in AC Wallet, for tickets and other eligible ancillary Air Canada services, credits will be issued either to (i) each ticketed passenger on the same booking individually, logged in their respective AC Wallets or, alternatively, (ii) to one of the ticketed passengers for the entire booking. In such cases, the passenger whose AC Wallet contains a log of the value of other tickets on the same booking ensures that they have authorization from other passengers on the same booking to log their credit in the passenger's name, and releases and discharges Air Canada, its parents, affiliated and subsidiary companies and their respective directors, officers, servants, employees and agents from all and every claims, demands, liability and/or cause of actions for losses damages, costs, or for any reason whatsoever (including any claim, demand, liability or cause of action for loss or damage not now known or anticipated but which may later develop or be discovered including all the effects and consequences thereof) that may arise from the logging to their AC Wallet, including any claim that may be made by any of the other ticketed passengers on the

original reservation and shall indemnify and hold harmless Air Canada, its parents, affiliated and subsidiary company and their respective directors, officers, employees, servants and agents from any such loss, cost or damage.

D. Involuntary Refund

(1) For the purposes of this paragraph, an Involuntary Refund is a refund owed as a result of a departure delay, cancellation, denied boarding or downgrade pursuant to Rule 80 and Rule 90, or that is made due to any reason within Air Canada'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 (downgrade) or a missed connection due to a Schedule Irregularity.

(2) **Amount of Involuntary Refund**

The amount of the Involuntary Refund will be as follows, unless otherwise provided elsewhere in this tariff and subject to applicable law:

- a) Air Canada will refund the unused portion of the ticket or, if passenger is not at point of origin and travel no longer serves a purpose, refund the full value of the ticket and provide passenger with a confirmed reservation back to the point of origin that accommodates passenger's needs. When a portion of the trip has been made and the passenger elects to continue to destination by travel not arranged by carrier, the amount of refund of the unused portion will be prorated based on mileage.
- b) When a Schedule Irregularity results in the passenger travelling in a lower class of service (downgrade) than that purchased, Air Canada will refund the fare difference for the affected flight(s), if any.
- c) Air Canada will also refund any additional services purchased in connection with a passenger's original ticket if the passenger has been provided with alternate travel arrangements under APPR and the passenger did not receive those services or those services were paid for a second time.

(3) Refunds under APPR will be provided within 30 days after the day on which the carrier becomes obligated to provide the refund.

E. General Refund

(1) The term "General Refund" for the purpose of this paragraph, shall mean any refund of a ticket or portion thereof other than the Involuntary Refund as defined above. General Refund includes but is not limited to other circumstances that are outside the carrier's control, such as situations described in [RULE 70 - CHECK-IN AND BOARDING TIME](#)

[LIMITS, RULE 75 – REFUSAL TO TRANSPORT](#), and any other circumstances in which passenger chooses to longer travel.

(2) Amount of General Refund

The amount of the General Refund will be as follows:

- a) When a ticket is cancelled within 24 hours of purchase, a full refund without penalty can be obtained. Air Canada will only process the refund for tickets purchased directly from Air Canada.

For tickets issued via a travel agency or another airline, cancellation and refund requests must be processed through the travel agency or that airline.

- b) In all other cases, the amount of General Refund will be as follows and is subject to fare refundability in accordance to the fare rules:

- i. When ticket is fully unused, the amount of refund will be the fare, fees, charges and surcharges paid less any applicable cancellation/change fee or penalty set out in the applicable fare rules.

- ii. When any ticket coupons have been used, the amount of refund will be:

The difference, if any, between the fare, taxes, fees, charges and surcharges paid and the fare, taxes, fees, charges and surcharges applicable for transportation used, less any applicable cancellation/change fee or penalty, as set out in the applicable fare rules.

Note: the most restrictive cancellation/change fee applies.

F. Unused portions of lost paper tickets

For unused or unused portions of lost paper tickets or miscellaneous changes orders, a refund will be issued upon written request, subject to a service fee of \$100 for lost tickets and \$25 for lost miscellaneous charge order, plus any applicable fee due to time limitation of refund request. No lost ticket fee will be charge if the Carrier is responsible for loss.

G. Jury duty/military duty

In the event a passenger is called to military duty, jury duty or subpoenaed, a full refund will apply upon presentation of jury summons, subpoena or military order to duty. (No other documents will be accepted.)

H. Refund in case of death

The following provisions apply to non-refundable tickets and to tickets with cancellation fees when transportation is cancelled due to death of a passenger, of a member of the passenger's immediate family or of a traveling companion. Immediate family member includes: spouse

(including common law or same sex partner), child (including adopted, step, grand, great grand), parent, mother, father (including, step, grand, in-law, common-law), daughter, son (including legal, in-law, common-law), brother, sister (including step, half, in-law, common-law) legal guardian and some of legal guardian (with proof of judgment) and for the purpose of this rule, includes traveling 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 within 90 days prior to commencement of travel, or
 - b) After commencement of travel, or
 - c) When the purpose of travel was to visit the deceased immediate family member.
- (2) Prior to commencement of travel: full refund of the fare, taxes, fees charges and surcharges will be made.
- (3) After commencement of travel: the refund of any unused portion will be the difference, if any, between the fare, taxes, fees, charges 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 the 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 within 90 days of the return date stated on the ticket for a refund.
- (6) Refunds will only be made upon presentation of:
 - a) A letter or email with details, including the relationship to the deceased family member and, where applicable, confirmation that the purpose of travel was to visit the deceased immediate family member;
 - b) The electronic ticket number; and
 - c) Proper documentation providing proof of the death of the immediate family member or of the passenger, such as a copy of the death certificate, funeral director's statement, or acknowledgement of registration issued by a governmental authority is required. Documents or copies thereof must be issued and executed by the duly authorized authority in the country in which the death occurred, i.e. those designated by the laws of the country concerned.

RULE 105 - LIABILITY OF CARRIERS**A. Personal injury and death – time limitations**

No action shall be maintained for any injury to or for the death of any passenger unless notice of the claim is presented in writing to the general offices of the Carrier alleged to be responsible therefore within 90 days after the alleged occurrence of the events giving rise to the claim, and unless the action is commenced within 1 year after such alleged occurrence.

B. Other-time limitations

No action shall be maintained for any loss of, or any damage to, or any delay in the delivery of, any property or baggage, or on any other claim (excepting only personal injury or death), arising out of or in connection with transportation of, or failure to transport any passenger or property or baggage unless notice of the claim is presented in writing to an office of the Carrier participating in this rule alleged to be responsible therefore forthwith and, at the latest, within 7 days from the date of receipt in the case of damage and within 21 days after the alleged occurrence of the events giving rise to the claim, and unless the action is commenced within 2 years after such alleged occurrence, but failure to give the above notice shall not be a bar if the claimant established to the satisfaction of the Carrier that he was unable to give such notice.

C. Preliminary notice

In the case of allegedly missing, delayed or damaged baggage the provisions in (b) shall apply, except that preliminary notice of loss, delay or damage must be submitted to the Carrier, in writing, after the arrival of the flight on which the loss, delay or damage is alleged to have occurred, and prior to the passenger's leaving the airport. Receipt by the person entitled to delivery of checked baggage without such a preliminary notice within the time aforesaid is prima facie evidence that the same has been delivered in good condition.

D. Overcharges

In addition to the requirements in paragraph (b) above, no claims for overcharge shall be valid and no action shall be maintained thereon more than two years after the date of sale of the ticket, unless such claim or action is accompanied by the passenger coupon portion of said ticket.

E. Carrier shall not be liable for punitive or exemplary damages or for any damages with no sufficient causal link arising from or connected in any way with any act or omission by the Carrier, its employees or agents, whether or not such act or omission was negligent and whether or not the Carrier had knowledge that such damages might be incurred.

F. Where the Carrier would otherwise be liable in respect of the death or injury of a passenger carried for hire sustained during the operations of flight embarkation or disembarkation or at any time while the passenger is aboard the aircraft, the Carrier shall comply with passenger liability insurance and security provisions contained in the *Air*

Transportation Regulations, SOR/88-58, as applicable, provided that this provision shall not apply in respect of any passenger whose condition is such as to involve an unusual risk or hazard in regard to loss or damage which would not have been sustained but for the age or mental or physical condition of such passenger including in the case of a pregnant passenger any injury, illness or disability sustained by an unborn child.

G. Limitations of liability

The acceptance for transportation by the Carrier of a passenger whose status, age, or mental or physical condition is such as to involve any unusual hazard or risk to himself, or, in the case of a pregnant passenger, to any unborn child (whether or not the Carrier has knowledge of such status, age, or mental or physical condition) shall be only upon the condition (a) that the Carrier shall not be liable for any loss or damage arising out of an injury, illness or disability (or any aggravation or consequence thereof, including death) sustained by the passenger, if such loss or damage would not have been sustained but for such status, age, or mental or physical condition; and further (b) that, in the case of a pregnant passenger, the Carrier shall not be liable for loss or damage arising out of any injury, illness or disability (or any aggravation or consequence thereof, including death) sustained by an unborn child.

H. Successive Carriers

Carriage to be performed under one ticket or under a ticket and any conjunction ticket issued in connection therewith by several successive Carriers is regarded as a single operation.

I. Laws and provisions applicable

- (1) All carriage hereunder and other services performed by each Carrier are subject to:
 - a) Applicable laws, government regulations, orders, and requirements;
 - b) Provisions set forth in the passenger's ticket;
 - c) This tariff, general conditions of carriage and applicable fare rules.

J. Limitations of liability - baggage

- (1) (Applicable for transportation solely within Canada only and not in conjunction with any international travel.) Liability for the loss of, damage to, or the delay in delivery of, baggage or other personal property shall not be more than 1,288 special drawing rights per passenger, unless a higher value is declared in advance and charges are paid pursuant to Carriers regulations as defined in paragraph (L) below (Declaration of higher value). In such a case, the liability of the Carrier shall be limited to such higher declared value. In no case shall the Carriers liability exceed the actual loss suffered by the passenger. All claims are subject to proof of amount of loss. These limitations shall also apply to baggage or other personal property accepted by the Carrier for temporary storage at a city or airport office or elsewhere before or after the passengers trip.

- (2) Normal carrier limit of liability will be waived for substantiated claims involving loss damage or delay in delivery to mobility aids, such as wheelchairs, walkers, crutches, scooters and other mobility aids, when such items have been accepted into the care of the carrier as checked baggage or otherwise. In such cases, the liability of carrier is to be based on the cost of the repair or replacement value of the mobility aid.
- i. Passenger must file a report with the carrier at airport immediately upon arrival. If passenger is unable to file a report upon arrival, they must contact Air Canada Baggage via aircanada.com without delay;
 - ii. Passenger must then file a claim via the form provided on aircanada.com within the time limitations defined under Rule 105(B) and provide supporting documentation, such as the baggage incident report number, the passenger's itinerary, baggage tag, clear pictures of the damaged item, evidence of purchase, model and type of the mobility aid, and any other information that may reasonably be requested by the carrier to identify the mobility aid, verify the facts alleged, and assess the credibility of the claim.
- (3) In case of damaged or delayed wheelchairs, walkers, crutches, scooters and other mobility aids if a damaged aid can be repaired, the Carrier will arrange, at its expense, for the prompt and adequate repair of the aid and for its return to the passenger as soon as possible. A temporary replacement will be obtained without undue delay while the passenger's mobility aid is being repaired or returned.
- K. Limitations of liability – general**
- (1) Except as provided herein, or in other applicable law:
 - a) Carrier is not liable for any death, injury, delay, loss, or other damage of whatsoever nature (hereinafter in this tariff collectively referred to as "damage") to passengers or unchecked baggage arising out of or in connection with carriage or other services performed by the Carrier incidental thereto, unless such damage is caused by the negligence of the Carrier.
 - b) Carrier is not liable for any damage directly and solely arising out of its compliance with any laws, government regulations, orders, or requirements or from failure of passenger to comply with same.
 - (2) Under no circumstances will the Carrier be liable for the loss, delay or damage to unchecked baggage or cabin baggage not attributed to the negligence of the Carrier. Assistance rendered to the passenger by the Carrier's employees in loading, unloading or trans-shipping of unchecked or cabin baggage shall be considered as a gratuitous service to the passenger.

- (3) Carrier is not liable for damage to a passenger's baggage caused by property contained in the passenger's baggage. Any passenger whose property caused damage to another passenger's baggage or to the property of the Carrier shall indemnify the Carrier for all losses and expenses incurred by the Carrier as a result thereof.
 - (4) Carrier shall not be liable for the destruction, loss, damage, or delay in delivery of any property which is not acceptable for transportation in accordance with [RULE 60 – BAGGAGE](#) or for any other loss or damage of whatever nature resulting from any such loss or damage or from the transportation of such property, including damage or delay to perishable items or loss or delay of unsuitably or inadequately packed items, to the extent that the destruction, loss or damage resulted from the inherent defect, quality or vice of the baggage, or, in case of delay, that the Carrier, its agents, and servants took all measures that could reasonably be required to avoid the damage or that it was impossible to take such measures. This exclusion is applicable whether the non-acceptable property is included in the passenger's checked baggage with or without knowledge of the Carrier.
 - (5) Liability of the Carrier for damages shall be limited to occurrences on its own line, except in the case of checked baggage as to which the passenger also has a right of action against the first or last Carrier.
 - (6) A Carrier issuing a ticket or checking baggage for carriage over the lines of another Carrier does so only as agent.
 - (7) Carrier shall not be liable for punitive, exemplary damages or for any damages with no sufficient causal link, arising from or connected in any way with any act or omission by the Carrier, its employees or agents, whether or not such act or omission was negligent and whether or not the Carrier had knowledge that such damages might be incurred.
 - (8) Any exclusion or limitation of liability of the Carrier under this tariff or the ticket shall apply to agents, servants, or representatives of the Carrier acting within the scope of their employment and also to any person whose aircraft is used by the Carrier and its agents, servants or representatives acting within the scope of their employment.
 - (9) All claims are subject to proof of amount of loss. The Carrier may disallow any claim for loss or damage which contains misrepresentations with respect to the nature or amount of such loss or damage, the Carrier may also disallow claims when the passenger fails to provide proof of loss in the form of receipts of purchase unless other sufficient proof of loss is provided.
- L. Declaration of higher value**
- (1) A passenger may, when checking in for a flight and presenting property for transportation, pay an additional charge for each Carrier on which the property is to be transported and declare a value higher than the maximum amounts specified in (J). The additional charge is \$0.50 per each \$100 or fraction thereof. This additional charge must

be paid in advance for each Carrier and for each leg. In which event, the Carrier's liability shall not exceed such higher declared value.

- (2) Limits on declared higher values the declared value for personal property, including baggage, shall not exceed the limits of \$2,500.

Note: the amount specified above will be in Canadian currency when the baggage is presented to a Carrier at a point in Canada and in US currency when the baggage is presented to a Carrier at a point in the United States.

M. Claims made regarding delays, cancellations or denied boarding

- (1) Passengers must submit claims made regarding delays, cancellations or denied boarding directly to the Carrier via the webform or mailing address provided on aircanada.com and allow the Carrier 30 days or such time as prescribed by applicable law (whichever is the shorter time period) to respond directly to them before engaging third parties to claim on their behalf.
- (2) The Carrier will not 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 the above.
- (3) In the event that 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 process claims submitted by a third party unless the claim is accompanied by appropriate documentation duly evidencing the authority of the third party to act on behalf of the passenger.
- (6) Passengers are not prohibited by this clause from consulting legal or other third party advisers before submitting their claim directly to the Carrier.
- (7) Any payment or refund will be made by cheque, email transfer or bank transfer directly to the passenger, at the choice of the Carrier. The Carrier may request evidence that the bank account is held by the passenger concerned.
- (8) In the case of a compensation claim under APPR, the passenger must submit the claim to the Carrier before the first anniversary of the day on which the flight delay or cancellation occurred.

N. Modification and waiver

No agent, servant, or representative of the Carrier has authority to alter, modify, or waive any provisions of the contract of carriage of this tariff.

O. Severability

Should any provision in this tariff or in the ticket be determined to be invalid, illegal or unenforceable by a court of competent jurisdiction, all other provisions shall nevertheless remain valid, binding and effective.

RULE 110 - BEREAVEMENT

- A.** For travel due to a death or an imminent death of an immediate family member, Air Canada will provide reduced bereavement fares, subject to availability. The following conditions will apply.
- (1) Valid on flights operated by Air Canada, Air Canada Express and Air Canada Rouge.
 - (2) Tickets must be sold directly by Air Canada prior to travel, pursuant to the conditions stated in this rule.
 - (3) Fares may be sold for one-way (to and/or from) or roundtrip travel from point of origin to the closest point where Air Canada flies to the funeral, memorial services, or imminent death (as defined below) of immediate family member.
 - (4) Travel must commence within 10 days of reservation.
 - (5) Change fees and seat fees are waived. Cancellation fees as per the applicable fares rules.
- B.** “Immediate family” members see definition in [RULE 1 - DEFINITIONS](#).
- C.** Imminent death is defined as follows:

Any and all cases that have a medical and/or doctor’s note to the effect of a pending loss of a loved one.

- (1) Any of the following cases:
 - a) Patients in intensive care
 - b) Heart attack
 - c) Final stages of cancer (travel more than once permitted)
 - d) Serious accidents
- D.** Bereavement information requirements: the following information or documentation must be provided prior to ticketing:
 - (1) Name of dying or deceased immediate family member;
 - (2) Relationship of dying/deceased to passenger; and
 - (3) Proof of death or imminent death:
 - a) A copy of the death certificate, funeral director’s statement, coroner’s statement, name and contact information of memorial or funeral home (“memorial” means any religious custom/service of family mourning such as Shiva visitation) or acknowledgments of registration issued by a provincial government from destination.
 - b) In case of imminent death, a letter from the treating physician on official letterhead that clearly defines the situation as one of imminent death of the immediate family

member. Alternatively, the name and contact information (address and phone number) of the attending physician, as well as the location of the dying immediate family member (i.e. Hospital) is acceptable.

RULE 116 - DISTRIBUTION COST RECOVERY FEE

- (1) A Distribution Cost Recovery Fee will be collected for worldwide travel as indicated in the grid below. The fee may vary at the time of actual booking, depending on the channel through which the booking is made.
- (2) The Distribution Cost Recovery Fee is applicable to all tickets issued outside of Air Canada direct channels.
- (3) The Distribution Cost Recovery Fee will be collected per Journey at the point of sale, at the time of ticket issuance. The fee will be collected under the code "YR".
- (4) The Distribution Cost Recovery Fee is non-commissionable and does not apply to Infants.

POINT OF SALE	DISTRIBUTION COST RECOVERY FEE
Canada	35.00 CAD
United Kingdom	22.00 GBP
Switzerland	25.00 CHF
Europe	25.00 EUR
Australia	40.00 AUD
China	10.00 USD
Japan	2500 JPY
World Wide	30.00 USD