
PACIFIC COASTAL AIRLINES
Part 1. Domestic Scheduled Passenger Tariff

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Preamble

This Tariff contains the rules of how Pacific Coastal Airlines Ltd conducts business with our passengers and customers.

It will allow our passengers and our customers to know definitively what service we intend to provide, and the limits of that service. The Company will not only meet these minimum levels of expected service, but strive to provide the best customer service we can to our valued passengers and customers.

Although most of the Tariff is written to protect the interests of the passenger, it also protects the Company by stating what we expect from our passengers with respect to safety and security.

At Pacific Coastal Airlines we hope to make your travel as comfortable, simple and enjoyable as possible. If there's something here you don't like and/or special services that you require, we will likely go above and beyond these rules to make your experience with us the best possible. Don't hesitate to give us a call if you have any questions regarding the language in these Tariffs. From our experience we know that with a bit of planning almost any travel issue can be resolved.

Amending Procedures

Tariff amendments will be promulgated as required by the President. After approval by the Canadian Transportation Agency, they will be issued to manual holders and published on the Company web site.

Each amended page will show the appropriate amendment number and date. All changes will be indicated by a vertical black bar adjacent to the item that has been changed. When a tariff is amended, a copy of the amendment is to be forwarded to the CTA along with the appropriate amendment instructions.

Amendment instructions shall include a "Remove Pages" and "Insert Pages" and "Reason for Change" list. The amended text shall be identified by a vertical line in the right hand margin.

When a manual or amendments thereto are superseded, instructions will be issued to all manual holders to destroy the superseded copies.

These Tariffs are comprised of four parts: Part 1. Domestic Scheduled Passenger Tariff, Part 2. Local Cargo Tariff, Part 3. Domestic Charter Tariff, Part 4 International Charter Tariff. All four parts are based on the Domestic Scheduled Tariff. For that reason the List of Effective Pages, the Preamble, and the Amending procedures are contained in this Part.

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Amendment Record

Amendment No.	Amendment No.
Revision #1	May 2, 2008
Revision #2	June 1, 2008
Revision #3	March 15, 2017
Revision #4	June 20, 2018
Revision #5	June 27, 2018
Revision #6	September 24, 2018
Revision #7	January 28, 2019

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EXPLANATION OF ABBREVIATIONS AND SYMBOLS

A.M.	Denotes	Ante-Meridian
P.M.	Denotes	Post-Meridian
LTD.	Denotes	Limited
C.O.D.	Denotes	Cash on Delivery
CTA	Denotes	Canadian Transportation Agency
(A)	Denotes	Increase
(C)	Denotes	Change in wording, which results in neither increase nor reductions in charges.
(N)	Denotes	Addition
(R)	Denotes	Reduction
%	Denotes	Percent
\$	Denotes	Dollars
Co.	Denotes	Company
No.	Denotes	Number
Lbs(s)	Denotes	Pound(s)
PCAL	Denotes	Pacific Coastal Airlines

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LIST OF AIRPORTS USED SERVING POINTS NAMED HEREIN

Name of Point	Province	Airport
Anahim Lake	B.C.	Anahim Airport
Bella Bella	B.C.	Bella Bella Airport
Bella Coola	B.C.	Bella Coola Airport
Comox	B.C.	Comox Airport
Campbell River	B.C.	Campbell River Airport
Cranbrook	B.C.	Cranbrook Airport
Kelowna	B.C.	Kelowna Int'l Airport
Masset	B.C.	Masset Airport
Port Hardy	B.C.	Port Hardy Airport
Powell River	B.C.	Powell River Airport
Prince George	B.C.	Prince George Airport
Trail	B.C.	Trail Airport
Tofino	B.C.	Tofino-Long Beach Airport
Vancouver	B.C.	Vancouver Int'l Airport
Victoria	B.C.	Victoria Int'l Airport
Williams Lake	B.C.	Williams Lake Airport

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1.0 PASSENGER RULES, FARES AND CHARGES

DEFINITIONS

In Section 1 of this Tariff,

1. "airport" includes any landing area used to enplane or deplane passengers and baggage.
2. "animals", in addition to the usual connotation, includes reptiles, birds, poultry and fish.
3. "Carrier" means Pacific Coastal Airlines Limited
4. "connection point" means a point to which a passenger holds or held confirmed space on a flight that the passenger holds or held confirmed space on a flight.
5. "Event of Force Majeure" means an event, the cause or causes of which are not attributable to the willful misconduct or gross negligence of the Carrier, including, but not limited to (i) earthquake, flood, hurricane, explosion, fire, storm, epidemic, other acts of God or public enemies, war, national emergency, invasion, insurrection, riots, strikes, picketing, boycott, lockouts or other civil disturbances, (ii) interruption of flying facilities, navigational aids or other services, (iii) any laws, rules, proclamations, regulations, orders, declarations, interruptions or requirements of or interference by any government or governmental agency or official thereof, (iv) inability to procure materials, accessories, government or governmental agency or official thereof, (v) inability to procure materials, accessories, equipment or parts from suppliers, mechanical failure to the aircraft or any part thereof, damage, destruction or loss of use of an aircraft, confiscation, nationalization, seizure, detention, theft or hijacking of an aircraft, or (vi) any other cause or circumstances whether similar or dissimilar, seen or unforeseen, which the Carrier is unable to overcome by the exercise of reasonable diligence and at a reasonable cost.
6. "mis-connection" occurs at a connecting point when a passenger holding confirmed space is or will be unable to use the accommodation out of the connecting point because the Carrier was unable to deliver him to the connecting point in time to connect with the other flight, due to late arrival of his flight at the connecting point, or cancellation of his flight at point of origin or en route.
7. "outbound flight" means the flight on which a passenger originally held confirmed space beyond the point where the schedule irregularity or failure to carry or mis-connection occurs.
8. "reroute" means to issue a new ticket covering transportation to the same destinations as, but via a different routing than, that designated on the ticket, or portion thereof, then held by the passenger for transportation to the same destination as, but via a different routing than, that designated thereon.
9. "round trip" means any trip, the ultimate destination of which is the point of

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- origin, and which is made in both directions.
10. "stopover" means a deliberate interruption of a journey by the passenger, agreed to in advance by the Carrier, at a point between the place of departure and the place of destination.
 11. "ticket" means either a paper ticket or a reservation on the passenger's ticketless itinerary.

2.0 APPLICATION OF RULES, REGULATIONS, FARES, RATES AND CHARGES

- 2.1 Rules in this tariff govern the application of all fares and charges published in this tariff. These rules constitute the conditions upon which the Carrier transports or agrees to transport and are expressly agreed to by the passenger to the same extent as if such rules were included as conditions in the contract of carriage.
- 2.2 Transportation is subject to the rules in effect on the date on which such transportation commences at the point of origin on the ticket.
- 2.3 Fares will be sold, and charges collected, and baggage checked only to or from landing areas.
- 2.4 Whenever and for such periods as direct service is suspended or discontinued between points named in this tariff, rates published between such points via such direct suspended or discontinued service, will be inapplicable (except for combination or intermediate application) during such period as the service may be suspended or discontinued.

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3.0 RESPONSIBILITY OF CARRIER

- 3.1 The Carrier will be responsible for the furnishing of transportation only over its own lines. When the Carrier undertakes to issue a ticket, check baggage, or make any other arrangements for transportation over the lines of the Carrier (whether or not such transportation is part of a through service), the Carrier will act only as agent to such other Carrier and will assume no responsibility for the acts or omissions of such other Carrier.
- 3.2 No agent, servant or representative of Carrier has authority to alter, modify or waive any provisions of the contract of carriage of this tariff. The Carrier does reserve the right to do more than is required by this tariff to enhance customer service under special circumstances.

4.0 GROUND TRANSPORTATION

The Carrier does not assume responsibility for the transportation of any passenger or his baggage between any airport and any other place in any area served through such airport. Ground transportation to and from any such airport is provided only by independent operators, who are not agents or servants of the Carrier, and at the passenger's expense. The Carrier may provide ground transportation as an additional service, from time to time. Such transportation is provided at the sole discretion of the Carrier.

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5.0 REFUSAL TO TRANSPORT

- 5.1 The Carrier will refuse to transport or will remove at any point any passenger:
- a) whenever such action is necessary to comply with any governmental regulation, or to comply with any governmental 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 limiting, Acts of God, Event of Force Majeure, strikes, civil commotions, embargoes, wars, hostilities or disturbances) actual, threatened or reported;
 - b) whose status, age or mental or physical condition is such as to,
 - i) render him incapable of caring for himself without assistance, unless he is accompanied by an attendant who will be responsible for care for him en route, and with the care of such attendant, he will not require unreasonable attention or assistance from employees of the Carrier; (see Rule 16)
 - ii) Make such refusal or removal necessary for the reasonable safety or comfort of other passengers and / or the safety of the Carrier's staff in the handling and assisting of the passenger. It should be noted that the Carrier does not use wide body aircraft and it must be possible for two people to safely lift and / or handle the disabled passenger. If this will present significant difficulties, other arrangements may be possible with prior notice; (see Rule 16)
 - iii) involve any unusual hazard or risk to himself or to other persons (including, in cases of pregnant passengers, unborn children) or to property.
- 5.2 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, but will, at the request of the passenger, refund in accordance with Rule 25.1 (refund involuntary).
- 5.3 Persons under the influence of alcohol or drugs shall be refused carriage.
- 5.4 Persons who are abusive, disruptive or otherwise unruly to Pacific Coastal agents, staff or other customers shall be refused carriage. Such refusal is to be at the discretion of the senior agent available at the time or the aircraft Captain.

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6.0 ACCEPTANCE OF CHILDREN

- 6.1 Every child under the age of two (2) must be accompanied by an adult on a one to one basis. The one adult for each child under two (2) rule, is a regulation that the airline must adhere to. Details of child restraint systems can be found in Rule 6.6 page 14.
- 6.2 Children two (2) and over, but under 12 years of age, are accepted for transportation without restrictions when accompanied by a passenger at least 12 years of age or over.
- 6.3 Unaccompanied Minors (UM's) - Children under twelve (12) years of age not accompanied by a passenger twelve (12) years of age or over are accepted for transportation only under the following conditions:
- a) Children under eight (8) years of age not accepted under any conditions;
 - b) **Fee: \$50.00 per direction of child**
 - c) UM's eight (8) years to eleven (11) years of age, may be accepted for on-line transportation. The child must be brought to the airport of departure by a parent or guardian who remains with the child until enplaned and who must furnish the Carrier with satisfactory evidence that the child will be met by another parent or guardian upon deplaning at his destination but not accepted if the flight on which the child holds a reservation is expected to terminate short of, or by-pass his destination;
 - d) A form must be filled out by those dropping off and picking up an unaccompanied minor (UM). Please note that forms must be filled out each time travel occurs & must be complete prior to the UM boarding our aircraft; photocopies of previously used forms will not be accepted.
 - e) The individual picking up a child must have valid photo identification in order for Pacific Coastal Airlines to release the child - no exceptions please. The full name & contact information of this individual must be filled out on all forms and note that any individual not listed will not be able to pick up the unaccompanied child - no exceptions please. Names on forms of all parties must match names on official photo I.D. shown by all parties.
 - f) Should an individual wish to send an unaccompanied minor (UM) on Pacific Coastal Airlines to a destination that requires a

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connection within our network then the individual will have to organize a designated adult to meet the child at the connecting point. The UM will be handed off to this adult and this same person must then check the UM in again & remain with the child until after the child's connecting flight has departed. ***PLEASE NOTE*** Baggage will be tagged point to point only and a minimum connection time of one (1) hour must be provided; under no circumstances will the baggage be through tagged to the final destination. Two (2) separate reservations must be made with two (2) distinct separate sets of contact information. As well, two (2) separate sets of Unaccompanied Minor (UM) forms must be filled out, one (1) set from the originating base; one (1) set at the next check-in point. Official photo I.D. is mandatory as outlined in Section 6.3 e).

- g) In the event an UM is travelling onward and connecting to another airline our staff will not escort the child on your behalf; a designated adult must meet the child arriving on our flight then take the child and his/her bags to the next airline. Official photo I.D. is mandatory as outlined in Section 6.3 e).
- h) Children 12 years of age and over, accepted without restrictions
- i) No Unaccompanied Minors will be accepted for flights that connect. If a parent or guardian wishes to send an UM on a series of flights, these conditions must be met:
 - 1) The UM must be booked as two (or more) separate flights. For all intents and purposes, including baggage, the reservations will be considered as separate flights. The UM will have paper work signed in and out for each flight, and baggage will be tagged point to point and will need to be collected and then re-checked;
 - 2) The parent or guardian must arrange for a responsible adult to meet and take custody of the UM, and attend to their needs until such time as the next flight. Any inconvenience or cost caused by delays or reroutes will be the responsibility of the parent or guardian;
 - 3) A minimum time between flights of 1 hour must be planned;
 - 4) Failure of parent or guardian or other responsible adult to meet the child at his destination will result in the child

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being returned to original departure point if possible. If any difficulties arise that cannot be resolved, Child Services and the RCMP will be contacted and the child will be surrendered to them;

- 5) All costs incurred by the Carrier for return of the child, shall be assessed to the parent, guardian or the designated adult in custody of the child;
- 6) If any of these conditions cannot be met or agreed upon the child will not be accepted for travel;
- j) Child traveling alone cannot travel on flights where a weather advisory has been issued. In this situation the UM will be re-accommodate on a flight when conditions improve.

- 6.4 The fare applicable to the transportation of children will be determined in accordance with Rule 15, (Fares for Children).
- 6.5 The Carrier will not assume any financial or guardianship responsibility for unaccompanied children beyond those applicable to an adult passenger.

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6.6 CHILD RESTRAINT SYSTEMS

This section describes the acceptable types of child restraint systems and their use on Pacific Coastal Airlines aircraft.

Infant Restraint System - is a rear facing restraint system that is generally restricted to an occupant weight of under 20 pounds. Weight restrictions are specified on the system and can vary from one system to another. Infant Restraint Systems are certified to Canadian Motor Vehicle Safety Standard - CMVSS 213.1.

Child Restraint System - is a forward facing restraint system that is generally restricted to an occupant weight of 20 to 40 pounds. However, some systems can accommodate occupants of a greater weight. Weight restrictions are specified on the system and can vary from one system to another. Child Restraint Systems are certified to CMVSS 213.

Convertible Restraint System - the term "convertible" is often used by manufacturers to describe restraint systems which can be used as an aft-facing system for infants and as a forward-facing system for children. These restraint systems are certified to both CMVSS 213 and 213.1

The following conditions must be met:

- a) Restraint systems which are manufactured or sold in Canada must be affixed with a Statement of Compliance label which states that the system has been certified to CMVSS 213 or 213.1 and indicate the date of manufacture as being after January 1, 1981.
- b) Seats manufactured to the US standards between January 1, 1981 and February 25, 1985 must bear the label: "This child restraint system conforms to all applicable *Federal Motor Vehicle Safety Standards*"
Seats manufactured to US standards on or after February 26, 1985 must bear two labels:
 - (i) "*This child restraint system conforms to all applicable Federal Motor Vehicle Safety Standards*" and
 - (ii) "**THIS RESTRAINT IS CERTIFIED FOR USE IN MOTOR VEHICLES AND AIRCRAFT**" in red lettering.

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- c) The occupant does not exceed the weight limit for which the restraint device was designed.
- d) The device must fit between the armrest of the seat, be easily secured using the aircraft seat belt and installed according to the directions on the device.
- e) The restraint system is properly secured to a seat which is not located in an emergency exit row, or in any seat so as to prevent access to emergency or safety equipment.
- f) The restraint system is not located in a seat where it will block access by a person to the aisle of the aircraft.
- g) The adult accompanying the infant is:
 - familiar with the method of releasing the occupant from the restraint system,
 - and
 - is seated in the adjacent seat to the seat in which the restraint system is used.
- h) The restraint system must be provided by the passenger and an additional seat purchased.
- i) An individual safety briefing is provided to the adult accompanying the infant, which includes:
 - i) the responsibilities of the adult - the security of the restraint system and its occupant;
 - ii) adherence to the seat belt sign; and
 - iii) evacuation procedures.
- j) Evacuation: In an evacuation the occupant must be removed from the restraint device.
 - Adult must be briefed that if an emergency exists, the occupant must be removed from the device and the device left behind.

NOTE: Although tether straps are required in automobiles, they are not authorized for use on aircraft. The flight crew must ensure the tether strap is removed or secured so as not to become a hazard during flight.

Booster seats, booster cushions, belly loop belts and snugglies are prohibited for use on board aircraft. (booster cushions are only certified for use in an automobile with a shoulder belt - not approved for aircraft)

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7.0 RESERVATIONS

7.1 GENERAL

- a) A reservation will be tentative only and will not be valid until the passenger has secured a confirmed ticket or a reservation number indicating his confirmed reserved space on the passenger's ticketless itinerary.
- b) All space is reserved but no passenger shall be allotted any particular seat. Reservations made without purchase of tickets will be held only for such time as the Carrier may in each case deem sufficient to permit the purchase of tickets after reservation has been confirmed.
- c) Reservations will be accorded for the carriage of passengers in the order received by the Carrier.
- d) In case of overload from whatsoever cause arising, the Carrier reserves the right to transfer any or all of the passengers at the point on the route to the next flight on which accommodations are available See Rule 7.3.

7.2 CANCELLATION

- a) The Carrier will cancel the reservation of any passenger whenever such action is necessary to comply with any governmental regulation, or to comply with any governmental 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.
- b) Tickets are valid only for passage beginning on the dates shown on face of ticket, between points named on the flight coupons and for trips on which space has been reserved, except that tickets endorsed for reservations on flight from stopover points, or on return flights, or on flights originating at stations other than where the sale is made, must be validated by the Carrier in accordance with the time limit endorsed on the flight coupons of such tickets.
- c) If the passenger fails to occupy space which has been reserved for him on a flight and the Carrier fails to receive notice of the cancellation of such reservation prior to the departure of such flight, the Carrier will cancel such reservation and all other reservations for continuing or return space.
- d) Check-in time. Reservations are subject to cancellations at the discretion of the Carrier if passengers do not report to the Customer Service Counter at least twenty (20) minutes prior to flight departure.

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7.3 AIRCRAFT SPACE AND WEIGHT LIMITS

Passengers will only be carried within the space and weight limitations of the Carrier's aircraft, and the Carrier reserves the right to deny boarding or transport to any person in order to comply with such limitations. If this policy results in a passenger being denied boarding on an aircraft for which such passenger has paid a fare, then the following shall apply:

- a) if the passenger has not checked in at least twenty minutes before planned departure, the passenger shall forfeit his or her right to obtain a refund of any fare paid in respect of the flight;
- b) if the passenger is denied boarding after checking in at least twenty minutes before planned departure, such passenger shall be offered:
 - 1) transportation on another flight offered by the Carrier at a later time to such passenger's original destination, free of charge, and;
 - 2) a full refund of the fare paid by that passenger in respect of the flight and in addition, a credit applied to the passenger's itinerary for a free travel voucher equal to the value of the original portion of the affected fare;
 - 3) if a passenger elects to board another flight offered by the Carrier at a later time, and such flight is within forty-eight (48) hours of the original flight, such passenger shall, as circumstances warrant, be entitled to be compensated for taxi to and from the airport to a suitable hotel (if the later flight is not on the same day as the original flight). Accommodations (if required) and meals will be provided to such passenger at no extra charge.

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8.0 TICKETS

Pacific Coastal Airlines Limited, like many airlines, has moved to a ticketless system. There are still provisions for paper tickets, and they are still used in some applications, but the vast majority of “tickets” are now ticketless itineraries. For the intent of the following rules, the term “ticket” will mean both paper tickets and/or the ticketless equivalent.

8.1 GENERAL

- a) No person shall be entitled to transportation except upon presentation of a valid ticket or the declaration of a ticketless itinerary. A paper or ticketless itinerary shall entitle the passenger to transportation only between points of origin and destination.
- b) If there is a disagreement between the existence of and/or the contents of ticketless itinerary, the responsibility lies with the passenger to produce either a reservation number, or produce a receipt of payment of the ticket. If valid evidence of a ticket cannot be produced at the time of travel, a new ticket must be purchased at the current available rate. If the passenger can then at a later date provide valid evidence of the original purchase, the cost of the newly purchased ticket will be reimbursed.
- c) Flight coupons when issued, must be used in sequence from point of origin as shown on ticket and will be honored only in the order in which they are issued, and only if all unused flight coupons and passenger coupons are presented together.
- d) A ticket which has not been validated, or which has been altered, mutilated or improperly issued, shall not be valid.
- e) Transfer and/or refunding of ticket will be subject to terms of the fare purchased.

8.2 VALIDITY

- a) Except as otherwise provided, tickets shall be valid for a period of one (1) year after date of issuance. Tickets expire at midnight on date of expiration.
- b) Any ticket shall be revocable by the Carrier upon refunding the fare paid.

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9.0 APPLICATION OF FARES

9.1 Except as herein provided, passage via the Carrier is subject to the tariff regulations and fares effective on the date of the commencement of passage from the point of origin or point of stopover, as the case may be. In the event of an increase or decrease in fare effective subsequent to the purchase of a ticket but prior to the commencement of any portion of the passage thereunder, the full amount of the increase or decrease shall be collected or refunded, as the case may be, before such tickets are honored for passage.

- a) If any portion of the ticket has been used, the unused portion thereof shall not be subject to an increase in fare, but shall be subject to a decrease in fare, and the Carrier when presented with a partially used ticket shall, at the passenger's option:
- i) honour the unused portion of the ticket without adjustment, or
 - ii) refund the value of the unused portion of such ticket upon surrender thereof as provided in Rule 25, and permit the passenger to purchase a new ticket for the balance of his passage at the decreased fare applicable to the balance of his passage; and
 - iii) fares and charges will apply only to transportation between the airports through which the points named in connection with such fares and charges are served by Carrier.

9.2 Pacific Coastal Airlines fares are grouped into three distinct and branded fare classes offering differing features and benefits suited to the needs of today's travellers. Grouped in order of price from lowest to highest, they are:

- i) **Bravo Fare – most affordable option**
 - Book early — Limited seat availability
 - Cancel or change segments as often as you like – \$78.75 per direction, per passenger (plus applicable fare difference)
 - Name changes are not permitted

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- Same-day earlier flight change – \$52.50
- Fare is non-refundable
- No Shows – 100% Forfeit value of segment

ii) **Classic Fare – most flexible option**

- Book in advance — Generous seat availability
- Cancel or change segments as often as you like – \$52.50 per direction, per passenger (plus applicable fare difference)
- Name changes – \$52.50 per passenger
- Same-day earlier flight change – \$26.25
- Fare is non-refundable
- No Shows – 100% Forfeit value of segment

iii) **Encore Fare – most convenient option**

- Book anytime — Full aircraft availability!
- Cancel or change segments as often as you like – no fees (fare difference may apply)
- Same-day earlier flight change – no charge!
- 100% refundable!
- No Shows – 100% forfeit value of segment

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10.0 CONSTRUCTION OF FARES NOT PUBLISHED

- 10.1 When the fare between any two points is not specifically published such fare will be constructed by combining those fares, applicable via the desired routing from the passenger's point of origin, which produce the lowest fare, provided, however, that:
- a) if the fare so constructed exceeds the fare applicable to or from a more distant point via the same routing, the fare applicable to or from such more distant point will apply;
 - b) if a fare constructed for a trip is interrupted by travel other than via Carrier exceeds the applicable through fare for uninterrupted travel via the same routing, the applicable through fare will apply.

11.0 TERMS AND CONDITIONS OF CARRIAGE

11.1 LIABILITY

General

- a) The terms, conditions, rules and regulations referred to in this tariff shall be applicable to all transportation and to all services and operations relating to such transportation performed or to be performed by the Carrier except as any applicable law may otherwise require.
 - b) The Carrier shall not be liable for any death, injury, loss or claim of whatsoever nature (hereinafter collectively referred to as damage) arising out of or in connection with carriage or ancillary or other services hereunder unless such damage is proved to have been caused by the negligence or willful fault of the Carrier and there has been no contributory negligence of the passenger, shipper, consignee or other claimant.
 - c) The Carrier is not liable for any damage directly or indirectly arising out of compliance with laws, government regulations, orders or requirements or from any cause beyond the control of the Carrier.
 - d) The Carrier shall not be responsible for any accident causing death or injury to persons while embarking or disembarking from aircraft unless such damage is proved to have been occasioned by the negligence of the Carrier and/or for any accident causing death or injury to persons after disembarking from an aircraft, waiting to board an aircraft, waiting for or with passengers, or sightseeing on any property used by the Carrier.
 - e) The liability of the Carrier in respect of the death or injury to a passenger carried for hire and reward when the injury, whether resulting in death or not, is sustained during the operations of flight or while embarking or
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disembarking, or at any time while the passenger is aboard the aircraft, is limited to the sum of \$200,000.

- f) When the Carrier transports any passenger whose condition is such as to involve an unusual risk or hazard, the Carrier is not liable for any 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.

11.2 LIMITATION OF LIABILITY

- a) Passenger

Where the Carrier would otherwise be liable in respect of the death or injury of the passenger carried for hire sustained during the operations of the flight embarkation or disembarkation or at any time while the passenger is aboard the aircraft the liability of the Carrier shall not be limited in respect of such passenger liability insurance or security stipulated by the C.T.A. as a condition of the Carrier's licences; provided that this provision shall not apply in respect of any passenger whose condition is such as to involve an unusual risk or hazarding 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. The Carrier reserves the right to require a medical clearance from a proper medical authority if travel involves any unusual risk or hazard to the passenger or to other persons (including, in cases of pregnant passengers, unborn children).

- b) Where the Carrier is liable in respect of a death or injury for the passenger, carried for hire or reward, sustained during the operations of flight or while embarking or disembarking or at any time while the passenger is aboard the aircraft the liability of the Carrier shall, except in the case of passengers conditionally accepted be limited to an amount equal to the minimum amount per passenger of passenger liability insurance or security stipulated by the C.T.A. as a condition of the granting of a licence to the Carrier.
- c) No action may be maintained against the Carrier for injury to or for delay in carriage of any passenger unless the action is commenced within one year of such occurrence.
- d) No action may be maintained against the Carrier for loss of or damage to baggage unless notice of the claim shall have been presented in writing to the head office of the Carrier within thirty days (or such further period as a Court may decide in view of all the circumstances to be reasonable) after the occurrence of such loss, damage or delay and unless the action is commenced within one year of such occurrence.
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12.0 INSURANCE

Rates quoted in the tariffs of the Carrier do not include insurance.

13.0 CURRENCY OF FARES AND CHARGES

All published fares and charges are stated in dollars and cents of the lawful currency of Canada.

14.0 FARES

14.1 All fares are subject to change based market conditions and cost of service and are issued on a one-way basis. The latest fares are available by request and / or by consulting Carrier's web site on the internet. www.pacificcoastal.com

15.0 FARES FOR CHILDREN

15.1 Children under 2 years of age:

The Carrier accepts for transportation, without charge, not more than one child under two years of age, not occupying a separate seat, and accompanied by a fare-paying passenger at least twelve years of age or over.

15.2 All Children 2 years of age and older, including Unaccompanied Minors, will be charged the same as for an adult. All children are accepted for transportation only in accordance with Rule 6 (Acceptance of Children).

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16.0 TRANSPORTATION OF PASSENGERS WITH A DISABILITY

Definitions:

“Ambulatory” Means a person who is able to move about within the aircraft unassisted.

“Non-ambulatory” Means a person who is not able to move about within the aircraft unassisted.

“Non-self-reliant” Means a person who is not self-reliant, may still require assistance boarding or deplaning.

“Self-reliant” Means a person who is independent, self-sufficient and capable of taking care of all personal needs during flight, and does not require assistance of a personal nature, such as assistance with eating, using the washroom facilities or administering medication nor does not require services from the Carrier other than that which is normally offered by the Carrier.

16.1 ACCEPTANCE OF A PASSENGER WITH A DISABILITY

- a) The Carrier will accept the determination of a person with a disability as to self-reliance. When a passenger has advised the Carrier of his or her self-reliance, the Carrier shall not refuse such passenger transportation on the basis that there is a lack of escort or that the passenger may require additional attention from the airline employees.
- b) Passengers with a disability will be accepted for transportation as outlined below:

Disability	Assistant Required
Blind	No
Deaf	No
Blind and Deaf/Self-reliant	No
Blind and Deaf/Non-self-reliant	Yes
Intellectual/Non-self-reliant	Yes
Intellectual/Non-self-reliant	Yes
Ambulatory/Self-reliant	No
Ambulatory/Non-self-reliant	Yes
Non-Ambulatory/self-reliant	No
Non-Ambulatory/Non-self-reliant	Yes

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- * The maximum per flight may be limited subject to passenger safety limitations, aircraft specifications, and airport handling facilities available at departure or arrival airports.
- c) The Carrier reserves the right to require a medical clearance from proper medical authorities if travel involves any unusual risk or hazard to the passenger or to other persons (including, in the case of pregnant passenger, unborn children);
 - d) The Carrier will refuse to transport or will remove at any point, any passenger through whose actions or inaction proves to the Carrier that his or her mental or physical condition is such as to render him incapable of caring for himself without assistance, unless he/she is accompanied by an attendant who will be responsible for caring for him/her en route and, with the care of such attendant, he/she will not require unreasonable attention or assistance from the employees of the Carrier.
 - e) The Carrier will refuse or make removal necessary of any passenger if carriage of that passenger will jeopardize the safety or reasonable comfort of the passenger or other passengers and/or the safety of the Carrier's staff in the handling and assisting of the passenger. It should be noted that the Carrier does not use wide body aircraft and it must be possible for two people to safely lift and/or handle a disabled person. If this will present any unreasonable difficulties or concerns for safety, other arrangements may be possible with prior notice;
 - f) Passengers with a disability will not be permitted to occupy seats in designated emergency exit rows or over wing emergency exit rows;
 - g) Reservations should be made at least 24 hours in advance of travel, advising the Carrier as to the nature of the disability and assistance required, so that arrangements can be made. The Carrier will make every effort to accommodate passengers who fail to make reservations 24 hours in advance;
 - h) In addition to the regular free baggage allowance, the Carrier will accept the following items as priority checked baggage without charge :
 - 1) an electric wheelchair, a scooter or a manually operated rigid-frame wheelchair;
 - 2) a manually operated folding wheelchair;
 - 3) a walker, a cane, crutches or braces;
 - 4) any device that assists the person to communicate better; and
 - 5) any prosthesis or medical device.
 - i) Walkers, crutches and canes may be retained in the passenger's custody
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provided they are stowed in accordance with the Carrier's safety regulations and provided they may be accommodated.

- j) If requested at least 48 hours before the scheduled time of departure of the person's flight, the Carrier will provide the following assistance. If the request is not made within 48 hours the Carrier will make a reasonable effort to provide the services.

The Carrier will provide an enhanced level of service for those passengers which request it at least 48 hours ahead of their flight time. If this request is not made ahead of time the Carrier will still make a reasonable effort to assist in every way it can.

Assistance will be provided with:

- 1) registration at check-in counter;
 - 2) proceeding to the boarding area;
 - 3) boarding and deplaning;
 - 4) stowing and retrieving the person's carry-on baggage;
 - 5) retrieving the person's checked baggage;
 - 6) transferring the person :
 - a) between: the person's own wheelchair, scooter or other mobility aid and: a wheelchair, boarding chair or other mobility aid provided by the Carrier.
 - b) Between : a wheelchair, boarding chair or other mobility aid and: the person's passenger seat.
 - 7) assisting the person, other than by carrying the person, in moving to and from an aircraft washroom.
 - 8) serving special meals, where available, and providing limited assistance with meals such as opening packages, identifying items and cutting large food portions;
 - 9) inquiring periodically about the person's needs while awaiting a flight after check-in, when in transit between flights and during the flight;
 - 10) assembling and disassembling of mobility aids; and
 - 11) proceeding to the general public area or to a representative of another Carrier.
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16.2 MOBILITY AIDS

If a mobility aid is damaged or lost, the Carrier will immediately provide a suitable temporary replacement without charge. If a damaged aid can be repaired, the Carrier will arrange, at its expense, for the prompt and adequate repair of the aid and return it to the passenger as soon as possible. If a damaged aid cannot be repaired or is lost and cannot be located within 96 hours after the passenger's arrival, the Carrier will, at its discretion, replace it with an identical aid satisfactory to the passenger, or reimburse the passenger for the replacement cost of the aid.

16.3 SERVICE ANIMALS

The Carrier will accept for transportation, without charge, a service animal required to assist a person with a disability provided that:

- a) the animal is properly harnessed and certified as having been trained by a professional service animal institution.
- b) For the comfort of all passengers, the Carrier staff will determine, in consultation with the disabled person, where the person and the service animal will be seated. Such an animal may not occupy a seat in the aircraft. The passenger should recognize that the Carrier does not use widebody aircraft and that space on some of the aircraft types do not allow for a large animal to be placed under the seat area. It is very important that when booking a flight, mention is made of the service animal and its size. The Carrier may be able to make other arrangements to ensure adequate space if this is arranged prior to departure.
- c) Should injury to or death of a service animal result from the fault or negligence of the Carrier, the Carrier will undertake to provide expeditiously, and at its own expense, for medical care, and if necessary, replacement of the animal.

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16.4 PASSENGER OXYGEN

The Carrier will accept for transportation, without charge, a maximum of two passengers per flight to each bring up to two (2) oxygen cylinders containing gaseous oxygen only for personal use onboard the aircraft. The passenger will be allowed to check one additional bottle for a total of three (3). It is recommended that only one bottle may be carried on the flight and that in any case the regulator cannot be changed during the flight from one bottle to the other.

The passenger is recommended to provide a doctor's certificate or note stating they are physically acceptable for travel. Passengers should also verify with their physician or oxygen supplier that their oxygen supply will last for the duration of the flight.

There are many other restrictions associated with the carriage of oxygen as it is considered 'Dangerous Goods'. If a passenger wishes to carry or check more than three cylinders, it will not be allowed unless they meet the 'Carriage of Dangerous Goods Regulations'. This information can be found by contacting our Cargo department and making the arrangements to ship the extra bottles as cargo.

16.5 PASSENGERS ON STRETCHERS

The Carrier will upon advance arrangements and subject to the availability of space and appropriate equipment, accept for transportation passengers on stretchers. The fare for passengers will be triple the applicable adult passenger fare between points between which the passenger travels on a stretcher. An attendant is required for each stretcher passenger and the fare for such attendant will be the regular tariff fare. The normal free baggage allowance will apply to each fare paid under the rule.

17.0 PRISONERS

The Carrier reserves the right to refuse the carriage of a prisoner or prisoners, unless accompanied by an officer of the law who will be fully responsible for the proper conduct of his charge.

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18.0 ACCEPTANCE OF BAGGAGE, LIVE ANIMALS OR ACCESSORIES

- 18.1 The Carrier has the right to examine baggage tendered for transportation.
- 18.2 The Carrier will accept for transportation as baggage such personal property as is necessary or appropriate for the wear, use, comfort, or convenience for the passenger for the purposes of his trip, subject to the following conditions:
- a) Maximum Size and Weight of Checked and Carry-on Baggage are limited by rules provided in Section 19.0 page 31.
 - b) The Carrier has the right to refuse to accept baggage for transportation on any flight other than the one on which the passenger is to be transported;
 - c) The Carrier will refuse to accept any property for transportation if it cannot withstand ordinary handling, or its weight, size or character renders it unsuitable for transportation on the particular aircraft on which it is to be transported;
 - d) The Carrier will refuse to transport or will remove at any point any baggage which the passenger refuses to allow the Carrier, upon the request of the Carrier, to examine;
 - e) The Carrier will refuse to accept the following articles for transportation, unless advance arrangements have been made:
 - i. assembled firearms or ammunition, except that Carrier will accept for transportation sporting firearms when not loaded and when in a suitable case and a small quantity of small arms ammunition for personal use when packed in the original package of the manufacturer without advance arrangements being made;
 - ii. any other articles, including live animals, which can cause annoyance to passengers, or which cannot be carried in the baggage or cargo compartments of the aircraft;
 - iii. Any liquids, as baggage or otherwise or any other articles not suitable, or not suitably packed for transportation in aircraft. Carrier will not be liable for the losses of, or damage to, liquids or such other articles or for the damage to other baggage or cargo.
 - f) The Carrier will accept photo-flash bulbs for transportation if the bulbs are packed in the original package of the manufacturer, and the package is marked to indicate the nature of the contents and to show that it is to be handled with care;
 - f) Service and Mobility Aids. In addition to the free baggage
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allowance, the Carrier will accept the following items as priority checked baggage without charge:

- 1.) Wheelchairs with non-spillable batteries with terminals disconnected and taped;
 - 2.) Mobility aids such as, but not limited to manually operated wheelchairs, scooters, walkers, crutches and canes. Walkers, crutches and canes may be retained in the passenger's custody provided they are stowed in accordance with the Carrier's safety regulations and provided that they may be accommodated.
 - 3.) The Carrier assumes responsibility for disassembling and reassembling (as required) mobility aids to ensure the device is safe for travel.
 - 4.) See Rule 16 for details.
- g) The Carrier will accept for transportation, without charge, a dog trained to provide service assistance, if properly harnessed, when it accompanies a passenger with appropriate certification of its training and purpose. The dog will be permitted to accompany such passenger into the cabin, but will not be permitted to occupy a seat; (see Rule 16 for details)
- h) Live animals will only be accepted for transportation, provided that:
- i. advance arrangements are made;
 - ii. they are harmless, quiet, inoffensive, odorless and will require no attention in transit;
 - iii. they are properly caged;
 - iv. the Carrier may refuse transportation of any live animal if it is deemed, by the Carrier or its agents, to be unacceptable for any reason. Live animals shall not be carried in the passenger compartment unless they qualify for carry-on service and do not create a safety hazard or nuisance to other passengers.
 - v. the animal will be subject to applicable charges regardless of whether the animal travels as checked or carry-on.
- i) Infant car seats will be accepted for transportation in the cabin only when an additional seat is reserved and an additional ticket is purchased therefor, and when the car seat has approved sticker for travel in automobile or aircraft on it and is properly secured by the seat belt. Snugglies are not acceptable for infant carriage. See description of acceptable seats in Rule 6.6, pg 13.

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18.3 ARTICLES ACCEPTED AS BAGGAGE:

- a) Baggage shall consist only of wearing apparel, non-liquid toilet articles and similar effects for actual use which are necessary and appropriate for the comfort and convenience of the passenger for the purpose of journey and not intended for other persons or for sale. Portable T.V.'s, electronics, laptops, cameras, money, jewelry, silverware, samples, negotiable paper, securities and similar valuable or business documents will be carried only at the risk of the passenger.
- b) Baggage must be enclosed in receptacles provided with handles, loops, or other suitable means of attaching checks, and sufficiently strong to withstand necessary handling, such as trunks, valises, telescopes, suitcases, leather hat boxes, satchels, medium sized boxes (constructed of wood or heavy corrugated card or fibre board).
- c) Receptacles when not securely locked will not be received or checked except on condition that no liability will be assumed for loss of articles therefrom whether resulting from negligence of the Carrier, its servants or agents, or otherwise howsoever.

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19.0 BAGGAGE ALLOWANCE

19.1 Baggage rates are assessed on a per piece basis and are subject to checked baggage charges applicable to the fare class paid for the segment. For further information regarding Pacific Coastal Airlines fare classes please see 9.0 Application of Fares.

For reservations made on or before January 28, 2019:

	1st Checked Piece	2nd Checked Piece	3 pieces or more	Oversized or overweight Single item exceeding 50lbs or 62" linear dimensions
Bravo Fare	\$20.00	\$25.00	\$75.00	\$75.00
Classic Fare	\$0.00	\$25.00	\$75.00	\$75.00
Encore Fare	\$0.00	\$0.00	\$75.00	\$75.00
QuikPass Bravo	\$0.00	\$25.00	\$75.00	\$75.00
QuikPass Classic	\$0.00	\$0.00	\$75.00	\$75.00
QuikPass Encore	\$0.00	\$0.00	\$75.00	\$75.00

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For reservations made on or after January 29, 2019 for travel April 29, 2019 onward:

	1st Checked Piece	2nd Checked Piece	3 pieces or more	Oversized or overweight Single item exceeding 50lbs or 62" linear dimensions
Bravo Fare	\$30.00	\$40.00	\$90.00	\$90.00
Classic Fare	\$0.00	\$40.00	\$90.00	\$90.00
Encore Fare	\$0.00	\$0.00	\$90.00	\$90.00
QuikPass Bravo	\$0.00	\$40.00	\$90.00	\$90.00
QuikPass Classic	\$0.00	\$0.00	\$90.00	\$90.00
QuikPass Encore	\$0.00	\$0.00	\$90.00	\$90.00

For baggage that fails to travel on a specified flight, delivery at the expense of the carrier to a maximum of two hundred and fifty dollars (\$250.00 CAD).

- 19.2 **Excess Baggage:** There shall not be a limit to the number of pieces checked by a passenger as long as the applicable per piece fee has been assessed and collected as per above.

The maximum overall dimension of any single piece of checked baggage (L + W + H) must be less than 62 in. (158 cm) with a maximum weight of 50 lbs (22.7 kg).

- a. Items with overall dimensions of more than 62 in. (223 cm) and/or weighing between 50 lbs and 70 lbs (31.8 kg) shall be assessed as oversized or overweight.

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- b. Any item having exceeding overall dimensions of 88 inches (223 cm) and/or 70 lb (40.8 kg) shall be assessed as General Cargo and will be shipped as per Standard General Cargo Tariff rules.
 - c. Any item with a single linear dimension exceeding 72 in. (182.9 cm.) shall be assessed as General Cargo and will be shipped as per General Cargo Tariff rules.
- 19.4 A child under two (2) traveling for free with a fare-paying adult, is not entitled to any baggage allowance.
- 19.6 Except as otherwise provided, the term “baggage” for the purpose of determining baggage allowance, and for no other purpose, shall include all luggage including briefcases, portfolios, packages, parcels, typewriters, camera equipment and accessories and other similar articles whether personally carried by passengers in the cabin or checked and carried in the cargo compartments. (Individual books and magazines, binoculars, pocket size cameras and coats will not be weighed as “baggage” when carried by the passenger in the cabin).

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20.0 CARRY-ON BAGGAGE

Carry-on Baggage is permitted on all flights. The carry-on/ valet baggage allowance will be limited to two pieces: one (1) carry-on bag/roller board-type bag and one (1) personal item (such as purse, laptop bag, diaper bag, etc.). The total maximum weight permitted is 44 lbs (20 kg) with maximum dimensions of 9 in. (22.9 cm.) x 15.5 in. (39.3 cm.) x 21.5 in. (54.6 cm)

	Maximum Size	Maximum Weight
1 Standard Article	9" X 15.5" X 21.5" (23cm X 40cm X 55cm)	22lbs (10kgs)
1 Personal Article	6" X 13" X 17" (16cm X 33cm X 43cm)	22lbs (10kgs)

21.0 LIABILITY OF CARRIER FOR BAGGAGE

21.1 The Carrier will not be liable for:

- a) the loss of, or any damage to or delay in the delivery of any property which is not acceptable for transportation pursuant to Rule 18, (Acceptance of 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;
- b) loss, damage to, or delay in the delivery of fragile or perishable articles, money, jewelry, silverware, negotiable papers, securities, or other valuables, business documents, or samples which are included in the passenger's checked baggage, whether with or

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without the knowledge of the Carrier.

- c) Minor damage such as would be expected under normal wear and tear during transit. This includes zippers, scuffs, scratches, nicks, dents, missing straps, feet, clips and wheels, exterior tube handles or similar damage attributable to normal wear and tear.

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22.0 LIMITATION OF LIABILITY FOR BAGGAGE

Pacific Coastal Airlines will do its best to ensure that all baggage gets to where it is supposed to be on time and without damage. There is occasion where it doesn't. In this case we will do everything we can to reunite the baggage with the passenger or make restitution. In most cases the baggage is in our system and can be quickly located and sent on the next flight. If this is not the case, or if the baggage has been damaged the Company will do what it can to prevent further inconvenience. If a delayed bag cannot be reunited with a passenger on the same day, the Customer Service Agent on duty may authorize an allowance that will enable the passenger to replace the necessities until the bag is found or the investigation is complete (refer to 22.1 b. below). This allowance will depend on the situation, but will not normally be paid out unless the bag cannot be reunited within the same day. This allowance will be limited by the following rules.

22.1 The following conditions apply to lost or damaged baggage:

- a) In the event of damaged baggage the passenger must initiate a claim within forty-eight (8) hours of arrival at the destination station. A claim form will be provided by a Customer Service Agent. In the event of lost baggage the passenger must initiate a claim within one (1) hour of arrival at the destination station.
- b) Upon receipt of a lost or damaged bag claim that the Carrier cannot rectify on the day of travel, the Carrier may authorize up to a fifty (\$50) dollar allowance for incidental costs of the lost or damaged baggage.
- c) The liability, if any, for loss or damage to checked baggage or for delay in the delivery thereof is limited to \$250.00 for each ticket which will be paid after an intensive search is carried out. The claim may be paid out after a ten (10) day period in which the lost baggage is not retrieved. A damaged bag may be paid out at the discretion of the Manager responsible for Baggage Services after an investigation is completed. In the case of a damaged bag the waiting period will be no more than five (5) business days
- d) The foregoing limitation will also apply to baggage or personal property accepted by the Carrier for temporary storage at a city or airport ticket office or elsewhere prior to the commencement or subsequent to the completion of the passenger's transportation.
- e) Unchecked baggage or other personal property shall be carried at the risk of the passenger.
- f) The Carrier will accept liability for mobility aids as is presented in Rule 16, Transportation of Passengers with Disabilities.
- g) If the value of your bag contents exceeds the Carrier's liability, you may wish to consider purchasing baggage insurance through your own insurance company, prior to travel.

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23.0 FAILURE TO OPERATE ON SCHEDULE

- 23.1 When a passenger who has a ticket and a confirmed reservation is delayed and/or misses a connection because of:
- a) a schedule irregularity such as a change in the schedule of flight, delay in arrival or departure time, omission of a scheduled stop or cancellation of a flight; or
 - b) Inability to provide previously confirmed space; or
 - c) Cancellation of the passenger's reservation pursuant to Rule 7.2 (Cancellations); the Carrier will:
 - i) transport the passenger on another of its flights on which space is available, at no additional cost to the passenger; or
 - ii) reroute the passenger only over its own lines to the destination, next stopover point or transfer point shown on its portion of the ticket, without stopover, at no additional cost to the passenger; or
 - iii) refund in accordance with Rule 25.1 (Refund Involuntary).
- 23.2 Except to the extent provided in this rule, the Carrier will not be liable for failing to operate any flight according to schedule or for changing the schedule of any flight, with or without notice to the passenger.

24.0 REROUTING

- 24.1 When a rerouting or change of destination is made at the passenger's request, the fare and charges that would have been applicable to the original destination are revised to the new destination with the following conditions:
- a) If the original ticket was a reduced fare ticket, any unused value of the original ticket is not refundable and will be held as a credit for one year from the date of original purchase.
 - b) If the ticket was a full fare ticket, any unused portion will be refunded.
 - c) If any additional fares and/or charges are applicable they must be paid at the time of change, prior to departure.

25.0 REFUNDS

25.1 INVOLUNTARY

The amount the Carrier will refund upon surrender of the unused portion

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of the passenger's ticket pursuant to Rule 5 (Refusal to Transport), Rule 6 (Acceptance of Children) or Rule 23 (Failure to Operate on Schedule) is not applicable, the Carrier will, at the request of the passenger, and upon surrender of the unused portion of his ticket, provided application is made within the period of validity of the ticket, refund to the passenger named on the ticket on the following basis:

- i) if no portion of the ticket has been used, the refund will be an amount equal to the fare and charges applicable to the ticket issued to the passenger; and
- ii) if a portion of the ticket has been used, the refund will be an amount equal to the difference between the fare and charges applicable to the ticket issued to the passenger and the fare and charges applicable to the transportation of the passenger covered by the used portion of the ticket

25.2 VOLUNTARY

The Carrier reserves the right to require a written application directed to the Head Office, Accounts Division, of the Carrier, also the right to require a proper identification of the purchaser before any refund is made on unused portions of unused tickets.

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26.0 LOST TICKETS

- 26.1 When a passenger loses his ticket or a portion of his ticket, he will be required to purchase another ticket at published fares before transportation will be furnished between the points covered by the lost ticket.
- 26.2 Refund of the value of the ticket purchased to replace a lost ticket or refund of the value of the lost ticket if no ticket is purchased to replace it, will not be made until one year from validation date of the ticket and provided further that the lost ticket has not been used or refunded prior to the expiration of the one year period. Written notice of loss must be sent from the passenger to the Head Office, Accounts Division, of the Carrier,
- 26.3 When a passenger loses his ticket, or the unused portion thereof, the Carrier will make a refund to the passenger in the following amounts, as applicable:
- a) if no portion of the ticket has been used, refund will be an amount equal to the fare and charges paid;
 - b) if a portion of the ticket has been used;
 - c) the passenger has purchased a new ticket covering the same transportation as that covered by the unused portion of the lost ticket, the refund will be an amount equal to the fare and charges paid as such new ticket;
 - d) the passenger did not travel on unused portion of lost ticket and has not purchased a new ticket covering the same transportation as that covered by the unused portion of the lost ticket, refund will be an amount equal to the difference between the fare and charges applicable to the transportation of the passenger covered by the used portion of the ticket;
 - e) refund will be made in accordance with (1) above, provided application therefore has been made not later than one month after the expiration date of the lost ticket to general offices of Carrier on forms prescribed by Carrier for such refunds.

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27.0 PRIVACY ACT AND DISCLOSURE OF INFORMATION

The Company will take all reasonable precautions to safeguard a customer's information. No details of a customer's travel itinerary will be provided to anyone (including family members) unless the customer has provided consent, or the person can provide enough key information that will enable the Company to be reasonably sure that the person should have access to the information.

In cases where an UM is involved this security will be heightened so that only the parent, guardian or designated responsible adult will be privy to the file. And again the person will need to have key information of the reservation before any further information is given out.

28.0 DETERMINATION OF MILEAGES

In the computation of passenger fares, the mileages shall be:

- as per the Official Distance Table.
- For points or routing not listed on the Official Distance Table, the mileage determined from the NavPak or Jeppesen FlightStar Flight Planning software will be used.

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