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When a manual or amendments thereto are superseded, instructions will be issued to all manual holders to destroy the superseded copies.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

| <b>Amendment No.</b> | <b>Amendment No.</b> |
|----------------------|----------------------|
| 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     |
| Revision #8          | May 1, 2019          |
| Revision #9          | August 19, 2019      |
| Revision #10         | September 11, 2019   |
| Revision #11         | November 4, 2019     |
| Revision #12         | February 24, 2020    |
| Revision #13         | May 4, 2020          |
| Revision #14         | November 30, 2020    |
| Revision #15         | December 11, 2020    |
| Revision #16         | January 28, 2021     |
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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**

| <b>Name of Point</b> | <b>Province</b> | <b>Airport</b>                  |
|----------------------|-----------------|---------------------------------|
| Anahim Lake          | B.C.            | Anahim Airport (YAA)            |
| Bella Bella          | B.C.            | Bella Bella Airport (ZEL)       |
| Bella Coola          | B.C.            | Bella Coola Airport (QBC)       |
| Comox                | B.C.            | Comox Airport (YQQ)             |
| Campbell River       | B.C.            | Campbell River Airport (YBL)    |
| Cranbrook            | B.C.            | Cranbrook Airport (YXC)         |
| Kamloops             | B.C.            | Kamloops Airport (YKA)          |
| Kelowna              | B.C.            | Kelowna Int'l Airport (YLW)     |
| Masset               | B.C.            | Masset Airport (ZMT)            |
| Penticton            | B.C.            | Penticton Airport (YYF)         |
| Port Hardy           | B.C.            | Port Hardy Airport (YZT)        |
| Powell River         | B.C.            | Powell River Airport (YPW)      |
| Prince George        | B.C.            | Prince George Airport (YXS)     |
| Trail                | B.C.            | Trail Airport (YZZ)             |
| Tofino               | B.C.            | Tofino-Long Beach Airport (YAZ) |
| Vancouver            | B.C.            | Vancouver Int'l Airport (YVR)   |
| Victoria             | B.C.            | Victoria Int'l Airport (YYJ)    |
| Williams Lake        | B.C.            | Williams Lake Airport (YWL)     |

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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, (iv) 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 (v) 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 origin, and which is made in both directions.

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- 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; or
  - 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 are accepted for transportation without restrictions when accompanied by a passenger who meets the required age as follows:

| Age of Child Travelling | Required Age of Accompanying Passenger |
|-------------------------|--|
| 0-5 years               | 16+ years                              |
| 6-7 years               | 12+ years                              |
| 8-11 years              | 12+ years or travel as an UM           |

6.3 Unaccompanied Minors (UM's) - Children between the ages of eight (8) and eleven (11) 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

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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 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

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- 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 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.

## **6.1 SEATING OF CHILDREN**

Pacific Coastal Airlines will at no extra cost, regardless of the fare purchased, allow customers travelling with children under the age of 14 to select a seat in advance of travel for children to be seated near their parent, guardian or tutor. This will be in accordance to:

- o Under the age of 5: in the seat adjacent to their parent, guardian or tutor
- o Aged 5-11: in the same row and separated by no more than one seat from their parent, guardian or tutor.

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- o Aged 12 or 13: separated by no more than a row from the parent, guardian or tutor.

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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) . 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.
- e) The Carrier provides the service of advance seat selection for customers who wish to select a seat prior to check-in. Depending on the fare class purchased, advance seat selection is either a service fee of \$5.25 per passenger, per flight or is offered as no charge. Within 24 hours prior to schedule departure time passengers can select an available seat for no fee regardless of fare class purchased. Should a passenger not be permitted to occupy their original advance seat selected prior to 24 hours due to involuntary seat reassignment they will be provided with a refund for the amount paid for the advance seat selection service fee of \$5.25 or provided with the option to receive a future travel credit for \$20.00. Please note that passengers who purchased a fare class that included advance seat selection at no charge will only be offered a future \$20.00 travel credit if they are involuntary reassigned to a new seat than what they had originally selected prior to 24 hours to flight departure.

### **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

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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 forty (40) minutes prior to flight departure.

### **7.3 DENIED BOARDING**

When the carrier is unable to provide seats to passengers holding confirmed and ticketed reservations as a result of selling more than the available number of seats on a flight, the carrier will follow the provisions of this rule.

#### **(A) Applicability**

- 1. This rule applies to all passengers holding a confirmed fare.
- 2. This rule does not apply to passengers traveling on a standby fare (i.e. staff travel or space available fare of any kind).
- 3. A passenger who fails to check-in 40 minutes prior to their scheduled departure time or present themselves at the boarding area 30 minutes prior to their scheduled departure time will not receive denied boarding compensation, will have their reservations cancelled and will be subject to the terms and conditions associated with the fare on which he or she is travelling. Passengers who fail to check-in or present themselves at the boarding gate on time will not receive denied boarding compensation.

#### **(B) Request for Volunteers**

When a situation of denied boarding due to overbooking occurs, the following will apply:

- 1. The carrier will publically ask for volunteers to relinquish their seats from among the confirmed passengers. At the same time, the carrier will announce what type of benefits passengers will be entitled to should a passenger voluntarily relinquish his/her seat. This request process will take place at the check-in or boarding areas. The carrier will continue to make this request of passengers until it obtains enough volunteers to prevent other passengers from being involuntarily denied boarding or until it determines that it does not, despite its best efforts, have enough volunteers.
- 2. Once a passenger has voluntarily relinquished his/her seat, the passenger will not later be involuntarily denied boarding unless he/she has been advised at the time he/she volunteered of such possibility. At the time the passenger is advised of such

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possibility of a further denial of boarding, the passenger is to be advised of any further compensation to which he or she may be entitled to receive.

3. The passenger who voluntarily surrenders his/her seat will receive agreed upon benefits from the carrier. Volunteers will be offered rerouting/refund options. In addition, a passenger who has voluntarily surrendered his/her seat will be offered the following free of charge:
  - a. A meal voucher, if the transportation acceptable to the passenger departs more than four (4) hours after the original departure time of the flight on which passengers were denied boarding.
  - b. An overnight hotel stay and airport transfers, if the transportation acceptable to the passenger departs more than eight (8) hours after the original departure time of the flight on which the passenger was denied boarding and involves an overnight stay, provided the passenger's travel did not start at the airport where the denied boarding situation occurred.
  - c. A telephone call, email or fax message to the destination point of travel.

### **(C) Boarding Priorities**

In the event there are not enough volunteers, the remaining passengers will be denied boarding on an involuntary basis. Passengers holding confirmed and ticketed reservations will be permitted to board in the following order until all available seats are occupied:

1. Persons with disabilities and any accompanying attendant or service animal.
2. Passengers travelling under the services of the Unaccompanied Minor program.
3. Passengers traveling due to death or illness of a member of the passenger's family.
4. Passengers for whom, in the carrier's own assessment, failure to travel would cause severe hardship.
5. Passengers travelling as a group including the tour conductor of the group.
6. Passengers travelling with children or their family.
7. All other passengers with confirmed and ticketed reservations will be accommodated in the order based on Priority Protection Travel Status.

### **(D) Transportation for Passengers Denied Boarding**

A passenger who has been denied boarding, whether voluntarily or involuntarily, will be presented with the following options:

1. The carrier will offer transportation on its next available flight; or,
2. If the carrier is unable to provide transportation on its services acceptable to the passenger, the carrier will offer transportation on the services of another carrier with whom it has a commercial agreement under the following conditions:
  - a. The passenger will be accommodated in the class of service and/or booking class applicable to their original transportation; or,

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- b. If it will provide for an earlier arrival at the passenger's next destination, the passenger will be transported in a higher class of service and/or booking class without additional cost to the passenger; or,
- 3. The carrier will offer to refund any unused portion of the passenger's ticket without penalty. The refund will be made to the purchaser of the ticket. The refund will be paid in the same form as the ticket was purchased. The refund will be based on the total value of the ticket.

### **(E) Compensation for Passengers Involuntarily Denied Boarding**

In addition to providing transportation, the following will apply to a passenger who is involuntarily denied boarding:

#### **1. Conditions of Payment**

- a. The passenger holding a confirmed and ticketed reservation must present him/herself for carriage at the appropriate time and place, having complied fully with the carrier's requirements related to ticketing, check-in and reconfirmation procedures and having met all requirements for acceptance for transportation published in the carrier's tariffs.
- b. The carrier on which the passenger held confirmed and ticketed reservations was unable to carry the passenger and the flight departed without the passenger.

#### **2. A Passenger Will not be Eligible for Compensation Under the Following Conditions:**

- a. The passenger who checks-in after the carrier's check-in deadline (40 minutes prior to scheduled departure time) or presents him/herself at the boarding area after the carrier's boarding time deadline (30 minutes prior to scheduled departure time) will not receive denied boarding compensation and will have his/her reservations cancelled.
- b. When a flight on which the passenger holds confirmed and ticketed reservations is cancelled.
- c. When space on a flight has been requisitioned by a government or by medical authorities for emergency transportation.
- d. If, for safety reasons, the aircraft has been substituted with one having lesser capacity.

#### **3. Amount of Compensation for Involuntary Denied Boarding**

The carrier will provide compensation in the following amounts to passengers who are involuntary denied boarding:

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| Arrival Delay Length         | Monetary Compensation (CAD) | Future Travel Credit (CAD)* |
|------------------------------|-----------------------------|-----------------------------|
| Less than 6 hours            | \$900.00 CAD                | \$1,350.00 CAD              |
| Over 6 hours but less than 9 | \$1,800.00 CAD              | \$2,700.00 CAD              |
| 9 hours or more              | \$2,400.00 CAD              | \$3,600.00 CAD              |

\*Future travel credit applicable to future travel (no expiration date is applicable).

**4. Standards of Treatment:**

In addition, a passenger who is involuntarily denied boarding will be offered the following free of charge:

- a. A meal voucher, if the transportation acceptable to the passenger departs more than four (4) hours after the original departure time of the flight on which the passenger was denied boarding
- b. An overnight hotel stay and airport transfers, if the transportation acceptable to the passenger departs more than eight (8) hours after the original departure time of the flight on which the passenger was denied boarding and involves an overnight stay, provided the passenger's travel did not start at that airport.
- c. A telephone call, email or fax message to the destination point of travel.

**5. Time of Offer of Compensation**

- a. Once compensation has been offered, and if accepted, the passenger will sign an acknowledgment of offer on the day and at the place where the denied boarding occurred.

**(F) Notice Provided to Passengers**

The carrier will provide all passengers who are denied boarding from flights for which they hold confirmed reservations a form that details compensation that will be provided to them.

**Method of payment**

- The compensation, either monetary compensation or future travel credit, will be delivered to the passenger no later than 48 hours after the time of the denial of boarding.

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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**

- Book early - limited seats available
- **Fare is 100% non-refundable**
- **Changes:**
  - Free within 24-hours of original purchase
  - Changes can be made up to 2 hours prior to departure for \$78.75 per direction, per passenger, plus fare difference, if applicable
  - Subject to availability

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- **Cancellations:**
  - Free within 24-hours of original purchase: fully refundable
  - Cancellations can be made up to 2 hours prior to departure for \$78.75 per direction, per passenger. Balance remains as a credit file, credit valid for one year from original date of booking
- **Same-Day Earlier Flight Change:** \$52.50 per passenger, per direction (must be done at check-in counter)
- **Name Changes:** not permitted
- **Advance Seat Selection:** \$5.25 per passenger, per flight
- **No Show:** failure to check-in for your flight or change/cancel your reservation 2 hours or more prior to departure will result in forfeiture of the segment. Subsequent segments will be cancelled, applicable cancellation charges will apply

ii) **Classic Fare**

- Book in advance - generous seat availability
- **Fare is 100% non-refundable**
- **Changes:**
  - Free within 24-hours of original purchase
  - Changes can be made up to 2 hours prior to departure for \$52.50 per direction, per passenger, plus fare difference, if applicable
  - Subject to availability
- **Cancellations:**
  - Free within 24-hours of original purchase: fully refundable
  - Cancellations can be made up to 2 hours prior to departure for \$52.50 per direction, per passenger. Balance remains as a credit file, credit valid for one year from original date of booking
- **Same-Day Earlier Flight Change:** \$26.25 per passenger, per direction (must be done at check-in counter)
- **Name Changes:** \$52.50 per passenger, per reservation
- **Advance Seat Selection:** \$5.25 per passenger, per flight
- **No Show:** failure to check-in for your flight or change/cancel your reservation 2 hours or more prior to departure will result in forfeiture of the segment. Subsequent segments will be cancelled, applicable cancellation charges will apply

iii) **Encore Fare**

- Book anytime - full seat availability
- **Fare is fully refundable**



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- **Changes:**
  - Unlimited changes - no charge, fare difference may apply, if applicable
  - Changes can be made up to 2 hours prior to departure
  - Subject to availability
- **Cancellations:**
  - No charge if cancelled 2 hours prior to departure
- **Same-Day Earlier Flight Change:** no charge (must be done at check-in counter)
- **Name Changes:** no charge
- **Advance Seat Selection:** no charge
- **No Show:** failure to check-in for your flight or change/cancel your reservation 2 hours or more prior to departure will result in forfeiture of the segment. Subsequent segments will be cancelled, applicable cancellation charges will apply

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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](http://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:

| <b>Disability</b>               | <b>Assistant Required</b> |
|---------------------------------|---------------------------|
| 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                       |

\* The maximum per flight may be limited subject to passenger safety

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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 provided they are stowed in accordance with the Carrier's safety regulations and provided they may be accommodated.

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- 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 recommends that customers drop off checked baggage sixty (60) minutes prior to scheduled departure time at our check-in counter. The Carrier is unable to accept checked baggage that is dropped off forty (40) minutes or less prior to scheduled departure time.
- 18.2 The Carrier has the right to examine baggage tendered for transportation.
- 18.3 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.
  - 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

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- 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 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.
  - vi. There is an embargo on live animals accepted as checked pets between December 15 and January 6 inclusive. Only live animals can travel as pet in cabin during this embargo.
- i) Infant car seats will be accepted for transportation in the cabin only

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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.

**18.4 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. The rates below are inclusive of government tax (GST). For further information regarding Pacific Coastal Airlines fare classes please see 9.0 Application of Fares.

For reservations made on or before May 3, 2020:

|                             | <b>1st Checked<br/>Piece</b> | <b>2nd<br/>Checked<br/>Piece</b> | <b>3 pieces or<br/>more</b> | <b>Oversized or overweight</b><br>Single item exceeding 50lbs<br>or 62" linear dimensions |
|-----------------------------|------------------------------|----------------------------------|-----------------------------|---|
| <b>Bravo Fare</b>           | \$31.50                      | \$42.00                          | \$94.50                     | \$94.50   |
| <b>Classic<br/>Fare</b>     | \$0.00                       | \$42.00                          | \$94.50                     | \$94.50   |
| <b>Encore Fare</b>          | \$0.00                       | \$0.00                           | \$94.50                     | \$94.50   |
| <b>QuikPass<br/>Bravo</b>   | \$0.00                       | \$42.00                          | \$94.50                     | \$94.50   |
| <b>QuikPass<br/>Classic</b> | \$0.00                       | \$0.00                           | \$94.50                     | \$94.50   |
| <b>QuikPass<br/>Encore</b>  | \$0.00                       | \$0.00                           | \$94.50                     | \$94.50   |

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For reservations made on or after May 4, 2020 for travel June 1, 2020 onward:

|                             | <b>1st Checked<br/>Piece</b> | <b>2nd<br/>Checked<br/>Piece</b> | <b>3 pieces or<br/>more</b> | <b>Oversized or overweight</b><br>Single item exceeding 50lbs<br>or 62" linear dimensions |
|-----------------------------|------------------------------|----------------------------------|-----------------------------|---|
| <b>Bravo Fare</b>           | \$31.50                      | \$52.50                          | \$105.00                    | \$105.00  |
| <b>Classic<br/>Fare</b>     | \$0.00                       | \$52.50                          | \$105.00                    | \$105.00  |
| <b>Encore Fare</b>          | \$0.00                       | \$0.00                           | \$105.00                    | \$105.00  |
| <b>QuikPass<br/>Bravo</b>   | \$0.00                       | \$52.50                          | \$105.00                    | \$105.00  |
| <b>QuikPass<br/>Classic</b> | \$0.00                       | \$0.00                           | \$105.00                    | \$105.00  |
| <b>QuikPass<br/>Encore</b>  | \$0.00                       | \$0.00                           | \$105.00                    | \$105.00  |

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 Checked Baggage Limit:**

The maximum number of checked baggage items that will be accepted for all fare classes is three (3) permitted that applicable checked baggage charges are paid.

**19.3 Overweight/oversized checked baggage:**

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).

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- 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.
  - 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.
- 19.5 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)

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

## **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 without the knowledge of the Carrier.



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- c) Minor damage such as would be expected under normal wear and tear during transit. This includes zippers, scruffs, 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 four (4) 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 four (4) hours 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) Pacific Coastal Airlines maximum baggage liability compensation for lost or damaged baggage (including contents) is 1,131 Special Drawing Rights, per person (approximately \$2,100 CAD). All compensation is paid out only when the passenger provides proof of the amount of loss. After extensive searching, if a delayed checked baggage is not located after 21 days, the item is considered lost. 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 Flight delays and cancellations is a travel disruption preventing passengers from completing their scheduled itinerary on time. A flight delay is when a flight takes off and/or lands later than its scheduled time. A flight cancellation occurs when a flight does not operate.

23.2 In the event you experience a flight delay greater than three hours or your flight is cancelled, Pacific Coastal Airlines will offer you the following alternate travel arrangements:

- Rebook you on the next available Pacific Coastal Airlines flight at no addition cost;
- Rebook you on an alternate flight or travel date at no addition cost;
- Cancel the effected segment and/or all of unused flight segments with no penalty and receive a full travel credit, or refund issued to the original form of payment; or
- Re-accommodate you on the next available flight on a carrier Pacific Coastal Airlines has a commercial agreement with.

23.3 Standard of treatment is the care that the carrier will provide to passengers free of charge following a travel disruption. The category of travel disruption will determine if a passenger is entitled to standard of treatment. Passengers effected by a flight delay or cancellation due to uncontrollable events are not entitled to standard of treatment. Passengers effected by a flight delay or cancellation due to situations within the carriers control or within the carriers control, but required for safety may be entitled to standard of treatment.

Passengers entitled to standard of treatment who are informed of a flight delay or cancellation less than 12 hours before the scheduled departure time, and the flight delay is two or more hours after the scheduled departure time are offered the following:

**1. Food and drink\***

Pacific Coastal Airlines will issue meal vouchers, valid at pre-established restaurants. Meal vouchers will be issued taking into account the length of travel disruption and time of day.

**2. Access to communication**

Should a passenger request access to communication, Pacific Coastal Airlines will offer the use of a phone or direct the passenger to join available public WiFi networks.

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**3. Accommodation**

If a passenger is required to wait overnight for their original flight or for a flight reserved as part of an alternate travel arrangement, Pacific Coastal Airlines will offer overnight accommodations. Transportation will also be provided to and from the accommodations.

\*Due to the location of some airports, food and drink options may be limited and not available to passengers.

**23.4 Compensation**

Pacific Coastal Airlines may provide compensation to passengers following a travel disruption. It is important to understand that the category and length of travel disruption will determine if a passenger is entitled to compensation. Pacific Coastal Airlines does not offer compensation or reimbursement for any additional expenses incurred as a result of travel disruptions within control, but required for safety or uncontrollable events. Passengers travel that is disrupted due to controllable events are entitled to compensation based on the length of delayed arrival to the final destination.

| <b>Length of Arrival Delay*</b> | <b>Monetary Compensation</b> | <b>Future Travel Credit</b> |
|---------------------------------|------------------------------|-----------------------------|
| 0 to 2 hours and 59 minutes     | \$0.00 CAD                   | \$0.00 CAD                  |
| 3 to 5 hours and 59 minutes     | \$125.00 CAD                 | \$187.50 CAD                |
| 6 to 8 hours and 59 minutes     | \$250.00 CAD                 | \$375.00 CAD                |
| 9+ hours                        | \$500.00 CAD                 | \$750.00 CAD                |

\*Arrival Delay = the revised arrival time at the final destination compared to the arrival time on the original ticket.

To receive monetary compensation or future travel credit as recourse for a controllable flight delay or cancellation greater than 3 hours, the disrupted passenger must apply for compensation. To apply, please visit our [Travel Disruptions webpage](#). Customers have one year from the date of the disrupted flight to take this action. Pacific Coastal Airlines will respond within 30 days or receiving your claim.

**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:

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- 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 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.

**29.0 TARMAC DELAYS**

Although rare, it is possible that a Pacific Coastal Airlines flight could encounter an extended tarmac delay due to weather conditions, air traffic control restrictions, gate availability, mechanical problems, or other uncontrollable circumstances that result in ground delays.

Should a flight experience a tarmac delay our flight crew will provide you with status updates every 30 minutes as new information is made available about the ground delay. If permitted safe to do so by flight crew we will do our best to allow passengers to communicate with people outside of the plane (using their own personal electronic device), provide access to lavatories\*, food and drink\*, and proper ventilation for heating or cooling if feasible.

Should a tarmac delay extend beyond 3 hours we will provide the option for passengers to disembark from the aircraft, permitted that we can safely facilitate.

\*Note: only our Saab aircraft have onboard lavatories and food and drink.

**30.0 ACCEPTANCE OF MUSICAL INSTRUMENTS**

Pacific Coastal Airlines will accept musical instruments as either checked baggage or as part of a passenger carry-on allowance. The size and weight of the musical instrument and type of carrying case will determine whether the item will be transported as carry-on or checked baggage.

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**30.1 Musical Instruments as Carry-On**

Small musical instruments are considered part of carry-on baggage allowance as long as they meet the carry-on dimension regulations and piece allowance. All carry-on musical instruments must be stowed in the overhead bin, under the seat, or in other approved locations. This is left to the discretion of the cabin crew and customer service agent upon checking the flight and baggage loads. Musical instruments in a soft-sided case cannot be placed on the valet cart.

**30.2 Musical Instruments as Checked Baggage**

Musical instruments that exceed our carry-on baggage allowance must be checked in and will only be accepted provided they are properly packed in a hard-sided case. Applicable checked baggage fees apply. If instruments exceed the maximum checked baggage dimensions, the oversize fee will be waived. Overweight fees will apply if the item exceeds 50lbs.

|                   | Soft-Sided Case    |                   | Hard-Sided Case    |                                 |
|-------------------|--------------------|-------------------|--------------------|---------------------------------|
| In Cabin Carry-On | Maximum Dimensions | 14" X 15.5" X 12" | Maximum Dimensions | 14" X 15.5" X 12"               |
|                   | Maximum Weight     | 22lbs             | Maximum Weight     | 22lbs                           |
|                   | Fee                | \$0.00            | Fee                | \$0.00                          |
| Valet             | Not Permitted      |                   | Maximum Dimensions | 9" x 15.5" x 21.5"              |
|                   |                    |                   | Maximum Weight     | 22lbs                           |
|                   |                    |                   | Fee                | \$0.00                          |
| Checked Baggage   | Not Permitted      |                   | Maximum Dimensions | 86" Length                      |
|                   |                    |                   | Maximum Weight     | 50lbs                           |
|                   |                    |                   | Fee                | Applicable checked baggage fees |

**31.0 ACCESS TO COMMUNICATION**

If a disrupted passenger who is eligible for access to communication through standard of care Pacific Coastal Airlines must make a method of communication available if the passenger requests it. Depending on the location Pacific Coastal Airlines can offer the customer the use of a phone or the use of available public WiFi.

**32.0 AIR PASSENGER PROTECTION REGULATIONS**

If you are denied boarding, your flight is cancelled or delayed for at least two hours, or your baggage is lost or damaged, you may be entitled to certain standards of treatment and compensation under the Air Passenger Protection Regulations. For more information about your



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passenger rights please contact your air carrier or visit the Canadian Transportation Agency's website.

Règlement sur la protection des passagers Si l'embarquement vous est refusé, ou si votre vol est annulé ou retardé d'au moins deux heures ou si vos bagages sont perdus ou endommagés, vous pourriez avoir droit au titre du Règlement sur la protection des passagers aériens, à certains avantages au titre des normes de traitement applicables et à une indemnité. Pour de plus amples renseignements sur vos droits, veuillez communiquer avec votre transporteur aérien ou visiter le site Web de l'Office des transports du Canada.