



**SCHEDULED FLIGHTS**

RULES, RATES AND CHARGES

APPLICABLE TO

TRANSPORTATION OF PASSENGERS AND BAGGAGE

BETWEEN POINTS IN CANADA

**ISSUED BY**

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For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7

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## Check Sheet

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## Part 1: General Tariff Information

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### Acronyms, Abbreviations, Reference Marks and Symbols

|      |   |
|------|---|
| \$   | Dollar(s)   |
| (C)  | Denotes Change which results in neither increases or decreases              |
| (I)  | Denotes Increase  |
| (N)  | Denotes Addition  |
| (R)  | Denotes Reduction   |
| (X)  | Denotes Cancellation  |
| CAB  | Civil Aeronautics Board of the United States (Department of Transportation) |
| CAD  | Canadian Dollar(s)  |
| CTA  | Canadian Transportation Agency  |
| EU   | European Union  |
| IATA | International Air Transport Association                                     |
| ICAO | International Civil Aviation Organization                                   |
| N/A  | Not Applicable  |
| No   | Number  |
| SDR  | Special Drawing Rights  |
| USD  | United States Dollar(s)   |

### Rule 1: Definitions

**“Affected Flight”** means the flight involved in a schedule irregularity.

**“Airport”** includes any landing area used to enplane or deplane passengers and baggage.

**“Alternate Transportation”** means another flight (or flights) on the services of the same carrier or a flight (or flights) on the services of another carrier.

**“Animals”** in addition to the usual connotation includes reptiles, birds, poultry and fish.

**“APPR”** or the Air Passenger Protection Regulations

**“Baggage”** means any good that is necessary or appropriate for the wear, use, comfort, or convenience of the passenger for the purpose of the trip. Unless otherwise specified, it shall include both checked and unchecked baggage of the passenger.

For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7

**“Baggage Identification Tag”** means a document issued by the carrier solely for identification of checked baggage, part of which is given to the passenger as a receipt for the passenger’s checked baggage and the remaining part is attached by the carrier onto a particular piece of the passenger’s checked baggage.

**“Boarding Area”** means the point where the passenger’s flight coupons are lifted and kept by the carrier or the point where the carrier examines the passenger’s boarding pass prior to the passenger being permitted on the aircraft.

**“Boarding Pass”** includes either a paper document or an electronic document issued by the carrier to the passenger and serves as a record that the passenger has checked in for their flight and, when it shows a seat assignment, it permits a passenger to board a particular flight.

**“Boarding Time Deadline”** is the time limit specified by the carrier by which the passenger must be present at the designated boarding area of their flight.

**“Canada”** means the ten provinces of Canada, the Yukon Territory, the Districts and Islands comprising the Northwest Territories of Canada and Nunavut.

**“Carrier”** means North Star Air Ltd, a “Small” Airline as defined by the Canadian Transportation Authority.

**“Checked Baggage”** means baggage of which the carrier takes sole custody and for which the carrier issues a baggage identification tag.

**“Check-in Deadline”** is the time limit specified by the carrier by which the passenger must have completed check-in formalities and received a boarding pass.

**“Circle Trip”** means any trip conducted in a continuous and circuitous route where the point of origin is also the ultimate destination but is not a round trip because it involves more than one stopover.

**“Comparable Air Transportation”** is similar transportation provided by the carrier at no extra cost to the passenger in lieu of the passenger’s original flight reservations.

**“Convention”** means the Convention for the unification of certain rules relating to international carriage by air, signed at Warsaw, 12 October 1929, or that convention as amended by the Hague protocol, 1955, or the Montreal Convention signed in Montreal on 28 May, 1999 whichever may be applicable to carriage hereunder.

**“Conjunction Ticket”** means a ticket issued to a passenger concurrently with another ticket(s) which together constitute a single contract of carriage.

**“Destination”** means the ultimate stopping place according to the contract of carriage, as

For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7



shown on the ticket. In round trip itineraries, the destination and the origin are the same.

**“Domestic Transportation”** means air transportation between points in Canada, from and to the same point in Canada or between Canada and a point outside Canada that is not in the territory of another country.

**“Emotional Support Animal”** means an animal that is required for emotional or psychiatric support during travel. The types of emotional support animals allowed for transport by the Carrier are restricted to dogs or cats.

**“Flight Coupon”** means that portion of the ticket which is either held electronically in the carrier’s database or on paper when a paper ticket is issued to a passenger. It indicates the particular points between which the passenger is entitled to transportation.

**“Force Majeure”** means any unforeseeable circumstances beyond the carrier’s control, the consequences of which could not have been avoided even if all due care had been exercised including, but without limitation, meteorological and geological conditions, acts of God, strikes, riots, civil commotions, embargoes, wars, hostilities, disturbances, unsettled international conditions, shortage of fuel or facilities, or labour disputes, either actual, threatened or reported

**“Goods”** means anything that can be transported by air, including animals but does not include mail, other than in plane load lots. All transportation of goods is identified in the Cargo tariff

**“Immediate Family”** means spouse, parents and grandparents, children and grandchildren, brothers and sisters, mother in law and father in law, brothers in law and sisters in law, daughters in law and sons in law. Adopted and step members are also included in immediate family.

**“Involuntary Refunds”** means a refund of an unused ticket or portion required as a result of the carrier cancelling a flight, failing to operate a flight according to schedule, failing to stop at a point to which the passenger is destined or is ticketed to stop over, or causing the passenger to miss a connecting flight, being unable to provide previously confirmed space, substituting a different type of equipment or class of service or where, because of safety or legal requirements or the condition or conduct of the passenger, carriage is refused.

**“Itinerary/Receipt”** means a travel document or documents the carrier or its agent issues to the passenger travelling on a ticket. The itinerary/receipt contains the passenger’s name, flight information and notices relevant for the journey. This document is to be retained by the passenger during the entire journey.

**“Lift”** means a process to assist a person with a disability to board and deplane an aircraft with the use of a device that is carried by two or more individuals other than the passenger.

For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7

**“Minor”** means a person who has not reached his/her 12th birthday on the date that travel commences.

**“Normal Fare”** means the highest priced fare established for a first, business or economy class service during the period of applicability.

**“Open-date Ticket”** means a ticket issued to a passenger without the passenger having specified or made a decision concerning the date of travel. Travel is subject to a specific flight being selected to travel on, an actual reservation for space being confirmed in the carrier's reservation system, a boarding pass being issued and the passenger meeting all carrier-imposed restrictions.

**“Origin”** means the initial starting place of the journey as shown on the ticket.

**“Overbooking/Oversold”** is the result of selling more seats than the available number of seats on a flight.

**“Passenger”** means any person, except members of the crew, carried or to be carried in an aircraft with the consent of the carrier pursuant to a valid contract of carriage.

**“Person with a Disability”** includes any person who, by virtue of a locomotor, sensory, intellectual, or other impairment, or a mental health condition, requires services or assistance beyond those normally offered by the carrier to meet their disability-related needs.

**“Personal information”** means information about an identifiable individual, but does not include the name, title or business address or telephone number of an employee of an organization.

**“Reservation”** is a record, either in paper form or in electronic form, of the accommodation held by a passenger on a given flight. The reservation would specify the date and times of travel, flight number and the class of service to be provided the passenger.

**“Routing”** establishes the possible points via which travel may take place for a specific fare.

**“Schedule Irregularities”** means the following:

- a. Delays in the scheduled departure or arrival of the carrier's flight resulting in the passenger missing his/her onward connecting flight(s) or any other delay or interruption in the scheduled operation of the carrier's flight, or;
- b. Cancellation of flight, or omission of a scheduled stop, or;

**“Same day schedule change”** means the following:

- a. Substitution of aircraft or of a different class of service, or;
- b. Schedule changes which require rerouting of a passenger at departure time of his or her original flight.

For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7

**“Self-reliant”** means that a person does not require services related to a disability beyond that normally provided by the carrier, or beyond that which applicable rules or regulations require the carrier to provide.

**“Service Animal”** means an animal that is required by a person with a disability for assistance and is certified, in writing, as having been trained by a professional service animal institution to assist a person with a disability and which is properly harnessed in accordance with standards established by a professional service animal institution. Service dogs are the only type of service animal currently accepted by the Carrier.

**“Special Fare”** means any fare other than a Normal Fare.

**“Stopover”** is a deliberate interruption of a journey initiated by the passenger and agreed to in advance by the carrier at a point between the place of departure and the place of destination. The deliberate interruption must be for a purpose other than changing aircraft.

**“Tariff”** means a schedule of fares, rates, charges or terms and conditions of carriage applicable to the provision of an air service and other incidental services.

**“Ticket”** means either a paper or electronic document issued by or on behalf of the carrier which includes the passenger's flight coupons. The ticket serves as evidence of payment of air fare and constitutes for the passenger proof of their contract of carriage. It also has detailed information to ensure proper processing and handling. In instances where a ticket exists as an electronic document, the carrier issues to the passenger, as proof of purchase, an itinerary/receipt.

**“Traffic”** means any persons or goods that are transported by air.

**“Transfer Point”** means any point at which the passenger transfers between aircraft.

**“Unchecked Baggage”** means any baggage (carry-on /carry-out) accompanying the passenger other than checked baggage.

**“United States of America”** or the “United States” or the “U.S.A.” means the area comprising the 48 contiguous Federated States, The Federal District of Columbia, Alaska, Hawaii, Puerto Rico, the U.S. Virgin Islands, American Samoa, Guam, Midway and Wake Islands.

**“Voluntary Refunds”** means a refund of an unused or partially used ticket for reasons other than those mentioned under the definition of an involuntary refund.

**“Voucher”** means a monetary credit provided either in paper or electronic format to a passenger that may be used toward future travel or cargo services with the Carrier.

## **Rule 5: Application of Tariff**

### **(A) General**

1. This Tariff is applicable to the transportation of passengers and their accompanying baggage using aircraft operated by the Carrier.
2. With the approval of the Agency, the carrier may enter into code-share agreements with other air carriers whereby it will market, as its own, flights operated by those other carriers. In such cases, this tariff is applicable to the transportation of passengers and their baggage on all flights operated by other carriers yet marketed and sold as North Star Air Ltd.
3. Unless the fare rule governing a specific fare basis code applicable to the transportation purchased by the passenger states otherwise, the general rules contained in this tariff will apply.
4. The content of this tariff constitutes the contract between the carrier and the passenger. Should there be a conflict between this tariff and any other document issued or posted by the carrier, this tariff will prevail.
5. No agent, employee or representative of the carrier has the authority to alter, modify or waive any provisions of this tariff.
6. The Carrier's rules, regulations and conditions of carriage as found in this tariff are subject to change without notice only when required by applicable laws, government regulations, orders and requirements.
7. The Carrier will be responsible for the furnishing of transportation only over its own services, including those services offered via code-share arrangements where the flight is operated by another carrier. However, when the carrier issues a ticket, baggage check, or make any other arrangements for transportation over the services of any other carrier (whether or not such transportation is part of a through service), the carrier acts only as agent for such other carrier and the tariff of that other carrier will apply. North Star Air Ltd will assume no responsibility for the acts or omissions of such other carrier.

### **(B) Gratuitous Carriage**

Except for the provisions of the Convention, the carrier reserves the right to exclude the application of all or any part of this tariff with respect to gratuitous carriage as stated in this tariff.

### **(C) Passenger Recourse**

Any compensation offered to passengers is found in this tariff and is subject to applicable government regulations.

In the case of dispute with the air carrier, passengers should, as the first recourse, try to resolve any problem by dealing directly with the carrier. If the passenger has attempted to resolve a complaint with the carrier and is still not satisfied, the passenger may take the matter to either the Canadian Transportation Agency or the appropriate court, as the passenger prefers.

### **(D) Self-identification – large or small carrier**

North Star Air is a "small" airline as defined by the Canadian Transportation Authority

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## **Rule 7: Protection of Personal Information**

### **(A) Accountability**

The carrier is responsible for personal information under its control.

The carrier uses contractual means to ensure that the passenger's personal information is afforded protection whenever a third party service provider is used to perform services on the carrier's behalf, including, without limitation, services relating to information technology, data processing and storage, research, marketing, conducting surveys and customer relations. In some cases, these third party service providers may be located outside Canada and may be required to disclose information to government authorities in those countries.

### **(B) Identifying Purpose of Collection**

When a passenger purchases an airline ticket or makes a flight booking, or when a third party does so on the passenger's behalf, the carrier will require that certain personal information related to the passenger be provided to complete the transaction. This may include the passenger's name, gender, address, e-mail address, telephone number, and information related to the passenger's form of payment. This information is required to identify the passenger, in order to contact the passenger, and to complete the purchasing process.

#### **Information required by Government Authorities**

There may be situations in which a carrier is required by government authorities to collect, use or disclose personal information about a passenger, without the passenger's knowledge or consent. Information that carriers are required to collect by government authorities, as a result of the passenger's boarding location and destination, may include: the passenger's full name; date of birth; citizens gender; passport number and country of issuance; visa number; permanent resident card number; the means by which the passenger paid for his or her flight; details as to how it was booked; and any other personal information collected by the carrier as set out in this policy or as required by such government authority.

#### **Information collected for Additional Services or Marketing and Related Purposes**

When a carrier is requested to provide additional services, for example, the provision of special meals, oxygen or stretcher services, accommodation for passengers with disabilities or to oversee the travel of unaccompanied minors, etc. the carrier may collect additional personal information not otherwise required.

Personal information collected from passengers may also be used for marketing and related purposes.

### **(C) Consent**

The carrier will collect, use and disclose personal information about the passenger with the passenger's knowledge and consent, unless otherwise required or allowed by law. Prior to collecting personal information, the carrier will identify the purposes for doing so and limit the collection, use and disclosure of personal information to those purposes.

Generally, the carrier will collect personal information from the passenger, and use it and disclose it

For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7

with consent received from the passenger or from someone on the passenger's behalf.

If the carrier identifies a new purpose for using or disclosing the passenger's personal information, unless otherwise required by law, the carrier will contact the passenger to obtain his or her consent for the new use or disclosure and the carrier may use the passenger's contact information, including the passenger's e-mail address, to do so.

Passengers can give consent in many ways. For example:

- a. an application form may be used to seek consent, collect information, and inform the passenger of the use that will be made of the information. By completing and signing the form, the passenger is giving consent to the collection and the specified uses of the information.
- b. a check off box may be used to allow the passenger to request that their name and address not be given to third parties. A passenger who does not check the box is assumed to consent to the transfer of their information to third parties.
- c. consent to the carrier may be given orally when information is collected over the telephone; or
- d. consent to the carrier may be given at the time that passengers use a product or service.

There may be certain circumstances where personal information can be collected, used, or disclosed without the knowledge and consent of the passenger. For example, legal, medical, or security reasons may make it impossible or impractical to seek consent. When information is being collected for the detection and prevention of fraud or for law enforcement, seeking the consent of the passenger might defeat the purpose of collecting the information. Seeking consent may be impossible or inappropriate when the passenger is a minor, seriously ill, or has a mental health condition.

### **Withdrawal of Consent**

A passenger may withdraw consent at any time, subject to legal or contractual restrictions and reasonable notice. The carrier will inform the passenger of the implications of such withdrawal.

### **Third Party Bookings and Changes to Bookings**

If a third party, including a family member, friend, or work colleague, seeks to make a booking on a passenger's behalf, that third party may be asked to provide the carrier with the same personal information that the carrier would normally collect from the passenger directly in order to complete the transaction. Unless and until the carrier is advised otherwise, the carrier considers that such a third party has the passenger's consent and authorization to provide the carrier with the passenger's personal information and make bookings (and changes thereto) on the passenger's behalf in

accordance with the carrier's privacy policy set out in this tariff. Please note that the collection, use and disclosure of the passenger's personal information by a third party is subject to the passenger's dealings with the third party and any applicable privacy policies and practices the third party may have.

If a third party who has booked the passenger's current flight or other travel service or who otherwise  
For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7

has the passenger's full name and booking reference, contacts the carrier and seeks information on the passenger's booking or wishes to make changes to it, the carrier will disclose the passenger's booking information. The carrier will also allow such third party to make changes to the passenger's booking as the carrier will conclude that the passenger has given the third party his or her consent to do so. If the passenger does not want a third party to be able to obtain information on or make changes to the passenger's booking, the passenger should not share the passenger's booking reference with the third party.

#### **(D) Limiting Collection**

The carrier will limit the collection of personal information to that which is necessary to fulfill the purposes for which it was identified by the carrier.

Passengers who do not wish to be contacted about special offers or for marketing, research, and survey purposes or any other reason not directly linked to the provision of purchased services on a specific flight, should advise the carrier of their preference at the time of booking.

#### **(E) Limiting Use, Disclosure and Retention**

The knowledge and consent of the passenger are required for the collection, use, or disclosure of personal information. If the carrier uses personal information for a new purpose, the carrier must document it, inform the passenger and obtain the passenger's consent once again.

The carrier will not use or disclose the passenger's personal information for purposes other than those for which it was collected without the passenger's consent or as required by law. The passenger should understand that all carriers are required by security laws in several countries to give border control agencies access to passenger data. Accordingly, any information the carrier holds about a passenger and his or her travel arrangements may be disclosed to the appropriate authorities of any country on the passenger's itinerary.

Passenger information is retained for as long as necessary to fulfill the purposes for which it was collected or as required by law. Afterward, the information is destroyed, erased or made anonymous.

#### **(F) Accuracy**

Personal information will be as accurate, complete, and up-to-date as is necessary for the purposes for which it is to be used.

The carrier will provide the means to ensure that a passenger can update his/her personal information when necessary to do so.

#### **(G) Safeguards**

Personal information will be protected by the carrier through security safeguards appropriate to the sensitivity of the information.

#### **(H) Openness**

The carrier will make readily available to a passenger specific information about its policies and practices relating to the management of personal information.

For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7

### **(I) Individual Access**

Upon request, a passenger will be informed of the existence, use and disclosure of his or her personal information and will be given access to that information. The passenger will be able to challenge the accuracy and completeness of the information and have it amended as appropriate.

Any request must be submitted via the following contact: [customercare@northstarair.ca](mailto:customercare@northstarair.ca)

All requests will require no more than 5 business days to process.

### **(J) Challenging Compliance**

A passenger will be able to inquire or complain to the carrier about its compliance with its practices relating to the management of personal information. Inquiries or complaints may be sent to the designated individual(s) accountable for the carrier's compliance at the following address: [customercare@northstarair.ca](mailto:customercare@northstarair.ca)

For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7



## Part 2: Before Departure

### Rule 10: Application of Fares and Charges

#### (A) General

Applicable fares are those published by or on behalf of the carrier or, if not published, constructed in accordance with the carrier's tariff.

Fares and charges will apply only to air transportation between the points named on the ticket. Ground transfer services, unless otherwise specified in Rule 85, Ground Transfer Services, will be arranged by the passenger and at his/her own expense and are not subject to the terms of this tariff.

#### (B) Fares in Effect

1. Subject to government requirements and this tariff:

- a. **Applicable to transportation within Canada:**

The applicable fare is the fare in effect on the date which the ticket is issued.

No increase in fares and charges will be collected or more restrictive conditions of carriage (including those related to baggage) applied in the event that an increase in fares and charges occurs or more restrictive conditions are imposed between the date of ticket issuance and the date of travel, provided:

- (i) The ticket is issued with confirmed reservations from a point of origin in Canada at fares and charges applicable on the date of ticket issuance for the date of commencement of travel; and,
    - (ii) The confirmed ticketed reservations are not changed at the passenger's
    - (iii) request. Should the passenger request a change to the ticketed reservations then the passenger will be obliged to pay the difference in the fares or be subject to the more restrictive conditions imposed as a result of the change; and
    - (iv) Sale occurs and the ticket is issued.

If, after a ticket has been issued, a decrease in fares and charges applicable to the transportation covered by the ticket becomes effective, no refund in whole or in part of the original fare will be permitted unless otherwise specified in the applicable fare rule associated with the fare.

### FARES:

For the basic fare costs and routing map please see [www.northstarair.ca](http://www.northstarair.ca)

For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7

| <b>FARE TYPE</b>  | <b>Flex</b>   |
|---|---|
| ADVANCE BOOKING   | Must be paid at minimum 1 hour prior to scheduled departure                 |
| REFUNDABILITY   | Fully refundable up to 1 hour prior to scheduled departure                  |
| ROUTING CHANGES   | Free of charge, subject to rate difference based on routing                 |
| NAME CHANGES  | Free of charge  |
| PAYMENT   | Cash, credit card, EMT, authorized charge account                           |
| CONFIRMATION  | Must be paid in full to be confirmed  |
| ** No changes/cancellations can be made less than 1 hour prior to scheduled departure |   |
|   |   |
| <b>FARE TYPE</b>  | <b>Thrift</b>   |
| ADVANCE BOOKING   | Must be paid at minimum 1 calendar day prior to scheduled departure         |
| REFUNDABILITY   | Non-refundable  |
| ROUTING CHANGES   | A charge of \$25 will be applied per change plus applicable rate difference |
| NAME CHANGES  | A charge of \$25 will be applied per change                                 |
| PAYMENT   | Cash, credit card, EMT  |
| CONFIRMATION  | Must be paid in full to be confirmed  |
| ** No changes/cancellations can be made less than 1 hour prior to scheduled departure |   |
|   |   |
| <b>FARE TYPE</b>  | <b>Saver</b>  |
| ADVANCE BOOKING   | Must be paid at minimum 5 calendar day prior to scheduled departure         |
| REFUNDABILITY   | Non-refundable  |
| ROUTING CHANGES   | A charge of \$25 will be applied per change plus applicable rate difference |
| NAME CHANGES  | Non-transferrable   |
| PAYMENT   | Cash, credit card, EMT  |
| CONFIRMATION  | Must be paid in full to be confirmed  |
| ** No changes/cancellations can be made less than 1 hour prior to scheduled departure |   |
|   |   |
| <b>FARE TYPE</b>  | <b>Flex Child (2 years of age but under 12)</b>                             |
| ADVANCE BOOKING   | Must be paid at minimum 1 hour prior to scheduled departure                 |
| REFUNDABILITY   | Fully refundable up to 1 hour prior to scheduled departure                  |
| ROUTING CHANGES   | Free of charge, subject to rate difference based on routing                 |
| NAME CHANGES  | Free of charge  |
| PAYMENT   | Cash, credit card, EMT, authorized charge account                           |
| CONFIRMATION  | Must be paid in full to be confirmed  |
| ** No changes/cancellations can be made less than 1 hour prior to scheduled departure |   |
|   |   |
| <b>FARE TYPE</b>  | <b>Thrift Child (2 years of age but under 12)</b>                           |
| ADVANCE BOOKING   | Must be paid at minimum 1 calendar day prior to scheduled departure         |
| REFUNDABILITY   | Non-refundable  |
| ROUTING CHANGES   | A charge of \$25 will be applied per change plus applicable rate difference |
| NAME CHANGES  | A charge of \$25 will be applied per change                                 |
| PAYMENT   | Cash, credit card, EMT  |
| CONFIRMATION  | Must be paid in full to be confirmed  |
| ** No changes/cancellations can be made less than 1 hour prior to scheduled departure |   |

For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7

## **FARES FOR CHILDREN:**

**Infant:** Between 2 days old and 2 years old less a day

- Infants travel free on the lap of an adult passenger. (Passenger must be at least 16 years old)
- Maximum of one lap-held infant per passenger is allowed

**Child:** Between 2 years old and 12 years old less a day

- Must be accompanied by another passenger who is at least 16 years old
- Must purchase a seat on the aircraft.

**Unaccompanied Minor:** Child 8 years of age up to 12 years old less a day

The unaccompanied minor form must be completed and accurate, submitted to Customer Care via email, fax or in person prior to the scheduled flight departure

- The flight must be direct (Unless special permission is given by management/operations)
- A full adult fare is paid for the ticket (No saver fares available)

\* If above criteria not met an escort needs to accompany the minor\*

### **Escorting Minors:**

- Must be identified and confirmed on same flight as minor before minor will be confirmed
- Must be aware of responsibilities for minor in event of delays and cancellations – if not prepared an alternate must be arranged by customer

For minor's safety, agents have the ability to decline travel if escort is deemed unreliable.

**Senior Passengers:** Adult passengers who are not less than 65 years of age.

- Senior citizen qualifies for a 10% discount off any regular Flex or Thrift fare types only.
- Must meet all applicable fare rules

## **(C) Routing**

Unless otherwise provided in the carrier's tariff, fares apply only to their associated routing. If there is more than one routing associated with a fare, the passenger, prior to their ticket being issued, may specify the routing they prefer. If no routing is specified, the carrier may determine the routing. (See Rule 50, Routings) For a list of the airports, aerodromes and other facilities used by this airline please see maps found on our website.

## **(D) Taxes and Charges**

Any tax or charge imposed by government or other authority, or by the operator of an airport, in respect of a passenger or the use by a  
or facilities will be in addition to the published fares and charges and will be payable by the passenger, except as otherwise provided in the carrier's tariff. (See Rule 1 Taxes)

For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7

## **(E) Currency of Fares**

All fares and charges are stated in Canadian dollars

## **Rule 15: Taxes**

### **(A) General**

- 1) Taxes imposed by governments are payable by the passenger and are in addition to the constructed fare.
- 2) At the time of the ticket purchase, the passenger will be advised by the carrier of all the taxes appearing on the ticket.
- 3) Taxes will be shown separately on the ticket.
- 4) The conditions under which taxes are imposed, collected or refunded are established by the taxing authority (domestic or foreign) and in all cases will be respected. As a result, the carrier will either collect new or higher amounts or refund all or a portion of the tax paid based on the conditions imposed by the taxing authority.

## **Rule 20: Methods of Payment**

### **(A) General**

The following is a list of payment options accepted by the carrier for the payment of tickets and services offered by the carrier:

- 1) Cash (in the lawful currency of Canada)
- 2) Credit card
- 3) Bank debit card, where facilities permit
- 4) Certified cheques
- 5) Bank drafts
- 6) Vouchers
- 7) E-transfers

## **Rule 25: Currency of Payment**

### **(A) General**

- 1) Currency provisions are subject to government regulations and applicable foreign exchange regulations.
- 2) Payment for tickets will be in Canadian dollars at the Canadian dollar fare, or its equivalent in other currencies converted to Canadian dollars at the Bankers' Buying Rate of Exchange.

For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7

## **Rule 35: Capacity Limitations**

### **(A) General**

- 1) A reservation for space on a given flight is valid only when the availability and allocation of that space is confirmed by the carrier.
- 2) On any given flight, the carrier may limit the number of passengers carried at any given fare. All fares will not necessarily be available on all flights. The number of seats which the carrier shall make
- 3) available on a given flight will be determined by the carrier's best judgment as to the anticipated total number of passengers on each flight.

## **Rule 40: Reservations**

### **(A) General**

- 1) A reservation for a seat on a given flight is valid when the availability and allocation of the space is entered into the carrier's reservation system and a reservation/locator number is obtained which validates the reservation.  
The carrier will only issue a ticket against a valid reservation. Subject to payment or other satisfactory arrangement and passenger compliance with the check-in time limits, a ticket will be issued. A passenger who is holding an unused open-date ticket or a portion of that ticket, or who wishes to change his or her reservation for another date, will not be entitled to any preferential right to secure a new reservation.
- 2) Standby reservations are permitted and limited to a number of seats per flight. Standby reservations may be confirmed at the time of check-in or prior to 45 minutes before boarding.

### **(B) Seat Assignment**

The carrier does not guarantee the assignment of any particular space on the aircraft. For Passengers with Disabilities or Passengers Travelling with Minors see Rule 71, Section E.

### **(C) Cancellation of Reservations**

The carrier will cancel reservations of any passenger:

- 1) To comply with any government regulations; or,
- 2) To comply with any government request for emergency transportation; or,
- 3) Due to force majeure, or
- 4) When the passenger has failed to meet check-in requirements.

If a carrier does cancel a passenger's reservation due to (C)1., 2. or 3. the passenger may take advantage of the provisions found in Rule 100, Passenger Rights (Per Flight Rights Canada).

### **(D) Passenger's Responsibility**

The passenger must arrive at the airport with sufficient time to complete check-in, government formalities, security clearance and the departure process while meeting the time limits detailed

For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7

below. Flights will not be delayed for passengers who have not completed any of these pre-

boarding requirements. The carrier will not be liable for loss or expense due to the passenger's failure to comply with this provision.

### (E) Failure to Occupy Seat

If the passenger after checking-in and receiving a boarding pass does not occupy space which has been reserved by/for him/her and the carrier is not notified of the cancellation of such reservation up to and until the boarding call of that particular flight, the passenger will forfeit the ticket and the carrier will cancel continuing or return reservations held by the passenger and will not be liable for doing so.

### (F) Check-in Time Limits

| Travel From  | Recommended check-in time* | Check-in/baggage drop-off deadline** | Boarding gate deadline*** |
|--|----------------------------|--------------------------------------|---------------------------|
| Pickle Lake, Red Lake, Sioux Lookout, Thunder Bay, | 90 minutes                 | 45 minutes                           | 20 minutes                |
| From all other locations                           | 60 minutes                 | 30 minutes                           | 10 minutes                |

- 1) **Recommended check-in time:** To ensure that the passenger has plenty of time to check in, drop off checked baggage and pass through security, the above table sets out how much in advance of the flight's departure time the passenger should check in. e.g. if the passenger's flight from Thunder Bay leaves at 4:00 pm, the carrier recommends that the passenger check in at 2:30 pm (90 minutes before to scheduled departure).
- 2) **Check-in and baggage drop-off deadline:** The passenger must have checked in, obtained their boarding pass and checked all baggage at the baggage drop-off counter before the check-in deadline for their flight. e.g. if the passenger's flight leaves at 7:00 a.m., the passenger is required to have checked in and checked all baggage with carrier by 6:15 a.m. (45 minutes before their flight).
- 3) **Boarding gate deadline:** The passenger must be available for boarding at the boarding gate by the boarding gate deadline, e.g. if the passenger's flight leaves at 11:00 a.m., the passenger must be at the boarding gate no later than 10:40 a.m. (i.e. 20 minutes before their flight).

If the passenger fails to meet the time limits specified in the above chart, the carrier may reassign any pre-reserved seat and/or cancel the reservation of the passenger and the carrier may not be able to transport the passenger's baggage. The carrier is not liable to the passenger for loss or expense due to the passenger's failure to comply with this provision.

## Rule 45: Stopovers or Side Trips

For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7

## **(A) General**

Stopovers will be permitted under the following conditions:

- 1) Stopovers must be arranged with the carrier in advance and specified on the ticket.
- 2) Specific fare rules may not permit stopovers or limit the number of stopovers allowed or there may be an additional charge for stopovers based on the fare purchased by the passenger. Refer to the rule applicable to the fare in question for further information.
- 3) If a portion of a journey is travelled by surface transportation, a stopover will be deemed to have taken place for such transportation.

## **Rule 50: Routings**

### **(A) Application**

- 1) A routing is applicable only to the fares which are specifically associated with it.
- 2) A routing may be travelled via any or all of the cities named in the routing diagram, unless otherwise restricted.
- 3) All or part of the applicable routing may result in non-stop travel.
- 4) An intermediate point(s) specified along the routing may be omitted.
- 5) All routings are applicable in either direction, unless otherwise restricted.
- 6) For those routings permitting choice of carrier for carriage between the same points, only one of those carriers may be used.
- 7) Where no carrier is indicated between two points, travel is limited to the Carrier.
- 8) If more than one routing is applicable via the same fare, the passenger, prior to the issuance of the ticket, may specify the routing. If no routing is specified by the passenger, the carrier will determine the routing.
- 9) When the fare between any two (2) points is not specifically published such fare will be constructed by combining those fares applicable via the desired routing from the passengers point of origin which produce the lowest fare provided that:
- 10) 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.
- 11) If a fare constructed for a trip 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.

## **Rule 55: Baggage Acceptance**

### **(A) General Conditions of Acceptance of Checked and Unchecked Baggage**

The carrier will accept for transportation as baggage, any good that is necessary or appropriate for the wear, use, comfort, or convenience of the passenger for the purpose of the trip, subject to the following:

#### **1) Checked Baggage**

For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7

- a) Once the carrier takes possession of the passenger's checked baggage, the carrier will issue a baggage identification tag for each piece of checked baggage. A portion of this tag will be provided
- b) to the passenger and each bag will be affixed with the corresponding remaining portion of the tag.
- c) Checked baggage will be carried on the same aircraft as the passenger unless the baggage is delayed or the carrier decides that it is impractical to carry the baggage on the same aircraft.



**Note:** This provision does not apply to aids for persons with disabilities.  
See Rule 70(E) and 71(F).

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- d) Checked baggage will be carried on the same aircraft as the passenger, unless the carrier determines that, due to operational or safety reasons (i.e. Temperature limitations, weight, balance, capacity) it is impractical or unsafe to carry the baggage on the same aircraft. In the event that the combination of passengers, baggage and cargo on a flight exceed what can be practically and safely carried, the Carrier will apply the following policy with respect to the removal of passengers' baggage:
  - i) no baggage will be removed from the flight if the issue can be resolved through the removal of general cargo.
  - ii) if the issue cannot be resolved through the removal of general cargo, no baggage forming part of a passenger's basic baggage allowance will be removed from the aircraft until the carrier has first requested volunteers to agree to have their baggage follow on a subsequent flight of the carrier or to travel with their baggage on such subsequent flight.
  - iii) if there are insufficient volunteers, the carrier will remove baggage forming part of a passenger's basic baggage allowance in the reverse order in which passengers presented themselves for check-in.
  - iv) Any baggage removed from a flight will be carried to the passenger's destination no later than one the carrier's next available flight.
- e) In the case of delay, the carrier will take necessary steps to inform the passenger of the status of the baggage.
- f) Articles are deemed to be unsuitable for carriage as or in checked baggage unless they are capable of withstanding carriage in aircraft compartments that are not temperature controlled and/or not pressurized.

## 2) Unchecked Baggage (Carry-on baggage)

- a) Unchecked baggage must be within the carrier's size and weight limits to be taken onboard the aircraft.
- b) Unchecked baggage must fit under the seat located in front of the passenger or in the enclosed storage compartment in the passenger cabin of the aircraft. If this space is not available it will be stowed in cargo compartment.



**Note:** This provision does not apply to aids for persons with disabilities.  
See Rule 70(E) and 71(F).

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- c) Objects which are not suitable for carriage as checked baggage (e.g. delicate musical

For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7



instruments) will only be accepted for transportation in the passenger cabin of the aircraft if advance notice is given to the carrier and the carrier agrees to carry the object. The passenger

- d) may pay an additional charge for the transportation of these objects. Passengers should contact the carrier or review its Web site for more information about which objects are not suitable for carriage as checked baggage and any additional information, and will only be accepted for transportation in the passenger cabin of the aircraft upon prior agreement with the carrier. For more information see Rule 55, Section J.

### **Unchecked Baggage (Carry-out baggage)**

- e) Unchecked baggage must be weighed and carried to the plane. Once at the plane it will be taken and stowed in cargo compartment.
- f) Objects which are not suitable for carriage as checked baggage (e.g. delicate musical instruments) will only be accepted for transportation in the passenger cabin of the aircraft if advance notice is given to the carrier and the carrier agrees to carry the object. The passenger may pay an additional charge for the transportation of these objects. Passengers should contact the carrier or review its Web site for more information about which objects are not suitable for carriage as checked baggage and any additional, and will only be accepted for transportation in the passenger cabin of the aircraft upon prior agreement with the carrier.

### **(B) Free Baggage Allowance**

The passenger is entitled to carry, free of charge, checked and unchecked baggage subject to the conditions and limitations set out in the charts below:

#### **Combined weight for Checked Baggage and Unchecked Baggage**

| <b>Flight originating or ending in:</b> | <b>Maximum Baggage Allowance</b>  | <b>Max Dimensions per bag</b> |
|---|-----------------------------------|-------------------------------|
| All Locations                           | 3 pieces<br>or up to<br>40 Pounds | 62 linear inches<br>(158 cm)  |

- 1) If a passenger exceeds the maximum number of bags permitted and/or the maximum weight allowed for each bag or the maximum dimensions permitted for each checked or carried on/ carried out bag, the passenger will be subject to the excess baggage charges listed in Rule 55 (E) herein. Excess baggage is subject to terms and conditions found in NSA's "Domestic Cargo Tariff"

For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7



**Note:** This provision does not apply to aids for persons with disabilities.  
(See Rule 70(E) and 71(F)).

- 2) The passenger's name and point of contact must appear on the baggage. It is recommended that the name and point of contact also be included inside the baggage.

### **(D) Collection and Delivery of Baggage**

- 1) The passenger has the right to retrieve his or her baggage without delay.
- 2) Only the passenger who was given a baggage identification tag when the carrier took possession of the baggage is entitled to accept delivery of the baggage.



**Note:** This provision does not apply to aids for persons with disabilities.  
(See Rule 70(E) and 71(F)).

- 3) The passenger's name and point of contact must appear on the baggage. It is recommended that the name and point of contact also be included inside the baggage.
  - a. If the passenger claiming the checked baggage is unable to produce his/her portion of the baggage identification tag and identify the baggage by means of its baggage identification tag, the carrier must receive satisfactory proof that the baggage belongs to the passenger in question before delivering the baggage to the passenger.
- 4) Acceptance of the baggage without complaint, within the time limits stipulated in Rule 125(D) or Rule 126(C), by the passenger in possession of the baggage identification tag is evidence that the carrier delivered the baggage in good condition and in accordance with this tariff.

### **(E) Excess Baggage**

Baggage in excess of the free baggage allowance will be accepted by the carrier upon payment of the applicable charge. The charge for the excess baggage is payable prior to departure at the point of check-in. The passenger will be subject to the excess baggage charges as defined on the Carrier's website.

- [www.northstarair.ca](http://www.northstarair.ca)

Excess baggage once paid will be carried on a space available basis only.



**Note:** This provision does not apply to aids for persons with disabilities.  
(See Rule 70(E) and 71(F)).

### **(G) Items Unacceptable as Baggage**

The following items are unacceptable as baggage and will not be transported by the carrier:

- 1) Items which are forbidden to be carried by the applicable laws, regulations, or orders of any country to be flown from, to, or over.
- 2) Items which are likely to endanger the aircraft or persons or property on board the aircraft. These unacceptable items are specified in the International Civil Aviation

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Organization (ICAO) Technical Instructions for the Safe Transport of Dangerous Goods by Air and the International Air Transport Association (IATA) Dangerous

- 3) Goods Regulations.
- 4) Items, which in the carrier's opinion, are unsuitable for carriage because of their weight, size or character, for example, fragile items.
- 5) Live animals except as provided in Rule 75, Acceptance of Animals (Service Animals and Pets).
- 6) Firearms and ammunition other than for hunting or sporting purposes are prohibited from
- 7) carriage as baggage. Firearms and ammunition for hunting and sporting purposes will be accepted as checked baggage provided the firearms are not loaded, the safety catch is in the "on" position and the firearms are suitably packed. The carriage of ammunition is subject to the ICAO and IATA regulations mentioned in 2 above.
- 8) Items, which are deemed "prohibited" at the destination community where the flight is heading and as determined by said community's Chief and Council in a written BCR (Band Council Resolution). Example of such items are alcoholic beverages, large amounts of pills, yeast, hair spray and other substances/articles listed in a BCR.
- 9) Weapons such as antique firearms, swords, knives and other similar items may be accepted as checked baggage at the carrier's discretion, provided they are suitably packed.
- 10) The passenger shall not include in the checked baggage fragile items, money, jewelry, precious metals, silverware, negotiable papers, securities, medication or other valuables, business documents, samples, passports and other identification documents.

#### **(H) Right to Refuse Carriage of Baggage**

- 11) The carrier will refuse to carry as checked baggage any bag that the carrier has discovered to contain any unacceptable item mentioned in (G) above and when the passenger fails to provide the carrier with prior notice that they wish to carry such an item in their baggage.
- 12) The carrier will, at its sole discretion, refuse to carry any baggage because of its size, shape, weight or character.
- 13) Unless advance arrangements have been made with the carrier, the carrier may carry on later flights baggage which is in excess of the free baggage allowance.
- 14) The carrier will refuse to carry checked baggage if it determines that the baggage has not been properly and securely packed in suitable suitcases or containers.



**Note:** This provision does not apply to aids for persons with disabilities. See Rule 70(E) and 71(F).

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For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7

## (I) Right of Search

- 15) The carrier may search baggage in the passenger's absence. The purpose of any search is to ensure aircraft and passenger safety, security and to determine whether

- 16) the passenger is in possession of or the baggage contains items mentioned in (G) above or any arms or ammunition which have not been presented to the carrier. If the passenger refuses to comply with the request for search, the carrier may refuse to carry the passenger and/or his/her baggage.

## (J) Musical Instruments

The carrier will allow musical instruments to be transported as carry-on or checked.

- [illegible]

For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7

## **Part 3: At the Airport / During Travel**

### **Rule 60: Acceptance of Children for Travel**

#### **(A) General**

- 1) Infants and Children under 12 years of age, accompanied in the same cabin by a passenger 16 years of age or older, will be accepted for transportation.
- 2) Persons entrusted with the care of infants and children must be capable of discharging this duty.

#### **Infants**

- 1) Infants under two years of age on the date of travel do not require a seat.
- 2) Only one infant under the age of two years may be held in the lap of an accompanying passenger 16 years of age or older.
- 3) No single passenger shall be responsible for more than one infant whether the infant is held on the lap of an accompanying passenger or a seat has been purchased for the infant and the infant is secured in an approved child restraint system (car seat).
- 4) An infant under two years of age at the time of departure but reaching his/her second birthday during the continuing/return flight(s) will require a seat and must pay the applicable fare for the continuing/return flight(s).
- 5) Infants less than two years of age occupying a seat must be properly secured in a Transport Canada or United States Federal Aviation Administration (FAA) approved child restraint device.

#### **Children**

- 1) All children two years of age or older, must be ticketed and assigned a seat.
- 2) All children 12 years of age or older, will be able to travel unaccompanied without supervision and will be considered to be an adult for fare purposes.
- 3) All children 16 years of age or older, may accompany other infants and children under 12 years old and will be considered as adults for the purposes of travel and will be charged the applicable adult fare.
- 4) North Star Air will seat children under the age of 14 with their parents, guardians, or travel companions at no additional cost. The Carrier does not offer assigned seating so it must be made known when pre-boarding the aircraft that there is a requirement to be seated together

**(B) Acceptance of Infants and Children**

| Age                                   | Accepted | Conditions  |
|---------------------------------------|----------|---|
| 0 days to 2 years less a day (infant) | Yes      | Only one infant is permitted per adult passenger. The infant may travel free of charge when the infant is held on an accompanying adult's lap.<br><br>An infant for whom a seat is purchased must be properly secured in an approved child restraint device and will be assessed the applicable fare.   |
| 2 to 12 years old less a day (child)  | Yes      | These passengers are considered to be a child for the purpose of air travel and will pay the applicable child's fare if available, when accompanied by a ticketed passenger 16 years of age or older for the entire trip.<br><br>These passengers must be either supervised by a passenger of 16 years or older or use the carrier's unaccompanied minor services. (See Rule 65, Unaccompanied Minors.)<br><br>The use of an approved child restraint device is optional for children age two and up. |
| 12 years old and older                | Yes      | These passengers are considered to be adults for the purpose of air travel and will pay the applicable adult fare.<br><br>These passengers are eligible to travel unaccompanied and unsupervised.   |

**(C) Documentation**

- 1) Passengers under 18 years of age must carry identification such as a passport; an original birth certificate or a non-government ID, e.g. student card.
- 2) In addition to the above, the carrier may require presentation of the following documents when children are accompanied by an adult:
  - a. Documents establishing legal custody;
  - b. Parental consent letter authorizing travel;

For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7

- c. Death certificate if one parent is deceased;

## **(D) Seating Requirements**

- 1) As soon as the Carrier becomes aware that a passenger will be traveling with a child or adult under the age of 14, the carrier must take steps to help seat them close together.
- 2) The allowable distance from a child's accompanying passenger depends on the child's age:
  - a. Under the age of 5 – must be seated beside their accompanying passenger. They must not be separated by an aisle unless the plane's layout requires it. In those cases, the two passengers should be seated in the same row, separated only by the aisle.
  - b. Aged 5 to 11 – in the same row as their accompanying passenger and separated by no more than one seat (or the space of an aisle).
  - c. Aged 12 or 13 – no more than two rows away from their accompanying passenger. This means that there should not be more than one row between them.
- 3) The Carrier will take all reasonable measures to meet these seating requirements, including
  - a. Pre-boarding for children and their accompanying passengers, where available
  - b. Seek volunteers for re-seating, at the gate and on-board.
- 4) If the Carrier has followed all the steps and is still unable to arrange seats within the required distance of each other, they should talk to the affected passengers about their options. The passengers may choose to sit farther apart, or decide not take the flight at all. If the passengers choose not to take the flight, the Carrier will provide other reasonable alternatives, including :
  - a. Rebooking on next available North Star Air flight between the same city pairings
  - b. Cancelling the ticket and providing a full refund of the ticket value, regardless of booking class.
  - c. Aged 12 or 13 – no more than two rows away from their accompanying passenger. This means that there should not be more than one row between them.
- 5) The Carrier will take all reasonable measures to meet these seating requirements, including
  - a. Pre-boarding for children and their accompanying passengers, where available
  - b. Seek volunteers for re-seating, at the gate and on-board.
- 6) If the Carrier has followed all the steps and is still unable to arrange seats within the required distance of each other, they should talk to the affected passengers about their options. The passengers may choose to sit farther apart, or decide not take the flight at all. If the passengers choose not to take the flight, the Carrier will provide other reasonable alternatives, including :
  - a. Rebooking on next available North Star Air flight between the same city pairings
  - b. Cancelling the ticket and providing a full refund of the ticket value, regardless of booking class.

## **Rule 65: Unaccompanied Minors**

### **(A) General**

- 1) For purposes of this rule, “guardian” is any adult/parent having responsibility over the welfare of a minor.
- 2) The carrier offers a supervision service called the Unaccompanied Minor Service (UM Service) for all minors who have achieved the minimum age. This service is either mandatory or optional,

For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7

depending upon the age of the minor.

### **(B) Age Restrictions**

- 1) Minors under 8 years of age are not eligible to use the UM Service, and must always be accompanied by a person aged 16 or older when travelling. The accompanying passenger must occupy a seat adjacent to the minor.
- 2) Minors aged between 8 and 12 years of age may only travel unaccompanied if they are using the UM Service, outlined below.

### **(C) Travel Restrictions**

The UM Service is available on:

- 1) non-stop flights; or
- 2) direct flights (a direct flight makes a stop but there is no change of aircraft);

### **(D) Fares and Charges**

- 1) Unaccompanied minors travelling on the UM Service provided by the carrier will be charged the adult fare applicable for the trip (no Saver fare available)

### **(E) Conditions of Application for Unaccompanied Travel**

- 1) The Unaccompanied Minor form must be complete and accurate and submitted to Customer Care via email, fax or in person no later than 1 hour before flight's departure.

The guardian who will be meeting the unaccompanied minor at the airport of arrival must have photo identification which will allow the carrier personnel to identify this person as the appropriate person designated to meet the minor.

- 2) The guardian will be required to remain at the airport of departure until 15 minutes after the aircraft has departed.
- 3) In case of emergency, the guardian must provide the carrier with the name and phone number of a person who can be contacted during the time the minor is in the carrier's care.
- 4) Unaccompanied minors travelling on the UM Service will not be accepted if the flight on which the minor holds a reservation is expected to terminate short of, or bypass the minor's destination.
- 5) Once the unaccompanied minor is under the carrier's care, the minor will be provided supervision by the carrier until he/she is met at destination by a guardian who can confirm to carrier personnel by means of photo identification that they are the person(s) designated to meet the minor.
- 6) A minor with a medical condition or a minor with a disability may not be accepted for travel unaccompanied. Medical clearance may be required for any UM Service to be offered to a minor with a medical condition or a disability.
- 7) An unaccompanied minor travelling on the UM Service flights only will not be booked on the last flight of the day,
- 8) An unaccompanied minor travelling on the UM Service cannot be booked on flights with connections operated by other airlines.

For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7



- 9) For the safety of the minor, the Captain of the plane or the agent have the ability to decline travel if they feel the minor does not have a reliable escort



**Note:** For provisions related to Medical Clearance, refer to Rules 70 (C) or 71 (C).

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### **(F) Carrier's Limited Responsibility**

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

## **Rule 71: Carriage of Persons with Disabilities**

### **(A) Acceptance for Carriage**

The carrier will make every effort to accommodate a person with a disability and will not refuse to transport a person solely based on his/her disability. In instances when refusing transportation to a person with a disability is necessary, the carrier will provide a written explanation to the person for the decision to refuse carriage at the time of the refusal.

### **(B) Acceptance of Declaration of Self-Reliance**

Except for applicable safety-related rules and regulations, the carrier will accept the determination made by or on behalf of a person with a disability as to self-reliance. Once advised that he or she is "self-reliant," the carrier shall not refuse such passenger transportation on the basis that the person with a disability is not accompanied by a personal attendant or based on the assumption that the passenger may require assistance from airline employees in meeting the passenger's needs such as assistance with eating, using the washroom facilities or administering medication which are beyond the range of services that are normally offered by the carrier.

*See also: Rule 105(A)6.(d), Refusal to Transport, Passenger's Condition, Medical clearance*

### **(C) Medical Clearance**

A carrier will not automatically require a medical clearance for persons with disabilities as a condition of travel. Rather, a carrier may, in good faith and using its reasonable discretion, determine that a person with a disability requires medical clearance where their safety or well-being, in terms of such things as assistance with eating, using the washroom facilities, or that of other passengers is in question. Where a carrier refuses to transport a passenger for such reasons, a written explanation must be provided at the time of refusal. When medical clearance is required a carrier may assess a person's fitness to travel based on information and/or documentation submitted by the person with a disability (such as a note from the person's physician or healthcare professional).

*See also: Rule 105(A)6.(d), Refusal to Transport, Passenger's Condition, Medical clearance*

For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7

### **(D) Advance Notice**

Where a passenger requests a service set out in this rule at least 48 hours prior to departure, the carrier will attempt to provide the service. Such requests should be made by the passenger at the time of reservation, and as far in advance of travel as possible. Where a passenger requests a service less than 48 hours prior to departure, the carrier will make a reasonable effort to provide the service.

### **(E) Seating Restrictions and Assignments**

When a person identifies the nature of his or her disability, the carrier will inform the passenger of the available seats that are most accessible and then establish with that passenger an appropriate seat assignment.

Passengers with a disability will not be permitted to occupy seats in designated emergency exit rows, or otherwise in accordance with applicable safety-related rules and regulations.

Persons with disabilities and their attendants, who will meet the persons' disability- related needs, will be seated together.

### **(F) Acceptance of Aids**

In addition to the regular baggage allowance, the carrier will accept, without charge, as priority checked baggage, mobility aids, including:

- 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; and
- 5) any prosthesis or medical device.

Where space permits, the carrier will, without charge, permit the person to store a manually operated folding wheelchair and small aids in the passenger cabin during the flight.

The assembling and disassembling of mobility aids is provided by the carrier without charge.

Wheelchairs and mobility aids will be the last items to be stowed in the aircraft hold and the first items to be removed.

**Applicable to domestic operations only:** Where the design of the aircraft that has fewer than 60 passenger seats does not permit the carriage of a person's aid, the air carrier is not required to carry the aid. The carrier will advise the person about transportation arrangements that are available for the aid.



**Note:** For provisions related to limitations of liability regarding loss of, damage to, or delay in delivering mobility aids, refer to Rule 120(B)4., Mobility aids or Rule 121(B)4., Mobility aids.

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For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7

**(G) Manually Operated Wheelchair Access**

The carrier will permit the person who uses a manually operated wheelchair to remain in the wheelchair:

- 1) until the person reaches the boarding gate;
- 2) where facilities permit, while the person is moving between the terminal and the door of the aircraft;
- 3) where space and facilities permit, while the person is moving between the terminal and the passenger seat.

**(H) Service Animals**

The carrier will accept for transportation, without charge, a Service Animal required to assist a person with a disability provided that the animal is properly harnessed and certified in writing as having been trained by a professional service animal institution. For the comfort of all passengers, the carrier staff will determine, in consultation with the person with a disability, where the person and Service Animal will be seated. The carrier will assign a seat to the person which provides sufficient space for the person and the Service Animal and the carrier will permit the Service Animal to accompany the person on board the aircraft and to remain on the floor at the person's passenger seat. Where there is insufficient floor space in the seat row of the person's passenger seat, the carrier will permit the service animal to remain on the floor in an area where the person can still exercise control over the animal.

See also: Rule 75, Acceptance of Animals (Service Animals and Pets), and for provisions related to limitations of liability regarding Service Animals, refer to Rule 120(B)4., Service animals or Rule 121(B)4., Service animals

**(I) Services to be Provided to Persons with Disabilities**

The carrier will ensure that services are provided to persons with disabilities when a request for such services is made at least 48 hours prior to departure, and will make reasonable efforts to accommodate requests not made within this time limit. Services to be provided upon request will include:

- 1) Assisting with registration at the check-in counter;
- 2) Assisting in proceeding to the boarding area;
- 3) Assisting in boarding and deplaning. Where lifting is required a limit of 220lbs is required in order to safeguard the wellbeing of the passenger and any person assisting with the lift;
- 4) Assisting in stowing and retrieving carry-on/carry-out baggage and retrieving checked baggage
- 5) Assisting in moving to and from an aircraft lavatory, if applicable;
- 6) Assisting in proceeding to the general public area or, in some cases, to a representative of another carrier;
- 7) Transferring a person between the person's own mobility aid and a mobility aid provided by the carrier;

Transferring a person between a mobility aid and the person's passenger seat;

- 8) Providing limited assistance with meals, such as opening packages, identifying items and cutting large food portions;
- 9) Inquiring periodically during a flight about a person's needs; and

For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7

- 10) Briefing individual passengers with disabilities and their attendant on emergency procedures and the layout of the cabin.

### **(J) Boarding and Deplaning**

Where a person with a disability requests assistance in boarding or seating or in stowing carry-on baggage, an air carrier will require the person to pre-board. The carrier may also require a person, even in the absence of a request to do so, to board the aircraft in advance of other passengers in order that it has sufficient time to provide the requested assistance.

Where the person with a disability requires a lift, the company will provide assistance when the total lift weight of 220 pounds or less and when is deemed safe for the person on the lift and those conducting the lift.

### **(K) Communication and Confirmation of Information**

Announcements to passengers concerning stops, delays, schedule changes, connections, onboard services and claiming of baggage will be made in visual, verbal and/or written format to persons with disabilities who request such a service.

The carrier may supply a written confirmation of services that it will provide to that person.

Modification to reflect that pre-boarding can occur upon request of the person with a disability as well as a requirement by the carriers.

### **(L) Inquire Periodically**

When persons in wheelchairs who are not independently mobile are waiting to board an aircraft, the carrier may inquire periodically about their needs, and shall attend to those needs where the services required are usually provided by the air carrier.

## **Rule 75: Acceptance of Animals (Service Animals and Pets)**

The carrier will agree to carry animals subject to the following conditions:

### **(A) General**

- 1) Arrangements must be made at least 48 hours in advance before any animal will be accepted for carriage as either checked or carry-on baggage.
- 2) There is a combined limit of 2 (two) service animals, specialty animals, and pets in cabin that will be accepted on a given flight. Animals will be accepted in the order of initial booking.
- 3) The airline reserves the right to refuse carriage of pets on flights operated by single-cabin aircraft (i.e. PC-12 aircraft).
- 4) The carrier will accept for carriage animals/pets as defined herein, as either checked or carry-on baggage provided the animal(s) is/are accompanied by a passenger, in compliance with the IATA Live Animal Regulations.

For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7

- 5) Animals must be contained in a clean, leak/escape proof cage or container/kennel with adequate space for the comfort of the animal. The cage or container/kennel must be approved by the carrier, and must be leak- proof and well-ventilated. Only soft-sided kennels will be accepted for carry- on.
- 6) Note: Rules 3-5 do not apply to Service Animals accompanying passengers with disabilities or

search and rescue animals accompanied by handlers.

- 7) An animal and its container may not be included in the passenger's free baggage allowance. Cargo charges may apply and the passenger will be obliged to pay the applicable charges.



**Note:** This provision does not apply to Service Animals accompanying passengers with disabilities or search and rescue animals accompanied by handlers. Service Animals will be carried free of charge.

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- 8) The passenger assumes full responsibility for the animal. Before the animal is accepted for carriage, the passenger must make all necessary arrangements to obtain valid health and vaccination certificates, entry permits and other documents required by countries, states or territories for entry or transit. In the absence of such documentation, the animal will not be accepted for carriage.

### **(B) Animals as Checked Baggage**

- 1) The number and type of animals carried is limited by aircraft type.
- 2) The maximum size for the container/kennel (length +width + height) must not exceed 48" x 32" x 48".
- 3) The maximum allowable weight for both the animal and container/kennel must not exceed 120 lbs.
- 4) If container/kennel exceeds the maximum size and/or maximum weight defined herein, the passenger must make arrangements with the carrier's cargo department.
- 5) Charges: The charge for transportation of the animal and container/kennel as checked baggage will be the same as excess Cargo.



**Note:** This provision does not apply to Service Animals accompanying passengers with disabilities or search and rescue animals accompanied by handlers.

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### **(C) Animals in Cabin**

- 1) Only one animal per passenger may be accepted for carriage in the passenger cabin where applicable.
- 2) The types of animals accepted for carriage in the cabin is limited to domestic dogs, cats, household fish, birds, rabbits, guinea pigs, hamsters and degus.
- 3) The maximum size permitted for the in-cabin animal container/kennel must not exceed 8" x 13" x 16". Only soft-sided containers/kennels will be accepted for carry-on.
- 4) The maximum allowable weight for both the animal and in-cabin pet container/kennel must not exceed 20 lbs.
- 5) The in-cabin container/kennel must be stored under the seat directly in front of the passenger.  
The in-cabin animal and container/kennel may be carried in lieu of unchecked baggage (carry-on baggage).

For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7

- 6) The animal must remain in the container/kennel for the entire duration of the journey.
- 7) If the container/kennel exceeds the maximum size and/or maximum weight mentioned in 3 and 4 above passengers will be required to tender the animal as checked baggage.
- 8) The carrier may request a passenger with an in-cabin animal to change seats after boarding to accommodate other passenger

The Carrier is sensitive to the concerns of allergy sufferers, and understands that some of our customers may not wish to be seated close to a cat or small dog during their flight. For that reason, when you have "Pets in Cabin" registered for a flight, each passenger must be advised at check-in for that flight. If such concerns are indicated by a passenger, The Carrier will attempt to have such passenger(s) seated as far away from the pet as possible. If a passenger indicates that they cannot travel on the same flight as the pet, the customer with the pet will have the option of placing the pet in the cargo hold for the flight or that passenger will be accommodated on the next flight to their destination on which space is available.

- 9) Charges: The charge for transportation of an animal (except for Service Animals) and container/kennel in the passenger cabin will be a charge of \$75.

#### **(D) Service Animals**

Service Animals assisting a person with a disability that have been certified in writing as having been trained by a professional service animal institution will be permitted in the passenger cabin of the aircraft. The animal must remain on the floor at the person's seat.

- 1) The carrier will accept for transportation without charge a Service Animal to assist a person with a disability. The passenger accompanying the Service Animal will be entitled to the normal free baggage allowance.
- 2) The carrier, in consultation with the person with a disability who is accompanied by a service animal, will determine where the person with a disability will be seated in order to ensure that adequate space is provided to the person and the service animal.

*See also: to Rule 120(B)4., Service animals or Rule 121(B)4., Service animals)*

#### **(E) Carriage of an Emotional Support Animal**

As provided in Rule 75, Acceptance of Animals (Service Animals and Pets).

## **Rule 80: Administrative Formalities – Travel Documents and Security**

### **(A) General**

- 1) The passenger is responsible for obtaining all required travel documents (ID, health certificates, or other appropriate and necessary identification) including those of any children that are accompanied by the passenger.
- 2) The passenger is responsible for complying with all laws, regulations, orders, demands, and travel requirements of First Nation communities to be flown from, into or through and also for complying with the instructions of the carriers concerned.
- 3) The carrier will not be liable for any help or information given either verbally or in writing to the passenger in good faith about proper travel documentation.
- 4) The carrier will not be liable to the passenger for any consequences resulting from the failure of
- 5) the passenger to obtain the necessary travel document or from the failure to comply with the laws, regulations, orders and/or demands of First Nation communities to be flown from, into or through.

### **(B) Travel Documents**

- 1) Prior to travel, the passenger must be prepared to submit for inspection to the carrier all travel documents required.
- 2) The carrier will have the right to make and retain copies of the travel documents presented by the passenger.
- 3) As described in Rule 105, Refusal to Transport, the carrier reserves the right to refuse transportation to any passenger who fails to present all health and other documents required by law, regulation, order, demand or other requirement of the First Nation community countries where travel is intended or whose travel documents do not appear to be in order.

### **(C) Security Inspection**

The passenger shall submit to all necessary security checks by government, airport officials and by personnel of the carrier.

## **Rule 85: Ground Transfer Services**

### **(A) General**

- 1) The carrier does not maintain, operate or provide ground transfer services between airports or between airports and city centres.
- 2) Any ground transfer service is performed by independent operators who are not and shall not be deemed to be, agents or servants of the carrier.
- 3) Any effort by an employee, agent or representative of the carrier in assisting the passenger to make arrangements for such ground transfer service shall in no way make the carrier liable for the acts or omissions of such an independent operator.

For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7

## **Rule 90: Schedule Irregularities**

### **(A) Applicability**

This rule applies to all paying passengers irrespective of the type of fare on which they are travelling.

### **(B) General**

- 1) The carrier will make all reasonable efforts to transport the passenger and his/her baggage at the times indicated in its timetable.
- 2) Times shown in timetables or elsewhere are approximate and not guaranteed and form no part of the contract of carriage. The carrier will not be responsible for errors or omissions either in timetables or other representation of schedules. No employee, agent or representative of the carrier is authorized to bind the carrier by any statement or representation regarding the dates or times of departure or arrival, or of the operation of any flight.
- 3) The carrier will not guarantee and will not be held liable for cancellations or changes to flight times that appear on passengers' tickets due to force majeure.
- 4) The carrier will make all reasonable efforts to inform passengers of delays and schedule changes and, to the extent possible, the reason for the delay or change
- 5) It is always recommended that the passenger communicate with the carrier either by telephone, electronic device or via the carrier's Web site or to refer to airport terminal displays to ascertain the flight's status and departure time.

In the case of schedule irregularities, the carrier will give priority for assistance to any person

- 1) with a disability and unaccompanied minors.
  - 2) The carrier whose flight experiences a schedule irregularity will make onward arrangements for the passenger to the next point of stopover shown on the ticket.
  - 3) Schedule Irregularities are defined as:
    - Events that delays the passenger's arrival at the final destination by more than 2 hours from the original scheduled arrival time.
  - 4) Scheduled Irregularities are categorized into three types
    - a. Within the carrier's control: situations within a carrier's control usually happen because of commercial decisions an airline makes in its day-to-day operations. These could include staff issues, aircraft preparation activities, and decisions to consolidate flights because of low demand. Disruptions due to routine and scheduled maintenance (including any work to address issues found during that maintenance) are also considered within the airline's control.
    - b. Within the carrier's control, but required for safety: In this category, "required for safety" means "required by law to reduce risk to passengers." Generally, these are situations in which an carrier must delay or cancel a flight to follow rules put in place to make sure the flight and people on board are safe. These rules include the Canadian Aviation Regulations and its standards. This includes unscheduled maintenance delays.
    - c. Outside the carrier's control: This category covers flight delays and cancellations over
- For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7



which the carrier does not have control. These could include security incidents, medical emergencies, bad weather, or any other force majeure.

### **(C) Passenger Options – Re-Rerouting or Refund**

- 1) Given that a passenger has a right to information on flight times and schedule changes, the carrier will make reasonable efforts to inform passengers of schedule irregularities and to the extent possible, the reason for the schedule irregularities, including
  - a. An audible announcement
  - b. Flight information displays in airports, where available
  - c. Updates on delayed flights will be provided every 30 minutes until a new departure time has been set.
- 2) In the event of a schedule irregularity, the carrier will present the passenger with the following options:
  - a. Carry the passenger to the destination named on the ticket, or applicable portion thereof, within a reasonable amount of time, on another of its passenger aircraft on which space is available, without additional charge; or,
  - b. Reroute the passenger to the destination named on the ticket, or applicable portion thereof, on its own transportation services within a reasonable amount of time. If the fare for the revised routing is higher than the fare paid by the passenger, the carrier will require no additional payment from the passenger; or,
  - d. If the passenger chooses to no longer travel as the schedule irregularity results in the loss of purpose of travel or if the carrier is unable to perform the option stated in (a) or (b) above within a reasonable amount of time, the carrier will transport the passenger to the point of origin named on the ticket and refund the full amount of the ticket in accordance with Rule 125(B)2.(a), Refunds, Involuntary Refunds, irrespective if travel has commenced, or subject to passenger's agreement, offer a travel voucher for future travel in the same amount;

Otherwise, should the alternate transportation proposed by the carrier not meet the passenger's satisfaction, the carrier will offer a refund equal to the fare and charge paid. The refund will be made to the purchaser of the ticket(s). The form of refund will be the same form used as payment of the ticket(s). The refund will be based on the total value of the ticket(s). For complete conditions on refunds see Rule 125(B)2.(b), Refunds, Involuntary Refunds.

- e. Nothing in the above shall limit or reduce the passenger's right, if any, to claim damages, if any, under the applicable convention, or under the law when neither convention applies.

In addition to the above, the carrier will always consider the needs of the passenger on a case by case basis and take into account all known circumstances to avoid or mitigate the damages caused by the schedule irregularity within the carrier's control.

### **(D) Right to Care**

- 1) Meals will be provided for controllable delays and controllable but for safety delays at two (2) hours and each appropriate meal time.
  - 2) Monetary compensation will be offered for controllable delays as follows:
    - a. Schedule irregularities communicated less than 12 hours prior to scheduled departure
- For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7

| Length of Delay | Compensation Issued   | Controllable Delay | Controllable but for Safety | Uncontrollable |
|-----------------|---|--------------------|-----------------------------|----------------|
| 2-6 hours       | Meal Voucher** (as per applicable time of day)                          | Yes                | Yes                         | No             |
| 2+ hours        | Alternative travel arrangements (booking may be cancelled and refunded) | Yes                | Yes                         | Yes            |
| 3-5.9 hours     | Meal Voucher** (as per applicable time of day) Tier 1 Compensation      | Yes                | No                          | No             |
| 6-8.9 hours     | Meal Voucher** (as per applicable time of day) Tier 2 Compensation      | Yes                | No                          | No             |
| 9+ hours        | Meals, transportation, hotel**  | No                 | Yes                         | No             |
| 9+ hours        | Meals, transportation, hotel** and Tier 3 Compensation                  | Yes                | No                          | No             |

b. Schedule irregularities communicated more than 12 hours prior to scheduled departure

| Length of Delay | Compensation Issued   | Controllable Delay | Controllable but for Safety | Uncontrollable |
|-----------------|---|--------------------|-----------------------------|----------------|
| 2+ hours        | Alternative travel arrangements (booking may be cancelled and refunded) | Yes                | Yes                         | Yes            |
| 3-5.9 hours     | Tier 1 Compensation   | Yes                | No                          | No             |
| 6-8.9 hours     | Tier 2 Compensation   | Yes                | No                          | No             |
| 9+ hours        | Tier 3 Compensation   | Yes                | No                          | No             |

c. Voucher cheques are cumulative.

- 3) Where schedule irregularity last more than 9 hours or overnight, the carrier will provide overnight hotel accommodation (when and where available) and airport transfers for the passenger. The carrier is not obligated to provide overnight accommodation for passengers at the first airport of departure appearing on the ticket.
- 4) If passengers are already on the aircraft when a delay occurs, the carrier will offer drinks and snacks if it is safe, practical and timely to do so. If the delay exceeds three (3) hours and circumstances permit, the carrier will offer the passenger the option of disembarking from the aircraft until it is time to depart.
- 5) Compensation will be paid out in accordance with Rule 91.

## Rule 91: Compensation for Scheduled Irregularities, Denied Boarding and Overbooking

### 1) Rule 95: Denied Boarding and Overbooking

When the carrier is unable to provide previously confirmed space due to there being more passengers holding confirmed reservations and tickets than for which there are available seats on a flight, the carrier will follow the provisions of this rule, unless as otherwise provided in other applicable foreign legislation. The carrier does not intentionally overbook flights.

For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7

### **(A) Applicability**

- 1) This rule applies to all paying passengers irrespective of the type of ticketed fare.
- 2) A passenger who fails to check-in or present themselves at the boarding area within the carrier's check-in deadline and/or boarding time deadline as specified in Rule 40(F), Check-in Time Limits, will not receive denied boarding compensation, will at the carrier's discretion have their reservations cancelled and will be subject to the terms and conditions associated with the fare on which he or she is travelling.

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

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

- 1) The carrier will publicly 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 volunteer
- 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 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 as set out in Paragraph (D) of this rule over and above the aforementioned benefits.
- 4) Passengers who voluntarily surrender his/her seat are not eligible for additional Compensation as found in Rule 91.

### **(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 travelling to a major city centre (i.e. Winnipeg, Thompson, Sioux Lookout, Thunder Bay) to attend a medical appointment or procedure.
- 4) Passengers travelling due to death or illness of a member of the passenger's family.

For explanations of abbreviations, reference marks and symbols used but not explained herein, see page 7

- 5) Passengers for whom, in the carrier's own assessment, failure to travel would cause severe hardship. (i.e. Doctors, Nurses, Peacekeepers)
- 6) Passengers travelling as a group including the tour conductor of the group.
- 7) All other passengers with confirmed and ticketed reservations will be accommodated in the order in which they presented themselves for check-in.

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

A passenger has the right to take the flight he or she has purchased. The carrier will present a passenger who has been denied boarding, whether voluntarily or involuntarily, with the following options:

- 1) Reroute the passenger to the destination named on the ticket, or applicable portion thereof, on its own transportation services within a reasonable amount of time. If the fare for the revised routing is higher than the fare paid by the passenger, the carrier will require no additional payment from the passenger; or,
- 2) Reroute the passenger to the destination named on the ticket, or applicable portion thereof, on its own transportation services within a reasonable amount of time. If the fare for the revised routing is higher than the fare paid by the passenger, the carrier will require no additional payment from the passenger; or,
- 3) If the passenger chooses to no longer travel as the denied boarding results in the loss of purpose of travel or if the carrier is unable to perform the options stated in (1) or (2) above within a reasonable amount of time, the carrier will transport the passenger to the point of origin named on the ticket and refund the full amount of the ticket in accordance with Rule 125(B)2.(a), Refunds, Involuntary Refunds, irrespective if travel has commenced, or subject to passenger's agreement, offer a travel voucher for future travel in the same amount;
- 4) Otherwise, should the alternate transportation proposed by the carrier not meet the passenger's satisfaction, the carrier will offer a refund equal to the fare and charge paid. The refund will be made to the purchaser of the ticket(s). The form of refund will be the same form used as payment of the ticket(s). The refund will be based on the total value of the ticket(s). For complete conditions on refunds see Rule 125(B)2.(b), Refunds, Involuntary Refunds. Nothing in the above shall limit or reduce the passenger's right, if any, to claim damages, if any, under the applicable convention, or under the law when neither convention applies.

In addition to the above, the carrier will always consider the needs of the passenger on a case by case basis and take into account all known circumstances to avoid or mitigate the damages caused by the schedule irregularity within the carrier's control.

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

North Star Air Inc. must look for volunteers from all confirmed passengers before denied boarding may occur and in accordance to the following:

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

- a. The passenger holding a confirmed and ticketed reservation must present

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him/herself for carriage in accordance with this tariff: having complied fully with the carrier's applicable reservation, ticketing, check-in and boarding requirements within the time limits and at the location set out in Rule 40; and,

- b. The carrier must not have been able to accommodate the passenger on the flight on which he or she held confirmed and ticketed reservations and the flight departed without the passenger.

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

- b. The passenger who checks-in after the carrier's check-in deadline or presents him/herself at the boarding area after the carrier's boarding time
- c. deadline as specified under Rule 40(F), Check-in Time Limits, will not receive denied boarding compensation and will have his/her reservations cancelled as specified under Rule 105, Refusal to Transport.
- d. When a flight on which the passenger holds confirmed and ticketed reservations is cancelled for any uncontrollable reason of Carrier.
- e. When space on a flight has been requisitioned by a government or by medical authorities for emergency transportation.
- f. If, for controllable reasons but for safety of the passengers, the aircraft has been substituted with one having lesser capacity and the carrier took all reasonable measures to avoid the substitution or that it was impossible for the carrier to take such measures.

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

| Delay to original arrival time and compensation amounts |            | Optional: Travel voucher offered |
|---|------------|----------------------------------|
| 0-6 hours   | \$900 CAD  | \$1100 North Star travel voucher |
| 6-9 hours   | \$1800 CAD | \$2000 North Star travel voucher |
| 9+ hours  | \$2400 CAD | \$2600 North Star travel voucher |

North Star will issue monetary compensation within 48 hours Monday-Friday 9-5PM CST

## **4. Right to Care**

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 three (3) hours after the original departure time of the flight on

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- which the passenger was denied boarding
- b. An overnight hotel stay (when and where available) 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. Electronic means of communication (e.g. free wifi where available).

## **Rule 100: Passenger Rights (Per Flight Rights Canada)**

The principles of Flights Rights Canada have been incorporated fully in to the following rules:

- 1) Rule 55, Baggage Acceptance
- 2) Rule 60: Acceptance of Children for Travel
- 3) Rule 90, Schedule Irregularities (Flight Delays, Cancellations, Schedule Changes and Aircraft Substitution
- 4) Rule 91, Compensation for Scheduled Irregularities, Denied Boarding and Overbooking
- 5) Rule 95, Denied Boarding and Overbooking
- 6) Rule 125, Refunds

## **Rule 105: Refusal to Transport**

### **(A) Refusal to Transport – Removal of Passenger**

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

- 1) **Government Requests, Regulations and Force Majeure:** Whenever it is necessary or advisable
  - a. comply with any government regulation; or,
  - b. comply with any government request for emergency transportation; or,
  - c. address force majeure.
- 2) **Search of Passenger and Property:** When the passenger refuses to permit a search of his person or property for explosives or for concealed, prohibited, deadly or dangerous weapon(s) or article(s).
- 3) **Proof of Identity/Age:** When the passenger refuses a request to produce government-issued identification to demonstrate proof of identity.
- 4) **Band Council Resolution (BCR):** When the passenger has been prohibited to travel to a community and the flight will land at said community either as the final destination or as a stopover, and there is a valid Band Council Resolution on file with the carrier.
- 5) **Failure to Comply with Carrier's Rules and Regulations:** When the passenger fails or refuses to comply with rules and regulations of the carrier as stated in this tariff
- 6) **Passenger's Condition**
  - a. When the passenger's actions or inactions prove to the carrier that his/her mental, intellectual or physical condition is such as to render him/her incapable of caring for himself/herself without assistance or medical treatment en route unless:
    - 1) the passenger is accompanied by a personal attendant who will be responsible for

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- 2) assisting with the passenger's needs en route such as assistance with eating, using the washroom facilities or administering medication which are beyond the range of services that are normally offered by the carrier; and,
  - 3) the passenger complies with requirements of Rule(s) 70 or 71, Carriage of Persons with Disabilities.
- b. Exception: the carrier will accept the determination of a person with a disability as to self-reliance as per Rule(s) 70 or 71, Carriage of Persons with Disabilities.
- Note: If the passenger is accompanied by an attendant and the passenger is refused transport, then the attendant will also be refused transport and the two will be removed from the aircraft together
- c. When the passenger has a contagious disease.
- d. When the passenger has an offensive odor
- 7) **Medical clearance:** When the carrier determines, in good faith and using its reasonable discretion, that a passenger's medical or physical condition involves an unusual hazard or risk to their self or other persons (including, in the case of expectant mothers, unborn children) or property. The carrier can require the passenger to provide a medical certificate that then may be assessed by the carrier's own medical officer as a condition of the passenger's acceptance for subsequent travel. The carrier may refuse transportation to the person posing such hazard or risk.

**Note:** Pregnant passengers:

- i. An expectant mother with a complication-free pregnancy can travel on the carrier's flights up to four days before her expected due date without a medical certificate if they are travelling with the purpose to deliver.
  - ii. An expectant mother who is in or beyond the 36th week of her pregnancy must present a medical certificate, dated within 72 hours of the scheduled time of departure. The certificate must state that the physician has examined the patient and found her to be physically fit for travel by air and the certificate must state the estimated date of birth.
- 
- 8) **Failure to Provide a Suitable Escort:** When the passenger requires an escort due to a mental health condition and under care of a psychiatric institution or in the custody of law enforcement personnel or other responsible authority and the necessary arrangements have not been made with the carrier in advanced of the departure of the flight. However, the carrier will accept escorted passengers under the following conditions when the passenger has a mental health condition and is under care of a psychiatric institution or in custody of law enforcement personnel or other responsible authority:
- a. Medical authority furnishes assurance, in writing, that an escorted person with a mental health condition can be transported safely.
  - b. Request for carriage is made at least 48 hours before scheduled departure.
  - c. The escort must always accompany the escorted passenger.
  - d. Passenger in custody of law enforcement personnel or other responsible authority must be

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## **(B) Passenger's Conduct – Refusal to Transport – Prohibited Conduct and Sanctions**

### **1) Prohibited Conduct**

Without limiting the generality of the preceding provisions, the following constitutes prohibited conduct where it may be necessary, in the reasonable discretion of the carrier, to take action to ensure the physical comfort or safety of the person, other passengers (in the future and present) and/or the carrier's employees; the safety of the aircraft; the unhindered performance of the crew members in their duty onboard the aircraft; or safe and adequate flight operations:

- a. The person, in the reasonable judgment of a responsible employee of the carrier, is under the influence of alcohol or drugs (except a patient under medical care).
- b. The person's conduct, or condition is or has been known to be abusive, offensive, threatening, intimidating, violent or otherwise disorderly, and, in the reasonable judgment of a responsible employee of the carrier, there is a possibility that the person would cause disruption or serious impairment to the physical comfort or safety of other passengers or carrier's employees, interfere with a crew member in the performance of his/her duties, or otherwise jeopardize safe and adequate flight operations.
- c. The person's conduct involves any hazard or risk to their self or other persons (including travel involving pregnant passengers or unborn children) or to property.
- d. The person fails to observe the instructions of the aircraft crew, including instructions to stop any prohibited conduct.
- e. The person is unable or unwilling to sit in his/her assigned seat with the seat belt fastened.
- f. The person smokes or attempts to smoke in the aircraft.
- g. The person uses or continues to use a cellular phone, a laptop computer or another electronic device onboard the aircraft after being advised to stop such use by a member of the crew.
- h. The person is barefoot.
- i. The person is inappropriately dressed.
- j. The person has a prohibited article or concealed or unconcealed weapon(s). However, the carrier will carry law enforcement or armed forces personnel who meet the qualifications and conditions established under government regulations.
- k. The person has resisted or may reasonably be believed to be capable of resisting escorts.

### **2) Carrier Response to Prohibited Conduct**

Where, in the exercise of its reasonable discretion, the carrier decides that the passenger has engaged in prohibited conduct described above, the carrier may impose any combination of the following sanctions:

- a. Removal of the passenger at any point.
- b. Probation: At any time, the carrier may stipulate that the passenger is to follow certain probationary conditions, such as to not engage in prohibited conduct, in order for the carrier to provide transport to the passenger. Such probationary conditions may be imposed for any length of time which, in the exercise of the carrier's reasonable

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discretion, is necessary to ensure the passenger continues to avoid prohibited conduct.

- c. Refusal to Transport the Passenger: The length of this refusal to transport may range from a one-time refusal to a longer period determined at the reasonable discretion of the carrier in light of the circumstances. Such refusal will be for a period appropriate to the nature of the prohibited conduct and until the carrier is satisfied that the passenger no longer constitutes a threat to the safety of other passengers, crew or the aircraft or to the comfort of other passengers or crew; the unhindered performance of the crew members in their duty onboard the aircraft; or safe and adequate flight operations.
- d. The following conduct will automatically result in a refusal to transport, up to a possible lifetime ban:
  - a. The person continues to interfere with the performance of a crew member's duties despite verbal warnings by the crew to stop such behavior.
  - b. The person injures a crew member or other passenger or subjects a crew member or
  - c. other passenger to a credible threat of injury.
  - d. The person displays conduct that requires an unscheduled landing and/or the use of restraints such as ties and handcuffs.
  - e. The person repeats a prohibited conduct after receiving a notice of probation as mentioned in 2. above.

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

### **(C) Recourse of the Passenger/Limitation of Liability**

- 1) A person who is refused carriage for a period of time, up to a lifetime ban, or to whom a probation notice is served may provide to the carrier, in writing, the reasons why he/she believes they no longer poses a threat to the safety or comfort of passengers or crew, or to the safety of the aircraft. Such document may be sent to the address provided in the refusal to carry notice or the notice of probation.

The carrier will respond to the passenger within a reasonable period of time providing carrier's assessment as to whether it remains necessary to continue the ban or maintain the probation period.

## **Rule 115: Tickets**

### **(A) General**

- 1) A ticket will not be issued and the carrier will not carry the passenger unless the passenger has paid the applicable fare or has complied with all credit arrangements.
  - e. Before boarding, the passenger must present the carrier with proof that he/she has been issued a valid ticket for the flight. Such proof must be in the form of an itinerary/receipt, a record locator with a ticket number, or a boarding pass and the passenger must provide the carrier with positive identification to be entitled to transportation. The ticket will give the passenger the right to transportation only between the points of origin and destination, and on the dates, times and via

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- 2) the routing shown on the ticket and boarding pass.
- 3) The ticket remains at all times the property of the carrier which issued the ticket.
- 4) The carrier does not permit the passenger to hold more than one confirmed reservation/ticket on the same departure flight/origin and destination for the same travel date.

### **(B) Validity for Carriage**

- 1) **General:** When validated, the ticket is good for carriage from the airport of departure to the airport of destination via the route shown on the ticket or boarding pass, and is valid for the period of time referred to in 2 below. The passenger will be accepted for carriage on the date and flight segments for which a seat has been reserved. When flight segments are issued on an **“open date”** basis (see Rule 115(G) below), a seat will be reserved only when the passenger makes a reservation request with the carrier. The carrier's agreement to accept a reservation request is subject to the availability of space. The place and date of issue are then indicated on the ticket.
- 2) **Period of Validity:** Generally, the period of validity for transportation will be one year from the date on which transportation commences at the point of origin designated on the original ticket, or, if no portion of the ticket is used, one year from the date of issuance of the original ticket. However, certain fares may have different periods of validity. If this is the case, the specific rules associated with the fare will take precedence. (Not applicable to FNHIB fares)
- 3) **Computation of the Ticket Validity:** When computing the ticket validity i.e., the minimum/maximum stays and any other calendar periods set out in the ticket, the first day to be counted will be the day following the date that transportation commenced or that the ticket was issued.
- 4) **Expiration of Validity:** Tickets expire at midnight on the last day of validity based on where the ticket was issued.
- 5) **Medical Reason:** If the passenger is unable to commence travel due to medical reasons, the carrier will extend the period of validity beyond the original validity expiry date for a maximum of three months. A ticket can only be extended once and the extension must be requested within 30 days prior to the expiry date of the original ticket validity. The medical reason must be certified in writing by a physician specifying that the passenger is prevented from commencing his journey before his/her original ticket expires. ( Not applicable to FNHIB fares)

### **(D) Waiver Minimum/Maximum Stay Provision**

- 1) **In the Event of Death of a Family Member Not Accompanying the Passenger**

If the passenger holding a special fare ticket returns prior to the expiry of the minimum stay requirement because of the death of an immediate family member not accompanying the passenger, the passenger will be entitled to a refund of the additional amounts paid in order to return early, provided the passenger traveled in the economy cabin. However, no refund will be permitted unless the passenger produces a death certificate confirming that the death of the family member occurred after the commencement of travel.

- 2) **In the Event of a Passenger's Death – Provisions for Accompanying Passengers**
  - a. **Extension of Ticket Validity (Beyond 1 Year) for Normal Fares and Waiver of**

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**b. Maximum Stay Requirements of Special Fares**

The carrier will extend the ticket validity for passengers who are either members of the immediate family of the deceased passenger or are other persons actually accompanying the deceased passenger for up to 45 days beyond the original ticket validity expiry date or 45 days after the date of death of the passenger, whichever date occurs first.

A death certificate or a copy, duly executed by the competent authorities in the country in which the Death occurred, must be presented at the time of re-ticketing. A competent authority is a person designated to issue a death certificate by the laws of the country concerned.

If the death certificate is not available at the time the passengers are to travel, or, if the carrier has reason to doubt the validity of such certificate, passengers will be accommodated only upon payment of the fare for the transportation used, and a request for refund may be filed with the carrier. Upon receipt of the request for refund and all supporting documents, the carrier will determine the validity of the request and, if valid, will refund the difference between the total fare paid by the passengers and the amount the passengers would have paid under the provision of this

rule.

**c. Waiver of Minimum Stay Requirements – Special Fares**

In the event of the death of a passenger en route, the minimum stay and group travel requirements with regard to special fares will be waived for passengers who are either members of the immediate family of the deceased passenger or are other persons actually accompanying the deceased person.

Passengers who have had their minimum stay requirement waived will only be accommodated in the class of service originally ticketed.

A death certificate or a copy, duly executed by the competent authorities, in the country in which the death occurred must be presented at the time of re- ticketing. A competent authority is a person designated to issue a death certificate by the applicable laws of the country concerned.

If the death certificate is not available at the time the passengers are to travel, or, if the carrier has reason to doubt the validity of such certificate, passengers will be accommodated only upon payment of the fare applicable to the transportation used, and a request for refund may be filed with the carrier. Upon receipt of the request for refund and all supporting documents, the carrier will determine the validity of the request and, if valid, will refund the difference between the total fare paid by the passengers and the amount the passengers would have paid under the provision of this rule.

**3) Medical Reasons and Illness****a. Ticket Extension:**

In the case of Normal fares, if, after the passenger commences travel and is prevented from travelling within the period of validity of the ticket because of illness, the carrier will extend the period of validity of the passenger's ticket until the date when the passenger becomes fit to travel according to a medical certificate. Should space not be available when the passenger becomes fit to travel, the carrier will re-accommodate the passenger on the first flight on which space is available. In all cases, travel will be in the same class of service which the passenger had originally paid to travel from the point where the journey is resumed. However, when the remaining flight coupons of the ticket involve

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one or more stopovers, the validity of the ticket will not be extended for more than three months from the date shown on the medical certificate. In these circumstances, the carrier will also extend the period of validity of the tickets of persons travelling with the incapacitated passenger.

In the case of Special fare tickets, the carrier will extend the validity of the tickets until the date of the first available flight after the passenger becomes fit to travel according to the medical certificate, but not more than seven days beyond the date when the passenger becomes fit to travel.

**b. Waiver of the Minimum Stay Requirement for Special Fares:**

In the event of illness, there will be no reduction or waiver of the required minimum stay.

**(E) Open Tickets**

If a ticket or a flight coupon is issued without a specific seat on a flight being reserved in the carrier's reservation system, i.e. left open, space may be later reserved subject to the tariff conditions of the purchased fare and provided space is available on the flight requested.

**(F) Non-transferability**

A ticket is not transferable.



**Note:** The carrier will not be liable to the person named on the ticket if the ticket is either presented for transportation or for a refund by another person. The carrier will refuse transportation to any person other than the person named on the ticket.

**(G) Prohibited Practices**

The carrier specifically prohibits the practice commonly known as:

**Hidden City or Point Beyond Ticketing:** The purchase of a fare from a point before the passenger's actual point of origin or to a point beyond the passenger's actual destination.

Use of this practice will result in the passenger's reservation being cancelled and the passenger will not be entitled to a refund.

**(H) Invalidated Tickets**

If the passenger attempts to circumvent any term or condition of sale or the carrier determines that the passenger is making use of any of the prohibited practices specified in (G) above, this will cause the passenger's ticket to be invalid and the carrier will have the right to:

- 1) Cancel any remaining portion of the passenger's itinerary; and
- 2) Confiscate unused flight coupons; and
- 3) Refuse to board the passenger or check the passenger's baggage; and/or
- 4) Charge the passenger for the true value of the ticket, which shall be no less than the difference between the fare actually paid and the lowest fare for the passenger's actual itinerary.

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## **(I) Lost Tickets**

The carrier issues an electronic ticket number to confirm a reservation. An itinerary receipt duplicate (a copy of the electronic ticket) may be obtained from the carrier upon request if one of the following is provided to the carrier: Passenger name detail, record locator, ticket number, flight number and travel date, with the origin and destination, or the credit card that was used to pay for the electronic ticket.

## **Part 4: After Travel**

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### **Rule 120: Limitations of Liability**

#### **(A) Successive Carriers**

Transportation to be performed under one ticket or under a ticket issued with any conjunction ticket by several successive carriers will be regarded as single operation.

#### **(B) Laws and Provisions Applicable**

Liability in the case of death or bodily injury of a passenger

- 1) The liability of the carrier in respect of the death of, or injury to, a passenger is limited to the sum of \$300,000 CAD.
- 2) In no cases shall the carrier's liability exceed the actual loss suffered by the passenger. All claims are subject to proof of amount of loss.
- 3) The carrier is not liable:
  - a. In the case of any passenger whose age or mental or physical condition, including pregnancy, presents a risk or hazard, for any damages sustained by that passenger that would not have been sustained but for his/her age or mental or physical condition; or
  - b. In the case of a pregnant passenger, for any damages in respect of the unborn child of that passenger.

#### **Liability in the case of destruction or loss of, damage to, or delay of checked and unchecked baggage**

The carrier is liable for damages sustained in the case of destruction or loss of, damage to, or delay of checked or unchecked baggage as set out in the following paragraphs:

- a. The liability of the carrier is limited to sum of \$2,100 CAD for each passenger in the case of destruction, loss, damage or delay of baggage, whether checked or unchecked. However, the limit will not apply:
- b. If the carrier proves that the damage was caused or contributed to by the negligence or other wrongful act or omission of the person claiming compensation, or the person from whom he or she derives his or her rights, the carrier shall be wholly or partly exonerated from its liability to the claimant to the extent that such negligence or wrongful act or omission caused or contributed to the damage.
- c. Unless the passenger proves otherwise:
  - 1) All baggage checked by the passenger will be considered to be the property of that passenger.

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- 2) A particular piece of baggage, checked or unchecked, will not be considered
- 3) To be the property of more than one person.
- 4) Unchecked baggage, including personal items, will be considered to be property of the passenger who is in possession of the baggage at the time of embarkation.

### **Mobility aids**



**Note:** Notwithstanding the normal carrier liability as contained in this rule, the limit of liability will be waived for claims involving the loss of, damage to, or delay in delivery of mobility aids, when such items have been accepted as checked baggage or otherwise. In the event that a mobility aid is lost or damaged, compensation is to be based on the cost of the repair or replacement value of the mobility aid.

- 4) In the event that a mobility aid is lost or damaged:
  - a. The air carrier will immediately provide a suitable temporary replacement without charge;
  - b. If a damaged aid can be repaired, in addition to (a) above, the air 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;
  - c. If a damaged aid cannot be repaired or is lost and cannot be located within 96 hours following the passenger's arrival, the carrier will in addition to (a) above, replace it with an identical aid satisfactory to the passenger, or reimburse the passenger for the replacement cost of the aid.

### **Service animals**

Should injury 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, medical care for or replacement of the service animal.

- 5) The passenger may declare that his/her baggage has a higher value than the carrier's maximum liability. If the passenger does so, then the passenger must make this declaration to the carrier at the time of check-in and, if required by the carrier, shall as per Rule 55 (E), Excess Value Declaration Charge, pay an extra amount to the carrier to allow for additional liability coverage in the case of destruction, loss, damage or delay of their checked baggage.



**Note:** This provision is not applicable to a mobility aid belonging to a person with a disability.

## **(C) Limitations of Liability**

Except as any applicable laws may otherwise require:

- 1) The carrier is not liable for destruction, loss, damage or delay of unchecked baggage arising out of or in connection with carriage or other supplementary services to carriage performed by the carrier, unless such damage is caused by the negligence of the carrier. Assistance offered to the passenger by the carrier's employees in loading, unloading or transferring unchecked baggage

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shall be considered as complimentary service to the passenger. The carrier is not liable for damage to such unchecked baggage incurred during, or, as a result of this service, unless such damage is caused by the negligence of the carrier's employees.

- 2) The carrier is not liable for any damages directly and solely arising out of its compliance with any laws, government regulations, orders, or requirements or from the failure of the passenger to
- 3) comply with same or out of any cause beyond the carrier's control.
- 4) The carrier is not liable for damage to improperly packaged, improperly labeled and usage of inadequate baggage or containers. Examples of inadequate baggage/containers include: plastic bags, overfilled containers, cardboard boxes with leaking materials, and unsealed containers.
- 5) The carrier is not liable for damage to electronic items (e.g. video games, computers, TV's and monitors, tablets, portable speakers/video and music players, computer peripherals, small electronic appliances) that are not in their original package inside or not a passenger baggage.
- 6) The carrier is liable for damage sustained in case of destruction or loss of, or of damage to, checked baggage upon condition only that the event which caused the destruction, loss or damage took place on board the aircraft or during any period within which the checked baggage was in the charge of the carrier. However, the carrier is not liable if and to the extent that the damage resulted from the inherent defect, quality or vice of the baggage.
- 7) The carrier is not liable for damage to the passenger's baggage caused by contents of the passenger's baggage. Any passenger whose property causes damage to another passenger's baggage or to the property of the carrier will compensate the carrier for all losses and expenses it incurs as a result.
- 8) When the carrier has exercised reasonable care and attention to the handling and treatment of perishable items or fragile articles, it shall not be liable for spoilage resulting from the delay in delivery of any perishable items described in Rule 55, Baggage Acceptance, nor for the damage to, or damage caused by, fragile articles described in Rule 55, Baggage Acceptance, which are unsuitably packed.
- 9) The carrier may refuse to accept any articles that do not constitute baggage as this term is defined in Rule 55(A), but if these articles are delivered to and accepted by the carrier they will be considered to be within the value of the baggage and the carrier's limit of liability.
- 10) Liability of the carrier for damage will be limited to events on its own line, except in the case of checked baggage, with respect to successive carriage, in which case, the passenger also has a right of action against the first or last carrier involved in the transportation.
- 11) In the case of unchecked baggage, the carrier is liable only to the extent that the damage resulted from its fault or that of its servants or agents.
- 12) The carrier is not liable for damage or loss when the baggage was not the property of the claimant.
- 13) Any exclusion or limitation of liability of the carrier under this tariff or under the passenger's ticket will apply to agents, servants or representatives of the carrier who were performing services in furtherance of the contract of carriage and also to any person whose aircraft is used by the carrier and its agents, servants or representatives who are performing services in furtherance of the contract of carriage.
- 14) The owner of a pet will be responsible for compliance with all government regulations and

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restrictions including providing valid health and rabies vaccination certificates when required. The carrier will not be liable for loss or expense due to the passenger's failure to comply with this provision and the carrier will not be responsible if any pet is refused transportation.

#### **(D) Time Limitations on Claims and Actions**

- 1) No action will be taken against the carrier in case of loss or delay in the delivery of checked baggage unless the passenger:
  - a. If travelling on North Star Air Inc, files a report online by visiting northstarair.ca
  - b. Files a report 21 days from the date on which the baggage should have been placed at the passenger's disposal (in the case of loss or delay).
  - c. Files a report 7 seven days after the passenger receives the baggage (in the case of damage)
- 2) Any claim against a carrier will be extinguished unless an action is brought within 60 days reckoned from the date of arrival at the destination, or from the date on which the aircraft ought to have arrived, or from the date on which the carriage stopped. For baggage claims, reimbursement for expenses will be based upon acceptable proof of claim, including:
  - a. Copies of receipts for items claimed as new.
  - b. Evidence of damaged items.

#### **(E) Overriding Law**

If any provision contained or referred to in the ticket or this tariff is found to be contrary to an applicable law, government regulation, order or requirement, which cannot be waived by agreement of the parties, such provision, to the extent that it is invalid, shall be severed from the ticket or tariff and the remaining provisions shall continue to be of full force and effect.

#### **(F) Modification and Waiver**

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

#### **(G) Gratuitous Transportation**

All passengers who are transported gratuitously by the carrier will not be governed by all the provisions of this rule and by all other applicable rules of this tariff.

### **Rule 125: Refunds**

#### **(A) General**

- 1) The passenger must present to the carrier or its authorized agent the unused flight coupons of a ticket, an itinerary/receipt, a record locator, or a ticket number as satisfactory proof that the passenger has unused portions of a ticket which are eligible for refund.
- 2) The carrier will make a refund to the person who purchased the ticket.
- 3) If, at the time of ticket purchase, the purchaser designates another person to whom the refund shall be made, then the refund will be made to the person so designated. To do so, the passenger

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- 4) must contact a member of the carrier's Management team directly.
- 5) Acceptance of a refund by the passenger will release the carrier from further liability.
- 6) In any instance where refunds are appropriate, the carrier will process requests in a timely manner and refund the fare in the original form of payment. The carrier will process refund requests within 15 business days for credit card purchases and within 30 business days for cash or cheque transactions.

## **(B) Involuntary Refunds**

- 1) Involuntary refunds are not subject to any restrictions contained in the applicable fare rule.
- 2) The amount of the involuntary refund will be as follows:
  - a. If, due to a schedule irregularity within the carrier's control or denied boarding in accordance with Schedule Irregularities Rule 90(C)2.(d) and Denied Boarding Rule 95(D)4., the passenger chooses to no longer travel due to loss of purpose of travel or if alternate travel could not be provided within a reasonable time, the carrier will offer a refund equal to the fare and charge paid.
  - b. If, due to a schedule irregularity within the carrier's control or denied boarding in accordance with Schedule Irregularities Rule 90(C)2.(d) and Denied Boarding Rule 95(D)4., the passenger chooses to no longer travel because the alternate transportation offered does not meet with the passenger's satisfaction, the carrier will offer a refund equal to the fare and charge paid.
  - c. If, due to a schedule irregularity not within the carrier's control or a refusal to transport in accordance with Schedule Irregularities Rule 90(C)3.(d) and (e) and Refusal to Transport Rule 105(C)1., no portion of a ticket has been used, the amount of refund will be equal to the fare and charges paid; or
  - d. If, due to a schedule irregularity not within the carrier's control or a refusal to transport in accordance with Schedule Irregularities Rule 90(C)3.(d) and (e) and Refusal to Transport Rule 105(C)1., a portion of the ticket has been used, the amount refunded to the purchaser will be the one that results in the most generous amount using one of the following methods:

- 1) The difference between the fare paid and the fare for transportation actually used or to be used; or,
- 2) Provided that the point where travel terminated was on the passenger's routing as shown on the original ticket and the routing remains unchanged, the passenger will be refunded the difference between the one way fare applicable to the unused transportation from the point where the passenger terminated travel to the destination or next stopover point as named on the ticket or to the point at which transportation is to be resumed less the same rate of discount, (if travel is on a discount fare) that was applied to the original one way fare (including all charges). If the passenger was travelling on a round trip, the amount refunded would be based on the rate of discount of one half of the round trip fare; or,

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- 3) If the point where the passenger terminated travel was not on the routing specified on the ticket, the refund will be based on the lowest applicable fare of any air carrier operating between the point where the passenger terminated travel to the destination or next stopover point named on the ticket or to the point at which transportation is to be resumed.
- 4) Involuntary refund of tickets shall be made in Canadian dollar.

### **(C) Voluntary Refunds**

- 1) Voluntary refunds will be based on the applicable fare at the time of ticket issuance, and the refund will be made in accordance with any restrictions contained in the applicable fare rule.
- 2) Voluntary refunds will be made only by the carrier which originally issued the ticket or its authorized agent.
- 3) If no portion of a ticket has been used, the refund will be full amount of the fare paid less any cancellation fee and/or service charge.
- 4) If a portion of the ticket has been used, the refund will be an amount equal to the difference between the fare paid and the applicable fare for travel between the points for which the ticket has been used, less any cancellation fee and/or service charge.
- 5) Voluntary refund of tickets shall be made in Canadian dollar.

Non-refundable tickets can be exchanged for a future ticket for up to one year from the ticket issue date as long as the reservation is cancelled on or before the first travel date on the ticket.

### **(D) Refunds in the Case of Death**

When transportation is cancelled as a result of the death of the passenger, a member of the immediate family or travelling companion, the refund will apply as follows:

- 1) Refunds in the case of death are not subject to any restrictions contained in the applicable fare rules.
- 2) If no portion of a ticket has been used, the amount of refund will be equal to the fare and charges paid.
- 3) If a portion of the ticket has been used, the refund will be equal to the difference between the fare paid and the applicable fare for travel between the points for which the ticket has been used and will not be subject to any cancellation fee and/or service charge.
- 4) Refunds will only be made upon presentation of the unused coupon(s) and death certificate, or a copy duly executed by the competent authorities (i.e. those designated to issue a death certificate by the applicable laws of the country concerned), in the country in which the death occurred.
- 5) In the case of death of the passenger, the refund will be made to the estate of the passenger.

### **(E) Jury Duty**

In the event the passenger is called to jury duty or subpoenaed, a full refund will apply upon

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presentation of jury summons or subpoena. No other document will be accepted.

### **(F) Refusal to Refund**

The carrier may refuse to refund the passenger's ticket if that ticket is presented for refund after its validity has expired.

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