

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0001

TITLE/APPLICATION - 70

A DEFINITIONS

IN THIS TARIFF, THE FOLLOWING WORDS SHALL HAVE MEANINGS SET OUT BELOW:

AIR CREW MEANS THE FLIGHT CREW AND ONE (1) OR MORE PERSONS WHO, UNDER THE AUTHORITY OF THE CARRIER, PERFORM IN-FLIGHT DUTIES IN THE PASSENGER CABIN OF AND AIRCRAFT OF THE CARRIER;

AIR SERVICE INCLUDES A LIVE FLIGHT AND A FERRY FLIGHT;

AIR TRANSPORTATION CONTRACT MEANS WITH RESPECT TO INTERNATIONAL SERVICE, A CONTRACT ENTERED INTO BETWEEN THE PASSENGER AND THE CARRIER FOR THE PROVISION OF AIR SERVICE TO THE PASSENGER AND ITS GOODS IN THE FORM OF A RESERVATION AND CONFIRMING ITINERARY ISSUED BY THE CARRIER OR AN AGENT OF THE CARRIER AUTHORIZED FOR THAT PURPOSE, IN RESPECT OF CARGO, A CONTRACT ENTERED INTO BETWEEN THE CARRIER AND ANY PERSON FOR THE CARRIAGE OF CARGO ON AN INTERNATIONAL

SERVICE

FLIGHT;

AIR TRANSPORTATION REGULATIONS MEANS THE REGULATIONS RESPECTING AIR TRANSPORTATION, SOR/88-58 AS AMENDED FROM TIME TO TIME, AND ANY SUBSTITUTE REGULATIONS PRESCRIBED IN RELATION TO THE SUBJECT-MATTER THEREIN;

AIR WAYBILL MEANS A NON-NEGOTIABLE AIR-BILL OF THE REQUIRED NUMBER OF COPIES, COVERING THE CARGO TRANSPORTED BY THE CARRIER SUBJECT TO THIS TARIFF;

ALL-IN PRICING MEANS DISPLAYS FLIGHTS PRICES INCLUSIVE OF ALL APPLICABLE TAXES, FEES AND CHARGES.

AMBULATORY MEANS A PERSON WHO IS ABLE TO MOVE ABOUT WITHIN AN AIRCRAFT UNASSISTED;

APPLICABLE ADULT FARE MEANS THE FARE WHICH WOULD BE APPLICABLE TO AN ADULT FOR THE TRANSPORTATION TO BE USED EXCEPT THOSE SPECIAL FARES WHICH WOULD BE APPLICABLE DUE TO ADULT'S STATUS (SUCH AS SENIOR CITIZENS FARE, ETC.);

APPLICABLE FULL FARE MEANS THE FULL ADULT FARE FOR THE

CLASS

OF SERVICE DESIGNATED IN THE CARRIER'S OFFICIAL GENERAL SCHEDULE FOR THE AIRCRAFT, OR COMPARTMENT OF THE AIRCRAFT USED BY THE PASSENGER;

ASSISTANT/ATTENDANT IS A PERSON WHO TRAVELS WITH A PERSON WITH A DISABILITY, IS 18 YEARS OF AGE OR OVER, AND IS FULLY CAPABLE OF PROVIDING A SERVICE RELATED TO THE DISABILITY THAT IS NOT USUALLY PROVIDED BY THE CARRIER'S STAFF.

BAGGAGE, MEANS LUGGAGE OR SUCH ARTICLES, EFFECTS AND OTHER PERSONAL PROPERTY OF THE PASSENGER AS ARE NECESSARY OR APPROPRIATE FOR WEAR, USE, COMFORT OR CONVENIENCE IN CONNECTION WITH THE PASSENGER TRIP;

BAGGAGE CHECK MEANS THOSE PORTIONS OF THE TICKET WHICH

PROVIDE FOR THE CARRIAGE OF PASSENGER(S) CHECKED BAGGAGE

AND

-1-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0001

TITLE/APPLICATION - 70 (CONT)

WHICH ARE ISSUED BY CARRIER AS A RECEIPT FOR THE PASSENGER(S) CHECKED BAGGAGE;
BAGGAGE TAG MEANS A DOCUMENT ISSUED BY CARRIER SOLELY FOR IDENTIFICATION OF CHECKED BAGGAGE, ONE (1) PORTION OF WHICH IS ATTACHED BY CARRIER TO A PARTICULAR ARTICLE OF CHECKED BAGGAGE AND THE OTHER PORTION OF WHICH IS GIVEN TO THE PASSENGER;

CANADA MEANS THE TEN PROVINCES OF CANADA, THE YUKON TERRITORY, THE DISTRICTS AND ISLANDS COMPRISING THE NORTHWEST TERRITORIES OF CANADA AND NUNAVUT;

CANADA TRANSPORTATION ACT OR CTA MEANS THE CANADA TRANSPORTATION ACT, 1996 AS AMENDED FROM TIME TO TIME;

CARGO MEANS GOODS WHICH ARE ACCEPTED FOR TRANSPORT BY THE CARRIER FROM A PERSON WHO IS NOT A PASSENGER OF THE

CARRIER,

OR WHO IS A PASSENGER, BUT WHO HAS EXECUTED AN AGREEMENT WITH THE CARRIER FOR TREATMENT OF THE GOODS AS "CARGO", AND HAS PAID THE RATES AS AGREED UPON BY THE CARRIER AND THE PERSON WHO HAS EXECUTED THE AGREEMENT;

CARGO SERVICE MEANS THE CARRIAGE OF CARGO BY THE CARRIER IN ACCORDANCE WITH THE TERMS AND PROVISIONS OF THIS TARIFF ON

A

TRANS-BORDER SERVICE OR AN INTERNATIONAL SERVICE FLIGHT;
CARRIER MEANS WESTJET, A BODY CORPORATE LICENSED TO

PROVIDE

DOMESTIC AIR SERVICES, INTERNATIONAL AIR SERVICES AND NON-SCHEDULED INTERNATIONAL AIR SERVICES UNDER THE CTA, AND HAVING ITS HEAD OFFICE AT 22 AERIAL PLACE NE, CALGARY, ALBERTA, CANADA. T2E 3J1;

CIRCLE TRIP MEANS ANY TRIP, THE ULTIMATE DESTINATION OF WHICH IS THE POINT OF ORIGIN, BUT WHICH INCLUDES, AT LEAST, A STOP AT ONE OTHER POINT, AND WHICH IS NOT MADE VIA THE SAME ROUTING IN BOTH DIRECTIONS.

CLASS OF SERVICE MEANS THE COMPARTMENT OF THE AIRCRAFT IN WHICH THE PASSENGER IS ENTITLED TO BE TRANSPORTED PURSUANT TO THE GENERAL SCHEDULE OF THE CARRIER.

CODE-SHARE REFERS TO A MARKETING ARRANGEMENT IN WHICH TWO OR MORE AIRLINES I.E. MARKETING CARRIER(S) SELL SEATS USING THEIR OWN AIRLINE CODE ON A FLIGHT THAT ONE OF THEM

OPERATES

(I.E.) THE OPERATING CARRIER).

CONTROLLABLE SCHEDULE IRREGULARITY MEANS A FLIGHT DELAY, CANCELLATION OR DIVERSION THAT IS CONSIDERED TO BE WITHIN THE CARRIER'S CONTROL. SOME EXAMPLES INCLUDE MECHANICAL ISSUES, THE CARRIERS'S IT SYSTEM FAILURES AND DELAYS OR

CANCELLATIONS DUE TO OPERATIONAL REQUIREMENTS.
DEPARTMENT OF TRANSPORTATION MEANS U.S. DEPARTMENT OF
TRANSPORTATION.
DESTINATION MEANS THE POINT OF WHICH THE PASSENGER(S) TO BE
TRANSPORTED ON A FLIGHT IS BOUND.
EARLY SHOW MEANS A FULL REVENUE PASSENGER WHO REQUEST TO
TRAVEL ON AN EARLIER FLIGHT SCHEDULED FOR DEPARTURE ON THE
SAME DAY OF TRAVEL WITH THE SAME ORIGIN AND DESTINATION.

-2-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0001

TITLE/APPLICATION - 70 (CONT)

EMOTIONAL SUPPORT ANIMAL IS AN ANIMAL WHICH IS USED TO
PROVIDE SUPPORT FOR AN EMOTIONAL DISABILITY AND IS REQUIRED
AS AN ACCOMMODATION FOR AIR TRAVEL OR FOR ACTIVITIES AT THE
PASSENGER'S DESTINATION.

CONSEQUENCES

EVENT OF FORCE MAJEURE MEANS ANY UNFORESEEABLE
CIRCUMSTANCES BEYOND THE CARRIER'S CONTROL, THE

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.

FARE MEANS THE RATE CHARGED TO A PASSENGER IN RESPECT OF A
PARTICULAR CLASS OF DOMESTIC/INTERNATIONAL & TRANSBORDER
SERVICE OFFERED BY THE CARRIER, FROM TIME TO TIME;
FARE CLASS MEANS THE FARE ESTABLISHED FOR A SPECIFIC CLASS
OF SERVICE;

FARE TYPE REFERS TO ONE OF THE THREE TIERED PACKAGES THAT
SET FORTH THE APPLICABLE OPTIONS THAT THE PASSENGER IS
ENTITLED TO AND THE ASSOCIATED FEES RESPECTIVELY.

FEE, CHARGE OR SURCHARGE MEANS AN AMOUNT OF MONEY COLLECTED
BY THE CARRIER FROM THE PASSENGER, DISTINCT FROM THE FARE,
AND EITHER IN RESPECT OF TRANSPORTATION SERVICES OR

SERVICES

ANCILLARY TO TRANSPORTATION SERVICES. FEES AND SURCHARGES
MAY BE COLLECTED BY THE CARRIER ON ITS' OWN BEHALF OR
PURSUANT TO AN OBLIGATION IMPOSED OR AUTHORIZATION RECEIVED
FROM A THIRD PARTY.

FERRY FLIGHT MEANS THE MOVEMENT OF AN AIRCRAFT WITHOUT
PASSENGERS OR GOODS TO POSITION THE AIRCRAFT
TO PERFORM A FLIGHT OR UPON COMPLETION OF A FLIGHT TO
POSITION THE AIRCRAFT TO A POINT REQUIRED BY THE CARRIER;
GOODS MEANS ANYTHING THAT CAN BE TRANSPORTED BY AIR,
INCLUDING ANIMALS, OTHER THAN IN PLANE-LOAD AND
BAGGAGE.

THE

GROUP MEANS 10 OR MORE PASSENGERS TRAVELLING TOGETHER ON

SAME FLIGHT FROM A COMMON POINT OF ORIGIN TO A COMMON DESTINATION.

GUARDIAN MEANS AN ADULT OVER THE AGE OF 18 WHO IS RESPONSIBLE FOR THE CARE AND SAFETY OF THE CHILD(REN) THEY ARE TRANSPORTING;

INFANT MEANS CHILDREN UNDER THE AGE OF TWO (2) YEARS AT THE COMMENCEMENT OF TRAVEL AND CARRIED FREE OF CHARGE BY AN ADULT SHARING THE SAME SEAT AS THE INFANT. PROOF OF AGE MUST BE PROVIDED AND IS RESTRICTED TO ONE INFANT PER ADULT PASSENGER

INTERNATIONAL SERVICE MEANS SCHEDULED OR NON-SCHEDULED AIR SERVICES (EXCLUDING CHARTERS) FOR THE TRANSPORTATION OF PASSENGERS AND GOODS BETWEEN, FROM AND TO POINTS WITHIN

-3-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0001

TITLE/APPLICATION - 70 (CONT)

CANADA ON THE ONE HAND AND POINTS OUTSIDE OF CANADA ON THE OTHER HAND;

INTERLINE RELATED DEFINITIONS CAN BE FOUND IN RULE 115.

ITINERARY MEANS, A SCHEDULE SETTING FORTH THE NAME OF THE RELEVANT PASSENGER(S), THE FLIGHT, FLIGHT NUMBER, CLASS OF FLIGHT, FLIGHT TIMES, AS WELL AS THE ORIGIN AND DESTINATION OF THE FLIGHT ISSUED TO A PASSENGER ON PAYMENT OF THE APPROPRIATE RATES AND CHARGES IN RESPECT OF THAT FLIGHT; {X}.

LIVE FLIGHT MEANS THE MOVEMENT OF AN AIRCRAFT WITH PASSENGERS OR GOODS FROM THE POINT OF TAKE-OFF AT THE

ORIGIN

TO A POINT OR POINTS OF LANDING THEREAFTER, INCLUSIVE OF

THE

POINT OF LANDING AT THE DESTINATION (IMMEDIATE TECHNICAL OR FUEL LANDINGS EXCEPTED);

MONTREAL CONVENTION MEANS THE CONVENTION FOR THE

UNIFICATION

OF CERTAIN RULES FOR INTERNATIONAL CARRIAGE BY AIR, SIGNED AT MONTREAL, MAY 28, 1999.

NON-AMBULATORY MEANS A PERSON WHO IS NOT ABLE TO MOVE ABOUT WITHIN AN AIRCRAFT UNASSISTED.

NON SELF-RELIANT MEANS A PERSON WHO IS NOT SELF-RELIANT AS DEFINED BELOW.

NO SHOW MEANS THAT A PASSENGER HAS MISSED THEIR FLIGHT AND EITHER CONTACTED THE CARRIER MORE THAN TWO (2) HOURS AFTER THE DEPARTURE OF THEIR SCHEDULED FLIGHT, OR FAILED TO CONTACT THE CARRIER AT ALL. NO SHOW SEGMENTS ARE NON-CREDITABLE AND NON-REFUNDABLE.

OPERATING CARRIER MEANS THE CARRIER THAT OPERATES THE ACTUAL FLIGHT.

ORIGIN MEANS THE POINT FROM WHICH A FLIGHT COMMENCES WITH THE PASSENGERS TO BE TRANSPORTED.

POINT OUTWARD DESTINATION OR DESTINATION MEANS THAT STOPOVER ON THE PASSENGER'S ITINERARY WHICH IS FURTHEST FROM THE PASSENGER'S POINT OF ORIGIN.

PARTICIPATING CARRIER(S) INCLUDE BOTH THE SELECTING CARRIER AND THE DOWNLINE CARRIERS WHO HAVE BEEN IDENTIFIED AS PROVIDING INTERLINE TRANSPORTATION TO THE PASSENGER BY VIRTUE OF THE PASSENGER'S TICKET.

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 AN AGREEMENT. A VALID CONTRACT OF CARRIAGE.

PASSENGER LIABILITY MEANS THE LEGAL LIABILITY OF THE CARRIER TO ANY PASSENGER OR OTHER PERSON IN RESPECT OF A PASSENGER, ARISING FROM THE CARRIER'S OPERATION, OWNERSHIP OR POSSESSION OF AN AIRCRAFT, FOR;

- (A) INJURY TO OR DEATH OF PERSONS WHO ARE PASSENGERS;
- (B) LOSSES SUFFERED OR SUSTAINED BY A PASSENGER OR OTHER PERSON AS A RESULT OF THE CARRIER'S INABILITY TO PERFORM, IN WHOLE OR IN PART, THE

AIR

-4-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
 IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0001

TITLE/APPLICATION - 70 (CONT)

SERVICE CONTRACTED FOR;

- (C) DAMAGE TO OR LOSS OF GOODS IN THE CARRIER'S CHARGE; OR
- (D) LOSSES DUE TO ANY DELAY IN DELIVERY OF ANY GOODS IN THE CARRIER'S CHARGE.

PERSON MEANS AN INDIVIDUAL, FIRM, CORPORATION, ASSOCIATION, PARTNERSHIP, OR OTHER LEGAL ENTITY, AS THE CONTEXT REQUIRES OR OTHERWISE PERMITS;

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.

PREPAID TICKET ADVICE MEANS THE NOTIFICATION BETWEEN

OFFICES

OF A CARRIER OR BETWEEN CARRIERS THAT A PERSON IN ONE LOCATION HAS PURCHASED AND REQUESTED ISSUANCE OF PREPAID TRANSPORTATION AS DESCRIBED IN THE AUTHORITY TO ANOTHER PERSON IN ANOTHER LOCATION.

REROUTE MEANS TO ISSUE A NEW TICKET COVERING TRANSPORTATION TO THE SAME DESTINATION AS, BUT VIA A DIFFERENT ROUTING

THAN

THAT DESIGNATED ON THE TICKET, OR PORTION THEREOF, THEN

HELD

BY THE PASSENGER, OR TO HONOUR THE TICKET, OR PORTION

THEREOF, THEN HELD BY THE PASSENGER FOR TRANSPORTATION TO THE SAME DESTINATION AS, BUT VIA A DIFFERENT ROUTING THAN, THAT DESIGNATED THEREON. 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.

WHICH

ROUND TRIP MEANS ANY TRIP, THE ULTIMATE DESTINATION OF

IS THE POINT OF ORIGIN, AND WHICH IS MADE VIA THE SAME ROUTING IN BOTH DIRECTIONS.

ROUTING MEANS THE CARRIER(S) AND/OR THE CITIES AND/OR CLASS OF SERVICE AND/OR TYPE OF AIRCRAFT VIA WHICH TRANSPORTATION IS PROVIDED BETWEEN TWO POINTS, AS SPECIFIED IN THIS

TARIFF.

SAME-DAY TRAVEL MEANS FLIGHTS BOOKED WITHIN 24 HOURS OF THE SCHEDULED TIME OF DEPARTURE.

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
- (C) SUBSTITUTION OF AIRCRAFT OR OF A DIFFERENT CLASS OF SERVICE, OR;
- (D) SCHEDULE CHANGES WHICH REQUIRE REROUTING OF A

PASSENGER

-5-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0001

TITLE/APPLICATION - 70 (CONT)

AT DEPARTURE TIME OF HIS OR HER ORIGINAL FLIGHT.

"SELECTED CARRIER" MEANS THE CARRIER WHOSE BAGGAGE RULES APPLY TO THE ENTIRE INTERLINE ITINERARY.

"SELECTING CARRIER" MEANS THE CARRIER IDENTIFIED ON THE FIRST FLIGHT SEGMENT OF THE PASSENGER'S TICKET AT THE BEGINNING OF AN INTERLINE ITINERARY ISSUED ON A SINGLE TICKET WHOSE ORIGIN OR ULTIMATE DESTINATION IS IN CANADA. SDR MEANS SPECIAL DRAWING RIGHTS ISSUED BY THE

INTERNATIONAL

MONETARY FUND.

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 HARNESSSED IN ACCORDANCE WITH STANDARDS ESTABLISHED BY A PROFESSION SERVICE ANIMAL INSTITUTION. SINGLE TICKET MEANS A DOCUMENT THAT PERMITS TRAVEL FROM ORIGIN TO DESTINATION. IT MAY INCLUDE INTERLINE/CODE-SHARE SEGMENT. IT MAY ALSO INCLUDE END-TO-END COMBINATIONS (I.E. STAND-ALONE FARES THAT CAN BE BOUGHT SEPARATELY BUT

COMBINED

TOGETHER TO FORM ONE PRICE).

STOPOVER MEANS A DELIBERATE INTERRUPTION OF A JOURNEY BY

THE

PASSENGER, AGREED TO IN ADVANCE BY THE CARRIER, AT A POINT BETWEEN THE PLACE OF DEPARTURE AND THE PLACE OF

DESTINATION.

TARIFF MEANS A TARIFF OF TERMS AND CONDITIONS OF CARRIAGE APPLICABLE TO THE PROVISION OF INTERNATIONAL AND ANCILLARY SERVICES THERETO.

TAX MEANS AN AMOUNT OF MONEY COLLECT BY THE CARRIER FROM

THE

PASSENGER PURSUANT TO AN OBLIGATION IMPOSED BY GOVERNMENTAL AUTHORITY.

TICKET MEANS THE ELECTRONIC CONFIRMATION GENERATED BY THE CARRIER'S CENTRAL RESERVATIONS SYSTEM, OR CONFIRMATION NUMBER, BAGGAGE CHECK AND ACCOMPANYING NOTICES THAT INCORPORATE THIS CONTRACT OF CARRIAGE.

TRAFFIC MEANS ANY PASSENGERS, GOODS OR MAIL THAT ARE TRANSPORTED BY AIR.

UNCONTROLLABLE SCHEDULE IRREGULARITY MEANS A FLIGHT DELAY, CANCELLATION OR DIVERSION THAT IS CONSIDERED TO BE NOT WITHIN THE CARRIER'S CONTROL INCLUDING BUT NOT LIMITED TO SITUATIONS OF FORCE MAJEURE.

WARSAW CONVENTION MEANS THE CONVENTION FOR THE UNIFICATION OF CERTAIN RULES RELATING TO INTERNATIONAL CARRIAGE BY AIR, SIGNED AT WARSAW, NOVEMBER 12, 1929, AS AMENDED, BUT NOT INCLUDING THE MONTREAL CONVENTION AS DEFINED ABOVE.

-6-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0005

TITLE/APPLICATION - 70

A CURRENCY

PUBLISHED ALL RATES AND CHARGES PUBLISHED IN THIS TARIFF ARE

OTHERWISE IN THE LAWFUL CURRENCY OF CANADA IN CANADA, UNLESS

THAN SPECIFIED. WHERE PAYMENT IS MADE IN ANY CURRENCY OTHER

CANADIAN, SUCH PAYMENT SHALL BE THE EQUIVALENT OF THE CANADIAN CURRENCY AMOUNTS PUBLISHED IN THIS TARIFF ON THE BASIS OF LOCAL BANKER'S RATES OF EXCHANGE (FOR THE PURCHASE OF SUCH FOREIGN CURRENCY), AS CALCULATED ON THE DATE OF

SIGNING THE AIR TRANSPORTATION CONTRACT.
AT ALL BASES, THE CARRIER ACCEPTS FEE PAYMENT IN US DOLLARS
AND CANADIAN DOLLARS. THE CARRIER MAY ALSO ACCEPT FEE
PAYMENT IN MEXICO IN MEXICAN PESOS. DEPENDING ON THE
CURRENCY CONVERSION ON A PARTICULAR DAY, THE CONVERSION
RATES CAN VARY.

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0010

TITLE/APPLICATION - 70

- A MILEAGE DETERMINATION
FOR THE PURPOSES OF COMPUTTING ALL RATES AND CHARGES UNDER
THE TARIFF, THE MILEAGE TO BE USED, INCLUDING BOTH LIVE
FLIGHT AND FERRY FLIGHT MILEAGE, WILL BE THE SHORTEST
MILEAGE COVERING THE ACTUAL AIRPORT TO AIRPORT GREAT CIRCLE
DISTANCE OF THE APPLICABLE FLIGHT, USING THE FOLLOWING
SOURCES IN THE ORDER SET OUT BELOW OR IN COMBINATION:
- (A) AIR DISTANCE MANUAL PUBLISHED JOINTLY BY THE
INTERNATIONAL AIR TRANSPORT ASSOCIATION AND
INTERNATIONAL AERADIO LIMITED
 - (B) IATA MILEAGE MANUAL PUBLISHED BY THE
INTERNATIOANAL AIR TRANSPORT ASSOCIATION;
 - (C) AND/OR COMBINATION THEREOF OF (A) AND (B)

ABOVE;

- (D) SABRE FLIGHT PLANNING SYSTEM

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0015

TITLE/APPLICATION - 70

- K RATES AND CHARGES-INTERNATIONAL SERVICE
(A) PAYMENT TERMS

-7-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0015

TITLE/APPLICATION - 70 (CONT)

ALL FARES ARE DUE AND PAYABLE BY A PASSENGER ON OR BY
TWELVE O'CLOCK MIDNIGHT (MOUNTAIN TIME) ON THE DATE ON
WHICH THE RESERVATION IS MADE. <{X}>. CURRENCY FOR
RESERVATIONS WILL BE DETERMINED BASED ON THE POINT OF
SALE FOR RESERVATIONS MADE THROUGH THE CARRIER'S
RESERVATION CENTRE AND TRAVEL AGENCIES USING AN
EXTERNAL RESERVATION SYSTEM (FOR EXAMPLE SABRE OR
APOLLO), AND BASED ON THE DEPARTURE CITY OF THE FIRST
FLIGHT FOR RESERVATIONS MADE THROUGH THE CARRIER'S
WEBSITE. FOR EXAMPLE, A RESERVATION MADE FOR TRAVEL
FROM LAS VEGAS TO CALGARY WOULD BE CHARGED IN CAD
CURRENCY THROUGH THE CARRIER'S RESERVATION CENTRE OR A
CANADIAN TRAVEL AGENT, HOWEVER IF RESERVED THROUGH THE
CARRIER'S WEBSITE BY TRAVEL AGENT OR A PASSENGER, THE
FARE WOULD BE CHARGED IN US CURRENCY. FEES ARE

CHARGED

PER PASSENGER AND PER TRANSACTION, NOT PER LEG (IF THE PASSENGER(S) WERE TO CANCEL ONE LEG OF THE ITINERARY AND THEN CANCEL THE REMAINING RESERVATION AT A DIFFERENT TIME, THE FEE WOULD BE CHARGED IN BOTH INSTANCES). THE LOCATION THAT A CHANGE IS MADE IN (POINT OF SALE) DICTATES THE CURRENCY THAT THE FEES

ARE
IN

CHARGED IN. AS A RESULT, CHANGE FEES MAY BE CHARGED

A DIFFERENT CURRENCY THAN THE INITIAL RESERVATION. IF NO CHANGES ARE MADE BY THE PASSENGER PRIOR TO TRAVEL, THE CARRIER GUARANTEES THAT THE FARE PAID AT THE TIME OF BOOKING SHALL BE HONOURED.

(B) CARRIER SCHEDULE CHANGES AND CANCELLATIONS
PASSENGERS HAVE A RIGHT TO INFORMATION ON FLIGHT TIMES AND SCHEDULE CHANGES. IN THE EVENT OF A DELAY, AN ADVANCED FLIGHT DEPARTURE OR SCHEDULE CHANGE, THE CARRIER WILL MAKE REASONABLE EFFORTS TO INFORM THE PASSENGERS OF DELAYS, PROPOSED ADVANCED FLIGHT DEPARTURES AND SCHEDULE CHANGES, AND, TO THE EXTENT POSSIBLE, THE REASON FOR THEM.

(C) PASSENGER INITIATED FLIGHT MODIFICATIONS:
NOTE: ALL FARES EXCEPT GROUP FARES MAY BE CHANGED OR CANCELLED BY A PASSENGER UP TO TWO (2) HOURS PRIOR TO THE PLANNED DEPARTURE OF THE FLIGHT TO WHICH SUCH FARE RELATES; PROVIDED THAT, IN RESPECT OF SUCH CHANGE OR CANCELLATION, THE FOLLOWING SHALL APPLY TO:

(1) CANCELLATIONS

A) CANCELLATIONS INCUR A FEE IN CANADIAN DOLLARS AS OUTLINED IN THE CHART BELOW:
ECONO (LOWEST) ECONO FLEX PLUS PLUS (LOWEST)

(FLEXIBLE

)
CXL WITHIN	\$0	\$0	\$0	\$0	\$0
24 HOURS OF					
BOOKING					

-8-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0015

TITLE/APPLICATION - 70 (CONT)

(EXCLUDING FLTS DEPARTING WITHIN 24 HOURS)					
CXL FOR TVL	NON-REFUNDABLE,	\$25	\$0	\$25	\$0
DEPARTING	NO CHANGES ARE				
IN MORE THAN	PERMITTED, ANY				
60 DAYS	UNUSED TICKET				
	AMOUNT IS NOT				

	AVAILABLE FOR FUTURE TVL CREDIT.					
CXL FOR TVL DEPARTING WITHIN 60 DAYS AND SAME -DAY FLT CHANGES AT CHECK-IN	NON-REFUNDABLE, NO CHANGES ARE PERMITTED, ANY UNUSED TICKET AMOUNT IS NOT AVAILABLE FOR FUTURE TVL CREDIT.	\$100	\$0	\$100	\$0	
NAME CHANGE	NON-REFUNDABLE, NO CHANGES ARE PERMITTED, ANY UNUSED TICKET AMOUNT IS NOT AVAILABLE FOR FUTURE TVL CREDIT.	\$100	\$100	\$100	\$0	
CANCELLATIONS (BALANCE REFUNDED TO ORIGINAL FORM OF PAYMENT)	NOT AVAILABLE AND ANY UNUSED TICKET AMOUNT IS NOT AVAILABLE FOR FUTURE TVL CREDIT.	NOT AVAIL ABLE	NOT AVAIL ABLE	NOT AVAIL ABLE	\$0	

B) CANCELLATIONS INCUR A FEE AS OUTLINED IN THE
CHART BELOW FOR FLIGHTS TO AND FROM EUROPE
INCLUDING THE UK:

	ECONO (LOWEST)	ECONO	FLEX	PLUS (LOWEST)	PLUS
(FLEX IBLE)					
CXL WITHIN 24 HOURS OF BOOKING (EXCLUDING FLTS DEPARTING WITHIN	\$0	\$0	\$0	\$0	\$0

-9-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0015

TITLE/APPLICATION - 70 (CONT)
24 HOURS)

CXL FOR TVL DEPARTING IN MORE THAN 60 DAYS	NON-REFUNDABLE, NO CHANGES ARE PERMITTED, ANY UNUSED TICKET AMOUNT IS NOT	\$50 CAD 33 EUR 28 GBP	\$50 CAD 33 EUR 28 GBP	\$50 CAD 33 EUR 28 GBP	\$0
-----------------------------------------------------	---------------------------------------------------------------------------------------	------------------------------	------------------------------	------------------------------	-----

AVAILABLE FOR
FUTURE TVL
CREDIT.

B) CANCELLATIONS INCUR A FEE AS OUTLINED IN THE
CHART BELOW FOR FLIGHTS TO AND FROM EUROPE
INCLUDING THE UK: (CONTINUED)

ECONO (LOWEST) ECONO FLEX PLUS PLUS
(LOWEST)

(FLEX

IBLE)

CXL FOR TVL NON-REFUNDABLE, \$150CAD \$150CAD \$150CAD \$0
DEPARTING NO CHANGES ARE 99 EUR 99 EUR 99 EUR
WITHIN 60 PERMITTED, ANY 83 GBP 83 GBP 83 GBP
DAYS AND SAME UNUSED TICKET
-DAY FLT AMOUNT IS NOT
CHANGES AT AVAILABLE FOR
CHECK-IN FUTURE TVL
CREDIT.

CANCELLATIONS NOT AVAILABLE NOT NOT NOT \$0
(BALANCE AND ANY UNUSED AVAIL AVAIL AVAIL
REFUNDED TO TICKET AMOUNT ABLE ABLE ABLE
ORIGINAL FORM IS NOT
OF PAYMENT) AVAILABLE FOR
FUTURE TVL
CREDIT.

C) IN ANY CASE WHERE, IN ACCORDANCE WITH THIS
RULE, A PASSENGER IS ENTITLED TO A
NON-REFUNDABLE CREDIT TOWARDS THE PURCHASE

OF

A FUTURE FLIGHT, THE SAID CREDIT SHALL
INCLUDE ALL AMOUNTS PAID BY THE PASSENGER IN
ASSOCIATION WITH THE FARE, INCLUDING
REFUNDABLE FEES (FROM UNUSED SERVICES SUCH

AS

SEAT SELECTION FEES OR KENNEL FEES, CHARGES,
SURCHARGES OR TAXES). THE NON-REFUNDABLE
CREDIT SHALL BE VALID FOR ONE YEAR FROM THE
DATE OF THE CREDIT'S CREATION AND MAY BE

USED

TOWARDS THE PURCHASE OF A
FUTURE AIR-ONLY BOOKING WITH THE CARRIER.
EXCEPT FOR AN ECONO (LOWEST) FARE, ANY
UNUSED TICKET AMOUNT IS NOT AVAILABLE FOR
FUTURE TRAVEL CREDIT.

D) NOTWITHSTANDING THE ABOVE, THE CARRIER
RESERVES THE RIGHT TO WAIVE, IN WHOLE OR
PART, THE PAYMENT BY ANY PASSENGER OF A

-10-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0015

TITLE/APPLICATION - 70 (CONT)

CANCELLATION FEE.

(2) CHANGES

- A) WHERE A RESERVATION IS CHANGED THROUGH THE CARRIER'S RESERVATION CENTRE OR THROUGH THE CARRIER'S GUEST SPECIFIC WEBSITE WITHIN 24 HOURS OF WHEN THE RESERVATION WAS MADE, THE PASSENGER SHALL NOT INCUR A CHANGE FEE.
- B) WHERE A RESERVATION IS CHANGED THROUGH THE CARRIER'S CORPORATE, U.S. CONSUMER/"LITE" (I.E. VISUALLY IMPAIRED) WEBSITES WITHIN 24 HOURS OF WHEN THE RESERVATION WAS MADE, THE PASSENGERS MUST CONTACT THE CARRIER'S RESERVATION CENTRE FOR THE SERVICE TO BE COMPLETED WITHOUT FEE DURING THIS TIME PERIOD.
- C) A PASSENGER CHANGING A RESERVATION
 - (I) TO A HIGHER FARE PRODUCT OR FLIGHT SHALL, IN ADDITION TO THE CHANGE FEE, PAY THE DIFFERENCE IN FARE.
 - (II) TO A LOWER FARE PRODUCT OR FLIGHT, THE APPLICABLE CHANGE FEE WILL APPLY AND

ANY

REMAINING DIFFERENCE WILL BE REFUNDED

TO

FUTURE FLIGHT CREDIT, EXCEPT FOR PLUS (FLEXIBLE) WHICH IS AVAILABLE TO BE REFUNDED TO ORIGINAL FORM OF PAYMENT.

- (III) CHANGES ARE NOT ALLOWED UNDER AN ECONO (LOWEST) FARE.

ECONO (LOWEST)	ECONO FLEX	PLUS (LOWEST)	PLUS
----------------	------------	---------------	------

(FLEXIBLE

)
CHANGE WITHIN 24 HOURS OF BOOKING (EXCLUDING FLTS DEPARTING WITHIN 24 HOURS)	CHANGES ARE NOT PERMITTED	\$0	\$0	\$0
CHANGE FOR TVL DEPARTING IN MORE THAN 60 DAYS	NON-REFUNDABLE, NO CHANGES ARE PERMITTED, ANY UNUSED TICKET AMOUNT IS NOT AVAILABLE FOR FUTURE TVL CREDIT.	\$25	\$0	\$25
				\$0

ECONO (LOWEST)	ECONO FLEX	PLUS (LOWEST)	PLUS
----------------	------------	---------------	------

(FLEXIBLE

)

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0015

TITLE/APPLICATION - 70 (CONT)

CHANGE FOR NON-REFUNDABLE, \$100 \$0 \$100 \$0
TVL DEPARTING NO CHANGES ARE
WITHIN 60 PERMITTED, ANY
DAYS AND SAME UNUSED TICKET
-DAY FLT AMOUNT IS NOT
CHANGES AT AVAILABLE FOR
CHECK-IN FUTURE TVL
CREDIT.

NAME CHANGE NON-REFUNDABLE, \$100 \$100 \$100 \$0
NO CHANGES ARE
PERMITTED, ANY
UNUSED TICKET
AMOUNT IS NOT
AVAILABLE FOR
FUTURE TVL
CREDIT.

- D) A PASSENGER CHANGING A RESERVATION FOR
FLIGHTS TO AND FROM EUROPE INCLUDING THE UK
 - (I) TO A HIGHER FARE PRODUCT OR FLIGHT
SHALL, IN ADDITION TO THE CHANGE FEE,
PAY THE DIFFERENCE IN FARE.
 - (II) TO A LOWER FARE PRODUCT OR FLIGHT, THE
APPLICABLE CHANGE FEE WILL APPLY AND

ANY
TO

REMAINING DIFFERENCE WILL BE REFUNDED

FUTURE FLIGHT CREDIT, EXCEPT FOR PLUS
(FLEXIBLE) WHICH IS AVAILABLE TO BE
REFUNDED TO ORIGINAL FORM OF PAYMENT.

- (III) CHANGES ARE NOT ALLOWED UNDER AN ECONO
(LOWEST) FARE.

ECONO	(LOWEST)	ECONO	FLEX	PLUS	PLUS
				(LOWEST)	

(FLEX

IBLE)

CHANGE	CHANGES ARE	\$0	\$0	\$0	\$0
WITHIN 24	NOT PERMITTED				
HOURS OF					
BOOKING					
(EXCLUDING					
FLTS					
DEPARTING					
WITHIN					
24 HOURS)					

CHANGE FOR	NON-REFUNDABLE,	\$50 CAD	\$50 CAD	\$50 CAD	\$0
TVL DEPARTING	NO CHANGES ARE	33 EUR	33 EUR	33 EUR	

IN MORE THAN PERMITTED, ANY 28 GBP 28 GBP 28 GBP
 60 DAYS UNUSED TICKET
 AMOUNT IS NOT
 AVAILABLE FOR
 FUTURE TVL
 CREDIT.

-12-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
 IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0015

 TITLE/APPLICATION - 70 (CONT)

CHANGE FOR TVL	NON-REFUNDABLE,	\$150CAD	\$150CAD	\$150CAD	\$0
DEPARTING WITHIN 60 DAYS AND SAME -DAY FLT CHANGES AT CHECK-IN NAME CHANGE	NO CHANGES ARE PERMITTED, ANY UNUSED TICKET AMOUNT IS NOT AVAILABLE FOR FUTURE TVL CREDIT.	99 EUR	99 EUR	99 EUR	
	NON-REFUNDABLE,	\$150CAD	\$150CAD	\$150 CAD	\$0
	NO CHANGES ARE PERMITTED, ANY UNUSED TICKET AMOUNT IS NOT AVAILABLE FOR FUTURE TVL CREDIT.	99 EUR	99 EUR	99 EUR	
	NON-REFUNDABLE,	\$150CAD	\$150CAD	\$150 CAD	\$0
	NO CHANGES ARE PERMITTED, ANY UNUSED TICKET AMOUNT IS NOT AVAILABLE FOR FUTURE TVL CREDIT.	99 EUR	99 EUR	99 EUR	
CANCELLATIONS (BALANCE REFUNDED TO ORIGINAL FORM OF PAYMENT)	NOT AVAILABLE AND ANY UNUSED TICKET AMOUNT IS NOT AVAILABLE FOR FUTURE TVL CREDIT.	NOT AVAIL	NOT AVAIL	NOT AVAIL	\$0

E) IN ANY CASE WHERE, IN ACCORDANCE WITH THIS RULE, A PASSENGER IS ENTITLED TO A NON-REFUNDABLE TRAVEL BANK CREDIT TOWARDS

THE

PURCHASE OF A FUTURE FLIGHT, THE SAID CREDIT SHALL INCLUDE ALL AMOUNTS PAID BY THE PASSENGER, IN ASSOCIATION WITH THE FARE, CHARGES OR SURCHARGES. THE NON-REFUNDABLE CREDIT SHALL BE VALID FOR ONE YEAR FROM THE DATE OF THE CREDIT'S CREATION AND MAY BE

USED

TOWARDS THE PURCHASE OF A FUTURE AIR-ONLY BOOKING WITH THE CARRIER. TAXES ARE NOT INCLUDED IN THE NON-REFUNDABLE CREDIT. {N}EXCEPT FOR ECONO (LOWEST) FARE, ANY UNUSED TICKET AMOUNT IS NOT AVAILABLE

FOR

FUTURE TRAVEL CREDIT.

F) NOTWITHSTANDING THE ABOVE, THE CARRIER RESERVES THE RIGHT TO WAIVE, IN WHOLE OR PART, THE PAYMENT BY ANY PASSENGER OF A CHANGE FEE.

(D) EARLY SHOW
WHERE THE PASSENGER WISHES TO 'EARLY SHOW', HE/SHE MAY REQUEST TO TRAVEL CONFIRMED ON AN EARLIER FLIGHT. PASSENGERS CAN ONLY BE LISTED ON AN EARLIER FLIGHT TO THE SAME DESTINATION, ON THE SAME CALENDAR DAY AT THE AIRPORT. THE FOLLOWING FEES SHALL APPLY:

FARE LEVEL FEE

-13-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0015

TITLE/APPLICATION - 70 (CONT)

ECONO LOWEST NOT APPLICABLE - NO CHANGES ARE PERMITTED

ECONO \$100 CAD

FLEX \$100 CAD

PLUS (LOWEST) \$100 CAD

PLUS (FLEXIBLE) \$0

FOR FLIGHTS TO AND FROM EUROPE INCLUDING THE UK, THE FOLLOWING FEES SHALL APPLY:

FARE LEVEL FEE

ECONO LOWEST NOT APPLICABLE - NO CHANGES ARE PERMITTED

ECONO \$150 CAD

99 EUR

83 GBP

FLEX \$150 CAD

99 EUR

83 GBP

PLUS (LOWEST) \$150 CAD

99 EUR

83 GBP

PLUS (FLEXIBLE) \$0

(E) NO SHOWS

A) THE FARES AND FEES ASSOCIATED WITH A RESERVATION OF PASSENGERS WHO FAIL TO SHOW UP FOR THE FLIGHT TO WHICH THE FARES RELATES AND DO NO OTHERWISE CANCEL THEIR RESERVATION OR CHANGE THEIR RESERVATION WITHIN TWO (2) HOURS OF SUCH FLIGHT, SHALL BE NON-REFUNDABLE AND NON-CREDITABLE

TOWARDS

FUTURE FLIGHTS.

B) IF FOLLOWING THE FIRST SEGMENT OF A ROUND-TRIP FARE, THE PASSENGER FAILS TO COMPLETE THE ROUND-TRIP OR SECOND SEGMENT OF THAT FARE, THE ROUND-TRIP FARE SHALL BE NON-REFUNDABLE AND NON-CREDITABLE.

HAS C) WHEN A ROUND TRIP OR MULTI-SEGMENT RESERVATION
 BEEN MADE AND A PASSENGER IS A NO SHOW FOR HIS OR
 CARRIER HER RESERVATION FOR THE FIRST SEGMENT, THE
 WILL CANCEL THE RETURN PORTION OR THE CONTINUING
 PORTION OF THE PASSENGER'S RESERVATION WITHOUT
 NOTIFICATION. ALL MONIES FOR THE REMAINING
 SEGMENTS ARE FORFEITED AND NO COMPENSATION SHALL
 BE ISSUED.

A D) IN ANY CASE WHERE, IN ACCORDANCE WITH THIS RULE,
 FARE IS NON-REFUNDABLE, FEES, CHARGES, SURCHARGES
 AND TAXES PAID BY THE PASSENGER IN ASSOCIATION
 WITH THE FARE SHALL LIKEWISE BE NON-REFUNDABLE.

A E) IN ANY CASE WHERE, IN ACCORDANCE WITH THIS RULE,
 PASSENGER IS NOT ENTITLED TO A CREDIT IN RESPECT
 OF A FARE, THE PASSENGER SHALL LIKEWISE NOT BE

-14-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
 IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0015

TITLE/APPLICATION - 70 (CONT)

ENTITLED TO A CREDIT IN RESPECT OF FEES, CHARGES,
 SURCHARGES AND TAXES PAID BY THE PASSENGER IN
 ASSOCIATION WITH THE FARE.

F) NOTWITHSTANDING THE ABOVE, THE CARRIER RESERVES
 THE RIGHT TO ACCOMMODATE PASSENGERS WHO FAIL TO
 SHOW UP FOR THE FLIGHT ON A LATER FLIGHT, OR
 PROVIDE A NON-REFUNDABLE CREDIT TOWARDS A FUTURE
 FLIGHT.

(F) GROUP FARES

1) TO QUALIFY FOR A GROUP FARE, 10 OR MORE
 PASSENGERS MUST TRAVEL TOGETHER ON A COMMON FLIGHT
 DESTINATION.

2) THE CARRIER REQUIRES A \$100 CAD/USD DEPOSIT PER
 PERSON AT THE TIME OF BOOKING. THIS DEPOSIT IS
 NON-REFUNDABLE AND NON-CREDITABLE IN THE EVENT OF
 A FULL CANCELLATION, HOWEVER THE DEPOSIT IS NOT
 APPLICABLE TOWARD FINAL PAYMENT AND ONCE FINAL
 PAYMENT IS RECEIVED THE DEPOSIT WILL BE REFUNDED
 TO THE ORIGINAL FORM OF PAYMENT.

3) PAYMENT IN FULL IS REQUIRED FOR ALL GROUP
 BOOKINGS 30 DAYS PRIOR TO DEPARTURE.

4) NAME CHANGES MADE WITHIN 24 HOURS PRIOR TO
 DEPARTURE SHALL BE ASSESSED A CHANGE FEE OF
 \$100 CAD/USD PER NAME CHANGED.

5) TEN PERCENT OF THE GROUP MAY BE RELEASED (I.E.:
 CANCEL) WITHOUT LOSS OF DEPOSIT UP TO THE FINAL

PAYMENT DUE DATE.

- 6) THE CARRIER WILL COMPLETE A FULL REFUND TO THE ORIGINAL FORM OF PAYMENT IF THE RESERVATION IS CANCELLED WITHIN 24 HOURS OF BOOKING FOR BOOKING WHERE THE DEPARTURE DATE IS MORE THAN SEVEN DAYS IN THE FUTURE.
- 7) 20 PERCENT OF THE GROUP MAY BE RELEASED (I.E.: CANCEL) WITHOUT LOSS OF DEPOSIT UP TO THE FINAL PAYMENT DUE DATE.
- 8) NOTWITHSTANDING THE ABOVE, THE CARRIER RESERVES THE RIGHT TO REFUND OR PROVIDE A CREDIT, IN WHOLE OR PART, FOR THE DEPOSIT MADE BY OR FOR ANY PASSENGER

(G) GST AND HST EXEMPTIONS

THE GST/HST EXEMPTION RULES FOR FEDERAL AND PROVINCIAL GOVERNMENT DEPARTMENTS HAVE BEEN AGREED UPON BY THE FEDERAL AND PROVINCIAL GOVERNMENT BODIES. THE RULES CURRENTLY PROVIDE AN EXEMPTION TO THE GST/HST FOR CERTAIN "LISTED ENTITIES" IN THE PROVINCES OF QUEBEC, MANITOBA, SASATCHEWAN, ALBERTA, NORTHWEST TERRITORIES, AND THE YUKON. INFORMATION ON LISTED ENTITIES CAN BE OBTAINED BY CALLING THE CANADA REVENUE AGENCY AT 1-800-959-8287. THE EXEMPTION FROM GST/HST IS ONLY

-15-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0015

TITLE/APPLICATION - 70 (CONT)

VALID IF THE SUPPLY IS SOLD TO A LISTED ENTITY FOR THE OFFICIAL BUSINESS OF THAT ENTITY AND THE PURCHASE IS PAID FOR WITH "CROWN FUNDS". EMPLOYEES OF LISTED ENTITIES PURCHASING TRAVEL FOR OFFICIAL BUSINESS WITH THEIR PERSONAL CREDIT CARDS ARE NOT EXEMPT.

IT IS THE PASSENGER'S RESPONSIBILITY TO ENSURE THAT

TAX

EXEMPTIONS PROVIDED ADHERE TO THE EXEMPTION RULES SPECIFIC TO THE TAX BEING EXEMPTED AT ANY PARTICULAR TIME AND TO ENSURE HE/SHE IS AWARE OF THE APPLICABLE RULES AT THE TIME OF GRANTING ANY EXEMPTION.

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0025

TITLE/APPLICATION - 70

A TRANSPORTATION OF A PASSENGER WITH A DISABILITY

(A) ACCEPTANCE OF A PASSENGER WITH A DISABILITY

- (1) THE CARRIER WILL ACCEPT THE DETERMINATION OF A PERSON WITH A DISABILITY AS TO SELF-RELIANCE. WHEN A PASSENGER HAS ADVISED A CARRIER OF HIS SELF-RELIANCE, A CARRIER SHALL NOT REFUSE SUCH PASSENGER TRANSPORTATION ON THE BASIS THAT THERE IS A LACK OF ESCORT OR THAT THE PASSENGER MAY REQUIRE ADDITIONAL ATTENTION FROM AIRLINE

EMPLOYEES.

(2) PASSENGERS WITH A DISABILITY WILL BE ACCEPTED FOR TRANSPORTATION AS OUTLINED BELOW:

DISABILITY	ASSISTANT REQUIRED
BLIND	NO
HEARING IMPAIRED	NO
BLIND AND HEARING IMPAIRED	YES
INTELLECTUALLY DISABLED/ SELF-RELIANT	NO
INTELLECTUALLY DISABLED/ NON-SELF-RELIANT	YES
AMBULATORY/SELF-RELIANT	NO
AMBULATORY/NON-SELF- RELIANT	YES
NON-AMBULATORY/ SELF-RELIANT	NO
NON-AMBULATORY/ NON-SELF-RELIANT	YES

NOTE: THE MAXIMUM PER FLIGHT MAY BE LIMITED SUBJECT TO PASSENGER SAFETY LIMITATIONS, AIRCRAFT SPECIFICATIONS, AND AIRPORT HANDLING FACILITIES AVAILABLE AT DEPARTURE

-16-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0025

TITLE/APPLICATION - 70 (CONT)

OR ARRIVAL AIRPORTS.

(3) THE CARRIER RESERVES THE RIGHT TO REQUIRE A MEDICAL CLEARANCE FROM THE COMPANY MEDICAL AUTHORITIES IF TRAVEL INVOLVES ANY UNUSUAL RISK

OR

HAZARD TO THE PASSENGER OR TO OTHER PERSONS (INCLUDING, IN CASES OF PREGNANT PASSENGERS, UNBORN CHILDREN).

(4) THE CARRIER WILL REFUSE TO TRANSPORT, OR WILL REMOVE AT ANY POINT, ANY PASSENGER WHOSE ACTIONS OR INACTIONS PROVE TO THE CARRIER THAT HIS OR HER MENTAL OR PHYSICAL CONDITION IS SUCH AS TO RENDER HIM INCAPABLE OF CARING FOR HIM OR HERSELF

WITHOUT

ASSISTANCE, UNLESS HE OR SHE IS ACCOMPANIED BY AN ATTENDANT WHO WILL BE RESPONSIBLE FOR CARING FOR HIM OR HER ENROUTE AND, WITH THE CARE OF SUCH AN ATTENDANT, HE OR SHE WILL NOT REQUIRE

UNREASONABLE

ATTENTION OR ASSISTANCE FROM THE AIR CREW.

(B) PASSENGERS WITH A DISABILITY WILL NOT BE PERMITTED TO OCCUPY SEATS IN DESIGNATED EMERGENCY EXIT ROWS OR IN OVER-WING EMERGENCY EXIT ROWS.

(C) RESERVATIONS SHOULD BE MADE AT LEAST 48 HOURS IN ADVANCE OF TRAVEL, ADVISING THE CARRIER AS TO THE

NATURE OF THE DISABILITY AND ASSISTANCE REQUIRED, SO THAT ARRANGEMENTS CAN BE MADE. THE CARRIER WILL MAKE EVERY EFFORT TO ACCOMMODATE PASSENGERS WHO FAIL TO

MAKE

RESERVATIONS 48 HOURS IN ADVANCE.

- (D) IN ADDITION TO THE BAGGAGE ALLOWANCE, THE CARRIER WILL ACCEPT THE FOLLOWING ITEMS IF MEDICALLY REQUIRED FOR USE DURING TRANSPORTATION AS CHECKED BAGGAGE WITHOUT CHARGE:

BATTERIES,

- (1) WHEELCHAIRS WITH NON-SPILLABLE DRY CELL

INCLUDING LEAD ACID, WITH TERMINALS DISCONNECTED AND TAPED. THE CARRIER WILL ALSO ACCEPT WET CELL BATTERIES AND WILL ARRANGE FOR IT TO BE PACKAGED IN AN APPROVED LEAK-PROOF CONTAINER. THE CARRIER WILL BE RESPONSIBLE FOR THE DISCONNECTION AND RECONNECTION OF ANY SUCH ACCEPTABLE MOBILITY AIDS AS REQUIRED WITH APPROPRIATE NOTICE AS PER

SECTION

(D) ABOVE.

- (2) SCOOTERS IN THE SAME MANNER AS GUEST OWNED WHEELCHAIRS. PASSENGERS WILL BE REQUIRED TO

CHECK

THEIR SCOOTER IN AND TRANSFER TO A WHEELCHAIR PROVIDED BY THE CARRIER. ADEQUATE TIME IS NEEDED TO DISCONNECT/CONNECT AND DISMANTLE AND

REASSEMBLE

THE SCOOTER BEFORE AND AFTER THE FLIGHT AND THE CARRIER SHALL MAKE BEST EFFORTS TO PERFORM THIS TASK IN A TIMELY MANNER.

- (3) OTHER MOBILITY AIDS: THE CARRIER WILL ACCEPT WALKERS, CANES, CRUTCHES, PROSTHESES,

-17-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0025

TITLE/APPLICATION - 70 (CONT)

COMMUNICATION DEVICES AND OTHER MEDICAL DEVICES

AT

NO EXTRA CHARGE AND IN ADDITION TO THE BAGGAGE ALLOWANCE. WALKERS, CRUTCHES, CANES OR IRREGULARLY SIZED OR OVERWEIGHT MEDICAL DEVICES MAY BE RETAINED BY THE GUEST WHILE IN FLIGHT PROVIDED THAT THE DEVICE CAN BE STOWED IN AN APPROVED LOCATION WITHOUT EXCEEDING THE WEIGHT LIMIT FOR THE MOST APPROPRIATE AREA OF THE AIRCRAFT, AND THE DEVICE DOES NOT OBSTRUCT ACCESS TO SAFETY EQUIPMENT, EXITS OR THE AISLE.

- (E) 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 HARNESSSED AND CERTIFIED AS HAVING BEEN TRAINED BY A

PROFESSIONAL SERVICE ANIMAL INSTITUTION. SUCH AN ANIMAL MAY NOT OCCUPY A SEAT IN THE AIRCRAFT, HOWEVER THE CARRIER WILL ENSURE THERE IS SUFFICIENT SPACE FOR THE ANIMAL AS PER THE CODE OF PRACTICE: AIRCRAFT ACCESSIBILITY FOR PERSONS WITH DISABILITIES FOR FIXED-WING AIRCRAFT WITH 30 OR MORE PASSENGER SEATS. FOR THE COMFORT OF ALL PASSENGERS, THE CARRIER'S STAFF WILL DETERMINE, IN CONSULTATION WITH THE PERSON WITH A DISABILITY, WHERE THE PERSON AND SERVICE ANIMAL WILL

BE

SEATED. SERVICE ANIMALS WILL NOT BE CARRIED UNLESS PROPER PERMITS ARE OBTAINED FOR ENTRY INTO THE COUNTRIES OF TRANSIT/FINAL DESTINATION, AND SUCH PERMITS ARE PRESENTED PRIOR TO COMMENCEMENT OF TRAVEL. THE CARRIER RECOMMENDS A PERSON TRAVELING WITH A SERVICE ANIMAL BOOK A MINIMUM OF 48 HOURS PRIOR TO DEPARTURE, HOWEVER, THE CARRIER WILL DO ALL POSSIBLE

TO

ACCOMMODATE BOOKINGS INSIDE OF 48 HOURS FROM

DEPARTURE.

(F) THE CARRIER AND CODE-SHARE PARTNERS WILL MAKE THE BEST EFFORT TO ACCOMMODATE SERVICE ANIMALS BASED ON THE APPLICABLE REGULATION OF THE ORIGINATING COUNTRY. FOR MORE INFORMATION, REFER TO THE CODE-SHARE PARTNER'S WEBSITE.

(G) THE CARRIER WILL ACCEPT FOR TRANSPORTATION, WITHOUT CHARGE, A SERVICE ANIMAL, OR EMOTIONAL SUPPORT ANIMAL THAT IS A DOG OR CAT REQUIRED TO ASSIST A PERSON WITH A DISABILITY MENTAL OR EMOTIONAL DISABILITY ON FLIGHTS. OTHER SPECIES

OF

ASSISTIVE ANIMALS WILL BE CONSIDERED ON A CASE BY CASE BASIS AT THE CARRIER'S DISCRETION. FOR TRAVEL WITH AN EMOTIONAL SUPPORT ANIMAL, THE PASSENGER IS REQUIRED TO FAX A SIGNED LETTER FROM THEIR LICENSED MENTAL HEALTH PROFESSIONAL (FOR EXAMPLE, A PSYCHIATRIST, PSYCHOLOGIST, LICENSED CLINICAL SOCIAL WORKER) TO THE OFFICE OF THE CARRIER. THIS LETTER MUST BE ON THE ATTENDING

-18-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0025

TITLE/APPLICATION - 70 (CONT)

MENTAL HEALTH PROFESSIONAL'S LETTERHEAD, AND MUST STATE:

DISABILITY

(1) THE PASSENGER HAS A MENTAL OR EMOTIONAL

RECOGNIZED IN THE DIAGNOSTIC AND STATISTICAL MANUAL OF MENTAL DISORDERS - FOURTH EDITION (DSM IV).

(2) THE PASSENGER REQUIRES THE EMOTIONAL SUPPORT

- ANIMAL AS AN ACCOMMODATION FOR AIR TRAVEL AND/OR FOR AN ACTIVITY AT THEIR INTENDED DESTINATION.
- (3) THE TYPE OF LICENSE HELD BY THE MENTAL HEALTH PROFESSIONAL AND THE DATE ISSUED AND THE JURISDICTION IN WHICH IT WAS ISSUED.
 - 4) IF THE PASSENGER REQUIRES THE ANIMAL TO TRAVEL AS A LAP-HELD EMOTIONAL SUPPORT ANIMAL, AS SUPPORTED BY DOCUMENTATION, TO MITIGATE A DISABILITY, THE ANIMAL CANNOT BE LARGER THAN AN AVERAGE TWO-YEAR-OLD CHILD.
 - (H) IF A MOBILITY AID IS DAMAGED OR LOST, THE CARRIER WILL IMMEDIATELY PROVIDE A SUITABLE TEMPORARY REPLACEMENT WITHOUT CHARGE. CLAIMS FOR DAMAGE TO PRIMARY USE AND SECONDARY USE, (FOR EXAMPLE, DEVIDES USED FOR SPORTS, ETC.) MOBILITY AID(S) MUST BE REPORTED TO THE CARRIER WITHIN 48 HOURS

OR

RECEIVING THE DEVICE FROM THE CARRIER UPON APPRIVAL AT THE PASSENGER'S FINAL DESTINATION.

WILL

- (I) IF A DAMAGED AID CAN BE REPAIRED, THE CARRIER ARRANGE, AT ITS EXPENSE, FOR THE PROMPT AND ADEQUATE REPAIR OF THE AID AND RETURN IT TO THE PASSENGER AS SOON AS POSSIBLE. IF A DAMAGED AID CANNOT BE REPAIRED OR IS LOST AND CANNOT BE LOCATED WITHIN 96 HOURS AFTER THE PASSENGER'S ARRIVAL, THE CARRIER WILL, AT ITS DISCRETION, REPLACE IT WITH AN IDENTICAL AID SATISFACTORY TO THE PASSENGER, OR REIMBURSE THE PASSENGER FOR THE REPLACEMENT COST OF THE AID.

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0030

 TITLE/APPLICATION - 70

A REFUSAL TO TRANSPORT

- (A) THE CARRIER MAY RESERVE THE RIGHT TO REFUSE TO TRANSPORT OR MAY REMOVE FROM ANY FLIGHT ANY PASSENGER FOR ANY REASON, INCLUDING BUT NOT LIMITED TO THE FOLLOWING:

- (1) GOVERNMENT REQUEST OR REGULATIONS - WHENEVER SUCH

-19-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
 IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0030

 TITLE/APPLICATION - 70 (CONT)

CONNECTION

ACTION

ACTION IS NECESSARY TO COMPLY WITH ANY GOVERNMENT REGULATION, OR TO COMPLY WITH ANY OGOVERNMENTAL REQUEST FOR EMERGENCY TRANSPORTATION IN

WITH THE NATIONAL DEFENSE, OR WHENEVER SUCH

IS NECESSARY OR ADVISABLE BY REASON OF WEATHER OR

BUT OTHER CONDITIONS BEYOND ITS CONTROL (INCLUDING
WITHOUT LIMITATION, ACTS OF GOD, OR EVENTS OF
FORCE MAJEURE, STRIKES, CIVIL COMMOTIONS,
EMBARGOES, WARS, HOSTILITIES OR DISTUBANCES)
ACTUAL, THREATENED OR REPORTED.

(2) SEARCH OF PASSENGER OR PROPERTY - IF A PASSENGER
REFUSES TO PERMIT SEARCH OF HIS PERSON OR
PROPERTY
DANGEROUS
FOR EXPLOSIVES OR A CONCEALED, DEADLY OR
WEAPON OR ARTICLE.

(3) PROOF OF IDENTITY/AGE - IF A PASSENGER REFUSES TO
PROVIDE PROOF OF AGE OR IDENTITY AS REQUESTED BY
THE CARRIER, THE CARRIER MAY, AT ITS DISCRETION
AND AT ANY TIME, REFUSE TO TRANSPORT THE
PASSENGER. IN ADDITION, WHEN A PASSENGER IS
TRAVELLING ON A FARE WHICH HAS A PARTICULAR AGE
REQUIREMENT FOR QUALIFICATION, PROOF OF AGE MAY
BE
REQUIRED. ACCEPTABLE FORMS OF PROOF OF IDENTITY
ARE A VALID DRIVER'S LICENSE, BIRTH/BAPTISMAL
CERTIFICATE, PASSPORT OR PROVINCIAL HEALTH CARE
CARD. FAILURE TO PROVIDE PROOF AS REQUESTED
CONSTITUTES GROUNDS FOR REFUSAL TO TRANSPORT.

(4) TRAVEL DOCUMENTATION REQUIREMENTS - THE CARRIER
WILL REFUSE TO TRANSPORT; ANY PASSENGER, WHO IN
THE CARRIER'S OPINION:
(A) THE TRAVEL DOCUMENTS OF SUCH PASSENGER ARE
NOT IN ORDER;
(B) SUCH PASSENGER'S ENTRY INTO, TRANSIT THROUGH
OR EMBARKATION FROM CANADA OR ANY OTHER
POINT
WOULD BE UNLAWFUL.

(5) NON-COMPLIANCE WITH PUBLISHED CUT OFF TIMES - IF
A
PASSENGER ARRIVES AT THE SPECIFIED LOCATION LESS
THE
THAN THE PUBLISHED CUT OFF TIME FROM DEPARTURE
MAY
PASSENGER MAY BE REFUSED TRANSPORT. PASSENGERS
COUNTER
MAY CHECK-IN USING THE CARRIER'S WEB, MOBILE AND
KIOSK APPLICATIONS FROM 24 HOURS BEFORE DEPARTURE
UP TO 60 MINUTES BEFORE DEPARTURE. PASSENGERS
ALSO CHECK-IN WITH AN AGENT AT THE AIRPORT
FROM 3 HOURS BEFORE DEPARTURE UP TO 60 MINUTES
BEFORE DEPARTURE.
CUT OFF TIMES
CHECK IN COUNTER 60 MINUTES
BAGGAGE COUNTER 60 MINUTES
GATE 10 MINUTES
NOTE 1: CHECK IN AND BAGGAGE DROP OFF MUST BE

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0030

TITLE/APPLICATION - 70 (CONT)

COMPLETED AT LEAST 60 MINUTES PRIOR TO DEPARTURE
NOTE 2: PASSENGERS MUST ALLOW ADEQUATE TIME TO
CLEAR THROUGH SECURITY AND CUSTOMS (WHEN
APPLICABLE). IF A PASSENGER ARRIVES AT THE GATE
LESS THAN 10 MINUTES BEFORE DEPARTURE AND THE
AIRCRAFT IS ALREADY BOARDED, HE/SHE WILL BE
REFUSED TRANSPORT. PASSENGERS MUST ALLOW TIME TO
BE CLEARED THROUGH SECURITY AND CUSTOMS (WHEN
APPLICABLE). IF A PASSENGER ARRIVES AT THE GATE
LESS THAN 10 MINUTES PRIOR TO DEPARTURE AND THE
AIRCRAFT IS ALREADY BOARDED, HE/SHE WILL BE

DENIED

BOARDING.

(6) PASSENGER'S CONDUCT/BEHAVIOR

THE CARRIER MAY IMPOSE SANCTIONS ON ANY PERSON

WHO

ENGAGES IN OR HAS ENGAGED IN ANY CONDUCT OR
BEHAVIOR ON THE CARRIER'S AIRCRAFT, OR TO THE
KNOWLEDGE OR REASONABLE BELIEF OF THE CARRIER, ON
ANY AIRPORT PROPERTY OR OTHER CARRIER'S AIRCRAFT,
THAT THE CARRIER DETERMINES, IN ITS REASONABLE
JUDGMENT, MAY HAVE A NEGATIVE EFFECT ON THE
SAFETY, COMFORT OR HEALTH OF THAT PERSON,
PASSENGERS, THE CARRIER'S EMPLOYEES OR AGENTS,
AIRCREW OR AIRCRAFT OR THE SAFE OPERATIONS OF THE
CARRIER'S AIRCRAFT (THE "PROHIBITED CONDUCT").

(B) EXAMPLES OF PROHIBITED CONDUCT THAT COULD GIVE RISE TO
THE IMPOSITION OF SANCTIONS INCLUDE:

- (1) SIGNIFICANT IMPAIRMENT ARISING FROM THE
CONSUMPTION OR USE OF ALCOHOL OR DRUGS PRIOR TO
BOARDING OR WHILE ON BOARD AN AIRCRAFT OF THE
CARRIER.
- (2) ENGAGING IN BELLIGERENT, LEWD OR OBSCENE BEHAVIOR
TOWARD A PASSENGER OR EMPLOYEE OR AGENT OF THE
CARRIER;
- (3) THREATENING, HARASSING, INTIMIDATING, ASSULTING

OR

INJURING A PASSENGER OR EMPLOYEE OR AGENT OF THE
CARRIER;

- (4) TAMPERING WITH OR WILLFULLY DAMAGING AN AIRCRAFT,
ITS EQUIPMENT OR OTHER PROPERTY OF THE CARRIER;
- (5) FAILING TO COMPLY WITH ALL INSTRUCTIONS,

INCLUDING

ALL INSTRUCTIONS TO CEASE PROHIBITED CONDUCT,
GIVEN BY THE CARRIER'S EMPLOYEES;

- (6) UNAUTHORIZED INTRUSION OR ATTEMPTED INTRUSION

ONTO

THE FLIGHT DESK OF AN AIRCRAFT;

- (7) SMOKING OR ATTEMPTED SMOKING IN AN AIRCRAFT;
- (8) WEARING OR CARRYING DANGEROUS OR DEADLY WEAPONS

ON

THE AIRCRAFT (OTHER THAN ON DUTY ESCORT OR PEACE OFFICERS WHO HAVE COMPLIED WITH THE CARRIER'S GUIDELINES).

- (9) THE CARRIER WILL REFUSE TRANSPORT TO A PASSENGER

-21-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0030

TITLE/APPLICATION - 70 (CONT)

THAT PRESENTS A BIOHAZARD RISK TO CARRIER EMPLOYEES AND/OR OTHER PASSENGERS DUE EMESIS (VOMIT), URINE, FECES, OR OTHER BODILY FLUIDS.

- (C) THE SANCTIONS THE CARRIER MAY IMPOSE ON A PERSON MAY

BE

ANY ONE OR COMBINATION OF THE FOLLOWING:

- (1) WRITTEN OR VERBAL WARNING;
- (2) REFUSAL TO PERMIT BOARDING OF AN AIRCRAFT;
- (3) REMOVAL FROM AN AIRCRAFT AT ANY POINT;
- (4) REQUIRING THE PERSON, TO UNDERTAKE IN WRITING TO REFRAIN FROM REPEATING THE PROHIBITED CONDUCT IN QUESTION AND FROM ENGAGING IN ANY OTHER

PROHIBITED

CONDUCT AS A PREREQUISITE TO FURTHER TRAVEL WITH THE CARRIER DURING THE PROBATIONARY PERIOD THAT WILL NOT NORMALLY EXCEED ONE YEAR;

- (5) REFUSAL TO TRANSPORT THE PERSON ON A ONE TIME BASIS, FOR AN INDEFINITE PERIOD OR PERMANENTLY,

AS

DETERMINED BY THE CARRIER.

THE CARRIER RESERVES THE RIGHT, IN ITS REASONABLE DISCRETION, TO IMPOSE THE SANCTION OR SANCTIONS IT CONSIDERS APPROPRIATE IN THE CIRCUMSTANCES OF EACH

CASE

CONSIDERING THE SEVERITY OF THE PROHIBITED CONDUCT. PROHIBITED CONDUCT DESCRIBED IN (B) ABOVE WILL USUALLY ENTAIL THE IMPOSITION OF AN INDEFINITE OR PERMANENT

BAN

FROM TRAVEL WITH THE CARRIER. THE CARRIER'S CUSTOMER CARE STAFF, SECURITY STAFF, AIRPORT CUSTOMERS SERVICE STAFF AND AIRCREW ARE INDIVIDUALLY AUTHORIZED IN THEIR REASONABLE DISCRETION TO IMPOSE SANCTIONS DESCRIBED IN (C) ABOVE. MEMBERS OF THE CARRIER'S CUSTOMER CARE AND SECURITY DEPARTMENTS ARE AUTHORIZED IN THEIR

REASONABLE

DISCRETION TO IMPOSE SANCTIONS DESCRIBED IN PARAGRAPH (C) ABOVE AND WILL REVIEW THE CIRCUMSTANCES OF EACH CASE PRIOR TO THEIR IMPOSITION OF ANY SUCH SANCTIONS. THE CARRIER WILL PROVIDE A PERSON WITH WRITTEN NOTICE OF THE IMPOSITION OF A SANCTION UNDER PARAGRAPH (C)

ABOVE.
ANY PERSON WHO IS GIVEN A SANCTION PURSUANT TO
PARAGRAPH (C) MAY RESPOND IN WRITING TO THE CARRIER
WITH REASONS WHY THE CARRIER SHOULD REMOVE THE
SANCTION. THE CARRIER MAY REMOVE A SANCTION IMPOSED

ON

A PERSON PURSUANT TO PARAGRAPH (C) (5) IF, IN THE
CARRIER'S REASONABLE DISCRETION, AND CONSIDERING THE
PERSON'S PREVIOUS CONDUCT, THE CARRIER DETERMINES THAT
THE PERSON WILL NOT ENGAGE IN FURTHER PROHIBITED
CONDUCT AND THE CARRIER WILL COMMUNICATE ITS DECISION
TO THE PERSON WITHIN A REASONABLE TIME.

DESPITE ANYTHING WRITTEN ELSEWHERE IN THIS TARIFF THE
CARRIER'S SOLE LIABILITY TO A PERSON WHOM THE CARRIER
REFUSED TO CARRY FOLLOWING AN INCIDENT OF PROHIBITED
CONDUCT IS TO PROVIDE A REFUND TO THE PERSON OF THE

-22-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0030

TITLE/APPLICATION - 70 (CONT)

UNUSED PORTION OR PORTIONS OF THE PERSON'S FARE.

(D) LIABILITY OF CARRIER FOR REFUSING CARRIAGE OF A
PASSENGER

EXCEPT AS OTHERWISE PROVIDED FOR IN THIS RULE AND TO
THE EXTENT PERMITTED BY LAW, THE CARRIER SHALL NOT BE
LIABLE TO ANY PASSENGER OR OTHER PERSON FOR REFUSING

TO

BOARD OR TRANSPORT THAT PASSENGER OR ANY PERSON ON ANY
AIRCRAFT OF THE CARRIER OR FOR OTHERWISE REMOVING A
PASSENGER FROM THE AIRCRAFT AT ANY POINT IN THE

FLIGHT;

NOR SHALL THE CARRIER BE LIABLE TO ANY OF THE
PASSENGERS OR OTHER PERSON FOR EXERCISING ITS
DISCRETION NOT TO REFUSE TO BOARD OR TRANSPORT OR
REMOVE ANY PASSENGER OR OTHER PERSON ON OR FROM THE
AIRCRAFT.

(E) FOR SERVICES DEPARTING THE EUROPEAN UNION (EU), WS

WILL

APPLY THE PROVISIONS OF EC REGULATION NO. 1107/2006.

(F) FOR SERVICES DEPARTING MEXICO, WS WILL APPLY THE
PROVISIONS OF CIVIL AVIATION LAW, PASSENGER
RIGHTS.

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0035

TITLE/APPLICATION - 70

K ACCEPTANCE OF CHILDREN

(A) ACCOMPANIED

CHILDREN UNDER 12 YEARS OF AGE ARE ACCEPTED FOR
TRANSPORTATION WHEN ACCOMPANIED ON THE SAME FLIGHT AND
IN THE SAME COMPARTMENT BY A PASSENGER AT LEAST 12

YEARS OF AGE.

(B) UNACCOMPANIED
WESTJET NO LONGER OFFERS AN UNACCOMPANIED MINOR
SERVICE
FOR INTERNATIONAL FLIGHTS.

(C) INFANTS
AND
AN INFANT UNDER 2 YEARS OF AGE NOT OCCUPYING A SEAT
ACCOMPANIED BY A PASSENGER AT LEAST 12 YEARS OF AGE
WILL BE TRANSPORTED WITHOUT CHARGE. A BIRTH
CERTIFICATE IS REQUIRED FOR ALL INFANTS UNDER THE AGE
OF TWO, OTHER DOCUMENTS SUCH AS LETTER OF TRAVEL
CONSENT SIGNED BY PARENT(S) OR GUARDIAN(S) MAY ALSO BE
REQUIRED. IF A LAP HELD INFANT TURNS TWO YEARS OLD
WITHIN 30 DAYS OF THE RETURN FLIGHT, CARRIER WILL NOT
CHARGE A FARE FOR THE RETURN FLIGHT. HOWEVER,
THE CARRIER IS REQUIRED TO COLLECT AND SUBMIT
APPLICABLE TAXES, FEES AND CHARGES.

(D) GUARDIAN FARE POLICY AND PROCEDURES

-23-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0035

TITLE/APPLICATION - 70 (CONT)

CHILDREN BETWEEN THE AGES OF 2-11 YEARS INCLUSIVE WILL
BE ACCEPTED FOR TRANSPORTATION WHEN ACCOMPANIED BY A
GUARDIAN. THE CARRIER HAS IMPLEMENTED A GUARDIAN FARE
PROGRAM WHICH ALLOWS A GUEST TO TRAVEL WITH A CHILD TO
A DESTINATION AND RETURN AT A LATER TIME TO COLLECT
THE
CHILD. THE SPECIFIC TERMS AND CONDITIONS APPLICABLE
TO
THE GUARDIAN FARE FOLLOW.

(1) CHILDREN BETWEEN 2-11 YEARS OF AGE ARE ELIGIBLE
TO
TRAVEL ON WESTJET FLIGHTS UNDER THE GUARDIAN FARE
PROGRAM. THIS PROGRAM IS NOT AVAILABLE FOR
TRAVEL
ON CODE-SHARE FLIGHTS.

(2) THE GUARDIAN(S) MUST BE AT LEAST 18 YEARS AGE.
(3) ALL RESERVATIONS ARE BASED UPON AVAILABILITY.
(4) THE GUARDIAN (OR GUARDIANS) MUST BE ASSIGNED AT
THE TIME OF BOOKING AND WILL BE FULLY RESPONSIBLE
FOR THE TRANSPORTATION OF THE CHILD(REN).
(5) THE FARE FOR CHILDREN TRAVELING ON THE GUARDIAN
FARE PROGRAM IS BASED ON THE RATE AVAILABLE AT
TIME OF BOOKING.
(6) THE GUARDIAN WILL RECEIVE A FIFTY PERCENT
REDUCTION OFF THE LOWEST FARE AVAIABLE AT THE
TIME
OF THEIR RESERVATION.
(7) THE GUARDIAN FARE IS ONLY VALID FOR ONE PERSON

TRAVELLING WITH THE CHILD(REN) .

(8) THE GUARDIAN MAY TRAVEL WITH MORE THAN ONE CHILD.

(9) TWO SEPARATE PEOPLE MAY BE DESIGNATED AS

GUARDIANS

AT THE TIME OF TRAVEL - ONE PERSON TRAVELLING ON THE OUTBOUND FLIGHT, AND A DIFFERENT PERSON TRAVELLING ON THE RETURN FLIGHT.

(10) THE SCHEDULED DEPARTURE TIME FOR THE RETURN

FLIGHT

MUST BE WITHIN 24 HOURS OF THE ORIGINAL FLIGHT (BASED ON THE TIME OF THE ORIGINAL DEPARTURE CITY). IF THE NEXT AVAILABLE FLIGHT IS NOT

WITHIN

THIS 24 HOUR TIME RESTRICTION, THE GUARDIAN FARE WILL NOT BE BOOKED, NO EXCEPTIONS. FOR EXAMPLE FLIGHTS TO DESTINATIONS WHERE FLIGHTS ONLY OCCUR ONCE A WEEK WOULD NOT BE ELIGIBLE TO BE BOOKED USING THE GUARDIAN FARE PROGRAM.

(11) GUARDIAN FARE BOOKINGS ARE CREATED UNDER A SEPARATE RESERVATION CODE FROM THE CHILD(REN) .

(12) GUARDIAN FARE BOOKINGS CAN ONLY BE MADE AND MODIFIED THROUGH THE CARRIER'S RESERVATION

CENTRE .

(13) ONCE THE OUTBOUND PORTION OF THE FLIGHT(S) HAS BEEN TAKEN, ANY CANCELLATION OF ADDITIONAL

FLIGHTS

ON THE GUARDIAN'S RESERVATION WILL RESULT IN A FULL LOSS OF THE REMAINING FARE, FEES, TAXES AND SURCHARGES ASSOCIATED. NO COMPENSATION WILL BE ISSUED IN ANY FORM.

-24-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0055

TITLE/APPLICATION - 70

A LIMITATION OF LIABILITY - PASSENGERS

(A) FOR TRAVEL GOVERNED BY THE MONTREAL CONVENTION FOR THE PURPOSE OF INTERNATIONAL CARRIAGE GOVERNED BY THE MONTREAL CONVENTION, THE LIABILITY RULES SET OUT

IN

THE MONTREAL CONVENTION ARE FULLY INCORPORATED HEREIN AND SHALL SUPERSEDE AND PREVAIL OVER ANY PROVISIONS OF THIS TARIFF WHICH MAY BE INCONSISTENT WITH THOSE

RULES .

(B) FOR TRAVEL GOVERNED BY THE WARSAW CONVENTION CARRIAGE HEREUNDER MAY BE SUBJECT TO THE RULES AND LIMITATIONS RELATING TO LIABILITY ESTABLISHED BY THE WARSAW CONVENTION, OR SUCH CONVENTION AS AMENDED, UNLESS SUCH CARRIAGE IS NOT "INTERNATIONAL CARRIAGE"

AS

DEFINED BY THE WARSAW CONVENTION. WITH RESPECT TO ALL INTERNATIONAL TRANSPORTATION, AS DEFINED IN THE SAID

CONVENTION, PERFORMED BY IT, THE CARRIER AGREES THAT THE LIMIT OF LIABILITY FOR EACH PASSENGER FOR DEATH OR WOUNDING OR OTHER BODILY INJURY SHALL BE LIMITED TO PROVEN DAMAGES NOT TO EXCEED THE SUM OF 100,000

SPECIAL

DRAWING RIGHTS, EXCLUSIVE OF LEGAL FEES AND DISBURSEMENTS.

(C) FOR TRAVEL GOVERNED BY EITHER THE MONTREAL CONVENTION OR THE WARSAW CONVENTION

NOTHING HEREIN SHALL BE DEEMED TO AFFECT THE RIGHTS

AND

LIABILITIES OF THE CARRIER WITH REGARD TO ANY PERSON WHO HAS WILLFULLY CAUSED DAMAGE WHICH RESULTED IN DEATH, WOUNDING, OR OTHER BODILY INJURY OF A

PASSENGER.

THE CARRIER DOES NOT MAINTAIN, OPERATE OR PROVIDE GROUND TRANSPORTATION BETWEEN AIRPORTS, OR BETWEEN AIRPORTS AND CITY CENTRES. ANY SUCH SERVICES ARE PERFORMED BY INDEPENDENT CONTRACTORS WHO ARE NOT, AND SHALL NOT BE DEEMED TO BE THE AGENTS OF EMPLOYEES OF THE CARRIER. THE CARRIER SHALL NOT BE LIABLE FOR THE ACTS OR OMISSIONS OF ANY SUCH INDEPENDENT CONTRACTORS.

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0060

TITLE/APPLICATION - 70

A LIMITATION OF LIABILITY FOR BAGGAGE OR GOODS

(A) IF THE BAGGAGE DOES NOT ARRIVE ON THE SAME FLIGHT AS THE PASSENGER, THE CARRIER WILL TAKE STEPS TO DELIVER THE BAGGAGE TO THE PASSENGER'S RESIDENCE/HOTEL AS SOON AS POSSIBLE. THE CARRIER WILL TAKE STEPS TO INFORM

THE

-25-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0060

TITLE/APPLICATION - 70 (CONT)

PASSENGER ON THE STATUS OF THE BAGGAGE AND WILL ENSURE THE PASSENGER

HAS THEIR INCIDENTALS COVERED OR AN OVERNIGHT KIT AS REQUIRED. INCIDENTAL AUTHORIZATION IS CAD 100 FOR THE FIRST 48 HOURS THEN AN ADDITIONAL CAD 150 AFTER 48 HOURS. THIS DOES NOT LIMIT OR REDUCE THE PASSENGER'S RIGHT TO CLAIM DAMAGES, IF ANY, UNDER THE APPLICABLE CONVENTION OR UNDER THE LAW.

(B) FOR TRAVEL GOVERNED BY THE MONTREAL CONVENTION THE LIABILITY RULES SET OUT IN THE MONTREAL CONVENTION ARE FULLY INCORPORATED HEREIN AND SHALL SUPERSEDE AND PREVAIL OVER ANY PROVISIONS OF THIS TARIFF WHICH MAY

BE

INCONSISTENT WITH THOSE RULES.

(C) FOR TRAVEL GOVERNED BY THE WARSAW CONVENTION

CARRIER LIABILITY FOR THE LOSS OF, DAMAGE TO OR DELAY
IN THE DELIVERY OF ANY PERSONAL PROPERTY, INCLUDING
BAGGAGE WHICH ARE CARRIED AS CHECKED BAGGAGE AND
GOODS,
IS LIMITED TO THE SUM OF 250
FRANCS PER KILOGRAM, TO A MAXIMUM OF 17 SDRS PER
KILOGRAM FOR CHECKED BAGGAGE AND CARGO AND 332 SDRS
FOR
CARRY-ON BAGGAGE, EXCEPT FOR MOBILITY AIDS, UNLESS THE
PASSENGER AT THE TIME OF PRESENTING SUCH BAGGAGE OR
GOODS FOR TRANSPORTATION, HAS DECLARED A HIGHER VALUE
AND PAID AN ADDITIONAL CHARGE IN ACCORDANCE WITH THIS
RULE. AS REGARDS OBJECTS OF WHICH THE PASSENGER TAKES
CHARGE HIMSELF/HERSELF, THE LIABILITY OF THE CARRIER
IS
LIMITED TO 5,000 FRANCS PER PASSENGER. IN THE CASE OF
LOSS, DAMAGE OR DELAY OF PART OF PROPERTY CARRIED AS
CHECKED BAGGAGE, THE WEIGHT TO BE TAKEN INTO
CONSIDERATION IN DETERMINING THE AMOUNT TO WHICH THE
CARRIER'S LIABILITY IS LIMITED SHALL BE ONLY THE TOTAL
WEIGHT OF THE PROPERTY LOST, DAMAGED OR DELAYED.
NEVERTHELESS, WHEN THE LOSS, DAMAGE OR DELAY OF A PART
OF THE PROPERTY AFFECTS THE VALUE OF OTHER PROPERTY
COVERED BY THE SAME BAGGAGE CHECK, THE TOTAL WEIGHT OF
THE PROPERTY COVERED BY THE BAGGAGE CHECK SHALL ALSO
BE
TAKEN INTO CONSIDERATION IN DETERMINING THE LIMIT OF
LIABILITY. THE MONETARY UNIT REFERRED TO IN THIS RULE
SHALL BE DEEMED TO REFER TO THE GOLD FRANC REFERRED TO
THE CARRIAGE BY AIR ACT, R.S., 1985, C. C-26. AND THE
SCHEDULES HERETO. FOR THE PURPOSE OF SETTLEMENT OF
CLAIMS AND IN THE EVENT OF AN ACTION AGAINST THE
CARRIER, ANY SUM IN FRANCS SHALL BE CONVERTED INTO
CANADIAN DOLLARS BY:
(I) CONVERTING FRANCS INTO SPECIAL DRAWING RIGHTS AT
THE RATE OF ONE SPECIAL DRAWING RIGHT FOR 15.075
FRANCS; AND
(II) CONVERTING SPECIAL DRAWING RIGHTS INTO CANADIAN
DOLLARS AT THE RATE ESTABLISHED BY THE

-26-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0060

TITLE/APPLICATION - 70 (CONT)

INTENATIONAL MONETARY FUND.

THE RATE FOR CONVERTING SPECIAL DRAWING RIGHTS INTO
CANADIAN DOLLARS SHALL BE THE RATE PREVAILING ON THE
DATE ON WHICH THE AMOUNT OF ANY DAMAGE TO BE PAID BY
THE CARRIER IS ASCERTAINED BY A COURT OR, IN THE EVENT
A SETTLEMENT IS AGREED BETWEEN CARRIER AND CLAIMANT,

ON

THE DATE SETTLEMENT IS AGREED.

(D) FOR TRAVEL GOVERNED BY EITHER THE MONTREAL CONVENTION OR THE WARSAW CONVENTION IF THE PASSENGER OR CHARTERER DOES ELECT TO DECLARE A HIGHER VALUE AN ADDITIONAL CHARGE SHALL BE PAYABLE AND THE CARRIER'S LIABILITY WILL NOT EXCEED THE HIGHER VALUE DECLARED. THE ADDITIONAL CHARGE SHALL BE CALCULATED AS FOLLOWS:

(I) THE AMOUNT OF THE CARRIER'S BASIC LIABILITY FOR ITINERARIES GOVERNED BY THE MONTREAL CONVENTION SET OUT ABOVE SHALL BE UP TO 1,131 SDRS INCLUDING INCIDENTAL EXPENSES UNLESS EXCESS VALUATION HAS BEEN PURCHASED;

(II) NO CHARGE SHALL BE PAYABLE ON THAT PART OF THE DECLARED VALUE WHICH DOES NOT EXCEED BASIC

CARRIER

LIABILITY;

(III) FOR THAT PART OF THE DECLARED VALUE WHICH DOES EXCEED BASIC CARRIER LIABILITY, (EXCESS

VALUATION)

A CHARGE SHALL BE PAYABLE AT THE RATE OF USD/CAD \$10.00 TO A MAXIMUM TOTAL LIABILITY OF USD/CAD \$3,000.00 INCLUDING BASIC CARRIER LIABILITY.

(IV) THE LIABILITY LIMIT DOES NOT APPLY IF IS PROVED THAT THE DAMAGE RESULTED FROM AN ACT OR OMISSION OF THE CARRIER, IT'S SERVANTS OR AGENTS, DONE

WITH

INTENT TO CAUSE DAMAGE PROVIDED THAT IN THE CASE OF THE AGENT OR SERVANT IT IS PROVED THAT SUCH SERVANT OR AGENT WAS ACTING WITHIN THE SCOPE OF ITS EMPLOYMENT.

NO ACTION WILL BE TAKEN AGAINST THE CARRIER IN CASE OF LOSS OR DELAY IN THE DELIVERY OF CHECKED AND UNCHECKED BAGGAGE UNLESS THE PASSENGER COMPLAINS IN WRITING TO THE CARRIER WITHIN:

(A) 21 DAYS FROM THE DATE ON WHICH THE BAGGAGE HAS BEEN PLACED AT THE PASSENGER'S DISPOSAL (IN THE CASE OF DELAY); OR,

(B) 21 DAYS FROM THE DATE ON WHICH THE BAGGAGE SHOULD HAVE BEEN PLACED AT THE PASSENGER'S DISPOSAL (IN THE CASE OF LOSS).

IN THE CASE OF DAMAGE TO CHECKED BAGGAGE, THE PASSENGER MUST COMPLAIN TO THE CARRIER

IMMEDIATELY

AFTER DISCOVERY OF DAMAGE, AND AT THE LATEST, WITHIN SEVEN DAYS FROM RECEIPT OF THE BAGGAGE. ANY CLAIM AGAINST A CARRIER WILL BE EXTINGUISHED

-27-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0060

TITLE/APPLICATION - 70 (CONT)

UNLESS AN ACTION IS BROUGHT WITHIN TWO YEARS

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.

- (V) IN ANY EVENT, THE CARRIER SHALL NOT HAVE ANY LIABILITY UNDER THIS TARIFF FOR ANY LOSS OR CLAIM WHERE PASSENGER HAS MADE A MISREPRESENTATION REGARDING PROOF OF AMOUNT OF LOSS OR THE CIRCUMSTANCES REGARDING SUBMISSION OF PROOF OF AMOUNT OF LOSS.

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0065

TITLE/APPLICATION - 70

A TICKETS

(A) {X}

(B) NO PERSON SHALL BE ENTITLED TO TRANSPORTATION EXCEPT UPON PRESENTATION OF A VALID CONFIRMATION NUMBER AND ACCEPTABLE PHOTO IDENTIFICATION.

(C) TICKETS ARE NOT TRANSFERABLE AND THE CARRIER IS NOT LIABLE TO THE OWNER OF THE TICKET FOR HONOURING OR REFUNDING SUCH TICKET WHEN PRESENTED BY ANOTHER

PERSON.

(D) THE CARRIER DOES NOT ACCEPT PAPER TICKETS GENERATED BY ANY OTHER AIR CARRIER OR ITS AGENT.

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0070

TITLE/APPLICATION - 70

CONFIRMATION OF RESERVED SPACE

A RESERVATION OF SPACE ON A GIVEN FLIGHT IS VALID WHEN THE AVAILABILITY AND ALLOCATION OF SUCH SPACE IS CONFIRMED BY THE CARRIER TO A PERSON SUBJECT TO PAYMENT OR OTHER SATISFACTORY CREDIT ARRANGEMENTS. A PASSENGER WITH A VALID CONFIRMATION NUMBER REFLECTING RESERVATIONS FOR A SPECIFIC FLIGHT AND DATE ON THE CARRIER IS CONSIDERED CONFIRMED, UNLESS THE RESERVATION WAS CANCELLED DUE TO ONE OF THE REASONS INDICATED IN RULE 15(B). THE CARRIER DOES NOT GUARANTEE ANY SPECIFIC SEAT.

(A) POLICY AND PROCEDURES

TERMS AND CONDITIONS OF SEAT SELECTION ARE AS FOLLOWS:

-28-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0070

TITLE/APPLICATION - 70 (CONT)

AVAILABILITY OF SEATS IS DETERMINED BY THE TYPE OF AIRCRAFT OPERATING A SELECTED FLIGHT AND THE FARE

LEVEL

PURCHASE.

ADVANCE SEAT SELECTION MAY NOT BE OFFERED ON SOME FLIGHTS BASED ON OPERATIONAL RESTRICTIONS.

SOME SEATS WILL BE UNAVAILABLE DUE TO OPERATIONAL REQUIREMENTS.

ADVANCE SEAT SELECTION IS AN OPTION AVAILABLE TO ALL PASSENGERS; HOWEVER THIS OPTION MAY NOT BE AVAILABLE THROUGH SOME RESERVATION CHANNELS. NOT ALL SEATS WILL BE AVAILABLE TO ALL FARE TYPES.

PASSENGERS WITH DISABILITIES MAY REQUEST A SEAT BY CONTACTING THE CARRIER'S CALL CENTRE.

ADVANCE SEAT SELECTION FOR A FEE IS AN OPTION

AVAILABLE

UP UNTIL TWO (2) HOURS PRIOR TO FLIGHT DEPARTURE THROUGH THE CARRIER'S WEBSITE, AND UP UNTIL 60 MINUTES PRIOR TO FLIGHT DEPARTURE THROUGH THE CARRIER'S RESERVATION CENTRE (WITH THE EXCEPTION OF

THE

PLUS FARE TYPE WHICH HAVE THE OPTION OF SELECTING A SEAT AT NO ADDITIONAL CHARGE).

SEAT SELECTION WITHIN 24 HOURS OF FLIGHT DEPARTURE IS AVAILABLE AT NO CHARGE THROUGH THE CARRIER'S WEBSITE.

ADVANCE SEAT SELECTION IS NOT GUARANTEED, AND MAY BE SUBJECT TO CHANGE/CANCELLATION BASED ON OPERATIONAL REQUIREMENTS.

(B) ADVANCE SEAT SELECTION FEES

(1) ADVANCE SEAT SELECTION FEES ARE SHOWN IN CANADIAN DOLLARS, AND MAY BE PAYABLE IN THE CURRENCY OF

THE

RESERVATION AS PER RULE 15 (A)). ADVANCE SEAT SELECTION FEES ARE CALCULATED PER SEGMENT (I.E.

AS

IDENTIFIED BY A CHANGE IN FLIGHT NUMBER) FOR EACH DIRECTION OF TRAVEL FROM THE ORIGIN POINT TO THE DESTINATION POINT. WHEN SEATS ARE SELECTED ON MULTI-SEGMENT FLIGHTS THE FEE SHALL BE COLLECTED FOR EACH FLIGHT SEGMENT.

(2) FEE CALCULATIONS ARE BASED ON THE APPROXIMATE FLIGHT TIME FOR EACH FLIGHT SEGMENT. FOR ROUND-TRIP RESERVATIONS, SEAT SELECTION FEES ARE CHARGED IN EACH DIRECTION OF TRAVEL. DIFFERENT SEAT FEES APPLY FOR REGULAR, EXIT ROW AND PLUS-FARE SEATS. SEAT SELECTION FEES ARE REFUNDABLE TO THE ORIGINAL FORM OF PAYMENT UP UNTIL 24 HOURS BEFORE THE SCHEDULED TIME OF DEPARTURE. IN THE EVENT OF FULL CANCELLATION OF THE ITINERARY MADE MORE THAN TWO HOURS BEFORE THE ORIGINALLY SCHEDULED TIME OF DEPARTURE, THE SEAT FEE WILL BE INCLUDED IN THE CANCELLATION FUNDS.

(3) THE ADDITION OF A SEAT SELECTION TO A NEW OR EXISTING RESERVATION IS NOT CONSIDERED A CHANGE

TO

-29-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG

CXR: WS RULE: 0070

 TITLE/APPLICATION - 70 (CONT)

THE RESERVATION, AND THEREFORE WILL NOT INCUR A CHANGE FEE. CHANGES TO SEAT TYPE - PASSENGERS

WHO

HAVE PURCHASED A REGULAR SEAT AND REQUEST A MOVE TO AN EMERGENCY EXIT ROW SEAT WILL BE REQUIRED TO PAY ANY INCREASE IN THE FEE; A REFUND OR CREDIT WILL BE ISSUED FOR A DECREASE IN FEE AMOUNT. WHERE TAXES ARE APPLICABLE TO THE FLIGHT, THEY SHALL ALSO BE APPLICABLE FOR SEAT SELECTION FEES.

*	TABLE					
*		ECONO	ECONO	FLEX	PLUS	PLUS
*		(LOWEST)			(LOWEST)	(FLEXIBLE)
*	REGULAR SEAT EXCL	\$5-50	\$5-50	\$0	\$0	
*	FOR TRAVEL ON/BEFORE 30SEP18					
*	REGULAR SEAT EXCL	\$5-100	\$5-100	\$0	\$0	
*	FOR TRAVEL ON/AFTER 01OCT18					
*	PREFERRED SEAT	FOR TRAVEL ON/BEFORE 30SEP18				
*	EXCL	\$5-50	\$5-50	\$0	\$0	
*	PREFERRED SEAT	FOR TRAVEL ON/AFTER 01OCT18				
*	EXCL	\$5-100	\$5-100	\$0	\$0	
*	EXIT ROW EXCL	\$10-50	\$10-50	\$0	\$0	
*	FOR TRAVEL ON/BEFORE 30SEP18					
*	EXIT ROW EXCL	\$10-100	\$10-100	\$0	\$0	
*	FOR TRAVEL ON/AFTER 01OCT18					
*	PLUS SEAT* EXCL	\$20-500	\$20-500	INCLUDED	INCLUDED	
*	FOR TRAVEL ON/BEFORE 30SEP18					
*	PLUS SEAT* EXCL	\$20-500	\$20-500	INCLUDED	INCLUDED	
*	FOR TRAVEL ON/AFTER 01OCT18					

*PLUS SEATS FEES ARE INCLUDED IN THE PURCHASE OF A PLUS FARE.

PREFERRED SEAT - A SEAT THAT MAY HAVE EXTRA LEG ROOM, OR IS OTHERWISE LOCATED IN FRONT OF THE WING BUT BEHIND THE DESIGNATED PLUS ROWS. OTHERWISE A ROW CAN BE CONSIDERED PREFERRED IF IT IS LOCATED IN FRONT OF THE WING, WHICH ALLOWS PASSENGERS THE CONVICIENCE OF DISEMBARKING MORE

QUICKLY

UPON ARRIVAL.

PLUS SEAT FEE - IF AVAILABLE AT TIME OF CHECK IN,

PASSENGERS

CAN PURCHASE A SEAT IN PLUS FOR \$20 - 500 FOR THOSE WHO HAVE NOT PURCHASED A PLUS FARE AT TIME OF BOOKING. SEATS IN PLUS ARE LOCATED IN THE FIRST THREE OR FOUR ROWS OF WS'S BOEING AIRCRAFT. PRICES VARY DEPENDING

ON

THE LENGTH OF FLIGHT. PRICES ABOVE ARE STATED IN CANADIAN DOLLARS.

(C) CHANGES AND CANCELLATIONS TO AN ADVANCE SEAT SELECTION THIS SECTION ONLY DEALS WITH CHANGES OR CANCELLATIONS MADE TO A RESERVATION WHERE A SEAT SELECTION FEE IS PRESENT.

(1) CHANGES TO A SEAT SELECTION ON A RESERVATION WILL

NOT INCUR A CHANGE FEE.

(2) FOR CHANGES TO SEAT SELECTION REQUESTS WHERE

THERE

-30-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0070

TITLE/APPLICATION - 70 (CONT)

IS A DIFFERENCE IN SEAT TYPE, THE CARRIER SHALL WAIVE ANY DIFFERENCE IN THE SEAT FEE FOR INCREASES; HOWEVER THE CARRIER WILL NOT REFUND

ANY

DIFFERENCE IF THERE IS A DECREASE IN THE FEE.

(3) THE ADDITION OF A SEAT SELECTION ON A RESERVATION WILL NOT INCUR A CHANGE FEE.

(4) PASSENGER INITIATED CANCELLATIONS - OF A RESERVATION OR SEGMENT(S) WHERE A SEAT SELECTION FEE HAS BEEN COLLECTED WILL RESULT IN THE SEAT SELECTION FEE BEING REFUNDABLE.

CHANGE

(5) THE CARRIER RESERVES THE RIGHT TO CANCEL OR

THE SELECTED SEAT(S) ON ANY SEGMENT(S) FOR WHICH FEES HAVE PAID, AT ANY TIME, FOR ANY REASON, WITHOUT NOTICE TO ANY PASSENGERS AFFECTED THEREBY AND, IN CONNECTION THEREWITH, THE CARRIER SHALL NOT PROVIDE A REFUND, BUT MAY PROVIDE A CREDIT TO ANY PASSENGER IN RESPECT OF SUCH CANCELLATION OR CHANGE.

(6) NOTWITHSTANDING THE ABOVE, THE CARRIER RESERVES THE RIGHT TO ACCOMMODATE THE PASSENGER WITH SEATING IN A COMPARABLE SEAT, OR THE BEST SEAT AVAILABLE AT THE TIME, OR TO PROVIDE A NON-REFUNDABLE CREDIT OR REFUND FOR THE FEES ASSOCIATED WITH THE SEAT.

(D) WS WILL MAKE REASONABLE EFFORTS TO ENSURE THAT CHILDREN ARE SEATED WITH THEIR ACCOMPANYING

PARENT

OR GUARDIAN. THE CARRIER PROVIDES PASSENGERS THE OPTION TO PRE-PURCHASE SEAT SELECTION (SEE (A)

AND

(B) ABOVE) UP TO 24 HOURS PRIOR TO DEPARTURE BUT THERE IS NO OBLIGATION TO DO SO. THE CARRIER'S SUPPLEMENTAL POLICIES WITH REGARDS TO SEAT ASSIGNMENT FOR CHILDREN ARE:

(1) BETWEEN 72 AND 24 HOURS BEFORE FLIGHT DEPARTURE, IN ADVANCE OF CHECK-IN, THE CARRIER'S AUTOMATED SEAT ASSIGNMENT TOOL

WILL

ATTEMPT TO ASSIGN SEQUENTIAL SEATING FOR CHILDREN LESS THAN 12 YEARS OF AGE AND THEIR ACCOMPANYING PARENT/GUARDIAN PROVIDED THEY ARE TRAVELING ON THE SAME PASSENGER NAME

RECORD (PNR) AND THE APPLICABLE SPECIAL SERVICE REQUEST (SSR) IDENTIFYING A CHILD

HAS

BEEN APPENDED TO THE PNR.

- (2) ANY REMAINING CHILD AND THEIR ACCOMPANYING PARENT OR GUARDIAN, WHO ARE NOT ASSIGNED SEATING TOGETHER BY THE CARRIER'S AUTOMATED SEAT ASSIGNMENT TOOL, WILL BE PROVIDED THE OPPORTUNITY TO ATTEMPT TO SECURE SEAT ASSIGNMENT TOGETHER WHEN THEY CHECK-IN (EITHER THROUGH, WEB-BASED CHECK-IN (AT NO

-31-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0070

TITLE/APPLICATION - 70 (CONT)

CHARGE), SEMI-AUTOMATED PROCESSES LIKE SELF-SERVE KIOSKS, OR PROCEDURES EXECUTED BY AIRPORT CUSTOMER SERVICE AGENTS).

- (3) IF THE AUTOMATED SEAT ASSIGNMENT TOOL CANNOT SEAT THE CHILD AND ADULT/GUARDIAN TOGETHER DURING CHECK-IN, THE CUSTOMER SERVICE AGENT AT THE GATE WILL DO ALL POSSIBLE TO MANUALLY SEAT THEM TOGETHER.
- (4) IF A MANUAL INTERVENTION IS NOT SUCCESSFUL, THE CUSTOMER SERVICE AGENT AT THE GATE WILL ASK FOR VOLUNTEERS AMONG THE PASSENGERS TO CHANGE SEATS.
- (5) IF NO PASSENGERS VOLUNTEER, THE CUSTOMER SERVICE AGENT AT THE GATE WILL INFORM THE FLIGHT ATTENDANT(S) TO MOVE PASSENGERS AS ABLE.
- (6) IF THE FLIGHT ATTENDANT(S) ARE NOT ABLE TO SEAT THE CHILD(REN) WITH THEIR ACCOMPANYING ADULT OR GUARDIAN, NOTWITHSTANDING THE

ABOVE,

THE FLIGHT ATTENDANT WILL PROVIDE THE CHILD WITH AN UNACCOMPANIED MINOR BRIEFING. NOTWITHSTANDING THE ABOVE, THE CARRIER RESERVES THE RIGHT TO ACCOMMODATE AFFECTED PASSENGER(S) WITH SEATING IN A COMPARABLE SEAT(S), OR THE BEST SEAT(S) AVAILABLE AT THE TIME, OR TO PROVIDE A NON-REFUNDABLE CREDIT OR REFUND FOR THE FEES ASSOCIATED WITH THE SEAT(S).

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0075

TITLE/APPLICATION - 70

A SCHEDULE IRREGULARITIES

(A) APPLICABILITY

THIS RULE APPLIES TO ALL PASSENGERS IRRESPECTIVE OF

THE

TYPE OF FARE ON WHICH THEY ARE TRAVELLING.

(B) GENERAL

THE

(1) THE CARRIER WILL MAKE ALL REASONABLE EFFORTS TO TRANSPORT THE PASSENGER AND HIS/HER BAGGAGE AT

TIMES INDICATED IN ITS TIMETABLE.

OF

(2) TIMES SHOWN IN TIMETABLES OR ELSEWHERE ARE APPROXIMATE AND NOT GUARANTEED AND FORM NO PART

BE

THE CONTRACT OF CARRIAGE. THE CARRIER WILL NOT

RESPONSIBLE FOR ERRORS OR OMISSIONS EITHER IN TIMETABLES OR OTHER REPRESENTATION OF SCHEDULES. NO EMPLOYEE, AGENT OR REPRESENTATIVE OF THE

-32-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0075

OR

OPERATION

FLIGHT

TITLE/APPLICATION - 70 (CONT)

CARRIER IS AUTHORIZED TO BIND THE CARRIER BY ANY STATEMENT OR REPRESENTATION REGARDING THE DATES

TIMES OF DEPARTURE OR ARRIVAL, OR OF THE

OF ANY FLIGHT.

(3) THE CARRIER WILL NOT GUARANTEE AND WILL NOT BE HELD LIABLE FOR CANCELLATIONS OR CHANGES TO

TIMES THAT APPEAR ON PASSENGERS' TICKETS DUE TO FORCE MAJEURE. HOWEVER, IN THE CASE OF INTERNATIONAL TRANSPORTATION, A PASSENGER MAY INVOKE THE PROVISIONS OF THE CONVENTION REGARDING LIABILITY IN THE CASE OF PASSENGER DELAY. (SEE RULE 55).

(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

ASCERTAIN

TO REFER TO AIRPORT TERMINAL DISPLAYS TO

THE FLIGHT'S STATUS AND DEPARTURE TIME.

(6) IN THE CASE OF SCHEDULE IRREGULARITIES, THE CARRIER WILL GIVE PRIORITY FOR ASSISTANCE TO ANY PERSON WITH A DISABILITY AND UNACCOMPANIED

MINORS.

(7) 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.

(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.

(2) IN THE EVENT OF A SCHEDULE IRREGULARITY, WITHIN THE CARRIER'S CONTROL, THE CARRIER WILL PRESENTED 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 OR IN A DIFFERENT CLASS OF SERVICE ON WHICH SPACE IS AVAILABLE, WITHOUT ADDITIONAL CHARGE, REGARDLESS OF THE CLASS OF SERVICE IN WHICH THE PASSENGER WAS BOOKED; OR

(B) REROUTE THE PASSENGER TO THE DESTINATION NAMED ON THE TICKET, OR APPLICABLE PORTION THEREOF, ON ITS OWN TRANSPORTATION SERVICES

-33-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0075

TITLE/APPLICATION - 70 (CONT)

WITHIN A REASONABLE AMOUNT OF TIME. IF THE FARE FOR THE REVISED ROUTING OR CLASS OF SERVICE IS HIGHER THAN THE FARE PAID BY THE PASSENGER, THE CARRIER WILL REQUIRE NO ADDITIONAL PAYMENT FROM THE PASSENGER. IF THE FARE FOR THE REVISED ROUTING IS IN A LOWER CLASS OF SERVICE, A REFUND WILL BE

MADE

FOR THE DIFFERENCE IN FARE. THE REFUND WILL BE MADE TO THE PURCHASER OF THE TICKET. THE FORM OF REFUND WILL BE THE SAME AS THE FORM OF PAYMENT USED FOR THE TICKET. THE REFUND WILL BE BASED ON THE TOTAL VALUE OF THE TICKET; OR

(C) REROUTE THE PASSENGER TO THE DESTINATION NAMED ON THE TICKET, OR APPLICABLE PORTION THEREOF, ON ANOTHER AIR CARRIER'S TRANSPORTATION SERVICES, INCLUDING INTERLINE OR, WHERE POSSIBLE AND NECESSARY, NON-INTERLINE CARRIERS, WITHIN A REASONABLE AMOUNT OF TIME. IF THE FARE FOR THE REVISED ROUTING OR CLASS OF SERVICE IS HIGHER THAN THE FARE PAID BY THE PASSENGER, THE CARRIER

WILL REQUIRE NO ADDITIONAL PAYMENT FROM THE PASSENGER. IF THE FARE FOR THE REVISED ROUTING IS IN A LOWER CLASS OF SERVICE, A REFUND WILL BE MADE FOR THE DIFFERENCE IN FARE, THE REFUND WILL BE MADE TO THE PURCHASER OF THE TICKET. THE FORM OF REFUND WILL BE THE SAME AS THE FORM OF PAYMENT USED FOR THE TICKET. THE REFUND WILL BE BASED ON THE TOTAL VALUE OF THE TICKET; 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), (B), OR (C) 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 105 IRRESPECTIVE IF TRAVEL HAS COMMENCED, OR SUBJECT TO PASSENGER'S AGREEMENT, OFFER A TRAVEL VOUCHER FOR FUTURE TRAVEL IN THE SAME AMOUNT;

(E) 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

FARE

-34-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0075

TITLE/APPLICATION - 70 (CONT)

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 105.

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.

(3) IN THE EVENT OF A SCHEDULE IRREGULARITY, NOT

WITHIN THE CARRIER'S CONTROL (E.G. FORCE

MAJEURE) ,

THE CARRIER WILL PROVIDE THE FOLLOWING:

- (A) THE CARRIER WILL OFFER THE PASSENGER THE CHOICE TO TRAVEL ON ANOTHER OF ITS SCHEDULED FLIGHTS ON THE SAME ROUTE AS THE PASSENGER WAS ORIGINALLY TICKETED OR TO TRAVEL ON A DIFFERENT ROUTING OPERATED BY THE CARRIER TO THE SAME TICKETED DESTINATION.
- (B) IF THESE OPTIONS ARE NOT AVAILABLE, THE CARRIER WILL OFFER TO TRANSPORT THE

PASSENGER

ON THE SAME ROUTE AS HE/SHE WAS ORIGINALLY TICKETED OR ON A DIFFERENT ROUTE OPERATED BY THE SERVICES OF ANOTHER CARRIER WITH WHOM

THE

ORIGINAL AIR CARRIER HAS A COMMERCIAL AGREEMENT AND PROVIDED SPACE IS AVAILABLE.

- (C) SHOULD THE FARE FOR THE ALTERNATE TRANSPORTATION PROPOSED BY THE CARRIER BE MORE EXPENSIVE, THERE WILL BE NO ADDITIONAL COST TO THE PASSENGER.
- (D) SHOULD THE FARE FOR THE ALTERNATE TRANSPORTATION PROPOSED BY THE CARRIER BE LESS EXPENSIVE, A 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 105.

(E) SHOULD THE ALTERNATE TRANSPORTATION

PROPOSED

BY THE CARRIER NOT MEET THE PASSENGER'S SATISFACTION, THE UNUSED PORTION OF THE PASSENGER'S TICKET(S) WILL BE REFUNDED. THE REFUND WILL BE MADE TO THE PURCHASER OF THE

-35-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0075

TITLE/APPLICATION - 70 (CONT)

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 TICKET(S). FOR COMPLETE CONDITIONS ON REFUNDS SEE RULE 105.

- (F) WHEN A REFUND IS REQUESTED AS A RESULT OF A SCHEDULE IRREGULARITY, THE PASSENGER MUST SUBMIT THE UNUSED PORTIONS OF HIS/HER TICKET(S) TO THE CARRIER BY NO LATER THAN 30 DAYS AFTER THE VALIDITY SHOWN ON THE TICKET(S).

(D) RIGHT TO CARE
EXCEPT AS OTHERWISE PROVIDED IN OTHER APPLICABLE
FOREIGN LEGISLATION, IN ADDITION TO THE PROVISIONS OF
THIS RULE, IN CASE OF SCHEDULED IRREGULARITY WITHIN

THE

CARRIER'S CONTROL A PASSENGER WILL BE OFFERED THE
FOLLOWING:

(1) FOR A SCHEDULE IRREGULARITY LASTING LONGER THAN 3
HOURS, THE CARRIER WILL PROVIDE THE PASSENGER

WITH

A MEAL VOUCHER.

(2) FOR A SCHEDULE IRREGULARITY LASTING MORE THAN 8
HOURS OR OVERNIGHT, THE CARRIER WILL PROVIDE
OVERNIGHT HOTEL ACCOMMODATION AND AIRPORT
TRANSFERS FOR THE PASSENGER. THE CARRIER IS NOT
OBLIGATED TO PROVIDE OVERNIGHT ACCOMMODATION FOR
PASSENGERS AT THE FIRST AIRPORT OF DEPARTURE ON
THE TICKET.

(3) 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 NINETY (90) MINUTES AND
CIRCUMSTANCES PERMIT, THE CARRIER WILL OFFER THE
PASSENGER THE OPTION OF DISEMBARKING FROM THE
AIRCRAFT UNTIL IT IS TIME TO DEPART.

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0080

TITLE/APPLICATION - 70

A APPLICATION OF FARES AND ROUTINGS

(A) GENERAL

THE PRICE OF TRANSPORTATION SHALL BE DISCLOSED AT THE
TIME OF CONFIRMATION, HOWEVER FARES ARE SUBJECT TO
CHANGE WITHOUT NOTICE.

(B) CURRENCY

ALL FARES AND CHARGES ARE STATED IN THE CURRENCY OF

THE

-36-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0080

TITLE/APPLICATION - 70 (CONT)

COUNTRY FROM WHICH THE PASSENGER WILL INITIATE TRAVEL.

(C) FARE CHANGES

THE CARRIER'S FARES ARE CHANGED FROM TIME TO TIME.

(D) CONNECTING FLIGHTS

WHEN AN AREA IS SERVED BY MORE THAN ONE AIRPORT AND A
PASSENGER ARRIVES AT ONE AIRPORT AND DEPARTS FROM
ANOTHER AIRPORT, TRANSPORTATION BETWEEN THOSE AIRPORTS
MUST BE ARRANGED BY AND AT THE EXPENSE OF THE
PASSENGER.

(E) STOPOVER

- (1) A STOPOVER MEANS A DELIBERATE INTERRUPTION OF A JOURNEY BY THE PASSENGER, AGREED TO IN ADVANCE BY THE CARRIER, AT A POINT BETWEEN THE PLACE OF DEPARTURE AND THE PLACE OF DESTINATION.
- (2) IN NO EVENT WILL A STOPOVER OCCUR WHEN THE PASSENGER DEPARTS FROM THE INTERMEDIATE CITY ON A FLIGHT SCHEDULED TO DEPART WITHIN 4 HOURS AFTER THE PASSENGER'S ARRIVAL.

(F) ROUTING

A FARE APPLIES ONLY TO:

- (1) TRANSPORTATION VIA THE ROUTING SPECIFIED BY THE CARRIER IN REFERENCE TO THAT FARE. ANY OTHER ROUTING MAY SUBJECT THE PASSENGER TO AN

ADDITIONAL

CHARGE.

- (2) TRANSPORTATION BETWEEN THE AIRPORTS. TICKETS MAY NOT BE ISSUED OR ACCEPTED FOR TRANSPORTATION THAT WILL EITHER ORIGINATE OR TERMINATE AT AN AIRPORT OTHER THAN THE AIRPORT FOR WHICH THE FARES ARE PUBLISHED.

(G) INFANTS

ONE INFANTS UNDER TWO (2) YEARS OF AGE NOT OCCUPYING A SEAT AND ACCOMPANIED BY A PASSENGER AT LEAST 12 YEARS OF AGE WILL BE TRANSPORTED WITHOUT CHARGE. A BIRTH CERTIFICATE IS REQUIRED FOR ALL INFANTS UNDER AGE TWO (2).

(H) GUARDIAN FARE

THE GUARDIAN FARE WILL ALLOW PARENTS OR GUARDIANS (GUEST 18 YEARS OF AGE OR OLDER) TO ESCORT THEIR CHILDREN (GUESTS BETWEEN THE AGES OF TWO (2) AND 11 YEARS OF AGE), AT A SUBSTANTIALLY REDUCED RATE, TO THEIR DESTINATION AND THEN RETURN IMMEDIATELY TO THEIR CITY OF ORIGIN.

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0085

 TITLE/APPLICATION - 70

ACCEPTANCE OF BAGGAGE AND CARGO

-37-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0085

 TITLE/APPLICATION - 70 (CONT)

(A) ACCEPTANCE OF CARRY-ON BAGGAGE

ALL CARRY-ON BAGGAGE MUST BE STORED IN AN OVERHEAD BIN OR PLACED COMPLETELY UNDER THE SEAT DIRECTLY IN FRONT OF THE PASSENGER.

THE CARRIER CAN ACCEPT ONE (1) CARRY ON ITEM PER FARE PAYING PASSENGER AND ONE (1) PERSONAL ITEM PER FARE PAYING PASSENGER ON FLIGHTS TO ALL DESTINATIONS IN ALL CASES, THE ITEMS MAY NOT EXCEED THE APPLICABLE MEASUREMENTS OUTLINED BELOW:

CARRY-ON ITEM: MAXIMUM SIZE OF 53 CM X 23 CM X 38 CM
(21 IN. X 9 IN. X 15 IN.)

PERSONAL ITEM: MAXIMUM SIZE OF 41 CM X 15 CM X 33 CM
(16 IN. X 6 IN. X 13 IN.)

IN THE INTEREST OF PASSENGER SAFETY WITHIN THE CABIN,
THE CARRIER ALSO RESERVES THE RIGHT TO
CHECK ANY CARRY-ON BAGGAGE THAT DOES NOT FIT DUE TO
BULKOUTS WITHIN THE CABIN.

(B) ACCEPTANCE OF CHECKED BAGGAGE

THE CARRIER ACCEPTS (BASED ON AVAILABLE SPACE):

- (1) A FIRST, SECOND, THIRD OR FOURTH PIECE OF
CHECKED BAGGAGE WITHIN THE WEIGHT AND SIZE
LIMITS DEFINED IN THIS SECTION WILL BE
CHARGED ACCORDING TO THE FEE TABLES BELOW
WITH THE EXCEPTION OF PASSENGERS (EXCLUDING
INFANTS) TRAVELLING WITH WESTJET ENCORE

WHICH

HAS A LIMIT OF THREE (3) TOTAL CHECKED BAGS
OR, WHEN TRAVELLING TO/FROM JAMAICA OR
TRINIDAD AND TOBAGO, WHERE A MAXIMUM OF TWO
CHECKED BAGS ARE PERMITTED.

- (2) OVERSIZED BAGGAGE IN EXCESS OF THE COMBINED
DIMENSIONS OF 157 CM (62 INCHES) BUT NOT
EXCEEDING 203 CM (80 INCHES) WILL BE

ACCEPTED

TO/FROM ALL DESTINATIONS (EXCEPT JAMAICA OR
TRINIDAD AND TOBAGO), SUBJECT TO THE FEES IN
THE TABLES BELOW. BAGGAGE WITH COMBINED
DIMENSIONS EXCEEDING 203 CM (80 INCHES) WILL
NOT BE ACCEPTED FOR TRANSPORT.

- (3) OVERWEIGHT BAGGAGE: MORE THAN 23 KG (50 LBS)
BUT NOT EXCEEDING 45 KG (100 LBS) WILL BE
ACCEPTED TO ALL DESTINATIONS (EXCEPT JAMAICA
OR TRINIDAD AND TOBAGO AS OVERWEIGHT BAGGAGE
WILL NOT BE ACCEPTED), SUBJECT TO THE FEES

IN

THE TABLES BELOW. BAGGAGE OVER 45 KG (100
LB) WILL NOT BE ACCEPTED FOR TRANSPORT.

- (4) COMBINED EXCESSES: AN ITEM OF BAGGAGE THAT

EXCEEDS

THE BAGGAGE ALLOWANCE, IS OVERSIZE OR OVERWEIGHT
WILL BE SUBJECT TO ALL APPLICABLE COMBINATIONS OF

-38-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0085

TITLE/APPLICATION - 70 (CONT)

FEES.

- (A) THE CARRIER WILL NOT CHECK BAGGAGE TO A

FINAL

DESTINATION OTHER THAN THE ONE INDICATED ON
THE PASSENGER'S RESERVATION.

- (B) ALL BAGGAGE MUST HAVE A BAGGAGE TAG ATTACHED WITH THE PASSENGER'S CURRENT NAME, ADDRESS AND CONTACT TELEPHONE.
- (C) CHECKED BAGGAGE MAY WEIGH UP TO 23KG (50LBS) WITH COMBINED LENGTH PLUS WIDTH PLUS HEIGHT DIMENSIONS OF 157 CM (62'). SEE FOR ACCEPTANCE OF ADDITIONAL AND EXCESS BAGGAGE.
- (D) FOR EACH FARE PAYING PASSENGER TRAVELLING

THE

CARRIER PERMITS A FREE CHECKED BAGGAGE ALLOWANCE OF ONE(1) ITEM.

- (E) FOR LAP-HELD INFANTS, THE CARRIER PERMITS UP TO TWO (2) PIECES OF INFANT EQUIPMENT (FOR EXAMPLE, AN APPROVED INFANT RESTRAINT

SYSTEM,

PLAYPEN, OR STROLLER) IN ADDITION TO THE ADULT FARE PAYING PASSENGER'S FREE CHECKED BAGGAGE ALLOWANCE.

- (F) FOR CHILDREN OR AN INFANT IN A PAID SEAT,

THE

CARRIER WILL PERMIT THE FREE CHECKED BAGGAGE ALLOWANCE WHICH IS APPLICABLE FOR THE DATE

OF

TRAVEL AS OUTLINED BELOW PLUS ONE (1) PIECE OF CHILD/INFANT EQUIPMENT (FOR EXAMPLE, AN APPROVED CHILD RESTRAINT SYSTEM, PLAYPEN OR STROLLER) .

BAGGAGE FEES (NOTE 1) MAY BE COMBINED (FOR EXAMPLE, IF A BAG IS OVERWEIGHT AND OVERSIZE BOTH FEES WOULD APPLY), AND ALSO APPLY TO MOST SPORTING EQUIPMENT.

* * - FOR TRAVEL ON/BEFORE 27AUG18 - ALL CURRENCY IS IN
 * CAD ONLY.
 * FOR TRAVEL ON/AFTER AUGUST 28TH 2018

FARE TYPE	FIRST	SECOND	THIRD
	NOTE 2/3	NOTE 2/3	NOTE 2/3/4
			FOURTH
			NOTE 2/3/4/5
*CURRENCY	CAD/USD	CAD/USD	CAD/USD
ECONO FARE			
NOTE 6	\$25	\$35	\$100
			(PER ITEM)
FLEX FARE	\$0	\$35	\$100 (PER
NOTE 6			ITEM)
PLUS (LOWEST	\$0	\$0	\$100 (PER
)AND PLUS 6			ITEM)
(FLEXIBLE)			
FARE NOTE 6			

-39-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0085

 TITLE/APPLICATION - 70 (CONT)

*	TRAVEL			
*	OUTSIDE OF			
*	CANADA/U.S.	\$0	\$35	\$100 (PER
*				ITEM)
*	WESTJET			
*	VACATIONS			
*	NOTES 6/7	\$ 25	\$35	\$100 (PER
*				ITEM)
*	WESTJET			
*	RBC WORLD			
*	ELITE MASTER			
*	CARD PRIMARY			
*	CARDHOLDERS	\$0	\$35	\$100 (PER
*				ITEM)
*	SILVER	\$0	\$35	\$100 (PER
*	MEMBERS			ITEM)
*	NOTE 8			
*	EXCESS			
*	VALUATION	\$10 (PER ITEM)		
*	CHECKED BAGGAGE FEES			
*	FOR TICKETS ISSUED ON/AFTER 28AUG18.			FOR TVL
*	ON/AFTER OCTOBER 1, 2018			
*	BAGGAGE FEES (NOTE 1) MAY BE COMBINED (FOR			
*	EXAMPLE, IF A BAG IS OVERWEIGHT (NOTE 2) AND			
*	OVERSIZE (NOTE 3) BOTH FEES WOULD APPLY), AND			

ALSO

APPLY TO MOST SPORTING EQUIPMENT.

*	FARE TYPE	FIRST	SECOND	THIRD
*		NOTE 2/3	NOTE 2/3	NOTE 2/
*				3/4
*				FOURTH
*				NOTE 2/3/
*				4/5
*				PER ITEM
*	*CURRENCY	CAD/USD	CAD/USD	CAD/USD
*	ECONO FARE			
*	NOTE 6	\$30	\$50	\$100
*				(PER ITEM)
*	FLEX FARE	\$0	\$50	\$100
*	NOTE 6			(PER ITEM)
*	PLUS (LOW	\$0	\$0	\$100
*	EST) AND			(PER ITEM)
*	PLUS (FLEXI			
*	BLE) FARE			
*	NOTE 6			
*	TVL OUTSIDE			
*	CANADA/U.S.	\$0	\$50	\$100
*				(PER ITEM)
*	WESTJET			
*	VACATIONS	\$30	\$50	\$100

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
 IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0085

TITLE/APPLICATION - 70 (CONT)

*	NOTE 6/7			(PER ITEM)
*	WESTJET RBC	\$0	\$50	\$100
*	WORLD ELITE			(PER ITEM)
*	MASTERCARD			
*	PRIMARY			
*	CARDHOLDERS			
*	SILVER MEMBERS			
*	NOTE 8	\$0	\$50	\$100
*				PER ITEM
*	EXCESS			
*	VALUATION	\$10	(PER ITEM)	

NOTE 1: IN THE EVENT THAT A BAG IS LOST,
 PASSENGERS WILL BE REIMBURSED FOR THEIR
 BAGGAGE FEE (NOT INCLUDING EXCESS
 VALUATION) IN ADDITION TO SETTLEMENT

FOR

THE LOSS OF BAGGAGE.

NOTE 2: IN ADDITION TO ANY OTHER APPLICABLE
 BAGGAGE FEE, EACH OVERWEIGHT BAG WILL

BE

*	CHARGED A FEE OF \$75 CAD/USD.
NOTE 3:	IN ADDITION TO ANY OTHER APPLICABLE BAGGAGE FEE, ANY OVERSIZE BAGGAGE WILL BE CHARGED A FEE OF \$75 CAD/USD PER PIECE. ONLY ONE OVERSIZE GOLF BAG WITH CLUBS PERMITTED TO/FROM JAMAICA OR TRINIDAD AND TOBAGO.

PERMITTED

NOTE 4: A THIRD OR FOURTH PIECE IS NOT

ON FOR FLIGHTS TO/FROM JAMAICA OR
 TRINIDAD AND TOBAGO.

NOTE 5: A FOURTH PIECE IS NOT PERMITTED ON
 FLIGHTS OPERATED BY WESTJET ENCORE

NOTE 6: INCLUDES GROUP FARES

NOTE 7: A FEE IS CHARGED FOR FLIGHTS WITHIN
 CANADA OR TO/FROM THE UNITED STATES
 (EXCLUDING PUERTO RICO). A FIRST BAG
 FEE IS NOT CHARGED FOR FLIGHTS TO/FROM
 INTERNATIONAL DESTINATIONS (CARIBBEAN,
 CENTRAL AMERICA, EUROPE AND MEXICO).

NOTE 8: THE FEE WILL BE WAIVED FOR THE WESTJET
 REWARDS MEMBER AND UP TO EIGHT
 COMPANIONS TRAVELLING ON THE SAME
 RESERVATION; THE ELIGIBLE MEMBER'S
 WESTJET ID MUST BE ON THE RESERVATION

AT

THE TIME OF CHECK-IN.

(V) THE CARRIER COLLECTS FEES FOR CHECKED

SPORTING EQUIPMENT IN EXCESS OF THE FREE
CHECKED BAGGAGE LIMITS. ADDITIONAL OVERSIZE
AND OVERWEIGHT FEES WILL APPLY WITH THE
FOLLOWING EXCEPTIONS IN ALL CASES, THE BAGS
MUST CONTAIN THE EQUIPMENT NOTED IN ORDER TO

-41-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0085

TITLE/APPLICATION - 70 (CONT)

BE EXEMPT.

SPORTING EQUIPMENT	OVERSIZE	OVERWEIGHT
FISHING RODS	EXEMPT	75 CAD/USD
GOLF CLUBS	EXEMPT	75 CAD/USD
SKI/SNOWBOARD	EXEMPT	75 CAD/USD
HOCKEY EQUIPMENT	EXEMPT	EXEMPT
FOOTBALL EQUIPMENT	EXEMPT	EXEMPT
RINGETTE	EXEMPT	EXEMPT
LACROSSE	EXEMPT	EXEMPT

(5) THE FOLLOWING ITEMS WILL BE CONSIDERED AS ONE
PIECE OF BAGGAGE:

- ONE SLEEPING BAG OR BED ROLL
- ONE RUCKSACK/KNAPSACK/BACKPACK
- ONE DUFFLE TYPE BAG
- ONE GOLF BAG CONTAINING GOLF CLUBS AND ONE PAIR
OF GOLF SHOES
- ONE PAIR OF SNOW SKIS WITH ONE PAIR OF SKI

POLES

AND ONE PAIR OF SKI BOOTS

- ONE CARTON OF FRUIT (SUCH AS PINEAPPLES,
ORANGES)
- ONE BICYCLE
- ONE SCUBA DIVING EQUIPMENT (SCUBA TANKS MUST BE
EMPTY)

(6) ARTICLES OF BAGGAGE OR GOODS WILL NOT BE CARRIED
WHEN SUCH ARTICLES ARE LIKELY ENDANGER THE
AIRCRAFT, PERSONS OR PROPERTY ARE LIKELY TO BE
DAMAGED BY AIR CARRIAGE, ARE UNSUITABLE PACKED,

OR

THE CARRIAGE OF WHICH WOULD VIOLATE THE LAWS,
REGULATIONS, OR ORDERS OF COUNTRIES OR

POSSESSIONS

TO BE FLOWN FROM, INTO, OR OVER.

(7) IF THE WEIGHT, SIZE OR CHARACTER RENDERS IT
UNSUITABLE FOR CARRIAGE ON THE AIRCRAFT, THE
CARRIER, BEFORE DEPARTURE OF THE FLIGHT, WILL
REFUSE TO CARRY THE PASSENGER'S BAGGAGE OR GOODS
OR ANY PART THEREOF. THE FOLLOWING ARTICLES WILL
BE CARRIED ONLY WITH PRIOR CONSENT OF THE

CARRIER:

FIREARMS OF ANY DESCRIPTION - FIREARMS FOR SPORT
PURPOSES WILL BE CARRIED AS BAGGAGE PROVIDED

REQUIRED ENTRY PERMITS ARE IN THE POSSESSION OF THE PASSENGER FOR THE COUNTRY OF DESTINATION AND PROVIDED THAT SUCH FIREARMS ARE DISASSEMBLED OR PACKED IN A SUITABLE CASE. THE PROVISIONS OF

THIS

PARAGRAPH DO NOT APPLY TO OFFICERS OF THE LAW TRAVELING IN THE LINE OF DUTY AND CARRYING

LEGALLY

PRESCRIBED SIDEARMS OR OTHER SIMILAR WEAPONS.

- (8) ANIMALS ARE ACCEPTED PROVIDED ALL CONDITIONS AND REQUIREMENTS FOUND BELOW ARE MET. SEE RULE 90.

-42-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0090

TITLE/APPLICATION - 70

A ACCEPTANCE OF LIVE ANIMALS

THE TRANSPORTATION OF LIVE ANIMALS IS SUBJECT TO ALL CONDITIONS AS OUTLINED IN THIS RULE.

(A) GENERAL CONDITIONS

GENERAL CONDITIONS OF ACCEPTANCE

WESTJET WILL ACCEPT ANIMALS FOR TRANSPORTATION SUBJECT TO THE CONDITIONS BELOW.

TRANSIT.

TO

- (1) ADVANCE ARRANGEMENTS MUST BE MADE.
- (2) THE ANIMAL MUST BE HARMLESS, INOFFENSIVE, ODORLESS, AND REQUIRE NO ATTENTION DURING
- (3) THE ANIMAL MUST BE CONFINED IN A KENNEL SUBJECT TO INSPECTION AND APPROVAL BY WESTJET PRIOR TO ACCEPTANCE.
- (4) WESTJET RESERVES THE RIGHT TO DENY THE TRANSPORTATION OF THE ANIMAL IF THE KENNEL IS UNSUITABLE (SEE KENNEL REQUIREMENTS BELOW) OR IF ANIMAL IS AGGRESSIVE.
- (5) THE PASSENGER MUST MAKE ALL ARRANGEMENTS AND ASSUME FULL RESPONSIBILITY FOR COMPLYING WITH ANY APPLICABLE LAWS, CUSTOMS, AND/OR OTHER GOVERNMENTAL REGULATIONS, REQUIREMENTS, OR RESTRICTIONS OF THE COUNTRY, STATE, OR TERRITORY TO WHICH THE ANIMAL IS BEING TRANSPORTED.
- (6) ANIMALS WILL BE TRANSPORTED EITHER IN THE PASSENGER CABIN OR THE BAGGAGE COMPARTMENT OF THE AIRCRAFT. CONDITIONS ARE OUTLINED BELOW.
- (7) WESTJET WILL NOT BE RESPONSIBLE IN THE EVENT ANY SUCH ANIMAL IS REFUSED ENTRY INTO OR PASSAGE THROUGH OR EXIST FROM ANY COUNTRY.
- (8) WESTJET WILL NOT BE RESPONSIBLE IN THE EVENT OF LOSS, DELAY, INJURY, SICKNESS OR DEATH OF SUCH ANIMALS.
- (9) FOR SAFETY REASONS, WESTJET WILL NOT ACCEPT AN ANIMAL FOR CARRIAGE IF THE ANIMAL IS LESS THAN 8

- WEEKS OLD, PREGNANT OR IN-HEAT.
- (10) IF THE ANIMAL IS SEDATED, THE PASSENGER MUST PRESENT A VETERINARIAN'S NOTE AT CHECK-IN.
- (11) WESTJET RESERVES THE RIGHT TO LIMIT THE NUMBER OF ANIMALS' CARRIED PER FLIGHT.
- (12) WESTJET RESERVES THE RIGHT TO DENY CARRIAGE OF ANIMALS IN THE BAGGAGE COMPARTMENT DURING SPECIFIED SEASONAL RESTRICTIONS PERIODS.
- (B) ANIMALS ACCEPTED FOR CARRIAGE
 - (1) LIVE ANIMALS IN CARRY-ON BAGGAGE
THE CARRIER ALLOWS ONE CAT, DOG, BIRD OR RABBIT

IN

THE CABIN PER PASSENGER. NO OTHER

-43-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0090

TITLE/APPLICATION - 70 (CONT)

SPECIES OF ANIMALS IS ACCEPTABLE FOR CARRIAGE IN THE CABIN. ANIMALS IN A KENNEL, OR AN EMPTY KENNEL ARE CONSIDERED TO BE THE PASSENGER'S ONE (1) CARRY-ON ITEM. PASSENGERS TRAVELLING WITH A CAT ON A FLIGHT WHERE ANOTHER PASSENGER WITH A SEVERE ALLERGY TO CAT DANDER IS ALSO TRAVELLING, WILL BE MOVED TO THE REAT OF THE AIRCRAFT TO MEET THE CANADIAN TRANSPORTATION AGENCY'S RULING TO PROVIDE INCREASED PROTECTION TO PERSONS WITH A

CAT

ALLERGY DISABILITY. {N}IF THE ANIMAL'S KENNEL EXCEEDS THE WEIGHT AND SIZE RESTRICTIONS (40 CM L X 44 CM W X 21.5 CM H OR 16 IN. L X 17.5 IN. W X 8.5 IN. H), BUT MEET THE RESTRICTIONS FOR TRAVEL AS CHECKED BAGGAGE, THE CARRIER MAY ACCEPT THE ANIMAL AS CHECKED BAGGAGE ON A SPACE AVAILABLE BASIS.

- (2) LIVE ANIMALS IN CHECKED BAGGAGE
ANIMALS CONSIDERED ACCEPTABLE AS PART OF CHECKED BAGGAGE ARE CATS, DOGS, HEDGEHOGS, RABBITS, CHINCHILLAS, BIRDS AND GUINEA PIGS. LIVE FISH

AND

REPTILES ARE NOT ACCEPTED AS PART OF A PASSENGERS CHECKED BAGGAGE.

- (C) CONTAINERS
CONTAINERS MUST BE LEAK PROOF KENNELS FOR TRANSPORTING ANIMAL AND MUST BE PROVIDED BY THE OWNER. WESTJET

DOES

NOT PROVIDE A KENNEL RENTAL OR PURCHASE SERVICE.
RESTRICTIONS FOR KENNELS AS CHECKED BAGGAGE
KENNEL MUST: BE HARD SIDED AND HAVE THE WHEELS REMOVED
BE AIRLINE APPROVED
BE SECURE

BE WELL VENTILATED
BE LINED WITH ABSORBENT MATERIAL
LIKE A TOWEL
BE SECURED WITH THE DEVICE
ORIGINALLY INTENDED
BY THE MANUFACTURER
BE MARKED WITH "LIVE ANIMAL"
BE MARKED WITH DIRECTIONAL
"THIS WAY UP" ARROWS ON TWO
SIDES, AND SHOULD BE MARKED
WITH YOUR PET'S NAME
HAVE FOOD AND WATER CONTAINERS
HAVE DEVICES FOR LIFTING THE KENNEL
HAVE A 3/4" PROTECTING RIM
HAVE A SOLID BOTTOM AND ROOF
KENNEL MUST BE MADE OF WELDED OR WIRE MESH
NOT: BE COLLAPSIBLE
HAVE A PLASTIC DOOR

-44-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0090

TITLE/APPLICATION - 70 (CONT)

SIZE 91 CM X 61 CM X 66 CM
RESTRICTIONS: (36 IN. L X 24 IN. W X 26 IN H)
WEIGHT RESTRICTIONS 45 KG (UP TO 100 LB.)
(PET AND KENNEL
COMBINED);

(D) RESTRICTIONS FOR KENNELS AS CARRY ON BAGGAGE

KENNEL MUST: SOFT-SIDED
AIRLINE APPROVED
LEAK PROOF
SECURE
WELL VENTILATED
KENNEL MUST ABLE TO ALLOW THE ANIMAL'S HEAD
NOT: TO STICK OUT
A DUFFLE BAG, GYM BAG OR OTHER TYPE
OF NON-KENNEL BAG
HARD-SIDED

SIZE 40 CM X 44 CM X 21.5 CM
RESTRICTIONS: (16 IN. L X 17.5 IN. W X 8.5 IN H)
YOU MAY ADJUST YOUR KENNEL TO FIT
WITHIN THE MAXIMUM HEIGHT AVAILABLE
BENEATH THE SEAT.

WEIGHT RESTRICTIONS 10 KG (22 LB.)
(PET AND
KENNEL
COMBINED)

(E) CHARGES

THERE IS A FEE OF 75 CAD/USD EACH WAY, PLUS APPLICABLE
TAXES, TO TRANSPORT AN ANIMAL AS CHECKED BAGGAGE AND A

50 CAD/USD EACH WAY PLUS APPLICABLE TAXES TO TRANSPORT AN ANIMAL IN THE CABIN.

- (F) SERVICE AND SPECIALITY ANIMALS (INCLUDING EMOTIONAL SUPPORT ANIMALS)
WESTJET WILL ACCEPT FOR TRANSPORTATION, WITHOUT CHARGE, A SERVICE ANIMAL REQUIRED TO ASSIST A PERSON WITH A DISABILITY AS WELL AS SPECIALTY ANIMALS (CERTIFIED SEARCH/RESCUE, AVALANCHE TRAINED, OR EXPLOSIVE

SNIFFING

ANIMALS) WITHIN THE CABIN OF THE AIRCRAFT.

- (1) DOCUMENTATION MAY NOT BE NEEDED; HOWEVER, WESTJET CAN AND WILL REQUEST DOCUMENTATION IF DEEMED NECESSARY AND HAS THE RIGHT TO REFUSE BOARDING IF INDICATORS LEAD A WESTJET EMPLOYEE TO BELIEVE THE ANIMAL IS NOT A SERVICE ANIMAL.
- (2) IF AT ANY TIME THE SAFETY OF CREW OR PASSENGERS

IS

JEOPARDIZED THE ANIMAL WILL BE DENIED BOARDING OR REMOVED FROM THE AIRCRAFT.

- (3) A SERVICE ANIMAL MAY NOT OCCUPY A SEAT IN THE AIRCRAFT.
- (4) THE SERVICE ANIMAL MUST BE ACCOMPANIED BY A

-45-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0090

TITLE/APPLICATION - 70 (CONT)

PASSENGER WITH A DISABILITY REQUIRING THE SERVICE OF THE ANIMAL, OR BY A TRAINER OR HANDLER TRANSPORTING THE ANIMAL FOR DUTY.

- (5) THERE MUST BE ENOUGH SPACE IN THE CABIN TO ACCOMMODATE THE ANIMAL.
- (6) IF THE CONDITIONS OF TRANSPORT AS INDICATED IN THIS RULE ARE NOT MET, THE ANIMAL WILL BE REQUIRED TO TRAVEL IN THE BAGGAGE COMPARTMENT. SERVICE AND SPECIALTY ANIMALS TRAVEL FREE OF CHARGE IN THE CABIN ONLY. WESTJET DOES NOT PROVIDE A FREE SERVICE FOR SERVICE AND SPECIALTY ANIMALS AS CHECKED LUGGAGE.
- (7) FOR THE COMFORT OF ALL PASSENGERS, WESTJET STAFF WILL DETERMINE, IN CONSULTATION WITH THE PERSON WITH A DISABILITY, OR ANIMAL HANDLER, WHERE THE PERSON AND THE ANIMAL WILL BE SEATED.
- (8) SERVICE AND SPECIALITY ANIMALS WILL NOT BE

CARRIED

UNLESS PROPER PERMITS ARE OBTAINED FOR ENTRY INTO THE COUNTRIES OF TRANSIT/FINAL DESTINATION, AND SUCH PERMITS ARE PRESENTED PRIOR TO COMMENCEMENT OF TRAVEL.

- (9) EXCEPT AS MANY OTHERWISE BE PROVIDED FOR IN THIS TARIFF, WESTJET WILL NOT BE RESPONSIBLE IN THE

ANIMAL.

EVENT OF INJURY, SICKNESS OR DEATH OF SUCH

REPRESENTATIVES,

EXCEPTION: SHOULD AN INJURY TO OR DEATH OF A SERVICE ANIMAL RESULT FROM THE NEGLIGENCE OF WESTJET

TO

WESTJET'S LIABILITY WILL BE LIMITED

EXPEDITIOUSLY PROVIDING, AT ITS OWN EXPENSE, FOR THE MEDICAL CARE, AND IF NECESSARY REPLACEMENT OF THE ANIMAL.

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0100

TITLE/APPLICATION - 70

A TRAVELLER'S RIGHT PROVISIONS

- (A) IF A FLIGHT IS DELAYED AND THE DELAY BETWEEN THE SCHEDULED DEPARTURE OF THE FLIGHT AND THE ACTUAL DEPARTURE OF THE FLIGHT EXCEEDS 4 HOURS, THE CARRIER WILL PROVIDE THE PASSENGER WITH A MEAL VOUCHER.
- (B) IF A FLIGHT IS DELAYED BY MORE THAN 8 HOURS AND THE DELAY INVOLVES AN OVERNIGHT STAY, THE CARRIER WILL PAY FOR OVERNIGHT HOTEL STAY AND AIRPORT TRANSFERS FOR PASSENGERS WHO DID NOT START THEIR TRAVEL AT THAT AIRPORT.

-46-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0100

TITLE/APPLICATION - 70 (CONT)

- (C) IF THE PASSENGER IS ALREADY ON THE AIRCRAFT WHEN A DELAY OCCURS, THE AIRLINE WILL OFFER DRINKS AND SNACKS IF IT IS SAFE, PRACTICAL AND TIMELY TO DO SO. IF THE DELAY EXCEEDS 90 MINUTES AND CIRCUMSTANCES PERMIT, WESTJET WILL OFFER PASSENGERS THE OPTION OF DISEMBARKING FROM THE AIRCRAFT UNTIL IT IS TIME TO DEPART IF SAFE AND PRACTICAL TO DO SO.
- (D) THE CARRIER WILL ENDEAVOR TO TRANSPORT THE PASSENGER AND BAGGAGE WITH REASONABLE DISPATCH, BUT TIMES SHOWN IN TIMETABLES OR ELSEWHERE ARE NOT GUARANTEED AND FORM NO PART OF THIS CONTRACT.
- (E) THE AGREED STOPPING PLACES ARE THOSE PLACES SHOWN IN THE CARRIER'S TIMETABLE AS SCHEDULED STOPPING PLACES

ON

SUBSTITUTE

MAY

THE ROUTE. THE CARRIER MAY, WITHOUT NOTICE, ALTERNATIVE CARRIERS OR AIRCRAFT AND, IF NECESSARY, ALTER OR OMIT STOPPING PLACES SHOWN IN THE TIMETABLE.

- (F) {X}
- (G) {X}

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0105

TITLE/APPLICATION - 70

A REFUNDS

- (A) VOLUNTARY CANCELLATIONS
IF A PASSENGER DECIDES NOT TO USE THE TICKET AND
CANCELS THE RESERVATION, THE PASSENGER MAY NOT BE
ENTITLED TO A REFUND, DEPENDING ON ANY REFUND

CONDITION

ATTACHED TO THE PARTICULAR FARE.

- (B) INVOLUNTARY CANCELLATIONS
IN THE EVENT A REFUND IS REQUIRED BECAUSE OF THE
CARRIER'S FAILURE TO OPERATE OR REFUSAL TO TRANSPORT,
THE REFUND WILL BE MADE AS FOLLOWS:
IF THE TICKET IS TOTALLY OR PARTIALLY UNUSED, THE

TOTAL

FARE PAID FOR EACH UNUSED SEGMENT WILL BE REFUNDED.

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0110

TITLE/APPLICATION - 70

A DENIED BOARDING COMPENSATION

- (A) IF A FLIGHT IS OVERBOOKED WITH THE RESULT THAT A
TICKETED PASSENGER IS NOT TRANSPORTED ON A FLIGHT FOR

-47-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0110

TITLE/APPLICATION - 70 (CONT)

WHICH HE HELD CONFIRMED SPACE, THE CARRIER WILL DEFINE
A REMEDY OR REMEDIES TO
MITIGATE THE IMPACT OF THE OVERBOOKING OR CANCELLATION
UPON THE PASSENGER. IN DEFINING THE REMEDY OR
REMEDIES APPROPRIATE IN A PARTICULAR CASE, THE CARRIER
WILL CONSIDER THE TRANSPORTATION NEEDS OF THE

PASSENGER

AND ANY DAMAGES THE PASSENGER MAY HAVE SUFFERED BY
REASON OF THE OVERBOOKING. IN CASES WHERE THE
PASSENGER IS OFFERED ALTERNATIVE REMEDIES, THE CHOICE
AMONG THE ALTERNATIVES SHALL REST WITH THE PASSENGER.
IN PARTICULAR, THE CARRIER WILL OFFER ONE OR MORE OF
THE FOLLOWING REMEDIES:

- (1) TRANSPORTATION, WITHOUT FURTHER CHARGE AND WITHIN
A REASONABLE TIME, TO THE PASSENGER'S INTENDED
DESTINATION ON A TRANSPORTATION SERVICE WHICH
SERVICE WILL BE IDENTIFIED BY THE CARRIER;
- (2) TRANSPORTATION, WITHOUT FURTHER CHARGE AND WITHIN
A REASONABLE TIME, TO THE PASSENGER'S POINT OF
ORIGIN ON A TRANSPORTATION SERVICE WHICH SERVICE
WILL BE IDENTIFIED BY THE CARRIER;
- (3) A MONETARY PAYMENT IN AN AMOUNT TO BE DEFINED BY
THE CARRIER WHICH SHALL IN NO CASE BE LESS

THAN THE VALUE OF THE UNUSED PORTION OF THE PASSENGER'S TICKET; IN ALL CASES, THE CARRIER WILL REFUND THE AMOUNT OF THE FARE AND ANY TAXES OR FEES PAID BY THE PASSENGER.

(4) A CREDIT, TO BE DEFINED BY THE CARRIER, TOWARDS THE PURCHASE OF FUTURE TRANSPORTATION ON A

SERVICE

OPERATED BY THE CARRIER.

(B) IN IDENTIFYING THE TRANSPORTATION SERVICE TO BE

OFFERED

TO THE PASSENGER, THE CARRIER WILL NOT LIMIT ITSELF TO CONSIDERING ITS OWN SERVICES OR THE SERVICES OF CARRIERS WITH WHICH IT HAS INTERLINE AGREEMENTS.

(C) IN DEFINING THE ALTERNATIVE REMEDIES TO BE OFFERED,

THE

CARRIER WILL CONSIDER, TO THE EXTENT THEY ARE KNOWN TO THE CARRIER, THE CIRCUMSTANCES OF THE PASSENGER AFFECTED BY THE OVERBOOKING, INCLUDING ANY EXPENSES WHICH THE PASSENGER, ACTING REASONABLY, MAY HAVE INCURRED AS A RESULT OF THE OVERBOOKING OR

CANCELLATION

AS, FOR EXAMPLE, COSTS INCURRED FOR ACCOMMODATION, MEALS OR ADDITIONAL TRANSPORTATION.

(D) IN DEFINING THE ALTERNATIVE REMEDIES TO BE OFFERED,

THE

CARRIER WILL MAKE A GOOD FAITH EFFORT TO FAIRLY RECOGNIZE, AND APPROPRIATELY MITIGATE, THE IMPACT OF THE OVERBOOKING OR CANCELLATION UPON THE PASSENGER.

(E) VOLUNTEERS AND BOARDING PRIORITIES IF A FLIGHT IS OVERSOLD (MORE PASSENGERS HOLD

CONFIRMED

RESERVATIONS THAN THERE ARE SEATS AVAILABLE), NO ONE

-48-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0110

TITLE/APPLICATION - 70 (CONT)

MAY BE DENIED BOARDING AGAINST HIS/HER WILL UNTIL AIRLINE PERSONNEL FIRST ASK FOR VOLUNTEERS WHO WILL GIVE UP THEIR RESERVATIONS WILLINGLY, IN EXCHANGE FOR

A

PAYMENT OF WESTJET'S CHOOSING. IF THERE ARE NOT

ENOUGH

VOLUNTEERS, OTHER PASSENGERS MAY BE DENIED BOARDING INVOLUNTARILY, IN ACCORDANCE WITH THE FOLLOWING BOARDING PRIORITY OF WESTJET: THE LAST PASSENGER TO ARRIVE AT THE TICKET LIFT POINT WILL BE THE FIRST TO

BE

DENIED BOARDING, EXCEPT;
- PASSENGERS TRAVELING DUE TO DEATH OR ILLNESS OF A MEMBER OF THE PASSENGER'S FAMILY, OR,

- AGED PASSENGERS, OR
 - UNACCOMPANIED CHILDREN, OR
 - PASSENGERS WITH DISABILITY
- (F) COMPENSATION FOR INVOLUNTARY DENIED BOARDING
A PASSENGER WHO IS DENIED BOARDING INVOLUNTARILY, IS
ENTITLED TO A PAYMENT OF "DENIED BOARDING

COMPENSATION"

FROM WESTJET UNLESS THE PASSENGER :

- HAS NOT FULLY COMPLIED WITH WESTJET'S TICKETING, AND
CHECK-IN REQUIREMENTS, OR IS NOT ACCEPTABLE FOR
TRANSPORTATION UNDER THE AIRLINE'S USUAL RULES AND
PRACTICES; OR
- IS DENIED BOARDING BECAUSE THE FLIGHT IS CANCELLED;
OR
- IS DENIED BOARDING BECAUSE A SMALLER CAPACITY
AIRCRAFT WAS SUBSTITUTED FOR SAFETY OR OPERATIONAL
REASONS AND WESTJET TOOK ALL REASONABLE MEASURES TO
AVOID THE SUBSTITUTION OR THAT IT WAS IMPOSSIBLE FOR
WESTJET TO TAKE SUCH MEASURES; OR
- HAS BEEN OFFERED ACCOMMODATIONS IN A SECTION OF THE
AIRCRAFT OTHER THAN SPECIFIED IN THE TICKET, AT NO
EXTRA CHARGE, (A PASSENGER SEATED IN A SECTION FOR
WHICH A LOWER FARE IS CHARGED MUST BE GIVEN AN
APPROPRIATE REFUNDS); OR

WESTJET IS ABLE TO PLACE THE PASSENGER ON ANOTHER
FLIGHT OR FLIGHTS THAT ARE PLANNED TO REACH THE FINAL
DESTINATION OR NEXT SCHEDULED STOPOVER WITHIN ONE HOUR
OF THE SCHEDULED ARRIVAL OF YOUR ORIGINAL FLIGHT.

- (G) AMOUNT OF DENIED BOARDING COMPENSATION
ELIGIBLE PASSENGERS, AS PER PARAGRAPH (F) ABOVE, WHO
ARE DENIED BOARDING INVOLUNTARILY FROM OVERSOLD FLIGHT
ARE ENTITLED TO:

- (1) NO COMPENSATION IF THE CARRIER OFFERS ALTERNATE
TRANSPORTATION THAT IS PLANNED TO ARRIVE AT THE
PASSENGER'S DESTINATION OR FIRST STOPOVER NOT
LATER THAN ONE HOUR AFTER THE PLANNED ARRIVAL

TIME

OF THE PASSENGER'S ORIGINAL FLIGHT;

- (2) 200% OF THE TOTAL PRICE TO THE PASSENGER'S
DESTINATION OR FIRST STOPOVER, WITH A MAXIMUM OF

-49-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0110

TITLE/APPLICATION - 70 (CONT)

USD/CAD \$675, IF THE CARRIER OFFERS ALTERNATE
TRANSPORTATION THAT IS PLANNED TO ARRIVE AT THE
PASSENGER'S DESTINATION OR FIRST STOPOVER MORE
THAN ONE HOUR BUT LESS THAN FOUR HOURS AFTER THE
PLANNED ARRIVAL TIME OF THE PASSENGER'S ORIGINAL
FLIGHT; AND

- (3) 400% OF THE TOTAL PRICE TO THE PASSENGER'S

DESTINATION OR FIRST STOPOVER, WITH A MAXIMUM OF USD/CAD \$1350, IF THE CARRIER DOES NOT OFFER ALTERNATE TRANSPORTATION THAT IS PLANNED TO

ARRIVE

AT THE AIRPORT OF THE PASSENGER'S DESTINATION OR FIRST STOPOVER LESS THAN FOUR HOURS AFTER THE PLANNED ARRIVAL TIME OF THE PASSENGER'S ORIGINAL FLIGHT.

(4) A TOTAL PRICE MEANS THE TOTAL OF THE AIR TRANSPORTATION CHARGES AND THIRD PARTY CHARGES THAT MUST BE PAID TO OBTAIN THE SERVICE.

(H) METHOD OF PAYMENT

(1) WESTJET MUST GIVE EACH PASSENGER WHO QUALIFIES

FOR

DENIED BOARDING COMPENSATION, A PAYMENT BY CASH

OR

CASH EQUIVALENT, CHEQUE OR DRAFT FOR THE MOUNT SPECIFIED ABOVE, OR TRAVEL CREDITS ON THE DAY AND PLACE THE INVOLUNTARY DENIED BOARDING OCCURS. HOWEVER, IF WESTJET ARRANGES ALTERNATE TRANSPORTATION FOR THE PASSENGER'S CONVENIENCE THAT DEPARTS BEFORE THE PAYMENT CAN BE MADE, THE PAYMENT WILL BE SEND TO THE PASSENGER WITHIN 24 HOURS.

(2) WESTJET WILL INFORM PASSENGERS OF THE AMOUNT OF CASH COMPENSATION THAT WOULD BE DUE AND THAT THE PASSENGER MAY DECLINE TRAVEL CREDITS AND RECEIVE CASH OR EQUIVALENT.

(3) WESTJET WILL FULLY DISCLOSE ALL MATERIAL RESTRICTIONS BEFORE THE PASSENGER DECIDES TO GIVE UP THE CASH OR EQUIVALENT PAYMENT IN EXCHANGE FOR TRAVEL CREDIT.

(4) WESTJET WILL OBTAIN A SIGNED AGREEMENT OF THE PASSENGER CONFIRMING THAT THE PASSENGER WAS PROVIDED WITH THE AFOREMENTIONED INFORMATION

PRIOR

TO PROVIDING THE TRAVEL CREDIT IN LIEU OF CASH OR CASH EQUIVALENT COMPENSATION.

(5) THE AMOUNT OF THE TRAVEL CREDIT WILL NOT BE LESS THAN 300% OF THE AMOUNT OF CASH COMPENSATION THAT WOULD BE DUE.

(6) PASSENGERS WILL BE ENTITLED TO EXCHANGE THE

TRAVEL

CREDITS TO CASH OR CASH EQUIVALENT AT THE RATE OF \$1 IN CASH BEING EQUIVALENT TO \$3 IN TRAVEL CREDITS WITHIN 1 MONTH OF RECEIPT, NOT TO EXCEED

A

CASH PAYOUT GREATER THAN THE MAXIMUM AMOUNT AS

-50-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0110

TITLE/APPLICATION - 70 (CONT)

DEFINED BY THE LENGTH OF THE DELAY.

(I) FOR SERVICES DEPARTING THE EUROPEAN UNION (EU),

WS

SHALL APPLY THE PROVISIONS OF EC REGULATION NO. 261/2004.

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0115

TITLE/APPLICATION - 70

A INTERLINE BAGGAGE ACCEPTANCE

(EFFECTIVE TO/FROM CANADA FOR TICKETS ISSUED ON/AFTER APRIL 1, 2015)

FOR TRAVEL TO OR FROM THE UNITED STATES, WHEN TRAVELLING WITH ONE OF WESTJET'S CODE-SHARE OR INTERLINE PARTNERS, GUEST ARE ENCOURAGED TO FAMILIARIZE THEMSELVES WITH THE BAGGAGE ALLOWANCES AND FEES OF THE CODE-SHARE OR INTERLINE CARRIER AS THEY MAY BE DIFFERENT FROM WESTJET'S BAGGAGE ALLOWANCES AND FEES. WESTJET WILL COMPLY WITH APPLICABLE REGULATIONS TO ENSURE THE APPROPRIATE BAGGAGE ALLOWANCES

AND

FEES APPLY THROUGHOUT THE GUEST'S ENTIRE JOURNEY.

(A) APPLICABILITY

THIS RULE IS APPLICABLE TO ALL INTERLINE ITINERARIES ISSUED ON A SINGLE TICKET WHOSE ORIGIN OR ULTIMATE TICKETED DESTINATION IS IN CANADA.

IT ESTABLISHES HOW WS WILL DETERMINE WHICH CARRIER'S BAGGAGE RULES APPLY TO ANY PASSENGER'S ENTIRE

INTERLINE

ITINERARY.

(B) GENERAL

FOR THE PURPOSES OF INTERLINE BAGGAGE ACCEPTANCE:

(1) THE CARRIER WHOSE DESIGNATOR CODE IS IDENTIFIED

ON

THE FIRST SEGMENT OF THE PASSENGER'S INTERLINE TICKET WILL BE KNOWN AS THE SELECTING CARRIER.

(2) ANY CARRIER WHO IS IDENTIFIED AS PROVIDING INTERLINE TRANSPORTATION TO THE PASSENGER BY VIRTUE OF THE PASSENGER'S TICKET WILL BE KNOWN AS A PARTICIPATING CARRIER.

(C) BAGGAGE RULE DETERMINATION BY SELECTING CARRIER

(1) CHECKED BAGGAGE

THE SELECTING CARRIER WILL:

(A) SELECT AND APPLY ITS OWN BAGGAGE RULES AS

SET

OUT IN ITS TARIFF TO THE ENTIRE INTERLINE ITINERARY; OR

(B) SELECT THE MOST SIGNIFICANT CARRIER, AS DETERMINED BY IATA RESOLUTION 302 AND CONDITIONED BY THE CANADIAN TRANSPORTATION AGENCY, IN ORDER FOR THAT CARRIER'S BAGGAGE

TITLE/APPLICATION - 70 (CONT)

RULES, AS ESTABLISHED IN ITS TARIFF, TO

APPLY

TO THE ENTIRE INTERLINE ITINERARY.

THE CARRIER IDENTIFIED BY MEANS OF A) OR B) WILL BE KNOWN AS THE SELECTED CARRIER.

(2) CARRY-ON BAGGAGE

EACH OPERATING CARRIER'S CARRY-ON BAGGAGE ALLOWANCES WILL APPLY TO EACH FLIGHT SEGMENT IN

AN

INTERLINE ITINERARY. NOTWITHSTANDING, THE CARRY-ON BAGGAGE CHARGES THAT WILL APPLY TO THE ENTIRE INTERLINE ITINERARY WILL BE THOSE OF THE SELECTED CARRIER.

(D) BAGGAGE RULE APPLICATION BY PARTICIPATING CARRIER WHERE WS IS NOT THE SELECTED CARRIER ON AN INTERLINE ITINERARY BUT IS A PARTICIPATING CARRIER THAT IS PROVIDING TRANSPORTATION TO THE PASSENGER BASED ON THE TICKET ISSUED, WS WILL APPLY AS ITS OWN THE BAGGAGE RULES OF THE SELECTED CARRIER THROUGHOUT THE INTERLINE ITINERARY.

(E) DISCLOSURE OF BAGGAGE RULES SUMMARY PAGE AT THE END OF AN ONLINE PURCHASE AND E-TICKET DISCLOSURE

(1) FOR BAGGAGE RULES PROVISIONS RELATED TO A PASSENGER'S 1ST AND 2ND CHECKED BAG AND THE PASSENGER'S CARRY-ON BAGGAGE (I.E. THE

PASSENGER'S

"STANDARD" BAGGAGE ALLOWANCE), WHEN THE CARRIER SELLS AND ISSUES A TICKET FOR AN INTERLINE ITINERARY, IT WILL DISCLOSE TO THE PASSENGER ON ANY SUMMARY PAGE AT THE END OF AN ONLINE PURCHASE AND ON THE PASSENGER'S ITINERARY/RECEIPT AND E-TICKET AT THE TIME OF TICKETING THE BAGGAGE INFORMATION RELEVANT TO THE PASSENGER ITINERARY

AS

SET OUT IN PARAGRAPH 2 BELOW. THE DISCLOSED INFORMATION WILL REFLECT THE BAGGAGE RULES OF THE SELECTED CARRIER.

(2) THE CARRIER WILL DISCLOSE THE FOLLOWING INFORMATION:

(A) NAME OF THE CARRIER WHOSE BAGGAGE RULES APPLY;

(B) PASSENGER'S FREE BAGGAGE ALLOWANCE AND/OR APPLICABLE FEES;

(C) SIZE AND WEIGHT LIMITS OF THE BAGS, IF APPLICABLE;

(D) TERMS OR CONDITIONS THAT WOULD ALTER OR IMPACT A PASSENGER'S STANDARD BAGGAGE ALLOWANCES AND CHARGES (E.G. FREQUENT FLYER STATUS, EARLY CHECK-IN, PRE-PURCHASING

BAGGAGE ALLOWANCES WITH A PARTICULAR CREDIT CARD);

(E) EXISTENCE OF ANY EMBARGOES THAT MAY BE

-52-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0115

TITLE/APPLICATION - 70 (CONT)

APPLICABLE TO THE PASSENGER'S ITINERARY;

AND,

(F) APPLICATION OF BAGGAGE ALLOWANCES AND

CHARGES

(I.E. WHETHER THEY ARE APPLIED ONCE PER DIRECTION OR IF THEY ARE APPLICABLE AT EACH STOPOVER POINT).

(3) THE CARRIER WILL PROVIDE THIS INFORMATION IN TEXT FORMAT ON THE PASSENGER'S E-TICKET CONFIRMATION. ANY FEE INFORMATION PROVIDED FOR CARRY-ON BAGS

AND

THE FIRST AND SECOND CHECKED BAG WILL BE

EXPRESSED

AS SPECIFIC CHARGES (I.E., NOT A RANGE).

WEB SITE DISCLOSURE

THE CARRIER WILL DISCLOSE ON ITS WEB SITE, IN A CONVENIENT AND PROMINENT LOCATION, A COMPLETE AND COMPREHENSIVE SUMMARY OF ALL THE CARRIER'S OWN BAGGAGE RULES, INCLUDING INFORMATION CONCERNING:

- (A) THE MAXIMUM WEIGHT AND DIMENSIONS OF PASSENGER BAGS, IF APPLICABLE, BOTH CHECKED AND UNCHECKED;
- (B) THE NUMBER OF CHECKED AND UNCHECKED PASSENGER

BAGS

THAT CAN BE TRANSPORTED AND THE APPLICABLE CHARGES;

- (C) EXCESS AND OVERSIZED BAGGAGE CHARGES;
- (D) CHARGES RELATED TO CHECK IN, COLLECTION AND DELIVERY OF CHECKED BAGGAGE;
- (E) ACCEPTANCE AND CHARGES RELATED TO SPECIAL ITEMS, E.G. SURF BOARDS, PETS, BICYCLES, ETC.;
- (F) BAGGAGE PROVISIONS RELATED TO PROHIBITED OR UNACCEPTABLE ITEMS, INCLUDING EMBARGOES;
- (G) TERMS OR CONDITIONS THAT WOULD ALTER OR IMPACT

THE

BAGGAGE ALLOWANCES AND CHARGES APPLICABLE TO PASSENGERS (E.G. FREQUENT FLYER STATUS, EARLY CHECK IN, PRE-PURCHASING BAGGAGE ALLOWANCES WITH

A

PARTICULAR CREDIT CARD); AND,

- (H) OTHER RULES GOVERNING TREATMENT OF BAGGAGE AT STOPOVER POINTS, INCLUDING PASSENGERS SUBJECT TO SPECIAL BAGGAGE ALLOWANCES OR CHARGES ETC.

(F) DEFINITIONS
"AIRLINE DESIGNATOR CODE"

CHARACTERS

AN IDENTIFICATION CODE COMPRISED OF TWO-

WHICH IS USED FOR COMMERCIAL AND TRAFFIC PURPOSES SUCH AS RESERVATIONS, SCHEDULES, TIMETABLES, TICKETING, TARIFFS AND AIRPORT DISPLAY SYSTEMS. AIRLINE DESIGNATORS ARE ASSIGNED BY IATA. WHEN THIS CODE APPEARS ON A TICKET, IT REFLECTS THE CARRIER THAT IS MARKETING THE FLIGHT, WHICH MIGHT BE DIFFERENT FROM THE CARRIER OPERATING THE FLIGHT.

"BAGGAGE RULES"

THE CONDITIONS ASSOCIATED WITH THE ACCEPTANCE OF BAGGAGE, SERVICES INCIDENTAL TO THE

TRANSPORTATION

-53-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0115

TITLE/APPLICATION - 70 (CONT)

OF BAGGAGE, ALLOWANCES AND ALL RELATED CHARGES. FOR EXAMPLE, BAGGAGE RULES MAY ADDRESS THE FOLLOWING TOPICS:

- . THE MAXIMUM WEIGHT AND DIMENSIONS OF PASSENGER BAGS, IF APPLICABLE, BOTH CHECKED AND UNCHECKED;
- . THE NUMBER OF CHECKED AND UNCHECKED

PASSENGER

BAGS THAT CAN BE TRANSPORTED AND THE APPLICABLE CHARGES;

- . EXCESS AND OVERSIZED BAGGAGE CHARGES;
- . CHARGES RELATED TO CHECK-IN, COLLECTION AND DELIVERY OF CHECKED BAGGAGE;
- . ACCEPTANCE AND CHARGES RELATED TO SPECIAL ITEMS, E.G. SURFBOARDS, PETS, BICYCLES, ETC;
- . BAGGAGE PROVISIONS RELATED TO PROHIBITED OR UNACCEPTABLE ITEMS, INCLUDING EMBARGOES;
- . TERMS OR CONDITIONS THAT WOULD ALTER OR IMPACT THE BAGGAGE ALLOWANCES AND CHARGES APPLICABLE TO PASSENGERS (E.G. FREQUENT

FLYER

STATUS, EARLY CHECK-IN, PRE-PURCHASING BAGGAGE ALLOWANCES WITH A PARTICULAR CREDIT CARD); AND,

- . OTHER RULES GOVERNING TREATMENT OF BAGGAGE

AT

STOPOVER POINTS, INCLUDING PASSENGERS

SUBJECT

TO SPECIAL BAGGAGE ALLOWANCES OR CHARGES, ETC.

"INTERLINE AGREEMENT":

AN AGREEMENT BETWEEN TWO OR MORE CARRIERS TO CO-ORDINATE THE TRANSPORTATION OF PASSENGERS AND

THEIR BAGGAGE FROM THE FLIGHT OF ONE AIR CARRIER TO THE FLIGHT OF ANOTHER AIR CARRIER (THROUGH TO THE NEXT POINT OF STOPOVER).

"INTERLINE ITINERARY":

ALL FLIGHTS REFLECTED ON A SINGLE TICKET

INVOLVING

MULTIPLE AIR CARRIERS. ONLY TRAVEL ON A SINGLE TICKET IS SUBJECT TO THE AGENCY'S APPROACH PROVIDED THE ORIGIN OR THE ULTIMATE TICKETED DESTINATION IS A POINT IN CANADA.

"INTERLINE TRAVEL":

TRAVEL INVOLVING MULTIPLE AIR CARRIERS LISTED ON

A

SINGLE TICKET THAT IS PURCHASED VIA A SINGLE TRANSACTION.

"SINGLE TICKET":

A DOCUMENT THAT PERMITS TRAVEL FROM ORIGIN TO DESTINATION. IT MAY INCLUDE INTERLINE/CODE-SHARE AND INTRA-LINE SEGMENTS. IT MAY ALSO INCLUDE END-TO-END COMBINATIONS (I.E., STAND ALONE FARES THAT CAN BE BOUGHT SEPARATELY BUT COMBINED TOGETHER TO FORM ONE PRICE).

-54-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY

IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0115

TITLE/APPLICATION - 70 (CONT)

"SUMMARY PAGE AT THE END OF AN ONLINE PURCHASE":

A PAGE ON A CARRIER'S WEB SITE WHICH SUMMARIZES THE DETAILS OF A TICKET PURCHASE TRANSACTION JUST AFTER THE PASSENGER HAS AGREED TO PURCHASE THE TICKET FROM THE CARRIER AND HAS PROVIDED A FORM

OF

PAYMENT.

"ULTIMATE TICKETED DESTINATION":

IN SITUATIONS WHERE A PASSENGER'S ORIGIN IS A NON-CANADIAN POINT AND THE ITINERARY INCLUDES AT LEAST ONE STOP IN CANADA, AS WELL AS AT LEAST ONE STOP OUTSIDE CANADA. IF THE STOP IN CANADA IS

THE

FARTHEST CHECKED POINT AND THE STOP IS MORE THAN 24 HOURS, THE AGENCY WOULD CONSIDER THE ULTIMATE TICKETED DESTINATION TO BE CANADA.

CARRIER DEFINITIONS (VARIOUS)

"DOWN LINE CARRIER ":

ANY CARRIER, OTHER THAN THE SELECTING CARRIER,

WHO

IS IDENTIFIED AS PROVIDING INTERLINE TRANSPORTATION TO THE PASSENGER BY VIRTUE OF THE PASSENGER'S TICKET.

"MARKETING CARRIER":

THE CARRIER THAT SELLS FLIGHTS UNDER ITS CODE.

"MOST SIGNIFICANT CARRIER (MSC)":
IS DETERMINED BY A METHODOLOGY, ESTABLISHED BY
IATA (RESOLUTION 302), WHICH ESTABLISHES, FOR
EACH
PORTION OF A PASSENGER'S ITINERARY WHERE BAGGAGE
IS CHECKED THROUGH TO A NEW STOPOVER POINT, WHICH
CARRIER WILL BE PERFORMING THE MOST SIGNIFICANT
PART OF THE SERVICE. FOR TRAVELERS UNDER THE
RESOLUTION 302 SYSTEM, THE BAGGAGE RULES OF THE
MSC WILL APPLY. FOR COMPLEX ITINERARIES
INVOLVING
MULTIPLE CHECKED BAGGAGE POINTS, THERE MAY BE
MORE
THAN ONE MSC, RESULTING IN THE APPPLICATION OF
DIFFERING BAGGAGE RULES THROUGH AN ITINERARY.
"MOST SIGNIFICANT CARRIER (MSC)-IATA RESOLUTION 302 AS
CONDITIONED BY THE AGENCY":
IN THIS INSTANCE, THE MSC IS DETERMINED BY
APPLYING IATA RESOLUTION 302 METHODOLOGY AS
CONDITIONED BY THE AGENCY. THE AGENCY'S
RESERVATION HAS STIPULATED THAT ONLY A SINGLE SET
OF BAGGAGE RULES MAY APPLY TO ANY GIVEN INTERLINE
ITINERARY. THE AIM OF THE AGENCY'S RESERVATION
IS
TO ALLOW THE SELECTING CARRIER TO USE THE MSC
METHODOLOGY TO DETERMINE WHICH CARRIER'S BAGGAGE
RULES APPLY TO AN INTERNATIONAL INTERLINE
ITINERARY TO OR FROM CANADA, WHILE REINFORCING
THE
ROLE OF TARIFFS IN THE DETERMINATION OF WHICH
CARRIER'S RULES APPLY.

"OPERATING CARRIER":

-55-

GFS TEXT MENU RULE CATEGORY TEXT DISPLAY
IN EFFECT ON: 28AUG18

AREA: ZZ TARIFF: IPRG CXR: WS RULE: 0115

TITLE/APPLICATION - 70 (CONT)

THE CARRIER THAT OPERATES THE ACTUAL FLIGHT.

"PARTICIPATING CARRIER(S)":

INCLUDES BOTH THE SELECTING CARRIER AND DOWN LINE
CARRIERS WHO HAVE BEEN IDENTIFIED AS PROVIDING
INTERLINE TRANSPORTATION TO THE PASSENGER BY
VIRTUE OF THE PASSENGER'S TICKET.

"SELECTED CARRIER":

THE CARRIER WHOSE BAGGAGE RULES APPLY TO THE
ENTIRE INTERLINE ITINERARY.

"SELECTING CARRIER":

THE CARRIER WHOSE DESIGNATOR CODE IS IDENTIFIED

ON

THE FIRST SEGMENT OF THE PASSENGER'S TICKET AT

THE

BEGINNING OF AN ITINERARY ISSUED ON A SINGLE

TICKET WHOSE ORIGIN OR ULTIMATE DESTINATION IS IN
CANADA.