

Porter's Domestic Tariff, CTA(A) No. 1

Rule 18. DENIED BOARDING COMPENSATION

In the case of an oversold flight, if a passenger has been denied a reserved seat and has checked in prior to the posted check-in cutoff time, the carrier will:

- (a) refund the total fare paid for each unused segment; or
- (b) arrange to provide reasonable alternate transportation on its own services.

Canada Transportation Act, S.C., 1996, c. 10, as amended

67.2(1) If, on complaint in writing to the Agency by any person, the Agency finds that the holder of a domestic licence has applied terms or conditions of carriage applicable to the domestic service it offers that are unreasonable or unduly discriminatory, the Agency may suspend or disallow those terms or conditions and substitute other terms or conditions in their place.

Air Transportation Regulations, SOR/88-58, as amended

107(1) Every tariff shall contain

[...]

(n) the terms and conditions of carriage, clearly stating the air carrier's policy in respect of at least the following matters, namely,

- (i) the carriage of persons with disabilities,
- (ii) acceptance of children,
- (iii) compensation for denial of boarding as a result of overbooking,
- (iv) passenger re-routing,
- (v) failure to operate the service or failure to operate on schedule,
- (vi) refunds for services purchased but not used, whether in whole or in part, either as a result of the client's unwillingness or inability to continue or the air carrier's inability to provide the service for any reason,
- (vii) ticket reservation, cancellation, confirmation, validity and loss,
- (viii) refusal to transport passengers or goods,
- (ix) method of calculation of charges not specifically set out in the tariff,
- (x) limits of liability respecting passengers and goods,
- (xi) exclusions from liability respecting passengers and goods, and
- (xii) procedures to be followed, and time limitations, respecting claims;

Canadian Transportation Agency General Rules, SOR/2005-35

14(3) The Agency may, by order,

- (a) allow, in whole or in part, the request to amend a document; and
- (b) strike out any document or part of it that has not been amended in accordance with the Agency's order, or that may prejudice, hinder or delay the fair conduct of the proceeding.