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

TITLE/APPLICATION - 70
K SCHEDULE IRREGULARITIES
(A) GENERAL
(1) SCHEDULES NOT GUARANTEED. TIMES AND
AIRCRAFT TYPE SHOWN IN TIMETABLES OR ELSEWHERE ARE
APPROXIMATE AND NOT GUARANTEED, AND FORM NO PART OF THE
SUBJECT TO CONTRACT OF CARRIAGE. SCHEDULES ARE
OR CHANGE WITHOUT NOTICE. NO EMPLOYEE, AGENT
BIND REPRESENTATIVE OF CARRIER IS AUTHORIZED TO
AS TO CARRIER BY ANY STATEMENTS OR REPRESENTATION
OR OF THE DATES OR TIMES OF DEPARTURE OR ARRIVAL,

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TITLE/APPLICATION - 70 (CONT)
THE OPERATION OF ANY FLIGHT. IT IS ALWAYS
RECOMMENDED THAT THE PASSENGER ASCERTAIN
THE FLIGHT'S STATUS AND DEPARTURE TIME EITHER
BY REGISTERING FOR UPDATES ON THEIR ELECTRONIC
REFERRING DEVICE, VIA THE CARRIER'S WEB SITE OR BY
TO AIRPORT TERMINAL DISPLAYS.
(2) CARRIER NOT RESPONSIBLE
PASSENGER CARRIER ASSUMES NO RESPONSIBILITY FOR
THE MAKING CONNECTIONS NOT INCLUDED AS PART OF
IS NOT ITINERARY SET OUT IN THE TICKET. CARRIER
OMISSIONS RESPONSIBLE FOR CHANGES, ERRORS OR
REPRESENTATIONS OF EITHER IN TIMETABLES OR OTHER
CAUSED SCHEDULES. CARRIER IS NOT RESPONSIBLE FOR
NON-COMPENSATORY OR UNFORESEEABLE DAMAGES
BY DELAY, SUCH AS DAMAGES RESULTING FROM
SCHEDULE PASSENGER'S PURPOSE OF TRAVEL OR PERSONAL
AT ARRIVAL. THE CARRIER WILL NOT GUARANTEE

AND
OR
PASSENGERS'
LABOUR
PASSENGER MAY
REGARDING
TO
REASONABLE
FOR THE
SUBJECT
SUBSTITUTE
STOPOVERS OR
OF THE
TRANSPORTATION
MAKE
ARRANGEMENTS FOR
DELAY
DELAY.
FOLLOWING:
ARRIVAL OF A
SCHEDULED
INTERRUPTION IN
DIFFERENT

WILL NOT BE HELD LIABLE FOR CANCELLATIONS
CHANGES TO FLIGHT TIMES THAT APPEAR ON
TICKETS DUE TO FORCE MAJEURE, INCLUDING
DISRUPTIONS OR STRIKES. HOWEVER, A
INVOKE THE PROVISIONS OF THE CONVENTION
LIABILITY IN THE CASE OF DELAY.
(3) BEST EFFORTS
CARRIER UNDERTAKES TO USE ITS BEST EFFORTS
CARRY THE PASSENGER AND BAGGAGE WITH
DISPATCH, BUT NO PARTICULAR TIME IS FIXED
COMMENCEMENT OR COMPLETION OF CARRIAGE.
THERETO CARRIER MAY, WITHOUT NOTICE,
ALTERNATE CARRIERS OR
AIRCRAFT AND MAY ALTER THE ROUTE, ADD
OMIT THE STOPPING PLACES SHOWN ON THE FACE
TICKET IN CASE OF NECESSITY.
(B) OPERATING CARRIER TO ARRANGE ALTERNATE
THE CARRIER OPERATING THAT FLIGHT THAT IS
EXPERIENCING THE SCHEDULE IRREGULARITY WILL
THE ALTERNATIVE TRANSPORTATION
THE PASSENGER AND WILL APPLY ITS OWN TARMAC
CONTINGENCY PLAN IN THE EVENT OF A TARMAC
(C) SCHEDULE IRREGULARITY
(1) DEFINITION
SCHEDULE IRREGULARITY MEANS ANY OF THE
(A) DELAY IN SCHEDULED DEPARTURE OR
CARRIER'S FLIGHT
(B) FLIGHT CANCELLATION, OMISSION OF A
STOP, OR ANY OTHER DELAY OR
THE SCHEDULED OPERATION OF A CARRIER'S
FLIGHT, OR
(C) SUBSTITUTION OF EQUIPMENT OR OF A

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TITLE/APPLICATION - 70 (CONT)
CLASS OF SERVICE, OR
(D) SCHEDULE CHANGES WHICH REQUIRE
REROUTING OF PASSENGER AT DEPARTURE TIME OF THE
ORIGINAL FLIGHT.
SHALL (2) IN THE CASE OF A SCHEDULE IRREGULARITY, AC
UNLESS IMPLEMENT THE PROVISIONS OF THIS RULE,
IN APPLICABLE LOCAL LAW PROVIDES OTHERWISE.
THE PARTICULAR, FOR FLIGHTS DEPARTING FROM THE
REGULATION NO. FOLLOWING COUNTRIES, AIR CANADA WILL APPLY
5772-2012. PROVISIONS OF THE FOLLOWING LEGISLATIONS:
EUROPEAN UNION AND SWITZERLAND: EC
RIGHTS 261/2004; ISRAEL: AVIATION SERVICES LAW
(COMPENSATION AND ASSISTANCE FOR FLIGHT
INFORMATION (CANCELLATION OR CHANGE OF CONDITIONS),
CANADA TURKEY: REGULATIONS ON AIR PASSENGER
PASSENGERS (SHY-PASSENGER)
CHANGES AND (3) GIVEN THAT PASSENGERS HAVE A RIGHT TO
DELAY ON FLIGHT TIMES AND SCHEDULE CHANGES, AIR
CARRIER WILL MAKE REASONABLE EFFORTS TO INFORM
ON MY OF DELAYS, CANCELLATIONS AND SCHEDULED
ON TO THE EXTENT POSSIBLE, THE REASON FOR THE
ADDITIONAL OR CHANGE.
(4) IN THE EVENT OF A SCHEDULED IRREGULARITY,
WILL EITHER:
NOTE: ADDITIONAL SERVICES ARE PROVIDED TO
WAY CUSTOMERS, AS DETAILED BELOW):
(A) CARRY THE PASSENGER ON ANOTHER OF ITS
PASSENGER AIRCRAFT OR CLASS OF SERVICE
WHICH SPACE IS AVAILABLE WITHOUT
CHARGE REGARDLESS OF THE CLASS OF

SERVICE;

WHICH AIR

THE

AT

DESTINATION

PORTION

TRANSPORTATION

REVISED

THAN

APPLICABLE

RULE 100,

PAYMENT

TRAVEL

OPTION

REASONABLE

(B) OR, AT CARRIER'S OPTION;
ENDORSE TO ANOTHER AIR CARRIER WITH

CANADA HAS AN AGREEMENT FOR SUCH
TRANSPORTATION, THE UNUSED PORTION OF

TICKET FOR PURPOSES OF REROUTING; OR

(C) CARRIER'S OPTION;
REROUTE THE PASSENGER TO THE

NAMED ON THE TICKET OR APPLICABLE

THEREOF BY ITS OWN OR OTHER

SERVICES; AND IF THE FARE FOR THE

ROUTING OR CLASS OF SERVICE IS HIGHER

THE REFUND VALUE OF THE TICKET OR

PORTION THEREOF AS DETERMINED FROM

CARRIER WILL REQUIRE NO ADDITIONAL

FROM THE PASSENGER BUT WILL REFUND THE
DIFFERENCE IF IT IS LOWER OR.

(D) IF THE PASSENGER CHOOSES TO NO LONGER

OR IF CARRIER IS UNABLE TO PERFORM THE

STATED IN (A) ABOVE WITHIN A

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TITLE/APPLICATION - 70 (CONT)

IN

AMOUNT TIME, MAKE INVOLUNTARY REFUND

AIR

(E) ACCORDANCE WITH RULE 100 OR,
UPON REQUEST, FOR CANCELLATIONS WITHIN

POINT

CANADA'S CONTROL, RETURN PASSENGER TO

WITH RULE

OF ORIGIN AND REFUND IN ACCORDANCE

BEEN

100 AS IF NO PORTION OF THE TRIP HAD

RULES),

MADE (IRRESPECTIVE OF APPLICABLE FARE

OR SUBJECT TO PASSENGER'S AGREEMENT,

OFFER A
THE SAME

CREDIBLE
CERTAIN
ARRIVAL AT
OUT IN
WAY

WILL,
ALL
ACCOUNT, AND
A SEAT
SCHEDULE

REDUCE
CLAIM

NEITHER

LOCAL
RULE,
ITS
WAY

LONGER
WHERE
OUR ON
THE

TRAVEL VOUCHER FOR FUTURE TRAVEL IN
AMOUNT; OR, UPON PASSENGER REQUEST.
(F) FOR CANCELLATIONS WITHIN AIR CANADA'S
CONTROL, IF PASSENGER PROVIDES
VERBAL ASSURANCE TO AIR CANADA OF
CIRCUMSTANCES THAT REQUIRE HIS/HER
DESTINATION EARLIER THAN OPTIONS SET
SUBPARAGRAPH (A) ABOVE, OR, FOR ON MY
CUSTOMERS, FOR CANCELLATIONS WITHIN OR
OUTSIDE CARRIER'S CONTROL, AIR CANADA
IF IT IS REASONABLE TO DO SO, TAKING
CIRCUMSTANCES KNOWN TO IT INTO
SUBJECT TO AVAILABILITY, BUY PASSENGER
ON ANOTHER CARRIER WHOSE FLIGHT IS
TO ARRIVE APPRECIABLY EARLIER THAN THE
OPTIONS PROPOSED IN (A) ABOVE.
NOTHING IN THE ABOVE SHALL LIMIT OR
THE PASSENGER'S RIGHT, IF ANY, TO
DAMAGES, IF ANY, UNDER THE APPLICABLE
CONVENTION, OR UNDER THE LAW WHEN
CONVENTION APPLIES.
(5) EXCEPT AS OTHERWISE PROVIDED IN APPLICABLE
LAW, IN ADDITION TO THE PROVISIONS OF THIS
IN CASE OF SCHEDULED IRREGULARITY WITHIN
CONTROL (AND OUTSIDE ITS CONTROL, FOR ON MY
CUSTOMERS) AIR CANADA WILL OFFER:
(A) FOR A SCHEDULE IRREGULARITY LASTING
THAN 4 HOURS, A MEAL VOUCHER FOR USE,
AVAILABLE, AT AN AIRPORT RESTAURANT OR
BOARD CAFE, OF AN AMOUNT DEPENDANT ON
TIME OF DAY.
(B) FOR A SCHEDULE IRREGULARITY LASTING

OVERNIGHT
SUBJECT OR OVER 8 HOURS, HOTEL ACCOMMODATION
TRANSPORTATION TO AVAILABILITY AND GROUND
THIS BETWEEN THE AIRPORT AND THE HOTEL.
TOWN SERVICE IS ONLY AVAILABLE FOR OUT OF
PASSENGERS.
AIRCRAFT (C) IF PASSENGERS ARE ALREADY ON THE
OFFER WHEN A DELAY OCCURS, AIR CANADA WILL
PRACTICAL DRINKS AND SNACKS IF IT IS SAFE,
EXCEEDS 90 AND TIMELY TO DO SO. IF THE DELAY

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TITLE/APPLICATION - 70 (CONT)
CANADA MINUTES AND CIRCUMSTANCES PERMIT, AIR
IT IS WILL OFFER PASSENGERS THE OPTION OF
DISEMBARKING FROM THE AIRCRAFT UNTIL
TIME TO DEPART.
(D) FREE BAGGAGE ALLOWANCE
AN INVOLUNTARILY REROUTED PASSENGER SHALL BE
ENTITLED TO RETAIN THE FREE BAGGAGE ALLOWANCE APPLICABLE
FOR THE TYPE OF SERVICE ORIGINALLY PAID FOR. THIS
PROVISION SHALL APPLY EVEN THOUGH
THE PASSENGER MAY BE TRANSFERRED FROM ONE FARE
CLASS TO ANOTHER.
(E) ON MY WAY SERVICE
IN ADDITION TO THE SERVICES SET OUT HEREIN, AIR
CANADA WHO WILL PROVIDE ADDITIONAL SERVICES TO CUSTOMERS
PURCHASE THE ON MY WAY SERVICE.
(1) THE ON MY WAY SERVICE MAY BE PURCHASED ON
AIR CANADA'S WEBSITE FOR FLIGHTS OPERATED BY
AIR CANADA AND AIR CANADA EXPRESS WITHIN CANADA
AND BETWEEN CANADA AND THE CONTINENTAL U.S.A.,

HAWAII
TO
HAUL (UP
HAUL
FEE IS
WAY
MY WAY
AVAILABLE TO
MAIL AND
BEEN
PRIOR TO
GATE
BOOKING
THROUGH
BE
CAR
AIR
KILOMETRES
MAXIMUM OF
ALTERNATIVELY,

AND ALASKA BOOKED MORE THAN 96 HOURS PRIOR
TRAVEL.
(2) THE APPLICABLE FEE IS \$25 CAD FOR SHORT-
TO 1609 KM)/1000 MILES) OR \$35 CAD FOR LONG
FLIGHTS (1610 OR MORE KM/1001 MILES) PER
DIRECTION, SUBJECT TO APPLICABLE TAXES.
NON-REFUNDABLE.
(3) THE ADDITIONAL SERVICES PROVIDED TO ON MY
CUSTOMERS ARE, IN THE CASE OF ANY SCHEDULE
IRREGULARITY:
(A) EXCLUSIVE TOLL FREE ACCESS TO THE ON
DESK, AVAILABLE 24/7, AND STAFFED WITH
SPECIALIZED AIR CANADA AGENTS
PROVIDE ASSISTANCE;
(B) AUTOMATIC FLIGHT NOTIFICATION, BY E-
SMS (WHEN A MOBLE PHONE NUMBER HAS
PROVIDED), COMMENCING FOUR (4) HOURS
THE SCHEDULE DEPARTURE TIME PROVIDING
AND CONNECTING FLIGHT INFORMATION;
(C) WHERE NO FLIGHT IS AVAILABLE FOR RE-
AND WHERE THE TRIP CAN BE COMPLETED
GROUND TRANSPORTATION, PASSENGER WILL
PROVIDED, AT HIS OR HER OPTION WITH A
RENTAL (WITH A PROVIDER SELECTED BY
CANADA), WITHIN A MAXIMUM OF 200
FROM LOCATION OF PASSENGER, OR PROVIDE
PASSENGER COMPENSATION AS FOLLOWS:
(I) A PARKING ALLOWANCE (UP TO A
\$40) WHERE PASSENGER HAS INCURRED
PARKING EXPENSES; OR,

TITLE/APPLICATION - 70 (CONT)
(II) A TAXI ALLOWANCE (UP TO A MAXIMUM
OF \$100), WHERE PASSENGER HAS
INCURRED TAXI EXPENSES. PASSENGER MAY RECEIVE
THE COMPENSATION FOR ONLY ONE FORM OF
PASSENGER COMPENSATION INDICATED ABOVE.
RECEIPTS FOR MAY BE REQUESTED TO PROVIDE
INCURRED. PARKING OR TAXI EXPENSES

(4) SHOULD PASSENGER, PRIOR TO OR FOLLOWING A
FLIGHT DELAY OR CANCELLATION, ELECT TO CANCEL HIS
OR HER FLIGHT, THEN PASSENGER SHALL NOT BE
ENTITLED TO ANY OF THE ADDITIONAL ON MY WAY SERVICES.
OR (5) AIR CANADA IS NOT RESPONSIBLE FOR THE ACTS
RENTAL OR OMISSIONS OF THIRD PARTY SERVICE PROVIDERS
FOR OFFERING AIR TRANSPORTATION, HOTELS, CAR
MEET, OTHER SERVICES AS DESCRIBED IN THIS RULE
REQUIREMENTS PASSENGERS PURCHASING ON MY WAY. ALL SUCH
(E.G., SERVICES ARE SUBJECT TO, AND PASSENGER MUST
IS NOT THE TERMS, CONDITIONS AND OTHER
THESE IMPOSED BY THESE THIRD-PARTY SUPPLIERS
LIABILITY QUALIFICATIONS FOR CAR RENTAL). AIR CANADA
LIMITED LIABLE FOR FAILURE BY PASSENGER TO MEET
WELL TERMS, CONDITIONS AND REQUIREMENTS. THE
ARRANGEMENTS. OF SUCH SERVICE PROVIDERS MAY, IN TURN, BE
BOUND TO BY THEIR TARIFFS, CONDITIONS OF CARRIAGE AS
WHICH AS INTERNATIONAL CONVENTIONS AND
AREA: ZZ TARIFF: IPRG LIMIT OR EXCLUDE LIABILITY.
CXR: AC RULE: 0085

 TITLE/APPLICATION - 70
 K VOLUNTARY CHANGES AND REROUTING
 (A) WHEN CHANGE CAN BE MADE
 AT THE PASSENGER'S REQUEST AND SUBJECT TO
 PAYMENT OF ANY FEE SET OUT IN APPLICABLE FARE RULE, CARRIER
 WILL EFFECT A CHANGE IN THE ROUTING (OTHER THAN THE
 POINT OF ORIGIN), DESTINATION CARRIER(S), CLASS OF
 SERVICE, FLIGHT COUPON(S), TRAVEL DATES, OR WILL CANCEL A
 THE RESERVATION PROVIDED THAT SUCH CARRIER ISSUED
 TICKET.
 (B) METHOD OF EFFECTING CHANGE
 THE CHANGE REQUESTED BY THE PASSENGER SHALL BE
 EFFECTED BY:
 (1) ENDORSEMENT OR COUPON CONTROL OF SUCH
 UNUSED

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 TITLE/APPLICATION - 70 (CONT)
 TICKET OR FLIGHT COUPON(S) OR,
 (2) RETICKETING OF THE PASSENGER.
 (C) APPLICABLE FARE
 (1) THE FARE, FEES, CHARGES AND SURCHARGES
 APPLICABLE AS A RESULT OF ANY SUCH CHANGE IN ROUTING,
 FARE, DESTINATION, OR CARRIER SHALL BE THE NEW
 AVAILABLE AT TAXES, FEES, CHARGES AND SURCHARGES
 APPLICABLE THE TIME THE CHANGE IS MADE, PLUS
 RULE CHANGE FEE OR PENALTY, PER APPLICABLE FARE
 PROVIDED THAT,
 (A) ADDITIONAL PASSAGE AT THE THROUGH FARE
 SHALL NOT BE PERMITTED UNLESS REQUEST HAS
 BEEN MADE PRIOR TO ARRIVAL AT THE DESTINATION
 NAMED ON THE ORIGINAL TICKET AND
 ONE WAY (B) AFTER THE CARRIAGE HAS COMMENCED, A
 ROUND TICKET SHALL NOT BE CONVERTED INTO A

ROUND TRIP
PORTION
TRIP
TRIP
REQUEST
ARRIVAL AT
TICKET
FEES,
TAXES, FEES,
PASSENGER WILL
CARRIER
REFUND
WILL BE
TICKET.
LATE
ROUTINGS

TRIP OR CIRCLE TRIP TICKET AT THE
OR CIRCLE TRIP DISCOUNT FOR ANY
ALREADY FLOWN; AND
(C) AFTER CARRIAGE HAS COMMENCED A ROUND
TICKET CAN BE CONVERTED INTO A CIRCLE
TICKET, OR VICE VERSA PROVIDED THAT
IS MADE PRIOR TO THE PASSENGER'S
THE DESTINATION NAMED ON THE ORIGINAL
OR MISCELLANEOUS CHARGES ORDER.
(2) ANY DIFFERENCE BETWEEN THE FARE, TAXES,
CHARGES AND SURCHARGES APPLICABLE UNDER
SUBPARAGRAPH (A) ABOVE, AND THE FARE,
CHARGES AND SURCHARGES PAID BY THE
BE COLLECTED FROM THE PASSENGER BY THE
ACCOMPLISHING THE REROUTING, WHO WILL ALSO
ANY AMOUNT PER REFUND RULE 100.
(D) EXPIRATION DATE
THE EXPIRATION DATE OF ANY NEW TICKET ISSUED
THE SAME AS THE EXPIRATION DATE OF THE OLD
(E) TIME LIMITS ON CANCELLATIONS AND CHARGES FOR
CANCELLATIONS WILL BE APPLICABLE TO REVISED
REQUESTED BY PASSENGER.