

General Conditions of Carriage

IMPORTANT CONDITIONS

1. You must obtain your boarding pass and check in any baggage by the check-in deadline shown below.

Additionally, you must be available for boarding at the boarding gate by the deadline shown below. Failure to meet this deadline may result in the loss of your assigned seat or the cancellation of your reservation.

Destination	Check-in Deadline	Boarding Gate Deadline
Within Canada	30 minutes	20 minutes
To/From USA	45 minutes	20 minutes
To/From international (including Mexico and Caribbean)	60 minutes	30 minutes
Exceptions From Paris	60 minutes	40 minutes

2. Reconfirmation of flights is not required, but you may confirm your flight times by visiting aircanada.com and selecting flight status on the main page or by calling Air Canada [Website Assistance](#) prior to your departure

3. Advance seat assignments are not guaranteed and may change without notice. If your pre-assigned seat is unavailable, we will try to accommodate you in a comparable seat in the same class of service and will refund any applicable fees.

4. Any travel credit banked for unused tickets is non-transferable: when the credit is redeemed, it must be used by the same person whose name appears on the original ticket.

5. Voluntary changes to your itinerary may require the payment of additional fees and fare upgrades. If you are travelling on a Non-Refundable ticket, Air Canada will be unable to make exceptions in the event of an unexpected trip cancellation or medical emergency. We recommend the purchase of travel insurance.

6. Unless you have opted out of your free checked baggage allowance. You may travel with 2 pieces of checked baggage not exceeding 23kg (50lbs) each, with overall dimensions (total of length, width and height) not exceeding 158cm (62in). Any items exceeding these limits will be subject to applicable excess baggage charges. No piece of baggage weighing more than 32 kg (70lbs) or exceeding 292 cm (115 in) in dimension will be accepted.

You may also carry onboard one standard article with maximum dimensions of 23 x 40 x 55cm (9 x 15.5 x 21.5in) and one business article with maximum dimensions 16 x 33 x 43cm (6 x 13 x 17in) each weighing no more than 10kg (22lbs). It is recommended that documents and medication are packed in your carry-on baggage, as Air Canada will not be responsible for their loss, damage or delay. For additional information, please refer to [Baggage Information section](#).

7. For safety reasons, dangerous articles must not be packed in checked or carry-on baggage. Air Canada assumes no liability for perishables, valuables, jewellery, liquids, business documents, samples, money, securities, negotiable papers, electronic equipment and accessories, cameras, silverware and fragile articles.

8. International travel

All airlines, including Air Canada are required by security laws in the U.S. and several other countries to give border control agencies access to passenger data. Accordingly, any information we hold about you and your travel arrangements may be disclosed to customs and immigration authorities of any country in your itinerary.

NOTICE - SOLD SUBJECT TO TARIFF REGULATIONS

If your journey involves an ultimate destination or stop in a country other than the country of departure, the Warsaw Convention may be applicable and the Convention governs and in most cases limits the liability of carriers for death or personal injury and in respect of loss of or damage to baggage. See also notices headed "Advice to International passengers on limitation of liability" and "Notice of baggage liability limitations".

Carrier reserves the right to refuse carriage to any person who has acquired a ticket in violation of applicable law or carrier's tariffs, rules or regulations. You may be required to present the credit card used to purchase your ticket at checkin.

If your travel itinerary is not "entirely" within Canada or the United States, an Itinerary/Receipt will follow by fax or mail. If you do not receive it prior to the commencement of your trip, please call Air Canada Technical Support at 1-888-712-7786 or obtain a copy at any Air Canada Airport ticket counter.

OVERBOOKING NOTICE

Airline flights may be overbooked, and there is a slight chance that a seat will not be available on a flight for which a person has a confirmed reservation. If the flight is overbooked, no one will be denied a seat until airline personnel first ask for volunteers willing to give up their reservation in exchange for a payment of the airline's choosing. If there are not enough volunteers, the airline will deny boarding to other persons in accordance with its particular boarding priority. With few exceptions, persons denied boarding involuntarily are entitled to compensation. The complete rules for the payment of compensation and boarding priorities are available at all airport ticket counters and boarding locations.

NOTICE OF LIMITATION OF LIABILITY FOR CARRIAGE OF PETS

Air Canada will not be responsible in the event of loss, delay, injury, sickness or death of any pet animal accepted for transportation.

NOTICE OF BAGGAGE LIABILITY LIMITATIONS

Liability for loss, delay or damage to baggage is limited unless a higher value is declared in advance and additional charges are paid. For travel wholly between points in Canada, the liability limit is \$1,500 CAD per passenger. For most international travel (including domestic portions of such

journeys), the liability limit is approx. \$9.07 USD per pound (\$20 USD per kilo) for checked baggage and \$400 USD per passenger for unchecked baggage. Special rules may apply to fragile, valuable or perishable articles. For further information, please consult your carrier.

ADVICE TO INTERNATIONAL PASSENGERS ON LIMITATION OF LIABILITY

Passengers on a journey involving an ultimate destination or stop in a country other than the country of origin are advised that the provisions of a treaty known as the Warsaw Convention may be applicable to the entire journey, including any portion entirely within the country of origin or destination. For such passengers on a journey to, from, or with an agreed stopping place in the United States of America, the Convention and special contracts of carriage embodied in applicable tariffs provide that the liability of certain carriers, parties to such special contracts for death of or personal injury to passengers is limited in most cases to proven damages not to exceed US \$75,000 per passenger, and that this liability up to such limit shall not depend on negligence on the part of the carrier.

For such passengers travelling by a carrier not a party to such special contracts or on a journey not to, from, or having an agreed stopping place in the United States of America, liability of the carrier for death or personal injury to passenger is limited in most cases to approximately U.S. \$10,000 or U.S. \$20,000.

The names of carriers, parties to such special contracts, are available at all ticket offices of such carriers and may be examined on request.

Additional protection can usually be obtained by purchasing insurance from a private company. Such insurance is not affected by any limitation of the carrier's liability under the Convention or such special contracts of carriage. For further information, please consult your airline or insurance company representative.

NOTE: The limit of liability of U.S. \$75,000 above is inclusive of legal fees and costs except that in case of a claim brought in a state where provision is made for separate award of legal fees and costs, the limit shall be the sum of U.S. \$58,000 exclusive of legal fees and costs.

CONDITIONS OF CONTRACT

1. As used in this contract, "ticket" means this passenger ticket and baggage check, or this itinerary/receipt if applicable, in the case of an electronic ticket, of which these conditions and the notices form part, "carriage" is equivalent to "transportation", "carrier" means all air carriers that carry or undertake to carry the passenger or his baggage hereunder or perform any other service incidental to such air carriage, "electronic ticket" means the itinerary/receipt issued by or on behalf of carrier, the electronic coupons and, if applicable, a boarding document. "Warsaw Convention" means the Convention for the Unification of Certain Rules Relating to International Carriage by Air signed at Warsaw, 12th October 1929, or that Convention as amended at The Hague, 28th September 1955, whichever may be applicable.
2. Carriage hereunder is subject to the rules and limitations relating to liability established by the Warsaw Convention unless such carriage is not "international carriage" as defined by that Convention.
3. To the extent not in conflict with the foregoing, carriage and other services performed by each carrier are subject to: (i) provisions contained in this ticket, (ii) applicable tariffs, (iii) carrier's

conditions of carriage and related regulations which are made part hereof (and are available on application at the offices of carrier), except in transportation between a place in the United States or Canada and any place outside thereof to which tariffs in force in those countries apply.

4. Carrier's name may be abbreviated in the ticket, the full name and its abbreviation being set forth in carrier's tariffs, conditions of carriage, regulations or timetables; carrier's address shall be the airport of departure shown opposite the first abbreviation of carrier's name in the ticket; the agreed stopping places are those places set forth in this ticket or as shown in carrier's timetables as scheduled stopping places on the passenger's route; carriage to be performed hereunder by several successive carriers is regarded as a single operation.

5. An air carrier issuing a ticket for carriage over the lines of another air carrier does so only as its agent.

6. Any exclusion or limitation of liability of carrier shall apply to and be for the benefit of agents, servants and representatives of carrier and any person whose aircraft is used by carrier for carriage and its agents, servants and representatives.

7. Checked baggage will be delivered to bearer of the baggage check. In case of damage to baggage moving in international transportation, complaint must be made in writing to carrier forthwith after discovery of damage and, at the latest, within 7 days from receipt; in case of delay, complaint must be made within 21 days from date the baggage was delivered. See tariffs or conditions of carriage regarding non-international transportation.

8. This ticket is good for carriage for one year from date of issue, except as otherwise provided in this ticket, in carrier's tariffs, conditions of carriage, or related regulations. The fare for carriage hereunder is subject to change prior to commencement of carriage. Carrier may refuse transportation if the applicable fare has not been paid.

9. Carrier undertakes to use its best efforts to carry the passenger and baggage with reasonable dispatch. Times shown in timetables or elsewhere are not guaranteed and form no part of this contract. Carrier may without notice substitute alternate carriers or aircraft, and may alter or omit stopping places shown on the ticket in case of necessity. Schedules are subject to change without notice. Carrier assumes no responsibility for making connections.

10. Passengers shall comply with Government travel requirements, present exit, entry and other required documents and arrive at airport by time fixed by carrier or, if no time is fixed, early enough to complete departure procedures.

11. No agent, servant or representative of carrier has authority to alter, modify or waive any provision of this contract.