

Airline Tariff Publishing Company, Agent

CANADIAN GENERAL RULES TARIFF NO. CGR-1

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AIR CANADA
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CANADIAN GENERAL RULES TARIFF NO. CGR-1

AIR CANADA
SECTION I - GENERAL RULES

C[N]RULE 37AC ADDITIONAL SERVICE STANDARD COMMITMENTS

The rules contained in this tariff, including rules 240, 245, and 250, shall be interpreted in accordance with the principles set out below, and adjusted in accordance thereto.

1. Given that passengers have a right to information on flight times and schedule changes, Air Canada will make reasonable efforts to inform passengers of delays and scheduled changes and to the extent possible, the reason for the delay or change.
2. Given that passengers have a right to take the flight they paid for, if the plane is over-booked or cancelled, Air Canada will:
 - a) Find the passenger a seat on another flight operated by Air Canada;
 - b) Buy the passenger a seat on another carrier with whom it has a mutual interline traffic agreement; or
 - c) refund the unused portion of the passenger's ticket.
3. Given that passengers have a right to punctuality, Air Canada will undertake to do the following:
 - 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, Air Canada 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, Air Canada will pay for overnight hotel stay and airport transfers for passengers who did not start their travel at that airport.
 - c) If the passenger is already on the aircraft when a delay occurs, Air Canada will offer drinks and snacks if it is safe, practical and timely to do so. If the delay exceeds 90 minutes and circumstances permit, Air Canada will offer passengers the option of disembarking from the aircraft until it is time to depart.
4. Given that passengers have a right to retrieve their luggage quickly, if the luggage does not arrive on the same flight as the passenger, Air Canada will take steps to deliver the luggage to the passenger's residence/hotel as soon as possible. Air Canada will take steps to inform the passenger on the status of the luggage and will provide the passenger with an over-night kit as required. Compensation will be provided as per the provisions of this tariff.
5. Given that nothing in this present tariff would make Air Canada responsible for acts of nature or the acts of third parties, Air Canada will not be held responsible for inclement weather or the actions of third parties such as acts of government or air traffic control, airport authorities, security agencies, law enforcement or Customs and Immigration officials.

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