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For unexplained abbreviations, reference marks and symbols see IPGT-1, C.A.B. NO. 581, NTA(A) NO. 373.

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NO. AC-2

4th Revised Page AC-22-N
 Cancels 3rd Revised Page AC-22-N

RULE	<p style="text-align: center;">AIR CANADA SECTION I - GENERAL RULES</p>		
C	<p><u>[N]RULE 91AC ADDITIONAL SERVICE STANDARD COMMITMENTS</u></p> <p>The rules contained in this tariff, including rules 80 and 89, shall be interpreted in accordance with the principles set out below, and adjusted in accordance thereto.</p> <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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. 		
<p>For Rule 97 previously published on 3rd Revised page AC-22-N, see 2nd Revised Page AC-22-0</p>			
<p>For unexplained abbreviations, reference marks and symbols see IPGT-1, C.A.B. NO. 581, NTA(A) NO. 373.</p> <table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">ISSUED: April 24, 2009</td> <td style="width: 50%;">EFFECTIVE: June 8, 2009</td> </tr> </table>		ISSUED: April 24, 2009	EFFECTIVE: June 8, 2009
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2nd Revised Page AC-22-0
Cancels 1st Revised Page AC-22-0

RULE	AIR CANADA SECTION I - GENERAL RULES
97	<p>ACCEPTANCE OF BAGGAGE</p> <p>(A) GENERAL CONDITIONS OF ACCEPTANCE Carrier will accept for transportation as baggage, such personal property as is necessary or appropriate for the wear, use, comfort, or convenience of the passenger for the purpose of the trip, subject to the following conditions:</p> <ol style="list-style-type: none"> (1) All baggage is subject to inspection by the carrier; however, the carrier shall not be obligated to perform inspection. Carrier will refuse to transport or will remove at any point baggage that the passenger refuses to submit for inspection. (2) Carrier has the right to refuse to transport baggage on any flight other than the one carrying the passenger. (3) Unsuitable Articles <ol style="list-style-type: none"> (1) Baggage with protruding parts such as, but not limited to feet, wheels, pull straps, pull handles, hanger hooks, loose flaps and/or pockets. (2) Overpacked/oversized baggage. (3) Baggage with manufactured defect. (4) Articles strapped, fastened, or otherwise secured to other baggage being checked and which are not independently tagged and/or packaged. Such items include but are not limited to sleeping bags, tents, luggage racks, luggage carriers, and umbrellas. (4) Checked baggage will be carried in the same aircraft as the passenger unless such carriage is deemed impractical by carrier, in which event carrier will carry the baggage on the next preceding or subsequent flight on which space is available. (5) (Applicable only for transportation to/from points in Mexico/Caribbean.) Checked baggage in excess of the free baggage allowance (see Rule 115) may, due to a lack of space, may be carried on a flight subsequent to that on which the passenger is travelling. Such baggage will be accepted only upon execution of a release, supplied by the carrier which relieves the carrier from liability for: <ol style="list-style-type: none"> (a) the delivery of such baggage to any point other than the airport claim area in the city designated on the passenger's ticket. (b) delivery or associated charges necessary to reunite the passenger and their baggage and (c) any interim expense incurred by the passenger due to the delay in delivery of such bags. (6) (Applicable between the U.S. and Mexico, the Caribbean, and South America only) All boxes will be accepted on a space available basis whether part of the free baggage allowance or as an excess piece. EXCEPTION: (Applicable between the U.S. and the Caribbean only) No boxes will be accepted as excess baggage. <p>(B) INTENTIONALLY LEFT BLANK</p> <p>(C) ACCEPTANCE OF PETS Pets will only be accepted in accordance with the additional provisions and/or charges specified in Rules 105.</p>
(Continued on next page)	
For Rule 97 shown in effect hereon, see 3rd Revised page AC-22-N	
For unexplained abbreviations, reference marks and symbols see IPGT-1, C.A.B. NO. 581, NTA(A) NO. 373.	
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