

Airline Tariff Publishing Company, Agent  
**INTERNATIONAL PASSENGER RULES AND FARES TARIFF**  
**NO. AC-2**

19th Revised Page AC-19-A  
 Cancels 18th Revised Page AC-19-A

RULE	<p style="text-align: center;"><b>AIR CANADA</b>  <b>SECTION I - GENERAL RULES</b></p>
90	<p><b>DENIED BOARDING</b></p> <p>(A) When AC is unable to provide previously confirmed space due to there being more passengers holding confirmed reservations and tickets than for which there are available seats on a flight, AC shall implement the provisions of this rule, except for employee and industry discounted travel, unless applicable local law provides otherwise. In particular, for flights departing from the following countries, Air Canada will apply the provisions of the following legislations:          United States: US 14 CFR part 250;          European Union and Switzerland: EC regulation No. 261/2004;          Andean community countries: Decision 619;          Argentina: Administrative Order PRE-CJU-002-05 (18 November 2004)          Israel: Aviation Services Law (Compensation and Assistance for flight cancellation or change of conditions), 5772-2012.          Turkey: Regulations on Air Passenger Rights (SHY-Passenger)</p> <p>(B) <b>REQUEST FOR VOLUNTEERS</b>          (1) AC will request volunteers from among the confirmed passengers to relinquish their seats in exchange for compensation, the amount and form of which will be at Air Canada's discretion.          (2) Once a passenger has voluntarily relinquished his seat, he will not later be involuntarily denied boarding unless he was advised at the time he volunteered of such possibility and the amount of compensation to which he would be entitled.          (3) The request for volunteers and the selection of passengers to be denied boarding shall be in a manner solely determined by AC.</p> <p>(C) <b>BOARDING PRIORITIES</b>          (1) If a flight is oversold, no passenger may be involuntarily denied boarding until AC has first requested volunteers to relinquish their seats.          (2) In the event there are not enough volunteers, other passengers may be involuntarily denied boarding in accordance with AC boarding priority policy. Passengers with confirmed reservations, will be permitted to board in the following order until all available seats are occupied:          (a) Disabled passengers, unaccompanied children under 12 years of age and others for whom, in AC'S assessment, failure to carry would cause severe hardship.          (b) Passengers paying +[C]Business (J cabin) or Premium Economy (O Cabin).          (c) All other passengers, based on itinerary, fare paid status of loyalty program membership and the time in which the passenger presents herself for check in without advance seat assignment.</p> <p>(D) <b>TRANSPORTATION FOR PASSENGERS DENIED BOARDING</b>          When A passenger has been denied boarding, either voluntarily or involuntarily,          (1) A passenger will be considered to have been denied boarding when          (a) The passenger presented himself for carriage in accordance with this tariff: Having complied fully with AC applicable reservation, ticketing, Immigration formalities, check-in and boarding within the time limits and at the location set out in Rule 70; and,          (b) It must not have been possible to accommodate the passenger on the flight on which he held confirmed reservations and the flight must have departed without him.          (2) In such instances, carrier will:          (a) Carry the passenger on another of its passenger aircraft or class of service on which space is available without additional charge regardless of the class of service; or, at carrier's option;          (b) Endorse to another air carrier with which Air Canada has an agreement for such transportation, the unused portion of the ticket for purposes of rerouting; or at carrier's option;          (c) Reroute the passenger to the destination named on the ticket or applicable portion thereof by its own or other transportation services; and if the fare for the revised routing or class of service is higher than the refund value of the ticket or applicable portion thereof as determined from rule 90(D), carrier will require no additional payment from the passenger but will refund the difference if it is lower; or,          (d) If the passenger chooses to no longer travel or if carrier is unable to perform the option stated in (a) thru (c) above within a reasonable amount of time, make involuntary refund in accordance with Rule 90(D), or upon request, for denied boardings within Air Canada's control, return passenger to point of origin and refund in accordance with Rule 90(D)(2)(a), as if no portion of the trip had been made (irrespective of applicable fare rules), or subject to passenger's agreement, offer a travel voucher for future travel in the same amount; or, (e) upon passenger's request, for denied boardings within Air Canada's control, if passenger provides credible verbal assurance to Air Canada of certain circumstances that require his/her arrival at destination earlier than options set out in subparagraph (a) thru (c) above, Air Canada will, if it is reasonable to do so, taking all circumstances known to it into account and subject to availability, buy passenger seat on another carrier whose flight is scheduled to arrive appreciably earlier than the options proposed in (a) thru (c) above.</p>

(Continued on next page)

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

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(Except as Noted)

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RULE

**AIR CANADA**  
**SECTION I - GENERAL RULES**

90 **DENIED BOARDING (Continued)**

**(E) COMPENSATION FOR INVOLUNTARY DENIED BOARDING**

In addition to providing transportation in accordance with (D), a passenger who has been denied boarding involuntarily will be compensated by AC as follows:

**(1) Conditions For Payment**

(a) The passenger must be considered to have been denied boarding in accordance with (D)(1) above.

(b) The passenger will not be eligible for compensation:

- (i) If he is offered accommodation or is seated in a compartment of the aircraft other than that specified on his ticket at no extra charge to him. (should he be seated in a compartment for which a lower fare applies, he shall be entitled to the appropriate refund; or
- (ii) If he has been refused transportation in accordance with Rule 75; or,
- (iii) When the flight on which he holds a confirmed and ticketed reservation is cancelled or space has been requisition by the government; or
- (iv) If, for operational and safety reasons beyond carrier's control, his aircraft has been substituted with one having lesser capacity and carrier is able to demonstrate that all reasonable measures were taken to avoid substitution or it was impossible to take such measures.
- (v) No denied boarding compensation will be provided to the attendant of a passenger with a disability pursuant to Rule 40.
- (vi) On a flight operated with an aircraft having 60 or fewer seats, passenger is denied boarding due to safety-related weight/balance restrictions that limit payload.

**(2) Amount of Compensation**

Subject to the provisions of (E)(1) AC will tender liquidated damages in cash/cheque/Bank Draft or in MCO (credit voucher good for future travel on Air Canada) in the amounts as follows:

For flights from Canada to Destination in North America (US/Mexico/Caribbean/Bermuda):

DELAY AT ARRIVAL	CASH/BANK
AT POINT OF DESTINATION	DRAFT
CAUSED BY INVOLUNTARY DENIED BOARDING	
0 to 2 hours	CAD 200
Over 2 hours to 6 hours	CAD 400
Over 6 hours	CAD 800

For flights from Canada to all other Destinations:

DELAY AT ARRIVAL	CASH/BANK
AT POINT OF DESTINATION	DRAFT
CAUSED BY INVOLUNTARY DENIED BOARDING	
0 to 4 hours	CAD 400
Over 4 hours to	CAD 800

For flights from to Caribbean/Bermuda to Canada, compensation by cash is equal to the value of coupons remaining to an online or interline destination, or next stopover points, maximum is CAD 200.00. Compensation by MCO (credit voucher), is equal to twice the value of coupons remaining to an online or interline destination or next stopover point, minimum is CAD 100.00, maximum is CAD 500.00.

	Draft	MCO (Credit Voucher)
Mexico to Canada	CAD 100.00	CAD 200.00
Asia to Canada (excluding Japan and Korea)	CAD 300.00	CAD 600.00
Japan to Canada (Compensation is offered in cash only)	JPY 30,000 (paid by bank transfer)	Not applicable
Seoul to Canada Y class (compensation is offered in cash only)	USD 400.00	Not Applicable
J Class	USD 600.00	Not applicable
South America/South Pacific to Canada (except Brazil, Venezuela, Peru, Columbia)	CAD 200.00	CAD 500.00

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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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 INTERNATIONAL PASSENGER RULES AND FARES TARIFF  
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 Cancels 14th Revised Page AC-20

RULE

AIR CANADA  
 SECTION I - GENERAL RULES

- 90 DENIED BOARDING (Continued)
- C (E) COMPENSATION (Continued)
- + [C] (3) For routings not specified † [X], refer to applicable legislative requirements.
- (4) Form of Payment  
 Passengers will be offered compensation in the form of cash/bank draft or, if accepted a credit valid for the purchase of transportation issued in the name of the passenger. This voucher is valid for 1 year from issuance, is non-transferable, non-convertible into money and valid for travel on AC- operated flights only.
- (5) Time of Offer of Compensation
- (a) Compensation will be offered to the passenger on the day and at the place where the denied boarding occurs unless circumstances prevent the offer to be made or where alternate transportation departs before the offer can be made in which case it shall be made by mail or other means after the time the failure to accommodate has occurred.
- (b) Payment of the compensation will be received by the passenger as soon as practicable by mail or other means after the time the failure to accommodate has occurred.

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

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