

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

6th Revised Page 80-J  
 Cancels 5th Revised Page 80-J

RULE	SECTION III - REFUNDS AND REROUTING
C87	<p><b>(C) DENIED BOARDING COMPENSATION</b>  <b>PART 16 - VIA SK</b></p> <p>Notice on passenger rights in the event of long delay or cancellation of flights or denied boarding by Scandinavian Airlines          This Notice is required by regulation EC 261/2004 of the European Parliament and of the Council of European Union</p> <p><b>(A) <u>APPLICABILITY</u></b>          The following rules shall apply:</p> <ol style="list-style-type: none"> <li>(1) In respect of flights departing from an airport in the EU and flights operated by a Community air carrier departing from an airport in a third country to an airport in the EU (unless the passenger received benefits or compensation and were given assistance in that third country.</li> <li>(2) On condition that the passenger has a confirmed reservation on the flight concerned and presented themselves for check-in at the time indicated or, if no time is indicated, not later than 45 minutes before the published departure time;</li> <li>(3) Cancellations: In the event of the non-operation of a flight which was previously planned to be operated and in which at least one place was reserved;</li> <li>(4) Applicable for passengers travelling at a fare available directly or indirectly to the public, or on tickets issued under a frequent flyer program or other commercial program;</li> <li>(5) Where SK is the operating carrier of the flight.</li> <li>(6) Unless the passenger has volunteered to surrender their reservation assistance described in this folder will apply without prejudice to any rights the passenger may have under applicable law to further compensation. Such assistance granted may be deducted from any such further compensation.</li> </ol> <p><b>(B) <u>FLIGHT CANCELLATION</u></b>          If a flight is cancelled, SK will offer the following assistance:</p> <ol style="list-style-type: none"> <li>(1) A choice between:             <ol style="list-style-type: none"> <li>(a) reimbursement within seven days of the full cost of the ticket, at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made if the flight is no longer serving any purpose in relation to the original travel plan together with, when relevant, a return flight to the first point of departure, at the earliest opportunity; or</li> <li>(b) rerouting, under comparable transport conditions, to the final destination, at the earliest opportunity; or</li> <li>(c) rerouting, under comparable transport conditions, to the final destination at a later date at the passengers convenience, subject to availability of seats.</li> </ol> </li> <li>(2) In addition, SK will offer, free of charge:             <ol style="list-style-type: none"> <li>(a) meals and refreshments in a reasonable relation to the waiting time; and</li> <li>(b) two telephone calls, telex or fax messages or e-mails.</li> </ol> </li> <li>(3) In the event of re-routing in connection with the cancelled flight, if the reasonably expected time of departure of the new flight is at least the day after the departure as it was planned for the cancelled flight, SK will also offer:             <ol style="list-style-type: none"> <li>(a) hotel accommodation,                 <ol style="list-style-type: none"> <li>(i) where a stay of one or more nights becomes necessary, or where a stay additional to that intended becomes necessary, and</li> <li>(ii) transport between the airport and place of accommodation.</li> </ol> </li> </ol> </li> <li>(4) In certain situations the passenger may also be entitled to compensation as follows:             <ol style="list-style-type: none"> <li>(a) EUR 250 for all flights of 1500 km or less;</li> <li>(b) EUR 400 for all intra-community flights of more than 1500 kilometers and for all other flights between 1500 and 3500 kilometers;</li> <li>(c) EUR 600 for all flights not falling under a) or b).</li> <li>(d) When passengers are offered rerouting to their final destination on an alternative flight, the arrival time of which does not exceed the scheduled arrival time of the flight originally booked;                 <ol style="list-style-type: none"> <li>(i) by two hours, in respect of all flights of 1500 Kilometers or less; or</li> <li>(ii) by three hours, in respect of all intra-community flight of more than 1500 Kilometers and for all other flights between 1500 and 3500 kilometers; or</li> <li>(iii) by four hours, in respect of all flights not falling under (i) or (ii) the operating air carrier may reduce the compensation provided for by 50%.</li> </ol> </li> </ol> <p><b>NOTE:</b> For the above purposes, "final destination" means the destination on the ticket presented at the check-in counter, or, in the case of directly connecting flights, the destination of the last flight; alternative connecting flights available shall not be taken into account if the original planned arrival time is respected.</p> </li></ol>
For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.	
ISSUED: January 18, 2007	EFFECTIVE: March 4, 2007

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3rd Revised Page 80-K  
 Cancels 2nd Revised Page 80-K

RULE	SECTION III - REFUNDS AND REROUTING
C87	<p><b>(C) DENIED BOARDING COMPENSATION</b> (Continued)  <b>PART 16 - VIA SK</b> (Continued)</p> <p><b>(B) FLIGHT CANCELLATION</b> (Continued)</p> <p>(5) This compensation does not apply at all if:        SK can prove that the cancellation is caused by extraordinary circumstances, which could not have been avoided even if all reasonable measures had been taken. Such circumstances may, in particular, occur in cases of political instability, meteorological conditions incompatible with the operation of the flight concerned, security risks, unexpected flight safety shortcomings and strikes that affect the operation of an operating air carrier and impact of an air traffic management decisions; or</p> <p>(a) Passengers informed of the cancellation at least two weeks before the scheduled time of departure; or</p> <p>(b) Passengers informed of the cancellation between two weeks and seven days</p> <p>(c) Passengers informed of cancellation between two weeks and seven days before the scheduled time of departure and are offered re-routing, allowing you to depart no more than two hours before the scheduled time of departure and to reach your final destination less than four hours after the scheduled time of arrival; or</p> <p>(d) Passengers informed of the cancellation less than seven days before the scheduled time of departure and are offered rerouting, allowing the passenger to depart no more than one hour before the scheduled time of departure and to reach their final destination less than two hours after the scheduled time of arrival.</p> <p>(6) <u>Delay</u>        When SK reasonably expects a flight to be delayed beyond its scheduled time of departure:</p> <p>(a) For two hours or more in the case of flights of 1500 km or less;</p> <p>(b) For three hours or more in the case of all intra-community flights of more than 1500 kilometers and of all other flights between 1500 and 3500 kilometers; or</p> <p>(c) For four hours or more in the case of all flights not falling under a) or b).        SK will offer the passenger free of charge:</p> <p>(i) meals and refreshments in a reasonable relation to the waiting time; and</p> <p>(ii) two telephone calls, telex or fax messages or emails.</p> <p>(iii) When the time of departure reasonably expected is at least the day after the time of departure previously announced, in addition to the assistance described above, SK will offer the passenger, depending on local availability.</p> <p>.hotel accommodation in cases,        .where a stay of one or more nights becomes necessary, or        .where a stay additional to that intended by the passenger becomes necessary,        and        .transport between the airport and place of accommodation.</p> <p>(d) When the delay is at least five hours and passenger decides not to travel on the delayed flight, SK will offer:        reimbursement within seven days of the full full cost of your ticket, at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made if the flight is no longer serving any purpose in relation to your original travel plan, together with, when relevant, a return flight to the first point of departure, at the earliest opportunity.</p>
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<p>For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.</p>	
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3rd Revised Page 80-L  
 Cancels 2nd Revised Page 80-L

RULE	SECTION III - REFUNDS AND REROUTING
C87	<p>(C) <u>DENIED BOARDING COMPENSATION</u> (Continued)  <u>PART 16 - VIA SK</u> (Continued)</p> <p>(B) <u>FLIGHT CANCELLATION</u> (Continued)</p> <p>(7) <u>Denied Boarding Resulting From Overbooking:</u>          Denied boarding is a refusal by an airline to carry a passenger on a flight, even though the passenger has presented himself or herself for boarding under the conditions mentioned above under the heading Applicability, except when there are reasonable grounds to deny boarding, such as reasons of health, safety, security or inadequate travel documentation.          Before SK denies boarding for a flight we call for volunteers to surrender their reservations, in return for benefits under conditions to be agreed, see sep. note.          If an insufficient number of volunteers come forward and we deny boarding to the passenger against their will, SK will immediately compensate the passenger as follows:          (a) EUR 250 for all flights of 1500 km or less;          (b) EUR 400 for all intra-community flights of more than 1500 kilometers, and for all other flights between 1500 and 3500 kilometers;          (c) EUR 600 for all flights not falling under a) or b).</p> <p>(8) When passengers are offered rerouting to their final destination on an alternative flight, the arrival time of which does not exceed the scheduled arrival time of the flight originally booked          (a) by two hours, in respect of all flights of 1500 kilometers or less; or          (b) by three hours, in respect of all intra-community flights of more than 1500 kilometers and for all other flights between 1500 and 3500 kilometers; or          (c) by four hours, in respect of all flights not falling under a) or b), SK may reduce the compensation provided for by 50%.</p> <p>(9) In determining the distance, the basis shall be the last destination at which the denial of boarding will delay the passenger's arrival after the scheduled time.          In addition, SK will offer the following:          (a) A choice between:              (i) reimbursement within seven days of the full cost of the ticket, at the price at which it was bought, for the part or parts of the journey not made, and for the parts already made if the flight is no longer serving any purpose in relation to the original travel plan together with, when relevant, a return flight to the first point of departure, at the earliest opportunity; or              (ii) rerouting under comparable transport conditions, to the final destination, at the earliest opportunity; or              (iii) rerouting, under comparable transport conditions, to final destination at a later date at the passenger's convenience, subject to availability of seats.          (b) SK will offer free of charge:              (i) meals and refreshments in a reasonable relation to the waiting time, and              (ii) hotel accommodation in cases:                  where a stay of one or more nights becomes necessary                  where a stay additional to that intended by the passenger becomes necessary, and              (iii) transport between the airport and place of accommodation, and              (iv) two telephone calls, telex or fax messages or emails.</p> <p>(10) <u>Downgrading</u>          If SK places the passenger in a cabin class lower than for which the ticket was purchased the passenger is entitled to reimbursement to a certain percentage of the fare paid for the respective flight leg. Passenger may be offered a lump sum to cover compensation for downgrading or reimbursements as described below:          (a) 30% of the price of the flight coupon for all flights of 1500 kilometers or less, or          (b) 50% of the price of the flight coupon for all intra-community flights of more than 1500 kilometers, and for all other flights between 1500 and 3500 kilometers, or          (c) 75% of the price of the flight coupon for all flights not falling under a) or b).          The compensation will be forwarded to the passenger within 7 days after the downgrading took place.          This right does not apply to passengers travelling in a lower cabin class at their own convenience.</p>
For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.	
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 Cancels 20th Revised Page 81

RULE	SECTION III - REFUNDS AND REROUTING
87 C	<p><b>DENIED BOARDING COMPENSATION</b> (Continued)</p> <p style="text-align: center;"><b>PART 17 - VIA (C)NZ</b>          (Applicable for flights originating in the U.S.A.)</p> <p>(A) <b>REQUEST FOR VOLUNTEERS</b>          The carrier will request passengers who are willing to do so, to voluntarily relinquish their confirmed reserved space in exchange for compensation in an amount determined by the carrier. If a passenger is asked to volunteer, the carrier will not later deny boarding to that passenger involuntarily unless that passenger was informed at the time he was asked to volunteer that there was a possibility of being denied boarding involuntarily and of the amount of compensation to which he would have been entitled in that event. The request for volunteers and the selection of such persons to be denied space shall be in a manner determined solely by the carrier.</p> <p>(B) <b>BOARDING PRIORITIES</b>          If a flight is oversold (more passengers hold confirmed reservations than there are seats available), no one may be denied boarding against his will until airline personnel first ask for volunteers who will give up their reservations willingly, in exchange for a payment of the airline's choosing. If there are not enough volunteers, other passengers may be denied boarding involuntarily, in accordance with the boarding priority of the specific carrier. The boarding priorities are provided below.  <b>NOTE:</b> The boarding priorities as presented below will appear in the Notice provided to passengers denied boarding (see paragraph (E) below).          Carrier shall accommodate passengers in the order of their arrival time at the ticket lift point. Should it become necessary to deny boarding involuntarily, boarding shall be denied to the last passenger(s) to arrive at the ticket lift point, except that physically handicapped passengers, unaccompanied children and aged or infirm passengers may be excluded from the determination of which passengers shall be denied boarding.</p> <p>(C) <b>TRANSPORTATION FOR PASSENGER DENIED BOARDING</b>          When the carrier is unable to provide previously confirmed space the carrier causing the passenger to be delayed will provide transportation to persons who have been denied boarding, whether voluntarily or involuntarily, in accordance with the provisions below.          (1) Carrier will transport the passenger without stopover on its next flight on which space is available at no additional cost to the passenger regardless of class of service.          (2) If the carrier causing such delay is unable to provide onward transportation acceptable to the passenger, any other carrier or combination of carriers, at the request of the passenger, will transport the passenger without stopover on its (their) next flight(s) in the same class of service as the passenger's original outbound flight, or if space is available on a flight(s) of a different class of service acceptable to the passenger, such flight(s) will be used without stopover at no additional cost to the passenger only if it (they) will provide an earlier arrival at the passenger's destination, next stopover point, or transfer point.</p> <p>(D) <b>COMPENSATION FOR INVOLUNTARY DENIED BOARDING</b>          In addition to providing transportation as described in paragraph (C) above, when the passenger who is delayed has not voluntarily relinquished confirmed reserved space in accordance with provisions in paragraph (A) above, the carrier causing the delay will compensate the delayed passenger for the carrier's failure to provide confirmed space. Compensation will be made in accordance with the provisions below.          (1) <b>Conditions for Payment</b>          (a) The passenger holding a ticket for confirmed space must present himself for carriage at the appropriate time and place, having complied fully with the carrier's requirements as to ticketing, check-in, and reconfirmation procedures and having met all requirements for acceptance for transportation published in carrier's tariff.          (b) The flight for which the passenger holds confirmed reserved space must be unable to accommodate the passenger and departs without him.  <b>EXCEPTION 1:</b> The passenger will not be eligible for compensation if the flight on which he holds confirmed reserved space is unable to accommodate him because of substitution of equipment of a lesser capacity when required by operational or safety reasons.  <b>EXCEPTION 2:</b> The passenger will not be eligible for compensation if he is offered accommodations or is seated in a section of the aircraft other than that specified on his ticket at no extra charge. If a passenger is seated in a section for which a lower fare applies the passenger shall be entitled to an appropriate refund.  <b>EXCEPTION 3:</b> The passenger will not be eligible for compensation if his reservation has been cancelled pursuant to Rule 60(F)--Check-In Time Limits.  <b>EXCEPTION 4:</b> Employees of the carrier or of other carriers traveling on a reduced rate basis. These employees are not eligible for denied boarding compensation.  <b>EXCEPTION 5:</b> The passenger will not be eligible for compensation if placed on another flight(s) that is planned to reach the passenger's destination within one hour of the scheduled arrival of his/her original flight.</p>

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For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.

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RULE	SECTION III - REFUNDS AND REROUTING
87 C	<p><b>DENIED BOARDING COMPENSATION</b> (Continued)</p> <p><b>PART 17 - VIA [CINZ</b> (Continued)</p> <p>(D) <b>COMPENSATION FOR INVOLUNTARY DENIED BOARDING</b> (Continued)</p> <p>(1) <b>Conditions for Payment</b> (Continued)</p> <p>(b) (Continued)</p> <p><b>NOTE:</b> The carrier will inform its passenger of its tariff rules concerning check-in time limits by publication in its public timetables and ticket envelopes, and that failure to comply with these rules will result in the cancellation of the passenger's reservation and will render him ineligible for denied boarding compensation.</p> <p>(2) <b>Amount of Compensation</b>        Subject to provisions of paragraph (D) (1) above, the carrier will tender liquidated damages in the amount of 200% of the sum of the values of the passenger's remaining flight coupons of the ticket to the passenger's next stopover, or if none, to his destination, but not more than USD 400.00. However, the compensation shall be 50% of the amount described above, but not more than USD 200.00 if the carrier arranges for comparable air transportation, or for other transportation that is accepted. That is, transportation used by the passenger, which, at the time either arrangement is made, is planned to arrive at the airport of the passenger's next stopover, or if none, at the airport of the passenger's destination earlier than, or not later than four hours after the planned arrival at the airport of the passenger's next stopover, or if none, at the airport of the passenger's destination, of the flight on which the passenger holds a confirmed reservation.</p> <p><b>EXCEPTION:</b> If arrangements can be made for comparable air transportation that is planned to arrive at the passenger's next stopover or destination not later than two hours after the flight on which the passenger holds confirmed space, but such accommodations would be in a section of the aircraft other than that specified on the passenger's ticket and the passenger refuses to accept such accommodations (at no additional charge or subject to an appropriate refund), the carrier shall pay the passenger only such amount of denied boarding compensation as he would have received had he accepted such comparable air transportation.</p> <p><b>NOTE 1:</b> If the offer of compensation is made by the carrier and accepted by the passenger, such payment will constitute full compensation for all actual or anticipatory damages incurred or to be incurred by the passenger as a result of carrier's failure to provide passenger with confirmed reserved space.</p> <p><b>NOTE 2:</b> Passengers who are offered such compensation will not be provided with the amenities and services offered under the provisions of Rule 95 to delayed passenger.</p> <p><b>NOTE 3:</b> At the passenger's option, [CINZ may compensate the passenger with credit valid for transportation in lieu of monetary compensation. The amount of the credit offered shall be equal to or greater than the monetary compensation due to the passenger. The transportation credit will be valid for one year from the date of issue and will be non-refundable and non-transferable.</p> <p>(3) <b>Time of Offer of Compensation</b>        The offer of compensation will be made by the carrier on the day and at the place where the failure to provide confirmed reserved space occurs, and, if accepted, will be receipted for by the passenger. Provided, however, that when the carrier arranges, for the passenger's convenience, alternate means of transportation that departs prior to the time the offer can be made to the passenger, the offer shall be made by mail or other means within 24 hours after the time the failure occurs.</p> <p>(E) <b>NOTICE PROVIDED PASSENGERS</b>        The following written notice shall be provided all passengers who are denied boarding involuntarily on flights on which they hold confirmed reserved space. Blanks that appear in parentheses in the notice below will be completed in the actual notice provided passengers, with the full name of the applicable carrier and with the carrier's specific boarding priorities.</p> <p><b>NOTE:</b> For the purpose of this rule, specific boarding priorities are provided in paragraph (B) above.</p> <p>(1) _____  <b>COMPENSATION FOR DENIED BOARDING</b></p> <p>If you have been denied a reserved seat on (_____) Airlines, you are probably entitled to monetary compensation. This notice explains the airline's obligations and the passenger's rights in the case of an oversold flight, in accordance with regulations of the U.S. Civil Aeronautics Board.</p>
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For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.	
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17th Revised Page 82-A  
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RULE	SECTION III - REFUNDS AND REROUTING
87 C	<b>DENIED BOARDING COMPENSATION</b> (Continued)
	<b>PART 17 - VIA [C]NZ</b> (Continued)
	(E) <b>NOTICE PROVIDED PASSENGERS</b> (Continued)
	(2) <b>VOLUNTEERS AND BOARDING PRIORITIES</b> If a flight is oversold (more passengers hold confirmed reservations than there are seats available), no one may be denied boarding against his will until airline personnel first ask for volunteers who will give up their reservations willingly, in exchange for a payment of the airline's choosing. If there are not enough volunteers, other passengers may be denied boarding involuntarily, in accordance with the following boarding priority of ( ) Airlines:
	(3) <b>COMPENSATION FOR INVOLUNTARY DENIED BOARDING</b> If you are denied boarding involuntarily, you are entitled to a payment of "denied boarding compensation" from the airline <u>unless</u> (1) you have not fully complied with the airline's ticketing, check-in, and reconfirmation requirements, or you are not acceptable for transportation under the airline's tariff filed with the C.A.B., or (2) you are denied boarding because the flight is cancelled; or (3) you are denied boarding because a smaller capacity aircraft was substituted for safety or operational reasons; or (4) you are offered accommodations in a section of the aircraft other than that specified in your ticket, at no extra charge. (A passenger seated in a section for which a lower fare is charged must be given an appropriate refund.) If (5) the airline is able to place you on another flight(s) that are planned to reach your destination within one hour of the scheduled arrival of your original flight.
	(4) <b>AMOUNT OF DENIED BOARDING COMPENSATION</b> Passengers who are eligible for denied boarding compensation must be offered a payment equal to the sum of the face values of their ticket coupons, with a USD/FCU 200.00 maximum. However, if the airline cannot arrange "alternate transportation" (see below) for the passenger, the compensation is doubled (USD 400.00 maximum). The "value" of a ticket coupon is the one way fare for the flight shown on the coupon, including any surcharge and air transportation tax, minus any applicable discount. All flight coupons, including connecting flights, to the passenger's destination or first 4-hour stopover are used to compute the compensation. "Alternate transportation" is air transportation provided by an airline licensed by the C.A.B. or other transportation used by the passenger which, at the time the arrangement is made, is planned to arrive at the passenger's next scheduled stopover (of 4 hours or longer) or destination no later than 4 hours after the passenger's originally scheduled arrival time.
	(5) <b>METHOD OF PAYMENT</b> The airline must give each passenger who qualifies for denied boarding compensation, a payment by check or draft for the amount specified above, on the day and place the involuntary denied boarding occurs. However, if the airline arranges alternate transportation for the passenger's convenience that departs before the payment can be made, the payment will be sent to the passenger within 24 hours. The air carrier may offer you free tickets in place of the cash payment. The passenger may, however, insist on the cash payment, or refuse all compensation and bring private legal action.
	(6) <b>PASSENGER'S OPTIONS</b> Acceptance of the compensation (by endorsing the check or draft within 30 days) relieves ( ) Airlines from any further liability to the passenger caused by its failure to honor the confirmed reservation. However, the passenger may decline the payment and seek to recover damages in a court of law or in some other manner.
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17th Revised Page 82-B  
 Cancels 16th Revised Page 82-B

RULE	SECTION III - REFUNDS AND REROUTING		
87	<p><b>DENIED BOARDING COMPENSATION</b> (Continued)</p> <p style="text-align: center;"><b>PART 18 - VIA TM</b>          (Applicable for flights originating in the U.S.A.)</p> <p><b>(A) REQUEST FOR VOLUNTEERS</b>          The carrier will request passengers who are willing to do so, to voluntarily relinquish their confirmed reserved space in exchange for compensation in an amount determined by the carrier. If a passenger is asked to volunteer, the carrier will not later deny boarding to that passenger involuntarily unless that passenger was informed at the time he was asked to volunteer that there was a possibility of being denied boarding involuntarily and of the amount of compensation to which he would have been entitled in that event. The request for volunteers and the selection of such persons to be denied space shall be in a manner determined solely by the carrier.</p> <p><b>(B) BOARDING PRIORITIES</b>          If a flight is oversold (more passengers hold confirmed reservations than there are seats available), no one may be denied boarding against his will until airline personnel first ask for volunteers who will give up their reservations willingly, in exchange for a payment of the airline's choosing. If there are not enough volunteers, other passengers may be denied boarding involuntarily, in accordance with the boarding priority of the specific carrier. The boarding priorities are provided below.  <b>NOTE:</b> The boarding priorities as presented below will appear in the Notice provided to passengers denied boarding (see paragraph (E) below).          Carrier shall accommodate passengers in the order of their arrival time at the ticket lift point. Should it become necessary to deny boarding involuntarily, boarding shall be denied to the last passenger(s) to arrive at the ticket lift point, except that physically handicapped passengers, unaccompanied children and aged or infirm passengers may be excluded from the determination of which passengers shall be denied boarding.  <b>EXCEPTION:</b> If it appears in advance of flight departure that a given class of service will likely be oversold and that some involuntary upgrades to a higher class of service on the same flight may well be necessary, such upgrading may begin no sooner than one-half hour before scheduled departure time and such passengers shall be upgraded in order of (i) their arrival time at the ticket lift point and (ii) by priority of fare type to the extent practical.</p> <p><b>(C) TRANSPORTATION FOR PASSENGER DENIED BOARDING</b>          When the carrier is unable to provide previously confirmed space the carrier causing the passenger to be delayed will provide transportation to persons who have been denied boarding, whether voluntarily or involuntarily, in accordance with the provisions below.          (1) Carrier will transport the passenger without stopover on its next flight on which space is available at no additional cost to the passenger regardless of class of service.          (2) If the carrier causing such delay is unable to provide onward transportation acceptable to the passenger, any other carrier or combination of carriers, at the request of the passenger, will transport the passenger without stopover on its (their) next flight(s) in the same class of service as the passenger's original outbound flight, or if space is available on a flight(s) of a different class of service acceptable to the passenger, such flight(s) will be used without stopover at no additional cost to the passenger only if it (they) will provide an earlier arrival at the passenger's destination, next stopover point, or transfer point.</p> <p><b>(D) COMPENSATION FOR INVOLUNTARY DENIED BOARDING</b>          In addition to providing transportation as described in paragraph (C) above, when the passenger who is delayed has not voluntarily relinquished confirmed reserved space in accordance with provisions in paragraph (A) above, the carrier causing the delay will compensate the delayed passenger for the carrier's failure to provide confirmed space. Compensation will be made in accordance with the provisions below.          (1) <b>Conditions for Payment</b>          (a) The passenger holding a ticket for confirmed space must present himself for carriage at the appropriate time and place, having complied fully with the carrier's requirements as to ticketing, check-in, and reconfirmation procedures and having met all requirements for acceptance for transportation published in carrier's tariff.          (b) The flight for which the passenger holds confirmed reserved space must be unable to accommodate the passenger and departs without him.  <b>EXCEPTION 1:</b> The passenger will not be eligible for compensation if the flight on which he holds confirmed reserved space is unable to accommodate him because of substitution of equipment of a lesser capacity when required by operational or safety reasons.  <b>EXCEPTION 2:</b> The passenger will not be eligible for compensation if he is offered accommodations or is seated in a section of the aircraft other than that specified on his ticket at no extra charge. If a passenger is seated in a section for which a lower fare applies the passenger shall be entitled to an appropriate refund.</p>		
	<p style="text-align: right;">(Continued on next page)</p> <p>For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.</p> <table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">ISSUED: October 14, 1994</td> <td style="width: 50%;">EFFECTIVE: December 13, 1994</td> </tr> </table>	ISSUED: October 14, 1994	EFFECTIVE: December 13, 1994
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Original Page 82-C

RULE	SECTION III — REFUNDS AND REROUTING		
87	<p><b>DENIED BOARDING COMPENSATION</b> (Continued) †PART 18 - VIA TW</p> <p>(D) <b>COMPENSATION FOR INVOLUNTARY DENIED BOARDING</b> (Continued)</p> <p>(1) <b>Conditions for Payment</b> (Continued)</p> <p>(b) (Continued)</p> <p><b>EXCEPTION 3:</b> The passenger will not be eligible for compensation if his reservation has been cancelled pursuant to Rule 60(F)--Check-In Time Limits.</p> <p><b>EXCEPTION 4:</b> Employees of the carrier or of other carriers traveling on a reduced rate basis. These employees are not eligible for denied boarding compensation.</p> <p><b>EXCEPTION 5:</b> The passenger will not be eligible for compensation when he/she is accommodated on an extra section flight scheduled to depart within 60 minutes of the scheduled departure time of the flight on which he/she held confirmed space, or if TW arranges other comparable air transportation or other transportation used by the passenger at no extra cost to the passenger, that is the time such arrangements are made, is planned to arrive at the passenger's next stopover, or if none, final destination within one hour after the planned arrival time of the passenger's original flight or flights.</p> <p>(2) <b>Amount of Compensation</b>        Subject to provisions of paragraph (D)(1) above, the carrier will tender liquidated damages in the amount of 200% of the sum of the values of the passenger's remaining flight coupons of the ticket to the passenger's next stopover, or if none, to his destination, with a USD/FCU 400.00 maximum. However, the compensation shall be 50% of the amount described above, but no more than USD/FCU 200.00, if the carrier arranges for comparable air transportation, or for other transportation that is accepted. That is, transportation used by the passenger, which, at the time either arrangement is made, is planned to arrive at the airport of the passenger's next stopover, or if none, at the airport of the passenger's destination earlier than, or not later than four hours after the planned arrival at the airport of the passenger's next stopover, or if none, at the airport of the passenger's destination, of the flight on which the passenger holds a confirmed reservation.</p> <p><b>EXCEPTION:</b> If arrangements can be made for comparable air transportation that is planned to arrive at the passenger's next stopover or destination not later than two hours after the flight on which the passenger holds confirmed space, but such accommodations would be in a section of the aircraft other than that specified on the passenger's ticket and the passenger refuses to accept such accommodations (at no additional charge or subject to an appropriate refund), the carrier shall pay the passenger only such amount of denied boarding compensation as he would have received had he accepted such comparable air transportation.</p> <p><b>NOTE 1:</b> If the offer of compensation is made by the carrier and accepted by the passenger, such payment will constitute full compensation for all actual or anticipatory damages incurred or to be incurred by the passenger as a result of carrier's failure to provide passenger with confirmed reserved space.</p> <p><b>NOTE 2:</b> Passengers who are offered such compensation will not be provided with the amenities and services offered under the provisions of Rule 95 to delayed passengers.</p> <p><b>NOTE 3:</b> At the passenger's option, carrier may compensate the passenger with credit valid for transportation in lieu of monetary compensation. The amount of the transportation credit offered shall be equal to or greater than the monetary compensation due the passenger and will be valid only for travel on TW. The transportation credit will be valid for one year from the date of issue and will be non-refundable and non-transferable.</p> <p>(3) <b>Time of Offer of Compensation</b>        The offer of compensation will be made by the carrier on the day and at the place where the failure to provide confirmed reserved space occurs, and, if accepted, will be receipted for by the passenger. Provided, however, that when the carrier arranges, for the passenger's convenience, alternate means of transportation that departs prior to the time the offer can be made to the passenger, the offer shall be made by mail or other means within 24 hours after the time the failure occurs.</p> <p>(E) <b>NOTICE PROVIDED PASSENGERS</b>        The following written notice shall be provided all passengers who are denied boarding involuntarily on flights on which they hold confirmed reserved space. Blanks that appear in parentheses in the notice below will be completed in the actual notice provided passengers, with the full name of the applicable carrier and with the carrier's specific boarding priorities.</p> <p><b>NOTE:</b> For the purpose of this rule, specific boarding priorities are provided in paragraph (B) above.</p>		
	<p>(Continued on next page)</p> <p>For provisions in Rule 87 in effect prior to the effective date hereof, see 16th Revised Pages 76-E/76-F/77 and 78; 8th Revised Pages 78-A and 78-B; 7th Revised Pages 78-C and 78-D and 5th Revised Pages 79 and 80.</p> <p>For explanation of abbreviations, reference marks and symbols used but unexplained hereon, see Pages 16 through 26.</p> <table border="1"> <tr> <td data-bbox="212 1864 852 1908">ISSUED: MARCH 28, 1983</td> <td data-bbox="852 1864 1481 1908">EFFECTIVE: MAY 27, 1983 (EXCEPT AS NOTED)</td> </tr> </table>	ISSUED: MARCH 28, 1983	EFFECTIVE: MAY 27, 1983 (EXCEPT AS NOTED)
ISSUED: MARCH 28, 1983	EFFECTIVE: MAY 27, 1983 (EXCEPT AS NOTED)		

(Printed in U.S.A.)

CORRECTION NO

24330

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3rd Revised Page 82-E  
 (See Note)

## RULE

## SECTION III - REFUNDS AND REROUTING

87

DENIED BOARDING COMPENSATION (Continued)PART 18 - VIA TM(E) NOTICE PROVIDED PASSENGERS (Continued)

(5)

METHOD OF PAYMENT

The airline must give each passenger who qualifies for denied boarding compensation, a payment by check or draft for the amount specified above, on the day and place the involuntary denied boarding occurs. However, if the airline arranges alternate transportation for the passenger's convenience that departs before the payment can be made, the payment will be sent to the passenger within 24 hours. The carrier may offer transportation credit in place of cash payment. The passenger may, however, insist upon the cash payment, or refuse all compensation and bring legal action.

(6)

PASSENGER'S OPTIONS

Acceptance of the compensation (by endorsing the check or draft within 30 days) relieves ( ) Airlines from any further liability to the passenger caused by its failure to honor the confirmed reservation. However, the passenger may decline the payment and seek to recover damages in a court of law or in some other manner.

C

+ [N] (7)

BOOKING PROCEDURES

- (a) Passengers may extend the validity of their DBC for 30 days for a charge of \$35.00 USD; or up to 3 months with local management approval for \$35.00 USD per month.
- (b) TWA will allow a name change for a charge of \$100.00 USD. The DBC holder must purchase the ticket for the person using the fly free voucher.

NOTE: (Issued in lieu of 2nd revised page 82-E rejected by the D.O.T. and the NTA(A)) Cancels 1st revised page 82-E.

For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.

ISSUED: May 25, 1995

EFFECTIVE: July 24, 1995

(Except  
as Noted)

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+ - Effective May 26, 1995 and issued on one (1) day's notice under D.O.T.  
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C. A. B. 376

PAGES 82-F THROUGH PAGE 82-T ARE INTENTIONALLY LEFT BLANK

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**NO. IPR-2**

2nd Revised Page 82-U  
 Cancels 1st Revised Page 82-U

RULE	SECTION III - REFUNDS AND REROUTING
87	<p><b><u>DENIED BOARDING COMPENSATION</u></b> (Continued)</p> <p style="text-align: center;"><b>PART 23 - VIA PH</b>          (Applicable to flights originating in the U.S.A.)</p> <p>(A) <b><u>REQUEST FOR VOLUNTEERS</u></b>          The carrier will request passengers who are willing to do so, to voluntarily relinquish their confirmed reserved space in exchange for compensation in an amount determined by the carrier. If a passenger is asked to volunteer, the carrier will not later deny boarding to that passenger involuntarily unless that passenger was informed at the time he was asked to volunteer that there was a possibility of being denied boarding involuntarily and of the amount of compensation to which he would have been entitled in that event. The request for volunteers and the selection of such persons to be denied space shall be in a manner determined solely by the carrier.</p> <p>(B) <b><u>BOARDING PRIORITIES</u></b>          If a flight is oversold (more passengers hold confirmed reservations than there are seats available), no one may be denied boarding against his will until airline personnel first ask for volunteers who will give up their reservations willingly, in exchange for a payment of the airline's choosing. If there are not enough volunteers, other passengers may be denied boarding involuntarily, in accordance with the boarding priority of the specific carrier. The boarding priorities are provided below.  <b>NOTE:</b> The boarding priorities as presented below will appear in the Notice provided to passengers denied boarding (see paragraph (E) below).          Passengers will be denied boarding in the following order:          (1) Passengers without onward connections.          (2) Confirmed revenue passengers, regardless of fare paid.          (3) Passengers, regardless of fare paid, who are physically handicapped to an extent that failure to carry would cause a severe hardship, or any other passengers, including unaccompanied minors under 12 years of age, who would suffer a severe hardship.</p> <p>(C) <b><u>TRANSPORTATION FOR PASSENGER DENIED BOARDING</u></b>          When the carrier is unable to provide previously confirmed space the carrier causing the passenger to be delayed will provide transportation to persons who have been denied boarding, whether voluntarily or involuntarily, in accordance with the provisions below.          (1) Carrier will transport the passenger without stopover on its next flight on which space is available at no additional cost to the passenger regardless of class of service.          (2) If the carrier causing such delay is unable to provide onward transportation acceptable to the passenger, any other carrier or combination of carriers, at the request of the passenger, will transport the passenger without stopover on its (their) next flight(s) in the same class of service as the passenger's original outbound flight, or if space is available on a flight(s) of a different class of service acceptable to the passenger, such flight(s) will be used without stopover at no additional cost to the passenger only if it (they) will provide an earlier arrival at the passenger's destination, next stopover point, or transfer point.</p> <p>(D) <b><u>COMPENSATION FOR INVOLUNTARY DENIED BOARDING</u></b>          In addition to providing transportation as described in paragraph (C) above, when the passenger who is delayed has not voluntarily relinquished confirmed reserved space in accordance with provisions in paragraph (A) above, the carrier causing the delay will compensate the delayed passenger for the carrier's failure to provide confirmed space. Compensation will be made in accordance with the provisions below.          (1) <b><u>Conditions for Payment</u></b>          (a) The passenger holding a ticket for confirmed space must present himself for carriage at the appropriate time and place, having complied fully with the carrier's requirements as to ticketing, check-in, and reconfirmation procedures and having met all requirements for acceptance for transportation published in carrier's tariff.          (b) The flight for which the passenger holds confirmed reserved space must be unable to accommodate the passenger and depart without him.  <b>EXCEPTION 1:</b> The passenger will not be eligible for compensation if the flight on which he holds confirmed reserved space is unable to accommodate him because of substitution of equipment of a lesser capacity when required by operational or safety reasons.  <b>EXCEPTION 2:</b> The passenger will not be eligible for compensation if he is offered accommodations or is seated in a section of the aircraft other than that specified on his ticket at no extra charge. If a passenger is seated in a section for which a lower fare applies the passenger shall be entitled to an appropriate refund.  <b>EXCEPTION 3:</b> The passenger will not be eligible for compensation if his reservation has been cancelled pursuant to Rule 60(F)--Check-In Time Limits or Rule 60 (G)--Reconfirmation of Reservations.  <b>EXCEPTION 4:</b> Employees of the carrier or of other carriers traveling on a reduced rate basis. These employees are not eligible for denied boarding compensation.  <b>EXCEPTION 5:</b> The passenger will not be eligible for compensation if placed on another flight(s) that are planned to reach the passenger's destination within one hour of the scheduled arrival of his original flight.  <b>NOTE:</b> The carrier will inform its passengers of its tariff rules concerning check-in time limits by publication in its public timetables and ticket envelopes, and that failure to comply with these rules will result in the cancellation of the passenger's reservation and will render him ineligible for denied boarding compensation.</p>

(Continued on next page)

For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.

ISSUED: February 4, 1994

EFFECTIVE: April 5, 1994

(Except  
as Noted)

+ - Effective February 5, 1994 and issued on one (1) day's notice under  
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**NO. IPR-2**

2nd Revised Page 82-V  
 Cancels 1st Revised Page 82-V

RULE	SECTION III - REFUNDS AND REROUTING
87	<p><b>DENIED BOARDING COMPENSATION (Continued)</b></p> <p><b>PART 23 - VIA PH (Continued)</b></p> <p>(D) <b>COMPENSATION FOR INVOLUNTARY DENIED BOARDING (Continued)</b></p> <p>(2) <b>Amount of Compensation</b>          Subject to provisions of paragraph (D)(1) above, the carrier will tender liquidated damages in the amount of 200 percent of the sum of the values of the passenger's remaining flight coupons of the ticket to the passenger's next stopover, or if none, to his destination, but not more than USD/FCU 400.00. However, the compensation shall be 50 percent of the amount described above, but not more than USD/FCU 200.00 if the carrier arranges for comparable air transportation, or for other transportation that is accepted. That is, transportation used by the passenger, which, at the time either arrangement is made, is planned to arrive at the airport of the passenger's next stopover, or if none, at the airport of the passenger's destination earlier than or not later than four hours after the planned arrival at the airport of the passenger's next stopover, or if none, at the airport of the passenger's destination, of the flight on which the passenger holds a confirmed reservation.</p> <p><b>EXCEPTION:</b> If arrangements can be made for comparable air transportation that is planned to arrive at the passenger's next stopover or destination not later than two hours after the flight on which the passenger holds confirmed space, but such accommodations would be in a section of the aircraft other than that specified on the passenger's ticket and the passenger refuses to accept such accommodations (at no additional charge or subject to an appropriate refund), the carrier shall pay the passenger only such amount of denied boarding compensation as he would have received had he accepted such comparable air transportation.</p> <p><b>NOTE:</b> If the offer of compensation is made by the carrier and accepted by the passenger, such payment will constitute full compensation for all actual or anticipatory damages incurred or to be incurred by the passenger as a result of carrier's failure to provide passenger with confirmed reserved space.</p> <p>(3) <b>Time of Offer of Compensation</b>          The offer of compensation will be made by the carrier on the day and at the place where the failure to provide confirmed reserved space occurs, and, if accepted, will be receipted for by the passenger. Provided, however, that when the carrier arranges, for the passenger's convenience, alternate means of transportation that departs prior to the time the offer can be made to the passenger, the offer shall be made by mail or other means within 24 hours after the time the failure occurs.</p> <p>(E) <b>NOTICE PROVIDED PASSENGERS</b>          The following written notice shall be provided all passengers who are denied boarding involuntarily on flights on which they hold confirmed reserved space. Blanks that appear in parentheses in the notice below will be completed in the actual notice provided passengers, with the full name of the applicable carrier and with the carrier's specific boarding priorities.</p> <p><b>NOTE:</b> For the purpose of this rule, specific boarding priorities are provided in paragraph (B) above.</p> <p>(1) _____</p> <p style="text-align: center;"><b>COMPENSATION FOR DENIED BOARDING</b></p> <p>If you have been denied a reserved seat on PH, you are probably entitled to monetary compensation. This notice explains the airline's obligations and the passenger's rights in the case of an oversold flight, in accordance with regulations of the U.S. Department of Transportation.</p> <p>(2) _____</p> <p style="text-align: center;"><b>VOLUNTEERS AND BOARDING PRIORITIES</b></p> <p>If a flight is oversold (more passengers hold confirmed reservations than there are seats available), no one may be denied boarding against his will until airline personnel first ask for volunteers who will give up their reservations willingly, in exchange for a payment of the airline's choosing. If there are not enough volunteers, other passengers may be denied boarding involuntarily, in accordance with the following boarding priority of PH:</p> <p>( )</p>
	<p style="text-align: right;">(Continued on next page)</p>
For unexplained abbreviations, reference marks and symbols see Pages 16-A through 26.	
ISSUED: February 4, 1994	EFFECTIVE: April 5, 1994

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 Cancels 2nd Revised Page 82-W

RULE

**SECTION III - REFUNDS AND REROUTING**

87

**DENIED BOARDING COMPENSATION** (Continued)**PART 23 - VIA PH** (Continued)**(E) NOTICE PROVIDED PASSENGERS** (Continued)

3)

**COMPENSATION FOR INVOLUNTARY DENIED BOARDING**

If you are denied boarding involuntarily, you are entitled to a payment of "denied boarding compensation" from the airline unless (1) you have not fully complied with the airline's ticketing, check-in, and reconfirmation requirements, or you are not acceptable for transportation under the airline's USUAL rules and practices; or (2) you are denied boarding because the flight is cancelled; or (3) you are denied boarding because a smaller capacity aircraft was substituted for safety or operational reasons; or (4) you are offered accommodations in a section of the aircraft other than that specified in your ticket, at no extra charge. (A passenger seated in a section for which a lower fare is charged must be given an appropriate refund.); or (5) the airline is able to place you on another flight or flights that are planned to reach your destination within one hour of the scheduled arrival of your original flight.

(4)

**AMOUNT OF DENIED BOARDING COMPENSATION**

Passengers who are eligible for denied boarding compensation must be offered a payment equal to the sum of the face values of their ticket coupons, with a USD 200.00 maximum. However, if the airline cannot arrange "alternate transportation" (see below) for the passenger, the compensation is doubled (USD 400.00 maximum). The "value" of a ticket coupon is the one way fare for the flight shown on the coupon, including any surcharge and air transportation tax, minus any applicable discount. All flight coupons, including connecting flights, to the passenger's destination or first 4-hour stopover are used to compute the compensation. "Alternate transportation" is air transportation provided by an airline licensed by the D.O.T. or other transportation used by the passenger which, at the time the arrangement is made, is planned to arrive at the passenger's next scheduled stopover (of 4 hours or longer) or destination no later than 4 hours after the passenger's originally scheduled arrival time.

(5)

**METHOD OF PAYMENT**

The airline must give each passenger who qualifies for denied boarding compensation, a payment by check or draft for the amount specified above, on the day and place the involuntary denied boarding occurs. However, if the airline arranges alternate transportation for the passenger's convenience that departs before the payment can be made, the payment will be sent to the passenger within 24 hours. The air carrier may offer free tickets in place of the cash payment. The passenger may, however, insist on the cash payment, or refuse all compensation and bring private legal action.

(6)

**PASSENGER'S OPTIONS**

Acceptance of the compensation (by endorsing the check or draft within 30 days) may relieve PH from any further liability to the passenger caused by its failure to honor the confirmed reservation. However, the passenger may decline the payment and seek to recover damages in a court of law or in some other manner.

(Continued on next page)

For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.

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4th Revised Page 82-Y  
 Cancels 3rd Revised Page 82-Y

RULE	SECTION III - REFUNDS AND REROUTING
C88	<p><b><u>DENIED BOARDING COMPENSATION</u></b> [NIPART I (Applicable to AZ only.)]</p> <p>(A) <b><u>DEFINITIONS</u></b>          For the purpose of this rule, except as otherwise specifically provided herein, the following definitions shall apply:  <u>Airport</u> means the airport at which the direct or connecting flight, on which the passenger holds confirmed reserved space, is planned to arrive or some other airport serving the same metropolitan area that is served by the former, provided that transportation to the other airport is accepted by the passenger.  <u>Carrier</u> means (a) an air carrier, except a helicopter operator, holding a certificate issued by the Board pursuant to Section 401(d)(1) and (2) of the Act, authorizing the transportation of persons, or (b) a foreign route air carrier holding a permit issued by the Board pursuant to Section 402 of the act authorizing the transportation of persons.  <u>Comparable Air Transportation</u> means transportation provided by air carriers or foreign air carriers holding certificates of public convenience and necessity or foreign permits issued by the Civil Aeronautics Board.  <u>Confirmed Reserved Space</u> means space on a specific date and on a specific flight and class of services of a carrier which has been requested by a passenger and which the carrier or its agent has verified, by appropriate notation on the ticket or in any other manner provided therefore by the carrier's tariff, as being reserved for the accommodation of the passenger, except that Confirmed Reserved Space shall not include verification of reserved space on flights or portions of flights of foreign air carriers which originate outside the United States, its territories or possessions, to the extent that such verifications are only made outside the United States, its territories or possessions.  <u>Stopover</u> means a deliberate interruption of a journey by the passenger, scheduled to exceed four hours, at a point between the place of departure and the place of destination.  <u>The Sum of the Values of the Remaining Flight Coupons</u> means the sum of the applicable one-way fares or 50 percent of the applicable round trip fare, as the case may be including any surcharges and air transportation taxes, less any applicable discounts.  <u>Volunteer</u> means a person who responds to carrier's request for volunteers and who willingly accepts carrier's offer of compensation, in any amount, in exchange for relinquishing his confirmed reserved space. Any other passenger denied boarding is considered for the purposes of this rule to have been denied boarding involuntarily, even if he accepts denied boarding compensation.</p> <p>(B) <b><u>FLIGHTS OR PORTIONS OF FLIGHTS ORIGINATING IN THE UNITED STATES</u></b>          (1) <b><u>Conditions for payment of compensation:</u></b>          Subject to the exceptions in this subparagraph, carrier will tender to passenger the amount of compensation specified in subparagraph (4) when:          (a) the passenger holds a coupon closed on a specific scheduled flight;          (b) the reservation was recorded in the AZ reservation system; and          (c) the passenger is not accommodated on the flight.  <b><u>EXCEPTION:</u></b> The passenger will not be eligible for compensation if:          (1) The flight upon which the passenger holds confirmed reserved space is unable to accommodate him:              (a) because the flight was cancelled, or              (b) because of Substitution of equipment of lesser capacity when required by operational and/or safety reasons; or          (2) Passenger is accommodated on the flight for which he holds confirmed reserved space, but is offered accommodations or is seated in a compartment of the aircraft other than that specified on his ticket, provided that a passenger seated in a section for which a lower fare is charged shall be entitled to an appropriate refund.          (3) Passenger fails to meet check-in time requirements prescribed for the airport where denied boarding occurs.          (4) Passenger refuses to be security checked.          (5) Passenger is found to be unacceptable for carriage for any reason specified in carrier's tariffs.          (6) Passenger fails to meet reconfirmation requirements.          (7) Passenger is travelling on free or reduced rate fares.          (8) Carrier arranges comparable air transportation or other transportation used by the passenger at no extra cost to the passenger that at the time such arrangements are made is planned to arrive at the passenger's next stopover or if none, final destination within one hour after the scheduled arrival time of the passenger's original flight or flights.</p>

(Continued on next page)

For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.

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4th Revised Page 82-Z  
 Cancels 3rd Revised Page 82-Z

RULE	SECTION III - REFUNDS AND REROUTING
C88	<p><b>DENIED BOARDING COMPENSATION [N]PART I (Continued)</b></p> <p>(B) <b>FLIGHTS OR PORTIONS OF FLIGHTS ORIGINATING IN THE UNITED STATES (Continued)</b></p> <p>(2) <b>Request Volunteers for Denied Boarding</b></p> <p>(a) In the event of an oversold flight, provided that the flight will not be delayed, AZ will request volunteers for denied boarding before using any other boarding priority. A "volunteer" is a person who responds to request for volunteers and who willingly accepts the offer of compensation, in exchange for relinquishing his confirmed reserved space. Any other passenger denied boarding is considered, for the purposes of this part, to have been denied boarding involuntarily, even if he accepts denied boarding compensation.</p> <p>(b) If an insufficient number of volunteers come forward, AZ may deny boarding to other passengers in accordance with its boarding priority rules. However, boarding may not be denied to any passenger involuntarily who was earlier asked to volunteer without having been informed that he was in danger of being denied boarding involuntarily and the amount of compensation to which he would have been entitled in that event.</p> <p>(3) <b>Order of Off-Loading</b>        Should it become necessary to off-load revenue passengers, the order of off-loading will be in accordance with the boarding priorities of AZ.</p> <p>(4) <b>Amount of Compensation</b> Any passengers being denied boarding are entitled to compensation at the rate of 200 percent of the value of their remaining flight coupons, up to their next stopover or, if none, their destination, with a \$400 maximum. However the compensation shall only be one half the amount described above, with a \$200 maximum, if AZ arranges for comparable air transportation or other transportation accepted (i.e., used) by the passenger, which at the time either such arrangement is made, is planned to arrive at the airport of the passenger's next stopover or, if none, at the airport of the passenger's destination not later than 4 hours after the time the direct or connecting flight on which the confirmed space is held is planned to arrive. Volunteer passengers shall be offered the same amount of compensation as due to passengers denied boarding involuntarily.</p> <p><u>The Passenger may:</u></p> <p>(a) refuse the compensation and exercise all his rights at law.</p> <p>(b) elect to claim the compensation (always applicable in case of volunteers)</p> <p>(c) reserve his decision within the 30 day period allowed to this effect.</p> <p><u>Therefore AZ will:</u></p> <p>(a) <u>in case of refusal</u> assist the passenger for comparable transportation as per rules in force</p> <p>(b) <u>in case of acceptance</u> give each passenger who qualifies for denied boarding compensation, a payment of \$400 on the day and place the involuntary denied boarding occurs. However, should AZ arrange comparable transportation which is planned to arrive at the passenger's next stopover, or destination, no later than four hours after the original flight was planned to arrive, the denied boarding compensation shall only be \$200.</p> <p>(c) <u>In case the passenger reserves his decision:</u></p> <p>(i) give each passenger who qualifies for denied boarding compensation a payment of \$400.00 (or \$200) whichever is applicable, on the day and place the involuntary denied boarding occurs; or</p> <p>(ii) make the passenger sign a Provisional Declaration. If within the 30 day period the document is presented for payment of the compensation, the office involved shall verify the existence of the prerequisite in order to pay the passenger the compensation. In which case, the passenger shall be asked to sign a receipt and release form relieving AZ from any further liability for its failure to honor the confirmed reservation.</p>
	<p>For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.</p> <p><b>ISSUED: March 9, 2005</b> <b>EFFECTIVE: April 23, 2005</b></p>

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 Cancels 34th Revised Page 83

RULE	SECTION III - REFUNDS AND REROUTING
C88	<p><b>[DENIED BOARDING COMPENSATION PART II]</b> (Applicable to AZ only) (Applicable only to flights originating in Canada)</p> <p>(A) <b>DEFINITIONS:</b>          For the purpose of this rule, except as otherwise specifically provided herein, the following definitions shall apply:  <u>Airport:</u> means the airport at which the direct or connecting flight, on which the passenger holds confirmed reserved space, is planned to arrive or some other airport serving the same metropolitan area that is served by the former, provided that transportation to the other airport is accepted by the passenger.  <u>Carrier:</u> means an air carrier holding a certificate issued by the Civil Aeronautics Board CAB authorizing the transportation of persons or a foreign air route carrier holding the same certificate.  <u>Alternate Air Transportation:</u> means transportation provided to passenger at no extra cost by a foreign route air carrier holding certificates issued by the Civil Aeronautics Board.  <u>Confirmed Reservations Space:</u> means space on a specific date and on a specific flight and class of service of a carrier which has been requested by a passenger and which the carrier or it's agent has verified, by appropriate notation on the ticket or in any other manner provided therefore by the carrier as being reserved for the accommodation of the passenger.  <u>Oversold:</u> is that condition which is the result of there being more passengers with confirmed reservations and tickets than there are seats available on a flight.  <u>Volunteer:</u> means a person who responds to carrier's request for volunteers and who willingly accepts carrier's offer of compensation, any amount, and exchange for relinquishing his confirmed reserved space. Any other passenger denied boarding is considered for the purposes of this rule to have been denied boarding involuntarily, even if he accepts denied boarding compensation.  <u>Stopover:</u> means a deliberate interruption of a journey by the passenger, scheduled to exceed four hours at a point between the place of departure and the place of destination.</p> <p>(B) <b>APPLICABLE ONLY TO FLIGHTS ORIGINATING IN CANADA</b>          (1) <b>Conditions for Payment of Compensation</b>          Subject to the exceptions in this subparagraph, carrier will tender to the passenger the amount of compensation specified in subparagraph (3) when:          (a) Passenger holding a ticket for confirmed reserved space presents himself for carriage at the appropriate place, at least 60 minutes prior to flight departure time, having complied fully with the carrier's requirements as to ticketing, check-in procedure, and being acceptable for transportation under carrier's tariff;          (b) The reservation was recorded in the AZ reservation systems; and          (c) The passenger is not accommodated on the flight.  <u>EXCEPTION:</u> The passenger will not be eligible for compensation if:          (1) The flight on which the passenger holds confirmed reserved space is unable to accommodate him because of:              (a) Flight cancellation.              (b) A reduction in available seating capacity when required by operational or safety reasons.          (2) Passenger is offered accommodations or is seated in a section of the aircraft other than that specified on his/her ticket at no extra charge, except that a passenger seated in a section for which a lower fare applies shall be entitled to an appropriate refund.          (3) Passenger fails to meet check-in time requirements prescribed for the airport where denied boarding occurs.          (4) Passenger is found to be unacceptable for carriage for any reason specified in carrier's tariffs.          (5) Carrier arranges comparable air transportation or other transportation used by the passenger at no extra cost to the passenger that at the time such arrangements are made is planned to arrive at the passenger's next stopover or if none, final destination within one hour after the scheduled arrival time of the passenger's original flight or flights.</p>

(Continued on next page)

For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.

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**INTERNATIONAL PASSENGER RULES AND FARES TARIFF**  
**NO. IPR-2**

34th Revised Page 84  
 Cancels 33rd Revised Page 84

RULE	SECTION III - REFUNDS AND REROUTING
C88	<p><b>[N]DENIED BOARDING COMPENSATION PART II</b> (Applicable to AZ only) (Applicable only to flights originating in Canada) (Continued)</p> <p><b>(B) APPLICABLE ONLY TO FLIGHTS ORIGINATING IN CANADA</b> (Continued)</p> <p><b>(2) Request Volunteers for Denied Boarding</b></p> <p>(a) In the event of an oversold flight, provided the flight will not be delayed, AZ will request volunteers for denied boarding, before using any other boarding priority. A "Volunteer" is a person who willingly accepts the offer of compensation in exchange for relinquishing his confirmed reserved space. Any other passenger denied boarding is considered to have been involuntarily denied boarding, even if he accepts denied boarding compensation.</p> <p>(2) If an insufficient number of volunteers come forward, Alitalia may deny boarding to other passengers in accordance with its boarding priority rules.</p> <p><b>(3) Form of Compensation Payment</b></p> <p>(a) Subject to the provisions of paragraph (1) and (2) of this rule, carrier will tender compensation in the following manner:</p> <p>(i) Whenever a passenger can be rebooked to arrive at his final destination less than 4 hours than his originally booked flight, a Credit or Cash Voucher for the amount of CAD \$200 will be issued to the passenger.</p> <p>(ii) Whenever a passenger can be rebooked to arrive at his final destination more than 4 hours than his originally booked flight, a Credit or Cash Voucher for the amount of CAD \$400 will be issued to the passenger.</p> <p>(iii) Volunteer passengers shall be offered the same amount of compensation as due to passengers denied boarding involuntarily, as per (i) or (ii).</p> <p>The passenger may:</p> <p>(a) refuse the compensation and exercise all his rights at law.</p> <p>(b) Elect to claim the compensation (always applicable in case of volunteers).</p> <p>(c) Reserve his decision within 30 day period allowed to this effect.</p> <p>Therefore AZ will:</p> <p>(a) In case of refusal assist the passenger for comparable transportation as per rules in force.</p> <p>(b) In case of acceptance give each passenger who qualifies for denied boarding compensation, a payment as per paragraph (3) on the day and place the involuntary denied boarding occurs.</p> <p>(c) In case the passenger reserves his decision:</p> <p>(i) give each passenger who qualifies for denied boarding compensation a Credit or Cash Voucher of CAD \$400 (or CAD \$200) whichever is applicable, on the day and place the involuntary denied boarding occurs or</p> <p>(ii) make the passenger sign a Provisional Declaration. If within the 30 day period the document is presented for payment of the compensation, the office involved shall verify the existence of the prerequisite, in order to pay the passenger the compensation. In which case, the passenger shall be asked to sign a receipt and release form relieving AZ from any further liability for its failure to honor the confirmed reservation.</p>

(Continued on next page)

For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.

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**INTERNATIONAL PASSENGER RULES AND FARES TARIFF**  
**NO. IPR-2**

20th Revised Page 84-A  
 Cancels 19th Revised Page 84-A

## RULE

## SECTION III - REFUNDS AND REROUTING

89

**DENIED BOARDING COMPENSATION** (Continued)**#PART 1** (Continued)**(F) NOTICE PROVIDED FOR PASSENGERS** (Continued)**COMPENSATION FOR INVOLUNTARY DENIED BOARDING**

If you are denied boarding involuntarily, you are entitled to "denied boarding compensation" unless:

- C (1) you have not fully complied with AC/†[N]ING applicable reservation, ticketing, check-in, and reconfirmation procedures or you are not acceptable for transportation in accordance with AC/†[N]ING published tariffs; or,
- C (2) you are denied boarding because the flight is cancelled or a smaller capacity aircraft was substituted for safety or operational reasons; or,
- (3) you are denied boarding because of government requisition of space; or,
- (4) you are offered accommodation in a compartment of the aircraft other than that specified on your ticket, at no extra charge. (If seated in a compartment for which a lower fare applies, you must be given the appropriate refund.)

**AMOUNT OF DENIED BOARDING COMPENSATION**

- C If you are eligible for denied boarding compensation, you must be offered a cash payment of \$200.00 (Canadian currency) or a Credit Voucher good for future travel on AC/†[N]ING in the amount of \$500.00 (Canadian currency).

**METHOD OF PAYMENT**

- C If you qualify for denied boarding compensation, AC/†[N]ING must give you payment by check, draft or Credit Voucher good for future travel on AC/†[N]ING for the amount specified above, on the day and at the place the involuntary denied boarding occurs. Should you be offered alternate transportation which is at your convenience but which departs before the payment can be made, it will be sent to you within 24 hours.

**PASSENGER'S OPTIONS**

Acceptance of the compensation (by endorsing the check or draft or not returning Credit Voucher to AC within 30 days) relieves AC from any further liability caused by our failure to honour your confirmed and ticketed reservations. However, you may decline the payment and seek to recover damages in a court of law or in some other manner within thirty (30) days from the date on which the denied boarding occurred.

**#PART 2**

(Applicable from points in the United States served by AC to points in Canada and points in Areas 2/3 served by AC.)

- (A) Make a request for persons who are willing to voluntarily relinquish their confirmed reserved space in exchange for compensation in an amount determined by the carrier. The request for volunteers and the selection of such persons to be denied space shall be in a manner determined solely by carrier. Provided, however, that carrier will not later deny boarding to a passenger involuntarily if that passenger was earlier asked to volunteer without having been informed that he was in danger of being denied boarding involuntarily and the amount of compensation to which he would have been entitled in that event.
- NOTE:** Passengers who volunteer to relinquish their confirmed reserved space will be offered a Miscellaneous Charges Order/Ticket for free air transportation issued in the name of the passenger who volunteered, and valid for 365 days from the date of issuance. The Miscellaneous Charges Order/Ticket is non-transferrable, has no refund value, and may be voluntarily rerouted and reissued by AC. The value of the Miscellaneous Charges Order/Ticket will be equal to the value of the remaining flight coupon of the ticket to the passenger's next stopover.
- (B) If the number of persons willing to voluntarily relinquish confirmed reserved space is insufficient to provide space to all remaining persons holding confirmed reserved space, other passengers may be denied boarding involuntarily, beginning with the last passenger to arrive at the ticket lift point, except passengers travelling due to death or illness of member of the passenger's family, aged passengers or unaccompanied children.
- (C) Carrier causing the passenger to be delayed will transport persons who are denied confirmed reserved space, whether voluntarily or involuntarily, on its next flight without stopover in which space is available, at no additional cost to the passenger regardless of class of service; or

(Continued on next page)

# - PART 1 is applicable to NTA(A) No. 210 only. PART 2 is applicable to D.O.T. No. 376 only.

For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.

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(Except as Noted)

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**INTERNATIONAL PASSENGER RULES AND FARES TARIFF**  
**NO. IPR-2**

17th Revised Page 84-B  
 Cancels 16th Revised Page 84-B

RULE	SECTION III - REFUNDS AND REROUTING
89	<p><b><u>DENIED BOARDING COMPENSATION</u></b> (Continued)</p> <p style="text-align: center;"><b>#PART 2 (Continued)</b></p> <p>(D) If the carrier causing such delay is unable to provide onward transportation acceptable to the passenger, any other carrier or combination of carriers, at the request of the passenger, will transport the passenger without stopover on its (their) next flight(s) in the same class of service as the passenger's original outbound flight, or if space is available on a flight(s) of a different class of service acceptable to the passenger, such flight(s) will be used without stopover at no additional cost to the passenger only if it (they) will provide an earlier arrival at the passenger's destination, next stopover point or transfer point; and</p> <p>(E) When passenger who is delayed has not voluntarily relinquished confirmed reserved space in accordance with (A) above, carrier causing such delay will compensate such passenger for carrier's failure to provide confirmed space as follows:</p> <p>(1) <u>Conditions for Payment of Compensation</u></p> <p>Subject to the exceptions of this subparagraph, carrier will tender to the passenger the amount of compensation specified in subparagraph (2) when:</p> <p>(a) Passenger holding a ticket for confirmed reserved space presents himself for carriage at the appropriate time and place, having complied fully with the carrier's requirements as to ticketing, check-in and reconfirmation procedure, and being acceptable for transportation under carrier's tariff, and</p> <p>(b) the flight for which the passenger holds confirmed reserved space is unable to accommodate the passenger and departs without him.</p> <p><u>EXCEPTION 1:</u> The passenger will not be eligible for compensation if the flight on which the passenger holds confirmed reserved space is unable to accommodate him because of substitution of equipment of lesser capacity when required by operational or safety reasons.</p> <p><u>EXCEPTION 2:</u> The passenger will not be eligible for compensation if he is offered accommodations or is seated in a section of the aircraft other than that specified on his ticket at no extra charge, except that a passenger seated in a section for which a lower fare applies shall be entitled to an appropriate refund.</p> <p><u>EXCEPTION 3:</u> The passenger will not be eligible for compensation if his reservation has been cancelled pursuant to Rule 60(F).</p> <p><u>EXCEPTION 4:</u> The passenger will not be eligible for compensation if the flight on which he holds confirmed reserved space is unable to accommodate him because the flight is cancelled.</p> <p><u>EXCEPTION 5:</u> The passenger will not be eligible for compensation if the carrier arranges comparable air transportation or other transportation used by the passenger at no extra cost to the passenger, that at the time such arrangements are made is planned to arrive at the passenger's next stopover or, if none, to his destination within 1 hour after the scheduled arrival time of the passenger's original flight or flights.</p> <p>(2) <u>Amount of Compensation Payable</u></p> <p>(a) Subject to the provisions of paragraph (E)(1) of this rule, carrier will tender liquidated damages in the amount of 200 percent of the sum of the values of the passenger's remaining flight coupons of the ticket to the passenger's next stopover (see Rule 135), or if none, to his destination, but not more than USD 400.00 or CAD 484.00, if the carrier arranges for comparable air transportation, or for other transportation accepted, i.e. used by the passenger which, at the time, either such arrangement is made, is planned to arrive at the airport of the passenger's next stopover, or if none, at the airport of the passenger's destination not later than four hours after the planned arrival at the airport of the passenger's next point of stopover, or if there is no next point of stopover, at the airport of the passenger's destination, of the flight on which the passenger holds a confirmed reservation. If the offer of compensation is made by the carrier and accepted by the passenger, such payment shall constitute full compensation for all actual or anticipatory damages incurred or to be incurred by the passenger as a result of the carrier's failure to provide passenger with confirmed reserved space.</p> <p><u>NOTE:</u> Subject to the passenger's approval carrier will compensate the passenger with credit valid for the purchase of transportation in lieu of monetary compensation. The credit issued will be for a value equal to or greater than the monetary compensation. Such credit will be non-transferrable, non-refundable and valid for one year from the date of issued.</p>

(Continued on next page)

# - PART 2 is applicable to D.O.T. No. 376 only.

For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.

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**INTERNATIONAL PASSENGER RULES AND FARES TARIFF**  
 NO. IPR-2

6th Revised Page 84-C  
 Cancels 5th Revised Page 84-C

RULE	SECTION III - REFUNDS AND REROUTING
89	<p><b>DENIED BOARDING COMPENSATION</b> (Continued)</p> <p style="text-align: center;"><b>#PART 2</b> (Continued)</p> <p>(E) (Continued)</p> <p>(2) <u>Amount of Compensation Payable</u> (Continued)</p> <p>(b) For the purpose of this rule, the value of the remaining flight coupons of the ticket shall be the sum of the applicable one way fares including any surcharges and air transportation taxes, less any applicable discount.</p> <p>(c) Said tender will be made by carrier on the day and at the place where the failure occurs, and if accepted will be receipted for by the passenger. Provided, however, that when carrier arranges for the passenger's convenience, alternate means of transportation which departs prior to the time such tender can be made to the passenger, tender shall be made by mail or other means within 24 hours after the time the denied boarding occurs.</p> <p>(F) Carrier shall furnish all passengers who are denied boarding involuntarily from flights on which they hold confirmed reserved space a copy of the following written statement:</p> <p style="text-align: center;"><b>COMPENSATION FOR DENIED BOARDING</b></p> <p>If you have been denied a reserved seat on Air Canada, you are probably entitled to monetary compensation. This notice explains the airline's obligations and the passenger's rights in the case of an oversold flight, in accordance with regulations of the U.S. Civil Aeronautics Board.</p> <p style="text-align: center;"><b>VOLUNTEERS AND BOARDING PRIORITIES</b></p> <p>If a flight is oversold (more passengers hold confirmed reservations than there are seats available), no one may be denied boarding against his will until airline personnel first ask for volunteers who will give up their reservations willingly, in exchange for a payment of the airline's choosing. If there are not enough volunteers, other passengers may be denied boarding involuntarily, beginning with the last passenger to arrive at the ticket lift point, except passengers travelling due to death or illness of a member of the passenger's family, aged passengers or unaccompanied children.</p> <p style="text-align: center;"><b>COMPENSATION FOR INVOLUNTARY DENIED BOARDING</b></p> <p>If you are denied boarding involuntarily, you are entitled to a payment of "denied boarding compensation" from the airline <u>unless</u> (1) you have not fully complied with the airline's ticketing, check-in, and reconfirmation requirements, or you are not acceptable to transportation under the airline's tariff filed with the C.A.B.; or (2) you are denied boarding because the flight is cancelled; or (3) because a smaller capacity aircraft was substituted for safety or operational reasons; or (4) you are offered accommodations in a section of the aircraft other than that specified in your ticket, at no extra charge. (A passenger seated in a section for which a lower fare is charged must be given an appropriate refund).</p> <p style="text-align: center;"><b>AMOUNT OF DENIED BOARDING COMPENSATION</b></p> <p>Passengers who are eligible for denied boarding compensation must be offered a payment equal to the sum of the face values of their ticket coupons, with a USD 200.00 maximum. However, if the airline cannot arrange "alternate transportation" (see below) for the passenger, the compensation is doubled (USD 400.00 one way maximum). The "value" of a ticket coupon is the one way fare for the flight shown on the coupon, including any surcharge and air transportation tax, minus any applicable discount. All flight coupons, including connecting flights, to the passenger's destination or first 4-hour stopover are used to compute the compensation.</p> <p>"Alternate transportation" is air transportation provided an airline licensed by the C.A.B. or other transportation used by the passenger which, at the time the arrangement is made, is planned to arrive at the passenger's next scheduled stopover (of 4 hours or longer) or destination no later than 4 hours after the passenger's originally scheduled arrival time.</p> <p style="text-align: center;"><b>METHOD OF PAYMENT</b></p> <p>The airline must give each passenger who qualifies for denied boarding compensation, a payment by check or draft for the amount specified above, on the day and place the involuntary denied boarding occurs. However, if the airline arranges alternate transportation for the passenger's convenience that departs before the payment can be made, the payment will be sent to the passenger within 24 hours.</p> <p style="text-align: center;"><b>PASSENGER'S OPTIONS</b></p> <p>Acceptance of the compensation (by endorsing the check or draft within 30 days) relieves Air Canada from any further liability to the passenger caused by its failure to honor the confirmed reservation. However, the passenger may decline the payment and seek to recover damages in a court of law or in some other manner.</p>

(Continued on next page)

# - PART 2 is applicable to D.O.T. No. 376 only.

For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.

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**INTERNATIONAL PASSENGER RULES AND FARES TARIFF**  
**NO. IPR-2**

8th Revised Page 84-D  
 Cancels 7th Revised Page 84-D

RULE	SECTION III - REFUNDS AND REROUTING		
89	<p><b>DENIED BOARDING COMPENSATION</b> (Continued)</p> <p style="text-align: center;"><b>PART 3</b></p> <p><b>C</b> (Applicable within points in Europe and from points in Europe to North America/India served by AC)        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.</p> <p>(A) <b>DEFINITIONS:</b> For the purpose of this rule, the following definitions shall apply:</p> <ol style="list-style-type: none"> <li>(1) <b>Airport</b> is:           <ol style="list-style-type: none"> <li>(a) that at which the direct or connecting flight on which the passenger holds confirmed and ticketed reservations is scheduled to arrive; or,</li> <li>(b) another airport in the same metropolitan area as (a) which is also served by AC and is acceptable to the passenger.</li> </ol> </li> <li>(2) <b>Alternate transportation</b> is air transportation provided by a carrier or other transportation used by the passenger which, at the time such arrangements are made, will provide for arrival at the passenger's destination or next point of stopover, within 4 hours of his originally scheduled arrival time.</li> <li>(3) <b>Carrier</b> means an air carrier, except a helicopter operator, holding a commercial air service license authorizing the transportation of persons.</li> <li>(4) <b>Comparable air transportation</b> is provided by air carriers to passengers at no extra cost.</li> <li>(5) <b>Confirmed space (reservations)</b> is that which applies to a specific AC flight, date and fare type as requested by a passenger and which is verified in AC reservations system and is so noted on his ticket.</li> <li>(6) <b>Oversold</b> is that condition which is the result of there being more passengers with confirmed reservations and tickets than there are seats available on a flight.</li> <li>(7) <b>Stopover</b> is a deliberate interruption of journey requested by the passenger which is scheduled to exceed four hours at a place between the points of origin and destination.</li> <li>(8) <b>Ticket lift point/Boarding area</b> is the point where the passenger's flight coupon is lifted and retained by AC.</li> </ol> <p>(B) <b>REQUEST FOR VOLUNTEERS</b></p> <ol style="list-style-type: none"> <li>(1) AC will request volunteers from among the confirmed passengers to relinquish their seats in exchange for compensation as defined in (E).</li> <li>(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.</li> <li>(3) The request for volunteers and the selection of passengers to be denied boarding shall be in a manner solely determined by AC.</li> </ol> <p>(C) <b>BOARDING PRIORITIES</b></p> <ol style="list-style-type: none"> <li>(1) If a flight is oversold, no passenger may be involuntarily denied boarding until AC has first requested volunteers to relinquish their seats.</li> <li>(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 who have not received a boarding pass, will be permitted to board in the following order until all available seats are occupied:           <ol style="list-style-type: none"> <li>(a) Physically handicapped passengers, unaccompanied children under 12 years of age and others for whom, in AC assessment, failure to carry would cause severe hardship.</li> <li>(b) Passengers paying First (F), Executive (J) or full Economy (Y) class fares.</li> <li>(c) All other passengers, including tour conductors accompanying a group. These passengers will be accommodated in the order in which they present themselves for check-in and boarding.</li> </ol> </li> </ol> <p>(D) <b>TRANSPORTATION FOR PASSENGERS DENIED BOARDING</b>        A passenger who has been denied boarding, either voluntarily or involuntarily, will be provided transportation in accordance with the following:</p> <ol style="list-style-type: none"> <li>(1) The passenger will be transported without stopover on the next available AC flight, regardless of the class of service, and at no additional cost to him.</li> <li>(2) Should AC not be able to provide onward transportation, acceptable to the passenger, on the services of AC transportation via the services of another carrier(s) will be provided as follows:           <ol style="list-style-type: none"> <li>(a) The passenger will be accommodated in the class of service and/or booking class applicable to his transportation on AC.</li> <li>(b) Transportation in a different class of service and/or booking class will be provided without additional cost to the passenger only if it will provide for an earlier arrival at his destination or next point of stopover.</li> </ol> </li> </ol>		
	<p style="text-align: right;">(Continued on next page)</p> <p>For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.</p> <table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">ISSUED: June 3, 1997</td> <td style="width: 50%;">EFFECTIVE: August 2, 1997</td> </tr> </table>	ISSUED: June 3, 1997	EFFECTIVE: August 2, 1997
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**INTERNATIONAL PASSENGER RULES AND FARES TARIFF**  
**NO. IPR-2**

9th Revised Page 84-E  
 Cancels 8th Revised Page 84-E

RULE	SECTION III - REFUNDS AND REROUTING																				
89	<p><b>DENIED BOARDING COMPENSATION</b> (Continued) <b>PART 3</b> (Continued)</p> <p>(E) <b>COMPENSATION</b> In addition to providing transportation in accordance with (D), a passenger who has been denied boarding will be compensated by AC as follows:</p> <p>(1) <b>Conditions for Payment</b></p> <p>(a) The passenger must present himself for carriage at the appropriate time and place:</p> <p>(i) having complied fully with AC applicable reservation, ticketing, check-in and reconfirmation procedures; and,</p> <p>(ii) being acceptable for transportation in accordance with AC published tariffs.</p> <p>(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.</p> <p><b>EXCEPTION:</b> The passenger will not be eligible for compensation:</p> <p>(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,</p> <p>(ii) when the flight on which he holds a confirmed and ticketed reservation is cancelled or space has been requisitioned by the government; or,</p> <p>(iii) if, for operational and safety reasons, his aircraft has been substituted with one having lesser capacity.</p> <p>(2) <b>Amount of Compensation</b> Subject to the provisions of (E)(1)(a) AC will tender liquidated damages of the following amounts:</p> <table><thead><tr><th></th><th>DELAY</th><th>DRAFT</th><th>CREDIT VOUCHER GOOD FOR FUTURE TRAVEL ON AC</th></tr></thead><tbody><tr><td>Europe to North America/India:</td><td>More than 4 hrs. 300ECU/+INJEUR</td><td>400ECU/+INJEUR</td><td>200ECU/+INJEUR</td></tr><tr><td></td><td>Less than 4 hrs. 150ECU/+INJEUR</td><td>200ECU/+INJEUR</td><td>100ECU/+INJEUR</td></tr><tr><td>Intra-Europe:</td><td>More than 2 hrs. 150ECU/+INJEUR</td><td>200ECU/+INJEUR</td><td>100ECU/+INJEUR</td></tr><tr><td></td><td>Less than 2 hrs. 75ECU/+INJEUR</td><td>100ECU/+INJEUR</td><td></td></tr></tbody></table> <p><b>NOTE 1:</b> Delay is defined as arrival delay. <b>NOTE 2:</b> Above-mentioned amounts shall not exceed the value of the flight coupon(s) presented at check-in. <b>NOTE 3:</b> ECU/+INJEUR amounts are to be converted to local currency at the applicable exchange rate in effect on the date of compensation.</p> <p>(F) <b>NOTICED PROVIDED TO PASSENGERS:</b> The following written notice shall be provided to all passengers who are involuntarily denied boarding on flights for which they hold confirmed reservations.</p> <p><b>COMPENSATION FOR DENIED BOARDING</b></p> <p>If you have been denied boarding on an AC flight for which you held confirmed and ticketed reservations, you may be entitled to monetary compensation. This notice explains AC obligations and your rights in the case of an oversold (more confirmed and ticketed passengers than there are available seats) flight, in accordance with AC published tariffs.</p> <p><b>VOLUNTEERS AND BOARDING PRIORITIES</b></p> <p>AC may request volunteers who wish to relinquish their seats in exchange for monetary compensation. In the event there are insufficient volunteers, passengers may be involuntarily denied boarding. The carrier will take into consideration the interests of passengers who must be given boarding priority for legitimate reasons, such as disabled persons and unaccompanied children.</p> <p><b>COMPENSATION FOR DENIED BOARDING</b></p> <p>If you are denied boarding, you are entitled to denied boarding compensation provided you have complied with AC applicable reservations, ticketing, and check in procedures and as stipulated in the general conditions of carriage.</p> <p><b>AMOUNT OF COMPENSATION</b></p> <p>For flights from Europe to North America/India, the compensation will equal the equivalent of 300 ECU/+INJEUR cash or 400 ECU/+INJEUR credit voucher, for future travel on AC, unless the arrival time of the alternative flight is within 4 hours, in which case the compensation will equal the equivalent of 150ECU/+INJEUR cash or 200ECU/+INJEUR credit voucher, for future travel on AC, unless the arrival time of the alternate flight is within 2 hours, in which case the compensation will equal the equivalent of 75ECU/+INJEUR cash or 100 ECU/+INJEUR credit voucher.</p>		DELAY	DRAFT	CREDIT VOUCHER GOOD FOR FUTURE TRAVEL ON AC	Europe to North America/India:	More than 4 hrs. 300ECU/+INJEUR	400ECU/+INJEUR	200ECU/+INJEUR		Less than 4 hrs. 150ECU/+INJEUR	200ECU/+INJEUR	100ECU/+INJEUR	Intra-Europe:	More than 2 hrs. 150ECU/+INJEUR	200ECU/+INJEUR	100ECU/+INJEUR		Less than 2 hrs. 75ECU/+INJEUR	100ECU/+INJEUR	
	DELAY	DRAFT	CREDIT VOUCHER GOOD FOR FUTURE TRAVEL ON AC																		
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For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.																					
ISSUED: March 4, 1999	EFFECTIVE: May 3, 1999 (Except as Noted)																				

0083G

+ - Effective March 5, 1999 and issued on one (1) day's notice under D.O.T. Special Tariff Permission No. 48791 and on not less than one (1) day's notice under NTA(A) Special Permission No. 47950.

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INTERNATIONAL PASSENGER RULES AND FARES TARIFF  
NO. IPR-2

4th Revised Page 84-F  
Cancels 3rd Revised Page 84-F

RULE	SECTION III - REFUNDS AND REROUTING		
89	<p><u>DENIED BOARDING COMPENSATION</u> (Continued)</p> <p style="text-align: center;"><u>PART 3</u> (Continued)</p> <p>(F) <u>NOTICED PROVIDED TO PASSENGERS:</u> (Continued)</p> <p style="text-align: center;"><u>PASSENGER OPTIONS</u></p> <p>In the event of boarding being denied, you have the choice between: Reimbursement without penalty of the cost of the ticket for the part of the journey not made, or re-routing to your final destination at the earliest opportunity, or re-routing at a later date at your convenience.</p> <p style="text-align: center;"><u>EXPENSES</u></p> <p>You are entitled to a telephone call/telex/fax message, as well as appropriate meals and refreshments and hotel accommodations if required.</p> <p style="text-align: center;"><u>REDUCED FARES</u></p> <p>The carrier is not obliged to pay denied boarding compensation where the passenger is travelling free of charge or at a reduced fare not available directly or indirectly to the public.</p> <p style="text-align: center;"><u>WAIVER</u></p> <p>Volunteers who have accepted compensation may not make subsequent applicable to the courts with a view to further compensation.</p>		
<p>For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.</p> <table border="1" data-bbox="188 1900 1446 1950"><tr><td data-bbox="188 1900 836 1950">ISSUED: November 5, 1991</td><td data-bbox="836 1900 1446 1950">EFFECTIVE: January 4, 1992</td></tr></table>		ISSUED: November 5, 1991	EFFECTIVE: January 4, 1992
ISSUED: November 5, 1991	EFFECTIVE: January 4, 1992		

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

30th Revised Page 84-G  
 Cancels 29th Revised Page 84-G

RULE

## SECTION III - REFUNDS AND REROUTING

90

REFUNDS(A) GENERAL

Refund by carrier for an unused ticket or portion thereof, exchange order or miscellaneous charges order will be made in accordance with the following conditions, except as otherwise provided in paragraph (F) of this rule.

- (1) Persons requesting refund must surrender to carrier all unused flight coupon(s) of the ticket, exchange order or miscellaneous charges order. †(N)(Applicable to QF only)  
 Surrender must be within 24 months from date of issue.
- (2) Carrier will refuse refund on a ticket which has been presented to government officials of a country or to carrier as evidence of intention to depart therefrom unless the passenger establishes to the carrier's satisfaction that he has permission to remain in the country or that he will depart therefrom by another carrier or conveyance.
- (3) Carrier shall make all or any individual refunds through its general accounting offices of regional sales or accounting offices, and require prior written applications for refunds to be prepared by passengers on special forms furnished by carrier.

(B) CURRENCY

All refunds will be subject to government laws, rules, regulations, or orders of the country in which the ticket was originally purchased and of the country in which the refund is being made. Refunds will be made subject to the following provisions:

- (1) Voluntary refunds of tickets, miscellaneous charges orders, or deposit receipts purchased in currency other than U.S. dollars shall be made in currency used for such purpose, and in country where such purchase was made.
- (2) Voluntary refunds of tickets, miscellaneous charges orders, or deposit receipts purchased in U.S. dollars may be made in U.S. dollars or local currency in any country provided such refund is not prohibited by local governmental exchange control regulations at point of refund.
- (3) Involuntary refunds of tickets, miscellaneous charges orders, or deposit receipts shall be made in the currency used for such purchase and in the country where such purchase was made, whenever possible. However, U.S. dollars refunds or refunds in the currency of the country where the involuntary refund is necessary may be made on request of passenger provided refund in such currency is not prohibited by local governmental exchange control regulations.
- (4) Refunds of tickets, miscellaneous charges orders, or deposit receipts purchased in currency other than U.S. dollars will only be made in an amount equal to the amount due in the currency in which the fare or fares for the flight covered by the ticket as originally issued was collected (see also Rule 75(D)).

(Continued on next page)

† - Effective February 1, 2003 for transportation to/from USA.

For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.

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(Except  
as Noted)



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29th Revised Page 84-H  
 Cancels 28th Revised Page 84-H

RULE	SECTION III - REFUNDS AND REROUTING																																
90	<p><b>REFUNDS (Continued)</b></p> <p>(C) <b>PERSON TO WHOM REFUND IS MADE</b>          Carrier will refund in accordance with this rule to the person named as the passenger on the ticket, except as provided below:          (1) Ticket refund will be made for tickets issued as described in Column A and only to the purchaser described in Column B below:</p> <table> <tr> <th data-bbox="365 506 560 527">CARRIER</th><th data-bbox="581 506 943 527">COLUMN A</th></tr> <tr> <td data-bbox="365 543 560 564">ALL</td><td data-bbox="581 543 943 585">In exchange for a Prepaid Ticket Advice</td></tr> <tr> <td data-bbox="365 600 560 663">AC, CP, NZ, PH, QF, SK, TM, TZ, SS, +[N]ING</td><td data-bbox="581 600 943 642">Against a Transportation Request issued by a government agency</td></tr> <tr> <td data-bbox="365 674 560 695">CO</td><td data-bbox="581 674 943 716">Against a U.S. Government Transportation Request</td></tr> <tr> <td data-bbox="365 726 560 747">SK, TZ</td><td data-bbox="581 726 943 821">Tickets for transportation issued against a Diner's Club Card, Carte Blanche Credit Card and against credit cards of banks (See Rule 70)</td></tr> <tr> <td data-bbox="365 831 560 852">PH, QF</td><td data-bbox="581 831 943 894">Tickets for transportation issued against a credit card referred to in Rule 70</td></tr> <tr> <td data-bbox="365 905 560 926">CO</td><td data-bbox="581 905 943 947">Tickets for transportation issued against a credit card</td></tr> <tr> <td data-bbox="365 957 560 978">CP</td><td data-bbox="581 957 943 999">Tickets for transportation issued against any credit card.</td></tr> <tr> <th data-bbox="365 1031 560 1052">CARRIER</th><th data-bbox="581 1031 943 1052">COLUMN B</th></tr> <tr> <td data-bbox="365 1068 560 1089">ALL</td><td data-bbox="581 1068 943 1110">The purchaser of the Prepaid Ticket Advice</td></tr> <tr> <td data-bbox="365 1121 560 1184">AC, CP, NZ, PH, QF, SK, TM, TZ, +[N]ING</td><td data-bbox="581 1121 943 1184">The government agency that issued the Transportation Request</td></tr> <tr> <td data-bbox="365 1194 560 1215">CO</td><td data-bbox="581 1194 943 1289">The U.S. Government Agency that issued the U.S. Government Transportation Request with a check payable to the "Treasurer of the United States"</td></tr> <tr> <td data-bbox="365 1310 560 1331">SK, TZ</td><td data-bbox="581 1310 943 1352">The account of the person to whom such card has been issued.</td></tr> <tr> <td data-bbox="365 1362 560 1383">PH, QF</td><td data-bbox="581 1362 943 1415">The account of the person to whom such credit card has been issued.</td></tr> <tr> <td data-bbox="365 1436 560 1457">CO</td><td data-bbox="581 1436 943 1488">The account of the person to whom such credit card has been issued.</td></tr> <tr> <td data-bbox="365 1509 560 1530">CP</td><td data-bbox="581 1509 943 1562">The account of the person to whom such credit card has been issued.</td></tr> </table> <p>(2) If, at the time of purchase, the purchaser designates on the ticket another person to whom refund shall be made, refund will be made to the person so designated. A refund made in accordance with this procedure to a person representing himself as the person so designated in the ticket, exchange order or Miscellaneous Charges Order will be deemed a valid refund and the carrier will not be liable to the true passenger for another refund.</p> <p>(3) (Applicable to CO, CP and TM only) If, at the time of application for refund, evidence is submitted that a company purchased the ticket on behalf of its employee or the travel agent has made refund to its client, such refund will be made directly to the employee's company or the travel agent.</p>	CARRIER	COLUMN A	ALL	In exchange for a Prepaid Ticket Advice	AC, CP, NZ, PH, QF, SK, TM, TZ, SS, +[N]ING	Against a Transportation Request issued by a government agency	CO	Against a U.S. Government Transportation Request	SK, TZ	Tickets for transportation issued against a Diner's Club Card, Carte Blanche Credit Card and against credit cards of banks (See Rule 70)	PH, QF	Tickets for transportation issued against a credit card referred to in Rule 70	CO	Tickets for transportation issued against a credit card	CP	Tickets for transportation issued against any credit card.	CARRIER	COLUMN B	ALL	The purchaser of the Prepaid Ticket Advice	AC, CP, NZ, PH, QF, SK, TM, TZ, +[N]ING	The government agency that issued the Transportation Request	CO	The U.S. Government Agency that issued the U.S. Government Transportation Request with a check payable to the "Treasurer of the United States"	SK, TZ	The account of the person to whom such card has been issued.	PH, QF	The account of the person to whom such credit card has been issued.	CO	The account of the person to whom such credit card has been issued.	CP	The account of the person to whom such credit card has been issued.
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+ - Effective April 23, 1997 and issued on not less than one (1) day's notice under NTA(A) Special Permission No. 35504.

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**NO. IPR-2**

17th Revised Page 84-I  
 Cancels 16th Revised Page 84-I

RULE	SECTION III - REFUNDS AND REROUTING																						
90	<p><u>REFUNDS</u> (Continued)</p> <p>(D) <u>INVOLUNTARY REFUNDS</u></p> <p>(1) For the purpose of this paragraph, the term "Involuntary Refund" shall mean any refund made in the event the passenger is prevented from using the carriage provided for in his/her ticket because of cancellation of flight, inability of carrier to provide previously confirmed space, substitution of a different type of equipment or class of service by carrier, missed connections, postponement or delay of flight, omission of a scheduled stop, or removal or refusal to carry under conditions prescribed in "Acceptance of Children" provisions of Rule 25.</p> <p>(2) <u>Amount of Involuntary Refunds</u></p> <p>The amount of involuntary refunds will be as follows:</p> <p>(a) (Not applicable to TM) when no portion of the trip has been made, the amount of refund will be:</p> <p>(i) (Not applicable to PH) The fare and charges paid.</p> <p>(ii) (Applicable to PH only.) An amount equal to the fare and charges applicable to the ticket issued to the passenger.</p> <p>(b) (Not applicable to TM) when a portion of the trip has been made, the amount of refund will be computed as follows:</p> <p>(i) either an amount equal to the one-way fare less the same rate of discount, if any, that was applied in computing the original one-way fare (or on round-trip or circle-trip tickets, one half of the round-trip fare) and charges applicable to the unused transportation from the point of termination to the destination or stopover point named on the ticket or to the point at which transportation is to be resumed, via:</p> <p>(aa) the routing specified on the ticket, if the point of termination was on such routing; or</p> <p>(bb) the routing of any carrier operating between such points, if the point of termination was not on the routing specified on the ticket; in such case the amount of refund will be based on the lowest fares applicable between such points; or</p> <p>(ii) The difference between the fare paid and the fare for the transportation used, whichever is higher.</p> <p><u>EXCEPTION 1:</u> (Applicable to CO and PH only.)</p> <p>(a) Carrier will make no refund:</p> <table border="1" data-bbox="389 1018 1339 1249"> <tr> <th>When the destination designated on the Passenger's ticket is:</th><th>and the flight on which passenger is being transported, terminates at:</th></tr> <tr> <td>Fort Lauderdale, Fla.</td><td>Miami, Fla.</td></tr> <tr> <td>Los Angeles, Cal.</td><td>Ontario, Cal.</td></tr> <tr> <td>Miami, Fla.</td><td>Fort Lauderdale, Fla.</td></tr> <tr> <td>Newark, N.J.</td><td>New York, N.Y.</td></tr> <tr> <td>New York, N.Y.</td><td>Newark, N.J.</td></tr> <tr> <td>Oakland, Cal.</td><td>San Francisco, Cal.</td></tr> <tr> <td>Ontario, Cal.</td><td>Los Angeles, Cal.</td></tr> <tr> <td>San Francisco, Cal.</td><td>Oakland, Cal.</td></tr> <tr> <td>San Jose, Cal.</td><td>San Francisco, Cal.</td></tr> <tr> <td>San Francisco, Cal.</td><td>San Jose, Cal.</td></tr> </table> <p>(b) When the destination designated on the passenger's ticket is Los Angeles, Cal. and the flight on which the passenger is being transported terminates at Ontario, Cal., carrier will provide ground transportation to Los Angeles without charge.</p>	When the destination designated on the Passenger's ticket is:	and the flight on which passenger is being transported, terminates at:	Fort Lauderdale, Fla.	Miami, Fla.	Los Angeles, Cal.	Ontario, Cal.	Miami, Fla.	Fort Lauderdale, Fla.	Newark, N.J.	New York, N.Y.	New York, N.Y.	Newark, N.J.	Oakland, Cal.	San Francisco, Cal.	Ontario, Cal.	Los Angeles, Cal.	San Francisco, Cal.	Oakland, Cal.	San Jose, Cal.	San Francisco, Cal.	San Francisco, Cal.	San Jose, Cal.
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San Jose, Cal.	San Francisco, Cal.																						
San Francisco, Cal.	San Jose, Cal.																						

(Continued on next page)

For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.

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19th Revised Page 84-J  
 Cancels 18th Revised Page 84-J

RULE	SECTION III - REFUNDS AND REROUTING
90	<p><b>REFUNDS</b> (Continued)</p> <p>(D) (Continued)</p> <p>(2) (Continued)</p> <p>(b) (Continued)</p> <p><b>EXCEPTION 2:</b> NOT USED</p> <p><b>EXCEPTION 3:</b> (Applicable to AC/SS/INJNG only) In the event of death or illness, carrier will refund cancellation penalty where applicable. In such circumstances carrier will extend refund to persons travelling with incapacitated passenger.</p> <p>(c) (Applicable to TW only) The amount of involuntary refunds will be as follows:</p> <p>(i) When no portion of the trip has been made the amount of refund will be the fare and charges paid.</p> <p>(ii) When a portion of the trip has been made, the amount of the refund will be the difference between the fare paid and the fare for the transportation used computed from the point of origin.</p>
	<p style="text-align: right;">(Continued on next page)</p>
<p>For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.</p>	
ISSUED: April 22, 1997	<p>EFFECTIVE: June 21, 1997</p> <p style="text-align: right;">(Except as Noted)</p>

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**NO. IPR-2**

33rd Revised Page 84-K  
 Cancels 32nd Revised Page 84-K

RULE	SECTION III - REFUNDS AND REROUTING								
90	<p><b>REFUNDS (Continued)</b></p> <p>(D) (Continued)</p> <p>(2) (Continued)</p> <p>(c) (Continued)</p> <p>(iii) When a passenger holding a ticket for carriage in a higher class of service is required by the carrier to use a lower class of service for any portion of carriage ticketed at the higher class of service, the amount of refund will be as follows:</p> <p>(aa) (For travel on wide body flights offering F/C/Y service.) For Business Class fares governed by Rule 2090. Passengers holding tickets at Ambassador Class Fares will be given compensation in the amount of USD 100.00 for each Transatlantic Sector and USD 30.00 for each domestic sector in which TM is unable to provide seating in the Ambassador Class Compartment or the difference between the fare paid and the fare for transportation used recalculated from the point of origin, whichever is higher.</p> <p>(bb) Passengers holding tickets issued at Business Class Fares will be given the following compensation for each domestic sector in which TM is unable to provide previously confirmed seating in the First Class compartment/section.</p> <p>(1)</p> <table border="1"> <thead> <tr> <th>BETWEEN EAST COAST GATEWAY NYC/BOS/WAS/PHL AND BOS/NYC/PHL/WAS</th><th>REFUND AMOUNT USD</th></tr> </thead> <tbody> <tr> <td></td><td>25.00</td></tr> <tr> <td>CLE/CHH/DAY/CVG/IND/SDF/BNA/DTT/CHI/PIA/MIA/ORD/TPA/PBI/ LIT/DSM/MSY/OMA/MKC/STL/ICV/TUL/OKC/DFW/HOU/SAT</td><td>50.00</td></tr> <tr> <td>ABQ/DEN/COS/SLC/LAS/PHX/TUS/SEA/PSP/SAH/SJC/OAK/ONT</td><td>100.00</td></tr> </tbody> </table> <p>(2) Between any point in the U.S.A. and a gateway other than NYC/BOS/WAS/PHL the amount of refund shall be USD 50.00.</p> <p>(cc) (Applicable for all fare classes except business class fares governed by Rule 2090.) When a passenger holding a ticket for carriage for a higher class of service between an origin and a destination is required by carrier to use a lower class of service for any portion of such carriage the amount of refund will be as follows:</p> <p>(1) <b>For One Way Tickets:</b> The difference between the fare for the higher class of service and the fare for the lower class of service between the points where the lower class of service is used;</p> <p>(2) <b>For Round Trip, Circle Trip or Open Jaw Tickets:</b> The difference between 50 percent of the round trip fare for the higher class of service and 50 percent of the round trip fare for the lower class of service is used or the difference between the fare paid and the fare for transportation used recalculated from the point of origin, whichever is higher.</p> <p>(3) <b>Substitution of Aircraft via CO</b>        When for operational reasons, a passenger holding a First Class/Business Class ticket with confirmed reservations entered thereon is accommodated on other than First Class/Business Class aircraft, as designated in Aircraft Type and Seating Configuration Tariff No. TS-2, NTA(A) No. 111, C.A.B. No. 220, which has been substituted for First Class/Business Class aircraft, carrier will refund to the passenger the difference between:</p> <p>(a) an amount equal to the involuntary refund value of the unused portion of the ticket applicable from the point of substitution to the passenger's destination, next transfer point or point at which First Class/Business Class service is to be resumed, whichever occurs first, and</p> <p>(b) (i) if carrier operates Economy service between such points, the applicable Economy fare between such points, or</p> <p>(ii) if carrier does not operate Economy service between such points, 75 percent of the lowest direct one way First Class/Business Class fare between such points.</p> <p><b>EXCEPTION 1:</b> Carrier will make no refund when the amount described in subparagraph (b) exceeds the amount described in subparagraph (a).</p> <p><b>EXCEPTION 2:</b> (Applicable to CO only.) When the passenger is accommodated on Economy service where an Economy fare is published, carrier will refund the difference between the amount described in subparagraph (a) and the applicable Economy fare for the transportation used.</p>	BETWEEN EAST COAST GATEWAY NYC/BOS/WAS/PHL AND BOS/NYC/PHL/WAS	REFUND AMOUNT USD		25.00	CLE/CHH/DAY/CVG/IND/SDF/BNA/DTT/CHI/PIA/MIA/ORD/TPA/PBI/ LIT/DSM/MSY/OMA/MKC/STL/ICV/TUL/OKC/DFW/HOU/SAT	50.00	ABQ/DEN/COS/SLC/LAS/PHX/TUS/SEA/PSP/SAH/SJC/OAK/ONT	100.00
BETWEEN EAST COAST GATEWAY NYC/BOS/WAS/PHL AND BOS/NYC/PHL/WAS	REFUND AMOUNT USD								
	25.00								
CLE/CHH/DAY/CVG/IND/SDF/BNA/DTT/CHI/PIA/MIA/ORD/TPA/PBI/ LIT/DSM/MSY/OMA/MKC/STL/ICV/TUL/OKC/DFW/HOU/SAT	50.00								
ABQ/DEN/COS/SLC/LAS/PHX/TUS/SEA/PSP/SAH/SJC/OAK/ONT	100.00								

(Continued on next page)

For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.

ISSUED: November 5, 1991

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

45th Revised Page 84-L  
 Cancels 44th Revised Page 84-L

RULE	SECTION III - REFUNDS AND REROUTING
90	<p><b>REFUNDS (Continued)</b></p> <p>(D) (Continued)</p> <p>(4) <u>Communications Expenses</u>          Any communication expenses paid by the passenger in accordance with Rule 60 will be refunded, or if such expense has not been collected by carrier, its collection will be waived, except as otherwise provided in Rule 25; provided, however, that the passenger will be required to pay for any communications pertaining to his own arrangements necessitated by such involuntary cancellation.</p> <p>(5) <u>Time Limitation for Refund Requests</u>          (a) (Applicable to NZ only) Refund will be made provided that the unused coupons are surrendered to carrier within two (2) years after the expiration date of the validity of the ticket.          (b) (Applicable to EI only) Application for refund should be made during the period of validity of the ticket or exchange order, and the carrier reserves the right to refuse refund when application therefore is made more than 30 days after the expiry date of the ticket or exchange order.</p> <p>(E) <u>VOLUNTARY REFUNDS</u>          (1) The term "Voluntary Refund," for the purpose of this paragraph, shall mean any refund of a ticket or portion thereof other than an involuntary refund as defined in paragraph (D) above.          (2) <u>Amount of Voluntary Refund</u>          The amount of voluntary refunds will be as follows:          (a) when no ticket coupons have been used, the amount of refund will be:              (i) (Applicable to FF only) An amount equal to the fare and charges applicable to the ticket issued to the passenger.              (ii) (Applicable to EI, NZ and SN only) The fare paid less the service charge described in (c) below and less any applicable communication expenses.              (iii) (Applicable to PH and QF) Except as provided for by specific fare types, an amount equal to the fare and charges applicable to the ticket issued to the passenger.              (iv) (Applicable to SK/TZ only) Any applicable service charge or cancellation penalty will be deducted from the refund amount.          (b) when any ticket coupons have been used, the amount of refund will be:              (i) (Applicable to FF, PH, QF, SK and TZ) An amount equal to the difference between the fare and charges applicable to the ticket issued to the passenger and the fare and charges applicable to the transportation of the passenger covered by the used portion of the ticket.              (ii) (Applicable to EI and SN) The difference, if any, between the fare paid and the fare applicable for the portion of transportation used, less the service charge described in (c) below and less the applicable communications expenses.              (iii) (Applicable to TZ only) Any applicable service charge or cancellation penalty will be deducted from the refund amount.</p>

(Continued on next page)

Provisions of CU formerly appearing on this page and not brought forward are hereby cancelled.

For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.

ISSUED: March 13, 2002

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For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.

Airline Tariff Publishing Company, Agent  
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**NO. IPR-2**

16th Revised Page 84-N  
 Cancels 15th Revised Page 84-N

RULE	SECTION III - REFUNDS AND REROUTING
90	<p><u>REFUNDS</u> (Continued)</p> <p>(E) (Continued)</p> <p>(2) (Continued)</p> <p>C +[C](d) (Applicable to QF only.) QF assumes no obligation to issue voluntary refund in accordance with (1) or (2) above unless such ticket was issued on QF ticket stock +[N]and is presented within 24 months from date of issue. The term "QF ticket stock" means tickets printed or imprinted with the QF carrier code (081) as part of the ticket.</p> <p>C +[C](e) (Applicable to PH only) PH assumes no obligation to issue voluntary refund in accordance with (1) or (2) above unless such ticket was issued on PH ticket stock. The term "PH Ticket Stock" means tickets printed or imprinted with the PH carrier code (162) as part of the ticket.</p>

(Continued on next page)

+ - Effective February 1, 2003 for transportation to/from USA.

For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.

ISSUED: January 31, 2003

EFFECTIVE: March 17, 2003

(Except  
as Noted)

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

74th Revised Page 85  
 Cancels 73rd Revised Page 85

**RULE****SECTION III - REFUNDS AND REROUTING**

90

**REFUNDS (Continued)****(E) VOLUNTARY REFUNDS (Continued)****(3) Time Limitation for Refund Request**

- (a) (Applicable to NZ and SN only) Refund will be made in accordance with (1), (2) and (3) above provided application therefor has been made not later than two years after expiration of the ticket.
- (b) (Applicable to EI only.) Application for refund should be made during the period of validity of the ticket or exchange order, and the carrier reserves the right to refuse refund when application therefor is made more than 30 days after expiry date of the ticket or exchange order.
- (c) (Applicable to PH only.) Application for refund must be made not later than six months after the expiration date of the ticket.

**(F) LOST TICKETS, MISCELLANEOUS CHARGES ORDERS, DEPOSIT RECEIPTS AND EXCESS BAGGAGE TICKETS**

The following provisions will govern refund or replacement of lost tickets, etc., or unused portions thereof.

**(1) Time Limitation for Refund Request**

- (a) (Applicable to AZ, EI, PH, QF and SN only.) Subject to Rule 90(A)(1), carrier will refund a lost ticket or lost portion thereof upon receiving written request for refund from the passenger (Applicable to QF only) provided such request is made within 24 months from date of issue of the ticket/MCO.

**NOTE:** (Applicable to PH only) Written request for refund must be made not later than one month after the expiration date of the lost ticket.

- (b) (Applicable to AZ, EI, NZ, SK and TZ only) Carrier will refund a lost ticket or lost portion thereof in not less than four months after receipt of satisfactory proof of loss.

**(2) Basis for Refund**

- (a) Refund will be made on one of the following bases, whichever is applicable:

**(i) If no portion of the ticket has been used:**

- (aa) if the passenger has not purchased a replacement ticket, refund will be the full amount of the fare paid less any carrier compensation, if applicable; in the case of non-refundable tickets, the full amount of the fare paid may be used towards the purchase of a ticket at an applicable higher fare or, alternately, an MCO for future travel annotated "NON-REF".
- (bb) if the passenger has purchased a replacement ticket, the carrier that issued the original ticket will refund to the passenger the fare paid for such replacement ticket. AZ will refund to the passenger the fare paid for the lost ticket.

**(ii) If a portion of the ticket has been used:**

- (aa) if the passenger has not purchased a replacement ticket, refund will be an amount equal to the difference, if any, between the fare paid and the applicable fare between the points between which the ticket has actually been used;
- (bb) if the passenger has purchased a replacement ticket, the carrier that issued the original ticket will refund the fare paid for such replacement ticket; (AZ will refund to the passenger only the fare paid for the lost ticket).

**+IN]EXCEPTION:** (Applicable to KU only)

If the passenger has purchased a replacement ticket and KU was the issuing carrier, KU will refund the fare paid for such replacement ticket - but no earlier than one year from date of travel on original lost ticket.

- (iii) The refunds described in paragraphs (i) and (ii) above, shall be subject to any expenses incurred by the carrier as a result of such loss.

+ - Effective September 3, 2004 for transportation to/from USA.

(Continued on next page)

For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.

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(Except  
as Noted)



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INTERNATIONAL PASSENGER RULES AND FARES TARIFF  
NO. IPR-266th Revised Page 86  
Cancels 65th Revised Page 86

RULE	SECTION III - REFUNDS AND REROUTING
90	<p><u>REFUNDS</u> (Continued)</p> <p>(F) <u>LOST TICKETS, MISCELLANEOUS CHARGES ORDERS, DEPOSIT RECEIPTS AND EXCESS BAGGAGE TICKETS</u> (Continued)</p> <p>(2) <u>Basis for Refund</u> (Continued)</p> <p>(b) (Applicable to PH only.) When a passenger loses his ticket, or the unused portion thereof, carrier will make a refund to the passenger in the following amounts, as applicable:</p> <p>(i) If no portion of the ticket has been used, refund will be an amount equal to the fare and charges paid.</p> <p>(ii) If a portion of the ticket has been used, and</p> <p>(aa) the passenger has purchased a new ticket covering the same transportation as that covered by the unused portion of the lost ticket, refund will be an amount equal to the fare and charges paid for such new ticket.</p> <p>(bb) the passenger has not purchased a new ticket covering the same transportation as that covered by the unused portion of the lost ticket, refund will be an amount equal to the difference between the fare and charges paid and the fare and charges applicable to the transportation of the passenger covered by the used portion of the ticket.</p>
	(Continued on next page)
For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.	
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**NO. IPR-2**

73rd Revised Page 86-A  
 Cancels 72nd Revised Page 86-A

**RULE** **SECTION III - REFUNDS AND REROUTING**

**90** **REFUNDS (Continued)**

**(F) LOST TICKETS, MISCELLANEOUS CHARGES ORDERS, DEPOSIT RECEIPTS AND EXCESS BAGGAGE TICKETS**

**(Continued)**

**(3)** The foregoing provisions for lost tickets shall also apply to lost exchange orders, deposit receipts, and excess baggage tickets.

**(4) Service Charge**

Unless otherwise provided for in specific fare types, carrier will impose a service charge in U.S. or Canadian Dollars as indicated in the table below or the equivalent in other than U.S. or Canadian Dollars converted by the Bankers' Buying Rate, per ticket, for handling such request for refund or replacement of a lost ticket or exchange order.

CARRIER		SERVICE CHARGE
LOST TICKET		REPLACEMENT TICKET
FF	USD 70.00	---
EI	CAD 65.00/USD 50.00	---
SN	USD 150.00	USD 150.00
QF	CAD 65.00/USD 50.00	+111USD 70.00/CAD 65.00
T2	USD 35.00	USD 35.00
SK	USD 60.00/ CAD 78.00	USD 60.00/ CAD 78.00
AZ	USD 100.00	+111USD 100.00

**EXCEPTION:** No service charge will be imposed for military passengers when transportation is paid with a U.S. Government Transportation Request (Form No. 1169).

(Continued on next page)

+ - Effective February 1, 2003 for transportation to/from USA.

For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.

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(Except  
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**NO. IPR-2**

58th Revised Page 86-B  
 Cancels 57th Revised Page 86-B

RULE	SECTION III - REFUNDS AND REROUTING
90	<p><u>REFUNDS</u> (Continued)</p> <p>(F) <u>LOST TICKETS, MISCELLANEOUS CHARGES ORDERS, DEPOSIT RECEIPTS AND EXCESS BAGGAGE TICKETS</u>          (Continued)</p> <p>(5) <u>Application and Conditions for Refund</u></p> <p>(a) <u>Form of Application.</u> Application must be made on forms prescribed by carrier for such refunds.</p> <p>(b) <u>Where Filed.</u> (Applicable to PH only) Application must be filed in the general office of the carrier.</p> <p>(c) <u>Conditions for Refund</u></p> <p>(i) <u>When Payable.</u> Refund will be made upon receiving application for such refund, subject to (ii) and (iii) below.</p> <p>(ii) <u>Previous Use or Refund.</u> Refund will be made only provided that the lost ticket or lost portion thereof has not previously been honored for transportation or refunded to any person.</p> <p>(iii) <u>Indemnity.</u> Carrier will make such refund only provided that the person to whom refund is made agrees, in such form as may be prescribed by the carrier, to indemnify carrier for any loss or damage which it may sustain by reason of such refund.</p> <p>(G) (Applicable to PH and QF) Notwithstanding the provisions of this rule, carrier will not accept for any purposes under this rule passenger tickets or related transportation documents issued by any carrier which is in substantial default of its interline obligations or which voluntarily or involuntarily has become the subject of bankruptcy proceedings.</p>
Provisions of CU formerly appearing on this page and not brought forward are hereby cancelled.	
For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.	
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**Airline Tariff Publishing Company, Agent**  
 INTERNATIONAL PASSENGER RULES TARIFF NO. IPR-2

 2nd Revised Page 86-C  
 Cancels 1st Revised Page 86-C

RULE	SECTION III — REFUNDS AND REROUTING
92	<p><b>DENIED BOARDING COMPENSATION</b> (Applicable to SN only.)</p> <p>(A) <u>Applicable only to Flights or Portions of Flights Originating in the United States</u> (†X)</p> <p>(1) <u>Conditions For Payment of Compensation</u>          Subject to the exceptions in this subparagraph carrier will tender to passenger the amount of compensation specified in subparagraph (2):</p> <p>(a) When a full revenue passenger, holding a ticket for confirmed transatlantic reserved space, presents himself for carriage at the appropriate time and place, having complied fully with the carrier's requirements as to ticketing, check-in, reconfirmation procedures:</p> <p><b>NOTE:</b> Check-in means that the passenger must present himself at the airport check-in at least 60 minutes prior to the scheduled departure of the flight on which he holds confirmed reserved space.</p> <p>(b) The flight for which the passenger holds confirmed transatlantic reserved space, is unable to accommodate the passenger and departs without him.</p> <p><b>EXCEPTION:</b> The passenger will not be eligible for Denied Boarding Compensation if:</p> <p>(i) The flight upon which the passenger holds confirmed reserved transatlantic space is unable to accommodate him because substitution of equipment of a lesser capacity when required by safety or operational reasons, or</p> <p>(ii) The passenger is accommodated for the flight on which he holds confirmed transatlantic reserved space but is offered accommodations or is seated in a compartment of the aircraft other than that specified on his ticket, provided that the passenger seated in a section of the aircraft for which a lower fare is charged shall be entitled to an appropriate refund.</p> <p>(iii) The passenger will not be eligible for compensation if placed on another flight or flights that are planned to reach the passenger's destination within one hour of the scheduled arrival of his original flight.</p> <p>(iv) The passenger will not be eligible for compensation if he/she is travelling on a free or reduced fare basis.</p> <p>(2) <u>Amount of Compensation Payable</u>          Subject to the provisions of paragraph (1) of this Rule, compensation will be paid to a passenger denied boarding involuntarily from an oversold flight at the rate of 200 percent of the sum of the values of the passenger's remaining flight coupons up to the passenger's next stopover, or if none, to his destination, with a \$400.00 maximum. However, the compensation shall be one-half the amount described above, with a \$200.00 maximum, if the carrier arranges for comparable air transportation or other transportation accepted (i.e. used) by the passenger, which at the time either such arrangement is made, is planned to arrive at the airport of the passenger's next stopover, or if none, at the airport of the passenger's destination not later than 4 hours after the time the direct or connecting flight on which the confirmed space is held is planned to arrive.</p> <p>(3) <u>Order of Denied Boarding</u>          In the event there is insufficient space on the aircraft to accommodate all the passengers holding confirmed transatlantic reservations the carrier shall request volunteers for denied boarding before using any other boarding priority. If an insufficient number of volunteers come forward, the carrier may deny boarding to other passengers in accordance with its boarding priority rules. However, the carrier may not deny boarding to any passenger involuntarily who was earlier asked to volunteer without having been informed that he was in danger of being denied boarding involuntarily and the amount of compensation to which he would have been entitled in that event.</p>

(Continued on next page)

For explanation of abbreviations, reference marks and symbols used but unexplained hereon, see Pages 16 through 26.

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 † — Effective May 13, 1983 and issued on one (1) day's notice under  
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## Airline Tariff Publishing Company, Agent

NATIONAL PASSENGER RULES TARIFF NO. IPR-2

2nd Revised Page 86-D  
Cancels 1st Revised Page 86-D

RULE	SECTION III — REFUNDS AND REROUTING
------	-------------------------------------

92	DENIED BOARDING COMPENSATION (Continued)
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(A) (Continued)

(4) Public Notice Of Denied Boarding Compensation and Boarding Priorities:

The carrier shall furnish passengers who are denied boarding from flights on which they hold confirmed reservations, immediately after the denied boarding occurs, the following explanation:

Compensation For Denied Boarding

If you have been denied a reserved seat on SABENA you are probably entitled to monetary compensation. This notice explains the airline's obligations and the passenger's rights in the case of an oversold flight, in accordance with regulations of the U.S. Civil Aeronautics Board.

Volunteers And Boarding Priorities

If a flight is oversold (more passengers hold confirmed reservations than there are seats available), no one may be denied boarding against his will until airline personnel first ask for volunteers who will give up their reservations willingly, in exchange for a payment of the airline's choosing. If there are not enough volunteers, other passengers may be denied boarding involuntarily, in accordance with the boarding priority of SABENA. Should it become necessary to off-load passengers, then off-loading will be made in the following order:

- (a) Connecting full revenue passengers without confirmed reservation beyond Brussels.
- (b) Local boarding full revenue passengers holding confirmed reserved space in order of appearance at the airport check-in facilities.
- (c) Connecting full revenue passengers holding confirmed transatlantic reservation.
- (d) Hardship cases as determined by the Manager on duty.
- (e) Sick and handicapped passengers.
- (f) Carrier's crew members travelling on a positive space basis for operational reasons.

Compensation For Involuntary Denied Boarding

If you are denied boarding involuntarily, you are entitled to a payment of "denied boarding compensation" from the airline unless (1) you have not full complied with the airline's ticketing, check-in, and reconfirmations requirements, or you are not acceptable for transportation under the airline's usual rules and practices; or (2) you are denied boarding because the flight is canceled; or (3) you are denied boarding because a smaller capacity aircraft was substituted for safety or operational reasons; or (4) you are offered accommodations in a section of the aircraft other than that specified in your ticket at no extra charge (A passenger seated in a section for which a lower fare is charged must be given an appropriate refund.); or (5) the airline is able to place you on another flight or flights that are planned to reach your final destination within one hour of the scheduled arrival of your original flight.

Amount Of Denied Boarding Compensation

Passengers who are eligible for denied boarding compensation must be offered a payment equal to the sum of the face values of their ticket coupons, with a \$200.00 maximum. However, if the airline cannot arrange alternate transportation (see below) for the passenger, the compensation is doubled (\$400 maximum). The value of a ticket coupon is the one-way fare for the flight shown on the coupon, including any surcharge and air transportation tax, minus any applicable discount. All flight coupons, including connecting flights, to the passenger's destination or first 4 hour stopover are used to compute the compensation.

"Alternate transportation" is air transportation (by any airline licensed by the C.A.B.) or other transportation used by the passenger which, at the time the arrangement is made, is planned to arrive at the passenger's next scheduled stopover (of 4 hours or longer) or destination no later than 4 hours after the passenger's originally scheduled arrival time.

Method Of Payment

The airline must give each passenger who qualified for denied boarding compensation, a payment by check or draft for the amount specified above, on the day and place the involuntary denied boarding occurs. However, if the airline arranges alternate transportation for the passenger's convenience that departs before the payment can be made, the payment will be sent to the passenger within 24 hours.

Passenger's Options

Acceptance of the compensation (by endorsing the check or draft within 30 days) relieves SABENA from any further liability to the passenger cause by its failure to honor the confirmed reservations. However, the passenger may decline the payment and seek to recover damages in a court of law or in some other manner.

(Continued on next page)

Explanation of abbreviations, reference marks and symbols used but unexplained hereon, see Pages 16 through 26.

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NO. IPR-2

3rd Revised Page 86-E  
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## RULE

## SECTION III - REFUNDS AND REROUTING

C#93

**DENIED BOARDING COMPENSATION** (Applicable to †X and †QF for flights originating in Canada to points outside the U.S.A.)

When the carrier is unable to provide previously confirmed space due to more passengers holding confirmed reservations and tickets on a flight than there are available seats on that flight, the carrier will take the actions specified in the provisions of this rule.

(A) **REQUEST FOR VOLUNTEERS**

The carrier will request passengers who are willing to do so, to voluntarily relinquish their confirmed reserved space in exchange for compensation in an amount determined by the carrier. If a passenger is asked to volunteer, the carrier will not later deny boarding to that passenger involuntarily unless that passenger was informed at the time he was asked to volunteer that there was a possibility of being denied boarding involuntarily and of the amount of compensation to which he would have been entitled in that event. The request for volunteers and the selection of such persons to be denied space shall be in a manner determined solely by the carrier.

NOTE: †CANCELLED

(B) **BOARDING PRIORITIES**

If a flight is oversold (more passengers hold confirmed reservations than there are seats available), no one may be denied boarding against his will until airline personnel first ask for volunteers who will give up their reservations willingly, in exchange for a payment of the airline's choosing. If there are not enough volunteers, other passengers may be denied boarding involuntarily, in accordance with the boarding priority of the specific carrier. The boarding priorities are provided below.

(1) (†X) The boarding priorities as presented below will appear in the Notice provided to passengers denied boarding (see paragraph (E) below). Passengers with the highest priority, as listed below, will be the last to be involuntarily denied boarding. Passengers within any category will be boarded in the order of presenting themselves for check-in. Check-in occurs when a passenger presents his/her ticket for issuance of a boarding pass at any point(s) designated by the airline for such purpose.

(a) Duty "must go" staff.

(b) Commercial passengers in the order of check-in but exceptional consideration will be made for young passengers travelling alone, sick or invalid passengers, inbound connecting passengers and passengers travelling to destinations having low frequency service.

(c) Airline staff passengers and discounted fare traffic.

(2) †CANCELLED

# - Applicable to NTA(A) No. 210 only.  
 † - Effective March 20, 1990

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4th Revised Page 86-G  
 Cancels 3rd Revised Page 86-G

RULE

**SECTION III - REFUNDS AND REROUTING**

C#93

**DENIED BOARDING COMPENSATION** (Applicable to tX and QF for flights originating in Canada to points outside the U.S.A.)

**(C) TRANSPORTATION FOR PASSENGER DENIED BOARDING**

When the carrier is unable to provide previously confirmed space the carrier causing the passenger to be delayed will provide transportation to persons who have been denied boarding, whether voluntarily or involuntarily, in accordance with the provisions below.

- (1) Carrier will transport the passenger without stopover on its next flight on which space is available at no additional cost to the passenger regardless of class of service.
- (2) If the carrier causing such delay is unable to provide onward transportation acceptable to the passenger, any other carrier or combination of carriers, at the request of the passenger, will transport the passenger without stopover on its (their) next flight(s) in the same class of service as the passenger's original outbound flight, or if space is available on a flight(s) of a different class of service acceptable to the passenger, such flight(s) will be used without stopover at no additional cost to the passenger only if it (they) will provide an earlier arrival at the passenger's destination, next stopover point, or transfer point.

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

In addition to providing transportation as described in paragraph (C) above, when the passenger who is delayed has not voluntarily relinquished confirmed reserved space in accordance with provisions in paragraph (A) above, the carrier causing the delay will compensate the delayed passenger for the carrier's failure to provide confirmed space. Compensation will be made in accordance with the provisions below:

**(1) Conditions for Payment****(a) tX CANCELLED**

- (b) (tX) The passenger holds a ticket coupon closed to a specified QF flight irrespective of where the ticket was issued and must present himself for carriage at the appropriate time and place, having complied fully with the carrier's requirements as to ticketing, check-in, and reconfirmation procedures and having met all requirements for acceptance for transportation published in carrier's tariff.

- (c) The flight for which the passenger holds confirmed reserved space must be unable to accommodate the passenger and departs without him.

**EXCEPTION 1:** The passenger will not be eligible for compensation if the flight on which he holds confirmed reserved space is unable to accommodate him because of government requisition of space or substitution of equipment of lesser capacity when required by operational or safety reasons.

**EXCEPTION 2:** The passenger will not be eligible for compensation if he is offered accommodations or is seated in a section of the aircraft other than that specified on his ticket at no extra charge. If a passenger is seated in a section for which a lower fare applies the passenger shall be entitled to an appropriate refund.

# - Applicable to NTA(A) No. 210 only.  
 † - Effective March 20, 1990.

(Continued on next page)

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 Cancels 2nd Revised Page 86-I

RULE	SECTION III - REFUNDS AND REROUTING
#93  C	<p><b>DENIED BOARDING COMPENSATION</b> (Continued)</p> <p>(E) <b>NOTICE PROVIDED PASSENGERS</b>          Carrier shall furnish all passengers who are denied boarding involuntarily from flights on which they hold confirmed reserved space a copy of the following written statement:          (1) (tX)</p> <p>(a) <b>COMPENSATION FOR DENIED BOARDING</b>          If you have been denied a reserved seat on Qantas Airways Limited you are probably entitled to monetary compensation. This notice explains the airline's obligations and the passenger's rights in the case of an oversold flight, in accordance with tariffs on file with the Canadian Transport Commission.</p> <p>(b) <b>VOLUNTEERS AND BOARDING PRIORITIES</b>          If a flight is oversold (more passengers hold confirmed reservations than there are seats available), no one may be denied boarding against his will until airline personnel first ask for volunteers who will give up their reservations willingly, in exchange for a payment of the airline's choosing. If there are not enough volunteers, other passenger may be denied boarding involuntarily, in accordance with the boarding priorities of Qantas Airways Limited.</p> <p>(c) <b>COMPENSATION FOR INVOLUNTARY DENIED BOARDING</b>          If you are denied boarding involuntarily, you are entitled to a payment of "Denied boarding compensation" from the airline <u>unless</u> (1) you have not fully complied with the airline's ticketing, check-in, and reconfirmation requirements, or you are not acceptable for transportation under the airline's tariff filed with the Canadian Transport Commission; or (2) you are denied boarding because the flight is cancelled; or (3) you are denied boarding because of government requisition of space or because a smaller capacity aircraft was substituted for safety or operational reasons; or (4) because of a reduction in available seating capacity when required by operational or safety reasons; or (5) you are offered accommodations in a section of the aircraft other than that specified in your ticket, at no extra charge. (A passenger seated in a section for which a lower fare is charged must be given an appropriate refund.)</p> <p>(d) <b>AMOUNT OF DENIED BOARDING COMPENSATION</b>          Passengers who are eligible for denied boarding compensation must be offered a payment equal to the sum of the face values of their ticket coupons, with a \$50.00 (Canadian Currency) minimum and \$200.00 (Canadian Currency) maximum. The 'value' of a ticket coupon is the one way fare for the flight shown on the coupon, including any surcharge and air transportation tax, minus any applicable discount. All flight coupons, including connecting flights, to the passenger's destination or first 4 hour stopover are used to compute the compensation.</p> <p>(e) <b>METHOD OF PAYMENT</b>          The airline must give each passenger who qualifies for denied boarding compensation, a payment by check or draft for the amount specified above, on the day and place the involuntary denied boarding occurs. However, if the airline arranges alternate transportation for the passenger's convenience that departs before the payment can be made, the payment will be sent to the passenger within 24 hours.</p> <p>(f) <b>PASSENGER'S OPTIONS</b>          Acceptance of the compensation (by endorsing the check or draft within 30 days) relieves Qantas Airways Limited from any further liability to the passenger caused by its failure to honour the confirmed reservation. However, the passenger may decline the payment and seek to recover damages in a court of law or in some other manner.</p>

(Continued on next page)

\* - Applicable to NTA(A) No. 210 only.  
 † - Effective March 20, 1990

For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.

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**INTERNATIONAL PASSENGER RULES AND FARES TARIFF**  
 NO. IPR-2

19th Revised Page 87  
 Cancels 18th Revised Page 87

RULE	SECTION III - REFUNDS AND REROUTING																				
95	<u>AMENITIES/SERVICES FOR DELAYED PASSENGERS</u> (Not applicable to CP.) (A) Specific carriers' provisions are found in the subparagraph(s) indicated in the table below.																				
	<table><tr><th>CARRIER</th><th>PARAGRAPH</th><th>CARRIER</th><th>PARAGRAPH</th></tr><tr><td>CO</td><td>2, 6</td><td>CANCELLED</td><td></td></tr><tr><td></td><td></td><td>TN</td><td>11</td></tr><tr><td>RZ</td><td>7</td><td></td><td></td></tr><tr><td>CANCELLED</td><td></td><td></td><td></td></tr></table>	CARRIER	PARAGRAPH	CARRIER	PARAGRAPH	CO	2, 6	CANCELLED				TN	11	RZ	7			CANCELLED			
CARRIER	PARAGRAPH	CARRIER	PARAGRAPH																		
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**NO. IPR-2**

19th Revised Page 88  
 Cancels 18th Revised Page 88

RULE	SECTION III - REFUNDS AND REROUTING
95	<p><b>AMENITIES/SERVICES FOR DELAYED PASSENGERS (Continued)</b></p> <p>(A) (Continued)</p> <p>(2) <u>Via CO for travel between points within Area 1</u>          Carrier will assume the following expenses for all its passengers, regardless of class of service, incurred as a result of cancellation, delay or interruption of carrier's flight on which a passenger holds confirmed reservations. Carrier will advise all passengers of the available amenities when a delay is expected to exceed four hours.</p> <p>(a) <u>Hotel Room</u>          (i) Carrier will furnish a hotel room if the delay is expected to exceed four hours during the period of 10:00 P.M. to 6:00 A.M.          (ii) Hotel accommodations are not to exceed 24 hours and are not to be in excess of the charge for one night's lodging.          (iii) No hotel accommodations will be provided to a passenger whose permanent domicile is in the area where the delay occurs.</p> <p>(b) <u>Meals</u>          Passenger who would otherwise have received complimentary meal service on a flight which has been delayed or cancelled, will be furnished one meal if the delay will extend beyond the meal hours. No alcoholic beverages will be furnished to any passenger.</p> <p>(c) <u>Ground Transportation</u>          When lodging is furnished in accordance with (a) above, ground transportation will be provided from the airport to the lodging accommodation and return. All ground transportation provided will be via public conveyance.</p> <p>(d) <u>Communications</u>          One long distance telephone call or one 15-word straight telegram will be allowed within the United States. One message will be allowed to or from a point outside the United States via the carrier's internal communications system in order to request that the carrier involved in transporting the passenger to his final destination, advise a concerned party of the delay.</p> <p><u>Exception:</u> Provisions of (a) and (c) above do not apply to passengers at a point of stopover who hold confirmed reservations on a flight which is delayed or cancelled because of U.S. weather bureau observations or forecasts indicating that environmental conditions will be such that, at the time of arrival or departure of the flight, the airport may be closed or that weather conditions will be less than the minimum allowed for landing or takeoff as required by the Federal Aviation Administration.</p> <p><u>Note:</u> The above exception does not apply and amenities will be provided to:          (a) Passengers who are deplaned at a point other than point of origin, stopover point, or destination, or          (b) Passengers whose onward transportation on the carrier is delayed or cancelled at a connection point intermediate to their destination.</p>
<p>(Continued on next page)</p> <p>For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.</p>	
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INTERNATIONAL PASSENGER RULES TARIFF NO. IPR-2

RULE

SECTION III - REFUNDS AND REROUTING

95

AMENITIES/SERVICES FOR DELAYED PASSENGERS (Continued)

(A) (Continued)  
(3) NOT USED

(continue on next page)

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9th Revised Page 88-D  
 Cancels 8th Revised Page 88-D

RULE	SECTION III - REFUNDS AND REROUTING
95  C	<p><b>AMENITIES/SERVICES FOR DELAYED PASSENGERS (Continued)</b></p> <p>(A) (Continued)</p> <p>(7) <u>Via C/NZ</u></p> <p>Carrier(s) will advise passengers and will offer the services and amenities described below on a complimentary basis under the conditions stated to all passengers on delayed flights and except as noted below to standby passengers who have been cleared for boarding on the flight.</p> <p>(a) Expenses covering the following services will be assumed by carrier for each transit or connecting passenger regardless of class of service, when carrier is unable to provide previously confirmed space (except for any passenger to whom denied boarding compensation has been tendered pursuant to Rule 87); or, when carrier's flight is cancelled or fails to operate according to schedule:</p> <ul style="list-style-type: none"> <li>(i) Food and Beverage Service for a period not to exceed 24 hours as follows:             <ul style="list-style-type: none"> <li>(aa) Meals at normal meal times.</li> <li>(bb) Refreshments at appropriate times.</li> </ul> </li> <li>(ii) Hotel accommodations for a period not exceeding 24 hours if the delay to the passenger is 8 hours or more.</li> <li>(iii) Ground transportation to and from hotels and restaurants if such service is required in accordance with (i) and (ii) above.</li> <li>(iv) If required by the passenger, notice of delay will be given as provided in (c) below.</li> </ul> <p>(b) Expenses for the following services will be assumed by the carrier for any locally originating passenger, regardless of class of service, when carrier is unable to provide previously confirmed space (except for any passenger to whom denied boarding compensation has been tendered pursuant to Rule 87); or when carrier's flight is cancelled or fails to operate according to schedule:</p> <ul style="list-style-type: none"> <li>(i) Food and beverage service for a period not to exceed 24 hours as follows:             <ul style="list-style-type: none"> <li>(aa) Meals at normal meal times.</li> <li>(bb) Refreshments at appropriate times.</li> </ul> </li> <li>(ii) Ground transportation service to and from the city served by the airport.</li> <li>(iii) If required by the passenger, notice of a delay will be given as provided in (c) below.</li> </ul> <p><b>EXCEPTION:</b> The provisions of this paragraph do not apply to standby passengers.</p> <p>(c) The delay notification service referred to above in (a)(iv) and (b)(iii) will be by whatever communications facilities provide the most expeditious service, including carrier's own teletype networks and public cable and telephone services. If required to provide such service, the following conditions will apply:</p> <ul style="list-style-type: none"> <li>(i) One message to a party intending to meet a delayed passenger at the destination advising of a change in arrival time or airport of arrival.</li> <li>(ii) Cancellation or rebooking of previously held hotel reservations at passenger's destination.</li> <li>(iii) Cancellation of previously confirmed onward reserved space on other carriers and arrangement of alternate reservations.</li> </ul> <p>(d) The services described in (c) above will be provided only under the following circumstances:</p> <ul style="list-style-type: none"> <li>(i) When passenger is involuntarily rerouted via a flight other than that for which he held previously confirmed space.</li> <li>(ii) When passenger is involuntarily rerouted to arrive at an airport other than that originally scheduled.</li> <li>(iii) When carrier's delay is less than 3 hours, the service will be provided only to first class and business class passengers, and to unaccompanied children and incapacitated passengers, regardless of class.</li> <li>(iv) When carrier's delay is 3 hours or more, such service will be provided to all passengers, regardless of class.</li> </ul> <p>(e) The carrier will provide the services listed below on a complimentary basis to all passengers on a delayed flight subject to availability of services and time.</p> <ul style="list-style-type: none"> <li>(i) Bus transportation to/from nearby shopping centers or points of interest.</li> <li>(ii) Sightseeing tours.</li> </ul> <p>(f) Carrier shall not be liable for the expense of the above services and amenities for passengers whose flight interruption, delay or cancellation is caused by acts of God, riots, civil commotions, government embargoes or regulations, wars, hostilities, disturbances, unsettled international conditions, adverse weather conditions, labor disputes, air traffic congestion or interline misconnection due to delay of other carriers.</p>

(Continued on next page)

For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.

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NO. IPR-2

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Cancels 2nd Revised Page 88-E

RULE

## SECTION III - REFUNDS AND REROUTING

95

AMENITIES/SERVICES FOR DELAYED PASSENGERS (Continued)

(A) (Continued)  
(8) NOT USED

(Continued on next page)

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RULE

## SECTION III - REFUNDS AND REROUTING

95

AMENITIES/SERVICES FOR DELAYED PASSENGERS (Continued)(A) (Continued)  
(9) NOT USED

(Continued on next page)

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**NO. IPR-2**

8th Revised Page 90-A  
 Cancels 7th Revised Page 90-A

RULE

## SECTION III - REFUNDS AND REROUTING

95

AMENITIES/SERVICES FOR DELAYED PASSENGERS (Continued)

(A) (Continued)

(11) Via TW

(a) Lodging:

Passengers will be provided one night's lodging, or a maximum allowance for one night's lodging as established by each location, when a TW flight on which the passenger is being transported is diverted to an unscheduled point and the delay at such point is expected to exceed four hours during the period 10:00 P.M. to 6:00 A.M.

EXCEPTION: Hotel accommodations will not be furnished:

(a) To a passenger whose trip is interrupted at a city which is his origin point, stopover point, connecting point or his permanent domicile or

(b) When the destination designated on the passenger's ticket is:

Baltimore, MD

Ft. Lauderdale, FL.

Los Angeles, CA

Miami, FL

Newark, NJ

New York, NY (Kennedy or LaGuardia Airport)

Oakland, CA

Oakland, CA

Ontario, CA

San Francisco, CA

San Francisco, CA

San Jose, CA

San Jose, CA

Washington, DC (Dulles or National Airport)

Washington, DC (Dulles Airport)

Washington, DC (National Airport)

And the flight on which the passenger is being transported is diverted to:

Washington, D.C. (Dulles or National Airport)

Miami, FL.

Ontario, CA

Ft. Lauderdale, FL

New York, NY (Kennedy or LaGuardia Airport)

Newark, NJ

San Francisco, CA

San Jose, CA

Los Angeles, CA

Oakland, CA

San Jose, CA

San Francisco, CA

Oakland, CA

Baltimore, MD

Washington, DC (National Airport)

Washington, DC (Dulles Airport)

NOTE: When the destination designated on the passenger ticket is a point shown in Column 1 and the flight on which the passenger is being transported is diverted to a point shown in Column 2, TW will provide ground transportation to the original destination airport.

(b) Extraordinary Circumstances:

TW will provide such amenities as are necessary to maintain the safety and/or welfare of certain passengers such as invalids, unaccompanied children, the elderly or others to whom such amenities will be furnished consistent with special needs and/or circumstances.

(Continued on next page)

For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.

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Cancels 16th Revised Page 90-C

RULE

## SECTION III - REFUNDS AND REROUTING

95

AMENITIES/SERVICES FOR DELAYED PASSENGERS (Continued)

C

(A) (Continued)  
(13) NOT USED  
(14) NOT USED

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NO. IPR-2

17th Revised Page 90-D  
Cancels 16th Revised Page 90-D

RULE	SECTION III - REFUNDS AND REROUTING
95	<p><u>AMENITIES/SERVICES FOR DELAYED PASSENGERS</u> (Continued)</p> <p>(A) (Continued) (15) NOT USED (16) NOT USED</p> <p>(B) <u>LIABILITY OF CARRIER</u> (Applicable to CO only) Except to the extent provided in rule, no carrier shall be liable for failing to operate any flight according to schedule or for changing the schedule of any flight, with or without notice to the passenger.</p>
For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.	
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