| RULE | SECTION I - GENERAL RULES |
|---|---|
| 10 | SPECIAL AIRPORT LOUNGE FACILITIES (Continued) |
| C | [C][C] NOT USED. |

(Continued on next page)

## SECTION I— GENERAL RULES

| RULE | |
|---|---|
| 10 | SPECIAL AIRPORT LOUNGE FACILITIES (Continued) |

(E) AZ'S AIRPORT LOUNGE FACILITIES

†A(1) AZ maintains and operates special lounge facilities at John F. Kennedy International Airport, New York, New York which provides seating, alcoholic beverages and lavatories.

(2) Admission to the special lounges is limited to:

†A(a) Passengers holding Top Class and Business Class AZ tickets. Members of the family and/or guest accompanying such ticket holding passengers will be admitted subject to paragraph (3) below.

(b) Executives and directors of AZ and other airlines.

(c) At the discretion of the AZ Airport Station manager on the day of the passenger's flight

(i) Prominent public persons or celebrities whose presence in the public area might cause undue disruptions and/or congestion leading to unsafe and/or uncontrolled environment for the passenger and/or for other passengers.

(ii) Any person requiring special attention or handling because of health, documentation or local governmental regulations.

(iii) Delayed or stranded passengers.

(iv) Passengers requiring a place to work while awaiting flight departure.

(3) Occupancy of the special lounges may be restricted by local authorities for safety reasons.

(Continued on next page)



† - Effective May 2, 1986 (except to/from Canada) and issued on one (1) day's notice under Special Tariff Permission No. 33712 of the Department of Transportation.

LE

0 SPECIAL AIRPORT LOUNGE FACILITIES (Continued)

SK SPECIAL AIRPORT LOUNGE FACILITIES

(1) Number and location of carrier facilities: SK maintains and operates lounges which provide lavatories, refreshments and alcoholic beverages (subject to local laws) free of charge, at the following airports:
O'Hare International Airport, Chicago, Ill.
International Airport, Los Angeles, Cal.
John F. Kennedy International Airport, New York, N.Y.
Seattle-Tacoma International Airport, Seattle, Wash.
(utilized by SK but maintained and operated by UA.)

(2) ADMISSION TO LOUNGE:
Admission to carrier's lounges is limited to the following persons:
(a) SK's passengers holding a First Class ticket.
(b) Executives and directors of SK.
(c) Executives of other airlines.
(d) At the discretion of the carrier's Airport Terminal Manager on the day of the passenger's flight:
(i) Prominent public persons or celebrities whose presence in the public area might cause undue disruptions and/or congestion-leading to unsafe and/or uncontrolled environment for the passenger and/or other passengers.
(ii) Any person requiring special attention or handling because of health, documentation or local governmental regulations.
(iii) Delayed or stranded passengers.
(iv) Members of the family and/or guests accompanying any persons entitled to admission.

(Continued on next page)

RULE | SECTION I - GENERAL RULES

10 SPECIAL AIRPORT LOUNGE FACILITIES (Continued)

(G) TW SPECIAL AIRPORT LOUNGE FACILITIES

Any person 21 years of age or over, except as provided in paragraph (4) below, complying with the terms and conditions described below, will be permitted the use of TW's Special Airport Lounge Facilities upon presentation of his/her membership card issued by TW or upon vertification of his/her membership by TW.

(1) DEFINTIONS

Special Airport Lounge Facilities means any one of the "Ambassador's Club" facilities located at selected airports within the U.S. and overseas. These facilities generally provide lounge areas, bar facilities and, in some cases, conference rooms.

(2) MEMBERSHIP AND FEES

Applications for membership in TW's Ambassador's Club must be submitted in writing to TW in the form prescribed by TW. TW will require members of its Ambassador's Club to pay nonrefundable fees as follows:

C †(C)(a) Applicable to members residing in the U.S.A.:

| Type of Membership | Member alone | Member plus spouse |
|---|---|---|
| Annual | USD 150.00 | USD 175.00 |
| Renewal | 125.00 | 150.00 |
| Three Year | 300.00 | 375.00 |
| Lifetime | 1500.00 | 1750.00 |

C †(C)(b) Applicable to members residing overseas or holding international addresses:

| Type of Membership | Member alone | Member plus spouse |
|---|---|---|
| Annual | USD 95.00 | USD 120.00 |
| Three Year | 210.00 | 260.00 |
| Lifetime | 1200.00 | 1450.00 |

(c) A spouse's card will terminate upon termination of the member's card, regardless of the date on which the spouse's card is issued.

(d) Any person who is a lifetime member of the Ambassador's Club and was so on February 4, 1978, will be issued a complimentary card for his/her spouse upon request at any time after such date.

(e) To promote the Ambassador's Club and to attract new members, TWA may from time to time, offer special incentive programs at individual airport lounge facilities, to such potential members involving either the waiver of the initiation fee or a reduction in dues.

(f) TW may cancel the membership of any person who attempts to use his or her card, or willingly permits it to be used by another, in violation of any law or TW regulation. Upon cancellation no part of the membership fee will be refunded.

(Continued on next page)



† - Effective March 7, 1992 and issued on one (1) day's notice under D.O.T. Special Tariff Permission No. 3991.

| RULE | SECTION I - GENERAL RULES |
|---|---|

10 SPECIAL AIRPORT LOUNGE FACILITIES (Continued)

(G) TW SPECIAL AIRPORT LOUNGE FACILITIES (Continued)

(3) GENERAL RULES

TW may permit the use of its Ambassador's Club to:

(a) Members of the immediate family and up to 2 non-related guests when accompanied by a cardholder. Additional guests may be admitted or a conference room reserved providing advance arrangements have been made or space is available;

(b) Holders of introductory cards, which are issued to prospective members for the purpose of familiarizing such persons with Ambassador's Club facilities. Such introductory cards will be surrendered upon entrance;

(c) Holders of Ambassador's Club cards issued to TW staff members and their family members;

(d) Handicapped, elderly, or ill individuals, eminent public figures or celebrities, while awaiting flight departure/arrival, and delayed/stranded passengers, when in its discretion, TW finds that because of circumstances affecting a particular individual at a particular time, there is a need to provide privacy for the individual;

(e) TW International First Class passengers, on date of international flight, upon presentation of their boarding passes;

(f) Ambassador Club Facilities may be made available to members of comparable clubs of other airline(s) upon prearrangement between TW and the other airline(s), which arrangement may provide for the exchange of appropriate consideration;

(g) Other persons as necessary to meet the requiremants of local authorities with respect to distribution or use of alcohlic beverages.

NOTE: The facilities may be provided on an exclusive or partially exclusive basis as privacy considerations or circumstances reasonably warrant.

(4) Exclusions and General Exceptions

(a) Use of TW's Ambassador's Club is not available to:

(i) Persons who do not meet the requirements of local authorities with respect to distribution or use of alcoholic beverages.

(ii) Persons, when necessary to comply with local fire and other safety regulations.

(b) TW may restrict or prohibit the use of, or membership in its Ambassador's Club by airline employees (as well as members of their families when such family members are traveling on free or reduced rate air transportation), by airport employees, and by employees of firms which provide services at airports or transportation to and from airports.

(c) Club facilities will be closed on July 4, December 25, Thanksgiving and other holidays as deemed reasonably appropriate by TW management.

(Continued on next page)

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NO. IPR-2

12th Revised Page 40-C
Cancels 11th Revised Page 40-C

| RULE | SECTION I - GENERAL RULES |
|---|---|
| 10 | SPECIAL AIRPORT LOUNGE FACILITIES (Continued) |
| C | (H) CANCELLED |

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

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CORRECTION
NO.
115534

| RULE | SECTION I - GENERAL RULES |
|---|---|

10 SPECIAL AIRPORT LOUNGE FACILITIES (Continued)

(H) QF'S AIRPORT LOUNGE FACILITIES

(1) QF maintains and operates lounge facilities at International Airport, Los Angeles, California, International Airport, San Francisco, California and International Airport, Honolulu, Hawaii.

(2) The lounges provide seating, reading and writing facilities, refreshments, alcoholic beverages (according to local law) and lavatories.

(3) Admission to the lounges is open to the following persons upon check-in for a QF aircraft departure:

(a) first class fare paying passengers;
(b) business class fare paying passengers;
(c) executives and directors of QF and other airlines at the discretion of QF;

NOTE: Persons not otherwise eligible may be admitted when in the opinion of the QF officer in charge, it becomes necessary to admit such persons because of emergencies or other extraordinary circumstances involving health or security of passengers, or circumstances requiring privacy for passengers.

(4) All persons receiving admission to QF lounges may be accompanied by their immediate family and other guests at the discretion of QF.

(5) QF may limit entry to its lounges on a non-discriminatory basis when deemed necessary for security purposes or to prevent overcrowding.

(I) SN'S SPECIAL LOUNGE FACILITIES

(1) SN offers lounge facilities at the following airports: Hartsfield International Airport, Atlanta, GA (utilized by SN but maintained and operated by AMR), Logan International Airport, Boston, MA (utilized by SN but maintained and operated by AA) O'Hare International Airport, Chicago, IL (utilized by SN but maintained and operated by DL), John F. Kennedy International Airport, New York, NY (utilized by SN but maintained and operated by SK).

(2) The lounge provides lavatories, refreshments and alcoholic beverages (subject to local laws) free of charge.

(3) Admission to the lounge is limited to the following persons:

(a) SN's passengers holding a first class ticket;
(b) executives and directors of SN;
(c) executives of other airlines.

NOTE: At the discretion of SN's Airport Terminal Manager on the day of the passenger's flight, the following persons not otherwise eligible may be admitted.

(a) prominent public persons or celebrities whose presence in the public area might cause undue disruptions and/or congestion leading to unsafe and/or uncontrolled environment for the passenger and/or for other passengers;
(b) any person requiring special attention or handling because of health, documentation or local governmental regulations;
(c) delayed or stranded passengers;
(d) members of the family and/or guests accompanying any persons entitled to admission.

(Continued on next page)

| RULE | SECTION I - GENERAL RULES |
|---|---|
| 14 | SURCHARGES<br><br>(A) GENERAL INFORMATION<br>(1) The surcharges listed below will be assessed for any fare paying passenger each time travel involves enplanement on a TZ flight.<br>EXCEPTION: See individual area sections below for application.<br>(2) For passengers traveling via TZ in both directions, the surcharge outlined below shall be applied twice.<br>EXCEPTION: See individual area sections below for application.<br><br>(B) CHARGES<br>Western Hemisphere: Fuel Surcharge<br>For travel between the United States and Mexico surcharge will be as follows:<br>C (1) For travel originating in the United States, USD [I]45.00 in each direction.<br>C (2) For travel originating in Mexico, USD [I]45.00 in each direction. |
| 15 | ELECTRONIC SURVEILLANCE OF PASSENGERS AND BAGGAGE<br>Passengers and their baggage are subject to inspection with an electronic detector with or without the passenger's consent or knowledge. |

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

| RULE | SECTION I - GENERAL RULES |
|---|---|
| 16 | †[N]TRANSATLANTIC/MISCELLANEOUS SURCHARGE (Applicable for transportation to/from the U.S.A. only)<br><br>A miscellaneous surcharge will be assessed for any fare paying passenger each time travel involves an enplanement on a EI transatlantic flight as shown for any VSUMRCN/VSUMRCP/VSUMRCP1/VSUMRCP2 type fares found in Rule 3180 of the online database system. |

† - Effective January 18, 2001 for transportation to/from the USA.

| RULE | SECTION I - GENERAL RULES |
|---|---|
| C18 | [N]INTERNATIONAL FUEL SURCHARGE (Applicable to AZ only)<br>For tickets issued on/before 31MAR10 an international fuel surcharge, applicable to all passengers on a per destination basis, will be collected at time of ticket issuance for worldwide travel as follows:<br><br>(A) Eastern & Western Europe<br>For travel from Toronto the charge to be collected is CAD 135 (except for Rome the charge to be collected is CAD 110 and CAD 145 for all other destinations in Italy). For travel to Toronto the charge to be collected is broken down as follows:<br>Originating: Brussels EUR 122, Geneva CHF 149, Frankfurt & Munich EUR 109, Madrid, Barcelona & Valencia EUR 95.50, Paris, Nice, Istanbul, Prague & Bucharest EUR 90, London EUR 66, Athens & Thessaloniki EUR 120, Malta, EUR 58, Amsterdam EUR 83, Tirana EUR 125, Sofia EUR 76, Budapest EUR 81, Warsaw EUR 105, Moscow & Leningrad EUR 115, Kiev USD 107.<br><br>(B) Middle East<br>For travel originating in Toronto the charge to be collected is CAD 145. The charge to be collected for travel originating: Tel Aviv USD 149, Damascus EUR 108.<br><br>(C) North Africa<br>For travel originating in Toronto the charge to be collected is CAD 145. The charge to be collected for travel originating: Algiers EUR 82, Cairo EUR 127, Tunis EUR 91, Tripoli EUR 6<br><br>(D) General<br>1. The amount to be collected at the point of sale and shown separately in the TAX/FEE/Charge Box of the ticket under code - YQ-.<br>2. The surcharge is applicable to all passengers.<br>3. The surcharge must be applied to all Alitalia Compagnia Aerea Italiane interline stock.<br>4. The surcharge is not commissionable.<br>5. The fuel surcharge will not apply to infants.<br>6. The YQ amounts listed are per direction traveled.<br>7. The YQ is non-refundable on tickets that have a non-refundable fare. |

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

PAGES 40-H THROUGH 40-L ARE INTENTIONALLLY LEFT BLANK

| RULE | SECTION I - GENERAL RULES |
|---|---|
| 20 | CARRIAGE OF PHYSICALLY HANDICAPPED PASSENGERS (Not applicable to SS) |
| C | (A) (†[N]Not applicable to QF) Except as provided in paragraph (B) below and Rules 20, 25, 50 and 500 carrier will refuse to transport any passenger whose physical condition is such that he may need the assistance of another person to move expeditiously to an exit in the event of an emergency, unless the passenger is accompanied by another person who is capable of assisting such passenger in expeditiously moving to an exit. At least one such other person is required for every two such handicapped passengers.<br>NOTE: In case of any doubt as to the passenger's capability of expeditiously moving to an exit without assistance, the passenger will be required to demonstrate privately the capability of moving from one chair to another. If he can do so, he will be deemed to be capable of expeditiously moving to an exit without assistance. |
| C | (B) (†[N]Not Applicable to QF) Although carrier will provide special boarding and deplaning assistance to a physically handicapped person, carrier is not obligated to provide in-flight assistance (e.g., to a lavatory) to such a passenger other than that provided to passengers not so disabled. |

(Continued on next page)



† - Effective April 18, 2001 and issued on not less than one (1) day's notice under NTA(A) Special Permission No. 62035.

| RULE | SECTION I - GENERAL RULES |
|---|---|

20 CARRIAGE OF PHYSICALLY HANDICAPPED PASSENGERS (Continued)

C (C) †[C](Applicable to QF only) Carriage of physically handicapped passengers ambulatory/nonambulatory passengers, as defined in (1&2) below, will be accepted for transportation without an attendant, as long as provisions in paragraphs (b) and (c) below are met.

(a) Definitions:
- (1) Ambulatory - A person who is able to move about within the aircraft unassisted.
- (2) Non-Ambulatory - A person who is not able to move within the aircraft unassisted.
- (3) Determination of self-reliance: The carrier will accept the determination of a person with a disability that he or she is self-reliant. The carrier shall not refuse such passenger transportation on the basis that there is a lack of escort or that the passenger may require additional attention from airline employees.
- (4) Non-self-reliant: A person who is not self-reliant as defined under self-reliance.
- (5) Self-reliance: A person who is independent, self-sufficient and capable of taking care of all his/her physical needs during a flight or during an emergency evacuation or decompression. He/she requires no special or unusual attention beyond that afforded to the general public, except that he/she may require assistance in boarding or deplaning.
- (6) Assistant (personal attendant) - An able-bodied person physically capable of assisting a disabled passenger to an exit in the event of an emergency and who will attend to the personal needs of that passenger during flight, where such assistance is required.
- (7) Wheelchair-bound athlete - a non-ambulatory person with upper body and arm development such as to make her/him physically capable of egressing an aircraft in an emergency with minimal assistance, and who is a member of a bona-fide sports organization.

(b) Conditions for Acceptance - Reservations
No advance reservation notice is needed. (Applicable for transportation to/from Canada) QF will accept the person's determination as to self-reliance.
EXCEPTION: 48 hours advance notice and one hour advance check-in time may be required for the following:
- (1) Oxygen for use on-board.
- (2) Transportation of a electric wheelchair
- (3) Accommodation for group of ten or more qualified handicapped individuals, who make reservations and travel as a group.

If passenger does not meet advance notice or check-in requirements, carrier will make every reasonable effort to accommodate the needs of the passenger, without delaying the flight.

(c) Other Conditions
- (1) Carrier will provide or make whatever arrangements are necessary to assist passengers in boarding and deplaning. Any expense necessary for outside services will be borne by the passenger.
- (2) Carrier will determine where passengers and escorts will be seated for reasons of safety only.
- (3) The nonambulatory passenger's physical size or condition must permit movement through the aisle at floor level.
- (4) Carrier will refuse to accept a passenger who is unable to sit in a seat with seat belt fastened.
- (5) Carrier will provide services within the aircraft cabin when requested by or on behalf of a handicapped individual including:
  - (i) Assistance in moving to and from seats, to enable movement to and from lavatory.
  - (ii) Flight attendant will provide assistance in preparation for eating, such as opening packages, identifying foods, advising the person where each item of food is located on the tray table.
  - (iii) QF at the request and expense of the passenger, arranges for assistance in boarding and deplaning through an outside agency.
  - (iv) If passenger plans to use a stretcher for boarding or deplaning, prior clearance must be obtanied from QF.

(D) Determination of Self-Reliance (Applicable to EI only applicable for travel to/from Canada) EI will accept the determination of a person with a disability as to self-reliance, when travelling to/from or via Canada.

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



† - Effective April 18, 2001 and issued on not less than one (1) day's notice under NTA(A) Special Permission No. 62035.

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RULE

## SECTION I - GENERAL RULES

C21 TRANSPORT OF DISABLED PASSENGERS (Applicable for SK, SN, TK, only.) [N](Applicable to OS for transportation to/from Canada)

(A) DEFINITIONS (Not applicable to TK) - Passengers shall be considered disabled when their physical, medical or mental condition requires individual attention on enplaning, deplaning, during flight, in an emergency evacuation or during ground handling which is normally not extended to other passengers.
(Applicable to TK only) Passenger who physically or mentally handicapped; or with a medical condition who requires individual attention and/or assistance which is normally not extended to other passengers.

(1) Ambulatory - a person who is able to move about within the aircraft unassisted.
(2) Non-Ambulatory - a person who is not able to move within the aircraft unassisted.
(3) Self-reliant - a person who is independent, self-sufficient and capable of taking care of all physical needs during flight, and who requires no special or unusual on board attention beyond that afforded to the general public. Except that assistance in boarding and deplaning may be required.
(4) Non-self-reliant - a person who is incapable of self-care during a flight.
(5) Determination of self-reliance
The carrier will accept the disabled person's determination as to self-reliance.
(6) Assistant (Personal attendant) - an able-bodied person physically capable of assisting a disabled passenger to an exit in the event of an emergency and who will attend to the personal needs of that passenger during flight, where such is required.
(7) Wheelchair-Bound Athlete - a non-ambulatory person with upper body and arm development such as to make him/her physically capable of egressing an aircraft in an emergency with minimal assistance, and who is a member of a bona-fide sports organization.
(8) Random Seating - the assignment of any passenger seat on the main deck of an aircraft except a seat in a row of seats at an emergency exit.
(9) Planned Seating - the assignment of passenger seats at or near the end of an evacuation line to an exit which, in general, will be floor level exit.

(B) ACCEPTANCE OF DISABLED PASSENGER

C (1) (Applicable to [N]OS, SK, SN, TK only) The carrier will accept the disabled person's determination as to self-reliance.
(2) Carrier will refuse to transport or will remove at any point, any passenger whose mental or physical condition is such as to render him incapable of caring for himself without assistance, unless -
(a) he is accompanied by an attendant who will be responsible for caring for him en route, and
(b) with the care of such attendant, he will not require unreasonable attention or assistance from employees of the carrier.

C (3) [N]((Applicable to OS) The number of disabled passengers are only limited where groups are travelling together on flights operated with aircraft with a capacity of less than 100 seats. Booking confirmation is subject to availability of cabin crew for such an aircraft.

C (4) (a) (Not applicable to TK and [N]OS) Disabled passengers will be accepted for transportation as outlined in the following:

| DISABILITY | ASSISTANT REQUIRED |
|---|---|
| Blind | No |
| Deaf | No |
| Blind and Deaf | Yes |
| Mentally Handicapped/ Self-reliant | No |
| Mentally Handicapped/ Non-self-reliant | Yes |
| Ambulatory/Self-reliant | No |
| Ambulatory/Non-self-reliant | Yes |

NOTE: The Maximum No. per flight: No limit.

| | |
|---|---|
| Non-ambulatory/Non-self-reliant | Yes |
| Non-ambulatory/Self-Reliant | Yes |

RULE | SECTION I - GENERAL RULES

21 TRANSPORT OF DISABLED PASSENGERS (Continued)

(B) ACCEPTANCE OF DISABLED PASSENGER (Continued)
(4) (Continued)
(b) (Not applicable to [N]OS or TK) (Except as noted)

NON-AMBULATORY/NON-SELF-RELIANT (WCHC)
NON-AMBULATORY/SELF-RELIANT (WCHP)

| AIRCRAFT TYPE | RANDOM SEATING WCHP/WCHC (NOTE 2) WITHOUT ASSISTANT | ADDITIONAL WITH ASSISTANT |
|---|---|---|
| B747 | 9 | 9 |
| B747 Combination compartment | 7 | 7 |
| L1011 | 6 | 6 |
| L1011-500 | 4 | 4 |
| DC-10 | 6 | 4 |
| B767 (NOTE 7) | 4 | 3 |
| DC8-S | 4 (NOTE 1) | 4 |
| B727-200 | 3 | 2 |
| DC9 | 2 | 1 |
| 2 | | |
| B737 | 3 | 2 |

NON-AMBULATORY/NON-SELF-RELIANT (WCHC)
NON-AMBULATORY/SELF-RELIANT (WCHP)

| AIRCRAFT TYPE | PLANNED SEATING (NOTE 3) WCHP/WCHC (NOTE 2) WITHOUT ASSISTANT | ADDITIONAL WITH ASSISTANT |
|---|---|---|
| B747 | 9 | 9 |
| B747 Combination compartment | 7 | 7 |
| L1011 | 6 | 6 |
| L1011-500 | 4 | 4 |
| DC-10 | 5 | 5 |
| B767 (NOTE 7 | 3 | 3 |
| DC8-S | 4 | 4 |
| B727-200 | 2 | 4 |
| DC9 | 2 | 2 |
| 2 | | |
| B737 | 2 | 2 |

(Continued on next page)

RULE | SECTION I - GENERAL RULES

21 TRANSPORT OF DISABLED PASSENGERS (Continued)

(B) ACCEPTANCE OF DISABLED PASSENGER (Continued)

(4) (Continued)

(b) (Not applicable to [N]OS, SK) (Except as noted)

NON-AMBULATORY/NON-SELF-RELIANT (WCHC)
NON-AMBULATORY/SELF-RELIANT (WCHP)

| AIRCRAFT TYPE | TOTAL RANDOM/ PLANNED SEATING (NOTE 4) | MAXIMUM OF WCHC WITH ASSISTANT (NOTE 2) |
|---|---|---|
| B747 | 36 | 5 |
| B747 Combination compartment | 28 | 4 |
| L1011 | 24 | 4 |
| L1011-500 | 16 | 3 |
| DC-10 | 20 | 3 |
| B767 NOTE 7 | 13 | 2 |
| DC8-S | 16 | 4 |
| B727-200 | 11 | 4 |
| DC9 | 7 | 2 |
| 2 | | |
| B737 | 9 | 2 |

NOTE 1: No more than 2 each per cabin on DC8's.
NOTE 2: WCHC passenger category must be attended. WCHC passengers must be included, computing total allowable in combined Planned and Random Seating.
NOTE 3: Planned seating will be in accordance with Transport Canada Guidelines and published in airlines' publications.
NOTE 4: The number of disabled passengers and the number of attendants required may be altered by an air carrier in the case of handicapped athletes attending their sporting events.
NOTE 5: NOT USED
NOTE 6: NOT USED
NOTE 7: B767 Is applicable to SK.

(5) Medical Clearance (Not Applicable to OS)
Carrier reserves the right to reqire a medical clearance from the Company Medical Authorities if travel involves any unusual risk or hazard to the passenger or to other persons (including, in cases of pregnant passengers, unborn children).

(6) (Applicable to OS) Service Animals - the carrier accepts for transportation without charge, a properly harnessed service animal to lead the blind, and/or assist the deaf,
C [N]and/or assist a passenger with disability when it accompanies a passenger dependent upon such service animal. The service animal will be permitted to accompany such a passenger into the cabin, but will not be permitted to occupy a seat.

(Continued on next page)

RULE | SECTION I - GENERAL RULES

21 TRANSPORT OF DISABLED PASSENGERS (Continued)

(C) SEATING RESTRICTIONS

C (1) [N](Not applicable to OS) Disabled passengers will not be permitted to occupy seats in designated emergency exit rows, over-wing emergency exit rows or where the ventral stair may have to be used as an emergency exit or the upper deck of the B747.

(2) (Applicable to TK only)
(a) Incapacitated passengers van not be seated next to emergency doors.
(b) Incapacitated passengers can stay on board during transit duration.
(c) The acceptability for air carriage of any passengers who are incapacitated is limited either for their or other passengers' safety.
(d) Incapacitated passenger categories:
These passengers are categorized in two groups as MEDA-CASE and NON-MEDA-CASE.

MEDA-CASE: Medical clearance, equipments and supplies are required. They are:

- Passengers on stretchers
- Pregnant passengers: Time of pregnacy exceeding 7 months (28 weeks)
- Passengers needing extra oxygen or other medical equipments during flight.
- Premature infants
- Addicted to drugs or influenced.
- People who may put mental pressure on other passengers with their appearence and behaviours.

Medical clearance is required from airport Authority's Medical Department, if applicable, or advisor who is familiar with the condition of passenger, in respect of passenger's physical or mental condition. Medical clearance must be dated not before 10 days of travel and must be written in english or turkish.

NON-MEDA-CASE: No medical clearance or other medical equipments are required.
- LEGL
- LEGR
- LEGB
- BLND
- DEAF
- WCHC (cabin seats)
- WCHR (ramp)
- WCHS (stops)
- On CRUTCHES

C [N](3) (Applicable to OS) Seating Restrictions
Persons with disabilities will not be permitted to occupy seats in designated emergency exit rows. The carrier has the ability to assign seats and/or restrict seating, such as to any window seats.

(D) RESERVATIONS/CHECK-IN REQUIREMENTS

(1) (Applicable to TK) Reservations should be made at least 24 hours in advance of travel, advising the carrier as to the nature of the disability and assistance required, so that carrier arrangements can be made. Carriers will make every effort to accommodate passengers who fail to make reservations 24 hours in advance.

C (2) Reservations (Applicable to OS)
Reservations should be made at least 48 hours in advance of travel (except for oxygen and/or stretchers, which must be made at least 5 days in advance), advising the carriers as to the nature of the disability and assistance required so that carrier arrangements can be made. Carriers will make every effort to accommodate passengers who fail to make timely reservations.

(E) ACCEPTANCE OF MOBILITY AIDS (Applicable to SK and TK)
In addition to the regular free baggage allowance provided Rule 117 carrier will accept the following items which must be stowed in the Baggage Compartment:
(1) manually operated wheelchairs and walkers
(2) wheelchairs with nonspillable batteries with terminals disconnected and taped.
(3) wheelchairs with spillable wet cell batteries on certain types of aircraft with terminals disconnected and taped providing they can be securely fastened in an upright position and protected against contact with other articles. Carrier requires 24 hour notice for carriage of spillable wet cell battery operated wheelchair.
(4) crutches and canes may be retained in the passenger's custody provided they are stowed in accordance with carrier's safety regulations.

(Continued on next page)

For Rule 21 (E) (5) and (6), previously published on 24th Revised Page 42-H, see 12th Revised Page 42-I.

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

RULE

## SECTION I - GENERAL RULES

21 TRANSPORT OF DISABLED PASSENGERS (Continued)

(E) ACCEPTANCE OF MOBILITY AIDS (Applicable to SK and TK) (Continued)

(5) wheelchairs with spillable wet cell batteries

(a) on containerized aircraft such as B747/B767/A320 when loaded in a LD3 baggage container in an upright position (at no cost to the passenger). Batteries must be disconnected at both terminals, capped to prevent short circuits and must be secured to the wheelchair with non-conductive material;

(b) Wheelchair in a non upright position: on narrow-body aircraft such as DC9/B727 the battery must be removed and stored in a Kimpack Battery Kit which is available from the carrier at no cost to the passenger.

(c) Passengers are requested to check in at least 1 (one) hour prior to flight departure.

(6) (Applicable to SK only) Wheelchairs with spillable wet cell batteries:

(a) On containerized aircraft such as B767 when loaded in a LD3 baggage container in an upright position (at no cost to the passenger). Batteries must be disconnected at both terminals, capped to prevent short circuits and must be secured to the wheelchair with non-conductive material.

(b) Passengers are requested to check in at least 1(one) hour prior to flight departure.

(F) MOBILITY AIDS (Applicable to OS)

(1) Wheelchair manual driven (WCMP) and wheelchair battery driven with dry cell or non-spillable battery (WCBD) are accepted by carrier for passengers booking in need of wheelchair services. Batteries must be disconnected and taped for acceptance on passenger's flight. Wheelchair battery driven with wet cell or spillable battery (WCBW) are not accepted for carriage on OS operated flights.

(2) Carrier restricts number of bookings accepted by aircraft type for disabled passengers who are completely immobile and who require assistance into the aircraft cabin, and to/from cabin seat within the aircraft, as follows:

| Aircraft Type | Limit |
|---|---|
| Airbus A-320, A-321, A-330, A-340 | 3 |
| MD 80 | 2 |

(G) DOGS TRAINED TO LEAD THE BLIND AND/OR ASSIST THE DEAF (Applicable to TK)

Carrier accepts for transportation, without charge a properly harnessed dog trained to lead the blind, and/or assist the deaf, when it accompanies a passenger with impaired vision/hearing dependent upon such dog. The dog will be permitted to accompany such passenger into the cabin, but will not be permitted to occupy a seat.

(H) REFUSAL TO TRANSPORT

Carrier is not liable for its refusal to transport any passenger or for its removal of any passenger in accordance with the preceding paragraphs of this Rule, but such carrier will, at the request of the passenger, refund in accordance with Rule 90 (REFUNDS - INVOLUNTARY).

(I) MAX. NUMBER OF INCAPACITATED PASSENGERS TO BE ACCEPTED (Applicable to TK only)

| AIRCRAFT TYPE | SEAT CAPACITY | INCAPACITATED PASSENGERS | STRETCHER |
|---|---|---|---|
| RJ-70 | 79 | 8 | 3 |
| RJ-100 | 99 | 10 | 4 |
| B737-500 | 117 | 12 | 5 |
| B737-400 | 150 | 15 | 6 |
| B737-800 | 165 | 16 | 6 |
| A310(313) | 210 | 21 | 8 |
| A310(318) | 182 | 18 | 7 |
| A310(312) | 225 | 23 | 9 |
| A310(311) | 246 | 25 | 12 |
| A340 | 271 | 27 | 11 |

(J) APPLICABLE RULES (Applicable to SK, SN, SS, only.)

The following rules are applicable:
Rules 55 (LIABILITY OF CARRIERS)
80 (REVISED ROUTINGS, FAILURE TO CARRY AND MISSED CONNECTIONS)
85 (SCHEDULES, DELAYS AND CANCELLATION OF FLIGHTS)
(Not applicable to SS) 89 (DENIED BOARDING COMPENSATION)
90 (REFUNDS -INVOLUNTARY) are applicable.

For Rule 21 (E) (5) and (6) shown in effect hereon, see 24th Revised Page 42-H.

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

| RULE | SECTION I - GENERAL RULES |
|---|---|
| 22<br>C | SURCHARGES<br>[CANCELLED] |
| 23<br>C | INSURANCE SURCHARGE on Finnair Oyj AY/105 services. (Applicable to/from USA only).<br>[CANCELLED] |

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

Pages 42-j and 42-K are intentionally left blank

| RULE | SECTION I - GENERAL RULES |
|---|---|
| 23 | AIR CANADA SECURITY CHARGES-JAMAICA |
| C | (Applicable to fare paying passengers for transportation from Jamaica) AC will assess a USD †[C]7.00/CAD 10.00 charge for all fare paying passengers travelling on AC from Jamaica. |

† - Effective June 15, 1995 for transportation to/from Canada.

RULE

## SECTION I - GENERAL RULES

24 TRANSATLANTIC SECURTIY SURCHARGE (Applicable to TW only)

(A) A security surcharge will be assessed for any fare paying passenger each time travel involves enplanement on a TW transatlantic flight as shown below.

(B) For passengers traveling via TW transatlantic flights between points in Area 1 and points in Area 2 or 3 in both directions, the security surcharge outlined below shall be applied twice.
NOTE: This surcharge does not apply to CCA/YCA/QCA fare class codes.

(C) For transatlantic travel to/from points in Area 1, to/from points in Area 2/3, the surcharge will be: EB/WB - USD 5.00 one way

(D) The surcharge will not apply to passengers traveling on any TW free ticket.

(E) The surcharge applies in addition to all other charges and is not subject to any discount.

WESTERN HEMISPHERE SECURITY SURCHARGE (Applicable to TW only)

TW will assess a security surcharge for any fare paying passenger when travel originates on a TW international flight as specified in the table below. The security surcharge outlined below shall be applied twice for passengers traveling on a round trip/circle trip/open jaw journey via TW international flights in both directions. The surcharge applies in addition to all other charges and is not subject to any discount.

| | FOR TRAVEL ORIGINATING | FOR TRAVEL TO | O/W SURCHARGE |
|---|---|---|---|
| | CANADA | MEXICO | CAD 7.00 |
| | U.S.A. | JAMAICA/ DOMINICAN REPUBLIC | USD 5.00 |
| | U.S.A. | NETHERLANDS ANTILLES | USD 5.00 |
| | JAMAICA/ NETHERLAND ANTILLES | U.S.A. | USD 5.00 |
| C | †[N]U.S.A. | Bahamas | USD 2.00 |
| C | †[N]Bahamas | U.S.A. | USD 2.00 |
| | JAMAICA | CANADA | USD 7.00<br>CAD 10.00 |

EXCEPTION: The security surcharge will not apply to passengers who are traveling on any TW free ticket.

DOMINICAN REPUBLIC SURCHARGE (Applicable to TW only)

(A) A Dominican Republic surcharge of USD 12.50 will be assessed for any fare paying passenger each time travel involves enplanement on a TW flight for travel to/from the Dominican Republic.

(B) For passengers traveling via TW in both direction, the Dominican Republic surcharge shall be applied twice.

(C) The surcharge may be converted to the applicable currency for the country of origin in accordance with the appropriate IATA rate of exchange.

(D) ADDITIONAL CONDITIONS
(1) The surcharge applies in addition to all other charges and is not subject to any discounts.
(2) The surcharge will not apply to passengers traveling on any TW free ticket.

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



† - Effective April 22, 1999 and issued on one (1) day's notice under D.O.T. Special Tariff Permission No. 49119.

| RULE | SECTION I - GENERAL RULES |
|---|---|
| C24 | †[N]PUNTA CANA SURCHARGE (Applicable to TW only)<br>(A) A surcharge of USD 21.50 will be assessed for any fare paying passenger each time travel involves deplanement in Punta Cana.<br>(B) A surcharge of USD 6.00 will be assessed for any fare paying passenger each time travel involves enplanement in Punta Cana.<br>(C) The surcharge applies in addition to all other charges and is not subject to any discount.<br>(D) The surcharge will not apply to passengers who are traveling on any TWA free ticket.<br>HKG SECURITY SERVICE CHARGE (Applicable to TW only)<br>(A) A security service charge of HKD 20 will be collected from each child or adult passenger during ticket issuance worldwide for each departure out of Hong Kong.<br>(B) The amount to be charged will be incorporated in the fare calculation as a "Q" surcharge, by converting HKD 20 into NUC using the applicable IATA rate of exchange (ROE).<br>(C) The security service charge will apply to passengers departing Hong Kong including through passengers with a stopover(s) in Hong Kong.<br>(D) The security service charge will not apply to:<br>(1) Passengers transfering in or transiting Hong Kong.<br>(2) Passengers traveling on industry/agency discount (ID/AD) tickets.<br>(3) Passengers holding diplomatic passports.<br>(4) Infants.<br>(E) The security service charge is subject to refund when Hong Kong is no longer a departing and/or stopover point as a result of cancellation or rerouting of a ticket. |

† - Effective April 29, 2000 for travel to/from the United States.

CAB 376

PAGES 42-N THROUGH PAGES 42-R ARE INTENTIONALLY LEFT BLANK.

RULE | SECTION I - GENERAL RULES

25 REFUSAL TO TRANSPORT - LIMITATIONS OF CARRIER

Carrier will refuse to transport, or will remove any passenger at any point for any of the following reasons:

(A) GOVERNMENT REQUESTS
Government request or regulations - whenever such action is necessary to comply with any government regulation, or to comply with any government request for emergency transportation in connection with the national defense, or whenever such action is necessary or advisable by reason or weather or other conditions beyond its control (including but without limitation acts of god, force majeure,strikes, civil commotions, embargoes, wars, hostilities or disturbances) actual, threatened or reported.

(B) SEARCH OR PASSENGER
Search or passenger or property - when a passenger refuses to permit search of his person or property for explosives or a concealed, deadly or dangerous weapon or article.

(C) PROOF OF IDENTITY
Proof of identity - when a passenger refuses on request to produce positive identification.
NOTE: Carrier shall have the right, but shall not be obligated, to require positive identification of persons purchasing tickets and/or presenting a ticket(s) for the purpose of boarding aircraft.

(D) ACROSS INL'T BOUNDARIES
Across international boundaries - when a passenger is travel across any international boundary if:
(1) The travel documents of such passenger are not in order;
(2) For any reason, such passenger's embarkation from, transit through, or entry into any country from, through, or to which such passenger desires transportation would be unlawful;
(3) Such passenger fails or refused to comply with the rules and regulations of the carrier.

(E) PASSENGER'S CONDUCT
(1) Carrier will refuse to carry, cancel the reserved space or, or remove en route any passenger when in the exercise of its reasonable discretion, carrier decides:
(a) the passenger, in the reasonable judgement under the influence of intoxicating liquors or drugs (except a medical patient under proper care), or passenger's conduct or condition is or has been known to be abusive, offensive, threatening, intimidating, biolent, or otherwise disorderly, and there is a possibility in the prudent judgment of a responsible carrier employee that such passenger would cause disruption or serious impairment to the physical comfort and safety of other passengers or carrier's employees, interfere with a crew member in the performance of his duties aboard carrier's aircraft, or otherwise jeopardize safe and adequate flight operations.
(b) The passenger fails to observe the instructions of carrier.
(c) TWA prohibits smoking on all flights operated by TWA.
EXCEPTION: This rule does not apply to codeshare flights operated by another airline.
(2) Carrier may refuse to transport or may remove at any point any passenger whose behavior is interfering or has interfered with the safety or comfort of any other passenger or any crew member. Passengers shall discontinue any such behavior immediately upon the request of a crew member.
(Applicable to AC, AZ, CP, SK, EI, SN, AY, NZ, QF only) Carrier will accept the determination of a person with disability as to self-reliance.
(3) In the following categories refusal or removal of passengers may be necessary for the comfort and safety of themselves or other passengers:
(a) Persons whose conduct is disorderly, abusive or violent.
(b) Persons who are barefoot.
(c) Persons who are unable to sit in the seat with the seatbelt fastened.
(d) Persons who appear to be intoxicated or under the influence of drugs.
(e) Persons who have an obvious contagious disease.
(f) Persons who have an offensive odor such as from a draining wound.
(g) Persons who are mentally deranged or mentally incapacitated. However, the carrier will accept escorted mental patients under the following conditions:
(1) The requesting medical authority furnishes assurance, in writing, that an escorted mental patient can be transported safely.
C (2) †[CANCELLED]
C (3) †[CANCELLED]
(4) Acceptance is for online travel only.
(5) The escort must accompany the escorted passenger at all times.
(h) Persons who wear or have on or about their person concealed or unconcealed deadly or dangerous weapons; provided, however, that carrier will carry passengers who meet the qualifications and conditions established in F.A.R. 108.00
(i) Manacled persons in custody of law enforcement personnel or persons who have resisted or may reasonably be believed to be capable or resisting escorts.

(Continued on next page)



† - Effective June 20, 2009 and issued on not less than one (1) day's notice under NTA(A) Special Permission No. 46800.

RULE | SECTION I - GENERAL RULES

25 REFUSAL TO TRANSPORT-LIMITATIONS OF CARRIER (Continued)

(F) PASSENGER'S CONDUCT OR CONDITION
(Applicable to EI, SK and TZ only) Carrier will refuse to transport or will remove at any point any passenger whose mental or physical condition is such as to render him incapable of caring for himself without assistance or medical treatment en route unless:
(1) He is accompanied by a ticketed attendant who will be responsible for caring for him en route, and
(2) With the care of such attendant he will not require unreasonable attention or assistance from carrier personnel.
EXCEPTION: (For transportation to/from Canada) Carrier will accept the determination of a person with disability as to self-reliance (See Rule 20).

C [N](3) (Applicable via ATA Airlines only) Conditions For Acceptance:
ATA Airlines, requires 48 hours advance notice in order to transport a wheelchair with a spillable battery or if the wheelchair must be disassembled.

C [N](4) (Applicable via ATA Airlines only) Who requires the use of oxygen for medical reasons. Except for supplemental or first aid oxygen and related equipment required by FAR part 121, no passenger is allowed to carry and/or operate equipment for the storage, generation or dispensing of oxygen.
NOTE: Airsep lifestyle and inogen once portable oxygen concentrators may be carried in the cabin of ATA aircraft and are approved for use onboard.
Certain restrictions apply, and may be viewed on ATA's website (ATA.COM) or by contacting ATA's reservation call center.

(G) RECOURSE OF PASSENGER
The sole recourse of any person so refused carriage or removed en route for any reason specified in the foregoing paragraphs or in Rule 20 or 21 shall be recovery of the refund value of the unused portion of his ticket from the carrier so refusing or removing, as provided in Rule 90(D).

(H) CARRIAGE OF UNACCOMPANIED CHILDREN GENERAL PROVISIONS
General Provisions via EI, NG, NZ, PH, QF, SK, SN only
(1) (Not applicable to EI/TZ and QF) Except as otherwise provided, children 5 years of age or over but under 12 years of age will be accepted for carriage on the lines of NZ, SK only unaccompanied, at fares provided by Rule 2000 of this tariff, provided:
(a) Advance arrangements have been made with the carrier.
(b) Children are accompanied to the airport at the time of departure by a parent, guardian, or responsible adult who shall remain with the child until enplaned and satisfactory evidence is presented that the child will be met at the airport of destination by another parent guardian or responsible adult upon deplaning. In addition, carrier request that such evidence must be in writing, a duplicate of which must be in child's possession.
(c) The flight on which space is held is not expected to terminate short or by-pass the destination.
(d) Upon advance arrangements, and in addition to above provisions, NZ, SK and only will accept children for on-line transportation provided space has been confirmed to destination or next point of stopover.
(e) (Not applicable to TZ) Unaccompanied children 8, 9, 10, and 11 years of age will be accepted for interline carriage in accordance with paragraph (1)(a) above and subject to the conditions of carriage of the interline carrier.
(f) The carrier will not accept any financial or guardianship responsibilities beyond those applicable to an adult passenger.

(Continued on next page)

RULE | SECTION I - GENERAL RULES

25 REFUSAL TO TRANSPORT-LIMITATIONS OF CARRIER (Continued)

(H) CARRIAGE OF UNACCOMPANIED CHILDREN (Continued)

(1) (Continued)

(g) The age limit referred to in this rule shall be the age of the child at the date of commencement of carriage.

(h) A child shall be considered unaccompanied if not accompanied on the same flight and in the same compartment by a passenger at least 12 years of age.

(i) (Applicable to PH and SN only). Children under 5 years of age will not be accepted unless advance arrangements have been made.

(j) (Applicable to FF only)

(i) Unaccompanied children 9 years of age and under will not be accepted for carriage on FF.

(ii) The unaccompanied child must be wearing an "Unaccompanied Minor" form, obtainable from carrier at time of check-in, indicating child's name, address, and persons to contact at destination and itinerary.

(2) (Applicable to EI only)

(a) Unaccompanied children 7 years of age and under will not be accepted for carriage.

(b) Except as otherwise provided, children 8 years of age or over but under 12 years of age, at the time of commencement of their outward journey, will be accepted for carriage via the services of EI unaccompanied, at fares specified in Rule 200 of this tariff, provided:

(i) Advance arrangements have been made with the carrier.

(ii) Children are accompanied to the airport at the time of departure by a parent, guardian, or responsible adult who shall remain with the child until enplaned and satisfactory evidence is presented that the child will be met at the airport of destination by another parent, guardian or responsible adult upon deplaning.

(iii) The flight on which space is held is not expected to terminate short of or by-pass the destination.

(3) (Applicable to QF only)

(a) Unaccompanied Children

Except as otherwise provided/children 7 years of age or over but under 12 years of age will be accepted for carriage unaccompanied at fares provided by Rule 200 of this tariff/provided:

(i) Advance arrangements have been made with the carrier.

(ii) Children are accompanied to the airport at the time of departure by a parent/guardian or responsible adult who shall remain with the child until boarded and satisfactory evidence is presented that the child will be met at the airport of destination by another parent/guardian or responsible adult upon arrival. In addition, carrier request that such evidence must be in writing, a duplicate of which must be in child's possession.

(iii) (aa) All space has been confirmed to destination.

(bb) The flight on which space is held is not expected to terminate short of or by-pass the destination.

(b) Accompanied Children

Children unaccompanied under 7 years of age will be accepted for carriage when accompanied on the same flight and in the same compartment by a passenger at least 16 years of age provided:

(i) Written permission in duplicate is received by the carrier from both parents.

(ii) A written statement is received by the carrier from both parents certifying the identity of the child's escort(s) for the entire journey (where this person is not an escort provided by the carrier) separate permission papers must be issued for each escort when more than one will accompany the child on the journey.

(iii) Written authority is attached to the child's ticket acknowledging care of the child by the escort(s) from origin to destination of the applicable flight sector(s).

(Continued on next page)

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

RULE | SECTION I - GENERAL RULES

25 REFUSAL TO TRANSPORT-LIMITATIONS OF CARRIER (Continued)

(H) CARRIAGE OF UNACCOMPANIED CHILDREN GENERAL PROVISIONS (Applicable via TZ only) (Continued)

C (4) Children under †[C]twelve (12) years of age not accompanied on the same flight by a
C passenger †[C]twelve (12) years of age or over are accepted for transportation only under the following conditions:

| Age of a child at last birthday | Applicable To All Aircraft |
|---|---|
| C Under 5 years of age | not accepted for transportation without a passenger †[C]twelve (12) years of age or over on the same flight. |
| 5 through 7 years of age | flights on which the child holds a confirmed reservation must operate on a non-stop or direct flight from the airport of origin to the |
| C | airport of destination. †[N]Not accepted on flights operated by code share alliance airlines. |
| C 8 through †[C]12 years of age | flights on which the child holds a confirmed reservation may operate on a non-stop, direct or connecting flight from the airport of origin to the airport of destination. If the itinerary includes a connecting flight. No more than four (4) hours may transpire between the child's arrival in an interim city and departure of the continuing flight. |
| C | †[N]Not accepted on flights operated by code share alliance airlines. |

C In additon to the age and routing requirements noted above, †[C]ATA Airlines will not
C accept unaccompanied minors on the last †[C]ATA Airlines flight of the day, when the travel itinerary includes a direct or connecting flight in an interim city. This restriction is a precaution in the event of flight irregularity, delay or cancellation causing a misconnection in the interim city.

C Upon request, completion of necessary forms and payment of applicable fees, †[C]ATA Airlines
C will accept unaccompanied adolescents, between †[C]12 and 17 years of age. For the same handling provided to unaccompanied minors.
Acceptance Requirements:
C †[C]ATA Airlines reserves the right to require a birth certificate or other notarized documentation verifying age of lap children infants under 24 months of age are considered
C lap children, and unaccompanied minors. †[C]ATA Airlines reserves the right to restrict carriage of unaccompanied minors on certain routes. Acceptance information is outlined in the route specific tariff.
The unaccompanied child must be brought to the airport by a parent or other responsible
C adult who must complete an unaccompanied minor form, furnishing †[C]ATA Airlines with the name and telephone number of the person accomapnying the child on departure and the name and telephone number of the person(s) meeting the child on arrival. The adult must remain with the child until the aircraft has departed the gate and is airborne.

C †[C]ATA Airlines will require positive identification from the person(s) designated to meet the child at the destination and will not release the child to anyone else.
C Except as otherwise provided, children 5 years of age or over but under †[C]12 years of age will be accepted for carriage on the lines TZ unaccompanied, at fares provided by Rule 200 of this tariff, provided:

(a) Advance arrangements have been made with the carrier.
(b) Children are accompanied to the airport at the time of departure by a parent, guardian, or responsible adult who shall remain with the child until enplaned and satisfactory eveidence is prsented that the child will be met at the airport of destination by another parent guardian or responsible adult upon deplaning. In additon, carrier request that such evidence must be in writing, a duplicate of which must be in child's possession.
(c) The flight on which space is held is not expected to terminate short or by-pass the destination.
(d) Upon advance arrangements, and in addition to above provisions, TZ will accept children for on-line transportation provided space has been confirmed to destination or next point of stopover.
(e) The carrier will not accept any financial or guardianship responsibilities beyond those applicable to an adult passenger.
(f) The age limit referred to in this rule shall be the age of the child at the date of commencement of carriage.
(g) A child shall be considered unaccompanied if not accompanied on the same flight and in the same compartment by a passenger at least 15 years of age.
(h) The fare applicable to the transportation of children will be determined in accordance with rule 200 (Children's and Infants' Fares).
(i) (Not applicable to/from Canada) In addition to the fare in rule 200. There will be a
C surcharge of USD 70.00 each way applicable to unaccomapnied children 5 through †[C]11 years of age for escort service. If 2 or more children are traveling together, only one surcharge will be assessed.

(Continued on next page)

† - Effective February 4, 2005 for transportation to/from USA only.

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

RULE | SECTION I - GENERAL RULES

25 REFUSAL TO TRANSPORT-LIMITATIONS OF CARRIER (Continued)

(H) CARRIAGE OF UNACCOMPANIED CHILDREN (Continued)

C †[C](4) General Provisions via CO only. (Continued)

(b) (Continued)

| Age of Child at Last Birthday | Carrier | Via all classes of service |
|---|---|---|
| 5,6 or 7 years of age | CO | Accepted only for online transportation and only when through service is provided without change of aircraft. The child must be brought to the airport of departure by a parent or responsible adult who remains with the child until enplaned and who must furnish carrier with satisfactory evidence that the child will be met by another parent or responsible adult upon deplaning at his destination, but not accepted if the flight on which the child holds a reservation is expected to terminate short of, or by-pass his destination. |
| 8 years of age or over | CO | (1) Accepted for online transportation.<br>(2) Accepted for interline transportation only provided space has been confirmed to the first point of stopover or to a point where the child is to be met by a parent or responsible adult upon deplaning.<br>(3) (Applicable to CO only) Minors at least twelve (12) years of age but under eighteen (18) years of age traveling unaccompanied by their parents or guardians, although paying the adult fare, will be required to satisfy the office or agency booking such passage of the fact that their parents or guardians are aware of their intent to travel and have given their permission for such travel and to leave their country of origin if the travel being undertaken so requires. If time permits prior to departure, a statement in writing to that effect will be required from parents or guardian and if the travel is international, the statement must also say that the minor(s) will be visiting and in the charge of responsible person(s) while in the country of destination. If reservation has been made so near departure time that written statement is not obtainable, then oral assurance will be required. |

(c) Fare. The fare applicable to the transportation of children will be determined in accordance with Rule 200 (CHILDREN'S AND INFANTS' FARES).

(d) Responsibilities of Carrier. Carrier will assume no financial or guardianship responsibilities for unaccompanied children beyond those applicable to an adult passenger.

(Continued on next page)



† - Effective June 25, 1999 (except to/from Canada) and issued on one (1) day's notice under D.O.T. Special Tariff Permission No. 46703.

| RULE | SECTION I - GENERAL RULES |
|---|---|
| 25 | REFUSAL TO TRANSPORT-LIMITATIONS OF CARRIER (Continued) |
| | (H) CARRIAGE OF UNACCOMPANIED CHILDREN (Continued) |
| | (5) General provisions (Applicable to CP only) |
| C | †[N](A) Except as otherwise provided, children 5 years of age or over but under 12 years of age will be accepted for carriage on the lines of CP unaccompanied, at fares provided by rule 200 of this tariff, provided: |
| C | †[N](i) Advance arrangements have been made with the carrier. |
| C | †[N](ii) Children are accompanied to the airport at the time of departure by a parent, guardian , or responsible adult who shall remain with the child until enplaned and satisfactory evidence is presented that the child will be met at the airport of destination by another parent guardian or responsible adult upon deplaning. In addition carrier requests that such evidence must be in writing, a duplicate of which must be in the childs possession. |
| C | †[N](iii) The flight on which space is held is not expected to terminate short of or by-pass the destination. |
| C | †[N](iv) Upon advance arrangements, and in addition to above provisions, CP only will accept children for on-line transportation provided space has been confirmed to destination or next point of stopover. |
| C | †[N](v) Unaccompanied children 8, 9, 10, and 11 years of age will be accepted for interline carriage in accordance with paragraph (5)(A)(ii) above and subject to the conditions of carriage of the interline carrier. NOTE: CP will accept the responsibility of an unaccompanied minor connecting from another carrier no greater than 4 hours prior to the scheduled departure time of the CP flight to which the unaccompanied minor is connecting. |
| C | †[N](B) The carrier will not accept any financial or guardianship responsibilities beyond those applicable to an adult passenger. |
| C | †[N](C) The age limit referred to in this rule shall be the age of the child at the date of commencement of carriage. Carrier may require satisfactory evidence establishing the child's age. |
| C | †[N](D) A child shall be considered unaccompanied on the same flight and in the same compartment by a passenger at least 12 years of age. |
| C | †[N](E) Unaccompanied children under 5 years of age will not be accepted for carriage. |
| | (F) (Applicable to CP only) In addition to the fare in Rule 200, there will be a surcharge of USD 30.00/CAD 40.00 applicable to unaccompanied children 8 through 11 years of age for escort service when the child's trip consists of one or more connections between the child's origin and destination or stopover points. The USD 30.00/CAD 40.00 surcharge will also apply if the only connection being made is from a CP flight to the flight of another carrier. |
| | (1) (Applicable to flights within Area 1) In addition to the fare in Rule 200, there will be a surcharge of USD 30.00/CAD 40.00 applicable to unaccompanied children 5 through 11 years of age for escort service when the child's trip consists of a nonstop or direct flight between the child's origin and destination or stopover points. A) If 2 or more children are traveling together, only on surcharge will be assessed. B) When requested, escort service will be provided for unaccompanied children 12 through 17 years of age for a surcharge of USD 30.00/CAD 40.00. |
| | (I) (Applicable to AC for travel from/to U.S.A. only.) If the question arises of any aircraft being overloaded, carrier shall decide which passengers or articles shall be carried. |

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



† - Effective October 29, 1999 and issued on one (1) day's notice under D.O.T. Special Tariff Permission No. 50594 and on not less than one (1) day's notice under NTA(A) Special Permission No. 52908.

| RULE | SECTION I - GENERAL RULES |
|---|---|
| 26 | NAVIGATION SURCHARGE (Applicable to AC and SK for transportation to/from Canada)<br><br>For ticketing on/after 10FEB99 for travel commencing on/after 22MAR99.<br>(A) (Not applicable to AC) A navigation surcharge of CAD 15 will be collected at the time of ticket issuance for transatlantic/transpacific/Western Hemisphere travel to/from Canada including through passengers with a stopover in Canada exceeding 24 hours. The surcharge of CAD 15 is per adult/child/infant and will apply in each direction. |
| C | (B) (Applicable to AC) A navigation surcharge of CAD 15 will be collected at the time of ticket issuance for travel between Canada and Mexico/[N]South America and for transpacific travel to/from Canada including through passengers with a stopover in Canada exceeding 24 hours. The surcharge of CAD 15.00 applies to all passengers and will apply in each direction. |
| | (C) The amount to be charged will be incorporated in the fare calculation shown as Q surcharge, by converting the CAD surcharge amount into NUC using the applicable IATA rate of exchange (IROE). |
| | (D) The surcharge applies in addition to all other charges and is not subect to any further discounts.<br>(E) The navigation surcharge will not apply for travel to/from Japan via the Atlantic/Pacific.<br>(F) (1) (Not applicable to SK) The Navigation surcharge will accrue to Air Canada when travel to/from Canada is via the services of Air Canada.<br>(2) (Applicable to SK) The Navigation surcharge will accrue to Scandinavian Airlines when travel to/from Canada is via the services of Scandinavian Airlines.<br>(G) (Applicable to AC) The navigation surcharge will not apply to the following:<br>(1) Tour conductors discounted tickets<br>(2) Joint Round the World type fares. |

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



† - Effective January 3, 2001 and issued on not less than one (1) day's notice under NTA(A) Special Permission No. 61830.

| RULE | SECTION I - GENERAL RULES |
|---|---|
| 27 | SURCHARGES (Applicable to/from Canada for travel via OS) |
| C<br>C | (A) International Fuel Surcharge (Not applicable for travel originating Korea/Japan/Brazil). For tickets issued on/before [C]31MAR10)<br>(1) For tickets issued on/before [C]31MAR10 an international fuel surcharge, applicable to all passengers on a per sector basis, will be collected at time of ticket issuance for worldwide travel as follows:<br>(a) For transatlantic travel the charge to be collected is CAD 90.00/USD 90.00/EUR 90.00 per transatlantic sector.<br>(b) For all other flight sectors, the charge to be collected is CAD 32.00/USD 32.00/EUR 32.00 per sector.<br>(2) The amount to be collected at the point of sale and shown separately in the tax/fee/charge box of the ticket under code -YQ-<br>(3) The surcharge is applicable to all passengers.<br>(4) The surcharge must be applied to all OS interline ticket stock.<br>(5) The surcharge is not commissionable.<br>(6) The fuel surcharge will not apply to the following:<br>(a) Infants<br>(b) Joint around the world fares |

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

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| RULE | SECTION I - GENERAL RULES |
|---|---|

C28 †[N]TRANSPORT OF PERSONS WITH DISABILITIES (Applicable to AZ only)

(A) DEFINITIONS

(1) Ambulatory - a person who is able to move about within an aircraft unassisted.

(2) Non-ambulatory - a person who is not able to move about within an aircraft unassisted.

(3) Self-reliant - a person who is independent, self-sufficient and capable of taking care of all physical needs during flight, and who requires no special or unusual on-board attention beyond that afforded to the general public, except that assistance in boarding and deplaning may be required.

(4) Non-self-reliant - a person who is not self-reliant as defined above.

(5) Determination of self-reliance - Alitalia Airlines will accept the determination of a person with a disability as to self-reliance.

(6) Wheelchair Athlete - a non-ambulatory person with upper body and arm development such as to make him/her physically capable of exiting an aircraft in an emergency with minimal assistance, and who is a member of a bona-fide sports organization.

(7) Random Seating - the assignment of any passenger seat on the main deck of an aircraft except a seat in a row of seats at an emergency exit.

(8) Planned Seating - the assignment of passenger seats at or near the end of an evacuation line to an exit which, in general, will be a floor level exit.

(9) Disability - means a physical, sensory, developmental, mental health or medical functional limitation or restriction that affects a person in such a manner that services not usually extended to other passengers are required.

(10) Attendant - means a person who travels with a person with a disability to provide a service related to a disability that is not usually provided by Alitalia Airlines staff.

(11) Mobility Aid - includes wheelchairs, scooters, transfer chairs, walkers, canes, crutches and braces, communication devices, prostheses or medical devices.

(12) Person with a Disability - means a person who is, has been, or will be an Alitalia Airlines passenger and, because of a disability, requires services that are not usually extended to other passengers, including assistance;

(a) when making travel arrangements;

(b) when embarking and disembarking;

(c) on board an aircraft or related vehicle, and

(d) during any movement between facilities in the terminal or on the ground that involve transportation-related services.

(13) Service Animal - means an animal required by a person with a disability for assistance and certified, in writing, as having been trained to assist a person with a disability by a professional service animal institution.

(14) Transportation-related services includes passenger security screening baggage handling, car rental, public parking, and all ground transporation from the terminal.

(B) ACCEPTANCE OF PERSONS WITH DISABILITIES

(1) Alitalia Airlines will accept for carriage any passenger whose mental or physical condition is such as to render him/her incapable of caring for him/herself without assistance, provided:

(a) s/he is accompanied by an attendant who will be responsible for caring for the passenger enroute, and

(b) with the care of such attendant, s/he will not require attention or assistance beyond that usually provided by Alitalia Airlines employees, or

(c) any assistance required by the passenger as outlined in paragraph (I) below.

(d) Alitalia Airlines will accept the determination of a person with disability as to self-reliance.

(Continued on next page)



† - Effective November 29, 1997 and issued on one (1) day's notice under D.O.T. Special Tariff Permission No. 44917 and on not less than one (1) day's notice under NTA(A) Special Permission No. 38495.

RULE | SECTION I - GENERAL RULES

28 TRANSPORT OF PERSONS WITH DISABILITIES (Continued)

(B) ACCEPTANCE OF PERSONS WITH DISABILITIES (Continued)

(2) (a) Persons with disabilities will be accepted for transportation as outlined in the following:

| Disability | Assistance Required |
|---|---|
| Blind | No |
| Deaf | No |
| Blind and Deaf | Yes |
| Person with a Mental/ Intellectual Disability/ Self-Reliant | Yes |
| Person with a Mental/ Intellectual Disability/ Non-Self-Reliant | No |
| Ambulatory/Self-Reliant | No |
| Ambulatory/Non-Self-Reliant | Yes |
| NOTE: (Applicable to the above disability) Maximum Numbers per Flight: No limit | |
| Non-Ambulatory/Non-Self -Reliant | See chart below |
| Non-Ambulatory/Self-Reliant | See chart below |

(b) Carrier shall impose numerical limits on the number of non-ambulatory passengers per aircraft as shown below:

NON-AMBULATORY/NON-SELF-RELIANT (WCHC)
NON-AMBULATORY/SELF-RELIANT (WCHP)

| SEATING TYPE | AIRCRAFT TYPE | | |
|---|---|---|---|
| | 747 | DC10 | 767 |
| RANDOM WCHP/WCHC WITHOUT ATTENDANT | 06 | 06 | 04 |
| RANDOM WCHP/WCHC EXTRA WITH ATTENDANT | 06 | 04 | 03 |
| PLANNED WCHP/WCHC WITHOUT ATTENDANT | 06 | 05 | 04 |
| PLANNED WCHP/WCHC EXTRA WITH ATTENDANT | 06 | 05 | 03 |
| TOTAL RANDOM/PLANNED SEATING | 24 | 20 | 14 |
| MAXIMUM OF WCHC WITH ATTENDANT | 05 | 03 | 02 |
| ADDITIONAL NO. OF WCHP ATHLETES | 12 | 10 | 07 |

NOTE 1: The maximum number of non-ambulatory passengers shown in the tables refers to accompanied and unaccompanied passengers.
NOTE 2: WCHC passengers must be attended and must be included in computing the total allowable in planned and random seating.
NOTE 3: Planned seating will be in accordance with Transport Canada Guidelines and published in the airline's tariffs.

(3) Alitalia Airlines reserves the right to require medical clearance from company medical authorities if travel involves any unusual risk or hazard to the passenger or to other persons (including, in cases of pregnant passengers, unborn children).

(Continued on next page)



† - Effective November 29, 1997 and issued on one (1) day's notice under D.O.T. Special Tariff Permission No. 44917 and on not less than one (1) day's notice under NTA(A) Special Permission No. 38495.

| RULE | SECTION I - GENERAL RULES |
|---|---|

28 TRANSPORT OF PERSONS WITH DISABILITIES (Continued)

(C) SEATING RESTRICTIONS
Persons with disabilities will not be permitted to occupy seats in designated emergency exit rows on any aircraft or on the upper deck of a B747 aircraft.

(D) RESERVATIONS
(1) Reservations and requests for additional services per paragraph (I)(1) of this rule should be made at least 48 hours in advance of departure so that arrangements can be made. Alitalia Airlines will make every effort to assist passengers who fail to make reservations 48 hours in advance.
(2) Alitalia Airlines will, upon request when reservations are being made, describe the services available under this rule to persons with disabilities and confirm in writing the services requested by the passenger.

(E) FARES FOR PERSONS WITH DISABILITIES
Passengers with disabilities may travel via any fare type offered subject to the governing rules for the fare type being used.

(F) ACCEPTANCE OF MOBILITY AIDS
(1) Alitalia Airlines will carry mobility aids as defined in paragraph (A) above as priority checked baggage without charge and in addition to the free baggage allowance.
EXCEPTION: If an aircraft has less than 60 seats and its design does not permit the carriage of these aids, Alitalia Airlines will inform the passenger about alternative transportation arrangements available for these aids.
(2) In addition to the above, where space permits, one manually operated folding wheelchair per flight may be stored in the passenger cabin without charge.
(3) Where a mobility aid cannot be carried in the passenger cabin, Alitalia Airlines will provide assistance in disassembling and packaging the aid, unpacking and reassembling the aid, and returning the aid promptly on arrival at the person's destination, all without charge.
(4) If a mobility aid is damaged or lost, Alitalia Airlines will immediately provide a suitable temporary replacement without charge. If a damaged aid can be repaired, Alitalia will arrange, at its expense, for the prompt and adequate repair of the aid and return it to the passenger as soon as possible. If a damaged aid cannot be repaired promptly and adequately, or is lost and cannot be located within 96 hours after the passenger's arrival, Alitalia Airlines will, at its discretion, replace it with an identical one satisfactory to the passenger, or reimburse the passenger for the full replacement cost of the aid.
(5) If a temporary replacement aid has been provided, a passenger shall continue to have the use of that aid:
(a) until the time the passenger's (repaired) aid is returned, or
(b) until a reasonable period for the replacement of the aid has elapsed, where Alitalia Airlines has taken steps to, at its discretion, replace the aid or reimburse the passenger.
(6) Terminals on wheelchairs with non-spillable batteries must be disconnected and taped.
(7) Wheelchairs with spillable wet cell batteries are accepted at no charge to the passenger as follows:
(a) on B747/DC10/B767 aircraft, when loaded in a LD3 baggage container in an upright position; batteries must be disconnected at both terminals, capped to prevent short circuits, and must be secured to the wheelchair with non-conductive material.
(b) on narrow-body aircraft such as A320/B737 and propeller aircraft, in a non-upright position provided the battery is removed and stored in an approved battery container; containers are available without charge from Alitalia Airlines with 48 hours notice.

(Continued on next page)



† - Effective November 29, 1997 and issued on one (1) day's notice under D.O.T. Special Tariff Permission No. 44917 and on not less than one (1) day's notice under NTA(A) Special Permission No. 38495.

| RULE | SECTION I - GENERAL RULES |
|---|---|
| 28 | TRANSPORT OF PERSONS WITH DISABILITIES (Continued)<br><br>(G) SERVICE ANIMALS<br>See Rule 118 (E)(6).<br><br>(H) REFUSAL TO TRANSPORT/REFUNDS<br>Alitalia Airlines is not liable for its refusal to transport any passenger or for its removal of any passenger in accordance with this rule, however, at the request of the passenger, a refund will be issued in accordance with normal procedures.<br><br>(I) SERVICES TO BE PROVIDED TO PERSONS WITH DISABILITIES<br>(1) Assistance will be provided to persons with disabilities as shown below when requested at least 48 hours prior to departure. A reasonable effort will be made to accommodate requests not made within this time limit.<br>(a) registration at the check-in counter;<br>(b) proceeding to the boarding area, boarding, deplaning, stowing and retrieving of checked and carry-on baggage;<br>(c) other than by carrying, in moving to/from an aircraft washroom, including assisting a passenger in using an on-board wheelchair where one is available;<br>(d) serving regular and special meals where available and providing limited assistance with such meals, including cutting of large food portions, opening of packaging, identifying objects;<br>(e) inquiring periodically during flight about a passenger's needs;<br>(f) transferring a person with a disability between mobility aids, or between a mobility aid and an aircraft seat;<br>(g) in proceeding to the general public area or, where a person with a disability is changing to a flight of another carrier within the same terminal, to a representative of the receiving carrier;<br>(2) In addition to the above services for which 48 hours notice is requested, the following additional services shall be provided to a person with a disability, regardless of notice received:<br>(a) inquiring periodically about the needs of a passenger who is not independently mobile while awaiting a flight, after check-in, or while in transit between flights;<br>(b) cooperating with another carrier if a person who has requested a service has to travel with that other carrier due to a flight cancellation or the substitution by the original air carrier of an aircraft that has fewer than 30 seats;<br>(c) notification to the passenger of the most accessible seats prior to assigning a seat, and, where possible, ensuring that accessible seats are the last ones assigned to persons without disabilities.<br>(d) Advance seat selection regardless of fare paid. |



† - Effective November 29, 1997 and issued on one (1) day's notice under D.O.T. Special Tariff Permission No. 44917 and on not less than one (1) day's notice under NTA(A) Special Permission No. 38495.

## SECTION I - GENERAL RULES

Information previously published on this page is hereby cancelled and removed due to expiry date.

| RULE | SECTION I - GENERAL RULES |
|---|---|

C30 GROUND TRANSFER SERVICE (Not applicable to AC, CO, CP, X and NZ)

(A) GENERAL
Except as otherwise specified below, carrier does not maintain, operate, or provide ground transfer service between airports or between airports and city centers.
NOTE: (Applicable to TW only.) It is agreed that any such service is performed by independent operators who are not and shall not be deemed to be agents or servants of TW. Anything done by an employee, agent or representative of TW in assisting the passenger to make arrangements for such ground transfer shall in no way make TW liable for the acts or omissions of such independent operator.

(B) POINTS IN AREA NO. 1
(1) Between Airports and Cities
Ground transfer service between airports and cities served is not included in the fare.
(2) Between Airports at Detroit, New York, and Washington
At the request of the passenger, ground transfer service will be provided without additional charge for passengers traveling between a point in the United States or Canada and a point in Area 2 or 3 via routings specified in connection with fares published in the applicable fares tariff, as specified in subparagraphs (a) and (b) below:
(a) List of Airports Between Which Ground Transfer Service will be Provided
(i) (Applicable to SK and SN only) Between John F. Kennedy International Airport and LaGuardia Airport or Newark Airport, (Not applicable to passengers originating or terminating their travel at New York, N.Y. or Newark, N.J.)
(ii) Between John F. Kennedy International Airport and LaGuardia Airport, (Not applicable to passengers originating or terminating their travel at New York, N.Y.)
(iii) (Not applicable to SK or SN.) Between Detroit Metropolitan Airport and Willow Run Airport. (Not applicable for passengers originating or terminating their travel at Detroit, Michigan.)
(iv) (Not applicable to SK or SN.) Between Dulles International Airport and Washington National Airport or Friendship Airport. (Not applicable for passengers originating or terminating their travel at Washington, D.C. or Baltimore, Md.)
(b) Types of Connections
The ground transfer service herein provided applies only to passengers:
(i) (Not applicable to SK or SN.) Making connection on TW flights within the U.S.A. that are scheduled to depart not more than 12 hours after the passenger's arrival on TW transatlantic flights, or
(ii) (Not applcable to SK or SN.) Arriving on a TW flight from a point in the U.S.A. and making connection to TW transatlantic flights that are scheduled to depart not more than 12 hours after the passenger's arrival, or
(iii) (Not applicable to SK or SN.) Arriving on flights of other carriers and making connection to TW transatlantic flights that are scheduled to depart not more than 6 hours after the passenger's arrival, or
(iv) (Not applicable to SK or SN.) Arriving on TW transatlantic flights and making connection to flights of other carriers that are scheduled to depart not more than 6 hours after the passenger's arrival.
(v) (Applicable to SK and SN only.) Making connections with other air services within the U.S.A. which are scheduled to depart not more than 12 hours after passenger's arrival on carrier's transatlantic flights.
EXCEPTION: In the case of scheduled overnight or other stops on through services via the same or a combination of carriers, ground transfer charges may be borne by the carrier at its option.

(Continued on next page)

RULE | SECTION I - GENERAL RULES

30 GROUND TRANSFER SERVICE (Continued)

(B) POINTS IN AREA NO. 1 (Continued)

(3) Between Terminals at New York and Los Angeles International Airports

(a) (Not applicable to TW.) At the request of the passenger, ground transfer service will be provided without additional charge for passengers traveling between a point in Area 1 (other than New York, N.Y., Newark, N.J. or Los Angeles, Cal.) and a point in Area 2 or 3 via routings specified in connection with fares published in tariffs governed by this rules tariff as follows:

(i) Between the SK passenger terminals and other carriers' passenger terminals at John F. Kennedy International Airport for passengers making connections to or from SK transatlantic flights.

(ii) Between the SK passenger terminals and other carriers' passenger terminals at Los Angeles International Airport for passengers making connections to or from SK flights.

(b) (Applicable to TW only.)
At the request of the passenger, ground transfer service will be provided without additional charge for passengers traveling between a point in Area 1 (other than New York, N.Y., or Los Angeles, Cal.) and a point in Area 2 or 3 via routings specified in connection with fares published in tariff governed by this rules tariff as follows:

(i) Between the TW passenger terminals and other carriers' passenger terminals at John F. Kennedy International Airport for passengers making connections to or from TW transatlantic flights.

(ii) Between the TW passenger terminals and other carriers' passenger terminals at Los Angeles International Airport for passengers making connections to or from TW flights.

(4) Between Terminals at New York
(Applicable to TW locally or jointly when TW is the carrier between New York and a point in the Caribbean.) Ground transfer service is herein provided between John F. Kennedy International Airport and Laguardia Airport and applies only to passengers:

(a) Making connection on TW flights within the U.S.A. that are scheduled to depart not more than 12 hours after the passenger's arrival on TW Caribbean flights, or

(b) Arriving on a TW flight from a point in the U.S.A. and making a connection to TW Caribbean flights that are scheduled to depart not more than 12 hours after the passenger's arrival, or

(c) Arriving on flights of other carriers and making connection to TW Caribbean flights that are scheduled to depart not more than 6 hours after the passenger's arrival, or

(d) Arriving on TW Caribbean flights and making connection to flights of other carrier's that are scheduled to depart not more than 6 hours after the passenger's arrival.

EXCEPTION: In the case of scheduled overnight or other stops on through services via the same or a combination of carriers ground transfer charges may be borne by the carrier at its option.

(C) POINTS IN EUROPE
Ground transfer service between airports and the cities served is not included in the fare.

EXCEPTION 1: Ground transfer service is included in the fare at Athens, Greece.

EXCEPTION 2: (Applicable to SN only.) Ground transfer service is included in the fare at Prague, Czechoslovakia.

EXCEPTION 3: (Applicable to AZ and TW only.) Ground transfer service between the two Milan airports (Malpensa Airport and Linate Airport) is included in the fares and will be provided without additional charge for passengers making connections from TW flights to AZ flights at Milan.

NOTE: In the case of scheduled overnight or other stops on through services via the same or a combination of carriers, ground transfer charges may be borne by the carrier at its option.

(D) POINTS IN AREA NO. 2 (EXCEPT EUROPE) AND AREA NO. 3
Ground transfer service between airports and the cities served is included in the fare and will be furnished without additional charge at all scheduled stops on the lines of participating carriers, except at the following points via the carriers shown:

| | |
|---|---|
| Dakar, Senegal | SK, SN |
| India | SN |
| Indonesia | SN |
| Johannesburg, South Africa | SN |
| Kinshasa, Zaire | SN |
| Malaysia | SN |
| Manila, Philippine Islands | SK,SN |
| Monrovia, Liberia | SN |
| Singapore | SN |
| C Tokyo, Japan | †X,SK,SN |

† - Effective November 15, 1992 for transportation to/from Canada.

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

RULE | SECTION I - GENERAL RULES

C31 †[C]CARRIAGE OF INCAPACITATED PASSENGERS FROM CANADA-SUGGESTED PROVISIONS FOR AIRCRAFT WITH 30 OR MORE PASSENGER SEATS (Applicable to NZ only)

C †[N](A) Transportation of a Person With Disability

(i) Definitions
"Non-self-reliant" means a person who is incapable of self-care during flight.
"Self-reliant" means a person who is independent, self-sufficient and capable of taking care of all physical needs during flight, and who requires no special or unusual attention beyond that afforded to the general public, except for assistance in boarding or deplaning.

(ii) Acceptance of a Passenger With a Disability
(a) The carrier will accept the determination of a person with a disability as to self-reliance. When a passenger has advised a carrier of his self-reliance, a carrier shall not refuse such passenger transportation on the basis that there is a lack of escort or that the passneger may require additional attention from airline employees.
(b) Passengers with a disability will be accepted for transportation as outlined below:

| Disability | Assistant Required |
|---|---|
| Blind | No |
| Deaf | No |
| Blind and Deaf | Yes |
| Mentally Handicapped/Self-reliant | No |
| Mentally Handicapped/Non-self-reliant | Yes |
| Ambulatory/Self-reliant | No |
| Ambulatory/Non-self-reliant | Yes |
| Non-Ambulatory/Self-reliant | Yes |
| Non-Ambulatory/Non-self-reliant | Yes |

NOTE: The Maximum per flight: No limit.

(c) The carrier reserves the right to require a medical clearance from the Company Medical Authorities if travel involves any unusual risk or hazard to the passenger or to other persons (including, in cases of pregnant passengers, unborn children).
(d) Carrier will refuse to transport or will remove at any point, any passenger through whose actions or inactions proves to the carrier that his mental or physical conditions is such as to render him incapable of caring for himself without assistance, unless he is accompanied by an attendant who will be responsible for caring for him en route, and with the care of such attendant, he will not require unreasonable attention or assistance from employees of the carrier.

(iii) Passengers with a disability will not be permitted to occupy seats in designated emergency exit rows, overwing emergency exit rows or where the ventral stair may have to be used as an emergency exit or the upper deck of the aircraft.

(iv) Reservations should be made at least 24 hours in advance of travel, advising the carrier as to the nature of the disability and assistance required, so that arrangements can be made. Carrier will make every effort to accommodate passengers who fail to make reservations 24 hours in advance.

(v) In addition to the regular free baggage allowance; the carrier will accept the following items as priority checked baggage without charge:
(a) Wheelchairs with non-spillable batteries with terminals disconnected and taped.
(b) Wheelchairs with spillable wet cell batteries on certain types of aircraft with terminals disconnected and taped providing they can be securely fastened in upright position and protected against contact with other articles. Carrier requires 24 hours notice for carriage of spillable wet cell battery operated wheelchair.
(c) Mobility aids such as, but not limited to manually operated wheelchairs, walkers, crutches and canes.

(iv) Walkers, crutches and canes may be retained in the passenger's custody provided they are stowed in accordance with carrier's safety regulations and provided that they may be accommodated.

(vii) The carrier will accept for transportation, without charge, a service animal required to assist a person with a disability provided that the animal is properly harnessed and certified as having been trained at a professional service animal institution. Such animal may not occupy a seat in the aircraft. For the comfort of all passengers the carrier staff will determine, in consultation with the person with a disability, where the person and service animal will be seated. Service animals will not be carried unless proper permits are obtained for entry into the countries of transit/final destination, and such permits are presented prior to commencement of travel. Should injury to or death of a service animal result from the fault or negligence of the carrier, the carrier will undertake to provide expeditiously, and at its own expense, for medical care, and if necessary, replacement of the animal.

(viii) If a mobility aid is damaged or lost, the carrier will immediately provide a suitable temporary replacement without charge. If a damaged aid can be repaired, the carrier will arrange, at its expense, for the prompt and adequate repair of the aid and return it to the passenger as soon as possible. If a damaged aid cannot be repaired or is lost and cannot be located with 96 hours after the passenger's arrival, the carrier will, at its discretion, replace it with an identical aid satisfactory to the passenger, or reimburse the passenger for the replacement cost of the aid.

| RULE | SECTION I - GENERAL RULES |
|---|---|
| 32<br>C | TRANSATLANTIC FUEL SURCHARGE (Applicable to LY only)<br>[CANCELLED] |

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

| RULE | SECTION I - GENERAL RULES |
|---|---|
| 33 | PALAU FACILITY SURCHARGE (Applicable to CO only) |
| C | CO will assess a USD †[C]10.00 facility surcharge for any fare paying passenger each time travel involves enplanement at ROR on a CO flight. The facility surcharge applies in addition to all other charges and is not subject to any discount.<br>EXCEPTION: The facility surcharge will not apply to passengers who are traveling on any CO free ticket. |

(Continued on next page)



† - Effective December 18, 1996 and issued on one (1) day's notice under D.O.T. Special Tariff Permission No. 41882.

| RULE | SECTION I - GENERAL RULES |
|---|---|
| C34 | [C]NAVIGATION SURCHARGE FOR TRAVEL TO/FROM/VIA CANADA (NZ ONLY) |
| C | Effective for ticketing on/after [C]July 11, 2009<br>(a) A navigation surcharge of CAD 15.00 will be collected at the time of ticket insurance for all passengers on a fare component basis applicable to Transpacific/[N]Transatlantic/Western Hemisphere travel to/from Canada. The surcharge of CAD 15.00 is per adult/child/infant and will apply in each direction.<br><br>(b) The amount to be charged will be incorporated in the fare calculation shown as a Q surcharge. The surcharge may be converted to the applicable currency for the country of origin in accordance with the appropriate IATA Rate of Exchange.<br><br>(c) Additional Conditions<br>(1) The surcharge applies in addition to all other charges and is not subject to any discount.<br>(2) The navigation surcharge will not apply to:<br>(a) Passengers transiting Canada where no fare break occurs.<br>(b) Passengers who are travelling on a NZ free ticket.<br>(c) Tour Conductor discounted tickets.<br>(d) All fares to/from United States via the Atlantic or Pacific Ocean. |

| RULE | SECTION I - GENERAL RULES |
|---|---|
| 35 | PASSENGER EXPENSES EN ROUTE (Not applicable to FF or PH)<br><br>(A) MEALS, HOTEL ACCOMMODATIONS, GROUND TRANSPORTATION AND TRANSIT TAXES<br>(1) If food is provided, it is provided at no charge.<br>(2) Hotel expenses, charges for ground transportation service (except as provided in Rule 31), meals other than those served aloft, airport service charges and transit taxes are not included in passenger fares:<br>EXCEPTION: (Applicable to SK, SN and NZ) Carrier will absorb such expenses under the following conditions:<br>(a) at any scheduled stopping point on a single carrier through-flight; or<br>(b) at points where carrier's flight connects with another of its flights, or with the flight of another carrier, provided that:<br>(i) a through-service exists between two points between which such connecting service operates and that the fare for the same class of service via such connecting service is the same as or greater than that for the through-service; and<br>(ii) the passenger, before arrival at the connecting point, is ticketed or holds confirmed space out of such connecting point; and<br>(iii) such expenses shall not be assumed beyond the departure of the next scheduled connection of the carrier in the class of service for which the passenger is ticketed and on which space is available, or beyond 24 hours after arrival at the connecting point whichever is earlier; where there is no onward flight of the carrier scheduled to depart within such 24-hour period, such expenses may be absorbed only for 24 hours after arrival at the connecting point, and where there is an onward flight of the carrier scheduled to depart within such 24 hour period but the passenger does not depart from such connecting point within 24 hours, no such expense will be absorbed.<br>(iv) the passenger does not stop over and is not ticketed to stop over at the connecting point.<br>EXCEPTION: This rule does not apply at connecting points in the U.S.A. or Canada for passengers originating in, destined to or having their point of turnaround in that area. This rule also does not apply at connecting points in Western Hemisphere for Economy fare passengers originating in, destined to, or having their point of turnaround in Area No. 1.<br>NOTE: For the purpose of this rule, connecting point means a point to which a passenger holds or held confirmed space on a flight of one carrier and out of which the passenger holds or held confirmed space on a flight of the same or another carrier. All airports through which a city is served by any carrier shall be deemed to be a single connecting point when the receiving carrier has confirmed reservations to the delivery carrier. |

(Continued on next page)

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

| RULE | SECTION I - GENERAL RULES |
|---|---|
| 35 | PASSENGER EXPENSES EN ROUTE (Continued) |

(A) MEALS, HOTEL ACCOMMODATIONS, GROUND TRANSPORTATION AND TRANSIT TAXES (Continued)

(3) (Continued)

(b) At any points where Carrier's flight connects with another of its flights, or with the flight of another Carrier, provided that:

(i) the passenger, before arrival at a connecting point between flights of the same or another carrier is ticketed onward from such point, whether on a confirmed space or requested basis or holds confirmed space onward from such point;

(ii) such expenses shall not be absorbed beyond the departure of the next scheduled flight of the Carrier on which the passenger is ticketed and holds confirmed space or beyond 24 hours after arrival at the connecting point, whichever is earlier;

(iii) such expenses will not be absorbed where there are onward connecting services of any Carrier, within 24 hours, to the passenger's destination or next connecting or stopover point as shown on the passenger's ticket but the passenger does not depart from the connecting point within 24 hours; and

(iv) where there are no such connecting services of any carrier within 24 hours, such expenses will only be absorbed up to a maximum period of 24 hours irrespective of the carrier on whose service the passenger is booked for onward transportation from the connecting point provided the passenger departs on the first connecting service of the onward carrier shown on the ticket.

EXCEPTION 1: Carrier will not absorb expenses at connecting points in the U.S.A. or Canada for passengers originating in, destined to, or having a turnaround point in that area.

EXCEPTION 2: Carrier will not absorb expenses at connecting points in Area No. 1 for passengers travelling across the Atlantic Ocean from/to a point in Area No. 2 to/from a point in Area No. 1 outside the U.S.A. and/or Canada.

EXCEPTION 3: Carrier will not absorb expenses at connecting points within Europe for passengers whose travel is wholly performed within that area.

EXCEPTION 4: Carrier will not absorb expenses at connecting points in Australia, New Zealand, or Fiji for passengers originating in, destined to, or having a turnaround point in Australia, New Zealand or Fiji respectively.

EXCEPTION 5: When travel is wholly within Area No. 3 Carrier will not absorb expenses at connecting points in the Southwest Pacific for passenger originating in, destined to, or having a turnaround point in the Southwest Pacific.

EXCEPTION 6: When travel is wholly within Area No. 3 Carrier will not absorb expenses at connecting points for passengers travelling on an inclusive tour based on a fare other than a normal fare.

EXCEPTION 7: When travel is wholly within Area No. 1 Carrier will not absorb expenses at connecting points.

NOTE: (Applicable to AC for travel from/to U.S.A. only.) For the purpose of this rule, the connecting point to which a passenger holds, or held, confirmed space on a flight of one carrier and out of which the passenger holds, or held, confirmed space on a flight of the same carrier or another carrier shall be deemed to be a single connecting point when the receiving carrier has confirmed reservations to the delivering carrier.

(c) Expenses may not be absorbed if the passenger is ticketed to stopover at the stopping or connecting point.

C (4) CANCELLED

(Continued on next page)

| RULE | SECTION I - GENERAL RULES |
|---|---|
| C36<br>C | (A) TRANSPORT OF DISABLED PASSENGERS (Applicable to AY only for transportation to/from Canada only)<br>[CANCELLED] |

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

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| RULE | SECTION I - GENERAL RULES |
|---|---|
| 40 | TAXES<br><br>Any tax or other charge imposed by government authority and collectable from a passenger will be in addition to the published fares and charges, except that transit taxes at connecting points may be absorbed under the conditions indicated in Rule 35, paragraph (A)(2)(a) and (b), provided also that such transit tax is not applicable to such through service. |
| 42 | FUEL SURCHARGE (Applicable for tickets issued from USA only; not applicable to/from Canada)<br><br>(1) Surcharges should be reflected in the tax/fee/charge box of tickets under code - YQ-.<br>(2) For tickets issued in the USA -<br>(a) On-line QF journeys between gateway cities in Australia and gateway cities in:<br>UK<br>Europe<br>MIddle East<br>Continental North America excluding Mexico (Canada, USA)<br>South America and<br>India<br>Will be based on a "journey" application, provided that:<br>(1) All flights are coded QF, and<br>(2) The end-to-end journey booked on the ticket is between gateway cities in Australia and the gateway cities in those destinations.<br>(b) On-line QF journeys between gateway cities in New Zealand the gateway cities in:<br>UK<br>Europe<br>MIddle East<br>Continental North America excluding Mexico (Canada, USA)<br>South America<br>Will be based on a "journey" application, provided that:<br>(1) All flights are coded QF, and<br>(2) The end-to-end journey booked on the ticket is between gateway cities in Australia and the gateway cities in those destinations.<br>(c) On all other routes, or on the above routes when the end-to-end journey uses other carriers as well as Qantas, the "per flight" or "per sector" surcharge will be applied to the Qantas and other carrier sectors. |

(Continued on next page)

For provisions of Rule 42 in effect prior to the effective date hereof, see 49th Revised Page 50-A.

| RULE | SECTION I - GENERAL RULES |
|---|---|
| 42 | FUEL SURCHARGE (Applicable for tickets issued from USA only; not applicable to/from Canada) (Continued) |
| | (3) Fuel surcharge breakdown, by journey application: |
| C | - [C]AUD 18.86 on all ADL-OLP sectors |
| C | - USD [R]0.00 on all other sectors within Australia |
| C | - USD [R]0.00 on all sectors within New Zealand |
| C | - EUR [R]22.00 on all sectors within Europe |
| | - USD 0.00 on all sectors within USA |
| | - USD 0.00 on all sectors between Canada and USA |
| | - When the journey is between AU/NZ and Europe/Middle East |
| | - For travel between gateway cities in Australia/New Zealand and |
| C | LON/FRA/PAR/ROM/[N]AUH/[N]AMM/BAH/[N]BEY - on-line QF - international sectors |
| C | - USD [R]150.00 per direction |
| | - When the journey is between NZ and Europe/Middle East |
| | - For travel betwen Australia and New Zealand |
| | - USD 0.00 per direction - for international sectors |
| | - When the journey is between AU/NZ and Continental USA/Canada (NB not including HNL) |
| | - For travel between gateway cities in Australia/New Zealand and LAX/SFO/NYC/YVR/SCL/BUE - on-line QF - for international sectors |
| C | - USD [R]80.00 per direction |
| | - When the journey is between AU/NZ and South America |
| | - For travel between gateway cities in Australia/New Zealand and LAX/SFO/NYC/YVR/SCL/BUE - on-line QF - for international sectors |
| C | - USD [R]130.00 per direction |
| | - When the journey is between AU/NZ and Continental US/CA/South America (NB not including HNL) |
| | - For travel between Australia and New Zealand |
| | - USD 0.00 per direction - for international sectors |
| C | - When the journey is between AU/[N]NZ/[N]FJ/[N]NC and India |
| C | - For travel between gateway cities in Australia/[N]New Zealand/[N]Fiji/[N]New Caledonia and BOM/DEL - on-line QF - for international sectors |
| C | - USD [I]130.00 per direction |
| C | [N]- When the journey is between AU/NZ/FJ/NC and India |
| | - For travel between gateway cities in Australia/New Zealand/Fiji/New Caledonia and SIN-on-line QF - for international sectors |
| | - USD 50.00 per direction |
| C | - USD [R]120.00 on all sectors between Australia and JNB |
| C | - USD [R]40.80 on all sectors into/out of HKG |
| C | - USD [R]80.00 on sectors between SIN and India |
| C | [N]- USD 50.00 on all sectors between Australia and Vanuatu. |
| C | - USD [R]80.00 on sectors between Australia and HNL |
| C | [N]- USD 0.00 on all sectors between SIN and DPS/JKT. |
| C | - USD [R]100.00 on all other sectors |
| | EXEMPTIONS: |
| | 1. airline crew on duty travel |
| | 2. infants without seat for domestic travel on purely domestic journeys |
| | 3. surface transportation - QF 2551-2560/2931-2999/3934-3944 |

For provisions of Rule 42 previously published on 48th Revised Page 50-A, see 24th Revised Page 50.

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

| RULE | SECTION I - GENERAL RULES |
|---|---|
| 45 | ADMINISTRATIVE FORMALITIES - PASSPORTS, VISAS AND TOURIST CARDS (Continued)<br><br>(B) PASSPORTS AND VISAS (Continued)<br>(3) PASSENGER TRANSITING WITHOUT VISA (TRWOV) - SERVICE CHARGE<br>(a) (Applicable to AC only) A passenger transiting, without a visa, a point(s) within a country requiring a visa for lawful entry, will be assessed, by AC, a Service Charge of USD 55.00 (CAD 66.00) when AC is the carrier providing such passenger with transportation to such point(s).<br>NOTE: This Service Charge will be assessed either when AC issues/reissues the passenger's ticket or when passenger check-ins for flight.<br>(c) (Applicable to CP only) A passenger transiting, without a visa, a point(s) within a country requiring a visa for lawful entry, will be assessed a Service Charge of USD 50.00/CAD 66.00 when CP is the carrier providing such passenger with transportation to such point(s).<br>NOTE: This Service Charge will be assessed either when CP issues/reissues the passenger's ticket or when passenger checks-in for flight.<br>EXCEPTION 1: The above service charge will not be assessed when the passenger makes an online connection at the point(s) where they are transiting without a visa:<br>EXCEPTION 2: The above service charge will not be assessed when passengers who are Nationals at the following countries: Indonesia, Philippines, Taiwan, and Thailand make a connection at Vancouver where they are transiting without a visa.<br><br>(C) CUSTOMS INSPECTION<br>If required, the passenger must attend inspection of his baggage, checked or unchecked, by customs or other government officials. Carrier accepts no responsibility toward the passenger if the latter fails to observe this condition. If damage is caused to carrier because of the passenger's failure to observe this condition, the passenger shall indemnify carrier therefor. Carrier shall not be liable to the passenger for any aid, assistance, data, or other information provided to customs or other government agencies involved in border controls of any country pertaining to passenger or passenger's travel.<br><br>(D) GOVERNMENT REGULATION<br>No liability shall attach to carrier if carrier in good faith determines that what it understands to be applicable law, government regulation, demand, order or requirement, requires that it refuse and it does refuse to carry a passenger. |
| 46<br>C | INSURANCE SURCHARGE (Applicable to NZ only)<br>†[CANCELLED] |

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



† - Effective April 1, 2004 and issued on not less than one (1) day's notice under NTA(A) Special Permission No. 84379.

| RULE | SECTION I - GENERAL RULES |
|---|---|
| 50 | PREPLANNED OXYGEN SERVICE |
| | (A) (Applicable to TW only) Passengers requesting that the carrier provide in-flight oxygen service, on a preplanned basis, will be required to give the carrier 48 hours notice that such oxygen is needed. TW will assess each passenger a per coupon charge of USD 75.00 (seventy-five) as a minimum charge. This charge is not subject to any discounts.<br>EXCEPTION: In-flight oxygen service is not offered on Trans World Express flights 7000-7599, 7800-7899. |
| | (B) (Applicable to AC only.) AC will provide online in-flight oxygen service on all flights subject to the following conditions: |
| C | [C](1) Passenger will be required to give AC at least 48 hours notice that in-flight oxygen will be needed. It will be the passenger's responsibility to make arrangements for oxygen service via other carriers involved in interline transportation, if required. |
| | (2) Passengers' attending physician must obtain the approval of an AC Medical Officer as to the passenger's ability to travel and to determine the rate of oxygen flow to be maintained.<br>NOTE: The oxygen equipment is voluntarily maintained to a standard in full compliance with FAA Rule 121.574. |
| C | [C](3) The charge for preplanned oxygen service will be CAD 100.00/USD 75.00. The charge for oxygen service is per passenger from point of enplanement to the passenger's destination point or stopover, or interline connecting point, whichever occurs first. This charge is not subject to discount. |
| | (4) Passengers using in-flight oxygen will not be boarded in the First Class compartment of any aircraft. |
| | (5) Passenger must be accompanied by an attendant who is knowledgeable as to the passenger's needs and in the operation of the equipment, and who will operate the equipment however, when authorized to do do by a AC medical officer, a passenger requiring oxygen may be permitted to travel unaccompanied on AC online services. |
| C | [N](6) When oxygen is also required at airports (boarding, connecting and upon arrival), the passenger is responsible to make those arrangements separately. |
| | (C) (Applicable to CP only.) Oxygen service will be provided on all flights subject to the following conditions: |
| | (1) Passengers will be required to give CP at least 24 hours notice that in-flight oxygen will be required. It will be the passenger's responsibility to make arrangements for oxygen service via other carriers involved in interline transportation, if required. |
| | (2) A written statement from the passenger's physician that the passenger requires oxygen service on a form acceptable to CP (MEDIF T43) is required for each journey (2 forms for round trips). |
| | (3) The charge for oxygen service will be CAD †[I]100.00/USD †[I]75.00 per passenger from point of enplanement to the passenger's destination, point of stopover, or interline connecting point, whichever occurs first. These charges are not subject to any discount. An oxygen medi-pak contains either 4 bottles of oxygen with a capacity of 310 litres each or one bottle of oxygen with a capacity of 840 litres. |

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

| RULE | SECTION I - GENERAL RULES |
|---|---|
| 51 | GROUND TRANSFER SERVICE (Applicable to CO only.)<br><br>(A) GENERAL<br>Except as otherwise provided below, CO does not maintain, operate or provide ground transfer service between airports or between airports and town centers. Except where ground transfer service is directly operated by CO, it is agreed that any such service is performed by independent operators who are not and shall not be deemed to be agents or servants of CO. Anything done by an employee, agent or representative of CO in assisting the passenger to make arrangements for such ground transfer service shall in no way make CO liable for the acts or omissions of such an independent operator. In cases where CO maintains and operates for its passengers local transfer services, the terms, conditions, rules and regulations of CO, including (but without limitation) those stated or referred to in CO's tickets, baggage checks and baggage valuation agreements shall be deemed applicable to such local services. No portion of the fare shall be refundable in the event local transfer services are not used.<br>(B) AT POINTS IN AREA NO. 2<br>Ground transfer service between London-Gatwick airport and London-Heathrow airport shall be provided by Speedlink at no additional charge to the passenger; provided that the passenger is ticketed to/from points beyond London, U.K. and transatlantic service on CO is utilized. Neither CO nor Speedlink will be liable for the transfer of the passengers personal property, including baggage, from the services of CO to the services of Speedlink and V. V. |
| 53 | CHARGES FOR ELECTRICAL INVERTERS |
| C | CANCELLED |

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

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| RULE | SECTION I - GENERAL RULES |
|---|---|
| C54 | †[N]LIMITATION OF LIABILITY (Applicable to MA only)<br><br>(A) MA's liability for loss of, damage to or delay in the delivery of registered baggage and cargo, is limited to a sum of 250 francs per kilogram, unless the passenger or consignor, at the time of presenting such baggage or cargo for transportation, has made a special declaration of interest declaring a higher value and paid an additional charge in accordance with the provisions of this tariff. In that case the carrier will be liable to pay a sum not exceeding the declared sum, unless he proves that that sum is greater than the passenger's or consignor's actual interest in delivery at destination.<br><br>(B) In the case of loss, damage or delay of part of registered baggage or cargo, or of any object contained therein, the weight to be taken into consideration in determining the amount to which the carrier's liability is limited shall be only the total weight of the package or packages concerned. Nevertheless, when the loss, damage or delay of a part of the registered baggage or cargo, or of an object contained therein, affects the value of other packages covered by the same baggage check or the same air waybill, the total weight of such package or packages shall also be taken into consideration in determining the limit of liability.<br>As regards objects of which the passenger takes charge himself the liability of the carrier is limited to 5000 francs per passenger.<br><br>(C) For the purpose of settlement of claims and in the event of an action against the carrier, any sums in francs shall be converted into Canadian dollars according to the Warsaw Convention as amended at the Hague and the Carriage by Air Act, R.S., 1985, c. C.26.<br>Any sum in francs shall be converted into Canadian dollars by:<br>(1) converting francs into Special Drawing Rights (SDR) at the rate of one SDR for 15.075 francs; and<br>(2) converting SDR into Canadian dollars at the rate established by the International Monetary Fund.<br>The rate of exchange shall be the rate prevailing on the date of settlement or judgement.<br><br>(D) At the time of filing this tariff provision, 250 francs convert to approximately CAD 33.00 and 5000 francs convert to approximately CAD 660.00. These converted values are provided for general reference only. MA's liability will be calculated for each claim individually, based on the above rules.<br><br>(E) If the passenger or consignor wishes to declare a higher value, an additional charge shall be payable and MA's liability will not exceed the declared value. The additional charge is 5 percent of the difference between the declared value and the "basic carrier liability". "Basic carrier liability" is 250 francs multiplied by the registered weight.<br><br>(F) In no case shall MA's liability exceed the actual loss suffered by the passenger. All claims are subject to proof of amount of loss.<br><br>(G) In the case of damage, the person entitled to delivery must complain to the carrier forthwith after the discovery of the damage, and, at the latest, within seven days from the date of receipt in the case of baggage and fourteen days from the date of receipt in the case of cargo. In the case of delay, the complaint must be made at the latest within twenty-one days from the date on which the baggage or cargo have been placed at his disposal.<br>All complaints shall be made in writing and must be dispatched within the times aforesaid.<br>Failing complaint within the times aforesaid, no action shall lie against the carrier. |

† - Effective June 5, 2003 for transportation to/from U.S.A.

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

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RULE | SECTION I - GENERAL RULES

55 LIABILITY OF CARRIERS

(A) SUCCESSIVE CARRIERS
Carriage to be performed under one ticket or under a ticket and any conjunction ticket issued in connection therewith by several successive carriers is regarded as a single operation.

(B) LAWS AND PROVISIONS APPLICABLE
(1) (a) (Applicable to AZ, EI, NZ and PH only)
The carrier shall avail itself of the limitation of liability provided in the Convention for the Unification of Certain Rules Relating to International Carriage by Air, signed at Warsaw, October 12th, 1929, or provided in the said Convention as amended by the Protocol signed at The Hague, September 28th, 1955. However, in accordance with Article 22(1) of said Convention, or said Convention as amended by said Protocol, the carrier agrees that, as to all international transportation by the carrier as defined in the said Convention or said Convention as amended by said Protocol, which, according to the Contract of Carriage, includes a point in the United States of America as a point of origin, point of destination, or agreed stopping place.
(i) (Not applicable to AZ or SK) The limit of liability for each passenger for death, wounding, or other bodily injury shall be the sum of U.S. $75,000 (Canadian $75,750.00) inclusive of legal fees and costs, except that, in case of a claim brought in a state where provision is made for separate award of legal fees and costs, the limit shall be the sum of U.S. $58,000 (Canadian $58,580.00) exclusive of legal fees and costs.
(ii) The carrier shall not, with respect to any claim arising out of the death, wounding, or other bodily injury of a passenger, avail itself of any defense under Article 20(1) of said Convention or said Convention as amended by said Protocol. Nothing herein shall be deemed to affect the rights and liabilities of the carrier with regard to any claim brought by, or on behalf of, or in respect of, any person who has willfully caused damage which resulted in death, wounding, or other bodily injury of a passenger.

(b) (Applicable to NZ only)
Pursuant to Article 22(1) of the Convention Air New Zealand Limited agrees with its passengers that in respect of all international carriage as defined in the Convention which is provided by Air New Zealand Limited and which includes a point of origin, point of destination or an agreed stopping place in the United States.
(i) It shall not invoke the limit of liability in Article 22(1) of the Convention as to any claim for recoverable compensatory damages arising under Article 17 of the Convention; and
(ii) It shall not avail itself of any defense under Article 20 of the Convention, with respect to that portion of such claim that does not exceed 100,000 Special Drawing Rights.
(iii) Provided however that neither the waiver of the limits nor the waiver of defenses in the foregoing provisions (i) and (ii) shall apply to any claim however founded or asserted and whether by virtue of subrogation, statutory authority or otherwise, by any public social insurance or similar bodies (except such bodies of the United States). All such claims shall be subject to and be governed by the provisions of Article 22(1) and Article 20(1) of the Convention.

(c) (Not applicable to EI and SK) Except as provided in subparagraph (1)(a) above, carriage hereunder is subject to the rules and limitations relating to liability established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air, signed at Warsaw, October 12, 1929 or that Convention as amended by The Hague Protocol, 1955, whichever may be applicable (hereinafter called "the Convention"), unless such carriage is not international carriage as defined by the Convention. In the international carriage (as defined in the Convention) of passengers, the liability of the carrier for each passenger is limited to the sum of $125,000 French gold francs or its equivalent (U.S. equivalent approximately $10,000.00) or 250,000 French gold francs or its equivalent (U.S. equivalent approximately $20,000.00) if The Hague Protocol Amendment of the Convention is applicable. (See NOTE below.)

(d) (Applicable to QF only) Except as provided in subparagraph (1) (a) above and in accordance with Article 22(1) of the Warsaw Convention or the Warsaw Convention as amended by the Hague Protocol, the Carrier with respect to all international transportation, as defined in the said Convention or in the said Protocol, performed by it, agrees that the limit of liability for each passenger for death or wounding or other personal injury shall be limited to proven damages not to exceed the sum of 100,000 Special Drawing Rights exclusive of legal fees and costs.

(e) (Not applicable to AZ, EI, NZ, PH, PK, QF, SK, SN or TZ only) Carrier shall avail itself of the limitation of liability to passengers as provided in the Convention (see Rule 1); and, in the international transportation of passengers, the liability of the carrier for personal injury or death of each passenger shall be limited to the sum of 125,000 French gold francs or its equivalent (the United States equivalent is approximately $10,000.00) or 250,000 French gold francs or its equivalent (the United States equivalent is approximately $20,000.00) if The Hague Protocol Amendment of the Convention is applicable.

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RULE | SECTION I - GENERAL RULES

55 LIABILITY OF CARRIERS (Continued)

(B) LAWS AND PROVISIONS APPLICABLE (Continued)

(1) (Continued)

(f) (Applicable to SN and QF only) The Carrier agrees in accordance with Article 22(1) of the Convention for the Unification of Certain Rules relating to International Transportation by Air signed at Warsaw, October 12, 1929 or, where applicable, that Convention as amended by the Protocol signed at the Hague on September 28, 1955 (the "Convention") that, as to all international carriage or transportation hereunder as defined in the Convention:

(i) The Carrier shall not invoke the limitation of liability in Article 22(1) of the Convention as to any claim for recoverable compensatory damages arising under Article 17 of the Convention.

(ii) The Carrier shall not avail itself of any defense under Article 20(1) of the Convention with respect to that portion of such claim which does not exceed 100,000 Special Drawing Rights ("SDR").

(iii) Except as otherwise provided in paragraphs (i) and (ii) hereof, the Carrier reserves all defenses available under the Convention to any such claim. With respect to third parties, the Carrier reserves all rights of recourse against any other person, including without limitation, rights of contribution and indemnity.

(iv) (Not applicable to social agencies in the United States)
Neither the waiver of limits nor the waiver of defenses shall be applicable in respect of claims made by public social insurance or similar bodies however asserted. Such claims shall be subject to the limit in Article (22)(1) and to the defenses under Article (20)(1) of the Convention.

NOTE: (Applicable only for transportation to and from the United States)
(Not applicable to QF) Paragraph (B)(1)(e) shall expire upon any final action of the Department of Transportation of the United States in proceedings in Docket OST-95-232 which does not make provisions for identical tariffs or in accordance with any order of the Department entered in the said proceedings.
(Applicable to QF only) In the United States, Paragraph (B)(1)(f) of Rule 55 shall expire upon any final action of the Department of Transportation which does not make provisions for tariffs identical to the above paragraph (B)(1)(f) or in accordance with any order of the Department.

NOTE 1 (Not applicable to QF) Rules stating any limitation on, or condition relating to, the liability of carriers for personal injury or death are not permitted to be included in tariffs filed pursuant to the laws of the United States, except to the extent provided in paragraph (B)(1) above with respect to Tariff C.A.B. No. 376. Insofar as this rule states any such limitation or condition it is included herein; except to the extent provided in paragraph (B)(1) above with respect to Tariff C.A.B. No. 376, as part of the tariff filed with governments other than the United States and not as part of tariff C.A.B. No. 376 filed with the Civil Aeronautics Board of the United States.

NOTE 2 (Applicable to AZ only)
For all international carriage to which convention applies, the limit of liability for each passenger for death or personal injury shall be one hundred thousand (100,000) Special Drawing Rights as defined by the International Monetary fund to be converted into the National currency in accordance with the method of valuation applied by the International Monetary fund.

(g) (Applicable to SK only) SK agrees in accordance with article 22 (1) of the convention for the unification of certain rules relating to international carriages by Air, signed at Warsaw, October 12, 1929 or, the said Convention as amended by the protocol
C signed at The Hague on September 28, 1955 †[N]or the Convention for the Unification of Certain Rules for International Carriage by Air, signed at Montreal on 28MAY1999, that as to all international transportation by SK as defined in the said Convention or said Convention as amended by said Protocol, which, according to the contract of carriage, includes a point in the United States of America as a point of origin, point of destination, or agreed stopping place.

(i) SK shall not apply or invoke the applicable limit of liability in article 22(1) of said Convention or said Convention as amended by said Protocol in defense of any claim for recoverable compensatory damages arising out of the death, wounding or other bodily injury of a passenger within the meaning of article 17 of the convention or said Convention as amended by said Protocol.

(ii) SK shall not, with respect to any claim arising out of the death, wounding or other bodily injury of a passenger within the meaning of article 17 of Said Convention or said Convention as amended by said Protocol, avail itself of any defense under article 20(1) of said Convention or said Convention as amended by said Protocol with respect to that portion of such claim which does not exceed the sum of 100,000 S.D.R. exclusive of the costs of the action including lawyers' fees which the court finds reasonable.

(iii) Except as otherwise provided in paragraphs (i) and (ii) hereof, SK reserves all defenses available under the convention or said Convention as amended by said protocol to any such claim. With respect to third parties, SK reserves all rights of recourse against any other person, including without limitation, rights of contribution and indemnity.

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† - Effective June 20, 2009 and issued on not less than one (1) day's notice under NTA(A) Special Permission No. 46800.

RULE | SECTION I - GENERAL RULES

55 LIABILITY OF CARRIERS (Continued)

(B) LAWS AND PROVISIONS APPLICABLE (Continued)

(1) (Continued)

(g) (Continued)

(iv) Neither the waiver of limits nor the waiver of defenses shall be applicable in respect of claims made by the public social insurance or similar bodies (except with respect to any such bodies of the United States) however asserted. Such claims shall be subject to the limit in article (22(1) and to the defenses under article (20)(1) of the convention(s).

(v) This paragraph (B)(1)(g) covers transportation performed by SK, Scandinavian Airlines system (SAS), (I) as the operator of an aircraft during a flight on which the death, wounding or other body injury of a passenger occur and/or (I) as the carrier designated on the ticket as the carrier for such flight(s) as used in this paragraph (B)(1)(g), "SK" or "Carrier" refers to the carrier, whether it otherwise participates in this tariff, is as a successive carrier in an interline journey in which the carrier performs a portion of the transportation, or for any other reason, is to be determined in accordance with such carrier's own tariff publications and/or conditions of carriage.

NOTE: In the United States, paragraph (B)(1)(g) of Rules 55 shall upon any final action of the department of transportation which does not make provision of tariffs identical to that paragraph.

(h) (Applicable to SK only) Nothing herein shall be deemed to affect the rights of the carrier with regard to any claim brought by, on behalf of, or in respect of any person who has willfully caused damage resulted in death, wounding or other bodily injury or a passenger.

(i) (Applicable to SK only) The sum mentioned in terms of S.D.R. in this paragraph shall be deemed to the Special Drawing Rights as defined by the International Monetary Fund. Conversion of the sum into national currencies shall, in case of judicial proceedings, be made according to the value of such currencies in terms of the Special Drawing Rights at the date as the court may determine, or in case of the non-judicial proceedings, according to the value of such currencies in terms of the Special Drawing Rights at the date when damages to be paid is agreed.

(j) Waiver of Warsaw Convention limits: (Applicable to EI only)

(i) In accordance with article 22 (1) of the Convention or Convention as amended by the Protocol, AER LINGUS agrees that as to all international transportation as defined in the said Convention or said Convention as amended by said Protocol, which according to the contract of carriage, includes a point in the United States of America as a point of origin, point of destination, or agreed stopping place, AER LINGUS shall not invoke the limitation of liability in Article 22(1) of the Convention as to any claim for recoverable compensatory damages arising out of death, wounding, or other bodily injury of a passenger within the meaning of Article 17 of the Convention.

(ii) AER LINGUS shall not avail itself of any defense under Article 20(1) of the Convention with respect to that portion of such claim which does not exceed 100,000 Special Drawing Rights, exclusive of legal fees and costs.

(iii) Except as otherwise provided in paragraphs (j)(i) and (ii) hereof, AER LINGUS reserves all defenses available under the Convention to any such claim. With respect to third parties, AER LINGUS also reserves all rights of recourse against any other person, including without limitation, rights of contribution and indemnification.

C (k) (Applicable to NZ/†[N]QF only) For the purpose of international carriage governed by the Montreal Convention, the liability rules set out in the Montreal Convention are fully incorporated herein and shall supersede and prevail over any provisions of this tariff which may be inconsistent with those rules.

(Continued on next page)

| RULE | SECTION I - GENERAL RULES |
|---|---|
| 55 | LIABILITY OF CARRIERS (Continued)<br><br>(B) LAWS AND PROVISIONS APPLICABLE (Continued)<br>(2) Carrier's name may be abbreviated in the ticket, the full name and its abbreviation being set forth in carrier's tariffs, and carrier's address shall be the airport of departure shown opposite the first abbreviation of carrier's name in the ticket, and for the purpose of the Convention the agreed stopping places (which may be altered by carrier in case of necessity) are those places, except the place of departure and the place of destination set forth in the ticket and any conjunction ticket issued therewith, or shown in carrier's timetable as scheduled stopping places on the passenger's route. A list giving the full name and abbreviation of each carrier in this tariff is provided at the front of this tariff.<br>(3) To the extent not in conflict with the provisions of paragraphs (1) and (2) above, all carriage hereunder and other services performed by each carrier are subject to:<br>(a) applicable laws (including national laws implementing the Convention or extending the rules of the Convention to carriage which is not "international carriage" as defined in the Convention), government regulations, orders, and requirements;<br>(b) provisions set forth in the passenger's ticket;<br>(c) applicable tariffs;<br>(d) except in transportation between a place in the United States and any place outside thereof and also between a place in Canada and any place outside thereof, conditions of carriage, regulations and timetables (but not the times of departure and arrival therein specified) of carrier, which may be inspected at any of its offices and at airports from which it operates regular services. |

(Continued on next page)

Provisions formerly shown on this page and not brought forward, are hereby cancelled.

| RULE | SECTION I - GENERAL RULES |
|---|---|

55 LIABILITY OF CARRIERS (Continued)

(B) LAWS AND PROVISIONS APPLICABLE (Continued)

(4) (a) The Carrier shall not avail itself of any defense under Article 20(1) of the Convention with respect to that portion of such claim which does not exceed 100,000 Special Drawing Rights (SDR's).

(b) Except as otherwise provided in paragraph (a) hereof, the Carrier reserves all defenses available under the Convention to such claims. With respect to Third parties, the Carrier reserves all rights of recourse against any other person, including without limitation, rights of contribution and indemnity.

(c) The Carrier agrees that subject to applicable law recoverable compensatory damages for such claims may be determined by reference to the law of the domicile or permanent residence of the passenger.

NOTE: Paragraph (B)(5) shall expire as provided in DOT Order 97-1-2 and be replaced in accordance with any final action or order of that Department entered in Docket OST-96-1607.

(C) LIMITATION OF LIABILITY

(1) Carrier is not liable for any death, injury, delay, loss, or other damage of whatsoever nature (hereinafter in this tariff collectively referred to as "damage") to passengers or unchecked baggage arising out of or in connection with carriage or other services performed by carrier incidental thereto, unless such damage is caused by the negligence of carrier. Assistance rendered to the passenger by carrier's employees in loading, unloading, or transshipping baggage shall be considered as gratuitous service to the passenger. AZ and SN are not liable for damage to such unchecked baggage incurred during, or as a result of such service, irrespective of the negligence of carrier's employees. (See NOTE, paragraph (B)(1) above.)

(2) Carrier is not liable for any damage directly and solely arising out of its compliance with any laws, government regulations, orders, or requirements or from failure of passenger to comply with same, or out of any cause beyond carrier's control.

C (3) Any liability of carrier (†[N]via SK), for damage to baggage) is limited to ([N]1000 SDR (Special Drawing Rights) per person $20.00 (250 French gold francs, consisting of 65 1/2 milligrams of gold with a fineness of nine hundred thousandths) per kilogram in the case of checked baggage and $400.00 (5,000 French gold francs) per passenger in the case of unchecked baggage or other property, unless a higher value is declared in advance and additional charges are paid pursuant to carrier's regulations. In that event the liability of the carrier shall be limited to such higher declared value. In no case shall the carrier's liability exceed the actual loss suffered by the passenger. All claims are subject to proof of amount of loss.

NOTE 1: (Applicable only to transportation exclusively on EI, SN, and QF; and to interline transportation where EI or QF is the originating carrier.) For purposes of determining liability under the Convention with respect to passenger baggage acceptable for checking under Rule 97 (Applicable to SN Rule 116) (ACCEPTANCE OF BAGGAGE), the weight of each piece of such baggage shall be deemed to be the maximum allowable weight for each piece of such baggage under the Rule, unless the actual weight is stated on the baggage check.

NOTE 2: Under no circumstances will the carrier be liable for the loss, delay or damage to unchecked baggage or cabin baggage not attributed to the negligence of the carrier. Assistance rendered to the passenger by the carrier's employees in loading, unloading or trans-shipping of unchecked or cabin baggage shall be considered as a gratuitous service to the passenger.

(Continued on next page)



† - Effective June 20, 2009 and issued on not less than one (1) day's notice under NTA(A) Special Permission No. 46800.

| RULE | SECTION I - GENERAL RULES |
|---|---|

55 LIABILITY OF CARRIERS (Continued)

(C) LIMITATION OF LIABILITY (Continued)

(4) (a) In any event liability of carrier for delay of a passenger shall not exceed 125,000
C French gold francs, (†[N]via SK, 4150 SDR (Special Drawing Rights), or its equivalent.

(b) In any event liability of carrier for death or injury shall not exceed 125,000 French
C gold francs, (†[N]via SK, should not be subject to any financial limit, except that liability of carrier for death or injury should not exceed 100,000 SDR per passenger where carrier can prove that (1) damages are not due to the negligence or other wrongful act or omission of carrier or its servants or agents, or (2) such damage was solely due to the negligence or other wrongful act or omission of a third party), or its equivalent. (See Note, paragraph (B)(1) above.)

C (5) (†[N]Not applicable to SK) In the event of delivery to the passengers of part but not all of his checked baggage, or in the event of damage to part but not all of such baggage, the liability of the carrier with respect to the undelivered or damaged portion shall be reduced proportionately on the basis of weight, notwithstanding the value of any part of the baggage or contents thereof.

(6) (a) Carrier is not liable for damage to a passenger's baggage caused by property contained in the passenger's baggage. Any passenger whose property caused damage to another passenger's baggage or to the property of carrier shall indemnify carrier for all losses and expenses incurred by carrier as a result thereof.

C †[N](b) Via SK, carrier is not able for loss, damage to, or delay in the delivery of fragile or perishable articles that are included in the passenger's checked baggage with or without the knowledge of carrier.

C (7) (†[N]Not applicable to SK) Carrier is not liable for loss, damage to, or delay in the delivery of fragile or perishable articles, money, jewelry, silverware, negotiable papers, securities, or other valuables, business documents, or samples that are included in the passenger's checked baggage, with or without the knowledge of carrier.

(8) Carrier may refuse to accept any articles that do not constitute baggage as such term is defined herein, but if delivered to and received by carrier, such articles shall be deemed to be within the baggage valuation and limit of liability, and shall be subject to the published rates and charges of carrier.

(9) (a) Liability of carrier for damages shall be limited to occurrences on its own line, except in the case of checked baggage as to which the passenger also has a right of action against the first or last carrier.

(b) A carrier issuing a ticket or checking baggage for carriage over the lines of another carrier does so only as agent. (See NOTE, paragraph (B)(1) above.)

(10) Whenever AZ's liability towards the passenger is limited or excluded under this rule or under applicable laws, the passenger and all other persons or agencies who are party to the contract of carrier shall hold AZ free and harmless from any third party claims concerning passengers or baggage instituted in excess of such limitations or notwithstanding such provisions excluding AZ's liability.

(11) Carrier shall not be liable in any event for any consequential or special damage arising from carriage subject to this tariff, whether or not carrier had knowledge that such damages might be incurred, nor shall carrier be liable for punitive or exemplary damages arising therefrom.

(12) Any exclusion or limitation of liability of carrier under this tariff or the ticket shall apply to agents, servants, or representatives of the carrier acting within the scope of their employment and also to any person whose aircraft is used by the carrier and its agents, servants or representatives acting within the scope of their employment.

(13) Carrier shall not be liable for the loss, damage, or delay in delivery of any property which is not acceptable for transportation in accordance with Rules 97, 100 and 105 or for any other loss or damage of whatever nature resulting from any such loss or damage or from the transportation of such property. This exclusion is applicable whether the nonacceptable property is included in the passenger's checked baggage with or without the knowledge of the carrier.

(14) the owner of a pet shall be responsible for compliance with all governmental regulations and restrictions, including furnishing valid health and rabies vaccination certificates when required. Carrier will not be liable for less or expense due to the passenger's failure to comply with this provision, and carrier will not be responsible if any pet is refused passage into or through any country, state or territory.

(Continued on next page)

| RULE | SECTION I - GENERAL RULES |
|---|---|

55 LIABILITY OF CARRIERS (Continued)

(D) TIME LIMITATIONS ON CLAIMS AND ACTIONS

(1) No action shall lie in the case of damage to baggage unless the person entitled to delivery complains to the carrier forthwith after the discovery of the damage, and, at the latest, within seven days from the date of receipt; and in the case of delay, or loss, complaint must be made at the latest within 21 days from the date on which the baggage has been placed at his disposal (in the case of delay), or should have been placed at his disposal (in the case of loss). Every complaint must be made in writing and dispatched within the time aforesaid. Where carriage is not "international carriage" as defined in the Convention, failure to give notice shall not be a bar to suit where claimant proves that (a) it was not reasonably possible for him to give such notice, or (b) that notice was not given due to fraud on the part of carrier, or (c) the management of carrier had knowledge of damage to passenger's baggage.

(2) Any right to damages against carrier shall be extinguished unless an action is brought within two years reckoned from the date of arrival at the destination, or from the date on which the aircraft ought to have arrived, or from the date on which the carriage stopped.

(E) OVERRIDING LAW

Insofar as any provision contained or referred to in the ticket or in this tariff may be contrary to a law, government regulation, order or requirement which severally cannot be waived by agreement of the parties, such provisions shall remain applicable and be considered as part of the contract of carriage to the extent only that such provision is not contrary thereto. The invalidity of any provision shall not affect any other part.

(F) MODIFICATION AND WAIVER

No agent, servant, or representative of carrier has authority to alter, modify, or waive any provisions of the contract of carriage of this tariff.

(G) GRATUITOUS TRANSPORTATION (Applicable to QF and NZ only)

(1) Gratuitous transportation by carrier of persons as hereinafter described shall be governed by all the provisions of this rule, except subparagraph (2) below and by all other applicable rules of this tariff.

(a) Transportation of persons injured in aircraft accidents on the lines of carrier and physicians and nurses attending such persons.

(b) Transportation of persons, the object of which is that of providing relief in general epidemics, pestilence or other calamitous visitation.

(c) Transportation of persons, which is required by and authorized pursuant to Part 223 of the Economic Regulations of the Civil Aeronautics Board of the United States of America.

(d) Transportation of persons which is subject to the Convention.

(e) Transportation of officers, employees and servants of carrier traveling in the course of their employment and in the furtherance of carrier's business.

(2) Except in respect of gratuitous transportation of persons described in paragraph (G)(1) above, carrier in furnishing gratuitous transportation shall not be liable (the provisions of Rule 55(B) and (C) to the contrary notwithstanding) under any circumstances whether of its own negligence or that of its officers, agents, representatives or employees, or otherwise, and the person using such free transportation on behalf of himself, his heirs, legal representative, defendants and other parties in interest, and their representatives, assignees, releases and agrees to indemnify carrier, its officers, agents, representatives and employees from all liability (including cost and expenses), for any and all delay, and for failure to complete passage, and from any and all loss or damage to the property of such person.

(Continued on next page)

NOTE: Issued in lieu of 29th Revised Page 54 rejected by the NTA(A), cancels 28th Revised Page 54.

| RULE | SECTION I - GENERAL RULES |
|---|---|

55 LIABILITY OF CARRIERS (Continued)

(H) BAGGAGE LIABILITY (Applicable to TZ only) (Not applicable to/from Canada)

(1) Liability, if any, for loss, damage, pilferage, or delay to baggage is limited as follows:

(a) Domestic: For travel solely between U.S. points, it shall not exceed the actual value of the property up to a maximum liability of USD 3,000.00 per ticketed passenger. On domestic flights, ATA Airlines, Inc. assumes no liability for valuables including, but not limited to: money, jewelry, camera and other valuables. ATA Airlines, Inc. also assumes no liability for any consequential damages resulting from any loss of, pilferage of, damage to, or delay in any checked property beyond the limit stated above. ATA Airlines, Inc. also assumes no liability for any damage to fragile or perishable articles on domestic flights.

(b) International: The carrier is liable for damages sustained in the case of destruction or loss of, damage to, or delay of checked and unchecked baggage, as provided in the following paragraphs:

(i) The liability of the carrier is limited to 1,000 Special Drawing Rights (approximately USD 1400) for each passenger in the case of destruction, loss, damage, or delay of baggage, whether checked or unchecked, under the Warsaw Convention or the Montreal Convention, whichever may apply. Unless the passenger proves otherwise:

(aa) all baggage checked by a passenger shall be considered to be the property of that passenger;

(bb) a particular piece of baggage, checked or unchecked, shall not be considered to be the property of more than one passenger; and

(cc) unchecked baggage, including personal items, shall be considered to be the property of the passenger in possession of the baggage at the time of embarkation.

(ii) In the case of unchecked baggage, the carrier is liable only to the extent the damage resulted from its fault, or that of its servants or agents.

(iii) The carrier is not liable for destruction, loss, damage, or delay of baggage not in the charge of the carrier, including baggage undergoing security inspections or measure not under the control and direction of the carrier.

(iv) The carrier reserves all defenses and limitations available under the Warsaw Convention, except for Article 22(3) thereof, and the Montreal Convention, whichever may be applicable, to such claims.

EXCEPTION 1: The above maximum liability shall be waived for an individual claimant where it can be shown that, with respect to that claimant, TZ failed to provide notice of limited liability for baggage.

EXCEPTION 2: In the unlikely event a customer's wheelchair is lost or damaged beyond repair, ATA Airlines will reimburse the original purchase cost of the equipment, after receiving documentation establishing the original purchase price (i.e., purchase receipt, cancelled check, credit card receipt). The reimbursement for wheelchairs lost or damaged beyond repair applies to domestic and, where ATA Airlines is the carrier, international flight itineraries.

NOTE: Any failure to enforce the maximum limitations of liability at USD 2,800.00 shall not be constred as a waiver of the right to limit liability at some higher amount.

(2) When the transportation is over the lines of TZ and one or more other carriers with a limitation of liability of more than USD 2,800.00 for each fare-paying passenger and responsibility for loss, pilferage, damage, or delay in delivery of baggage cannot be determined, the liability limit (as referenced above) will be applied to all carriers.

(3) Preliminary Notice

In the case of missing, pilfered or damaged baggage, preliminary notice of the incident must be submitted to the carrier before leaving the airport after the arrival of the flight on which the mishandling occurred. In the event of failure to give such notice, no action can be taken against ATA Airlines. The claimant may provide notice within 24 hours of the arrival of the flight on which the mishandling occurred if claimant establishes to the satisfaction of ATA Airlines that he/she was unable to give such notice at the airport for good cause. While searching for missing baggage, ATA Airlines attempts to contact customers at least once per day, to provide an update, until the baggage is located. ATA Airlines makes every reasonable effort to return unclaimed and missing checked baggage to customers within 24 hours of receipt of a customer's claim.

(Continued on next page)

NOTE: Issued in lieu of 36th and 35th Revised Page 55 rejected by the NTA(A), cancels 34th Revised Page 55.

| RULE | SECTION I - GENERAL RULES |
|---|---|

55 LIABILITY OF CARRIERS (Continued)

(H) BAGGAGE LIABILITY (Continued)

(4) Baggage Claims

On domestic travel, no action shall be maintained for any loss of, damage to or any delay in the delivery of, any property or baggage, or on any other claim (exception: only personal injury or death), arising out of, or in connection with, transportation of, or failure to transport any passenger or property or baggage, unless notice of the claim is presented in writing to an office of ATA Airlines within 45 days after the alleged occurrence of the events rise to the claim, and unless the action is commenced within one year after such alleged occurence. Failure to give the above notice shall not be a bar if the claimant established to the satisfaction of ATA Airlines he/she was unable to give such notice. With respect to international travel, no action shall be maintained for damaged baggage unless the written claim is filed with ATA Airlines within seven days from the date of receipt of the baggage by the passenger. In the case of delay, the complaint must be made, at the latest, within 21 days from the date on which the baggage has been placed at the passenger's disposal. In the case of lost luggage, the complaint must be made, at the latest, within 21 days from the date of travel.

(5) Exclusions from Liability

(a) The owner of a pet shall be responsible for compliance with all governmental regulations and restrictions, including furnishing valid health and rabies vaccination certificates when required. The carrier will not be liable for loss or expense due to the passenger's failure to comply with this provision, and the carrier will not be responsible if any pet is refused passage into or through any country, state, or territory.

(b) When the carrier has exercised the ordinary standard of care, it shall not be liable for spoilage resulting from delay in delivery of any perishables described in this rule, nor for damage to, or damage caused by, fragile articles also described in this rule, that are unsuitably packed and that are included in the passenger's checked baggage without the carrier's knowledge. The carrier shall not be liable for the damage or delay in delivery of a passenger's checked baggage and property accepted pursuant to the execution of a release as referenced in section (C), paragraph (4), to the extent that such release relieves the carrier of liability.

(c) Whenever responsibility for loss, pilferage, damage, or delay in delivery of baggage cannot be determined and when transportation is via TZ and one or more carriers which exclude certain items in checked baggage from their liability, TZ will not be liable for that excluded items.

(d) ATA Airlines is not responsible for the following items on domestic flights: high value, fragile, or irreplaceable articles such as camera/electronic/audio/video equipment, and/or accessories, computers, compact discs, jewelry, currency, keys, medications or prescriptions, eye glasses, contacts, securities, legal and/or business documents, commercial effects, samples and/or goods for resale, furs, artwork, books, etc. ATA Airlines is not responsible for damage to baggage resulting from normal handling, such as minor cuts, scratches, dents, soil, broken feet or wheels, damage to overpacked/oversize bags, damage to or loss of pull handles/straps, items of fragile or perishable nature, or manufacturer's defect.

(6) Declaration of Higher Value

Passengers desiring valuation coverage in excess of TZ's normal liability limit should be referred to private insurance representatives.

NOTE: Issued in lieu of 34th Revised Page 56 rejected by the NTA(A), cancels 33rd Revised Page 56.

NOTE: Issued in lieu of 32nd Revised Page 57 rejected by the NTA(A), cancels 31st Revised Page 57.

NOTE: Issued in lieu of 29th Revised Page 58 rejected by the NTA(A), cancels 28th Revised Page 58.

| RULE | SECTION I - GENERAL RULES |
|---|---|
| C56 | †[N]NAVIGATION SURCHARGE (Applicable to QF only)<br>Effective for ticketing on/after April 15, 1999 |
| C | (A) A navigation surcharge of CAD 15.00 will be collected at the time of ticket issuance for ALL passengers on a fare component basis applicable to Transatlantic/Transpacific/Western Hemisphere travel to/from Canada.<br><br>(B) The amount to be charged will be incorporated in the fare calculation shown as a Q surcharge. The surcharge may be converted to the applicable currency for the country of origin in accordance with the appropriate IATA Rate of Exchange.<br><br>(C) Additional Conditions<br>(1) The surcharge applies in addition to all other charges and is not subject to any discount.<br>(2) The navigation surcharge will not apply to:<br>(i) Passengers transiting Canada where no fare break occurs.<br>(ii) Passengers who are travelling on a QF free ticket.<br>(iii) All fares to/from Japan via the Atlantic or Pacific Ocean. |

QF is filing to clarify Navigation and correct a clerical error by adding statement and changing rule number.
FA: NAVCAN

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



† - Effective May 6, 1999 and issued on not less than one (1) day's notice under NTA(A) Special Permission No. 49060.

| RULE | SECTION I - GENERAL RULES |
|---|---|
| 57 | FUEL SURCHARGE (Applicable to QF for tickets issued from Canada) |
| | (A) Surcharges should be reflected in the tax/fee/charge box of tickets under code - YQ-. |
| C | (B) The surcharges are applicable for tickets issued or reissued on/before †[C]31MAR10. |
| | (C) For tickets issued in Canada - |
| | (1) On-line QF journeys between gateway cities in Australia and gateway cities in: |
| | UK |
| | Europe |
| | Middle East |
| | Continental North America excluding Mexico (Canada, USA) |
| | South America and |
| | India |
| | Will be based on a "journey" application, provided that: |
| | (a) All flights are coded QF, and |
| | (b) The end-to-end journey booked on the ticket is between gateway cities in Australia and the gateway cities in those destinations. |
| | (2) On-line QF journeys between gateway cities in New Zealand the gateway cities in: |
| | UK |
| | Europe |
| | MIddle East |
| | Continental North America excluding Mexico (Canada, USA) |
| | South America |
| | Will be based on a "journey" application, provided that: |
| | (a) All flights are coded QF, and |
| | (b) The end-to-end journey booked on the ticket is between gateway cities in Australia and the gateway cities in those destinations. |
| | (3) On all other routes, or on the above routes when the end-to-end journey uses other carriers as well as Qantas, the "per flight" or "per sector" surcharge will be applied to the Qantas and other carrier sectors. |
| | (D) Fuel surcharge breakdown, by journey application: |
| C | - †[C]AUD 18.86 on all ADL-OLP sectors |
| C | - CAD †[C]0.00 on all other sectors within Australia |
| C | - CAD †[C]0.00 on all sectors within New Zealand |
| C | †[C]- EUR 22.00 on all sectors within Europe |
| | - When the journey is between AU/NZ and Europe/Middle East |
| | - For travel between gateway cities in Australia/New Zealand and |
| C | LON/FRA/PAR/ROM/†[N]AUH/†[N]AMM/BAH/†[N]BEY - on-line QF - international sectors |
| C | - CAD †[R]150.00 per direction |
| | - When the journey is between NZ and Europe/Middle East |
| | - For travel between Australia and New Zealand |
| | - CAD 0.00 per direction - for international sectors |
| | - When the journey is between AU/NZ and Continental USA/Canada (NB not including HNL) |
| | - For travel between gateway cities in Australia/New Zealand and LAX/SFO/NYC/YVR/SCL/BUE - on-line QF - for international sectors |
| C | - CAD †[R]115.00 per direction |
| | - When the journey is between AU/NZ and South America |
| | - For travel between gateway cities in Australia/New Zealand and LAX/SFO/NYC/YVR/SCL/BUE - on-line QF - for international sectors |
| C | - CAD †[R]135.00 per direction |

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



† - Effective September 2, 2009 and issued on not less than one (1) day's notice under NTA(A) Special Permission No. 48497.

| RULE | SECTION I - GENERAL RULES |
|---|---|
| 57 | FUEL SURCHARGE (Applicable to QF for tickets issued from Canada) (Continued) |
| | - When the journey is between AU/NZ and Continental US/CA/South America (NB not including HNL)<br>- For travel between Australia and New Zealand<br>- CAD 0.00 per direction - for international sectors |
| C | - When the journey is between AU/†[N]NZ/†[N]FJ/†[N]NC and India<br>- For travel between gateway cities in Australia and BOM/DEL - on-line QF - for international sectors |
| C | - CAD †[R]135.00 per direction |
| C | †[N]- When the journey is between AU/NZ/FJ/NC and India<br>- For travel between gateway cities in Australia/New Zealand/Fiji/New Caledonia and SIN-on-line QF - for international sectors<br>- USD 50.00 per direction |
| C | - CAD †[R]135.00 on all sectors between Australia and JNB |
| | - CAD 0.00 on all sectors between Canada and USA<br>- CAD 0.00 on all sectors within USA |
| C | - †[C]USD 80.00 on sectors between SIN and India |
| C | †[N]- USD 50.00 on all sectors between Australia and Vanuatu. |
| C | - †[C]USD 40.80 on all sectors into/out of HKG |
| C | †[N]- USD 0.00 on all sectors between SIN and DPS/JKT. |
| C | - CAD †[R]100.00 on all other sectors |
| | EXEMPTIONS:<br>1. airline crew on duty travel<br>2. infants without seat for domestic travel on purely domestic journeys<br>3. surface transportation - QF 2551-2560/2931-2999/3934-3944 |

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



† - Effective September 2, 2009 and issued on not less than one (1) day's notice under NTA(A) Special Permission No. 48497.

| RULE | SECTION I - GENERAL RULES |
|---|---|
| C58 | †[N]HONG KONG SECURITY SERVICE CHARGE (Applicable to AC only)<br>(A) A security service charge of HKD20 will be collected from each passenger of any age group during ticket issuance worldwide for each departure out of Hong Kong.<br>(B) The amount to be charged will be incorporated in fare calculation as in "Q" surcharge, by converting HKD20 into NUC using the applicable IATA rate of exchange (IROE).<br>(C) The security service charge will apply to passengers departing Hong Kong including through passengers with stopover(s) in Hong Kong.<br>(D) The security service charge will not apply to:<br>(1) Passengers transferring/transitting Hong Kong<br>(2) Passengers traveling on ID/AD tickets<br>(3) Passengers holding Diplomatic passports.<br>(4) Infants<br>(E) The applicable security service charge is subject to refund when Hong Kong is no longer a departing and/or stopover point as a result of cancellation/rerouting of a ticket. |

† - Effective May 21, 1995 for travel to/from Canada.

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

| RULE | SECTION I - GENERAL RULES |
|---|---|
| 58 | FUEL SURCHARGE (Applicable to NZ for tickets issued from New Zealand, Applicable to/from the USA)<br>(A) A fuel surcharge of NZD 60.00 will be collected at time of ticket issuance and will be applied for sectors within USA. Surcharge applies to all passengers and will apply per sector (Infants are excluded).<br>(B) Surcharges should be applied to all NZ flight numbers within USA.<br>(C) Surcharges should be applied to all passengers regardless of class of travel, type of fares and type of passenger (Infants are excluded).<br>(D) Surcharges should be reflected in the tax/fee/charge box of tickets under code -YQ-.<br>(E) Surcharges must be collected whenever NZ is the ticketed carrier on the sector.<br>(F) These surcharges are effective immediately. |
| 59 | FUEL SURCHARGE (Applicable to/from Canada)<br>(A) Applicable to NZ for tickets issued from Canada<br>(1) A fuel surcharge of CAD 45.00 or equivalent will be collected at time of ticket issuance and will be applied for International travel. Surcharge applies to all passengers and will apply per sector (Infants are excluded).<br>EXCEPTION: For travel on sector to/from HKG, a fuel surcharge of CAD 53.00 or equivalent will be applied for international travel. Surcharge applies to all passengers and will apply per sector (infants are excluded).<br>(2) Surcharges should be collected at the time ticket issuance or reissue for Worldwide travel.<br>(3) Surcharges should be applied to all NZ flight numbers excluding NZ flights within USA/Canada or between USA/Canada, and NZ flights within South West Pacific..<br>(4) Surcharges should be applied to all passengers regardless of class of travel, type of fares and type of passenger (Infants are excluded).<br>(5) Surcharges should be reflected in the tax/fee/charge box of tickets under code -YQ-.<br>(6) Surcharges must be collected whenever NZ is the ticketed carrier on the sector.<br>C (7) These surcharges are applicable for tickets issued or reissued on/before †[C]31OCT06.<br>C (B) (Applicable to NZ for tickets issued from New Zealand †[N]for tickets issued or reissued on/before 31OCT06)<br>(1) No fuel surcharge will apply for tickets sold in New Zealand for travel to Canada.<br>(2) Surcharges do not apply to all NZ flight numbers within Canada or between USA/Canada. |



† - Effective April 21, 2006 and issued on not less than one (1) day's notice under NTA(A) Special Permission No. 99767.

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NOTE: Cancels 5th Revised Page 58-H, the 6th Revised Page 58-H, has not and will not be issued.

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