

- **Advanced Booking:** Anytime, full capacity of the aircraft. Seasonal limitations may be in effect during season load limitations for hot and/or inclement weather conditions.
- **Flight Changes:** Changes to the itinerary are permitted online or through the Wasaya Customer Care Centre up to 1 hour prior to departure time for a \$50.00 CAD charge per change/cancellation per guest, plus fare difference and applicable taxes, subject to availability.
- **Flight Cancellation:** Complimentary Cancellations are permitted online or through the Wasaya Customer Care Centre up to 1 hour prior to departure time. Remaining balance shall be held as a credit that may be used towards the purchase of any future travel. The credit will remain valid for one (1) year from the original date of purchase.
- **Same-Day Early Standby:** Complimentary same-day changes are permitted at the airport, subject to availability.
- **Name Changes:** Name changes are permitted through the Wasaya Customer Care Centre.

Flex Fares

- **Advanced Booking:** 1 Day or more, limited availability Seasonal limitations may be in effect during season load limitations for hot and/or inclement weather conditions.
- **Flight Changes:** Changes to the itinerary are permitted online or through the Wasaya Customer Care Centre up to 1 hour prior to departure time for a \$75.00 CAD charge per change/cancellation per guest, plus fare difference and applicable taxes, subject to availability.
- **Flight Cancellation:** Cancellations to the itinerary are permitted online or through the Wasaya Customer Care Centre up to 1 hour prior to departure time for a \$75.00 CAD charge per cancellation per direction per guest, plus fare difference and applicable taxes, subject to availability. Remaining balance shall be held as a credit that may be used towards the purchase of any future travel. The credit will remain valid for one (1) year from the original date of purchase.
- **Same-Day Early Standby:** Same-day changes are permitted at the airport for \$25 CAD per guest per direction plus applicable taxes, subject to availability.
- **Name Changes:** Name changes are permitted through the Wasaya Customer Care Centre for \$25 CAD per guest, per direction plus applicable taxes.

Econo Fares

- **Advanced Booking:** 7 Days or more, limited availability. Seasonal limitations may be in effect during season load limitations for hot and/or inclement weather conditions.
- **Flight Changes:** Changes to the itinerary are permitted online or through the Wasaya Customer Care Centre up to 1 hour prior to departure time for a \$100.00 CAD charge per change/cancellation per guest, plus fare difference and applicable taxes, subject to availability.
- **Flight Cancellation:** Cancellations to the itinerary are permitted online or through the Wasaya Customer Care Centre up to 1 hour prior to departure time for a \$100.00 CAD charge per cancellation per direction per guest, plus fare difference and applicable taxes, subject to availability. Remaining balance shall be held as a credit that may be used towards the purchase of any future travel. The credit will remain valid for one (1) year from the original date of purchase.
- **Same-Day Early Standby:** Same-day changes are permitted at the airport for \$50.00 CAD per guest per direction plus applicable taxes, subject to availability.
- **Name Changes:** Name changes are permitted through the Wasaya Customer Care Centre for \$50 CAD per guest, per direction plus applicable taxes.

General Rules

- **Same-Day Early Standby:** With the purchase of any confirmed ticket customers have the option to standby, on a space available basis, for a flight departing earlier on the same day of original confirmed travel. Charges may apply depending on the fare brand purchased.
- **24-Hour Cancellation Policy:** Full refunds are offered for all reservations that are made and cancelled within 24 hours of original purchase. Please call our Customer Care Centre at 1.877.492.7292 to apply this policy to your booking.
- **Econo Fare Guests** who do not check in or call to cancel or change their reservation within the required one hour prior to departure will be considered a no-show. This will result in forfeiting of fare and guests will not be eligible for refund, credit or re-accommodation.
- **Flex Fare Guests** who do not check in or call to cancel or change their reservation within the required one hour prior to departure will be considered a no-show. This will result in forfeiting of fare and guests will not be eligible for refund, credit or re-accommodation.
- **Freedom/Community Fare Guests** who do not check in or call to cancel or change their reservation within the required one hour prior to departure will be considered a no-show. Guests who no-show and contact the

Wasaya Customer Care Centre within 24 hours of missing their flight can be rebooked for a \$100.00 CDN (including taxes) re-accommodation fee. If there is no contact within 24 hours, the fare is forfeited and guests will not be eligible for refund, credit or re-accommodation.

- Credit Files: In the event a non-refundable reservation is cancelled a credit file, minus the cancellation fee, is created and can be used towards future travel anywhere in Wasaya Airways network. This credit is also transferable to another person. If the value of the future travel exceeds the credit amount, the difference will be charged; if less, a credit balance will remain on file.
- Bookings using credit must be in the name of the owner of the credit. To book using a credit, please contact our Customer Care Centre at 1.877.492.7292 and have your credit file number ready.
- Refunds: All reservations are fully refundable within 24 hours of booking. Cancelled flights after 24 hours will be credited (less change fee) for future Wasaya flights. All travel using applied credit must be completed within 12 months of original reservation.

Check-in Policy & Cut Off Times

- In order to facilitate on time departures. Wasaya has instituted a check in cut off time at all their stations. If passengers have not presented themselves to the counter agent before the check in cut off time for their station, they will not be allowed to check in or board the aircraft.
- All passengers must check-in at their departure station with the Wasaya Airways Agent in accordance with the cut off times listed below.
 - YQT 30 min prior to departure
 - YRL 20 min prior to departure
 - YXL 45 min prior to departure - When checking in with our Sioux Lookout station security screening will be required.
- All other points 20 min prior to departure
- Travelling guests who have not checked in prior to the check in cut off time will be deemed as a no-show guest.

Baggage Policy

- Wasaya Airways included baggage allowance is two (2) pieces of checked-in baggage and one (1) piece of carry-on, the total of which may not exceed 31.8kg (70 pounds). Excess charges will be collected on any piece that exceeds these limits.
- Carry-on Items: Each Guest is allowed one piece of carry-on baggage and it must fit under the seat. Carry-on baggage must not exceed 5.9kg (13lbs) on all Wasaya Airways aircraft and is included in the 31.8kg (70 pounds) of free baggage allowance.
- Checked in Baggage: Along with their 5.9kg (13lb) carry-on item, guests will be allowed two other checked baggage pieces as part of their baggage allowance. The first bag is noted as the Primary bag and the second bag as the Secondary bag. The total of all three of these items combined shall not exceed 31.8kg (70 pounds).
- Primary Baggage: Along with one carry on, guests will be allowed one piece of baggage not to exceed 11.34kg (25lbs) in weight that will be confirmed to travel with you to your destination. This is the primary baggage. The total of these two baggage pieces (carry on and primary travel bag) shall not exceed 17.24kg (38lbs).
- Secondary Baggage: Secondary bag is the third bag allowed for each guest. The secondary bag shall not exceed 14.5kg (32lbs). In the instance when the flight is full, secondary baggage over the 17.24kg (38lbs which makes up the primary and carry-on baggage) may not make it on the same flight. In the case that any excess baggage does not travel with the guest on the same flight, please note that baggage will be expedited to its destination within 2 to 3 days. Once the guest's baggage arrives at its final destination, the station agent will contact the guest to arrange pick up.
- Additional baggage: Any baggage after the allowable items will be assessed at the applicable rate per pound to the destination of the Guest's itinerary. Excess baggage is deemed space available, but will be priority over regular air freight.
- Please note: Each guests 31.8kg (70 pounds) baggage allowance weight includes the one 5.9kg (13lb) carry-on regardless if the guest has a carry-on or not. If a guest does not have a carry-on bag, they cannot add another 5.9kg (13lb) to their primary and secondary baggage.

Baggage Liability

- Wasaya's maximum liability for lost or damaged luggage is \$2100.00 CAD per person per incident. Wasaya assumes no liability for fragile, valuable or perishable articles. Guests will be asked to complete a Luggage Liability Release Form upon checking these items in. Please inform us of any loss or damage to luggage within 24 hours of arrival.
- For more information, please visit www.wasaya.com/travel-tips/tariff or www.wasaya.com/services/scheduled-passenger-service/passenger-information

Important Information

- Wasaya does not provide meals, snacks or beverages on all flights.
- Certain taxes and fees are not included in the base fare. The following taxes may be added: Airport Improvement Fees (AIF) - Goods and Service Tax (GST) - Security Tax (ATSC). The Nav Canada fee (NAV), fuel (FUEL) and insurance surcharges (INS) may also apply. This information is intended as a guideline only. Actual fees, surcharges and taxes are subject to change and some exceptions apply. Your fare may include Navigation Canada surcharges, fuel surcharges and insurance surcharges where applicable, charged on a per one way basis. NAV Canada surcharges are based on your itinerary. This surcharge is collected to cover the fees that Wasaya pays to NAV Canada to operate Canada's Air Navigation systems. Fuel Surcharges are shown separately for the majority of markets. This surcharge varies depending on the itinerary. Insurance Surcharges range and are applicable to all markets. Air Travellers Security Tax (ATSC) was enacted by The Canadian Parliament to fund security personnel and security equipment in response to the events of September 11. The ATSC tax is \$8 CAD one way to a maximum charge of 12.00 CAD. Many airports in Canada have Airport Improvement Fees (AIF) or Passenger Facility Charges (PFC). Some Airports collect these fees at the airport at time of departure, while others are collected at the time of ticketing and are reflected in the taxes in your fare. Airports that include the AIF on your ticket are as follows: Red Lake, Sioux Lookout and Winnipeg
- The liability of the carrier in respect of the death or injury to a Guest carried for the hire and reward when the injury, whether resulting in death or not, is sustained during the operation of flight while embarking or disembarking, or at any time while the Guest is aboard the aircraft, is limited to the sum of \$300,000.00
- Carriage is subject to the applicable tariffs, conditions of carriage and related regulations available at the office of the carrier. Carriage on other airlines is subject to the applicable tariffs, conditions of carriage and regulations of that carrier which are available at the offices of the other carrier.
- Dangerous goods must not be packed in checked or carry-on luggage. For safety reasons, please refer to: <https://www.wasaya.com/services/dangerous-goods/>
- We recommend to our guests to pack a small carry-on overnight bag with basic necessities including prescription medication that may be needed, even for one-day business travel. Delays may occur due to natural occurrences such as extreme weather conditions (throughout the year), including forest fires in the summer.
- Please call to confirm your reservation 24 hours before your scheduled departure. Call Wasaya toll free at 1-877-492-7292.

NOTICE TO PASSENGERS

If you are denied boarding, your flight is cancelled or delayed for at least two hours, or your baggage is lost or damaged, you may be entitled to certain standards of treatment and compensation under the **Air Passenger Protection Regulations**. For more information about your passenger rights please contact your air carrier or visit the Canadian Transportation Agency's website.

Si l'embarquement vous est refusé, ou si votre vol est annulé ou retardé d'au moins deux heures ou si vos bagages sont perdus ou endommagés, vous pourriez avoir droit au titre du **Règlement sur la protection des passagers aériens**, à certains avantages au titre des normes de traitement applicables et à une indemnité. Pour de plus amples renseignements sur vos droits, veuillez communiquer avec votre transporteur aérien ou visiter le site Web de l'Office des transports du Canada.