

Thunder Airlines maximum liability for lost or damaged luggage is \$ 250.00 CAD per person, per incident. Thunder Airlines assumes no liability for fragile, valuable or perishable articles. Please inform us of any loss or damage to luggage within 24 hours of arrival to your destination. Lost/ Damaged Cargo Form will need to be filled out, and can be picked up at all Thunder Airlines stations.

On-Board Services:

Thunder Airlines is a non-service airline and meals or drinks are not offered for our passengers traveling on our scheduled service flights. Please note that our aircraft do not include any washroom facilities on board.

Denied Boarding:

To ensure on-time departure for our traveling guests, it is important that passengers observe the above check-in times so that they are not denied boarding. Photo Identification may be requested upon check-in. If unavailable to provide, boarding may be denied.

Please be aware that, in the interest of your safety and flight safety, passengers under the influence of alcohol and drugs will not be permitted to board Thunder Airlines aircraft.

Passengers traveling into "Dry" remote communities are not allowed to carry, conceal, or ship any type of consumable alcohol or any other illegal substances.

Infants/Children:

Infants are defined as under two years of age. Infants will sit on the lap of the parent or guardian and they travel at no charge. As per Transport Canada regulations, arrangements must be made in advance for children traveling alone. Unaccompanied children must be checked-in by a parent or assigned guardian and must be met at destination by a parent or assigned guardian. Children under sixteen years of age will not normally be accepted for unescorted travel. Please contact a Reservation Agent for additional information.

Change of Plans:

Should your reservation no longer be required because of a change in your plans, please let Thunder Airlines know before date of travel. Someone may be waiting for a cancellation of a seat or on a standby list. Advising Thunder Airlines of your change of plans may also allow a payload increase for important cargo to be shipped. If you do not show for your first leg of a confirmed ticket, the second leg will be cancelled unless Thunder Air Reservations have been notified otherwise. Rebooking fees may apply.

Fare Information:

As Thunder Airlines operates as a low-cost carrier providing our customers with extremely competitive fares, we do not offer discounted fares for advanced bookings, child fares or senior fares. Compassionate fares, group rates, bulk ticket purchases and frequent flyers may submit their request, in writing to reservations@thunderair.com for review of a discounted fare. Consideration will be given.

Making changes to your itinerary are complimentary. Thunder Airlines offers refunds on cancellations made 48 hours in advance. Cancellations made less than 48 hours prior to departure will be a credit on file. Any credit remaining in your file will expire after one year of the original purchase date and refund may not be granted. Failure to occupy the seat, and not notifying our office at least one (1) hour prior to departure ('no show') will result in the forfeit of the ticket. Notifications can be sent via email (reservations@thunderair.com), or with our (24) twenty four hour number at 1-800-803-9943

How to make a reservation:

Reservations can be made online at www.thunderair.com or by calling our Timmins office directly at (toll free) 1-866-464-2799 or (local Timmins #) 705-264-2799.

Be Prepared for Northern Travel:

Northern Ontario is a wonderful, diverse region to reside or to visit. Whether traveling to a community festival, or to a business meeting in a larger city center, there are many things that should be taken into consideration while traveling in the north.

Thunder Airlines strongly encourages all of our customers to dress for the season at hand - whether winter or summer. Since weather conditions are sometimes unpredictable, it is best to be prepared. In the winter, the ambient temperature can range from -10 to -25 (depending on location) and a wind chill factor of -40 can be expected. In such conditions, the average person's skin begins to freeze at a wind chill of -25. To protect yourself against such cold, it is recommended to dress accordingly with proper footwear, outer clothing layers, hats and gloves.

We also recommend to our passengers to pack an overnight bag with basic necessities, even for one day business travel. Delays may occur due to natural occurrences ranging from extreme weather conditions to forest fires. In the North, it is beneficial to be prepared.

Air Passenger Protection Regulation

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 Regulation's.

Thunder Airlines also publishes our tariffs on our website. Tariffs set out the terms and conditions of carriage that apply to your travel. You may view these documents online or ask Thunder Airlines for a copy.

For more information about your passenger rights, visit the "Canadian Transportation Agency's" website.

*Certain standards of treatment and compensation for flight delays and cancellations will apply as of December 15, 2019.

Thunder Airlines is considered a "small airline" in terms of definitions contained in the Passenger Protection Regulation