

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

34th Revised Page 73  
Cancels 33rd Revised Page 73

RULE	SECTION III - REFUNDS AND REROUTING
80	<p><b>REVISED ROUTINGS, FAILURE TO CARRY AND MISSED CONNECTIONS</b></p> <p>(A) <b>DEFINITIONS.</b> For the purpose of this rule, the following terms have the meaning indicated below.</p> <ol style="list-style-type: none"> <li>(1) <u>Comparable air transportation</u> means transportation provided by air carriers or foreign air carriers holding certificates of public convenience and necessity or foreign permits issued by the Civil Aeronautics Board.</li> <li>(2) <u>Connecting point</u> 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 delivering carrier;</li> <li>(3) <u>Delivering carrier</u> means a carrier on whose flight a passenger holds or held confirmed space to a connecting point;</li> <li>(4) <u>Misconnection</u> occurs at a connecting point when a passenger holding confirmed space on an original receiving carrier is unable to use such confirmed space because the delivering carrier was unable to deliver him to the connecting point in time to connect with such receiving carrier's flight. <b>NOTE:</b> The same rules regarding delivering and receiving carriers responsibility apply at the subsequent point(s) of misconnection as would apply at the point of original misconnection.</li> <li>(5) <u>New receiving carrier(s)</u> means a carrier or combination of connecting carriers, other than the original receiving carrier(s), operating between the point of misconnection and the destination or next point of stopover or connecting point shown on the passenger's ticket, on whose flight a passenger is transported from the connecting point;</li> <li>(6) <u>Original receiving carrier(s)</u> means a carrier or combination of connecting carriers on whose flight(s) a passenger originally held or holds confirmed space from a connecting point to a destination, next stopover or connecting point;</li> <li>(7) <u>Outbound flight</u> means the flight on which a passenger originally held confirmed space beyond the point where the schedule irregularity or failure to carry occurs;</li> <li>(8) <u>Schedule irregularity</u> means any of the following irregularities: <ol style="list-style-type: none"> <li>(a) Delay in scheduled departure or arrival of a carrier's flight resulting in a misconnection, or</li> <li>(b) Flight cancellation, omission of a scheduled stop, or any other delay or interruption in the scheduled operation of a carrier's flight, or</li> <li>(c) Substitution of equipment of a different class of service, or</li> <li>(d) Schedule changes which require rerouting of passenger at departure time of the original flight.</li> </ol> </li> </ol> <p>(B) <b>CHANGES REQUESTED BY PASSENGER</b></p> <ol style="list-style-type: none"> <li>(1) <u>When Change can be Made</u> At the passenger's request, carrier will effect a change in the routing (other than the point of origin); destination carrier(s); class of service; or validity specified in an unused ticket, flight coupon(s), or Miscellaneous Charges Order provided that: <ol style="list-style-type: none"> <li>(a) such carrier issued the ticket; or Miscellaneous Charges Order;</li> <li>(b) such carrier is designated in the "via carrier" box, or no carrier is designated in the "via carrier" box, of the unused flight coupon or exchange order for the first onward carriage from the point on the route at which the passenger desires the change to commence; however, where the carrier that issued the ticket is designated as carrier for any subsequent section and has an office or general agent at the point on the route where the change is to commence or where the passenger makes his request for such change, the reissuing carrier shall obtain such issuing carrier's endorsement; or</li> <li>(c) such carrier has received written or telegraphic authority to do so from the carrier entitled, under (a) and (b) above, to effect the change.</li> </ol> <b>EXCEPTION:</b> (Applicable to CO and CP only.) Carrier(s) will not require endorsement for transportation documents governing segments wholly within the area comprising the Continental U.S.A. and Canada. </li> </ol>
(Continued on next page)	
For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.	
ISSUED: November 5, 1991	EFFECTIVE: January 4, 1992

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RULE

## SECTION III - REFUNDS AND REROUTING

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REVISED ROUTINGS, FAILURE TO CARRY AND MISSED CONNECTIONS (Continued)(B) CHANGES REQUESTED BY PASSENGER (Continued)(2) Method of Effecting Change

The change requested by the passenger shall be effected by:

(a) endorsement of such unused ticket, flight coupon(s), or exchange order to the new receiving carrier or

(b) reticketing of the passenger.

(3) Applicable Fare

(a) (Applicable to AZ, EI, FF, NZ, QF, SK, SN, and TZ only)

The fare and charges applicable as a result of any such change in routing, destination, or carrier shall be the fare and charges that would have been applicable if transportation had been purchased as of the date of commencement of carriage; provided that,

- (i) additional passage at the through fare shall not be permitted unless request has been made prior to arrival at the destination named on the original ticket or Miscellaneous Charges Order, and
- (ii) after the carriage has commenced, a one way ticket shall not be converted into a round trip or circle trip ticket at the round trip or circle trip discount for any portion already flown; and
- (iii) after carriage has commenced a round trip ticket can be converted into a circle trip ticket, or vice versa provided that request is made prior to the passenger's arrival at the destination named on the original ticket or Miscellaneous Charges Order.

(b) (Applicable to AZ, EI, FF, NZ, PH, QF, SK, SN and TZ only.) Any difference between the fare and charges applicable under subparagraph (A) above, and the fare and charges paid by the passenger will be collected from the passenger by the carrier accomplishing the rerouting, who will also pay to the passenger any amounts due on account of refunds or arrange for the applicable refund by the carrier that issued the original ticket. (See also Rule 60.)

(Continued on next page)

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

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

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

39th Revised Page 74-A  
 Cancels 38th Revised Page 74-A

RULE	SECTION III - REFUNDS AND REROUTING
80	<p><u>REVISED ROUTINGS, FAILURE TO CARRY AND MISSED CONNECTIONS</u> (Continued)</p> <p>(B) <u>CHANGES REQUESTED BY PASSENGER</u> (Continued)</p> <p>(4) <u>Expiration Date</u> (Applicable to NZ, PH, QF, SK, SN and TZ only)                      The expiration date of any new ticket issued for a change in routing, destination, carrier(s), class of service, or validity will be limited to the expiration date that would have been applicable if the new ticket had been issued on the date of sale of the original ticket or Miscellaneous Charges Order.</p> <p>(5) Administrative service charge for downgrading (Applicable to SN only for travel from the U.S.A.) The passenger may downgrade the fare on any fare type to a lower fare for a charge of USD 100.00 provided that there is no change to itinerary/routing/or dates of travel. The only change allowed is to the appropriate reservations booking code for the desired fare type and seats must be available in this booking code with no waitlists allowed.</p> <p>(6) (Applicable to SK only)                      The passenger may downgrade the fare on any fare type to a lower fare for a charge of USD †1100.00/CAD †1125.00 provided that there is no change to the itinerary, routing, or dates of travel. The only change allowed is to the appropriate reservations booking code for the desired fare type and seats must be available in this booking code with no waitlists allowed.</p>

(Continued on next page)

† - Effective January 1, 2004 for transportation to/from USA only.

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

**ISSUED: December 22, 2003**

**EFFECTIVE: February 5, 2004**

(Except as Noted)

<b>RULE</b>	<b>SECTION III - REFUNDS AND REROUTING</b>
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<b>80</b>	<p><b>REVISED ROUTINGS, FAILURE TO CARRY AND MISSED CONNECTIONS (Continued)</b></p> <p><b>(C) INVOLUNTARY REVISED ROUTINGS</b></p> <p>(1) In the event carrier cancels a flight, fails to operate according to schedule, fails to stop at a point to which the passenger is destined or is ticketed to stop over, substitutes a different type of equipment or class or service, denies boarding to a passenger holding a confirmed reservation because there is insufficient space on the flight to accommodate him, induces a passenger to surrender voluntarily his confirmed reserved space so that another passenger is not denied boarding involuntarily, or removes or refuses passage to a passenger in accordance with Rule 25, carrier will either:</p> <p>(a) carry the passenger on another of its passenger aircraft on which space is available without additional charge regardless of the class of service; or</p> <p>(b) endorse to another carrier or other transportation service, the unused portion of the ticket for purposes of rerouting; or</p> <p>(c) reroute the passenger to the destination named on the ticket or applicable portion thereof by its own or other transportation services; and, if the fare, excess baggage charges, and any applicable service charge for the revised routing or class of service is higher than the refund value of the ticket or applicable portion thereof as determined by Rule 90, carrier will require no additional payment from the passenger, but will refund the difference if it is lower; or</p> <p><b>EXCEPTION 1:</b> (Applicable to QF only.) If the fare, excess baggage charges and any applicable service charge exceeds the refund value of the ticket or applicable portions as determined from Rule 90, passengers who do not hold first class, business class, or normal economy class tickets will not be involuntarily rerouted without collection of such excess amount.</p> <p><b>EXCEPTION 2:</b> (Applicable to AZ only.) In the case of upgrading to a higher class of service on AZ for which space is available, AZ will only upgrade economy class passengers to business class service.</p> <p>(d) (Not applicable to EI.)</p> <p>(i) Transport the passenger on another economy flight on which space is available or</p> <p>(ii) Transport the passenger to the destination shown on its portion of the ticket on carrier's next First Class flight on which space is available, at no additional fare, if so doing will provide an earlier arrival than the next economy flight on which space is available.</p> <p>(e) Make involuntary refund in accordance with Rule 90(D).</p> <p>(2) NOT USED</p>
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Provisions of CU formerly appearing on this page and not brought forward are hereby cancelled.

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

<b>ISSUED:</b> March 13, 2002	<b>EFFECTIVE:</b> April 12, 2002
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32nd Revised Page 74-C  
 Cancels 31st Revised Page 74-C

RULE	<b>SECTION III - REFUNDS AND REROUTING</b>
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80	<p><b>REVISED ROUTINGS, FAILURE TO CARRY AND MISSED CONNECTIONS (Continued)</b></p> <p><b>(C) INVOLUNTARY REVISED ROUTINGS (Continued)</b></p> <p>†(N)(3) <u>Involuntary Revised Routings</u> (Applicable to AC only)</p> <p>(a) In the event carrier cancels a flight, fails to operate according to schedule, fails to stop at a point to which the passenger is destined or is ticketed to stopover, substitutes a different type of equipment or class of service, is unable to provide previously confirmed space, causes a passenger to miss a connecting flight on which he holds a reservation, or the passenger is refused passage or removed in accordance with Rule 25(A) carrier will as passenger's sole remedy either:</p> <ul style="list-style-type: none"> <li>(i) carry the passenger on another of its passenger aircraft on which space is available without additional charge regardless of the class of service; or</li> <li>(ii) endorse to another carrier or other transportation service, the unused portion of the ticket for purposes of rerouting; or</li> <li>(iii) reroute the passenger to the destination named on the ticket or applicable portion thereof by its own or other transportation services; and if the fare for the revised routing or class of service is higher than the refund value of the ticket or applicable portion thereof as determined from Rule 90(D), carrier will require no additional payment from the passenger but will refund the difference if it is lower.</li> <li>(iv) make involuntary refund in accordance with Rule 90(D).</li> </ul> <p>(b) In the event carrier is a codeshare carrier and the operating carrier cancels a flight, fails to operate according to schedule, fails to stop at a point to which the passenger is destined or is ticketed to stopover, substitutes a different type of equipment or class of service, is unable to provide previously confirmed space, causes a passenger to miss a connecting flight on which he holds a reservation, or the passenger is refused passage or removed in accordance with Rule 25 (A) carrier will, as the passenger's sole remedy, if the operating carrier fails to do so:</p> <ul style="list-style-type: none"> <li>(i) carry the passenger on another of its passenger aircraft on which space is available without additional charge regardless of the class of service; or</li> <li>(ii) endorse to another carrier or other transportation service, the unused portion of the ticket for purposes of rerouting; or</li> <li>(iii) reroute the passenger to the destination named on the ticket or applicable portion thereof by its own or other transportation services; and if the fare for the revised routing or class of service is higher than the refund value of the ticket or applicable portion thereof as determined from Rule 90(D), carrier will require no additional payment from the passenger but will refund the difference if it is lower.</li> <li>(iv) make involuntary refund in accordance with Rule 90(D).</li> </ul>
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† - Effective November 18, 2000 for transportation to/from the U.S.A.

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

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EFFECTIVE: January 16, 2001

(Except as Noted)

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33rd Revised Page 74-D  
 Cancels 32nd Revised Page 74-D

<b>RULE</b>	<b>SECTION III - REFUNDS AND REROUTING</b>
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<b>80</b>	<p><b>REVISED ROUTINGS, FAILURE TO CARRY AND MISSED CONNECTIONS (Continued)</b></p> <p><b>(D) MISSED CONNECTIONS</b>                  In the event a passenger misses an onward connecting flight on which space has been reserved because the delivering carrier did not operate its flight according to schedule or changed the schedule of such flight, the delivering carrier will arrange for the carriage of the passenger or make involuntary refund in accordance with Rule 90.</p> <p><b>(E) FREE BAGGAGE ALLOWANCE</b>                  An involuntarily rerouted passenger shall be entitled to retain the free baggage allowance applicable for the type of service originally paid for. This provision shall apply even though the passenger may be transferred from a First Class flight to a Business/Economy/Tourist/Economy/Thrifty Class flight and is entitled to a fare refund.</p> <p><b>C (F)</b> (Applicable to AC/TINING/SS only.) Time limits on cancellations and charges for late cancellations will be applicable to revised routings requested by passenger.</p> <p><b>(G)</b> (Applicable to TW only) Force majeure events TW may in the event of a force majeure event, without notice, cancel, terminate, divert, postpone, or delay any flight or the right of carriage or reservation of traffic accommodations and determine if any departure or landing should be made, without liability except to refund in the original form of payment in accordance with involuntary refund rules any unused portion of the ticket. As used in this rule "force majeure event" means:</p> <ol style="list-style-type: none"> <li>(1) Any condition beyond TW's control (including but not without limitation meteorological conditions, acts of god, riots, civil commotion, embargoes wars, hostilities, disturbances, or unsettled international conditions) threatened or reported or because of any delay, demand, circumstances or requirement due, directly or indirectly to such conditions; or</li> <li>(2) Any strike, work stoppage, slowdown, lockout or any other labor related dispute involving or affecting TW's services; or</li> <li>(3) Any government regulation, demand, or requirement; or</li> <li>(4) Any shortage of labor, fuel or facilities of TW or others; or</li> <li>(5) Any fact not reasonably foreseen, anticipated or predicted by TW.</li> </ol>
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<b>81</b>	<p><b>DEFAULT PROTECTION PLAN - SPECIAL CONDITIONS (Applicable to TW only)</b>                  Notwithstanding any other provision of this Rules Tariff, upon notice of default pursuant to the Air Traffic Conference Default Protection Plan (DPP) agreements (CAB 27010-A-11 and 28674) approved by the CAB in Order 82-4-74, Carrier will accept revenue passengers of a "default carrier" holding "Traffic documents" pertaining only to scheduled flights as defined in the DPP subject to the following conditions:</p> <p><b>(A)</b> acceptance for transportation will be on Carrier's own route system (online) only pursuant to routings shown in Carrier's published schedules between the points named on a given flight coupon of the default carrier.</p> <p><b>(B)</b> transportation will be on a standby basis only.</p> <p><b>(C)</b> traffic documents marked non-endorsable/non-refundable will not be accepted for transportation under any circumstances.</p> <p><b>(D)</b> travel restrictions applicable to the traffic documents of the default carrier shall apply to travel on Carrier.</p> <p><b>(E)</b> traffic documents of the default carrier will be honored no later than twelve months from the date such traffic document was validated.</p> <p><b>(F)</b> no traffic document of the default carrier will be refunded under any circumstances.</p>
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For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.

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13th Revised Page 74-E  
 Cancels 12th Revised Page 74-E

RULE	SECTION III - REFUNDS AND REROUTING
85	<p><b><u>SCHEDULES, DELAYS AND CANCELLATION OF FLIGHTS</u></b></p> <p>(A) <b><u>SCHEDULES</u></b>          Times shown in timetables or elsewhere are approximate and not guaranteed, and form no part of the contract of carriage. Schedules are subject to change without notice and carrier assumes no responsibility for making connections. Carrier will not be responsible for errors or omissions either in timetables or other representations of schedules. No employee, agent or representative of carrier is authorized to bind carrier by any statements or representation as to the dates or times of departure or arrival, or of the operation of any flight.</p> <p>C (B) <b><u>SCHEDULE IRREGULARITY</u></b> (Applicable to CO, and X only.) When a passenger will be delayed because of a schedule irregularity or a carrier cancels the passenger's reservation pursuant to Rule 60 (RESERVATIONS):</p> <p>(1) Any carrier causing such delay or in the case of a misconnection the original receiving carrier(s), will transport the passenger without stopover on its (their) next flight, on which space is available, in the same class of service as the passenger's original outbound flight at no additional cost to the passenger; if space is available on a flight(s) of a different class of service, acceptable to the passenger, such flight(s) will be used without stopover at no additional cost to the passenger only if it (they) will provide an earlier arrival at the passenger's destination, next stopover point or transfer point, or</p> <p>(2) If the carrier causing such delay, or in the case of misconnection the original receiving carrier(s) is unable to provide onward transportation acceptable to the passenger, any other carrier or combination of connecting carriers, at the request of the passenger will transport the passenger without stopover on its (their) next flight(s) in the same class of service as the passenger's original outbound flight or if space is available on a flight(s) of a different class of service, acceptable to the passenger, such flight(s) will be used without stopover at no additional cost to the passenger only if it (they) will provide an earlier arrival at the passenger's destination, next stopover point or transfer point, or</p>
<p>For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.</p>	
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13th Revised Page 74-F  
 Cancels 12th Revised Page 74-F

RULE

## SECTION III - REFUNDS AND REROUTING

85 SCHEDULES, DELAYS AND CANCELLATION OF FLIGHTS (Continued)(B) SCHEDULE IRREGULARITY (Continued)

(3) The carrier causing the schedule irregularity will refund in accordance with Rule 90 (REFUNDS).

(4) CANCELLED(C) CHANGE IN SCHEDULE (Applicable to CO only.) When a passenger will be delayed because of a change in its schedule, carrier will arrange to:

(1) Transport the passenger over its own lines to the destination, next stopover point or transfer point shown on its portion of the ticket, without stopover at no additional cost to the passenger, provided that a passenger who paid a economy fare will be transported on one of its First Class flights only if such flight will provide an earlier arrival than its next economy flight on which space is available.

(2) Endorse the unused ticket for the purpose of rerouting over another carrier; or

(3) Refund in accordance with Rule 90 (REFUNDS).

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

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INTERNATIONAL PASSENGER RULES AND FARES TARIFF  
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Cancels 5th Revised Page 74-G

RULE	SECTION III - REFUNDS AND REROUTING
85	<p><u>SCHEDULES, DELAYS AND CANCELLATION OF FLIGHTS</u> (Continued)</p> <p>(D) <u>CANCELLATIONS</u></p> <p>(1) Carrier undertakes to use its best efforts to carry the passenger and baggage with reasonable dispatch, but no particular time is fixed for the commencement or completion of carriage. Subject thereto carrier may, without notice, substitute alternate carriers or aircraft and may alter or omit the stopping places shown on the face of the ticket in case of necessity.</p> <p>(2) Carrier may, without notice, cancel, terminate, divert, postpone, or delay any flight or the further right of carriage or reservation of traffic accommodations and determine if any departure or landing should be made, without any liability except to refund in accordance with its tariffs the fare and baggage charges for any unused portion of the ticket, when it would be advisable to do so:</p> <p>(a) because of any fact beyond its control (including, but without limitation, meteorological conditions, acts of God, force majeure, strikes, riots, civil commotions, embargoes, wars, hostilities, disturbances or unsettled international conditions), actual, threatened or reported or because of any delay, demand, condition, circumstances or requirement due, directly or indirectly, to such fact; or</p> <p>(b) because of any fact not reasonably to be foreseen, anticipated, or predicted; or</p> <p>(c) because of any government regulation, demand, or requirement; or</p> <p>(d) because of shortage of labor, fuel, or facilities or labor difficulties of carrier or others.</p> <p>(3) Carrier may cancel the right or further right of carriage of the passenger and his baggage upon refusal of the passenger, after demand by carrier, to pay the fare or portion thereof so demanded, or to pay any charge so demanded and assessable with respect to the baggage of the passenger, without being subject to any liability therefore except to refund, in accordance herewith, the unused portion of the fare and baggage charge(s) previously paid, if any.</p> <p>(E) (Applicable to TW except to the extent Rule No. 81 is applicable.) Notwithstanding the provisions of this rule, Carrier will not accept for any purposes under this rule passenger tickets or related transportation documents issued by any carrier which is in substantial default of its interline obligations or which voluntarily or involuntarily has become the subject of bankruptcy proceedings (the "defaulting carrier").</p> <p><u>EXCEPTION:</u> Notwithstanding the provisions of this paragraph, tickets issued by the defaulting carrier will be accepted solely for transportation over the lines of carrier provided such tickets were issued by such defaulting carrier in its capacity as agent for carrier and specified transportation via carrier. When tickets are accepted, no adjustments in fare will be made which would require carrier to refund money to the passenger.</p>
(Continued on next page)	
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 Cancels 11th Revised Page 74-H

RULE	<b>SECTION III - REFUNDS AND REROUTING</b>
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C86	<p><u>(C) DENIED BOARDING COMPENSATION</u> (Applicable OS only to flights travelling from Canada to Europe)</p> <p style="text-align: center;"><u>PART 1</u></p> <p>When OS is unable to provide previously confirmed space due to there being more passengers holding confirmed reservations and tickets than for which there are available seats on a flight; OS shall implement the provisions of this rule.</p> <p>(A) <u>DEFINITIONS:</u> For the purpose of this rule, the following definitions shall apply:</p> <p>(1) <u>Airport:</u> That at which the direct or connecting flight on which the passenger holds confirmed and ticketed reservations is scheduled to depart or arrive;</p> <p>(2) <u>Alternate transportation</u> is air transportation used by the passenger which, at the time such arrangements are made, will provide for arrival at the passenger's destination or next point of stopover, at the earliest opportunity.</p> <p><u>Comparable air transportation</u> is provided by air carriers to passengers at no extra cost.</p> <p>(3) <u>Confirmed space (reservations)</u> is that which applies to a specific OS flight, date and fare type as requested by a passenger and which is verified in OS reservations system and is so noted on his ticket.</p> <p>(4) <u>Oversold</u> is that condition which is the result of there being more passengers with confirmed reservations and tickets than there are seats available on a flight.</p> <p>(B) <u>REQUEST FOR VOLUNTEERS</u></p> <p>(1) OS will request volunteers from among the confirmed passengers to relinquish their seats in exchange for benefits under the conditions to be agreed upon between the passenger and OS.</p> <p>(2) Once a passenger has voluntarily relinquished his seat, he will not later be involuntarily denied boarding unless he was advised at the same time he volunteered of such possibility and the benefits/conditions as under (1).</p> <p>(C) <u>BOARDING PRIORITIES</u></p> <p>(1) If a flight is oversold, no passenger may be involuntarily denied boarding until OS has first requested volunteers to relinquish their seats.</p> <p>(2) In the event there are not enough volunteers, other passengers may be involuntarily denied boarding in accordance with OS boarding priority policy.</p> <p>(D) <u>TRANSPORTATION FOR PASSENGERS DENIED BOARDING</u></p> <p>(1) A passenger who has been denied boarding, either voluntarily or involuntarily, will be provided transportation to his final destination on the next point of stopover at the earliest opportunity, regardless of the class of service, and at no additional cost to him.</p> <p>(2) Should OS not be able to provide onward transportation, acceptable to the passenger on the services of OS, transportation via the services of another carrier(s) will be provided as follows:</p> <p>(a) The passenger will be accommodated in the class of service and/or booking class applicable to his transportation on OS.</p> <p>(b) Transportation in a different class of service and/or booking class will be provided without additional cost to the passenger only if it will provide for an earlier arrival at his destination or next point of stopover.</p>
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For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.

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 Cancels 11th Revised Page 74-I

RULE

**SECTION III - REFUNDS AND REROUTING**

C86

(C) DENIED BOARDING COMPENSATION (Applicable OS only to flights travelling to and from Canada to Europe) (Continued)

PART 1 (Continued)

(E) COMPENSATION

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

(1) Conditions for Payment

- (a) The passenger must present himself for carriage not later than the check-in deadline indicated in the OS timetable; and
- (b) must fully comply with OS applicable reservation, ticketing, check-in and reconfirmation procedures; and,

(2) Amount of Compensation

Subject to the provisions of (E)(1) OS will offer financial compensation in cash CAD 200.00 or in accordance with the passenger a credit voucher (MCO) good for travel on OS to the value of CAD 500.00. The MCO is valid for one year and may be refunded to total amount CAD 200.00 within validity.

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

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 Cancels 8th Revised Page 74-J

**RULE**

**SECTION III - REFUNDS AND REROUTING**

**C86** [C]DENIED BOARDING COMPENSATION (Applicable OS only to flights travelling to from Europe to Canada)

**PART 2**

In compliance with EC-Regulation 261/2004 of the European Parliament and of the Council.

When OS is unable to provide previously confirmed space due to there being more passengers holding confirmed reservations and tickets than for which there are available seats on a flight; OS shall implement the provisions of this rule.

- (A) **DEFINITIONS:** For the purpose of this rule, the following definitions shall apply:
  - (1) Airport: That at which the direct or connecting flight on which the passenger holds confirmed and ticketed reservations is scheduled to depart or arrive;
  - (2) Alternate transportation is air transportation used by the passenger which, at the time such arrangements are made, will provide for arrival at the passenger's destination or next point of stopover, at the earliest opportunity.  
Comparable air transportation is provided by air carriers to passengers at no extra cost.
  - (3) Confirmed space (reservations) is that which applies to a specific OS flight, date and fare type as requested by a passenger and which is verified in OS reservations system and is so noted on his ticket.
  - (4) Oversold is that condition which is the result of there being more passengers with confirmed reservations and tickets than there are seats available on a flight.
- (B) **REQUEST FOR VOLUNTEERS**
  - (1) OS will request volunteers from among the confirmed passengers to relinquish their seats in exchange for benefits under conditions to be agreed upon between the passenger and OS.
  - (2) Once a passenger has voluntarily relinquished his seat, he will not later be involuntarily denied boarding unless he was advised at the time he volunteered of such possibility and the benefits conditions as under (1).
- (C) **BOARDING PRIORITIES**
  - (1) If a flight is oversold, no passenger may be involuntarily denied boarding until OS has first requested volunteers to relinquish their seats.
  - (2) In the event there are not enough volunteers, other passengers may be involuntarily denied boarding in accordance with OS boarding priority policy.
- (D) **TRANSPORTATION FOR PASSENGERS DENIED BOARDING**
  - (1) A passenger who has been denied boarding, either voluntarily or involuntarily, will be provided transportation to his final destination on the next point of stopover at the earliest opportunity, regardless of the class of service, and at no additional cost to him.
  - (2) Should OS not be able to provide onward transportation, acceptable to the passenger, on the services of OS, transportation via the services of another carrier(s) will be provided as follows:
    - (a) The passenger will be accommodated in the class of service and/or booking class applicable to his transportation on OS.
    - (b) Transportation in a different class of service and/or booking class will be provided without additional cost to the passenger only if it will provide for an earlier arrival at his destination or next point of stopover.
- (E) **COMPENSATION**

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

  - (1) Conditions for Payment
    - (a) The passenger must present himself for carriage not later than the check-in deadline indicated in the OS timetable;
    - (b) Must fully comply with OS applicable reservation, ticketing, check-in and reconfirmation procedures.
  - (2) Amount of Compensation

Subject to the provisions of (E)(1) OS will offer financial compensation. The amount is depending on the actual arrival delay at the destination or point of stopover and is offered in cash in accordance with the passenger in a credit voucher (MCO) good for travel on OS.

<u>Arrival Delay</u>	<u>MCO</u>	<u>Cash</u>
Up to 4 hours	EUR 450.	EUR 300.
More than 4 hours	EUR 900.	EUR 600.

The MCO is valid for one year and may be refunded within the validity to this amount which would have been paid in cash. (e.g. MCO value EUR 450. is refunded to EUR 300.)

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

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**EFFECTIVE:** April 22, 2006

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**INTERNATIONAL PASSENGER RULES AND FARES TARIFF**  
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 Cancels 10th Revised Page 74-K

**RULE SECTION III - REFUNDS AND REROUTING**

**87 DENIED BOARDING COMPENSATION (Not applicable to AZ, OS or SN.)**

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

**(A) DEFINITIONS**

For the purpose of this rule, definitions of the following terms are as indicated.

- (1) **Airport**
  - (a) **Via SU:** is that at which the direct or connecting flight on which passenger holds confirmed and ticketed reservations is scheduled to arrive.
  - (b) **Via other than SU:** means the airport at which the direct or connecting flight, on which the passenger holds confirmed reserved space, is planned to arrive or some other airport serving the same metropolitan area, provided that transportation to the other airport is accepted (i.e., used) by the passenger.
- (2) **Alternate transportation (Via other than SU)** means air transportation (by an airline licensed by the C.A.B.) or other transportation used by the passenger which, at the time the arrangement is made, is planned to arrive at the passenger's next scheduled stopover (of 4 hours or longer) or final destination no later than 4 hours after the passenger's originally scheduled arrival time.
- (3) **Carrier**
  - (a) **Via SU:** means an air carrier, except a helicopter operator, holding a commercial air service license issued by the Department of Transportation authorizing the transportation of persons.
  - (b) **Via other than SU:** means (a) a direct air carrier, except a helicopter operator, holding a certificate issued by the Board pursuant to section 401(d)(1), 401(d)(2), 401(d)(5) or 401(d)(8) of the Act or an exemption from section 401(a) of the Act, authorizing the transportation of persons or (b) a foreign route air carrier holding a permit issued by the Board pursuant to Section 402 of the Act or an exemption from section 402 of the Act, authorizing the scheduled foreign air transportation of persons.
- (4) **Comparable air transportation** means transportation provided to passengers at no extra cost by a carrier as defined above.
- (5) **Via SU: Confirmed air space (reservations)** is that which applies to a specific SU flight, date and fare type as requested by a passenger and which is verified in SU reservation system and is so noted on his ticket.
- (6) **Confirmed reserved space (via other than SU)** means space on a specific date and on a specific flight and class of service of a carrier which has been requested by a passenger and which the carrier or its agent has verified, by appropriate notation on the ticket or in any other manner provided therefore by the carrier as being reserved for the accommodation of the passenger.
- (7) **Large aircraft (via other than SU)** means any aircraft that has a passenger capacity of more than 60 seats.
- (8) **Via SU: Oversold** is that condition which is the result of there being more passengers with confirmed reservations and tickets than there are seats available on a flight.
- (9) **Stopover**
  - (a) **Via SU:** is a deliberate interruption of journey requested by the passenger which is scheduled to exceed 24 hours at a place between the points of origin and destination.
  - (b) **Via other than SU:** means a deliberate interruption of a journey by the passenger, scheduled to exceed four hours, at a point between the place of departure and the place of destination.
- (10) **Sum of the values of the remaining flight coupons (via other than SU)** means the sum of the applicable one-way fares, including any surcharges and air transportation taxes, less any applicable discounts.
- (11) **Ticket lifting point/Boarding area (via other than SU)** means the point where the passenger's flight coupon is lifted and retained by the carrier.
- +[(12) **Volunteer Via SU:** means a person who responds to carrier's request for volunteers and who willingly accepts carrier's offer of compensation, in any amount, in exchange for relinquishing his confirmed reserved space. Any other passenger denied boarding is considered for the purposes of this rule to have been denied boarding involuntarily, even if he/she accepts denied boarding compensation.
- +[(13) **Denied boarding involuntarily Via SU:** means refusal to receive the passenger for transportation for the reason of lack of space on an SU flight despite the passenger having a valid ticket and a confirmed reservation for the flight when the passenger arrived in due time and order for check-in.

(B) Specific carrier's provisions are found in the Part(s) indicated in the table below:

CARRIER	PART	CARRIER	PART
EI	11	QF	13
NZ	17	SK	16
PH	23	SU	1
		TZ	15

(Continued on next page)

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

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RULE

## SECTION III - REFUNDS AND REROUTING

80 REVISED ROUTINGS, FAILURE TO CARRY AND MISSED CONNECTIONS (Continued)(B) CHANGES REQUESTED BY PASSENGER (Continued)(2) Method of Effecting Change

The change requested by the passenger shall be effected by:

(a) endorsement of such unused ticket, flight coupon(s), or exchange order to the new receiving carrier or

(b) reticketing of the passenger.

(3) Applicable Fare

(a) (Applicable to AZ, EI, FF, NZ, QF, SK, SN, and TZ only)

The fare and charges applicable as a result of any such change in routing, destination, or carrier shall be the fare and charges that would have been applicable if transportation had been purchased as of the date of commencement of carriage; provided that,

(i) additional passage at the through fare shall not be permitted unless request has been made prior to arrival at the destination named on the original ticket or Miscellaneous Charges Order, and

(ii) after the carriage has commenced, a one way ticket shall not be converted into a round trip or circle trip ticket at the round trip or circle trip discount for any portion already flown; and

(iii) after carriage has commenced a round trip ticket can be converted into a circle trip ticket, or vice versa provided that request is made prior to the passenger's arrival at the destination named on the original ticket or Miscellaneous Charges Order.

(b) (Applicable to AZ, EI, FF, NZ, PH, QF, SK, SN and TZ only.) Any difference between the fare and charges applicable under subparagraph (A) above, and the fare and charges paid by the passenger will be collected from the passenger by the carrier accomplishing the rerouting, who will also pay to the passenger any amounts due on account of refunds or arrange for the applicable refund by the carrier that issued the original ticket. (See also Rule 60.)

(Continued on next page)

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

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

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RULE	SECTION III - REFUNDS AND REROUTING
80	<p><u>REVISED ROUTINGS, FAILURE TO CARRY AND MISSED CONNECTIONS</u> (Continued)</p> <p>(B) <u>CHANGES REQUESTED BY PASSENGER</u> (Continued)</p> <p>(4) <u>Expiration Date</u> (Applicable to NZ, PH, QF, SK, SN and TZ only)                      The expiration date of any new ticket issued for a change in routing, destination, carrier(s), class of service, or validity will be limited to the expiration date that would have been applicable if the new ticket had been issued on the date of sale of the original ticket or Miscellaneous Charges Order.</p> <p>(5) Administrative service charge for downgrading (Applicable to SN only for travel from the U.S.A.) The passenger may downgrade the fare on any fare type to a lower fare for a charge of USD 100.00 provided that there is no change to itinerary/routing/or dates of travel. The only change allowed is to the appropriate reservations booking code for the desired fare type and seats must be available in this booking code with no waitlists allowed.</p> <p>(6) (Applicable to SK only)                      The passenger may downgrade the fare on any fare type to a lower fare for a charge of USD +I1100.00/CAD +I1125.00 provided that there is no change to the itinerary, routing, or dates of travel. The only change allowed is to the appropriate reservations booking code for the desired fare type and seats must be available in this booking code with no waitlists allowed.</p>

(Continued on next page)

+ - Effective January 1, 2004 for transportation to/from USA only.

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

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RULE	SECTION III - REFUNDS AND REROUTING
80	<p><b>REVISED ROUTINGS, FAILURE TO CARRY AND MISSED CONNECTIONS</b> (Continued)</p> <p>(C) <b>INVOLUNTARY REVISED ROUTINGS</b></p> <p>(1) In the event carrier cancels a flight, fails to operate according to schedule, fails to stop at a point to which the passenger is destined or is ticketed to stop over, substitutes a different type of equipment or class or service, denies boarding to a passenger holding a confirmed reservation because there is insufficient space on the flight to accommodate him, induces a passenger to surrender voluntarily his confirmed reserved space so that another passenger is not denied boarding involuntarily, or removes or refuses passage to a passenger in accordance with Rule 25, carrier will either:</p> <p>(a) carry the passenger on another of its passenger aircraft on which space is available without additional charge regardless of the class of service; or</p> <p>(b) endorse to another carrier or other transportation service, the unused portion of the ticket for purposes of rerouting; or</p> <p>(c) reroute the passenger to the destination named on the ticket or applicable portion thereof by its own or other transportation services; and, if the fare, excess baggage charges, and any applicable service charge for the revised routing or class of service is higher than the refund value of the ticket or applicable portion thereof as determined by Rule 90, carrier will require no additional payment from the passenger, but will refund the difference if it is lower; or</p> <p><b>EXCEPTION 1:</b> (Applicable to QF only.) If the fare, excess baggage charges and any applicable service charge exceeds the refund value of the ticket or applicable portions as determined from Rule 90, passengers who do not hold first class, business class, or normal economy class tickets will not be involuntarily rerouted without collection of such excess amount.</p> <p><b>EXCEPTION 2:</b> (Applicable to AZ only.) In the case of upgrading to a higher class of service on AZ for which space is available, AZ will only upgrade economy class passengers to business class service.</p> <p>(d) (Not applicable to EI.)</p> <p>(i) Transport the passenger on another economy flight on which space is available or</p> <p>(ii) Transport the passenger to the destination shown on its portion of the ticket on carrier's next First Class flight on which space is available, at no additional fare, if so doing will provide an earlier arrival than the next economy flight on which space is available.</p> <p>(e) Make involuntary refund in accordance with Rule 90(D).</p> <p>(2) NOT USED</p>
(Continued on next page)	
Provisions of CU formerly appearing on this page and not brought forward are hereby cancelled.	
For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.	
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 Cancels 31st Revised Page 74-C

<b>RULE</b>	<b>SECTION III - REFUNDS AND REROUTING</b>
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80	<p><b>REVISED ROUTINGS, FAILURE TO CARRY AND MISSED CONNECTIONS (Continued)</b></p> <p><b>(C) INVOLUNTARY REVISED ROUTINGS (Continued)</b></p> <p>†[INJ]3 Involuntary Revised Routings (Applicable to AC only)</p> <p>(a) In the event carrier cancels a flight, fails to operate according to schedule, fails to stop at a point to which the passenger is destined or is ticketed to stopover, substitutes a different type of equipment or class of service, is unable to provide previously confirmed space, causes a passenger to miss a connecting flight on which he holds a reservation, or the passenger is refused passage or removed in accordance with Rule 25(A) carrier will as passenger's sole remedy either:</p> <ul style="list-style-type: none"> <li>(i) carry the passenger on another of its passenger aircraft on which space is available without additional charge regardless of the class of service; or</li> <li>(ii) endorse to another carrier or other transportation service, the unused portion of the ticket for purposes of rerouting; or</li> <li>(iii) reroute the passenger to the destination named on the ticket or applicable portion thereof by its own or other transportation services; and if the fare for the revised routing or class of service is higher than the refund value of the ticket or applicable portion thereof as determined from Rule 90(D), carrier will require no additional payment from the passenger but will refund the difference if it is lower.</li> <li>(iv) make involuntary refund in accordance with Rule 90(D).</li> </ul> <p>(b) In the event carrier is a codeshare carrier and the operating carrier cancels a flight, fails to operate according to schedule, fails to stop at a point to which the passenger is destined or is ticketed to stopover, substitutes a different type of equipment or class of service, is unable to provide previously confirmed space, causes a passenger to miss a connecting flight on which he holds a reservation, or the passenger is refused passage or removed in accordance with Rule 25 (A) carrier will, as the passenger's sole remedy, if the operating carrier fails to do so:</p> <ul style="list-style-type: none"> <li>(i) carry the passenger on another of its passenger aircraft on which space is available without additional charge regardless of the class of service; or</li> <li>(ii) endorse to another carrier or other transportation service, the unused portion of the ticket for purposes of rerouting; or</li> <li>(iii) reroute the passenger to the destination named on the ticket or applicable portion thereof by its own or other transportation services; and if the fare for the revised routing or class of service is higher than the refund value of the ticket or applicable portion thereof as determined from Rule 90(D), carrier will require no additional payment from the passenger but will refund the difference if it is lower.</li> <li>(iv) make involuntary refund in accordance with Rule 90(D).</li> </ul>
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† - Effective November 18, 2000 for transportation to/from the U.S.A.

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

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<b>RULE</b>	<b>SECTION III - REFUNDS AND REROUTING</b>
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80	<p><b>REVISED ROUTINGS, FAILURE TO CARRY AND MISSED CONNECTIONS</b> (Continued)</p> <p>(D) <b>MISSED CONNECTIONS</b>                  In the event a passenger misses an onward connecting flight on which space has been reserved because the delivering carrier did not operate its flight according to schedule or changed the schedule of such flight, the delivering carrier will arrange for the carriage of the passenger or make involuntary refund in accordance with Rule 90.</p> <p>(E) <b>FREE BAGGAGE ALLOWANCE</b>                  An involuntarily rerouted passenger shall be entitled to retain the free baggage allowance applicable for the type of service originally paid for. This provision shall apply even though the passenger may be transferred from a First Class flight to a Business/Economy/Tourist/Economy/Thrifty Class flight and is entitled to a fare refund.</p> <p>C (F) (Applicable to AC/+(IN)NG/SS only.) Time limits on cancellations and charges for late cancellations will be applicable to revised routings requested by passenger.</p> <p>(G) (Applicable to TM only) Force majeure events TM may in the event of a force majeure event, without notice, cancel, terminate, divert, postpone, or delay any flight or the right of carriage or reservation of traffic accommodations and determine if any departure or landing should be made, without liability except to refund in the original form of payment in accordance with involuntary refund rules any unused portion of the ticket. As used in this rule "force majeure event" means:</p> <ol style="list-style-type: none"> <li>(1) Any condition beyond TM's control (including but not without limitation meteorological conditions, acts of god, riots, civil commotion, embargoes wars, hostilities, disturbances, or unsettled international conditions) threatened or reported or because of any delay, demand, circumstances or requirement due, directly or indirectly to such conditions; or</li> <li>(2) Any strike, work stoppage, slowdown, lockout or any other labor related dispute involving or affecting TM's service; or</li> <li>(3) Any government regulation, demand, or requirement; or</li> <li>(4) Any shortage of labor, fuel or facilities of TM or others; or</li> <li>(5) Any fact not reasonably foreseen, anticipated or predicted by TM.</li> </ol>
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81	<p><b>DEFAULT PROTECTION PLAN - SPECIAL CONDITIONS</b> (Applicable to TM only)                  Notwithstanding any other provision of this Rules Tariff, upon notice of default pursuant to the Air Traffic Conference Default Protection Plan (DPP) agreements (CAB 27010-A-11 and 28674) approved by the CAB in Order 82-4-74, Carrier will accept revenue passengers of a "default carrier" holding "traffic documents" pertaining only to scheduled flights as defined in the DPP subject to the following conditions:</p> <p>(A) acceptance for transportation will be on Carrier's own route system (online) only pursuant to routings shown in Carrier's published schedules between the points named on a given flight coupon of the default carrier.</p> <p>(B) transportation will be on a standby basis only.</p> <p>(C) traffic documents marked non-endorsable/non-refundable will not be accepted for transportation under any circumstances.</p> <p>(D) travel restrictions applicable to the traffic documents of the default carrier shall apply to travel on Carrier.</p> <p>(E) traffic documents of the default carrier will be honored no later than twelve months from the date such traffic document was validated.</p> <p>(F) no traffic document of the default carrier will be refunded under any circumstances.</p>
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For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.

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RULE	SECTION III - REFUNDS AND REROUTING
65	<p><b>SCHEDULES, DELAYS AND CANCELLATION OF FLIGHTS</b></p> <p>(A) <b>SCHEDULES</b>          Times shown in timetables or elsewhere are approximate and not guaranteed, and form no part of the contract of carriage. Schedules are subject to change without notice and carrier assumes no responsibility for making connections. Carrier will not be responsible for errors or omissions either in timetables or other representations of schedules. No employee, agent or representative of carrier is authorized to bind carrier by any statements or representation as to the dates or times of departure or arrival, or of the operation of any flight.</p> <p>C (B) <b>SCHEDULE IRREGULARITY</b> (Applicable to CO, and X only.) When a passenger will be delayed because of a schedule irregularity or a carrier cancels the passenger's reservation pursuant to Rule 60 (RESERVATIONS):</p> <p>(1) Any carrier causing such delay or in the case of a misconnection the original receiving carrier(s), will transport the passenger without stopover on its (their) next flight, on which space is available, in the same class of service as the passenger's original outbound flight at no additional cost to the passenger; if space is available on a flight(s) of a different class of service, acceptable to the passenger, such flight(s) will be used without stopover at no additional cost to the passenger only if it (they) will provide an earlier arrival at the passenger's destination, next stopover point or transfer point, or</p> <p>(2) If the carrier causing such delay, or in the case of misconnection the original receiving carrier or combination of connecting carriers, at the request of the passenger will transport the passenger without stopover on its (their) next flight(s) in the same class of service as the passenger's original outbound flight or if space is available on a flight(s) of a different class of service, acceptable to the passenger, such flight(s) will be used without stopover at no additional cost to the passenger only if it (they) will provide an earlier arrival at the passenger's destination, next stopover point or transfer point, or</p>
For unexplained abbreviations, reference marks and symbols see Pages 18-A through 26.	
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RULE

## SECTION III - REFUNDS AND REROUTING

85 SCHEDULES, DELAYS AND CANCELLATION OF FLIGHTS (Continued)(B) SCHEDULE IRREGULARITY (Continued)

- (3) The carrier causing the schedule irregularity will refund in accordance with Rule 90 (REFUNDS).
- (4) CANCELLED

C

(C) CHANGE IN SCHEDULE (Applicable to CO only.) When a passenger will be delayed because of a change in its schedule, carrier will arrange to:

- (1) Transport the passenger over its own lines to the destination, next stopover point or transfer point shown on its portion of the ticket, without stopover at no additional cost to the passenger, provided that a passenger who paid a economy fare will be transported on one of its First Class flights only if such flight will provide an earlier arrival than its next economy flight on which space is available.
- (2) Endorse the unused ticket for the purpose of rerouting over another carrier; or
- (3) Refund in accordance with Rule 90 (REFUNDS).

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

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RULE

## SECTION III - REFUNDS AND REROUTING

85 SCHEDULES, DELAYS AND CANCELLATION OF FLIGHTS (Continued)(D) CANCELLATIONS

- (1) Carrier undertakes to use its best efforts to carry the passenger and baggage with reasonable dispatch, but no particular time is fixed for the commencement or completion of carriage. Subject thereto carrier may, without notice, substitute alternate carriers or aircraft and may alter or omit the stopping places shown on the face of the ticket in case of necessity.
- (2) Carrier may, without notice, cancel, terminate, divert, postpone, or delay any flight or the further right of carriage or reservation of traffic accommodations and determine if any departure or landing should be made, without any liability except to refund in accordance with its tariffs the fare and baggage charges for any unused portion of the ticket, when it would be advisable to do so:
- (a) because of any fact beyond its control (including, but without limitation, meteorological conditions, acts of God, force majeure, strikes, riots, civil commotions, embargoes, wars, hostilities, disturbances or unsettled international conditions), actual, threatened or reported or because of any delay, demand, condition, circumstances or requirement due, directly or indirectly, to such fact; or
  - (b) because of any fact not reasonably to be foreseen, anticipated, or predicted; or
  - (c) because of any government regulation, demand, or requirement; or
  - (d) because of shortage of labor, fuel, or facilities or labor difficulties of carrier or others.
- (3) Carrier may cancel the right or further right of carriage of the passenger and his baggage upon refusal of the passenger, after demand by carrier, to pay the fare or portion thereof so demanded, or to pay any charge so demanded and assessable with respect to the baggage of the passenger, without being subject to any liability therefore except to refund, in accordance herewith, the unused portion of the fare and baggage charge(s) previously paid, if any.
- (E) (Applicable to TW except to the extent Rule No. 81 is applicable.) Notwithstanding the provisions of this rule, Carrier will not accept for any purposes under this rule passenger tickets or related transportation documents issued by any carrier which is in substantial default of its interline obligations or which voluntarily or involuntarily has become the subject of bankruptcy proceedings (the "defaulting carrier").
- EXCEPTION: Notwithstanding the provisions of this paragraph, tickets issued by the defaulting carrier will be accepted solely for transportation over the lines of carrier provided such tickets were issued by such defaulting carrier in its capacity as agent for carrier and specified transportation via carrier. When tickets are accepted, no adjustments in fare will be made which would require carrier to refund money to the passenger.

(Continued on next page)

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

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 Cancels 11th Revised Page 74-H

RULE	SECTION III - REFUNDS AND REROUTING
C86	<p>[C] <u>DENIED BOARDING COMPENSATION</u> (Applicable OS only to flights travelling from Canada to Europe)</p> <p style="text-align: center;"><u>PART I</u></p> <p>C When OS is unable to provide previously confirmed space due to there being more passengers holding confirmed reservations and tickets than for which there are available seats on a flight; OS shall implement the provisions of this rule.</p> <p>(A) <u>DEFINITIONS:</u> For the purpose of this rule, the following definitions shall apply:</p> <p>(1) <u>Airport:</u> That at which the direct or connecting flight on which the passenger holds confirmed and ticketed reservations is scheduled to depart or arrive;</p> <p>(2) <u>Alternate transportation</u> is air transportation used by the passenger which, at the time such arrangements are made, will provide for arrival at the passenger's destination or next point of stopover, at the earliest opportunity.</p> <p><u>Comparable air transportation</u> is provided by air carriers to passengers at no extra cost.</p> <p>(3) <u>Confirmed space (reservations)</u> is that which applies to a specific OS flight, date and fare type as requested by a passenger and which is verified in OS reservations system and is so noted on his ticket.</p> <p>(4) <u>Oversold</u> is that condition which is the result of there being more passengers with confirmed reservations and tickets than there are seats available on a flight.</p> <p>(B) <u>REQUEST FOR VOLUNTEERS</u></p> <p>(1) OS will request volunteers from among the confirmed passengers to relinquish their seats in exchange for benefits under the conditions to be agreed upon between the passenger and OS.</p> <p>(2) Once a passenger has voluntarily relinquished his seat, he will not later be involuntarily denied boarding unless he was advised at the same time he volunteered of such possibility and the benefits/conditions as under (1).</p> <p>(C) <u>BOARDING PRIORITIES</u></p> <p>(1) If a flight is oversold, no passenger may be involuntarily denied boarding until OS has first requested volunteers to relinquish their seats.</p> <p>(2) In the event there are not enough volunteers, other passengers may be involuntarily denied boarding in accordance with OS boarding priority policy.</p> <p>(D) <u>TRANSPORTATION FOR PASSENGERS DENIED BOARDING</u></p> <p>(1) A passenger who has been denied boarding, either voluntarily or involuntarily, will be provided transportation to his final destination on the next point of stopover at the earliest opportunity, regardless of the class of service, and at no additional cost to him.</p> <p>(2) Should OS not be able to provide onward transportation, acceptable to the passenger on the services of OS, transportation via the services of another carrier(s) will be provided as follows:</p> <p>(a) The passenger will be accommodated in the class of service and/or booking class applicable to his transportation on OS.</p> <p>(b) Transportation in a different class of service and/or booking class will be provided without additional cost to the passenger only if it will provide for an earlier arrival at his destination or next point of stopover.</p>

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

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RULE

## SECTION III - REFUNDS AND REROUTING

C86

[C] DENIED BOARDING COMPENSATION (Applicable OS only to flights travelling to and from Canada to Europe) (Continued)

PART 1 (Continued)(E) COMPENSATION

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

(1) Conditions for Payment

- (a) The passenger must present himself for carriage not later than the check-in deadline indicated in the OS timetable; and  
 (b) must fully comply with OS applicable reservation, ticketing, check-in and reconfirmation procedures; and,

(2) Amount of Compensation

Subject to the provisions of (E)(1) OS will offer financial compensation in cash CAD 200.00 or in accordance with the passenger a credit voucher (MCO) good for travel on OS to the value of CAD 500.00. The MCO is valid for one year and may be refunded to total amount CAD 200.00 within validity.

(Continued on next page)

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

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RULE

## SECTION III - REFUNDS AND REROUTING

C86 [C] DENIED BOARDING COMPENSATION (Applicable OS only to flights travelling to from Europe to Canada)

## PART 2

In compliance with EC-Regulation 261/2004 of the European Parliament and of the Council.

When OS is unable to provide previously confirmed space due to there being more passengers holding confirmed reservations and tickets than for which there are available seats on a flight; OS shall implement the provisions of this rule.

- (A) DEFINITIONS: For the purpose of this rule, the following definitions shall apply:
- (1) Airport: That at which the direct or connecting flight on which the passenger holds confirmed and ticketed reservations is scheduled to depart or arrive;
  - (2) Alternate transportation is air transportation used by the passenger which, at the time such arrangements are made, will provide for arrival at the passenger's destination or next point of stopover, at the earliest opportunity.  
Comparable air transportation is provided by air carriers to passengers at no extra cost.
  - (3) Confirmed space (reservations) is that which applies to a specific OS flight, date and fare type as requested by a passenger and which is verified in OS reservations system and is so noted on his ticket.
  - (4) Oversold is that condition which is the result of there being more passengers with confirmed reservations and tickets than there are seats available on a flight.
- (B) REQUEST FOR VOLUNTEERS
- (1) OS will request volunteers from among the confirmed passengers to relinquish their seats in exchange for benefits under conditions to be agreed upon between the passenger and OS.
  - (2) Once a passenger has voluntarily relinquished his seat, he will not later be involuntarily denied boarding unless he was advised at the time he volunteered of such possibility and the benefits conditions as under (1).
- (C) BOARDING PRIORITIES
- (1) If a flight is oversold, no passenger may be involuntarily denied boarding until OS has first requested volunteers to relinquish their seats.
  - (2) In the event there are not enough volunteers, other passengers may be involuntarily denied boarding in accordance with OS boarding priority policy.
- (D) TRANSPORTATION FOR PASSENGERS DENIED BOARDING
- (1) A passenger who has been denied boarding, either voluntarily or involuntarily, will be provided transportation to his final destination on the next point of stopover at the earliest opportunity, regardless of the class of service, and at no additional cost to him.
  - (2) Should OS not be able to provide onward transportation, acceptable to the passenger, on the services of OS, transportation via the services of another carrier(s) will be provided as follows:
    - (a) The passenger will be accommodated in the class of service and/or booking class applicable to his transportation on OS.
    - (b) Transportation in a different class of service and/or booking class will be provided without additional cost to the passenger only if it will provide for an earlier arrival at his destination or next point of stopover.
- (E) COMPENSATION
- In addition to providing transportation in accordance with (D), a passenger who has been denied boarding involuntarily will be compensated by OS as follows:
- (1) Conditions for Payment
    - (a) The passenger must present himself for carriage not later than the check-in deadline indicated in the OS timetable;
    - (b) Must fully comply with OS applicable reservation, ticketing, check-in and reconfirmation procedures.
  - (2) Amount of Compensation  
 Subject to the provisions of (E)(1) OS will offer financial compensation. The amount is depending on the actual arrival delay at the destination or point of stopover and is offered in cash in accordance with the passenger in a credit voucher (MCO) good for travel on OS.
 

Arrival Delay	MCO	Cash
Up to 4 hours	EUR 450.	EUR 300.
More than 4 hours	EUR 900.	EUR 600.

 The MCO is valid for one year and may be refunded within the validity to this amount which would have been paid in cash. (e.g. MCO value EUR 450. is refunded to EUR 300.)

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

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**RULE SECTION III - REFUNDS AND REROUTING**

**87 DENIED BOARDING COMPENSATION (Not applicable to AZ, OS or SN.)**

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

**(A) DEFINITIONS**

For the purpose of this rule, definitions of the following terms are as indicated.

- (1) **Airport**
  - (a) **Via SU:** is that at which the direct or connecting flight on which passenger holds confirmed and ticketed reservations is scheduled to arrive.
  - (b) **Via other than SU:** means the airport at which the direct or connecting flight, on which the passenger holds confirmed reserved space, is planned to arrive or some other airport serving the same metropolitan area, provided that transportation to the other airport is accepted (i.e., used) by the passenger.
- (2) **Alternate transportation (Via other than SU)** means air transportation (by an airline licensed by the C.A.B.) or other transportation used by the passenger which, at the time the arrangement is made, is planned to arrive at the passenger's next scheduled stopover (of 4 hours or longer) or final destination no later than 4 hours after the passenger's originally scheduled arrival time.
- (3) **Carrier**
  - (a) **Via SU:** means an air carrier, except a helicopter operator, holding a commercial air service license issued by the Department of Transportation authorizing the transportation of persons.
  - (b) **Via other than SU:** means (a) a direct air carrier, except a helicopter operator, holding a certificate issued by the Board pursuant to section 401(d)(1), 401(d)(2), 401(d)(5) or 401(d)(8) of the Act or an exemption from section 401(a) of the Act, authorizing the transportation of persons or (b) a foreign route air carrier holding a permit issued by the Board pursuant to Section 402 of the Act or an exemption from section 402 of the Act, authorizing the scheduled foreign air transportation of persons.
- (4) **Comparable air transportation** means transportation provided to passengers at no extra cost by a carrier as defined above.
- (5) **Via SU: Confirmed air space (reservations)** is that which applies to a specific SU flight, date and fare type as requested by a passenger and which is verified in SU reservation system and is so noted on his ticket.
- (6) **Confirmed reserved space (via other than SU)** means space on a specific date and on a specific flight and class of service of a carrier which has been requested by a passenger and which the carrier or its agent has verified, by appropriate notation on the ticket or in any other manner provided therefore by the carrier as being reserved for the accommodation of the passenger.
- (7) **Large aircraft (via other than SU)** means any aircraft that has a passenger capacity of more than 60 seats.
- (8) **Via SU: Oversold** is that condition which is the result of there being more passengers with confirmed reservations and tickets than there are seats available on a flight.
- (9) **Stopover**
  - (a) **Via SU:** is a deliberate interruption of journey requested by the passenger which is scheduled to exceed 24 hours at a place between the points of origin and destination.
  - (b) **Via other than SU:** means a deliberate interruption of a journey by the passenger, scheduled to exceed four hours, at a point between the place of departure and the place of destination.
- (10) **Sum of the values of the remaining flight coupons (via other than SU)** means the sum of the applicable one-way fares, including any surcharges and air transportation taxes, less any applicable discounts.
- (11) **Ticket lifting point/Boarding area (via other than SU)** means the point where the passenger's flight coupon is lifted and retained by the carrier.
- + [C] (12) **Volunteer Via SU:** means a person who responds to carrier's request for volunteers and who willingly accepts carrier's offer of compensation, in any amount, in exchange for relinquishing his confirmed reserved space. Any other passenger denied boarding is considered for the purposes of this rule to have been denied boarding involuntarily, even if he/she accepts denied boarding compensation.
- + [C] (13) **Denied boarding involuntarily Via SU:** means refusal to receive the passenger for transportation for the reason of lack of space on an SU flight despite the passenger having a valid ticket and a confirmed reservation for the flight when the passenger arrived in due time and order for check-in.

(B) Specific carrier's provisions are found in the Part(s) indicated in the table below:

CARRIER	PART	CARRIER	PART
EI	11	QF	13
NZ	17	SK	16
PH	23	SU	1
		TZ	15

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

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**RULE SECTION III - REFUNDS AND REROUTING**

87 **DENIED BOARDING COMPENSATION (Continued)**  
**PART 1 - VIA SU**  
**PART I**  
 C †[C]Applicable for travel from Canada

(A) **REQUEST FOR VOLUNTEERS**  
 (1) SU will request volunteers from among the confirmed passengers to relinquish their seats in exchange for compensation as defined in (D).  
 (2) Once a passenger has voluntarily relinquished his seat, he will not later be involuntarily denied boarding unless he was advised at the time he volunteered of such possibility and the amount of compensation to which he would be entitled.  
 (3) The request for volunteers and the selection of passengers to be denied boarding shall be in a manner solely determined by SU.

(B) **BOARDING PRIORITIES**  
 (1) If a flight is oversold, no passenger may be involuntarily denied boarding until SU has first requested volunteers to relinquish their seats.  
 C †[C](2) In the event there are not enough volunteers, other passengers may be involuntarily denied boarding in accordance with SU boarding priority policy. Passengers with confirmed reservations who have not received a boarding pass, will be permitted to board in the following order until all available seats are occupied:  
 (a) Physically handicapped passengers and unaccompanied children under 12 years of age.  
 (b) Frequent flier passengers having tickets under the "Aeroflot-bonus" program.  
 (c) Passengers in joint-traveling groups and families.  
 (d) Passengers having a limited term valid visa.  
 (e) Passengers with SSR element in PNR having VIP notice.  
 (f) All other passengers will be accommodated in the order in which they present themselves for check-in and boarding.  
 C †[N]NOTE: Physically handicapped passengers and unaccompanied children under 12 years of age will be exempted from the order of removal when necessary to avoid undue hardship.

(C) **TRANSPORTATION FOR PASSENGER DENIED BOARDING**  
 A passenger who has been denied boarding, either voluntarily or involuntarily, will be provided transportation in accordance with the following:  
 (1) The passenger will be transported without stopover on the next available SU flight, regardless of the class of service, and at no additional cost to him.  
 C †[C](2) Should SU not be able to provide onward transportation acceptable to the passenger on the services of SU, transportation via the services of another carrier(s) will be provided as follows:  
 C †[N](a) The passenger will be accommodated in the class of service and/or booking class applicable to his transportation on SU.  
 C †[N](b) Transportation in a different class of service and/or booking class will be provided without additional cost to the passenger only if it will provide for an earlier arrival at his destination or next point of stopover.

(D) **COMPENSATION**  
 In addition to providing transportation in accordance with (C), a passenger who has been denied boarding will be compensated by SU as follows:  
 (1) **Conditions for Payment**  
 (a) The passenger must present himself for carriage at the appropriate time and place:  
 (i) Having complied fully with SU applicable reservation, ticketing, check-in and reconfirmation procedures; and,  
 (ii) Being acceptable for transportation in accordance with SU published tariffs.  
 (b) It must not have been possible to accommodate the passenger on the flight on which he held confirmed reservations and the flight must have departed without him.  
**EXCEPTION:** The passenger will not be eligible for compensation:  
 (i) If he is offered accommodation or is seated in a compartment of the aircraft other than that specified on his ticket at no extra charge to him. (Should he be seated in a compartment for which a lower fare applies, he shall be entitled to the appropriate refund); or,  
 (ii) When the flight on which he holds a confirmed and ticketed reservation is cancelled or space has been requisitioned by the government;  
 C †[C](iii) if the passenger can be accommodated on another flight which departs within one hour of the scheduled departure of the flight on which boarding has been denied.

(Continued on next page)

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

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