

If your flight is interrupted:

Perimeter Aviation LP, operating as Bearskin Airlines or Perimeter Aviation, will keep passengers regularly informed if there is a flight interruption.

Perimeter Aviation LP will provide our passengers information, including the nature of the interruption, as soon as possible through the following methods:

- An audible announcement
- Website flight information display
- Flight information display screens in airports where available
- Persons with disabilities may choose their preferred method of communication within the existing options provided by Perimeter Aviation LP

Perimeter Aviation LP will provide status updates of flights every 30 minutes until a new departure time has been set.

Depending on the length and type of delay, Perimeter Aviation LP may provide meal vouchers. Below is a breakdown of compensation you may be entitled to:

Length of Delay	Compensation Issued	Controllable Delay	Controllable but for Safety	Uncontrollable
2-6 hours	Meal voucher (as per applicable time of day)	✓	✓	X
3 hours	Meal voucher	X	X	✓
4–7.9 hours	Meal voucher (as per applicable time of day) and \$100.00 future travel voucher	✓	✓	X
8+ hours	Meals, transportation, hotel (when/where available) and \$200.00 future travel voucher	✓	✓	X

If at any point in the unlikely event that a Perimeter Aviation aircraft is delayed on the ground for an extended period of time, Perimeter Aviation will ensure the comfort and safety of our passengers by providing food, water, and access to working lavatories.

For more information on the rights and regulations of communications of delays or interruptions please visit:

<https://perimeter.ca/tariff/>

<https://www.bearskinairlines.com/domestic-tariff-pdf>

Denied Boarding (Overselling of Flights)

Perimeter Aviation LP must look for volunteers from all confirmed passengers before denied boarding may occur.

In the unlikely event of denied boarding within Perimeter Aviation’s control, a passenger may be entitled to compensation. Below is a table outlining the timelines of impact to the customer and associated compensation rates:

Delay to original arrival time and compensation amounts		Optional: Travel voucher offered
0-6 hours	\$900 CAD	\$1100 Perimeter travel voucher
6-9 hours	\$1800 CAD	\$2000 Perimeter travel voucher
9+ hours	\$2400 CAD	\$2600 Perimeter travel voucher

We will issue the compensation amount within 48 hours Monday-Friday 9-5pm.

For more information on denied boarding, please visit:

<https://perimeter.ca/tariff/>

<https://www.bearskinairlines.com/domestic-tariff-pdf>

Lost or Damaged Baggage

Perimeter Aviation LP’s maximum liability for lost, delayed or damaged baggage is in accordance with our local domestic tariff. Passengers may be entitled to compensation in the event that baggage has been lost or damaged beyond normal wear and tear.

A passenger must file a claim for expenses with the airline. For damaged baggage, the claim must be submitted within 7 days after the passenger receives the baggage. For potentially lost baggage, the claim must be submitted within 21 days after it was supposed to arrive.

If you suspect that your baggage has been lost or damaged, we recommend you notify a customer service representative at your destination within one hour of flight arrival.

For delayed, lost or damaged baggage while travelling on a Perimeter aircraft, please visit the following link to file a claim:

<https://perimeter.ca/contact-us/delayed-baggage-cargo-report/>

For delayed baggage while travelling on a Bearskin aircraft, please visit the following link for information on how to file a claim:

<https://www.bearskinairlines.com/faq>

For more information on lost or damaged baggage compensation rates, please visit:

<https://perimeter.ca/tariff/>

<https://www.bearskinairlines.com/domestic-tariff-pdf>

Transportation of musical instruments

Perimeter Aviation LP will allow musical instruments to be carried onboard providing they meet the carry-on size and weight requirements.

Instruments may also be accepted as carry out and/or accepted as checked baggage as long as they are properly packed in a hard-sided case and meet the size requirements. Perimeter Aviation will accept instruments as carry out and/or checked baggage if they are not packaged properly (i.e. a soft sided case) provided the passenger agrees to sign an LRT that releases Perimeter Aviation for any liabilities. The instrument must meet the size requirement.

Should musical instruments be damaged or lost during travel, where the damage or loss is the result of mishandling by Perimeter Aviation LP, the maximum liability is \$2,100.00. In such instances the passenger must provide Perimeter Aviation LP with proof of original receipt or a professional appraisal. If the passenger declares that the monetary value is greater than Perimeter Aviation's maximum liability, the passenger must have declared the higher valuation at time of check-in and have been charged accordingly for additional coverage. For more information on transportation of musical instruments, please visit:

<https://perimeter.ca/tariff/>

<https://www.bearskinairlines.com/domestic-tariff-pdf>

Seating of children under the age of 14 years

Perimeter Aviation LP will seat children under the age of 14 with their parents, guardians, or travel companions at no additional cost. Perimeter Aviation LP does not offer assigned seating and so it must be made known when pre-boarding the aircraft that there is a requirement to be seated together.

For customer service questions or complaints, contact: 1-800-665-8986 or by filling out the following:

<https://perimeter.ca/feedback-form/>

<https://www.bearskinairlines.com/contact-us>

To file a complaint with the Canadian Transportation Agency, visit:

<https://services.otc-cta.gc.ca/eng/air-travel-complaints>

For all new regulation highlights, visit: <https://otc-cta.gc.ca/eng/air-passenger-protection-regulations-highlights>