

# Introducing New Seat Block Program

## Seat Block FAQ

### What is considered a Seat Block?

Personal belongings such as luggage and coolers that are guaranteed to be sent with the passenger. A passenger must travel with their seat block baggage.

### How do I book a Seat Block?

Call 1-800-665-8986 or in person at the check-in counters in Winnipeg, Thompson, Sioux Lookout or Thunder Bay

### When can I book a Seat Block?

Seat blocks can be purchased up to 2 hours before flight departure time subject to availability

### When/Where should the item(s) be dropped off?

Seat Block baggage is checked in along with the passenger at the airport counter. It is recommended to arrive at the counter with your item(s) early.

### What is the weight limit?

200 pound maximum

### What is the size limit?

Bulky items cannot exceed 3 feet wide by 3 feet high

### What happens if my Seat Block exceeds the 200lb maximum?

Baggage exceeding 200 pounds will be sent as "Space Available" with associated per pound costs charged to the customer.

### Payment

The Seat Block must be paid for at time of booking

### Cancellations

All seat blocks are non-refundable. If a seat block is no longer required and is cancelled at least 2 hours before flight departure time, a credit will be applied to future bookings for up to 1 year from date of purchase.

\*All Seat Blocks are subject to availability and must comply with the Allowed, Prohibited and Illegal Items list found on our website. Seat Block charges do not apply to mobility aids, or personal medical devices – these items are complimentary.

## Guaranteed Cargo Seat Block FAQ

### What is considered a Cargo Seat Block?

Items that are material, dangerous goods, supplies, equipment, tools, that are being sent without an accompanying passenger and guaranteed on a specific flight.

### How to book a Cargo Seat Block?

Call 1-800-665-8986 or in person at the check-in counters in Winnipeg, Thompson, Sioux Lookout or Thunder Bay

### When can I book a Cargo Seat Block?

Cargo Seat Blocks can be purchased up to 2 hours before your departure time and are subject to availability

### When should it be dropped off?

Cargo must be dropped off at least 2 hours before departure time. If your item(s) contain dangerous goods, the Cargo must be dropped off a minimum of 24 hours in advance.

### Where should it be dropped off?

All Cargo Seat Blocks must be dropped off at the Cargo Counter

### What is the weight and piece limit?

200 pound maximum with a maximum of 4 pieces per Cargo Seat Block

### What is the size limit?

Bulky items cannot exceed 3 feet wide by 3 feet high

### What happens if my Cargo seat block exceeds the 200lb maximum?

The customer will be charged for the extra weight and it will be sent as general cargo and will adhere to our SLA Standard

### Payment

The Cargo Seat Block must be paid for at time of booking.

### Cancellations

All seat blocks are non-refundable. If a seat block is no longer required and is cancelled at least 2 hours before flight departure time, a credit will be applied to future bookings for up to 1 year from date of purchase.

\*All Cargo Seat Blocks are subject to availability and must comply with the Allowed, Prohibited and Illegal Items list found on our website.

