

## General

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

## Treatment – Delay and Cancellation for Situations within Perimeter's Control

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.

## Delays and Cancellations

At Perimeter Aviation, we work hard to get our passengers to their destinations on time, as scheduled. However, if a flight is delayed, cancelled or diverted, we will do our best to minimize your inconvenience.

### Tarmac Delay:

If a flight is delayed on the tarmac after the doors of the aircraft are closed for take-off or after the flight has landed, Perimeter Aviation will:

- a. Provide access to lavatories in working order, if equipped on the aircraft.
- b. Provide proper ventilation and cooling or heating of the aircraft.
- c. Communicate the delay with passenger.
- d. Provide food and drink, taking into account the length of the delay, the time of day, and the location of the airport.

- e. Allow passengers the opportunity to communicate with people outside the aircraft free of charge, if feasible, by allowing the use of mobile devices. It is recognized that safety requirements may prevent the use of communication devices in certain situations

If a flight is delayed on the tarmac for more than three hours, Perimeter will provide an opportunity for passengers to disembark, if feasible to do so.

Disembarkation may not be possible for reasons related to safety and security or to air traffic. Perimeter Aviation will not provide an opportunity for passengers to disembark if it is likely that take-off will occur less than three hours and forty-five minutes after the doors of the aircraft are closed for take-off.

If a passenger requires urgent medical assistance while the aircraft is delayed on the tarmac, Perimeter Aviation will aid in getting medical assistance which may include allowing the passenger to disembark, if safe to do so.

If disembarking, passengers with disabilities will be allowed to leave the aircraft first, if they wish, along with their support persons and/or service animal.

### Compensation for Flight Delay or Cancellation

Perimeter Aviation must provide compensation for the inconvenience of flight cancellations and flight delays of **3 hours or more** and if the disruption is **within their control and not related to safety**, and if the airline notified you of the disruption 14 days or fewer in advance.

Perimeter Aviation must provide you compensation based on the length of your delay, which is determined by your arrival time at the final destination on your ticket.

Perimeter Aviation is considered a small airline. If you are flying on a small airline and the length of the delay is:

- From 3 to 6 hours, your compensation is \$125
- From 6 to 9 hours, your compensation is \$250
- 9 hours or more, your compensation is \$500

You have **one year to make a compensation claim** with the airline in writing. Perimeter Aviation has 30 days to respond by issuing a payment or telling you why it believes compensation is not owed.

Perimeter Aviation must offer you compensation in monetary form – for example cash, cheque or a deposit into your bank account. Airlines can also offer you other forms of compensation such as voucher or rebates. Other forms of compensation offered must:

- Have a higher value than the monetary compensation requires, and;
- Never expire.

Perimeter Aviation must tell you in writing the amount of compensation you are owed and the value of any other form of compensation that they offer. You always have the right to choose between monetary compensation and the other forms offered by Perimeter Aviation. If you choose another form, you must confirm in writing that you know that monetary compensation is available.

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

Length of Delay	Compensation Issued	Controllable Delay	Controllable but for Safety	Uncontrollable
2 hours	Snack and Drink	✓	X	X
3 hours	Meal Voucher	X	X	✓
4–7.9 hours	Meal voucher (as per applicable time of day)	✓	X	X
8 + hours	Meal voucher (as per applicable time of day)	✓	X	X

Overnights required at origin may be entitled to accommodation and transportation to and from the airport.

Overnights required anywhere other than origin or destination will be provided accommodations and transportation to and from airport.

## 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/tariff>

## Free Baggage Allowance

Passengers are entitled to carry, free of charge, checked and unchecked baggage subject to the conditions and limitations set out below:

Maximum Pieces as Unchecked Baggage (Carry-on or Carry-Out)	Maximum Pieces of Checked Baggage	Maximum Combined Baggage Allowance	Maximum Dimensions per Checked Bag
2	3	70 Pounds	62 linear inches (62 cm)

If the maximum number of bags permitted and/or the maximum weight allowed for each bag or the maximum dimensions permitted for each checked or carry-on bag is exceeded, passengers will be subject to excess baggage charges.

## Lost or Damaged Baggage

Perimeter Aviation LP's maximum liability for lost 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. Maximum liability paid out will be in accordance with Perimeter Aviation's tariff.

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.

Perimeter Aviation LP will provide a refund of any baggage fees paid if the baggage has been delayed, lost or damaged.

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>

## 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 (e.g. 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 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/tariff>

## Seating 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.

## Complaint Process

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://rppa-appr.ca/>

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

## Refund Requirements

As of September 8, 2022, if a delay of three hours or more or a cancellation is **outside the airline's control**, and the airline cannot provide the passenger with a confirmed reservation on the next available flight operated by them or a partner airline leaving **within 48 hours of the departure time on the passenger's original ticket**, the airline is required to, at the passenger's choice:

- Provide a refund; or
- Make alternate travel arrangements for the passenger, free of charge

Passengers are free to change their decision and choose a refund at any time before being provided a confirmed reservation on an alternate flight.

## Refund Coverage

When a passenger chooses to receive a refund, the airline is required to refund the unused portion of their ticket, including any unused add-on services paid for (such as preferred seat selection or additional checked luggage).

If the passenger is no longer at their point of origin, and their travel no longer serves a purpose, the airline is required to refund the ticket, including any unused additional services, and book the passenger on a flight back to their point of origin, free of charge.

## Methods of Refund

The Regulations require that the airline issue all refunds provided under the APPR to the person who originally purchased the ticket, using that person's original payment method (for example, a return on the person's credit card).

The airline is allowed to offer the refund in other forms as well (for example, vouchers or credits). However, they are only allowed to provide a refund in another form if:

- It does not expire;
- The airline informs the person in writing of the value of the refund and their right to receive a refund in that amount by the original payment method; and
- The person confirms in writing that they have been informed of their right to a refund by the original method of payment and instead have chosen the other form of refund.

## Refund Deadline

The Regulations require airlines to provide **all refunds** under the APPR within 30 days, regardless of the method of payment used to purchase the ticket.

This timeline begins as soon as the airline's obligation to provide a refund is triggered.

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