

DOMESTIC TARIFF

Provisions for aircraft WITH UP TO 29 PASSENGER SEATS

RULES, RATES AND CHARGES

APPLICABLE

TO

TRANSPORTATION OF PASSENGERS AND BAGGAGE OR GOODS

BETWEEN POINTS IN CANADA

ISSUED BY

Thunder Airlines Limited

Thunder Airlines Limited
310 Hector Dougall Way
Thunder Bay, ON. P7E 6M6

For explanation of abbreviations, reference marks and symbols used but not explained hereon, see Page 4.

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CHECK SHEET

Original and revised pages as named below contain all changes from the original tariff, effective as of the date shown thereon:

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**EXPLANATION OF ABBREVIATIONS,
REFERENCE MARKS AND SYMBOLS**

- CTA..... Canadian Transportation Agency
- Cont'd Continued
- No..... Number
- \$..... Dollar(s)
- [R] Denotes reductions
- [A] Denotes increases
- [C] Denotes changes which result in neither increases or reductions
- [X] Denotes cancellation
- [N] Denotes addition
- CAD Canadian
- N/A..... Not Applicable
- PPR.....Passenger Protection Regulations
- SDR..... International Monetary Fund “Special Drawing Rights”

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RULE 1. DEFINITIONS

In this tariff, the following words shall have meanings set out below:

"Baggage" means luggage or such articles, effects or other personal property of a passenger or passengers as are necessary or appropriate for wear, use, comfort or convenience in connection with the flight.

"Canada" means the ten provinces of Canada, the Yukon Territory, the Districts and Islands comprising the Northwest Territories of Canada and Nunavut.

"Carrier" means **Thunder Airlines Limited (also operating as Thunder Air, Air Thunder, Thunder)**

"Live Flight" means the movement of an aircraft with payload from the point of take-off to the first point of landing thereafter (intermediate technical or fuel stops excepted).

"Charterer" means a person, firm, corporation, association, partnership, or other legal entity who contracts for the transportation of passengers and baggage, or goods and/or property from a specified origin to a specified destination, for a particular itinerary, agreed upon in advance.

"Destination" means the point to which the passengers or goods to be transported on a flight are bound.

"Ferry Flight" means the movement of an aircraft without payload to position the aircraft to perform a flight or upon completion of a flight to position the aircraft to a point required by the carrier.

"Goods" means anything that can be transported by air including animals.

"Origin" means the point from which a flight commences with payload to be transported.

"Passenger" means a person, other than a member of the air crew who uses the air carrier's domestic service by boarding the air carrier's aircraft pursuant to a valid contract.

"Traffic" means any passengers or goods that are transported by air.

"Small Airline" means less than 2 million passengers transported within the last two years.

RULE 2. APPLICATION OF TARIFF

- (1) This tariff is applicable to the transportation of passengers and their baggage or goods using aircraft operated by **Thunder Airlines Limited**.
- (2) An air service will be furnished under the terms of this tariff only after an appropriate written air transportation contract, in the form prescribed by **Thunder Airlines Limited**, is executed by the charterer and the carrier.
- (3) Air transportation shall be subject to the rules, rates and charges published or referred to in this tariff in effect, by virtue of the effective date on each page, on the date of signing of the air transportation contract.
- (4) The contents of this tariff shall form part of the air transportation contract between the carrier and the charterer and in the event of any conflict between this tariff and the contract this tariff shall prevail.

RULE 3. CURRENCY

Rates and charges are published in the lawful currency of Canada. Where payment is made in any currency other than Canadian, such payment shall be the equivalent of the Canadian dollar amounts published in this tariff on the basis of local banker's rates of exchange as calculated on the date of signing the air transportation contract.

RULE 4. MILEAGE DETERMINATION

For the purpose of computing rates and charges herein, the mileage to be used, including both live and ferry (if any) mileage, will be the shortest mileage covering the actual airport to airport great circle distance of the agreed flight or flights, using any of sources listed below:

- (1) Air Distance Manual, published jointly by International Air Transport Association and International Aeradio Limited.
- (2) IATA Mileage Manual, published by the International Air Transport Association.
- (3) SKYLINE (SkyRes) Computerized reservation system

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RULE 5. COMPUTATION OF CHARGES

The total price payable by the party contracting for the use of an aircraft shall be the following:

- (1) An amount determined by multiplying the distance travelled by the aircraft determined in accordance with Rule 4 herein, times the applicable air transportation rate per mile, shown in Table "B", or, where distances cannot be measured, the rate per hour or fraction thereof of the flight(s), times the applicable rate per hour shown in Table "B", provided that the charge for the flight shall not be lower than the minimum charge per flight shown in Table "B".
- (2) An amount obtained by multiplying the distance of the ferry flight(s), if any, determined in accordance with Rule 4 herein times the applicable ferry rate per mile shown in Table "B", or, where distances cannot be measured, times the applicable ferry rate per hour shown in Table "B", provided that the charge per ferry flight shall not be lower than the minimum charge indicated in Table "B", or
- (3) Point to Point Rates as published in Table "A".
- (4) Fuel and/or oil consumed in the performance of a contract shall be included in the contract cost.
- (5) Due to the inability to foresee actual cost, the following charges will be established at the time that the contract is signed:
 - (a) Loading/unloading of the aircraft.
 - (b) Charges for goods carried outside the aircraft.
 - (c) All charges or expenses incurred by the carrier to cover the cost of accommodation, meals and ground transportation for the air crew whenever the nature of the service to be provided requires said air crew to live away from the place at which it is normally based.
 - (d) Charges for storage.
 - (e) The actual cost of all passenger and/or goods handling charges incurred by the carrier at an airport other than the carrier's base.
 - (f) The actual cost of any special or accessorial services performed or provided on request.

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- (6) Layover charges, if any, as set forth in Table "B1", will be assessed by the carrier for holding the aircraft on request at any point on the route in excess of the free waiting time.
- (7) Landing charges as per Table "B1".
- (8) Valuation charges, if any, in accordance with Rule 11 and Rule 12.

RULE 6. CONDITIONS OF CARRIAGE

Thunder Airlines has an open seating plan and children under the age of 14 will be seated with or near their parents, guardians, or travel companions at no additional cost. Please talk to the passenger service agent upon check in. 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>

(A) Acceptance of Children

- (1) Children under 12 years of age are accepted for transportation when accompanied on the same flight and in the same compartment by a passenger at least 16 years of age.
- (2) Ages 8 to 11 inclusive will be carried unaccompanied on flights providing: the child is brought to the airport by a parent or responsible adult; the child has satisfactory evidence establishing his/her age on the date of commencement of carriage; the child possesses written information showing the name and address of the responsible adult meeting the child at destination; and prior to releasing custody of an unaccompanied child, the agent will obtain positive identification of the responsible party meeting the child and the signature of the said party.
- (3) The carrier will not assume any financial or guardianship responsibility for unaccompanied children beyond those applicable to an adult passenger.

(B) Exemption from Liability

Subject to the limits of liability contained in this tariff the carrier will be exempted from liability due to any failure to perform any of its obligations under the carrier's charter agreement arising from:

- (1) Labour disputes or strikes, whether of the carrier's employees or of others upon whom the carrier relies for the fulfilment of the flight agreement, and;

For explanation of abbreviations, reference marks and symbols used but not explained hereon, see Page 4.

- (2) **"Force Majeure"**, or any other causes not attributable to the wilful misconduct of the carrier including accidents to, or failure of aircraft or any part thereof, of any machinery or apparatus used in connection therewith. Refusal of a Government or public body, on whatever grounds, to grant the carrier any clearance, licence, right or other permission necessary for the performance of the carrier's operation is deemed to be included in the term "Force Majeure". Provided, always, that in the event of such failure, the carrier will use its best efforts to fulfil its obligations including the provision of alternate means of transport.

(C) Medical Clearance

The carrier reserves the right to require a medical clearance from the Company Medical Authorities if travel involves any unusual risk or hazard to the passenger or to other persons (including, in cases of pregnant passengers, unborn children).

(D) Refusal to Transport

- (1) The carrier will refuse passage to any person when:
- Such action is necessary for reasons of safety;
 - Such action is necessary to prevent violation of any applicable law, regulation or order of any country or possession to be flown over.
- (2) The carrier will refuse to transport, or will remove at any point, any passenger whose actions or inactions prove to the carrier that his/her mental or physical condition is such as to render him/her incapable of caring for himself/herself without assistance, unless he/she is accompanied by an attendant who will be responsible for caring for him/her enroute and, with the care of such an attendant, he/she will not require attention or assistance from employees of the carrier beyond the services normally provided by the carrier –

Carriage of Persons with Disabilities – See Rule 7 (B) Acceptance of Declaration of Self-reliance.

(E) Space and Weight Limitations

Passengers and baggage or goods will be carried within space and weight limitations of the aircraft.

(F) Schedules/delays

The carrier shall use its best efforts to carry the passengers and baggage with reasonable dispatch. Times shown in charter contracts, passenger tickets or elsewhere are not guaranteed and form no part of the charter contract. Flight times are subject to change without notice.

RULE 7. CARRIAGE OF PERSONS WITH DISABILITIES

(A) Acceptance for Carriage

The carrier will make every effort to accommodate a person with a disability and will not refuse to transport a person solely based on his/her disability. In the event of a refusal, the carrier will offer to provide a written explanation to the person for the decision to refuse carriage within 10 calendar days of the refusal.

(B) Acceptance of Declaration of Self-reliance

Except for safety-related matters governed by Transport Canada, the carrier will accept the determination made by or on behalf of a person with a disability that the person is self-reliant and does not require services of a personal nature during a flight, such as assistance with eating, personal hygiene, using washroom facilities or taking medication.

(C) Acceptance of Mobility Aids

- (1) The carrier will carry as priority baggage, in the cabin where possible, the following mobility aids:
- (a) a wheelchair (except when aircraft design does not permit carriage of the mobility aid);
 - (b) a walker, a cane, crutches or braces;
 - (c) a device to facilitate communication; and/or
 - (d) any prosthesis or small medical device.

Where possible, the carrier will allow persons with disabilities to retain any items outlined in b), c), or d) at their seat.

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- (2) Where the aircraft design does not permit the carriage of the aid, the carrier will advise the person with a disability of alternate transportation arrangements that the person may make to transport the aid, or to travel with the aid.
- (3) Providing the aircraft can carry the aid, the carrier will:
 - (a) disassemble and package, where necessary, the aid for transportation and assemble the aid upon arrival; and
 - (b) return the aid promptly upon arrival.
- (4) Where the facilities, the tarmac, and the weather conditions permit, the carrier will allow a manually-operated wheelchair to be used to reach:
 - (a) the boarding gate;
 - (b) the stairs of the aircraft; or
 - (c) the door of the aircraft (for aircraft accessible via a boarding system).

(D) Acceptance of Service Animals

The carrier will accept for transportation, a service animal required to assist a person with a disability provided the animal is properly harnessed and certified in writing, as being trained by a professional service animal institution. The carrier will permit the service animal to accompany the person with a disability on-board and to remain on the floor at the passenger's seat or, where there is insufficient floor space at the passenger's seat, to remain on the floor in an area where the person can still exercise control over the animal. The carrier will avoid separating persons with disabilities from their service animal.

(E) Accessible Seating

The carrier will provide the person with a disability with the most accessible seat on the aircraft. The carrier will consult the person to determine which seat is the most accessible to meet specific disability-related needs.

(F) Services to be ProvidedAt time of reservation

When a person identifies himself/herself as a person with a disability, the carrier will:

- (1) describe the type of equipment and services available to accommodate persons with disabilities;
- (2) discuss both the level of accessibility and the limitations of the aircraft, the tarmac, the facilities and the availability of boarding equipment for the available services to accommodate that person's disability-related needs; and
- (3) note, and offer to confirm in writing, services to be provided as soon as possible after the reservation has been made and before the flight.

At the time of travel

- (1) Where a request for a service is made in advance of travel, the assistance provided by the carrier will include:
 - (a) assistance at check-in;
 - (b) assistance to reach the boarding area;
 - (c) assistance to board and deplane;
 - (d) assistance with baggage;
 - (e) assistance to transfer to/from a mobility aid;
 - (f) assistance to transfer to/from a passenger seat;
 - (g) inquiring, from time to time after check-in, about the needs of a person who is not independently mobile and attending to those needs when the services required are usually provided by the carrier;
 - (h) limited assistance with beverages and snacks – such as opening packages and identifying items;
 - (i) assistance to proceed to the general public area or to a representative of another carrier;
 - (j) any additional service to accommodate a person's disability-related needs.
- (2) If the request for these services is not made in advance of travel, the carrier will make every effort to provide the service.

When boarding and deplaning

The carrier will board and deplane persons with disabilities using specialized equipment whenever possible. As a last recourse, a person may be carried by hand to enplane and deplane if the following applies:

- (1) restrictions inherent to the aircraft or the tarmac prevent the use of any other boarding/deplaning method;
- (2) the person agrees to be hand-carried; and
- (3) this can be done safely.

(G) Liability of Carrier Respecting Mobility Aids

Where a carrier has transported a person's mobility aid, and the aid is damaged during flight or is unavailable at destination, the carrier will:

- (1) provide the person with a suitable replacement aid;
- (2) if the carrier cannot promptly provide a suitable replacement aid, assist the person in finding a suitable temporary replacement; and
- (3) if a suitable replacement aid is not available within a reasonable amount of time, make every effort to find, with the person, an equitable resolution to the situation.

RULE 8. ACCEPTANCE OF BAGGAGE OR GOODS

- (1) All baggage or goods presented for transportation is/are subject to inspection by the carrier.
- (2) Articles of baggage or goods will not be carried when such articles are likely to endanger the aircraft, persons or property, are likely to be damaged by air carriage, are unsuitably packed, or the carriage of which would violate any applicable Canadian laws, regulations, or orders.
- (3) If the weight, size or character of baggage or goods renders such baggage or goods unsuitable for carriage on the aircraft, the carrier, prior to departure of the flight, will refuse to carry such baggage or goods or any part thereof. The following articles will be carried only with prior consent of the carrier:
 - (a) Firearms of any description. Firearms for sport purposes will be carried as baggage provided the passenger possesses the required permit/licence and, provided that such firearms are disassembled or packed in a suitable case. The provisions of this subparagraph do not apply to Peace Officers' prescribed sidearm or other similar weapons.
 - (b) Explosives, munitions, corrosives and articles which easily ignite.

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- (c) * Pets including, dogs, cats and birds, when properly crated in leak proof containers and accompanied by valid health certificates or other documents where these are required. Such pets and animals may be carried in the cargo compartment of the aircraft.
- * Not applicable to service animals.

RULE 9. REFUNDS

- (1) Application for refund shall be made to the carrier or its duly authorized Agent.
- (2) If a portion of the agreed transportation has been completed, refund will be the difference between the fare, rate or charge paid and the fare, rate or charge applicable to that portion of the agreed transportation completed, less any applicable cancellation charges, as specified in this tariff.

RULE 10. LIMITATION OF LIABILITY – PASSENGERS

- (1) The liability of the carrier in respect of the death of, or injury to, a passenger is limited to the sum of 128,821 SDR or approximately \$235,000.00 CAD.
- (2) In no cases shall the carrier's liability exceed the actual loss suffered by the passenger. All claims are subject to proof of amount of loss.
- (3) The carrier is not liable:
 - (a) In the case of any passenger whose age or mental or physical condition, including pregnancy, is such as to involve an unusual risk or hazard, for any damages sustained by that passenger that would not have been sustained but for his/her age or mental or physical condition; or
 - (b) In the case of a pregnant passenger, for any damages in respect of the unborn child of that passenger.

RULE 11. LIMITATION OF LIABILITY – BAGGAGE

(A) BAGGAGE

- (1) * Subject to subsection (2), the liability of the carrier in respect of loss, or damage to, baggage, whether caused directly or indirectly by the act, neglect or default of the carrier or not, is limited to the sum of \$2100.00 per passenger.
- * Not applicable to mobility aids - see Rule 7 (G).

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- (2) The liability of the carrier is limited to the declared value of baggage except when the passenger:
 - (a) has declared the value of the baggage to be an amount exceeding \$100.00 per passenger for any one or more passengers; and
 - (b) has paid an additional charge of \$ 3.00 per \$ 100.00 or fraction thereof for the excess amount.
- (3) No action shall be maintained for any loss, or partial loss of or damage to baggage or for any delay in the carriage thereof unless notice of a claim is presented in writing to the head office of the carrier within 30 days from the date the baggage should have been delivered.
- (4) In no cases shall the carrier's liability exceed the actual loss of the passenger. All claims are subject to proof of amount of loss.

(B) MUSICAL INSTRUMENTS

The carrier will allow musical instruments to be transported as carry-on or checked baggage permitting items meet the following requirements.

- (1) Carry-On
Musical instruments may be carried onboard providing they meet the carrier's carry-on size and weight requirements.
- (2) Checked Baggage
Musical Instruments may be accepted as checked baggage, as long as they are properly packed and meet the carrier's applicable size and weight requirements.
- (3) Packing Requirements
Instruments must be properly packed in a rigid and/or hard sided case specifically designed for shipping.
When a stringed instrument is transported by air, it may be exposed to dramatic changes in temperature and pressure, which can cause its headstocks to crack or break off. To prevent possible damage, it is the passenger's responsibility to ensure that the strings are loosened so that the tension is released.

- (4) Liability
Should musical instruments require repair and/or replacement during travel, where the damage or loss is the result of mishandling by the carrier, and the instrument(s) was packaged properly, the maximum liability paid out will not exceed \$2100.00 CAD. Any such claim must include proof of original receipt or a professional appraisal. If the passenger declares the monetary value is greater than the carrier's maximum liability, the instrument is required to be shipped through cargo where a declared value can be established.

RULE 12. LIMITATION OF LIABILITY – GOODS

- (1) Subject to subsection (2) the liability of the carrier in respect of loss of, or damage to, goods, whether caused directly or indirectly by the act, neglect or default of the carrier or not, is limited to the sum of \$ 0.50 per pound.
- (2) Liability of the carrier is limited to the declared value of goods except when the passenger:
- (a) has declared a value of the goods in an amount exceeding \$ 0.50 per pound, and
 - (b) has paid an additional charge of \$ 3.00 per \$ 100.00 or fraction thereof for the excess amount.

RULE 13. SUBSTITUTION OF AIRCRAFT *

- (1) When, due to causes beyond the control of the carrier, the aircraft contracted for is unavailable at the time the air transportation commences or becomes unavailable while carrying out such transportation the carrier may furnish another aircraft of the same type or, with the consent of the party contracting for the use of the aircraft, substitute any other type of aircraft if the rates and charges for the new aircraft are the same as for the original aircraft, except as provided in paragraphs (2) and (3).
- (2) When the substituted aircraft is capable of a larger payload than the original aircraft contracted, the payload carried in the substituted aircraft will not be greater than the payload which would have been available in the aircraft originally contracted, unless the party contracting for the use of the aircraft agrees to pay the rates and charges applicable to the substituted aircraft.
- (3) When the maximum payload of the substituted aircraft is smaller than the maximum payload of the original aircraft contracted, charges will be based on the rates and charges applicable to the type of substituted aircraft.

* Applicable when the contract entails the use of the full capacity of the aircraft in question.

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RULE 14. PAYMENT REQUIREMENTS

- (1) Payments for a contracted flight made to any person to whom the carrier, directly or indirectly, has paid a commission or has agreed to pay a commission with respect to such flight, shall be considered payment to the carrier.
- (2) Payment in full is required prior to flight.

RULE 15. CANCELLATION CHARGES

- (1) Cancellations made less than 48 hours prior to the planned departure of the first flight are subject to a charge of 25% of the total air transportation contract price.

RULE 16. TICKETS**Terms and Conditions – Scheduled Flights****Check-in Time:**

All passengers must check-in at their departure station at least 45 minutes prior to departure with the Thunder Airlines Agent. Traveling guests who have not checked in 15 minutes prior to the scheduled aircraft departure will be deemed as a no-show guest and their seat re-sold.

Checked Baggage Allowance:

Passenger's name and address must be affixed to all pieces of luggage. Thunder Airlines free baggage allowance is 2 pieces of checked-in baggage and one piece of carry-on, the total of which may not exceed 40 pounds (15.8 Kg). Excess charges will be assessed on any piece exceeding these limits by the Thunder Airlines Agent.

Cabin Baggage Allowance:

Limit of one (1) regulation sized piece, not exceeding 6" in height or width and 4 kilograms (10 pounds) per ticketed passenger. Any items exceeding these limits will have to be checked and will be subject to excess charges if applicable.

Excess Baggage:

Excess baggage will be assessed at the applicable rate per pound in Table "A" to the destination of the passenger's itinerary. Excess baggage is deemed space available (stand by) but will be priority over regular air freight.

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Baggage Liability:

See: RULE 11. - LIMITATION OF LIABILITY – BAGGAGE

On-Board Services:

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

Denied Boarding:

To ensure on-time departure for our traveling guests, it is important that passengers observe the above check-in times in order that they are not denied boarding. Please be aware that, in the interest of your safety and flight safety, passengers under the influence of alcohol will not be permitted to board Thunder Airlines aircraft. Passengers traveling into "Dry" remote communities are not allowed to carry, conceal, or ship any type of consumable alcohol or narcotics. If you are connecting from other flight services, please call our reservations clerks and advise us so proper arrangements can be made. Thunder Airlines reserves the right not to hold for connecting flights where it is deemed that a significant inconvenience to our other guests will occur.

Infants/Children:

See: RULE 6. CONDITIONS OF CARRIAGE; (A) Acceptance of Children

Change of Plans:

Should your reservation no longer be required because of a change in your plans, please let Thunder Airlines know. Someone may be waiting for a cancellation of a seat or on a standby list. Advising Thunder Airlines of your change of plans may also allow a payload increase for important cargo to be shipped.

Fare Information:

Since Thunder Airlines operates as a low-cost carrier providing our customers with extremely competitive fares, we do not offer discounted fares for advanced bookings, child fares or senior fares. For all group rates, bulk ticket sales, compassionate fares, please submit a request in writing to Thunder Airlines Reservations Department at "reservations@thunderair.com". Consideration will be given and you will be contacted with a response.

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Itinerary Changes:

Up to 48 hours *prior* to scheduled departure time:

- First itinerary change is complimentary. Subsequent changes will each be assessed a \$50.00 change fee. Change fees are payable immediately.
- Cancellations are subject to a 10% cancellation fee. Refunds will be issued upon request otherwise the balance of the value of the ticket will remain “on account” for a period of 1 year from the date of original purchase after which time the ticket will have no value.

Within 48 hours of schedule departure time:

- Tickets become “non-refundable”,
- Changes are subject to a 10% change fee,
- Cancellations are subject to a 10% cancellation fee. The balance of the value of the ticket will remain “on account” for a period of 1 year from the date of original purchase after which time the ticket will have no value.

A “No Show” passenger is defined as:

- Any passenger who cancels *less* than 1 hour prior to scheduled flight time or;
- Any passenger who is late for check-in and is not able to be boarded or;
- Any passenger who does not present themselves for check-in.

“No Show” passengers will forfeit the entire amount for the “no show” segment of the flight. Any other remaining flight segment of the ticket will remain in force subject to “Itinerary Change Rules” as stated above.

Dimensional Sizing & Weights:

Baggage or Goods that do not correspond with their size/weight ratio will be charged utilizing an industry standard Dimensional Weight Formula. Dimensional weight is calculated by multiplying the length (inches) by the width by the height and dividing by 166 cubic inches. If the dimension weight exceeds the actual weight, charges may be assessed on the dimensional weight.

RULE 17. PASSENGER RE-ROUTING

The carrier is not liable to any passenger when he/she misses his/her flight. In these instances, no other flight alternative is offered by the carrier to the passenger.

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RULE 18. DENIED BOARDING COMPENSATION – Involuntary

The carrier does not overbook flights or oversell flights. In the unlikely event this does happen, we must look for volunteers from all confirmed passengers before denied boarding may occur. In the unlikely event of denied boarding within Thunder Airlines 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 Thunder Airlines travel voucher
6 – 9 hours	\$1800 CAD	\$2000 Thunder Airlines travel voucher
9+ hours	\$2400 CAD	\$2600 Thunder Airlines travel voucher

Thunder Air will issue the compensation amount within 48 hours Monday-Friday 9-5pm EST.

RULE 19. FLIGHT INTERRUPTION

Thunder Airlines will keep passengers regularly informed if there is a flight interruption. Thunder Airlines will provide our passengers information, including the nature of the interruption, every 30 minutes or as soon as possible through the following methods:

- Face to face contact via our customer service agent
- Waiting room public address announcement (where applicable)
- Flight information display screens in the airports where available

Persons with disabilities may choose their preferred method of communication within the existing options provided by Thunder Air.

Depending on the length of the delay, Thunder Airlines may provide meal vouchers. Below is a breakdown of compensation you may be entitled to:

Length of Delay	Compensation You May Be Entitled To	Controllable Delay	Controllable But Required for Safety	Uncontrollable
2 to 6 hours	Meal Voucher -Per applicable time	✓	✓	X
6 to 8 hours	Meal Voucher -Per applicable time of day	✓	✓	X
8 hours plus	Meals Transportation Hotels	✓	✓	X

For explanation of abbreviations, reference marks and symbols used but not explained hereon, see Page 4.

If at any point in the unlikely event Thunder Airlines aircraft are delayed on the ground for an extended period of time, Thunder Air will ensure the comfort and safety of our passengers by providing food, water and access to working lavatories.

Thunder Air will provide passengers with information on the applicable standards of treatment and compensation. Thunder Air will also advise passengers of their recourse options, including the ability to make a complaint to the Canadian Transportation Agency.

The table below outlines Thunder Airlines compensation rates:

Delay to arrival time and compensation amounts		Optional: Travel voucher offered
3-6 hours	\$125 CAD	\$200 Thunder Air Travel Voucher
6-9 hours	\$250 CAD	\$350 Thunder Air Travel Voucher
9+ hours	\$500 CAD	\$600 Thunder Air Travel Voucher

A passenger will have one year to make a compensation claim with Thunder Airlines for a disrupted flight. Thunder Airlines has 30 days to respond by issuing a payment or indicating why it is believed that compensation is not owed.

Compensation may be offered in monetary form or in the form of a voucher. The passengers will always have the right to select what method of compensation they prefer. As well, alternative forms of compensation offered will be of higher value than the monetary compensation that is required and these vouchers will never expire.

Thunder Airlines is considered a “small airline” (carrier) under the Passenger Protection Regulations Act.

RATE INFORMATION

Scheduled Passenger Fares (including HST) - Table "A"						
	YTS Timmins	YMO Moosonee	YFA Fort Albany	ZKE Kashechewan	YAT Attawapiskat	YPO Peawanuk
YTS Timmins		\$395.00	\$555.00	\$555.00	\$655.00	\$900.00
YMO Moosonee	\$395.00		\$290.00	\$290.00	\$395.00	\$750.00
YFA Fort Albany	\$555.00	\$290.00		\$175.00	\$225.00	
ZKE Kashechewan	\$555.00	\$290.00	\$175.00		\$225.00	
YAT Attawapiskat	\$655.00	\$395.00	\$225.00	\$225.00		
YPO Peawanuk	\$900.00	\$750.00				

Cargo Rates - Price per Pound (including HST) - Table "A"						
From/To	YTS	YMO	YFA	ZKE	YAT	YPO
YTS		\$1.36	\$1.70	\$1.70	\$1.98	\$3.11
YMO	\$1.36		\$0.79	\$0.79	\$1.13	\$3.11
YFA	\$1.70	\$0.79		\$0.40	\$0.57	\$3.11
ZKE	\$1.70	\$0.79	\$0.40		\$0.57	\$3.11
YAT	\$1.98	\$1.13	\$0.57	\$0.57		\$3.11
YPO	\$3.11	\$3.11	\$3.11	\$3.11	\$3.11	

Cargo Rates – Continued - Table "A"		Price per Item
Envelopes – All scheduled destinations		\$25.00
Minimum cargo charge – All scheduled destinations		\$45.00
Dangerous Goods Paperwork and Handling		\$40.00

Charter Rates - All Aircraft – Table "B"	
Cost per mile / Rate per Hour (when mileage cannot be determined)	\$8.60 per mile or \$1,900.00 per Hour
Additional Charges – All Aircraft – Table "B-1"	
Overnight detention	\$1,500.00
Hold	\$500.00 per hour, after 4 hours
Additional Stops (Landings)	\$200.00 per stop

For explanation of abbreviations, reference marks and symbols used but not explained hereon, see Page 4.

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