

GENERAL AIR PASSENGER'S INFORMATION, FOR THE FLIGHTS TO AND FROM CANADA

As required by the [Air Passenger Protection Regulations \(n°SOR/2019-150\)](#) of June 20th, 2019, you can find on this page a summary of your rights as an air passage on your flight to or from Canada.

1. FLIGHT CANCELLATION

You were on time at the checking and boarding of your flight, but it was cancelled due to a situation within Corsair's control. We are very sorry for this disruption.

- **If the information was communicated to you less than 12 hours before your initial time of departure, and you have been waiting for more than 2 hours after your initial time of departure, our staff is available to offer you, free of charge:**
 - food and drink in reasonable quantities, depending on how long you wait, the time of the day and your location,
 - access to a means of communication,
 - accommodation and transport (round trip) between the airport and the accommodation (if you are expected to wait overnight).

ATTENTION: If the provision of these services lead to a more important flight delay, we may refuse them to you.

- In case of flight cancellation, we will provide you, free of charge, **an alternate travel arrangement to your destination**, on the next available flight that is operated by Corsair or by one of our partners.
- If this alternate travel arrangement doesn't suit you:

You are entitled to ask the refund of your ticket and to beneficiate from a confirmed reservation that is for a flight to your point of origin and that accommodates your travel needs, in the situation where your travel has already started, and you are not at your point of origin.

Refund will be paid by the method used for the original payment and to the person who purchased the ticket.



- As an air passenger and in accordance to the Air Passenger Protection Regulations, **unless you are informed of the flight cancellation at least 14 days before your initial departure day**, you are entitled to the following compensation:
 - 125\$ if the arrival at the destination that is indicated on the original ticket is delayed by 3 hours or more, but less than 6 hours,
 - 250\$ if the arrival at the destination that is indicated on the original ticket is delayed by 6 hours or more, but less than 9 hours,
 - 500\$ if the arrival at the destination that is indicated on the original ticket is delayed by 9 hours or more.

ATTENTION: The compensation is limited to 125\$ if a refund was made instead of an alternate travel arrangement.

2. FLIGHT DELAY

You were on time at the checking and boarding of your flight, but it was delayed due to a situation within Corsair's control. We are very sorry for this disruption.

- **If the information was communicated to you less than 12 hours before your initial time of departure, and you have been waiting for more than 2 hours after your initial time of departure**, our staff is available to offer you, free of charge:
 - food and drink in reasonable quantities, depending on how long you wait, the time of the day and your location,
 - access to a means of communication,
 - accommodation and transport (round trip) between the airport and the accommodation (if you are expected to wait overnight).

ATTENTION: If the provision of these services lead to a more important flight delay, we may refuse them to you.

- In case of a delay of 3 hours or more, we will provide you, free of charge, **an alternate travel arrangement to your destination** on the next available flight that is operated by Corsair or by one of our partners.
- If this alternate travel arrangement doesn't suit you:

You are entitled to ask the refund of your ticket and to benefit from a confirmed reservation that is for a flight to your point of origin and that accommodates your travel needs, in the situation where your travel has already started, and you are not at your point of origin.

Refund will be paid by the method used for the original payment and to the person who purchased the ticket.



- As an air passenger and in accordance to the Air Passenger Protection Regulations, **unless you are informed of the flight delay at least 14 days before your initial departure day**, you are entitled to the following compensation:
- 125\$ if the arrival at the destination that is indicated on the original ticket is delayed by 3 hours or more, but less than 6 hours,
 - 250\$ if the arrival at the destination that is indicated on the original ticket is delayed by 6 hours or more, but less than 9 hours,
 - 500\$ if the arrival at the destination that is indicated on the original ticket is delayed by 9 hours or more.

ATTENTION: The compensation is limited to 125\$ if a refund was made instead of an alternate travel arrangement.

3. DENIED BOARDING

If we plan to refuse boarding to several passengers on their flights for a reason that is inherent to our company, it will be appealed to volunteers in the first place.

If you were willing to give up your seat when we asked all the passengers, you can receive a benefit that will be confirmed to you by writing before the flight departure.

If you didn't accept to give up your seat and our airline had then denied your boarding, we will provide You, free of charge, an alternate travel arrangement to your destination, on the next available flight that is operated by Corsair or by one of our partners.

We will give priority to:

- a) Unaccompanied minors,
 - b) Passengers with a disability and their support person, service animal, or emotional support animal, if any,
 - c) Passengers who are travelling with their family,
 - d) Passengers who were previously denied boarding on the same ticket, provided we are informed of this fact.
- Our staff is available to offer you, until the boarding of your new flight:
- food and drink in reasonable quantities,
 - access to a means of communication,
 - accommodation and transport between the airport and the accommodation (if you are expected to wait overnight).

ATTENTION: If the provision of these services lead to a more important flight delay, we may refuse them to you.



➤ If this alternate travel arrangement doesn't suit you:

You are entitled to ask the refund of your ticket and to benefit from a confirmed reservation that is for a flight to your point of origin and that accommodates your travel needs, in the situation where your travel has already started, and you are not at your point of origin.

Refund will be paid by the method used for the original payment and to the person who purchased the ticket.

➤ As an air passenger and in accordance to the Air Passenger Protection Regulations, you are entitled to the following compensation:

- 900\$ if the arrival at the destination that is indicated on the original ticket is delayed by less than 6 hours
- 1800\$ if the arrival at the destination that is indicated on the original ticket is delayed by 6 hours or more, but less than 9 hours,
- 2400\$ if the arrival at the destination that is indicated on the original ticket is delayed by 9 hours or more.

If you benefit from an alternate travel arrangement in case of a flight cancellation, a flight delay or a denied boarding, you are entitled to a) the refund of the additional services that you purchased but not received, and b) the refund of your ticket (for the trip concerned) if you travel in a lower class of service than originally purchased.

WARNING

- **If your flight was cancelled, delayed or if your boarding was denied due to a situation that is outside the airline's control, Corsair cannot be liable for the damage suffered and the provisions of the present document related to the standards of treatment, and compensation are not applicable. A refund or an alternate travel arrangement (if possible within a delay of 48 hours from the original departure time) is only possible.**

The following are examples of situations considered to be outside a carrier's control: a war or political instability, accidents involving the aircraft such as collisions (e.g., with a bird, a drone etc), flight diversions due to medical emergencies, weather conditions or natural disasters that make it impossible to safely operate the flight. This list is not exhaustive.

- **If your flight was disrupted for a reason within our control but required for safety, the right to a compensation is not applicable. The standards of treatment, the alternate travel arrangement and the right to refund remain applicable.**

« Required for safety » means « required by law to reduce risk to passengers ». (For example, due to a broken seatbelt discovered before the boarding, a passenger had to be denied at boarding.)



4. TARMAC DELAY

If your flight is delayed on the tarmac, after the doors of the aircraft are closed, before take-off or after the flight has landed, we will provide passengers with the following, free of charge:

- Access to lavatories,
- food and drink in reasonable quantities, depending on how long you wait, the time of the day and the airport's location,
- a mean to communicate with people outside of the aircraft (if it's possible)
- access to urgent medical assistance if a passenger requires such urgent medical assistance (as far as possible).

The aircraft will remain properly ventilated and cooled/heated.

If your flight is delayed on the tarmac at an airport in Canada, before take-off or after landing, you will be authorized to disembark from the aircraft:

- a) three hours after the aircraft doors have been closed (unless it is likely that take-off will occur less than three hours and 45 minutes after the doors of the aircraft are closed)
- b) three hours after landing or at any earlier time if it is feasible

Passengers with disabilities and their support person, service animal or emotional support animal, if any, will be provided the opportunity to disembark in priority.

ATTENTION: disembarkation won't be possible in case of any safety and security or air traffic or customs control requirements.

5. DELAYED, LOST OR DAMAGED BAGGAGE

Your baggage was delayed, lost or damaged at the arrival of your flight.

We are very sorry for this inconvenience and inform you that in case of destruction or damage to the baggage, you have to make your claim, by writing to our services, within the 7 working days after your day of arrival and in case of delay, you have to make your claim within 21 days of delivery of the baggage.

If your baggage is delayed, you can claim compensation for the cost of necessities within 21 days of delivery of the baggage.

Our services will make their best efforts to respond to your claim in a reasonable delay. We also inform you that you are allowed to receive the following compensation:

- The compensation provided by the Montréal Convention (1288DTS – 2350 CAD);
- The refund of the fees paid for the transportation of the baggage delayed, lost or damaged, within a delay of 30 days. The refund shall be made to the person who paid the fees.

For more information, please go to our page : [Sale and Transport Conditions](#).



6. ASSIGNMENT OF SEATS TO CHILDREN UNDER THE AGE OF 14 YEARS

You are travelling with a child under the age of 14 years or your child under the age of 14 years is travelling unaccompanied on one of our flights. According to our procedures, here is some important information that you need to be aware of:

- Unaccompanied children (UM) under the age of 5 years are not allowed on flights to or from Canada.
- Unaccompanied children (UM) under the age of 14 years will be assigned a seat in the same row of an adult and may not be seated as an emergency exit or a window seat. They are not allowed in Premium or Business class.
- Accompanied children under the age of 14 years will be seated next to their accompanying adult, or if this is not possible, one seat away from the accompanying adult in the same row for children aged 5 to 11, and one row of seats or aisle maximum away from the accompanying adult for children aged 12 to 13. They are not allowed in an emergency exit or a window seat.

If the adult accompanying is assigned a seat that is in a lower class of service that their ticket provides, the price difference can be refunded. However, if the passenger chooses a seat that is in a higher class of service, we can request supplementary payment representing the price difference.

In order to facilitate the assignment of seats to children under the age of 14 next to the seat of their accompanying adult, we will encourage you to make a unique reservation for these passengers and contact our customer service at least 72 hours before the flight.

Corsair's conditions of carriage to and from Canada are published in a Tariff available below:

https://www.flycorsair.com/sites/default/files/2023-05/tarif_corsair_09-05-2023.pdf



What are your means of redress?

If you want to make a claim for refund and/or compensation, you can write to our customer service:
<https://www.corsair.fr/vol/services/Carnet-de-bord/Apres-le-vol/relation-clientele>

You can make your claim within the delay of one year following your flight disruption (cancellation, delay or denied boarding).

You can also introduce your claim to the Mediation of Tourism and Travel that has been appointed as the competent body for the application of assistance and compensation rules :

<https://www.mtv.travel/>

Finally, you can make your claim directly to the Canadian Transportation Agency:

<https://rppa-appr.ca/eng/file-air-travel-complaint>

