

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, Corsair informs you of your rights as an air passenger 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 crew is available to offer you:
 - 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).
- In case of flight cancellation, we will provide you an alternate travel arrangement 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.

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.

WARNING: 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 crew is available to offer you:**
 - 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).

WARNING: If the provision of this standard of treatment would further delay the flight, we may refuse it to you.

- In case of a delay of 3 hours or more, we will provide you an alternate travel arrangement 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.

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.

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



3. DENIED BOARDING

You have been denied boarding for a reason that is inherent to our company*.

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 an alternate travel arrangement on the next available flight that is operated by Corsair or by one of our partners.

- Our crew 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).

- 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.

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.



***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, the right to refund and compensation are not applicable. The alternate travel arrangement 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. 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 such case, you have to make your claim, by writing to our services, within the 7 working days after your day of arrival.

If your baggage is lost for more than 21 days after your arrival or is damaged, you can ask for the refund of the fees paid for that 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;
- The refund of the fees paid for the baggage lost or damaged.

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



5. 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. 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 parent, guardian or tutor's seat. If this is not possible, children will be seated at no more one row and corridor of the adult. 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.

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>

