Alaska Airlines Canadian Contract of Carriage

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Rule 1AS - Application of Tariff

A. This tariff governs the application of all rules and charges, and incorporates by reference all fare rules Domestic Fare Rules Tariff, Volume 2 (DFR-2). It constitutes the conditions upon which AS transports or agrees to transport and is expressly by agreed to by the passenger. It also constitutes the conditions of carriage for all Substitute Service Flights.
B. International Transportation, including domestic portions of international journeys, shall be subject to the carrier's international contract of carriage and applicable law.
C. Changes in Rules, Fares and Charges: Except as otherwise provided within specific fare rules, transportation is subject to the rules, fares and charges in effect on the date and time on which the ticket is purchased. Rules, fares, and charges quoted for ticketing are only guaranteed at the time of ticketing, unless otherwise specified in the fare rules.
    1. If an increase in the fares or charges becomes effective before any portion of the ticket has been used, the full amount of the increase or decrease will be collected from or refunded to the passenger.
    2. No increase will be collected in cases where the ticket has been issued before the effective date of a fare change resulting in an increase in the applicable local or joint fare provided:
        a. That the ticket was issued and confirmed for a specific flight at the fare in effect on the date of ticket issuance (determined by the validation stamped or imprinted on the ticket).
        b. That the originating flight shown on the ticket is not voluntarily changed at the passenger's request subsequent to the effective date of any increase in the applicable fare. These provisions apply whether or not such increase results from a change in fare level, change in conditions governing the fare, or a cancellation of the fare itself.
    3. If, after a ticket has been issued and before any portion thereof has been used, either a decrease in the fares or charges applicable to the transportation shown on the ticket becomes effective or a new fare for which the passenger can now qualify for is added between the points shown on the ticket, the full amount of the difference in fares will be refunded in the form of a nonrefundable credit certificate provided that:

        a. There is no change in origin/destination/stopover point(s)/flight(s)/date(s) shown on the original ticket.
        b. Subsequent to the decrease in fare(s)/charges(s) or the addition of a new fare, customer must re-qualify for the current lower fare meeting the advance purchase and other requirements on the date

they call for a ticket reissue. Passengers who qualify will receive a nonrefundable electronic credit certificate for the value of the fare difference via email, or have the certificate deposited into their online My Wallet account.

i. The credit certificate is valid one year from original ticket issuance or 30 days from the certificate issuance, whichever is greater. Once issued, new ticket is valid one year from the outbound travel date.
ii. The credit certificate may be applied to a new ticket only. It is not valid for change fees, baggage charges, or any other services or fees.
iii. Valid only on Alaska Airlines operated flights, including Horizon Air or SkyWest Airlines operated flights on behalf of Alaska Airlines. Not valid on codeshare flights.
iv. Any excess amount/residual will be forfeited if the transaction is not processed through alaskaair.com or AS call centers.
v. Once ticket is reissued all new fare rules and conditions will apply.
vi. Itinerary must remain exactly the same, only the class of service may change and must be available.
vii. The guaranteed airfare policy applies only if reissuing to a lower published fare. The original ticket may be an internet fare, web special, or issued in conjunction with a Money & Miles award, but the new lower-priced ticket must be a published fare.
viii. If the original ticket is a Money & Miles award, the Money & Miles benefit will carry over to the reissued ticket.
ix. The ticket must be reissued before the new fare expires.

D. References to pages, rules, items and notes are continuous and include revisions, supplements thereto and reissues thereof.
E. AS will be responsible for the furnishing of transportation only over its own lines, including flights operated by Horizon Air or SkyWest Airlines on behalf of AS. When AS undertakes to issue a ticket, check baggage, or make any other arrangements for transportation over the lines of any other carrier, it acts only as agent, and will assume no responsibility for the acts or omissions of the other carrier.
F. No employee has the authority to alter, modify, or waive any provision of the contract of carriage unless authorized by a corporate officer of that carrier. AS's appointed agents and representatives are only authorized to sell tickets for air transportation pursuant to approved fares, rules and regulations of AS. This rule

supersedes any conflicting provision contained elsewhere in this contract of carriage.

G. AS does not guarantee carriage on any particular type or make of aircraft and reserves the right to provide carriage on the aircraft or air carrier of its choice.
H. Arrival and departure times shown in AS's schedules, timetables, or elsewhere are not guaranteed and may be changed without notice.
I. AS does not guarantee provisions of any particular class or type of service on Substitute Service Flights series 1000, 2000, 3000, 4000, 5000, 6000.
J. Fares apply for travel only between the points for which they are published. Tickets may not be issued at fare(s) published to and/or from a more distant point(s) that the points being traveled, even when the issuance of such tickets would produce a lower fare. When through or connecting passengers enplane at an intermediate point between the origin and destination shown on their tickets, AS may require evidence, such as boarding pass, of use of a preceding flight for the portion of the ticket from point of origin to intermediate point. Absent such evidence, AS may require additional fare collection from the passenger for any difference between the fare paid for the ticket from origin to destination and the fare which would apply from the intermediate boarding point to the destination.
K. AS will exercise reasonable efforts to ensure that all fares it publishes are accurate and available for sale, but AS reserves the right to correct any erroneously published fare that AS did not intend to offer for sale.

Rule 5AS - Definitions

Definitions as used in these rules, unless otherwise defined:

Add On means an amount published for use only in combination with other fares for the construction of through International Fares.

Agreed Stopping Place Scheduled stops between the original place of departure and the place of final destination constitute "agreed stopping places." AS reserves the right to alter the "agreed stopping places" in the case of necessity without thereby depriving the transportation of its international character.

Agreement on Measures to Implement the IATA Intercarrier Agreement means the agreement entered into by members of IATA in order to implement the terms of the IIA.

Aircraft Having Seating Capacity of 19 Seats or Less may include but is not limited to Metro SA 227, Piper Navajo, deHavilland Twin Otter, Beech 1900, Brittain Norman Islander, Cessna 206/207/208, and deHavilland Single Engine Otter.

Alaska means Alaska Airlines, Inc., its agents and its Substitute Service Carriers.

Animals include reptiles, birds, poultry, and fish.

Applicable Adult Fare means the fare which would be applicable to an adult for the transportation to be used except those special fares which would be applicable due to the adult's status (such as clergy fares, military fares, senior citizen fares, etc.).

Applicable Full Fare means the full adult fare for the class of service designated in the carrier's Official General Schedule for the aircraft, or compartment of the aircraft used by the passenger.

Area 1 - Both the North and South American continents, and the islands adjacent thereto; Bermuda; Greenland; the West Indies and the Caribbean Sea; the Hawaiian Islands (including Midway and Palmyra).

AS means Alaska Airlines, Inc., its agents and its Substitute Service Carriers.

Carrier means any air carrier shown as a participant in this tariff.

Circle Trip means any trip, the ultimate destination of which is the point of origin, but which includes a stop at at least one other point, and which is not made via the same routing in both directions. No more than 2 stopovers may be made in the fare construction. Two stopovers means one stopover in addition to the stop permitted at the outward destination.

Civil Aeronautics Board means Department of Transportation.

Consequential Damages means reasonable out of pocket expenses and other provable damages incurred by said passenger as the consequence of the loss, damage or delay in the delivery of such personal property.

Continental United States means the District of Columbia and all states of the United States other than Alaska and Hawaii.

Co-Terminal Two or more relatively adjacent airports which for the purposes of fare construction will be considered the same point. i.e. LAX, BUR, LGB, ONT, SNA / SFO, OAK, SJC.

DOT Hazardous Materials Regulations means the hazardous materials regulations issued by the materials transportation bureau of the Department of Transportation in Title 49 of the Code of Federal Regulations, Parts 171 through 177 (49 CFR 171-177).

Extraterritorial Trip means any trip which includes transportation 1) via one or more carriers within the area consisting of the Continental United States and Canada, and 2)

via commercial air (not including charter services) or military air services to or from any point outside such area.

Fares Tariff means local passenger fares and rules tariff no. EF-2 C.A.B. No. 409, NTA(A) No. 233, Issued by Airline Tariff Publishing Company, Agent and reissues or supplements thereof.

Full Adult Fare means the one-way Coach (Y) or First Class (C) fare code, whether specifically published or derived by construction. If applicable to joint transportation, "Full Adult Fare" means a one-way Coach (Y) or First Class (F) fare.

Governing Rules Tariff means Canadian General Rules Tariff No. CGR-1, C.A.B. No. 427, NTA(A) No. 241, Issued by Airline Tariff Publishing Company, Agent, reissues and supplements thereto.

IATA - see International Air Transport Association.

IATA Intercarrier Agreement on Passenger Liability means the agreement entered into by members of IATA on October 32, 1995, in order to take action to waive the limitation on recoverable compensatory damages in Article 22 Paragraph 1 of the Warsaw Convention as to claims for death, wounding or other bodily injury of a passenger within the meaning of Article 17 of the convention.

IIA - see IATA Intercarrier Agreement on Passenger Liability.

Immediate Family means spouse, children, step-children, sons-in-law, daughters-in-law, grandchildren, brothers, step-brothers, sisters, step-sisters, brothers-in-law, sisters-in-law, parents, step-parents, fathers-in-law, mothers-in-law, and grandparents.

Interline means any air transportation which involves carriage via two or more carriers using different 2-letter OAG designator.

International Air Transport Association means the World trade association of airlines which operate international services.

International Transportation means any transportation or other services, furnished by any carrier, which are included within the scope of the term International Transportation as used in the Convention for the Unification of Certain Rules Relating to International Transportation by Air, signed at Warsaw, October 12, 1929, or such convention as amended, whichever may be applicable to the transportation hereunder, and to which the said convention applies. For the purpose of determining the applicability of the term international transportation.

Jet Aircraft means the following aircraft (and all series thereof): B-727, B72S, B72M, B73M, M-80, F-28, CRJ.

Local Passengers are those who are originating their travel or those who are on a stopover and are continuing their travel.

Maximum Outside Linear Dimensions means the sum of the greatest outside length plus the greatest outside width plus the greatest outside height.

MIA - see Agreement on Measures to Implement the IATA Intercarrier Agreement.

Military Agencies means departments of the Army, Navy, and Air Force; the Marine Corps, the Coast Guard; the Academies of the Army, Navy, Air Force and Coast Guard; and the National Guard. The Reserve Officer Training Corps is not included.

Military Passenger means military personnel of the U.S. military agencies who are on active duty status or persons who have been discharged from active military service within seven days of the date of travel.

Miscellaneous Charges Order means a document issued by a carrier or its agents requesting issue of an appropriate passenger ticket and baggage check or provision of services to the person named in such document.

Off Peak means the service on flights listed in AS's official general schedules as Off-Peak.

On-line means air transportation wholly on the same carrier or, in case of substitute service carrier under the same 2-letter OAG designator.

Open-Jaw Trip means any trip that is essentially of a round-trip nature, except that the outward point of departure and the inward point of arrival/the outward point of arrival and inward point of departure are not the same. Open jaws are allowed when the mileage of the open portion of the jaw is equal to or less than the mileage of the shortest leg traveled. The inward point of arrival and outward point of departure on an open-jaw are considered 2 stopovers. Example of open-jaw trip: Point 1 to point 2 to point 3.

Outward Destination means the point of stopover on the passenger's itinerary to which the highest normal one-way full adult First Class or Coach fare applies via the passenger's route of movement from passenger's point of origin. When the fares between the passenger's point of origin on the one hand and the first and second points of stopover on the other hand are equal, the outward destination shall be the passenger's last point of stopover.

Prepaid Ticket Advice means the notification that a person in one location has purchased and requested issuance of prepaid transportation to another person in another location.

Propeller Aircraft means the following aircraft (and all series thereof): PAG, CVR, DHT, DHM, DHO, BNI, SWM, DH8.

Reroute means to issue a new ticket covering transportation to the same destination, but via a different routing than that designated on the ticket, or to honor the ticket held by the passenger for transportation to the same destination but via a different routing.

Round Trip means any trip, the ultimate destination of which is the point of origin, and which is made via the same routing in both directions. Reservations for all segments of a trip for tickets issued at round trip fares must be confirmed in the same-single-PNR.

Routing means the carrier(s) and/or the cities and/or class of service via which transportation is provided between two points.

Schedule Change -

A. The cancellation of a scheduled flight where no AS flight of comparable routing is available within 60 minutes of the original time of departure; or
B. A change in the scheduled departure time of an AS flight which exceeds 60 minutes; or
C. A change in the routing of a scheduled AS flight which adds one or more stops to the original itinerary; or
D. A change in the routing of an AS scheduled flight that results in a scheduled arrival time more than 60 minutes later than the original scheduled arrival time; or
E. Any change in the arrival time of an AS flight that results in a misconnection to any flight shown in the same reservation and ticket.

Segment means that part of a journey from a passenger's boarding point to a deplaning point. Each flight coupon represents a segment of a trip.

Single Operation : transportation to be performed by several successive carriers is regarded as "a single operation" and deemed to be "one undivided transportation."

Standby Passengers means passengers who will be enplaned on a flight subject to availability of space at departure time and only after all passengers having reservations for such flight and all passengers without reservations but paying fares other than adult standby fares, have been enplaned on such flight.

Stopover means a deliberate interruption of a journey by the passenger, agreed to in advance by AS, at a point between the place of departure and the place of destination.

Substitute Service Flights means a flight operated under an arrangement between Alaska and a carrier which allows the carrier to provide service by flying under the 2-letter OAG designator of Alaska (AS). Alaska has Substitute Service Agreements with carriers as follows:

Substitute Service Carrier	AS Flights Series
American Airlines	1000-1999
Horizon Air, Inc.	2000-2999
PenAir	3200-3299
SkyWest Airlines	3440-3499
American Eagle	4000-4799
Era Aviation, Inc.	4800-4899
Delta Air Lines	5000-6999

Transit Passengers are those onboard a flight at an en route stop, or a connecting passenger with a stopover, to/from other scheduled flights.

United States or United States of America means the 50 federated states and the District of Columbia.

United States Department of Defense means the U.S. Department of the Army, Navy, and Air Force and the U.S. Marine Corps.

Western Hemisphere means the United States of America, Canada, Greenland, Mexico, Central and South America, Bermuda, Bahamas, and the islands of the Caribbean Sea.

Rule 10AS - Administrative Formalities - Passports, Visas and Tourist Cards

A. Compliance with Regulations: The passenger shall comply with all laws, regulations, orders, demands, or travel requirements of countries to be flown from, into, or over, and with all rules, regulations, and instructions of carrier. Carrier shall not be liable for any aid or information given by any agent or employee of carrier to any passenger in connection with obtaining necessary documents or complying with such laws, regulations, orders, demands requirements, or instructions, whether given orally, in writing, or otherwise, or for the consequences to any passenger resulting from his/her failure to obtain such documents or to comply with such laws, regulations, orders, demands, requirements, or instructions.
B. Passports and Visas
    1. Each passenger desiring transportation across any international boundary will be responsible for obtaining all necessary travel documents and for complying with all government travel requirements. The passenger must present all exit, entry and other documents required by the laws, and, unless applicable laws provide otherwise, shall indemnify the carrier for any loss, damage, or expense suffered or incurred by such carrier by reason of such passenger's failure to do so. Carrier is not liable to the passenger for loss or expense due to the passenger's failure to comply with this provision. Carrier reserves the right to refuse carriage to any passenger who has not complied with applicable laws, regulations, orders, demands, or requirements or whose documents are not complete. No carrier shall be liable for any aid or information given by any agent or employee of such carrier to any passenger in connection with obtaining such documents or complying with such laws, whether given orally or in writing or otherwise.
    2. Subject to applicable laws and regulations, the passenger agrees to pay the applicable fare whenever carrier, on government order is required to return a passenger to his point of origin or elsewhere due to the passenger's inadmissibility into or deportation from a country, whether of transit or of destination. The fare applicable will be the fare that would have been applicable had the original ticket designated the revised destination on the new ticket. Any difference between the fare so applicable and the fare paid by the passenger will be collected from or refunded to the passenger as the case may be. Carrier may apply to the payment of such fares any funds paid by the passenger to the carrier for unused carriage, or any funds of the passenger in the possession of carrier. The fare collected for carriage to the point of refusal or deportation

will not be refunded by carrier, unless the law of such country requires that such fare be refunded.

C. Customs Inspection: If required, the passenger must attend inspection of his baggage, checked or unchecked, by customs or other government officials. Carrier accepts no responsibility toward the passenger if the latter fails to observe this condition. If damage is caused to carrier because of the passenger's failure to observe this condition, the passenger shall indemnify carrier therefore.
D. Government Regulation: No liability shall be attached to carrier if carrier in good faith determines that what it understands to be applicable law, government regulation, demand, order or requirement, requires that it refuse and it does refuse to carry a passenger.

Rule 20AS - Capacity Limitations

AS may limit the number of passengers carried on any one flight at fares governed by rules making reference hereto. Such fares will not necessarily be available on all flights. The number of seats available on a given flight will be determined by AS's best judgment as to the anticipated total passenger load.

Rule 35AS - Refusal to Transport

AS may refuse to transport, or may remove at any point, any passenger:

A. Government Request or Regulations - Whenever such action is necessary to comply with any government regulation, or to comply with any governmental request for emergency transportation in connection with the national defense, or whenever such action is necessary or advisable by reason of weather or other conditions beyond its control (including but without limitation, acts of god, force majeure, strikes, civil commotions, embargoes, wars, hostilities or disturbances) actual, threatened, or reported.
B. Passenger's Conduct or Condition - Whose conduct, status, age, or mental or physical condition is such as to:
    1. Make such refusal or removal necessary for the reasonable safety or comfort of other passengers, or
    2. Involve any unusual hazard or risk to himself or to other persons (including, in cases of pregnant passengers, unborn children) or to property.
    3. Carrier will accept the determination of a person with disability as to self-reliance.
C. Proof of Identity - Who refuses on request to produce positive identification. AS shall have the right, but not be obliged, to require positive identification of

persons purchasing tickets and/or presenting a ticket(s) for the purpose of boarding aircraft.

D. Across International Boundaries - who is traveling across any international boundary if:

    1. The travel documents of such passenger are not in order
    2. For any reason, such passenger's embarkation from, transit through, or entry into, any country from, through, or to which such passenger desires transportation would be unlawful.

E. Comfort and Safety

    1. Who fails or refuses to comply with AS's rules and regulations.
    2. In the following categories where in AS's sole judgment refusal or removal may be necessary for the comfort and safety of themselves or other passengers:
        a. Persons who refuse to obey any federal regulations, any security directives, or any instructions given by station management or supervisory personnel.
        b. Persons whose conduct is or has been disorderly, abusive, violent belligerent and/ or irrational so as to be a hazard or potential hazard to AS employees , other passenger(s), and/or him/herself (including verbal harassment related to race color, gender, religion, national origin, disability, age, ethnicity or sexual orientation).
        c. Persons who interfere or attempt to interfere with any member or the flight crew in the pursuit of their duties.
        d. Persons who are barefoot or who have uncovered torsos, except the midriff, which may be uncovered.
        e. Persons who wear, and refuse to cover or stow, clothing or other accessories deemed to be profane or obscene.
        f. Persons who are unable to sit in the seat with the seatbelt fastened.
        g. Persons who appear to be intoxicated or under the influence of drugs.
        h. Persons who have an offensive odor (such as from a draining wound or improper hygiene) or have a contagious disease provided it is not the result of a disability.
        i. Persons who wear or have on or about their persons concealed or unconcealed deadly or dangerous weapons; provided, however, that AS will carry passengers who meet the qualifications and conditions established under 49 CFR 1544.219.
        j. Manacled persons in custody of law enforcement personnel or persons who have resisted or may reasonably be believed to be capable of resisting escorts.
        k. AS is not liable for its refusal to transport any Person of for its removal of any Person in accordance with this rule. The sole recourse of any Person refused carriage or removed for any reason

specified in this Rule shall be the recovery of the refund value of the unused portion of his/her ticket as provided in Rules 270-AS.

l. AS reserves the right in its sole judgment to refuse to transport, on a temporary or permanent basis, any Person who has been removed or refused transportation for disorderly, offensive, abusive, violent, belligerent and/or irrational conduct; for refusing to obey any federal regulations, any security directives, or any instructions given by station management or supervisory personnel; and/or for interfering or attempting to interfere with any member of a flight crew in the pursuit of their duties.

F. Non-ambulatory Passengers - Persons who are unable to walk or need the support of another person to walk, but who are otherwise capable of caring for themselves without assistance throughout the flight and persons with impairments or physical disabilities which would cause them to require special attention or assistance from carrier personnel will be accepted for transportation without an attendant subject to the following conditions:
    1. The passenger must be able to occupy a cabin seat in an upright position. An Orthotic Positioning Device (OPD) may be used if it does not impede any other customer's access to the aisle and the seatbelt can be secured around the person as the primary method of restraint.
    2. AS will provide or make whatever arrangements are necessary to assist passengers in boarding and deplaning.
    3. Any expense necessary for outside services will be borne by the passenger.
    4. Two non-ambulatory passengers will not be seated across the aisle from each other in the same seating row and never next to an emergency exit.

G. Solicitation and Distribution - Passengers are prohibited from soliciting or distributing literature and/or other materials while on board Alaska's aircraft without the prior written consent of Alaska Airlines, Inc. Failure to comply with this provision may result in removal from the aircraft and refusal of future travel.

Rule 36AS - Carriage of Disabled Passengers

Non-ambulatory Passengers - Persons who are unable to walk or need the support of another person to walk, but who are otherwise capable of caring for themselves without assistance throughout the flight and persons with impairments or physical disabilities which would cause them to require special attention or assistance from carrier personnel will be accepted for transportation without an attendant subject to the following conditions:

1. The passenger must be able to occupy a cabin seat in an upright position.

2. AS will provide or make whatever arrangements are necessary to assist passengers in boarding and deplaning.
3. Any expense necessary for outside services will be borne by the passenger.
4. Two non-ambulatory passengers will not be seated across the aisle from each other in the same seating row and never next to an emergency exit.

Rule 40AS - Electronic Surveillance

Passengers and their baggage are subject to inspection with an electronic detector with or without the passenger's consent or knowledge.

Rule 50AS - Acceptance of Children

A. Unaccompanied Minors: AS considers children ages 12 and under who are traveling without a parent, guardian or other responsible adult age 18 or older to be Unaccompanied Minors and subject to the policies described below. Children ages 13 years old through 17 years old are not subject to the policies and fees applicable to Unaccompanied Minors when traveling on AS unless they are connecting to another airline that uses different age thresholds to define Unaccompanied Minors.
    1. Age 4 and younger: Not accepted under any conditions with out an accompanying adult.
    2. 5, 6, 7 years old: May travel as Unaccompanied Minors on (including flights operated by Horizon Air or SkyWest Airlines on behalf of AS), but cannot be booked on flights involving transfers or connections.
    3. 8 years old through 12 years old: May travel as Unaccompanied Minors on Alaska AS flights and may be booked on flights involving transfers or connection only to AS (including flights operated by Horizon Air or SkyWest Airlines on behalf of AS), PenAir or Era Aviation/Frontier Alaska flights, provided the child holds a confirmed ticket to a point where he/she is to be met by parent or responsible adult upon deplaning.
B. Unaccompanied Minors must be brought to the departure airport by a parent or responsible adult who must remain in the boarding area until the child's flight has taken off and who must furnish the carrier with satisfactory evidence that the child will be met by another parent or responsible adult upon deplaning at his/her destination. If the Unaccompanied Minor's itinerary involves a connecting flight, he/she must not be booked on the last connecting flight to the destination, or a connecting flight departing between 2100 and 0500, unless it is the only flight of the day. The child will not be accepted for transport if any flight on which the child holds a reservation is expected to terminate short of or by-pass his/her destination or connection point.
C. Assisted Transfers

1. On-line Transfers: AS personnel will assist Unaccompanied Minors in connecting to/from other AS flights, including flights operated by Horizon Air or SkyWest Airlines on behalf of AS, provided the scheduled period between ticketed flights is two hours or less. If the scheduled period between ticketed flights is more than two hours, then the parent or guardian must pre-arrange to have the child transferred by a responsible adult.
2. Interline Transfer: AS will not transfer Unaccompanied Minors to/from flights on other airlines, except for PenAir (flights 3200-3274) and Era Aviation/Frontier Alaska (flights 4800-4999). The parent or guardian must pre-arrange to have the child transferred by a responsible adult for all other airline connections.

D. Guardian Contact Form provided by AS must be completed and signed by the parent or guardian of a child under the age of 13, and must include the following information:

1. The name and phone number of the adult who brings the child to the origin airport.
2. The name and phone number of the adult who will meet the child at each stopover point and at the destination point. NOTE 1: AS has the right but is not obligated to require identification of the responsible party meeting the child at a transfer point or final destination. NOTE 2: AS does not assume any financial or guardianship responsibilities for unaccompanied children beyond those applicable to an adult passenger.

E. Children's Fares

1. Accompanied children less than 2 years old: One child less than 2 years old not occupying a seat may travel with an adult fare-paying passenger at least 18 years old or parent/legal guardian at no additional charge. Note: This rule applies to fare only and not to any other special charges. Each additional child less than 2 years old accompanied by the same passenger who is traveling with the first child less than 2 years old will be charged the same fare as the fare for an adult passenger traveling in the same class of service. Proof of child's age may be requested at time of purchase, check in, and/or boarding.
2. Children age 2-12, whether accompanied or unaccompanied, will be charged the same fare as for an adult passenger in the same class of service.
3. Escort service for unaccompanied children 5-12 years of age: A USD 25.00 service fee will apply per person when a trip consists of a non-stop or direct itinerary. A USD 50.00 sservice fee will apply per person on connecting itineraries.
    1. NOTE 1: For international flights (including Canada), the applicable service fee for escort service also apply.

2. NOTE 2: The escort service fee is waived for children who have obtained MVP Gold or MVP status.

Applicable to unaccompanied children 13-17 years old only: Escort service is available on non-stop or direct itineraries with a USD $25.00 surcharge per child. For connecting itineraries, a USD $50.00 surcharge will apply per child.

4. For the purpose of this rule, escort services means that AS will provide supervision for the person from the time of boarding until the person is met at the stopover point or destination.
5. The age limits referred to in this rule shall be those in effect on the date of commencement of carriage.

Rule 55AS - Service Animals / Emotional and Psychiatric Support Animal / To Detect Explosives / For Search and Rescue

A. AS accepts for transportation, without charge, trained service animals for travel with a customer with a disability who requires the animal to assist them in the performance of necessary activities. The animals will be permitted to accompany the passenger in the cabin, if they meet the conditions of acceptance noted below.
B. Conditions of Acceptance:
    1. AS shall accept as evidence that an animal is a service animal such items as identification cards, other written documentation, the type of harness or markings on the harness, tags or other credible assurances of the customer with a disability using the animal.
    2. Service animals must remain under the direct control of the customer. A service animal will be denied boarding or removed from the flight by AS if the animal cannot be contained by the customer or otherwise exhibits behavior that poses a threat to the health or safety of other customers or a significant threat of disruption.
    3. Service animals should be small enough to sit in the lap of the accompanying passenger with a disability or in the personal space of that passenger's seat without invading another customer's seat area.
    4. Customers with service animals will not be seated in emergency exit rows. They may not obstruct an aisle or other area that must remain unobstructed in order to facilitate an emergency evacuation.
    5. A qualified individual with a disability may travel with an emotional/psychiatric support animal in the cabin if certain documentation requirements are met. Prior to boarding, the customer must present to an AS employee current documentation (i.e. not older than one year from the

date of the Customer's scheduled initial flight) on the letterhead of a licensed mental health or medical doctor who is treating the customer's mental health-related disability stating:

a. The customer has a mental or emotional disability recognized in the Diagnostic and Statistical Manual of Mental Disorders - Fourth Edition (DSM IV)
b. The Customer needs the emotional support or psychiatric Service Animal as an accommodation for air travel and/or for activity at the customer's destination
c. The individual providing the assessment is a licensed mental health professional, and the customer is under his or her professional care.
d. The date and type of the mental health professionals or medial doctor's license and the state or other jurisdiction in which it was issued. AS reserves the right to authenticate any documentation presented.

C. AS accepts for transportation, without charge, a properly harnessed animal trained in explosive detection, drug search, and rescue, or other specific functions, when accompanied by its handler on official emergency business as authorized by an appropriate federal, state, or local government agency. The dog will be permitted to accompany its handler into the cabin, but not to occupy a seat.
D. Local regulations at the customer's final or intermediate destination(s) may apply and impose further requirements or restrictions on the transport of service animals.
E. The customer assumes full responsibility for the safety, well-being, and conduct of its service animal, including the interaction of the service animal with other customers who may come in contact with the animal while on board the aircraft, and for compliance with all governmental requirements, requirements, regulations, or restrictions, including entry permits and required health certificates of the country, state, or territory from and/or to which the animal is being transported.
F. A health certificate is not required for service animals

Note: Service animals that meet the State of Hawaii entry requirements may accompany a customer with a disability to/from Hawaii without Quarantine.

Rule 90AS - Portable Oxygen Concentrator

A. Portable Oxygen Concentrator (POC)
   1. Portable Oxygen Concentrator service may be arranged for AS flights 001-999, 2000-2999 and 3440-3499 only. For service on any codeshare or subcontractor flights, please contact the operating carrier directly.
   2. Alaska Airlines accepts approved oxygen concentrating devices on domestic and international flights. While it is not necessary to provide advance notice that you will be using a portable oxygen concentrator (POC), we strongly recommend 48 hours advance notice. Letting us know in advance will generally result in a smoother trip. Once your travel plans are confirmed, please contact Alaska Airlines Reservations at 1-800-252-7522 (TTY: Dial 711 for Relay Services) so we may document that you will be using your “approved” POC during your flight. You may visit our website for a complete list of approved devices at www.alaskaair.com
   3. A completed Physician's Consent Form must be presented at check-in. This form is available without charge on our website. It must be printed and signed by your physician on his/her letterhead. The consent form must clearly state that you require medical oxygen during your flight and specify the rate of flow required per minute.
      a. You must keep the Physician's Consent Form on your person at all times during your journey.
      b. You must obtain a new Physician's Consent form whenever your health changes in such a way that affects your need for supplemental oxygen while traveling by plane.
   4. You must provide and know how to use rented or owned Portable Oxygen Concentrators that are "approved" for use onboard, as AS does not provide this equipment.
      a. You are welcome to bring your personal POC or rent from a provider of your choice, however we recommend our preferred POC vendor, Aviation Mobility. To arrange rental service with Aviation Mobility, please contact them at directly at 1-877-365-9711.
      b. Other POC brands and models may be carried in the cabin with the batteries removed, if they meet the carry-on size and weight requirements.
   5. If you wish to use a POC, you must ensure that you have ample, fully charged batteries to power the POC for the duration of the flight and ground connection time where the POC is planned to be used (per manufacturer's recommendation), plus one additional battery for unanticipated delays.
      a. You must ensure that all extra batteries are properly protected from short-circuiting by having recessed battery terminals or by

packaging the batteries so they do not contact metal objects, including the terminals of other batteries.

b. AS does not have electrical power or spare batteries available for customers use onboard our aircraft.

6. To comply with Safety Regulations, customers using a POC will be seated in a seat closest to the window and may not occupy the emergency exit or the bulkhead rows (unit must be stored under seat in front of the passenger). If you have questions regarding POC usage, please contact AS Reservations at 1-800-252-7522(TTY 1-800-682-2221) for assistance.

Rule 95AS - Liability of Carriers

The provisions of Tariff AS-1 NTA(A) No.378 Rule 55 (Liability of Carriers) contained in the AS International Contract of Carriage are wholly incorporated by reference in this Rule 95 and are applicable to transportation to/from Canada, provided, however, that for the purposes of international carriage governed by the Montreal Convention, the liability rules set out in the Montreal Convention are fully incorporated herein and shall supersede and prevail over any provisions of this tariff which may be inconsistent with those rules.

Rule 100AS - Tickets - General

A. No person shall be entitled to transportation except upon presentation of a valid ticket. Such ticket shall entitle the passenger to transportation only between points of origin and destination and via the routing designated thereon.
B. Flight coupons will be honored only in the order in which they are issued, and only if all unused flight coupons and passenger coupons are presented together.
C. A ticket which has not been validated, or which has been altered, mutilated or improperly issued, shall not be valid.
D. The purchaser of the ticket is considered to be the owner of the ticket. If the purchaser cannot be determined, the traveler whose name is on the ticket is assumed to be the purchaser.
E. Tickets are not transferable but AS is not liable to the owner of a ticket for honoring or refunding such ticket when presented by another person.
F. Tickets may be purchased on credit, installment, or time payment plans lawfully in effect, subject always to AS's approval of credit.
G. In addition to the otherwise applicable fare, a USD15.00/CAD15.00 per ticket service fee will be collected for all tickets purchased through AS Reservations or at our airport locations. Tickets are available for purchase without a Service Fee at alaskaair.com.
H. Prohibited Practices
    1. Use of coupons from two or more tickets issued at roundtrip fares for the purpose of circumventing applicable tariff rules is not permitted. AS and travel agents are prohibited from issuing tickets commonly referred as

"Back to Back Ticketing" under such circumstance when there is obvious intent to abuse and/or misuse restricted round trip fares.
2. The purchase and use of round trip tickets for the purpose of one-way travel only, known as "Throwaway Ticketing," is prohibited by AS.
3. Fares apply for travel only between the points for which they are published. Tickets may not be purchased and used at fare(s) from an initial departure point on the ticket which is before the passenger's actual point of origin of travel or to a more distant point(s) than the passenger's actual destination being traveled, even when the purchase and use of such tickets would produce a lower fare. This practice is known as "Hidden Cities Ticketing" or "Beyond Point Ticketing" and is prohibited by AS. NOTE: For this instance, co-terminals are considered to be the same point.
4. Reissuing a nonrefundable ticket and applying the value of the existing ticket towards the creation of two or more new tickets is prohibited by AS. A nonrefundable ticket may only be reissued on a one-for-one basis. Any residual value to the existing ticket may be issued as a nonrefundable credit certificate if applicable fare rules allow.
5. Duplicate or impossible/illogical bookings, as discussed in Rule 135AS.
6. Fraudulent, fictitious or abusive bookings, as discussed in rule 135AS.

Rule 105AS - Ticket Validity

Period of Validity: A ticket will be valid for transportation for one year from the outbound date on the original ticket.

Rule 115AS - Confirmation of Reserved Space

A reservation for space on a given flight is valid when the availability and allocation of such space is confirmed in AS's reservation system. A validated ticket will be issued indicating such confirmed space once the ticket is purchased. Unless an earlier advance ticketing deadline is imposed by the applicable fare rule, the reservation must be paid for and ticketed at least 60 minutes before posted departure time, otherwise AS may cancel reservations and seat assignments of tickets no yet purchased.

Because not all passengers holding confirmed reservations actually use those reservations, AS may intentionally confirm a greater number of reservations for a flight than there are seats available in the aircraft. In that event, AS's obligation to the passenger is governed by Rule 245 (Denied Boarding Compensation).

A passenger who obtains a ticket that reflects confirmed space on a specific flight and date shall be regarded as having confirmed reserved space even if no other record of the reservation can be found.

Seat allocation: AS does not guarantee allocation of any particular space in the aircraft.

Rule 116AS - Standbys and Waitlists

A. Standbys: Standby travel is permitted to the extent allowed by the applicable fare rules.
B. Waitlists: Waitlisting, when allowed by the applicable fare rules, will be permitted provided confirmation of original booking code inventory from waitlist meets all other provisions of the governing fare rule.
C. Standby or waitlist, when allowed by the rule of the fare, does not imply a guarantee of transportation on the requested flight(s) including the origin, downline or connecting flights. AS is not liable to pay compensation and amenities for failure to provide transportation.

Rule 135AS - Cancellation of Reservations

A. AS may cancel reservations and seat assignments of any passenger when necessary to comply with any governmental regulation or request for emergency transportation in connection with the national defense, or when necessary or advisable by reason of weather or other conditions beyond AS's control.
B. Failure to occupy space: If the passenger fails to occupy space which has been reserved for him/her and AS fails to receive notice of cancellation of the reservation prior to the departure of the flight, or if AS cancels the reservation of any passenger in accordance with this rule, AS may, in addition, cancel all reservations and seat assignments held by such passenger for continuing or return space. If a passenger must change his/her itinerary, he/she must contact AS to determine how this may affect the ticket and remaining travel. If a passenger does not show up for any reason for a flight noted on a ticket, AS may cancel his/her reservations and seat assignments on subsequent flight segments.
C. Duplicate, impossible/illogical, fraudulent, fictitious or abusive reservations are prohibited and may be subject to cancellation. A duplicate or impossible/illogical booking includes, but is not limited to, bookings for the same passenger on flights traveling on or about the same date between one or more of the same or nearby origin and/or destination (such as SEALAX and SEAONT or SNASEA and ONTSEA), or bookings with connections that depart before the arrival of the inbound flight. Fraudulent, fictitious or abusive bookings are defined as any bookings made without having been requested by or on behalf of the named passenger. Additionally, creating bookings to hold or block seats for the purpose of obtaining lower fares, Mileage Plan award inventory, or upgrades that may not otherwise be available, or to gain access to airport facilities, or to circumvent any of Alaska Airlines' fare rules or policies, is prohibited without prior authorization from Alaska Airlines.

D. Where a ticket is invalidated as the result of the passenger's non-compliance with any term or condition of sale, Alaska Airlines has the right in its sole discretion to: (a) Cancel any remaining portion of the passenger's itinerary, (b) Confiscate unused flight coupons, (c) Refuse to board the passenger or check the passenger's luggage, (d) Refuse to refund an otherwise refundable ticket, or (e) Assess the passenger for the reasonable remaining value of the ticket, which shall be no less than the difference between the fare actually paid and the lowest fare applicable to the passenger's actual itinerary. AS is not liable in the event that one or more of the duplicate, impossible/illogical, fraudulent, fictitious or abusive reservations are canceled.
E. Airport Check-In Time Limits: AS has the right to cancel reservations and seat assignments of any passenger who fails to present himself/herself within the following time limits preceding posted departure time of applicable flights as follows: Note: The time limits provided by AS in this rule are minimum time requirements. Due to federal security screening measures in place at airports, passenger processing time may differ from airport to airport. AS provides information regarding various airport requirements on its website (www.alaskaair.com) but it is the passenger's responsibility to ascertain the departure airport's time requirements for security screening so that they comply with AS minimum time limits.
    1. Passengers must adhere to the following minimum times:
        1. Unless an earlier advanced ticketing deadline is imposed by the applicable fare rule, passengers required to purchase tickets must do so at least 60 minutes prior to posted departure time, otherwise AS may cancel reservations and seat assignments of tickets not yet purchased; and
        2. Reservations and seat assignments may be canceled if passenger fails to meet the check-in and boarding cut-off times noted below:
            1. Customers and checked bags must be checked in at least 60 minutes prior to departure.
            2. Customers must be at the departure gate available for boarding at least 30 minutes prior to posted departure time.
        3. Passengers must arrive at the airport sufficiently in advance of a flight departure time to permit completion of government requirements, security procedures and departure processing. Reservations and seat assignments may also be canceled and departures will not be delayed for passengers who are improperly documented, or have not completed all security processing, have not met the carrier's check-in requirements, or are otherwise not ready to travel by the posted departure time.
        4. AS is not liable when it cancels the reservation of any passenger in accordance with this rule, but if the reservation was cancelled pursuant to paragraph A) above, Rules 235 and 240 (Failure to

Operate on Schedule) will apply. If the reservation was cancelled pursuant to other paragraphs of this rule, AS will refund in accordance with Rule 270 (Refunds-Voluntary).

Rule 150AS - Fares and Routings - General

A. Where a local or joint fare is specifically published via the desired routing from point of origin to point of destination, such fare is applicable over such route notwithstanding that it is higher or lower than the combination of intermediate fares via such routing.
B. Fares apply only for transportation in the types of aircraft and their seating configuration as specified in Aircraft Type and Seating Configuration Tariff No. TS-2, NTA(A) No. 111, C.A.B. No. 220, issued by Airline Tariff Publishing Company, Agent, for the classes of service and aircraft stated in connection with fares governed by this tariff.
C. Unless otherwise provided, flights designated by class(es) of service (for example 'First Class', 'Coach' or by other classes), type of aircraft (jet or propeller) and flight departure or arrival time, such as specified in connection with the application of fares, refer to flights bearing such designations and schedules, flight departures or arrival times as set forth in carriers official general schedule.
D. Fares and charges shall apply only to air transportation between the airport and/or heliports through which the cities named in connection with such fares and charges are served by the carrier or carriers by whom, or on whose behalf, such fares and charges are published. Ground transportation other than that specified in as CGR Rule 9 will be arranged by the passenger and at his own expense.

Rule 160AS - Statement of Fares and Charges

A. All fares and charges governed by this tariff are stated as follows:
    1. In US dollars for transportation between the USA when travel commences in Canada. Amounts will be converted to Canadian dollars at the applicable banker's rate at time of purchase.
    2. In United States dollars for transportation between the U.S.A. and Canada when travel commences in the U.S.A.
B. Payments for tickets, including Prepaid Ticket Advices (PTA), shall be:

    1. In Canadian dollars at the Canadian dollar fare, or its equivalent in US dollars converted to Canadian dollars at the banker's buying rate of exchange, when travel commences in Canada.

2. In United States dollars at the U.S. dollar fare, or its equivalent Canadian dollars converted to U.S. dollars at the banker's buying rate of exchange, when travel commences in the U.S.A.

C. For the purpose of this rule, the Banker's Buying Rate of Exchange means:

1. In Canada, the unit rate published in the 'Toronto Globe and Mail' Friday edition each week, as the foreign exchange mid market rate in Canadian funds. When a national holiday falls on a Friday, the rates quoted on the previous business day will be used. These rates will be applicable from Monday of the following week up to and including the following Sunday.
2. In the U.S.A., the rate published each Tuesday in the "Wall Street Journal" under the heading 'Foreign Exchange'. This rate will be applicable from Wednesday of each week up to and including the Tuesday of the following week. When a national holiday falls on a Monday, foreign exchange rates do not appear in the Tuesday edition of the "Wall Street Journal". In such exceptional cases, the previous week's rates are used through Wednesday instead of Tuesday, and the Wednesday edition of the "Wall Street Journal" will be used for the period Thursday through Tuesday of the following week.
3. In other countries, the rate at which, for the purpose of the transfer of funds through banking channels (i.e. other than transactions in bank notes, travelers checks, and similar banking instruments) a bank will purchase a given amount of foreign currency in exchange for one unit (or units) of the country in which the exchange transaction takes place.

Rule 165AS - Construction of Fares

When the fare between any two points is not specifically published via the desired routing, such fare shall be constructed by combining those fares, applicable via the desired routing from the passenger's point of origin to point of destination, which produce the lowest fare for the class of service used; provided, however, that such fare will not exceed the lowest fare determined in accordance with paragraphs (1), (2), (3), and (4) of this rule.

1. Circle Trip/Round Trip Maximum - If the fare constructed for such routing exceeds the fare for a circle trip or round trip constructed from the same point of origin which would include such routing, the circle trip or round trip fare shall apply.
2. Interrupted Travel - If a fare constructed for a trip interrupted by travel other than via participating carriers exceeds the applicable through fare for uninterrupted travel via the routing, the applicable through fare shall apply.
3. Maximum Fare - Travel via the same or different classes of service a combination of fares of the same or different classes of service (see note below)

shall not exceed the lowest of the allowing fares or combination of fares via the same carrier(s) between and via the same point:

a. A combination of fares via the class of service used for a portion of the transportation and fares for a higher class of service used for the remainder of the transportation, or
b. A combination of fares via higher class of service, or
c. A through published fare via a higher class of service, or
   EXCEPTION: A through published fare via a higher class of service to or from a more distant point may not be used to construct a fare for an intermediate point(s) if there is a published fare for the same higher class of service to or from such intermediate point(s).
   NOTE: For the purpose of paragraphs (a), (b), and (c), fares are published in the following descending order of classes of service:
   1. F Fare Types - Booking Code: F
   2. Y Fare Types - Booking Code: Y
   3. S Fare Types - Booking Code: S
   4. B Fare Types - Booking Code: B
   5. M Fare Types - Booking Code: M
   6. H Fare Types - Booking Code: H
   7. Q Fare Types - Booking Code: Q
   8. L Fare Types - Booking Code: L
   9. V Fare Types - Booking Code: V
   10. K Fare Types - Booking Code: K
   11. G Fare Types - Booking Code: G
   12. T Fare Types - Booking Code: T

4. Construction of Fares for Combination of Jet and Propeller Transportation in the Same Class of Service: Where no through one-factor fare is published from point of origin to point of destination via the route or movement for a journey in one class of service, partly on jet aircraft and partly on propeller aircraft, the applicable fare for such transportation shall be constructed as follows: where a through one-factor fare for propeller aircraft is published from point of origin of destination via the route of movement for the class of service used, the applicable fare shall be such through one-factor fare, plus the difference between the fares for jet and propeller aircraft, for the class of service used, between the points where jet aircraft is used. For the purpose of applying paragraph (4) only, the classes of service are:
   a. When specifically published via the desired routing, the applicable round-trip fare specifically published by or on behalf of such carrier(s).
   b. When not specifically published via the desired routing, the sum of the one-way segments or the sum of the round-trip segment fares if these are published.

Rule 180AS - Stopovers

A. A stopover, as used herein, will occur when a passenger arrives at an intermediate or junction transfer point and fails to depart from the intermediate or junction transfer point on:
    1. The first flight on which space is available; or
    2. The flight that will provide for the passenger's earliest arrival at intermediate or junction transfer point(s) or destination point, via the carrier and class of service shown on the passenger's ticket. Provided, however, that in no event will a stopover occur when the passenger departs from the intermediate or junction transfer point on a flight shown in AS's official general schedules and/or serving patterns as departing within four hours after his/her arrival at such point.
B. Except as otherwise provided, stopovers will be permitted only upon payment of the combination of applicable fares on transportation solely within the Continental U.S. and/or Canada.

Routings

A. Each fare applies only to transportation via the routings specified in connection with such fares. Any local routing in connection with a fare applicable to transportation over the lines of any one carrier between any two points shall be included in any routing in connection with:
    1. Any published joint fare which includes transportation over the lines of such carrier between such points, unless expressly excluded from the joint fare routing or routings, or
    2. Any through fare constructed by combining a local fare with a joint fare. In such instances, the local routing of any one carrier shall apply to its entire portion of the through routing, whether or not the passenger travels via the point over which the fare is combined.
B. When more than one local fare applies for the portion of passage via a carrier participating in a joint fare, the joint fare shall apply only via the routings specified in connection with the lowest local fare.

Rule 190AS - Acceptance of Baggage - General

The provisions of Tariff AS-1 NTA(A)No.378 Rule 116 (Acceptance of Baggage - General) contained in the Alaska Airlines/Horizon Air International Contract of Carriage are wholly incorporated by reference in this Rule 190 and are applicable to transportation to/from Canada, provided, however, that for the purposes of International Carriage governed by the Montreal Convention, the liability rules set out in the Montreal Convention are fully incorporated herein and shall supersede and prevail over any provisions of this tariff which may be inconsistent with those rules.

For purposes of this Rule 190, all fees stated in Dollars ($) under Rule 116 will be deemed to be stated in Canadian Dollars.

Rule 196AS - Customer Service Commitment (CSC)

The Alaska Airlines Customer Service Commitment (CSC) addresses the airline's policies, procedures, methods of operation, obligation and dedication to customer safety, service and satisfaction and includes the provisions of the Alaska Airlines tarmac delay contingency plan that applies to all Alaska Airlines flights operated by Alaska Airlines, Horizon Air, or SkyWest. For other Alaska Airlines code share flights that are operated by Delta Airlines, American Airlines, Era or PenAir or another carrier, the tarmac delay contingency plan of the operating carrier for the particular flight will govern and can be found on that operating carrier's website.

Rule 240AS - Flight Delays/Cancellations

A. **Liability of Carrier**: Except to the extent provided in Paragraph D.4 of this rule, AS shall not be liable for failing to operate any flight according to schedule or for changing the schedule of any flight, with or without notice to the passenger. This exclusion from liability includes actual and consequential damages.
B. **Options of Passengers**: The provisions of this rule apply only to passengers who have a valid ticket reflecting a confirmed reservation on a flight affected by a Schedule Irregularity.
C. **Definitions** - Schedule Irregularity means:
    1. Delay in scheduled departure or arrival of flight resulting in a misconnection, or
    2. Flight cancellation, omission of a scheduled stop, or any other delay or interruption in the scheduled operation of an AS flight, or
    3. Substitution of equipment or a different class of service, or
    4. Schedule changes which require rerouting of the passenger at departure time of the original flight. Exception: Schedule irregularity does not include force majeure events as defined in Para. I).

D. **Carrier Options for Schedule Irregularity**:

1. For Local Passengers:
    a. Transport passenger to his/her destination or next ticketed stopover point on another AS flight on which space is available in the same or higher class of service than reflected on the passenger's ticket at no additional charge;
    b. If acceptable to the passenger, provide transportation to his/her destination or next ticketed stopover point on another airline's flight in the same or higher class of service than reflected on the passenger's ticket at no additional charge; or
    c. Refund the unused portion of the ticket in accordance with Rule 260 (involuntary refunds).
2. For Transit Passengers Connecting From an AS Flight:
    a. Transport passenger to his/her destination or next ticketed stopover point on another AS flight on which space is available in the same or higher class of service than reflected on the passenger's ticket at no additional charge;
    b. If acceptable to the passenger, provide transportation on another airline's flight in the same or higher class of service than reflected on the passenger ticket at no additional charge, or;
    c. If on the outbound leg, return passenger to city of origin and refund the entire ticket to the original form of payment. If on the return leg, refund unused portions of the ticket in accordance with Rule 260.
3. For Transit Passengers Connection from Another Carrier's Flight:
    a. Transport passenger to his/her destination or next ticketed stopover point on another AS flight on which space is available in the same or higher class of service than reflected on the passenger's ticket at no additional charge;
    b. If acceptable to the passenger, provide transportation to destination or next ticketed stopover point on another airline's flight in the same or higher class of service than reflected on the passenger ticket at no additional charge; or
    c. If on the outbound leg, return passenger to city of origin and refund the entire ticket to the original form of payment. If on the return leg, refund unused portions of the ticket in accordance with Rule 260.
4. AS may, at its option and if acceptable to the passenger, transport a passenger affected by a Schedule Irregularity to his/her destination or next ticketed stopover (or its co-terminal specified in Rule 260(C)) in point via surface transportation, or a combination of surface transportation, AS flights and other carriers' flights, at no additional charge.

E. **Change in Schedule**: When a ticketed, confirmed passenger will be delayed because of a change in AS's schedule as defined in Rule 5AS, AS will arrange to:

1. Transport passenger to his/her destination or next ticketed stopover point on another AS flight on which space is available in the same or higher class of service than reflected on the passenger's ticket at no additional charge; or
2. Refund according to Rule 260. Exception 1: When an AS schedule results in the cancellation of all AS service between two cities, AS will reroute passengers holding confirmed reservations on AS between such cities over the lines of one or more other carriers at no additional cost to the passenger. Exception 2: Change in schedule does not include force majeure events as defined in Paragraph I).

F. **Passengers Rerouted by Other Airlines**: When passengers are involuntarily rerouted on AS by other airlines, AS will have no obligation to accept another airline's ticket which does not reflect a confirmed reservation on AS, unless the issuing airline reissues the ticket for any changes in routing. In the event such carrier is not available to do so, AS reserves the right to reroute the passenger only over its own lines between the points named on the original ticket. Note: Notwithstanding the provisions of this paragraph, AS will not accept tickets issued on the ticket stock of a carrier who voluntarily or involuntarily has become the subject of bankruptcy proceedings or who is in substantial default of its interline obligations, except under the following condition: Tickets issued or revalidated on the defaulting carrier's stock prior to the date of filing of the bankruptcy petition or the date of default will be accepted over the segments where AS is shown as the carrier, on a space-available basis.

G. **Amenities/Services for Delayed Passengers**: AS will furnish amenities to passengers holding reservations and to standby passengers who have been cleared for boarding on a flight which is delayed more than 1 hour, or canceled. The type of amenities given will be dependent upon the length of delay and shall not exceed a period of 24 hours from the time of occurrence. Exception: We cannot provide the amenities outlined in this section if air traffic control, a weather situation, or another extraordinary circumstance beyond our control occurs at any city within your intended flight routing. We will do all possible to advise you of weather problems before departure, but it is always advisable to check weather conditions along your route and plan accordingly.

1. **One Hour**: If we've caused your arrival to be one hour or more past your original scheduled arrival, upon request, we will offer the use of an AS business phone that is able to dial outside of the airport.
2. **Two Hours**: If we’ve caused your flight to be delayed two hours or more, one of our airport Customer Service Agents will provide you a card with instructions to ensure that our Customer Care team can promptly reach out to you via email or letter with an apology and relevant discount code off a future Alaska Airlines flight.
3. **Canceled**: If your flight is canceled, and the city where the cancellation occurs is 100 miles away from home, hotel accommodations can be provided. Accommodations include single or family rooms and round trip ground transportation to an airport area hotel.

Notwithstanding the provisions of this rule, AS will not be obligated to accept for any purposes under this rule passenger tickets or related transportation documents issued by any carrier which is in substantial default of its interline obligations or which voluntarily or involuntarily has become the subject of bankruptcy proceedings (the "defaulting carrier"), except that tickets issued by the defaulting carrier will be accepted solely for transportation on AS, provided such tickets were issued by the defaulting carrier in its capacity as AS's agent and specified transportation via AS. When tickets are accepted, no adjustments in fare will be made which would require AS to refund money.

AS may, in the event of a force majeure event, without notice, cancel, terminate, divert, postpone, or delay any flight or the right of carriage or reservation of traffic accommodations and determine if any departure or landing should be made, without any liability except to refund in the original form of payment in accordance with involuntary refund rules any unused portion of the ticket. As used in this rule "force majeure event" means:

1. Any conditions beyond AS's control (including, but without limitation, meteorological conditions, acts of god, riots, civil commotion, embargoes, wars, hostilities, disturbances, or unsettled international conditions), actual, threatened or reported or because of any delay, demand, circumstances or requirement due, directly or indirectly, to such condition; or
2. Any strike, work stoppage, slowdown, lockout or any other labor-related dispute involving or affecting AS's service; or
3. Any government regulation, demand, or requirement; or
4. Any shortage of labor, fuel, or facilities of AS or others'; or
5. Any fact not reasonably foreseen anticipated or predicted by AS.

B. The provision of services in addition to those specifically set forth in this rule to all or some passengers shall not be construed as a waiver of AS's rights. Neither shall any delay on the part of AS in exercising or enforcing its rights under this rule be construed as a waiver of such rights.

Rule 245AS - Denied Boarding Compensation

When AS is unable to provide previously confirmed space due to more passengers holding confirmed reservations and tickets than there are available seats on a flight, AS will take the actions specified in the provisions of this rule.

A. **Definitions:**
   1. **Airport** means the airport at which the direct or connecting flight, on which the passenger holds confirmed reserved space, is scheduled to arrive or some other airport serving the same metropolitan area that is served by the former, provided that transportation to the other airport is accepted by the passenger.

2. **Alternate Transportation** means transportation by an airline licensed by the Department of Transportation and/or the NTA(a) or other transportation which, at the time the arrangement is made, is planned to arrive at the passenger's next scheduled stopover (of 4 hours - no longer) or destination no later than 2 hours for flights within the United States, including territories and possessions, or 4 hours for international flights after the passenger's originally scheduled arrival time.
3. **Carrier** means (a) an air carrier, except a helicopter operator, holding a certificate issued by the Department of Transportation and/or the NTA(a) pursuant to section 401(d)(1) and (2) of the act and/or Section 9 of the Air Carrier Regulations authorizing the transportation of persons, or (b) a foreign route air carrier holding a permit issued by the Department of Transportation and/or the NTA(a) pursuant to Section 16(3) of the Air Carrier Regulations authorizing the transportation of persons.
4. **Confirmed reserved space** means space on a specific date, flight, and class of service that has been requested by a passenger and that AS or its agent has verified by appropriate notation on the ticket or in any other manner provided by AS's rules, as being reserved for the accommodations of the passenger.
5. **Comparable air transportation** means transportation provided by U.S. air carriers or foreign air carriers holding certificates of public convenience and necessity or foreign permits issued by the Department of Transportation and/or the Canadian Transport Commission.
6. **Ticket lifting point/boarding area** means the point where the flight coupon is lifted and retained by AS.
7. **Sum of the values of the remaining flight coupons** means the sum of the applicable one-way fares or 50% of the applicable round-trip fares, as the case may be, including any surcharges and air transportation taxes, less any applicable discounts.
8. **Stopover** means a deliberate interruption of a journey by the passenger, scheduled to exceed 4 hours, at a point between the place of departure and the place of destination.

B. **Request for Volunteers**: AS will request passengers who are willing to do so, to voluntarily relinquish their confirmed reserved space in exchange for compensation in an amount determined by AS. If a passenger is asked to volunteer, the carrier will not later deny boarding to that passenger involuntarily unless the passenger was informed at the time he/she was asked to volunteer that there was a possibility of being denied boarding involuntarily and of the amount of compensation to which he/she would have been entitled in that event. The request for volunteers and the selection of such persons to be denied space shall be in a manner determined solely by AS. In exchange for voluntarily relinquishing confirmed space, AS may, at its option, compensate the passenger with credit valid for the purchase of transportation on AS in lieu of monetary compensation. Exception: Transportation compensation provided by AS or its

Substitute Service Carrier may be credit valid for transportation solely on each individual carrier's route system.

C. **Boarding Priorities** - If a flight is oversold (more passengers hold confirmed reservations than there are seats available) no one may be denied boarding against his/her will until AS personnel first ask for volunteers who will give up their reservations willingly, in exchange for a payment of AS's choosing. If there are not enough volunteers, other passengers may be denied boarding involuntarily in accordance with boarding priorities. Customers will be boarded in the following order until all available seats are occupied: (1) All customers holding confirmed seat assignments will be boarded; and (2) Customers who are not holding confirmed seat assignments will be boarded in order of the time they check in (Note: The computer records the time of check-in when seat requests cannot be immediately accommodated.). Possible exceptions may be made in the case of unaccompanied minors, qualified individuals with a disability, or any other passenger, who in the carrier's opinion, may suffer severe hardship. Business commitments will not, of themselves, constitute a severe hardship. Accompanied children under 12 years of age will be included in the same category as the accompanying passenger.

D. **Transportation for Passengers Denied Boarding**: AS will transport persons denied boarding, whether voluntarily or involuntarily, without stopover on its next flight on which space is available at no additional cost regardless of class of service, and if unable to provide onward transportation acceptable to the passenger, at the request of the passenger, will transport the passenger by other carrier or combination of carriers without stopover on its (their) next flight(s) in the same class of service as the passenger's original outbound flight(s), or if space is available on a flight(s) of a different class of service acceptable to the passenger, such flight(s) will be used without stopover at no additional cost to the passenger only if it (they) will provide an earlier arrival at the passenger's destination, next stopover point, or transfer point.

E. **Compensation for Involuntary Denied Boarding**: In addition to providing transportation as described in Paragraph (d) above, passengers involuntarily denied boarding will be compensated for AS's failure to provide confirmed space in accordance with the provisions below.

1. The passenger holding a ticket for confirmed space must present himself/herself for carriage at the appropriate time and place, and must have complied fully with AS's requirements as to ticketing, check-in, and reconfirmation procedures, and must have met all requirements for acceptance for transportation. The flight for which the passenger holds confirmed reserved space must be unable to accommodate the passenger and depart without him/her, except that the passenger will not be eligible for compensation if the flight on which he/she holds confirmed reserved space is unable to accommodate him/her because of government requisition of space or substitution of equipment of lesser capacity when required by operational or safety reasons. Note: AS will inform passengers

of its rules concerning check-in time limits by publication on its website, and that failure to comply with those rules will result in the cancellation of the passenger's reservation and will render him/her ineligible for denied boarding compensation.

2. Amount of compensation:
    a. Subject to paragraph e) 1) above, AS will tender compensation in the amount of 400% of the fare to the passenger's next stopover, or if none, to his final destination, with a maximum of USD/CAD $1300. However, the compensation shall be one-half the amount described above, with a USD/CAD $650 maximum if AS arranges for comparable air transportation, or other transportation that is used by the passenger, which, at the time arranged, is planned to arrive at the airport of the passenger's next stopover, or if none, at the airport of the passenger's final destination not later than two hours after the time the direct or connecting flight from which the passenger was denied boarding is planned to arrive, in the case of interstate air transportation, or four hours after such time in the case of foreign air transportation.
    b. If the offer of compensation is made by AS and accepted by the passenger, such payment will constitute full compensation for all actual or anticipatory damages incurred or to be incurred as a result of the failure to provide confirmed reserved space. Passengers who are offered such compensation will not be provided with amenities and services offered under the provisions of Rule 240.
3. Time of offer of compensation: The offer of compensation will be made on the day and at the place where the failure to provide confirmed reserved space occurs, and, if accepted, will be receipted for by the passenger. Provided however, that when AS arranges alternate means of transportation that departs prior to the time the offer can be made to the passenger, the offer shall be made by mail or other means within 24 hours after the time failure occurs.

F. **Notice Provided Passengers**:

Our apology at this moment may seem immaterial and secondary to your concerns, but we are genuinely sorry that you have been involuntarily denied boarding on our flight. Our foremost concern is to reaccommodate and compensate you as quickly as possible.

While this form describes your rights in regulatory terms as required by the Department of Transportation, we also feel it is equally important to answer any questions you may have at this time.

Compensation for Denied Boarding
If you have been denied a reserved seat on Alaska Airlines, you are probably entitled to monetary compensation. This notice explains the airline's obligation

and the passenger's rights in the case of an oversold flight, in accordance with regulations of the U.S. Department of Transportation (D.O.T.).

Volunteers and Boarding Priorities
If a flight is oversold (more passengers hold confirmed reservations than there are seats available), no one may be denied boarding against his or her will until airline personnel first ask for volunteers who will give up their reservation willingly, in exchange for a payment of the airline's choosing. If there are not enough volunteers, other passengers may be denied boarding involuntarily in accordance with the following boarding priority of Alaska Airlines.

When it becomes necessary to involuntarily deny boarding to confirmed travelers, customers will be boarded in the following order until all available seats are occupied:

- All customers holding confirmed seat assignments will be boarded.
- Customers who are not holding confirmed seat assignments will be boarded in order of the time they check in. The computer records the time of check-in when seat requests cannot be immediately accommodated.
- Possible exceptions may be made in the case of unaccompanied minors, qualified handicapped individuals, or any other passenger, who in the carrier's opinion, may suffer severe hardship. Business commitments will not of themselves constitute a severe hardship.

Compensation of Involuntary Denied Boarding
If you are denied boarding involuntarily, you are entitled to a payment of "denied boarding compensation" from the airline unless:

4. you have not fully complied with the airline's ticketing check-in, and reconfirmation requirements, or you are not acceptable for transportation under the airline's usual rules and practices; or
5. you are denied boarding because the flight is canceled; or
6. you are denied boarding because a smaller capacity aircraft was substituted for safety or operation reasons; or
7. on a flight operated with an aircraft having 60 or fewer seats, you are denied boarding due to a safety-related weight/balance restriction that limits payload; or
8. you are offered accommodations in a section of the aircraft other than specified in your ticket, at no extra charge (a passenger seated in a section for which a lower fare is charged must be given an appropriate refund); or
9. the airline is able to place you on another flight or flights that are planned to reach your next stopover or final destination within one hour of the planned arrival time of your original flight.

Amount of Denied Boarding Compensation

Domestic Transportation: Passengers traveling between points within the United States (including the territories and possessions) who are denied boarding involuntarily from an oversold flight are entitled to:

10. No compensation if the carrier offers alternate transportation that is planned to arrive at the passenger's destination or first stopover not later than one hour after the planned arrival time of the passenger's original flight; or
11. 200% of the fare to the passenger's destination or first stopover, with a maximum of $650, if the carrier offers alternate transportation that is planned to arrive at the passenger's destination or first stopover more than one hour but less than two hours after the planned arrival time of the passenger's original flight; or
12. 400% of the fare to the passenger's destination or first stopover, with a maximum of $1,300, if the carrier does not offer alternate transportation that is planned to arrive at the airport of the passenger's destination or first stopover less than two hours after the planned arrival time of the passenger's original flight.

Length of Delay	Compensation Due
0 to 1 hour arrival delay	No Compensation
1 to 2 hour arrival delay	200% of one-way fare (no more than $650)
Over 2 hours arrival delay	400% of one-way fare (no more than $1300)

International Transportation: Passengers traveling from the United States to a foreign point who are denied boarding involuntarily from an oversold flight originating at a U.S. airport are entitled to:

13. No compensation if the carrier offers alternate transportation that is planned to arrive at the passenger's destination or first stopover not later than one hour after the planned arrival time of the passenger's original flight; or
14. 200% of the fare to the passenger's destination or first stopover, with a maximum of $650, if the carrier offers alternate transportation that is planned to arrive at the passenger's destination or first stopover more than one hour but less than two hours after the planned arrival time of the passenger's original flight; or
15. 400% of the fare to the passenger's destination or first stopover, with a maximum of $1,300, if the carrier does not offer alternate transportation that is planned to arrive at the airport of the passenger's destination or first stopover less than two hours after the planned arrival time of the passenger's original flight.

Length of Delay	Compensation Due
0 to 1 hour arrival delay	No Compensation
1 to 4 hour arrival delay	200% of one-way fare (no more than $650)
Over 4 hours arrival delay	400% of one-way fare (no more than $1300)

Alternate Transportation: "Alternate transportation" is air transportation with a confirmed reservation at no additional charge (by any scheduled airline licensed by DOT), or other transportation accepted and used by the passenger in the case of denied boarding.

Method of Payment
Except as provided below, the airline must give each passenger who qualifies for involuntary denied boarding compensation a payment by cash or check for the amount specified above, on the day and at the place the involuntary denied boarding occurs. If the airline arranges alternate transportation for the passenger's convenience that departs before the payment can be made, the payment shall be sent to the passenger within 24 hours. The air carrier may offer free or discounted transportation in place of the cash payment. In that event, the carrier must disclose all material restrictions on the use of the free or discounted transportation before the passenger decides whether to accept the transportation in lieu of a cash or check payment. The passenger may insist on the cash/check payment or refuse all compensation and bring private legal action.

Passenger's Options
Acceptance of the compensation may relieve (name of air carrier) from any further liability to the passenger caused by its failure to honor the confirmed reservation. However, the passenger may decline the payment and seek to recover damages in a court of law or in some other manner.

Rule 255AS - Rerouting

A. AS will reroute at a passenger's request upon presentation of the ticket or portion thereof then held by the passenger, however, AS shall be required to reissue/reroute only between points on the original ticket which it serves.

B. **Endorsement for Purpose of Rerouting**: Except as provided in Rule 240 (Failure to Operate on Schedule), AS will endorse the ticket, or portion thereof, then held by the passenger for the purpose of rerouting if the request is made at least three hours prior to the scheduled departure of the flight on which the passenger holds a reservation.
C. **Fare Applicable to Rerouting or Change in Destination:**
    1. Passengers may request that the routing and/or ultimate destination designated on his/her ticket be changed in accordance with paragraph c)2) below, provided that after transportation has commenced, a one-way ticket will not be converted into a round-trip, circle-trip, or open-jaw trip ticket.
    2. Except as otherwise provided in Rule 240 (Failure to Operate on Schedule), the fare and charges applicable when rerouting or changing ultimate destination at the passenger's request prior to arrival at the ultimate destination named in the original ticket, shall be determined by reference to the fare rules that govern the ticket. Any difference between the fare and charges so applicable and the fare and charges applicable to the original ticket issued to the passenger will be collected from or refunded to the passenger, in accordance with the applicable fare rules. Note: The applicable fare and charges will be those in effect on the date the rerouting or change in ultimate destination is entered on the passenger's ticket.

Rule 260AS - Refunds-Involuntary

The amount AS will refund upon surrender of the unused portion of the passenger's ticket, pursuant to Rule 35 (Refusal to Transport), Rule 50 (Acceptance of Children), or Rule 240 (Flight Delays/Cancellations), will be:

A. If no portion of the ticket has been used: An amount equal to the fare and charges paid. Exception: AS shall not be obligated to refund any portion(s) of a fully unused ticket which does not reflect a confirmed reservation on an AS flight involved in a schedule irregularity, unless such ticket was issued by AS.
B. If a portion of the ticket has been used:
    1. Via one-way fares: An amount equal to the lowest comparable one-way fare for the class of service paid for;
    2. Via round-trip, circle-trip, or open-jaw fares: Fifty percent of the round-trip fare for the class of service paid for, for the unflown segment;
    3. Via area fares/flat rate fares: The refund amount will be computed by applying the same rate of discount, if any, applied in computing the original fare from the point of termination to the destination named on the

ticket, next stopover, or the point where air transportation will be resumed via:

a. The routing specified on the ticket, if the point of termination was on the routing of the ticket; or,
b. If the point of termination was not on the routing specified on the ticket, the direct routing of any carrier operating service between such points.

4. If no fare of the type (fare basis) paid by the passenger is published between the point of termination and the passenger's destination or next stopover point, the amount of the refund will be the same proportion of the normal coach Y type fares and fare published between the point of termination and the passenger's destination or next stopover point, as the fare paid is of the normal coach (Y type fares and fare between the passenger's point of origin or previous stopover point and destination or next stopover point. Exception: AS shall not be obligated to refund any portion(s) of a ticket which does not reflect a confirmed reservation on an AS flight involved in a schedule irregularity, unless such ticket was issued by AS.
5. If alternative surface transportation is provided and is acceptable to the passenger, no refund will be provided.
6. If fare is for transportation solely on Substitute Service Flights (as defined by Rule 5) involuntary refunds are deferred to the respective substitute service carrier's accounting office for computations.

C. AS will make no refund if transportation is provided from the point of Schedule Irregularity to the ticketed destination or stopover airport, or its co-terminal indicated below:

1. Burbank/BUR, Long Beach/LGB, Los Angeles/LAX, Ontario/ONT, Orange County/SNA
2. Orange County/SNA, San Diego/SAN
3. Palm Springs/PSP, Ontario/ONT
4. Oakland/OAK, San Francisco/SFO, San Jose/SJC
5. Washington-Reagan/DCA, Washington-Dulles/IAD, Baltimore/BWI
6. Newark/EWR, New York/JFK, New York/LGA
7. Seattle/SEA, Bellingham/BLI
8. Bellingham/BLI, Vancouver/YVR

Rule 270AS - Refunds-Voluntary

A. When Rules 35 (Refusal to Transport), 50 (Acceptance of Children), or 240 (Failure to Operate on Schedule) are not applicable, if named in the routing AS will, at the request of the passenger, and upon surrender of the unused portion of

the AS issued ticket including the passenger receipt, refund to the passenger on the following basis:

1. Any refund will be subject to fare rules of ticket purchased. A credit certificate may be given for any ticket that is non-refundable according to its fare rules. Any tax or other charge that is imposed by a government authority and required to be collected from a passenger is in addition to the published fare. Such taxes and charges are refundable only if the fare on which the tax or charge is assessed is itself refundable according to its fare rules.
2. If no portion of the ticket has been used, the refund will be an amount equal to the fare, taxes, and charges paid.
3. If a portion of the ticket has been used, the refund will be an amount equal to the difference between the fare and charges applicable to the ticket issued to the passenger, and the lowest applicable one way coach fare at the time of ticketing in the same inventory as originally ticketed, or if not available, the lowest one way coach fare in effect at the time of ticketing in a booking class higher than the class originally booked and ticketed and charges applicable to the transportation of the passenger covered by the used portion of the ticket.
4. Refund will be made in accordance with 1) above provided that the unused coupons are surrendered to AS within 1 year of the ticket issue date.
5. Refund will be made in accordance with 2) above, provided that the unused coupons are surrendered to AS within 1 year of date of outbound travel.
6. AS assumes no obligation to issue a voluntary refund unless such ticket was issued on AS ticket stock. The term "AS ticket stock" means tickets bearing the AS carrier code (027) as the first three digits of the ticket serial number.

Note: Any refund will be subject to fare rules of ticket purchased. A credit certificate may be given for any ticket that is non-refundable according to its fare rules

B. **Person to Whom Refund is Made**: Exception 1:

1. Tickets issued in exchange for a Prepaid Ticket Advice (PTA) and/or Miscellaneous Charges Order (MCO) will be refundable only to the purchaser of the PTA and/or Miscellaneous Charges Order.
2. Tickets issued under a Universal Air Travel Plan (UATP) will be refundable only to the subscriber against whose account the ticket was charged.
3. Tickets issued against a transportation request issued by a government agency, other than the U.S. Government, will be refunded only to the government agency which issued the transportation request.

4. Tickets issued against a U.S. Government Transportation Request, (GTR) will be refunded only to the U.S. Government agency which issued the U.S. Government Transportation Request, by check made payable to the "Treasurer of the United States".
5. Tickets issued against a credit card honored by AS will be refunded only to the account of the person to whom such credit card was issued.

Exception 2: Tickets refundable to person other than passenger. If, at the time of purchase, the purchaser designates on the ticket another person or entity to whom refund shall be made, the refund will be made to the person so designated. A refund made in accordance with this procedure to a person representing him/herself as the person so designated on the ticket or exchange order shall be deemed a valid refund, and AS will not be liable to the true passenger for another refund. Exception 3: If at the time of application for refund, evidence is submitted that a company purchased the ticket on behalf of its employee, or the travel agent has made refund to its client, such refund will be made directly to the employee's company or the travel agent.

C. **Lost Tickets**

1. When a passenger loses his/her ticket, or the unused portion thereof, AS, if it issued the ticket, will refund the following amount:
    a. If no portion of the ticket has been used, an amount equal to the fare and charges paid.
    b. If a portion of the ticket has been used, and
        i. The passenger has purchased a new ticket covering the same transportation as that covered by the unused portion of the lost ticket, an amount equal to the fare and charges paid for such new ticket.
        ii. The passenger has not purchased a new ticket covering the same transportation as that covered by the unused portion of the lost ticket, an amount equal to the difference between the fare and charges paid and the fare and charges applicable to the transportation of the passenger covered by the used portion of the ticket.

    Note: Any refund will be subject to fare rules of the original ticket. A credit certificate may be given for any ticket that is non-refundable according to its fare rules.

2. Application for Refund:
    a. Time limit: Application for refund must be made no later than one month after the expiration date of the lost ticket.

b. Application must be made on forms prescribed by AS for such refunds, and refunds will not be issued earlier than four months after receipt of proof of loss.

3. Refund will be made only provided that the lost ticket or lost portion thereof has not previously been honored for transportation or refunded to any person.
4. AS will make such refund only provided that the person to whom refund is made agrees, in such forms as AS may require, to indemnify AS for any loss or damage which it may sustain by reason of such refund.
5. A USD 60.00 per ticket service charge shall be imposed for handling lost ticket refund requests, except that no service charge will be imposed for military passengers when transportation is paid for with a U.S. Government Transportation Request (Form No. 1169). Exception: If lost ticket is found and returned to AS within 4 months from date of reported loss, service charge will be waived.

D. **Aged Refunds**: Refunds will not apply for tickets presented later than one year from the date of issuance of the original ticket. Note: For partially used tickets, refunds will be made (subject to fare rules) provided that the unused coupons are surrendered to AS within 1 year of date of outbound travel.

Rule 275AS - Refunds Involving Foreign Currency

AS reserves the right to refuse to make any refund in a currency other than that used in the purchase or at a place other than that at which payment was made.

Rule 392AS - Return Check Service Charge

AS will collect a service charge of USD 25.00, or the maximum permitted by applicable state law, if less. This charge is nonrefundable and is not subject to any discount.

Rule 6020AS - Passengers Occupying Two Seats

A. Upon advance arrangement and payment before travel on the first ticketed segment and subject to space availability, a passenger may occupy two adjacent seats on any Alaska or Horizon operated flight. The second seat will be purchased at the same fare paid for the first seat. A ticket will be issued for each seat. Customers who are unable to lower both armrests and/or who encroach upon any portion of the adjacent seat should proactively book the number of seats needed prior to travel.
B. Baggage allowance: Standard checked baggage charges and waivers apply for each ticket purchased.