Alaska Airlines Domestic 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.

1. 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.
2. 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.
3. 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.
4. Any excess amount/residual will be forfeited if the transaction is not processed through alaskaair.com or AS call centers.
5. Once ticket is reissued all new fare rules and conditions will apply.
6. Itinerary must remain exactly the same, only the class of service may change and must be available.
7. 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.
8. If the original ticket is a Money & Miles award, the Money & Miles benefit will carry over to the reissued ticket.
9. 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:

Active Duty U.S. Military Personnel - See "U.S. Military Personnel".

Add On Fare - See "Arbitrary".

Administrative Service Charge means a nominal fee charged to cover costs involved in changing or refunding a passenger's ticket.

Advertised Air Tour means a complete fully prepaid travel package approved by the carrier, offered for sale to the public and advertised in a tour folder which must include the name, title, and full address of the tour operator. Such tours are registered with and approved by the carrier/ATC/IATA.

Advertised Group Tours means a tour involving a round trip, circle trip, or open-jaw trip which is advertised and described, including descriptive copy covering hotel accommodations and other facilities and attractions available at stopping points included in the tour, in literature circulated for the purpose of promoting the sale of the tour.

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Africa means the area comprised of Central Africa, East Africa, Southern Africa, West Africa, and the Indian Ocean Islands.

Agreed Stopping Place All stops between the original place of departure and the place of final destination scheduled by any carrier by air which participates in the transportation between such places, as shown in the schedules or timetables of such carriers shall constitute "agreed stopping places"; but each participating carrier reserves the right to alter the "agreed stopping places" in the case of necessity without thereby depriving the transportation of its international character. (Also referenced - International Transportation)

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.

Air/Sea Inclusive Tour means a fully prepaid vacation cruise package offered for sale to the public which includes in the published price and tour literature the air fare to/from the cruise and a cruise on a steamship line.

Air Traffic Conference (ATC) is the division of the Air Transport Association responsible for coordinating interline operations and agreements between carriers/tour wholesalers/travel agents.

Air Transport Association of America (ATA) - The trade association of U.S. and Canadian (as associate members) scheduled air carriers.

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, in addition to the usual connotation, 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 to the passenger's status; e.g. military fares, government fares, senior fares.

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.

Arbitrary means an amount published for use only in combination with other fares for the construction of through fares. It is also referred to as "Add on Fare", "Basing Fare", and "Proportional Fare".

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).

Area 2 - All of Europe (including that part of the Russian Federation in Europe) and the islands adjacent thereto; Iceland; the Azores; all of Africa and the islands adjacent thereto; the Ascension Islands; that part of Asia lying west of, and including, Iran.

Area 3 - All of Asia and the islands adjacent thereto except that portion included in Area 2; all of the East Indies, Australia, New Zealand, and the islands adjacent thereto; the islands of the Pacific Ocean except those included in Area 1.

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

Australia means Australia, New Caledonia, New Herbridges, Fiji, Samoa, Cook Islands, Tahiti, and the islands adjacent thereto.

Basing Fare - see "Arbitrary".

Caribbean Area means the area comprising Anguilla, Antigua, Aruba, Barbados, Bermuda, Bonaire, Cayman Islands, Cuba, Curacao, Dominica, Dominican Republic, Grenada, Guadeloupe, Haiti, Jamaica, Martinique, Montserrat, Nevis, Puerto Rico, Saba, St. Barthelemy, St. Eustatius, St. Kitts, St. Lucia, St. Martin, St. Vincent, Trinidad and Tobago, Virgin Islands.

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

Central Africa means the area comprising Malawi, Zambia, and Zimbabwe.

Central America means the area comprising Belize, Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua, and Panama.

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.

Coach means the service on flights listed in the carrier's official general schedules as Aircoach, Air Tourist, Coach, Day Coach, Deluxe Coach, Sky Tourist or Tourist.

Co-Terminal means 2 or more relatively adjacent airports, which for the purpose of these fares, will be considered the same point.

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

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Contractor means any person who has entered into a contract with a carrier for the purchase of seats for resale to the general public. Days - full calendar days, including Sun./legal holidays; provided that for the purposes of notification the balance of the days upon which notice is dispatched shall not be counted; and that for purposes of determining duration of validity, the balance of the day upon which the ticket is issued or flight commenced shall not be counted.

Demand Scheduling means the service on flights listed in the carrier's official general schedules as demand scheduling.

Dependent - Unless otherwise indicated, dependents means spouse and children of military personnel/U.S. embassy personnel wholly dependent upon such personnel for their livelihood.

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).

Enlistee means a person traveling between his/her home and an armed forces examining and entrance station for enlistment/induction into the U.S. Department of the Air Force/Army/Navy/Marine Corps/Coast Guard.

Europe means that area comprised of Albania, Algeria, Andorra, Austria, Azores, Belgium, Bulgaria, Canary Islands, Czechoslovakia, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Monaco, Morocco, The Netherlands, Norway, Poland, Portugal, Rumania, San Marino, Spain, Sweden, Switzerland, Tunisia, Turkey, The United Kingdom, The Union of Soviet Socialist Republics (west of the Urals), Yugoslavia.

Extraterritorial Trip means: A) Any trip which includes transportation (1) via one or more carriers within the area consisting of the Cont. U.S. and Canada, and (2) via commercial air (not including charter services) or military air services to or from any point outside such area. B) A trip between Haw. and LAX/PDX/SFO/SEA and Canada. C) A trip between Haw. and the Cont. U.S.

Flight Coupon - A portion of the passenger's ticket that indicates particular places between which the coupon is good for carriage.

Full Adult Fare means the one-way fares designated by fare class codes F or Y whether specifically published or derived by construction.

Full Normal Fare means any fare, governed by Domestic Fares Rules, Rule 2000, which would be applicable to the transportation to be used.

Gateway - The passenger's first point of arrival or last point of departure in areas l, 2, or 3.

Government Transport Request - (GTR) is a form used for ticket payment and travel authorization for passengers traveling on official business for the federal government by the U.S.

Group is defined as the minimum number of passengers specified in conjunction with the fare as provided for in the applicable fare rules. Less than the minimum number of passenger may not travel at group fares, even upon payment of the minimum number of fares, unless specifically permitted in a given fares rule.

Group Organizer - Any person engaged in organizing groups and/or responsible for the travel arrangements of the group under the terms and conditions of the applicable rule in this tariff except that an air carrier shall not act as a group organizer.

GTR - see Government Transport Request.

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.

Iberian Peninsula means the area comprising Gibraltar, Portugal (including Azores and Madeira), and Spain (including Canary Islands).

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.

Inclusive Tour - An officially published tour in which land arrangements are offered at a flat rate. Land arrangements include hotels or other sleeping accommodations, airport transfers, and at least one other tour feature such as car rentals, sightseeing, motor coach trips, or other tourist services. Such official inclusive tours must contain an it number - the code designated on an inclusive tour folder that indicates that the tour has been approved by the ATC/IATA.

Inclusive Tour Fare - Round/circle/open-jaw trip fares offered in conjunction with the purchase of a minimum land package which must be officially designated as an inclusive tour by the ATC/IATA.

Indian Ocean Islands means Comoros, Madagascar, Mauritius, Mayotte, Reunion, and Seychelles.

Indian Subcontinent means the area comprised of Afghanistan, Bangladesh, India, Nepal, Pakistan and Sri Lanka.

Inductee means a person traveling between his/her home and an Armed Forces Examining and Entrance Station for enlistment/induction into the U.S. Dept. of the Air Force/Army/Navy/Marine Corps/Coast Guard.

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, B-737, MD-80, MD-90, F-28, CRJ.

Leeward Islands means the islands of Angquilla, Antiqua, Barbuda, Montserrat, Nevis, and St. Kitts.

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.

MCO - see "Miscellaneous Charges Order."

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

Micronesia means the area comprising Guam, Johnston Islands, Marshal Islands, Caroline Islands, Palau Islands, Mariana Islands.

Mid Atlantic Area means the area comprising Bahamas, Barbados, Bermuda, Bolivia, Belize, Cayman islands, Colombia, Costa Rica, Cuba, Dominican republic, Ecuador, El Salvador, French Iguana, Guadeloupe, Guatemala, Guyana, Haiti, Honduras, Jamaica,

Leeward Islands, Martinique, Netherlands Antilles, Nicaragua, Panama, Peru, Surinam, Trinidad and Tobago, Venezuela, and the Windward Islands.

Middle East means the area comprising Aden, Bahrain, Cyprus, Egypt, Iran, Iraq, Israel, Jordan, Kuwait, Lebanon, Muscat and Oman, Qatar, Saudi Arabia, Sudan, Syria, Tracheal, United Arab Emirates, and Yemen.

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.

Military Recruit Passenger means a member of one of the U.S. Military Agencies traveling from recruiting/induction station to First Training installation or from first training installation to first duty assignment.

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.

National means a person who has the citizenship of a country either by birth or by naturalization.

Netherlands Antilles means the islands of Aruba, Bonaire, and Curio.

North America means that area comprised of the Caribbean area, Canada, Mexico, and the United States, excluding the Canal Zone.

North Central Pacific means all routes between points in Canada/USA. On the one hand and points in area 2 and 3 except points in Africa and the Southwest Pacific, on the other hand via the Pacific Ocean.

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 travel that is essentially of a round-trip nature except that the outward point of arrival and the inward point of departure are not the same or the outward point of departure and the inward point of arrival are not the same. Open jaws are allowed when the mileage between the open-jaw points is equal to or less than the mileage of the shortest sector flown. The inward point of arrival and the 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 originating flight means the flight(s) from point of origin to the first stopover point as shown on a passengers ticket.

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.

Portion means the space between 2 consecutive scheduled stops on any given flight; also referred to as a leg.

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.

Proportional Fare - see "Arbitrary".

PTA - see "Prepaid Ticket Advice".

Pre-enlistee means a person traveling between his/her home and an armed forces examining and entrance station/recruiting main station at the direction of a recruiting station/selective service local board.

Pre-inductee means a person traveling between his/her home and an armed forces examining and entrance station/recruiting main station at the direction of a recruiting station/selective service local board.

Propeller Aircraft means the following aircraft (and all series thereof): Aero Commander 500b, Beechcraft 99, BH2 Bell 206a Jet Ranger Helicopter, Boeing-Vertol 107, British Aerospace (Hawker Siddeley) 748, Brittania, Cessna 180, Cessna 185, Cessna 402, Cessna Titan 404, CV-240, CV-340, CV-440, CV-540, CV-580, CV-600, CV-640, DC-3, DC-4, DC-6, DC-7, deHavilland DHC-2, deHavilland DHC-6, deHavilland DHC-7, deHavilland DHC-8, Dornier 328, Electra, Embraer, EMB110, F-27, FH-227, Grumman G-21, Grumman G-73, G-21a Turbo Goose, Handley Page Jetstream, Handley Page HP Herald, L-188, L-749, L-l049, L-1649, M-202, M-404, Nord-262, Nord M-298, Pilatus Porter PC6 350, Pilatus Porter PC6a, PA-18, Piper Aztec, Piper Navajo, Short-Harland SC-7, Short Skyvan, Shorts 330, Sikorsky S-55, Sikorsky S-58-c, Sikorsky S-61, Sikorsky S-62-a, Super Catalina PBY, Swearingen Metro (SA227), Twin Otter Vanguard, Viscount, Westland SR-N5, YS-11, ATR42, Shorts 360.

Propeller Commuter means the service on flights designated in carrier's official general schedule as propeller commuter flights.

Propeller Standard Class means the service provided on all flights operated with propeller aircraft as indicated in carrier's official general schedule.

Rebooking means change in date/time of reservation or other change not requiring ticket reissuance.

Reissue means any change to a validated ticket requiring a replacement ticket be issued, including but not limited to the following: upgrade, downgrade, additional coupons, increase in fare.

Reroute means a change of routing, fare, carriers, class of service, flight, or date from that originally provided for on the ticket. (Not applicable to open tickets.)

Revalidation means any change in reservations of flight which can be made on the ticket with a revalidation sticker/stamp evidencing that it has been officially altered.

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 and/or type of aircraft (jet or propeller) 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.

Sector - The portion of travel between 2 fare break points as determined in the fare construction. Sectors are made up of one or more segments of legs.

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 by air, arrangements for which are made in advance, is regarded as "a single operation" and shall be deemed to be "one undivided transportation" whether one or more tickets or other documents are issued to cover such transportation, and whether or not all such

tickets or documents are issued prior to the commencement of such transportation; but this provision shall not be deemed to contain an exclusive definition of transportation which is regarded by the parties as "a single operation". (Also referenced - International Transportation.)

South America means the area comprising Argentina, Bolivia, Brazil, Chili, Columbia, Ecuador, French Guinea, Guyana, Paraguay, Peru, Surinam, Uruguay, and Venezuela.

South East Asia means the area comprising Brunei, Cambodia, China (Peoples Republic of), Guam, Hong Kong, Indonesia, Laos, Malaysia, Mongolian Republic, Myanmar, Philippines, Singapore, Taiwan, Thailand, and Vietnam.

South Pacific means the area comprising of all routes between points in the U.S.A./Canada on the one hand and points in the Southwest Pacific on the other hand via the Pacific Ocean.

Southern Africa means the points within Africa, comprising Botswana, Lesotho, Mozambique, Nanibia-Southwest Africa, South Africa, and Swaziland.

Southwest Pacific means the area comprising Australia, Cook Islands, Fiji Islands, French Polynesia, Gilbert and Elise Islands, Loyalty Islands, New Caledonia, New Herbridges, New Zealand, Papua New Guinea, Samoan Islands, Society Islands, Solomon Islands, Tonga, and the intermediate islands.

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

Tour Conductor is a person at least 18 yr. old who is in charge of and guides a group for the duration of a tour.

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

Trust Territory means the area comprising the Caroline islands, Mariana Islands and Marshall Islands.

United Kingdom or U.K. means the area comprising England, Scotland, Wales, and Northern Ireland.

United States / United States of America / U.S. / U.S.A. means the 50 federated states and the district of Columbia, Puerto Rico, the Virgin Islands, American Samoa, the Canal Zone, Guam, Midway, and Wake Islands.

U.S. Armed Forces / U.S. Military Agencies means the Department of the Army, Navy, Air Force, Marine Corps, and Coast Guard of the United States of America; the respective academies of the Army, Navy, Air Force and Coast Guard, and does not include the National Guard Bureau or the Reserve Officer Training Corps, or members of the reserves not holding a valid Duty Armed Forces of the United States green identification card.

U.S. Military Personnel - Unless otherwise indicated, refers only to active duty military personnel, and means: 1) Military personnel of the United States military agencies holding a valid active duty armed forces of the United States green identification card, on active duty status and traveling on authorized furlough, leave or pass. 2) Military personnel does not include personnel on temporary duty orders traveling to or from their temporary duty station.

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

U.S. Territories means the overseas territories of the United States of America including: American Samoa, Baker Islands, Guam, Holland Island, Jars Island, Johnston Atoll, Kinsman Reef, Midway Island, Northern Mariana Islands, Pacific Trust Territories, Palmary Island, Panama Canal Zone, Puerto Rico, Saipan, Swains Island, U.S. Virgin islands, and Wake Islands.

Validation means the authorized stamping or writing upon the passenger ticket evidencing that it has been officially issued by the carrier or its authorized agent.

Waitlist means a list, established by an airline, of passengers who are either seeking space on a flight that is sold out, or traveling on a standby basis/standby fare that does not permit boarding a particular flight until all passengers with confirmed reservations have been boarded.

Western Africa means the area comprising Angola, Benin, Burkina Faso, Cameroon, Cape Verde Islands, Central African Republic, Chad, Congo, Equatorial Guinea, Gabon, Gambia, Ghana, Guinea, Guinea Bissau, Ivory Coast, Liberia, Mali, Mauritania, Niger, Nigeria, Principe, Sao Tome, Senegal, Sierra Leone, Tongo, and Zaire.

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

Windward Islands means the islands of Caribou, Dominica, Grenada, Mastic, Palm Islands, St. Lucia, St. Vincent, and Union Island.

Rule 10AS - Passports and Visas - Responsibility of Passenger

A. Passengers desiring transportation across any international boundary shall be solely responsible for obtaining all necessary travel documents. AS shall not be liable for any aid or information given by any agent or employee to passengers in connection with obtaining such documents.
B. Passengers shall pay the applicable fare whenever AS, on Government order, is required to return a passenger to point of origin or elsewhere due to the passenger's inadmissibility into or deportation from a country, whether of transit or of destination.

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. Search of Passenger or Property - who refuses to permit search of his/her person or property for explosives or a concealed, deadly or dangerous weapon or article.

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 of 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 or 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 AS'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 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 without an accompanying adult.

2. 5, 6, 7 years old: May travel as Unaccompanied Minors on AS (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 AS 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), Pen Air 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, 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 (AS flights 3200-3299) and Era Aviation/Frontier Alaska (AS 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. A 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/Service Fees

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 one-way USD 25.00 service fee will apply per person when a trip consists of a non-stop or direct itinerary. A one-way USD 50.00 service fee will apply per person on connecting itineraries.
    a) NOTE 1: : A one-way USD 30.00 service fee per child will apply for travel solely on AS 3200-3299 flight series.
    b) NOTE 2: A one-way USD 30.00 service fee per child will apply for travel solely on AS 4800-4999 flight series.
    c) NOTE 3: For international flights (including Canada), the applicable service fee for escort service also apply.
    d) NOTE 4: 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 one-way USD $25.00 service fee per child. For connecting itineraries, a one-way USD $50.00 service fee 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

<u>Domestic US (excluding Hawaii)</u>

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. If the service animal does not meet these constraints, or cannot fit safely in the cabin, AS will reaccommodate the passenger in a non-discriminatory manner based on applicable contract of carriage provisions and fare rules.
    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 professional's 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, 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.

Hawaii

Service animals must meet the State of Hawaii entry requirements in order to accompany a customer with a disability to/from Hawaii without Quarantine. The state of Hawaii does not recognize Emotional Support or Psychiatric Service Animals. Animals that do not fall into the State of Hawaii Department of Agriculture definitions of a guide or service must travel as a Pet in Cabin or Animal in the Hold provided the animal meets the State of Hawaii pet entry requirements.

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 other carriers, 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, since 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 - Claims

Time Limitations: No action shall be maintained for any loss of, or damage to, or any delay in the delivery of, any property or baggage, or on any other claim (excepting only personal injury or death), arising out of or in connection with transportation of, or failure to transport any passenger or property or baggage unless the claim is presented in writing to an office of AS or its agent, in the case of interline transportation, to the carrier alleged to be responsible therefore within 24 hours after the alleged occurrence of the events giving rise to the claim, and/or notice and proof of loss is presented in writing to an office of AS or its agent within 45 days after the alleged occurrence of events giving rise to the claim, and unless the action is initiated within one year after such alleged occurrence. Any written notification received within 45 days which clearly indicates the nature of the claim is sufficient to meet the requirements for timely notice. Failure to give the above notice shall not be a bar if the claimant can show good cause for his failure to give written notice to AS or its agent within 45 days.

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 credit certificate if the 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.
I. In the event a ticket becomes the subject of a credit card chargeback based upon impropriety, an NSF check, a fraud or other form of compromised payment, the ticketed passenger is jointly and severely liable for the ticket costs plus an administrative fee.

    A ticketed passenger assumes all risk of loss for any ticket not purchased from AS or an AS authorized travel agent. Failure to pay ticketing costs and fees within sixty days of notification may result in initiation of legal action or collection services. The ticketed passenger shall be jointly and severally liable for al attorney or collection fees.

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 advanced 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 not 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: Carrier 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:

a) Unless an earlier advanced ticketing deadline is imposed by the applicable fare rule, tickets purchased on alaskaair.com, mobile website or mobile app must be completed at least 60 minutes prior to posted departure, otherwise AS may cancel reservations and seat assignments of tickets not yet purchased; and
b) Reservations and seat assignments may be canceled if passenger fails to meet the check in and boarding cut-off times noted below:
    1. Customers without checked bags must be checked in at least 30 minutes prior to departure. Note: Effective October 30, 2013, customers without checked bags must be checked in at least 40 minutes prior to departure.
       Exception: Customers departing Atlanta, Denver, Las Vegas, Newark or Philadelphia must be checked in at least 45 minutes before departure.
    2. Customers with checked bags adhere to the checked baggage cut-off times noted in Rule 190AS.
    3. For all cities, customers must be at the departure gate available for boarding at least 30 minutes prior to posted departure time.
c) 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 AS's check-in requirements, or are otherwise not ready to travel by the posted departure time.
d) 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 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 United States.

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

A. **General Conditions of Acceptance**: AS will accept for transportation as baggage, such personal property as is necessary or appropriate for the wear, use, comfort, or convenience of the passenger for the purpose of the trips, subject to the following conditions:
    1. All baggage is subject to inspection by AS; however, AS shall not be obligated to perform inspection. AS may refuse to transport or may remove at any point baggage that the passenger refuses to submit for inspection.
    2. AS may refuse to transport baggage on any flight other than the one carrying the passenger. AS may also refuse to accept property (except for disability devices) for transportation whose size, weight, or character renders it unsuitable for transportation on the particular aircraft which is to transport it; which cannot be accommodated without harming or annoying passengers; or which is not suitably or adequately packaged to withstand ordinary handling, unless the passenger executes a release.

B. **Checked and Carry-On Baggage**: The suitability of baggage, as to weight, size, and character, to be carried in the passenger compartment of the aircraft will be determined solely by AS. AS will check baggage, acceptable under AS's rules, which is tendered by a passenger, holding a valid ticket for transportation on AS, or over the lines of AS and one or more other carriers, subject to payment of applicable fee (see below) and the following conditions:

1. **Minimum Times for Checked Items:** AS may refuse to accept any article of checked baggage that has not been presented and processed at least 40 minutes prior to scheduled departure time.

   Exception 1: The following cities must have checked baggage presented and processed at least 45 minutes prior to departure.

   - Atlanta, GA
   - Denver, CO
   - Las Vegas, NV
   - Newark, NJ
   - Philadelphia, PA

   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 and baggage processing time may differ from airport to airport.

2. AS will accept checked baggage up to 4 hours prior to scheduled departure time. Exception : Ticket Counters which open less than 4 hours prior to departure will accept bags when the ticket counter opens.
3. The passenger's name must appear on the baggage. AS will supply free baggage identification labels.
4. Upon delivery to carrier of the baggage to be checked, carrier will note on the ticket the number of pieces and weight of the checked baggage (which act shall constitute the issuance of baggage check). In addition, the carrier will issue (for identification purposes only) a baggage claim tag for each piece of baggage so delivered and covered by the baggage check. All checked baggage must be properly packed in suitcases or similar containers in order to ensure safe carriage with ordinary care in handling.
5. Baggage will not be checked:
   a) To a point that is not on the passenger's routing.
   b) Beyond the passenger's next point of stopover or, if there is no stopover, beyond the final destination designated on the ticket.
   c) Beyond a point at which the passenger wants to reclaim the baggage or any portion thereof.
   d) Beyond the point to which all applicable charges have been paid.
   e) Beyond a point at which the passenger is to transfer to a connecting flight, if that flight is scheduled to depart from an airport different from the one at which the passenger is scheduled to arrive.

6. Live animals will not be checked beyond a point of transfer to another carrier. **Exception:** Live animals may be checked to Era Aviation or PenAir.
7. When baggage is carried on board the aircraft, it may be stored under a seat or in an overhead compartment. The suitability of baggage as to weight, size, and character will be solely determined by AS.

C. **Free Carry on Baggage Allowance** AS will transport the fare-paying passenger's carry-on baggage between points on its lines for which a valid ticket is presented without charge, subject to the following:
   1. Each ticketed customer is allowed one carry-on bag and one personal item.
      a) The carry-on bag dimensions must not exceed 10" height by 17" width by 24" length.
      b) Personal items include items such as purses, briefcases, laptops, musical instruments, pet kennels and diaper bags.
   2. Items exceeding the free allowance (see exceptions below) will be charged $25 per piece and tagged for delivery to baggage claim at the customer's destination.
   3. All items brought onboard count toward the carry-on and personal item piece limit except the following:
      a) Coats, hats, umbrellas
      b) Reasonable amount of reading material
      c) Infant/child safety seats, strollers (based on space availability; space guaranteed only with the purchase of a ticket for the infant)
      d) Mobility/Medical assistive devices such as wheelchairs, canes, crutches, continuous positive airway pressure (CPAP) machines, portable oxygen generator/concentrator (POC) etc.
      e) Service Animals, including properly documented emotional support animals
      f) Food for immediate consumption
      g) A pillow for personal use
   4. The following items count as the "one" free carry-on bag and may exceed the carry-on dimensions as long as they can be safely accommodated in a proper stowage compartment in the cabin of the aircraft.
      a) Human organs
      b) Art/Advertising portfolios
      c) Paintings
      d) Delicate scientific equipment
      e) Fishing poles

D. **Checked Baggage Charges:** Baggage exceeding the free carry-on baggage allowance shall be checked and will be accepted for transportation (subject to aircraft load conditions) only upon payment of the following charges. Charges are assessed to the destination or first stopover of 12 hours or more. Checked baggage charges must be paid again by passengers who continue their journey and check bags after a stopover of 12 hours or more. If a piece of checked baggage falls into more than one charge category (e.g. checked baggage,

overweight and/or oversize), only the greater of the charges shall apply. Due to limited aircraft size, limited cargo hold capacity and restricted gross take-off weights on AS flights 2000-2999 and 3440-3499, oversized and/or overweight baggage presented or transferred at departure time without a prearranged reservation for space may travel on a space-available basis.

Note: When Alaska Airlines baggage policy applies, the following rules and fees are in effect.

1. **Checked Baggage Charges**

Checked Baggage Piece	Ticketed Before 10/30/13	Ticketed On/After 10/30/13
1st	$20 USD	$25 USD
2nd	$20 USD	$25 USD
3rd	$20 USD	$75 USD
4th plus	$50 USD each	$75 USD each

Exception 1: Charges for Elite Level Mileage Plan members, Club 49 members, and customers confirmed in First Class at the time of check-in/baggage acceptance.

Checked Baggage Piece	Ticketed Before 10/30/13	Ticketed On/After 10/30/13
1st	Free	Free
2nd	Free	Free
3rd	$20 USD	$75 USD
4th plus	$50 USD each	$75 USD each

Note: Club 49 Members must be traveling on a ticket that contains at least one Alaskan city in the itinerary, and have their Alaska Airlines Mileage Plan number in the reservation to qualify for the baggage exception.

Exception 2: Charges for active duty U.S. military (with active duty U.S. military ID), and dependents of active duty U.S. military (with active duty U.S. military ID and travel orders)

Checked Baggage Piece	Ticketed Before 10/30/13	Ticketed On/After 10/30/13
1st	Free	Free
2nd	Free	Free
3rd	Free	Free
4th	Free	Free
5th	Free	Free
6th plus	$50 USD each	$75 USD each

Exception 3: Customers whose entire ticket and itinerary are wholly within the state of Alaska.

Exception 3: Baggage Piece	Ticketed Before 10/30/13	Ticketed On/After 10/30/13
1st	Free	Free
2nd	Free	Free
3rd	Free	Free
4th plus	$50 USD each	$75 USD each

Exception 4: Carseats, strollers, and assistive mobility devices may be checked without incurring a baggage service charge. Customers departing Honolulu, Kona, Maui, and Lihue are allowed to check one box of pineapples without charge on domestic itineraries. The box must be pre-agriculture inspected.

2. **Overweight Charge** - Checked baggage (including baggage accepted free of charge) may not exceed 50 pounds without incurring an overweight charge. For each piece over the maximum weight allowed in this rule, the charge shall be as follows. If the piece:

Weighs	Ticketed Before 10/30/13	Ticketed On/After 10/30/13
51-100 lbs.	$50.00 USD/CAD	$75 USD/CAD

Exception: US Military personnel and dependents eligible for the US Military baggage charge waiver may check bags which weigh 70 pounds or less without incurring an overweight fee. Bags weighing 71-100 shall follow the standard overweight charge noted above.

3. **Oversized Charge** - Checked baggage may not exceed 62 inches without incurring an oversize charge. For each piece over the maximum size allowed in this rule, the charge shall be as follows. If the piece:

Our Maximum Outside Linear Dimensions are:	Ticketed Before 10/30/13	Ticketed On/After 10/30/13
63-80 in.	$50.00 USD	$75.00 USD
81-115 in.	$75.00 USD	$75.00 USD

Exception: US Military personnel and dependents eligible for the US Military baggage charge waiver may check bags up to 115 linear inches without incurring an oversize charge.

Exception: Some sporting equipment may be accepted above the free standard weight or size dimensions without incurring overweight or oversize fees. Refer to the Sporting Equipment section below for additional information.

E. **Conditions and Charges for Acceptance of Live Animals** Other Than Service Animals: AS will accept domestic cats, dogs, household birds, and certain other live animals for transportation, (at AS's discretion) subject to the conditions below:
   1. Animals must be at least 8 weeks old and fully weaned.
   2. A health certificate may be required. It is the customer’s responsibility to ensure all animal entry requirements are met. Alaska Airlines will not be responsible for any costs incurred should the customer not have their animal’s required health and vaccination requirements for their destination.

3. Muzzled, pregnant, injured or ill animals will not be accepted. Exception: For Service Animals (see CGR Rule 55).
4. Animals will be accepted for carriage on Alaska flight series 1-999, 2000-2999, and 3440-3499 only. Customers connecting to another airline must collect the animal from AS at the connection city and recheck the pet with the other airline. If there is more than a 4 hour connection for a pet in the cargo hold (AVIH) the pet must be short checked from point to point. Customers still have the option to check their pet point to point with a 2 hour connection.
5. Advance arrangements must be made.
6. The animals must be harmless inoffensive, odorless, and require no attention during transit.
7. The animal must be confined in a cage or container subject to inspection and approval by AS before acceptance and in conformance with 9 CFR or IATA live animal regulations.
8. Environmental conditions must pose no hazard to the safety or comfort of the animal.
9. The passenger must make all arrangements and assume full responsibility for complying with all applicable laws, customs, and/or other governmental regulations, requirements, or restrictions of the country, state, or territory to which the animal is being transported.
10. Animals will be transported in either the passenger or the belly cargo compartment. However, if transported in the passenger compartment, animals will also be subject to the additional conditions and charges specified below. AS reserves the right to limit the number of containers per flight.
    a) Carriage of animal is limited to one container in the first class passenger compartment and a maximum of five in the coach compartment.
    b) The container must be stored under the passenger's seat, and the animal must remain in the container while on board the aircraft. Maximum hard-sided container size is 17 in. by 12 in. by 7 1/2 in. Maximum soft-sided container size is 17 in. by 12 in. by 9.5 in
    c) The only animals permitted in the passenger compartment are: domestic cats, dogs, household birds, and domestic rabbits.
    d) Purebred brachycephalic (short-nosed) dogs and cats are subject to respiratory problems resulting from air travel, stress, and warmer temperatures. The following breeds of brachycephalic dogs and cats may only be accepted as baggage at owner's risk. Excess valuation is not available for these animals.

        Dogs: Dogs: American Pit Bull, American Staffordshire Terrier, Boston Terrier, Boxer, Brussels Griffin, Bull Mastiff, Bull Terrier, Bulldog, Chow, Dutch Pug, English Bulldog, English Toy Spaniel, French Bulldog, Japanese Boxer, Japanese Pug,

Japanese Spaniel, Pekinese, Pug, Shi Tzu, Staffordshire Bull Terrier

Cats: Burmese, Exotic, Himalayan, Persian

11. Charge for Live Animal Transportation - For each live animal transported, the charge shall be as follows:

Pet in Cabin	Pet in Baggage	Pet and Carrier Combined Weight
USD 100.00 each way	USD 100.00 each way	Pet and Carrier Combined Weight up to 150 lbs, 151 lbs or more Contact Cargo for Pricing

12. The charges outlined are applicable for all customers, including those whose checked baggage charges are waived.
13. If the animal is not called for within 6 hr. after arrival, the animal will be placed in a local kennel at the passenger's expense.
14. **Hawaii Exceptions:**
    a) Dogs and cats are the only animals accepted to/from Hawaii.
    b) Interline transfers are not permitted to Hawaii. Cats and dogs are only allowed to be transported to Honolulu Airport, unless a customer has a valid Neighbor Island Inspection permit for Direct Release at Kona, Lihue, and Kahului airports.

F. **Conditions and Charges for Acceptance of Special Items**: The following special items or types of items will be accepted as baggage subject to the conditions shown. Charges are applicable from the point at which the item is accepted to the point to which the item is transported.
    1. Animals, Live - See paragraph E).
    2. Bassinets and Infant Carrying Seats: Bassinets are not accepted. Infant carrying seats approved by the D.O.T. are accepted free of charge. If the parent desires a confirmed seat for an infant with carrying seat, a ticket must be purchased. Use of the carrying seat onboard is on a space available basis and is contingent upon the adjacent seat being unoccupied.
    3. Bicycles - see Sporting Equipment below.
    4. Bowling - see Sporting Equipment below.
    5. Firearms - see also Sporting Equipment below. Non-sporting firearms and ammunition will be accepted as checked baggage only.
    6. Fragile items
        a) Upon request, a fragile and/or bulky item will be carried as cabin-seat baggage subject to the provisions in paragraph g).

b) Fragile items (for examples see Paragraph 3) below) will be accepted if they are appropriately packaged in an original factory-sealed carton, cardboard mailing tube, or container or case designed for shipping such items or packed with protective internal material. However, fragile items without appropriate packaging may be accepted upon the execution of a release which relieves AS of liability for loss or damage of contents or delay in delivery resulting in damage or loss of checked baggage (of the type identified in Paragraph 3) below). Such loss or damage must result solely from the unsuitability of such items as checked baggage and/or the inadequacy of their packaging, and not from AS's failure to exercise the ordinary standard of care. (See release form below).

c) The classes of items listed below are deemed to be fragile or perishable or otherwise unsuitable as checked baggage and are subject to the conditions of acceptance set forth in paragraph A) above.

1. Artistic items: Paintings; drawings; pictures; sculpture; plastics; plaster of paris molds and casts; antique items; ornamental or decorator items such as vases, figurines, trophies, display models, souvenirs, heirlooms, and other art objects, and curios.
2. Chinaware/Ceramics/Pottery (see also glass) chinaware, pottery, ornamental and other articles made of baked clay, earthenware, porcelain, ivory, marble, alabaster, or other similar material, including ceramics, pots, bowls, dishes, glasses, crockery, ornaments, and decorator and other items.
3. Electronic and Mechanical Items: Electrical and mechanical items for business or home use such as computers and related components, software, cellular phones, pagers, fax machines, photocopiers, scanners, calculators, typewriters, dictation equipment, sewing machines, water picks, coffee pots, toasters, televisions, radios (including citizen band), stereos, recorders, amplifiers, speakers, compact disc players, compact discs, video tapes, video games, video cartridges, records, audio tapes, and turntables.
4. Garment Bags: Garment bags (and contents thereof) that are made of paper or vinyl material designed for carrying and not for shipping and garment bags (and contents thereof) that contain articles other than garments.
5. Glass (see also chinaware/ceramics/pottery): Glassware, crystal, lamps, mirrors, bottles, and other glass containers and any liquids contained therein, telescopes, binoculars, barometers and eyeglasses and contact lenses that are not in their hard cases.

6. Household articles: Lamps, lamp shades, furniture and picture frames.
7. Liquids
8. Liquor cartons
9. Musical Instruments and Equipment: Guitars, violins and other stringed instruments, organs, horns, percussion, wind and brass instruments, amplifiers or speakers in conjunction with electronic instruments.
10. Paper: Advertising displays, business documents, models, sketches, blueprints, maps, mechanical drawings, charts, historical documents and photographs.
11. Perishable Items: Floral and nursery stock such as flower, fruit, and vegetable plants, cut flowers and foliage, floral displays, and bulbs, foodstuffs (fresh and frozen) such as fruits, vegetables, meat, fish, cheese, poultry, bakery, dairy products, medicines, plants and foliage such as branches and blossoms of flowers, spices, fruits, and vegetables.
12. Photographic/Cinematographic and Precision Equipment: Cameras, disposable cameras, photoflash equipment, photometers, spectroscopes, phototubes or other devices using sensitive tubes or plates, projectors, lenses, film, flash bulbs, microscopes, oscilloscopes, sensitive medical instruments, prostheses (other than mobility aids); dental, orthodontic, and orthotic devices, watches, and clocks and other sensitive calibrated tools and equipment.
13. Recreational and Sporting Goods: Backpacks, sleeping bags, knapsacks, (and contents thereof) made of cloth, plastic, vinyl, or other easily torn material and those that have aluminum frames, outside pockets, straps, buckles, and other protruding parts, tennis racquets, bicycles, fishing rods, skis, snowboards, boogie boards, water-skis, windsurfing equipment, firearms, sculls, surfboards, scuba-diving gear.
14. Toys: Dolls, games, dollhouses, and models.
15. Miscellaneous: Attached Articles: articles that are retied, taped, wired, or strapped to the exterior of any piece of checked baggage, including luggage straps. Boxes/Sacks/Bags: boxes, sacks, and bags (and contents thereof) that do not have sufficient durability, a secure closure, or provide sufficient protection from damage to the container and its contents. Brittle Items. Over-packed Baggage. Uncrated/Unprotected/Unsuitable Items: Infant strollers, car seats, umbrellas, bag carts, and other items whose shape, material, or characteristics render them susceptible to damage. Footlockers: Footlockers of thin

fiberboard base construction, metal clad with edges metal trimmed.

16. Wet Ice: not permitted.

d) Release Forms: A release form will be provided by AS. Execution of the release form relieves AS of liability for damage to fragile items (of the type identified above) in checked baggage, which damage results solely from the unsuitability of such items as checked baggage and/or the inadequacy of their packaging, and not from AS's failure to exercise the ordinary standard of care. Execution of the release form also relieves AS of liability for spoilage or substantial loss of value or potency which results from delay in delivery of checked baggage when such spoilage results from the unsuitability of such items as checked baggage and not from AS's failure to exercise the ordinary standard of care.

7. Restricted articles: Articles listed in the DOT Hazardous Materials Regulations (49 CFR 171-177) and/or IATA dangerous goods regulations and revisions and reissues thereof, will not be accepted for carriage as baggage except for dry ice and small arms ammunition (as specified in Paragraph F) 8) l) of this rule).

8. Sporting equipment: Unless otherwise noted in this section, oversize, and/or overweight baggage is subject to the applicable charge(s). Items over 115 linear inches (length plus height plus width) and/or 100 lbs shall not be accepted as checked baggage. When special items are carried over the lines of more than one carrier, check with each carrier for acceptance policies and rates. Note: The customer shall sign a limited release for all sporting equipment not packaged properly.

a. Antlers: Antlers will only be accepted as checked baggage when they are properly packaged in an enclosed container and meet normal size and weight restrictions.
b. Archery equipment: One piece of archery equipment consists of a proper soft or hard archery case containing bows and arrows may be checked in lieu of one bag. Checked archery pieces weighing 51 pounds or greater, or exceeding 62 linear inches, shall follow standard overweight and oversize baggage charges.
c. Bicycles: Bicycles: One item of bicycling equipment is defined as one bicycle, non-motorized, with single or tandem seats. AS will only accept bicycles in a box or container, with handlebars turned sideways, pedals removed, and all sharp protrusions padded. Checked bicycles weighing 51 pounds or greater, or exceeding 62 linear inches, shall follow standard overweight and oversize baggage charges.
d. Bowling equipment: One piece of bowling equipment consists of a proper soft or hard sided bowling ball case, with no limit to the items inside the case. Pieces weighing 51 pounds or greater, or exceeding 62 linear inches, shall follow standard overweight and oversize baggage charges.
e. Camping equipment: Backpacks acceptable as baggage, must meet all normal baggage restrictions. Camping equipment and fuel containers that once

contained liquid fuel (i.e. camping stoves, portable heaters and flammable liquid lanterns) are allowed as long as the fuel system is completely dry with no fuel remaining in the tank or in any hoses or parts. Any type of fuel is forbidden from transport in checked baggage. Fuel can be shipped as regulated dangerous goods through the cargo facility. Self-heating meals (i.e. MREs, flameless ration meals) are not permitted as carry-on or checked baggage due to the risk of unintentional activation of the heating source. Customers may transport these via air cargo only. Propane and empty propane tanks may only be shipped on all-cargo aircraft. No matches/lighters permitted in checked luggage.

f. Fishing equipment: One piece of fishing equipment is defined as two rods, two reels, and one tackle box. Fishing poles that cannot be broken down adequately to be stowed on board in an overhead bin must be checked. Fishing equipment may exceed 62 inches without incurring an oversize charge. However, fishing equipment weighing 51 pounds or greater is subject to standard overweight charges.
g. Golfing equipment: One piece of golfing equipment consists of equipment in a proper soft or hard sided golf case. There is no limit to the number of items inside bag. Golf equipment may exceed 62 inches without incurring an oversize charge. However, golf equipment weighing 51 pounds or greater is subject to standard overweight charges.
h. Hockey/Lacrosse equipment: One piece of hockey/lacrosse equipment consists of hockey/lacrosse sticks not in a bag/box (multiple sticks must be taped/attached together) and misc. hockey/lacrosse equipment in a bag/box (skates, pads, pucks, gloves, etc.). Sticks may be checked separately for no additional charge and may exceed 62 linear inches, but must not exceed 115 linear inches, without incurring an oversize charge. However, hockey/lacrosse equipment weighing 51 pounds or greater is subject to standard overweight charges.
i. Kayaks: Kayaks will be accepted as checked luggage subject to the following restrictions. Kayaks that exceed 62 linear inches or 50lbs are subject to standard overweight or oversize charges with maximum dimensions of 115 linear inches and maximum weight of 100lbs. One set of kayak paddles may be included in this charge and must be securely taped to the kayak or boxed. Alaska does not provide paddle boxes at the counter. Only kayaks of polyethylene construction are acceptable. Kayaks of glass construction are not accepted. Kayaks are not accepted on AS flights 2000-2999 and 3440-3499.
j. Pole vaulting equipment will be accepted on AS flights 1-999 only. It is not accepted on AS flights 2000-2999 and 3440-3499. Two items of pole vaulting equipment are accepted as excess baggage, subject to applicable charge. Does not require a case. Maximum dimensions of 6 in x 6 in x 17 ft.
k. Scuba equipment: One piece of scuba equipment consists of one empty scuba tank, one regulator, one tank harness, one pressure gauge, one mask, two fins, one snorkel, one knife, one spear gun, and one safety vest. Gear must be in one container - tank may be checked separate for no additional charge. Additional items shall count as additional checked pieces. Scuba equipment is subject to standard overweight and/or oversize baggage charges. Items must be packaged

in a proper soft or hard scuba gear case, except the scuba tank. The regulator valve must be completely disconnected from the tank. The tank must have an opening to allow for a visual inspection inside.

l. Shooting equipment (sporting firearms): Each individually checked firearm case is subject to standard checked baggage, overweight and/or oversize charges. There is no limit to the number of items contained in rifle, shotgun or pistol case, up to 50 lbs, 62 linear inches maximum. Overweight or oversize items shall be subject to applicable charges.

Note: The term "firearm" describes any weapon that will or is designed to or may be readily converted to expel a projectile by the action of an explosive, or the frame or receiver of any such weapon. This includes:

1. Sporting rifles, shotguns, and handguns.
2. Handguns of authorized law enforcement officers while traveling on official duty.
3. Starter pistols, compressed air or BB guns, and flare pistols.
4. Antique firearms.
    i. Firearms must be unloaded and packed in (1) a manufacturer's crush-proof type container, manufactured specifically for the firearm or (2) a hard case. Handguns checked as baggage must be contained in a hard-sided, lockable case, or in a hard-sided container inside a soft-sided case. Firearm containers must lock with a key or lock combination that remains in possession of the customer and must be locked by the passenger in the presence of AS. No exceptions. Baggage containing firearms will be transported in an area, other than the cockpit, that is inaccessible to the passenger.
    ii. Baggage containing firearms will not knowingly be accepted for transportation at point of origin or at an online or interline connecting point unless a declaration, signed and dated on the day the baggage is accepted for transportation, is placed inside the case containing the firearms, declaring that the firearms are not loaded.
    iii. Ammunition up to 50 lbs for domestic travel and up to 11 lbs. for international travel is permitted on AS flights 001-999 and 2000-2999 only. Customers checking in or connecting to AS flights 3440-3499 are limited to 11 lbs. of ammunition.
    iv. Ammunition must be securely packed in the original manufacturer's package or in a container designed for ammunition and of sufficient strength to protect it from accidental crushing or discharge (i.e. wood, fiber, plastic, or metal). The projectile must be no larger than 11/16" in diameter, the size of a dime. Ammunition may be checked with or separately from the firearm. It can only be accepted inside an ammunition clip if enclosed inside a suitcase, firearm case, etc. Ammunition purchased over the counter for rifles and pistols (.50

caliber or smaller, and 8, 10, 12, 16, 20, 28 and .410 shotgun shells) are acceptable as baggage provided they are packaged properly. Dragon Breath shotgun shells are forbidden.

v. Firearms (all rifles), other than handguns, must be packed with the bolt (if included) removed when possible, and/or the action in an open position. Customers picking up their rifle case(s) are required to present photo ID or claim checks at the baggage claim or ticket counter area.

vi. Firearms and ammunition may not be checked to foreign destinations involving a connection to another carrier. Customers need to reclaim their firearms(s) and ammunition at the final AS destination and check it directly with the other carrier.

vii. Firearms and ammunition may be checked for domestic travel involving a connection to another carrier other than AS are subject to the acceptance policy of the other carrier. The customer shall verify the specific policy of the other carrier prior to checking these items.

viii. Minors under 18 may not transport a firearm(s)/ammunition.

ix. The customer must obtain prior to travel any necessary government permits, supporting documents, or notice of additional government requirements/restrictions to carry firearms to/from/via international points, including Canada and Mexico.

m. Skateboards: A maximum of one skateboard if not in a case will be considered one piece of checked baggage. If in a proper case, there is no limit to the number of items as long as, it doesn't exceed 50 lbs, 62 linear inches maximum.

n. Skiing Equipment: One piece of skiing equipment consists of one ski bag and one ski boot bag. Skiing equipment must be packaged in a proper soft or hard ski/snowboard/boot bag. Ski equipment may exceed 62 inches without incurring an oversize charge. However, ski equipment weighing 51 pounds or greater are subject to standard overweight charges.

o. Surfboards: One item of surfing equipment is defined as one surfboard, not required to be in its case, or a surfboard case with up to two surfboards inside. The equipment may exceed 62 linear inches, but must not exceed 115 linear inches. Customers checking surf equipment are charged standard overweight/oversize charges. Up to two boards in the same case may be checked for one charge.

p. Windsurfing equipment: Windsurfing equipment, not required to be in a case, consisting of one windsurfing board and one mast, boom, and sail. Accepted as excess baggage, subject to applicable charge. Note: On AS flights 1-999, the maximum single dimension is 9 ft. On AS flights 2000-2999 and flights 3440-3499, the maximum single dimension is 8ft.

F. Cabin-Seat Baggage Charges: When a passenger requests that item(s) of baggage be carried in the cabin, and AS determines that the item is acceptable

as cabin baggage but is so fragile and/or bulky as to require the use of a seat, the baggage must be carried aboard the aircraft by the passenger and secured in the seat next to the passenger's seat. AS will charge 100% of the applicable adult fare. AS will not include the cabin-seat baggage ticket in determination of free baggage allowance or excess baggage charges. There are specific seating requirements when transporting Cabin Seat Baggage. AS reservations can verify seating requirements for the flight. Note: For transportation to/from/between AS flights 0-999, 2000-2999 and 3440-3499 charges/carriage restrictions of cabin-seat baggage is to be common rated through to the destination using the highest applicable rate and the most restrictive rules for acceptance.

G. Liability – Baggage and Personal Property:

1. Notice of Irregularity and Filing of Claim: Except to/from Canada. An incident involving loss of, or damage to, or delay in the delivery of baggage or personal property accepted into the custody of AS must be reported in writing to an AS representative within 24 hours. All claims for loss are subject to proof of value and must be presented in writing to AS within 45 days after occurrence of events giving rise to the claim. No suit or legal action in connection with a claim will be allowed unless such action is brought within 2 years after AS has denied the claim in writing.
2. Limitations of liability : Maximum total liability for substantiated damages in the event of loss, physical damage, or delay in the delivery of checked baggage shall be USD 3,400.00 per ticketed passenger, unless the passenger has declared and paid for higher liability as provided below. This limitation shall also apply to baggage or personal property accepted for temporary storage at a city or airport ticket office or elsewhere before or after the passenger's trip. AS will compensate the passenger for all reasonable, documented expenses incurred as a result of damage to or delay in the delivery of any personal property, up to the limits of liability, or declared value, whichever is higher. When transportation is over the lines of AS and one or more carriers with a limitation of liability other than USD 3,400.00 and responsibility for the loss, damage or delay in delivery cannot be determined, and total liability of the combined carriers will be the lowest maximum liability. Exception 1: Our maximum liability for a lost, damaged or destroyed wheelchair or other assistive device, is the original, documented purchased price of the device. Exception 2: Liability limit on game meat: AS will be liable for loss, but not damage or spoilage of "game meat" as checked luggage. Game meat includes any type of meat that was obtained by the passenger by means other than purchasing in a store, for example: fresh caught fish or meat obtained from a hunt. Liability will be based on a flat rate of $5.00 per pound up to maximum liability of USD $3,400 per ticketed passenger. Exception 3: In the event of delay in delivery of checked luggage, the carrier reserves the right to limit interim expense reimbursement in accordance with it's interim policy.
3. Exclusions from Liability:

a) Minor damage to luggage: When AS has exercised ordinary standard of care, it assumes no liability for incidental damage such as scuffs, dents, stains, and cuts that results from normal wear and tear.
b) Damage to wheels/handles: When AS has exercised the normal standard of care, AS shall not be liable for damage to wheels or feet, or telescoping handles that are attached to the exterior of checked baggage. This exclusion applies whether or not the passengers sign a release form.
c) Fragile articles: When AS has exercised ordinary standard of care, it shall not be liable for damage to, or damage caused by fragile articles described in Rule 190 paragraph F)6). Liability will not be contingent upon the use of a release tag (see Rule 190 paragraph F)6).
d) Perishable articles: AS shall not be liable for deterioration or spoilage of any perishable articles contained in checked baggage, whether with or without the knowledge of AS. Liability will not be contingent upon the use of a release tag (see Rule 190 paragraph F)6).
e) Carry-on/unchecked property: AS will not be liable for damage loss or theft of items taken on board an aircraft and remaining in the personal possession care of the passenger. Assistance provided by flight crew members to properly store such items does not transfer liability to AS.
f) Unsuitable, valuable articles: The following items are judged to be unsuitable as contents of checked baggage, and AS assumes no liability for loss, theft, damage or delay in the delivery of:
    A. Cash, currency
    B. Negotiable papers
    C. securites
    D. business contracts, documents
    E. jewelry, watches
    F. cameras, videos and photographic equipment, camcorders, audio equipment, film, camera equipment, photographs.
    G. Electronic equipment/devices, personal electronic equipment/devices, including components such as compact discs and video game cartridges.
    H. computers and related components
    I. binoculars, telescopes, optical devices including eyeglasses
    J. silverware
    K. precious metals, stones or materials.
    L. art objects, sculptures
    M. historical artifacts
    N. original manuscripts
    O. irreplaceable books, publications, collectibles (such as baseball cards)

P. antiques, heirlooms
Q. keys
R. sales samples
S. medications
T. furs, including coats, gloves, hats
U. game trophies, antlers, and pelts

When transportation is via AS and one or more carriers which exclude certain items in checked baggage from their liability, AS will not be liable for the excluded items

g) Attached items: AS will not be liable for tents, sleeping bags, or similar articles which are strapped, taped, or tied to another piece of baggage and may become separated as a result of normal handling during transportation.
h) Attached items: AS will not be liable for tents, sleeping bags, or similar articles which are strapped, taped, or tied to another piece of baggage and may become separated as a result of normal handling during transportation.
i) Pets: Passengers presenting pets for checking as baggage or carriage in the passenger cabin will be responsible for compliance with all government regulations and restrictions, including furnishing valid health and vaccination certifications when required. AS will not be responsible for any expenses or loss that might result when any pet is refused passage into or through any country, state or territory.
j) Unclaimed Baggage: AS will not be liable for baggage not claimed within 30 min. After baggage has been made available for claiming in a public baggage claim area.

Note: TSA accepted locks are suggested, as TSA may need to physically inspect a piece of luggage. If a bag is locked, TSA may cut the lock off.

4. Declaration of Higher Value: When checking in for a flight and presenting property for transportation, a passenger may declare a value higher than the maximum amounts specified in Paragraph 2) above, up to a maximum of USD 5,000.00 in which event AS liability shall not exceed such higher declared value. The charge for the declaration shall be USD 1.00 per USD 100.00 of additional declared value. Excluded items listed in Paragraph 3) above are not acceptable for higher value declaration.
5. Interline Variations on Liability: When a personal property, including baggage, is tendered for transportation via AS in conjunction with another carrier having a different limit of liability and/or declared higher value, AS shall not be liable for any amount in excess of its limits as specified herein.

Alaska Airlines Domestic Contract of Carriage

Last Updated: July 15, 2014

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.

H. 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.

I. 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 predicated by AS

J. 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:

1. 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
2. you are denied boarding because the flight is canceled; or
3. you are denied boarding because a smaller capacity aircraft was substituted for safety or operation reasons; or
4. 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
5. 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
6. 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:

1. 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
2. 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

3. 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:

1. 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
2. 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
3. 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/CAD 33.00, 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.