

WILDERNESS



SEAPLANES

DOMESTIC TARIFF

RULES, RATES AND CHARGES

APPLICABLE

TO

TRANSPORTATION OF PASSENGERS AND BAGGAGE OR GOODS

BETWEEN POINTS IN CANADA

ISSUED BY

Vince Crooks, Operations Manager, Wilderness Seaplanes Ltd.

Original May 05 2016

CHECK SHEET

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

<u>Page Number</u>	<u>Number of Revision</u>	<u>Page Number</u>	<u>Number of Revision</u>
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Preamble

This Tariff contains the rules of how Wilderness Seaplanes Ltd conducts business with our passengers and customers. It describes in detail what service we intend to provide, and the limits of that service. The Company will not only meet these minimum levels of expected service, but strive to provide the best customer service we can to our valued passengers and customers.

Although most of the Tariff is written to protect the interests of the passenger, it also serves the Company by stating what we expect from our passengers with respect to safety and security.

At Wilderness Seaplanes we hope to make your travel as simple, comfortable, and enjoyable as we can. Please don't hesitate to give us a call if you have any questions regarding the rules in these Tariff's.

Thank you for choosing Wilderness Seaplanes Ltd.



Vince Crooks,
Operations Manager

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

CTA..... Canadian Transportation Agency

WD..... Wilderness Seaplanes Ltd.

Cont'd Continued

No..... Number

\$..... Dollar(s)

[R] Denotes reductions

[A]..... Denotes increases

[C] Denotes changes which result in neither increases or reductions

[X]..... Denotes cancellation

[N]..... Denotes addition

CAD Canadian

N/A..... Not Applicable

RULE 1. DEFINITIONS

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

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

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

"Carrier" means Wilderness Seaplanes Ltd.

"Charter Flight" is a 'contract' between the customer and the carrier to provide transportation by aircraft on a single occasion; it can be part of a series of charter flights. The departure time and destination are predicated on the needs of the customer and can be tailored as best as operationally possible.

"Charter Contract" is a series of Charter flights. Each flight is an individual "Charter", but the overall agreement between the customer and the carrier is a contract. Specific terms and rates can be set in a contract for all or some of the charter flights.

"Contract" when a customer purchases a scheduled fare, charters an aircraft, or consigns cargo, both the customer and the carrier enter into a contract. The terms of that contract make up the content described in this Tariff.

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

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

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

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

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

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

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

"Scheduled Flight (Sched)" is a flight upon which a person can travel or send cargo for a specific rate which is greatly reduce from the cost of chartering the entire aircraft. By it's name, it is set for a planned departure time and is somewhat limited in the available destinations.

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

RULE 2. APPLICATION OF TARIFF

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

RULE 3. CURRENCY

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

RULE 4. MILEAGE DETERMINATION

For the purpose of computing rates and charges herein, the mileage to be used, including both live and ferry (if any) mileage, will be the shortest mileage covering the actual departure point to the destination by way of the route used by the aircraft. Our aircraft are subject to low level flight and some direct mileage routes are affected by terrain.

- (1) Pre-determined Distances kept on file in the WD Dispatch Office.
- (2) Map and String in the WD Dispatch Office.
- (3) Calculated by use of Google Earth, Line function.

RULE 5. COMPUTATION OF CHARTER CHARGES

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

- 1) An amount determined by multiplying the distance travelled by the aircraft determined in accordance with Rule 4 herein, times the applicable air transportation rate per mile, shown in Table "B", or, where distances cannot be measured, the rate per hour or fraction thereof of the flight(s), times the applicable rate per hour shown in Table "B", provided that the charge for the flight shall not be lower than the minimum charge per flight shown in Table "B".
- 2) Fuel consumed in the performance of a contract shall be charged in the amount by which the cost per gallon/litre to the carrier in Canadian currency exceeds \$1.85 / litre.
- 3) Due to the inability to foresee actual cost, the following charges will be established at the time that the contract is signed:
 - a) Loading/unloading of the aircraft.
 - b) All charges or expenses incurred by the carrier to cover the cost of accommodation, meals and ground transportation for the air crew whenever the nature of the service to be provided requires said air crew to live away from the place at which it is normally based.
 - c) Charges for storage.
 - d) The actual cost of all passenger and/or goods handling charges incurred by the carrier at an airport other than the carrier's base.
 - e) The actual cost of any special or accessorial services performed or provided on request.
 - f) Layover charges, if any, as set forth in Table "B2", will be assessed by the carrier for holding the aircraft on request at any point on the route in excess of the free waiting time.
 - g) Landing charges as per Table "B1".

RULE 6. COMPUTATION OF SCHEDULED FARES

1. The Point to Point Scheduled Rates are published in Table "A".
2. The Table shows the basic fare along with the taxes and fees that are built in. The exception to this are some locations have an additional Landing Fee based on that particular Destination. This is noted in each Zone in the sidebar note.

RULE 7. CONDITIONS OF CARRIAGE

1) Acceptance of Children

- a) Children under 12 years of age are accepted for transportation when accompanied on the same flight and in the same compartment by a passenger at least 12 years of age.
- b) Child Fares exist only for 3 specific locations; Wuikinuxv, and Kingcome and Gilford Villages; and only if the family resides in the village and is travelling for personal travel.
- c) Unaccompanied Minors are not permitted on WD aircraft.

2) Exemption from Liability

- a) Subject to the limits of liability contained in this tariff the carrier will be exempted from liability due to any failure to perform any of its obligations under the carrier's charter agreement arising from:
- b) Labour disputes or strikes, whether of the carrier's employees or of others upon whom the carrier relies for the fulfilment of the flight agreement, and;
- c) "**Force Majeure**", or any other causes not attributable to the wilful misconduct of the carrier including accidents to, or failure of aircraft or any part thereof, of any machinery or apparatus used in connection therewith. Refusal of a Government or public body, on what ever grounds, to grant the carrier any clearance, licence, right or other permission necessary for the performance of the carrier's operation is deemed to be included in the term "Force Majeure". Provided, always, that in the event of such failure, the carrier will use its best efforts to fulfil its obligations including the provision of alternate means of transport.

3) Medical Clearance

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

4) Refusal to Transport

- a) The carrier will refuse passage to any person when:
 - i) Such action is necessary for reasons of safety;
 - ii) Such action is necessary to prevent violation of any applicable law, regulation or order of any country or possession to be flown over.
 - iii) The carrier will refuse to transport, or will remove at any point, any passenger whose actions or inactions prove to the carrier that his/her mental or physical condition is such as to render him/her incapable of caring for himself/herself without assistance, unless he/she is accompanied by an attendant who will be responsible for caring for him/her en route and, with the care of such an attendant, he/she will not require attention or assistance from employees of the carrier beyond the services normally provided by the carrier – Carriage of Persons with Disabilities – See **Rule 8 (B) Acceptance of Declaration of Self-reliance**.

5) Space and Weight Limitations

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

6) Schedules/delays

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

RULE 8. CARRIAGE OF PERSONS WITH DISABILITIES

(A) Acceptance for Carriage

The carrier will make every effort to accommodate a person with a disability and will not refuse to transport a person solely based on his/her disability. However it should be noted that WD uses small seaplanes and it may not be possible to accommodate all of the special needs of every passenger. The pilot will always have the final say if in his opinion the safety of the person, other persons, and the aircraft in general preclude a person with disabilities from travelling.

In the event of a refusal, the carrier will offer to provide a written explanation to the person for the decision to refuse carriage within 10 calendar days of the refusal.

With prior notice, Wilderness Seaplanes will make every possible effort to accommodate all persons wishing to travel in a safe and comfortable manner.

(B) Acceptance of Declaration of Self-reliance

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

(C) Acceptance of Mobility Aids

(1) The carrier will carry as priority baggage, in the cabin where possible, the following mobility aids:

- (a) a wheelchair (except when aircraft design does not permit carriage of the mobility aid);
- (b) a walker, a cane, crutches or braces;
- (c) a device to facilitate communication; and/or
- (d) any prosthesis or small medical device.

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

(2) Where the aircraft design does not permit the carriage of the aid, the carrier will advise the person with a disability of alternate transportation arrangements that the person may make to transport the aid, or to travel with the aid.

- (3) Providing the aircraft can carry the aid, the carrier will:
 - (a) disassemble and package, where necessary, the aid for transportation and assemble the aid upon arrival; and
 - (b) return the aid promptly upon arrival.

- (4) Where the facilities, the tarmac, and the weather conditions permit, the carrier will allow a manually-operated wheelchair to be used to reach:
 - (a) the boarding gate;
 - (b) the stairs of the aircraft; or
 - (c) the door of the aircraft (for aircraft accessible via a boarding system).

(D) Acceptance of Service Animals

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

(E) Accessible Seating

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

(F) Services to be Provided

At time of reservation

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

- (1) describe the type of equipment and services available to accommodate persons with disabilities;
- (2) discuss both the level of accessibility and the limitations of the aircraft, the tarmac, the dock, the facilities and the availability of boarding equipment for the available services to accommodate that person's disability-related needs; and

- (3) note, and offer to confirm in writing, services to be provided as soon as possible after the reservation has been made and before the flight.

At the time of travel

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

When boarding and deplaning

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

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

(G) Liability of Carrier Respecting Mobility Aids

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

- (1) provide the person with a suitable replacement aid;

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

RULE 9. ACCEPTANCE OF BAGGAGE OR GOODS

- 1) All baggage or goods presented for transportation is/are subject to inspection by the carrier.
- 2) Articles of baggage or goods will not be carried when such articles are likely to endanger the aircraft, persons or property, are likely to be damaged by air carriage, are unsuitably packed, or the carriage of which would violate any applicable Canadian laws, regulations, or orders.
- 3) If the weight, size or character of baggage or goods renders such baggage or goods unsuitable for carriage on the aircraft, the carrier, prior to departure of the flight, will refuse to carry such baggage or goods or any part thereof. The following articles will be carried only with prior consent of the carrier:
 - a) Firearms of any description. Firearms for sport purposes will be carried as baggage provided the passenger possesses the required permit/licence and, provided that such firearms are disassembled or packed in a suitable case. The provisions of this subparagraph do not apply to Peace Officers' prescribed sidearms or other similar weapons.
 - b) Explosives, munitions, corrosives and articles which easily ignite. May only be carried if they meet with the applicable TDG Regulations.
 - c) Pets (See **RULE 23**) including, dogs, cats and birds, when properly crated in leakproof containers and accompanied by valid health certificates or other documents where these are required. Such pets and animals may be carried in the cargo compartment of the aircraft.
(*) Not applicable to service animals.

RULE 10. BAGGAGE ALLOWANCE

1. All baggage travels as 2nd priority space available after passengers who are 1st priority.
2. There are no guaranteed Baggage Allowances on either the scheduled flights or on Charter flights.
3. The free Baggage Allowance per Full Fare passenger is 50 lbs on the Scheduled Flights.
4. Passengers may choose to purchase an additional "Baggage Seat" to ensure there baggage gets on the flight. This seat allows a guaranteed 200 lbs.
5. All baggage in excess of the free 50 lbs is charged at \$1 per pound to all Scheduled destinations.

RULE 11. CARRY ON BAGGAGE

Due to the restrictions on space on our aircraft, Wilderness Seaplanes permits only very limited Carry-On baggage. The following items (ie: personal item) are permitted to Carry-on, these items must be shown to one of our Customer Service Agents at the check in counter and

1. All Baggage must be identified, weighed and at departure and the agent or the pilot will determine if the item(s) can be carried to the aircraft.
2. All Carry-On items that were permitted with other air carriers must be checked in, in Port Hardy or Bella Bella.
3. The items may be considered part of your allowable baggage and subject to excess baggage charges.
4. At the aircraft the pilot will stow the baggage as space permits.
5. Any items that have not been identified and accounted for prior to boarding may be denied by the pilot.
6. Only these items should be considered for the purpose of acceptable Carry-On Baggage:
 - i. Keys, medication, and travel documents should always be kept on your person.
 - ii. Outer garments (e.g. coats, hats)
 - iii. Purses (Female and Male)
 - iv. A Camera (not a large camera bag)
 - v. Assisting devices (e.g. canes, crutches, walkers)
 - vi. Containers carrying life sustaining items
 - vii. Urns containing human remains

RULE 12. REFUNDS

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

RULE 13. LIMITATION OF LIABILITY – PASSENGERS

1. The liability of the carrier in respect of the death of, or injury to, a passenger is dependent on the aircraft type. The minimum passenger liability in of any of the aircraft is limited to the sum of \$8,333,333.00 for any one passenger.
2. In no cases shall the carrier's liability exceed the actual loss suffered by the passenger. All claims are subject to proof of amount of loss.
3. The carrier is not liable:
 - a. In the case of any passenger whose age or mental or physical condition, including pregnancy, is such as to involve an unusual risk or hazard, for any damages sustained by that passenger that would not have been sustained but for his/her age or mental or physical condition; or
 - b. In the case of a pregnant passenger, for any damages in respect of the unborn child of that passenger.

RULE 14. LIMITATION OF LIABILITY – BAGGAGE

Liability in the case of destruction or loss of, damage to, or delay of checked and unchecked baggage - (*) Not applicable to mobility aids - see Rule 7 (G).

1. The carrier is liable for damages sustained in the case of destruction or loss of, damage to, or delay of checked or unchecked baggage as set out in the following paragraphs:
 - a. The liability of the carrier is limited to sum of \$500 for each passenger in the case of destruction, loss, damage or delay of baggage, whether checked or unchecked. However, the limit will not apply:
 - i. If it is proved that the damage resulted from an act or omission of the carrier, its servants or agents, done with intent to cause damage or recklessly and with knowledge that damage would probably result; provided that, in case of such act or omission of a servant or agent, it is also proved that such servant or agent was acting within the scope of their employment.
 - b. If the carrier proves that the damage was caused or contributed to by the negligence or other wrongful act or omission of the person claiming compensation, or the person from whom he or she derives his or her rights, the carrier shall be wholly or partly exonerated from its liability to the claimant to the extent that such negligence or wrongful act or omission caused or contributed to the damage.
Unless the passenger proves otherwise:
 - i. All baggage checked by the passenger will be considered to be the property of that passenger.

- ii. A particular piece of baggage, checked or unchecked, will not be considered to be the property of more than one person.
 - iii. Unchecked baggage, including personal items, will be considered to be property of the passenger who is in possession of the baggage at the time of embarkation.
2. No action shall be maintained for any loss, or partial loss of or damage to baggage or for any delay in the carriage thereof unless notice of a claim is presented in writing to the head office of the carrier within 30 days from the date the baggage should have been delivered.
3. In no cases shall the carrier's liability exceed the actual loss of the passenger. All claims are subject to proof of amount of loss.

RULE 15. LIABILITY OF CARRIER – CARGO

1. The liability of the carrier in respect of loss of, or damage to, goods, whether caused directly or indirectly by the act, neglect or default of the carrier or not, is limited to the sum of \$0.50 per pound to a maximum of \$50.

RULE 16. SUBSTITUTION OF AIRCRAFT(*)

When a Charter is booked on a particular type of aircraft, or even an individual aircraft; there are instances where the Carrier will need to substitute the aircraft. These conditions don't apply to Scheduled flights.

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

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

RULE 17. PAYMENT REQUIREMENTS

1. All flights shall be paid for in full at the time of departure except where arrangements for credit have been previously arranged and approved by the carrier. Any credit accounts must be in good standing at the time of departure.

RULE 18. CANCELLATION CHARGES

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

1) Scheduled Fares

- a) When the cancellation is made 24hrs or more prior to the planned departure, no cancellation charges shall be levied.
- b) Cancellations within 24hrs of departure time are subject to a 50% cancellation fee of the Scheduled Point to Point Fares.
- c) Change fees within 24 hrs of departure are subject to a \$50 Change fee.
- d) Some destinations (Zones) are subject to a 2 seat minimum charge. This charge is waived if 2 or more persons are emplaning or deplaning at the destination.

2) Charter Contracts

- a) Any Charter cancellations on the day of the charter will be subject to a cancellation charge of 50% of the base charter rate to a maximum of \$500.
- b) Any Charter cancellations within 48 hrs of the planned departure will be subject to a cancellation charge of \$100.
- c) The Carrier may charge a cancellation fee if the charterer cancels any flight that is delayed by weather, if that delay is less than 2 hrs from the planned departure time.

RULE 19. TICKETS

Wilderness Seaplanes does not issue paper tickets. All tickets are electronic and confirmed by at least two of these methods:

- 1) Reservation Number
- 2) Passenger's Name
- 3) Telephone Number associated with the reservation.
- 4) Email address associated with the reservation.

RULE 20. RESERVATIONS

- 1) A reservation will be tentative only and will not be valid until the passenger has secured a reservation number indicating his confirmed reserved space on the passenger's ticketless itinerary.

- 2) All space is reserved but no passenger shall be allotted any particular seat. Reservations made without purchase of tickets will be held only for such time as the Carrier may in each case deem sufficient to permit the purchase of tickets after reservation has been confirmed.
- 3) Reservations will be accorded for the carriage of passengers in the order received by the Carrier.
- 4) In case of overload from whatsoever cause arising, the Carrier reserves the right to transfer any or all of the passengers at the point on the route to the next flight on which accommodations are available.

RULE 21. AIRCRAFT SPACE AND WEIGHT LIMITS- DENIED BOARDING COMPENSATION

The carrier does not intentionally overbook flights, however; passengers will only be carried within the space and weight limitations of the Carrier's aircraft, and the Carrier reserves the right to deny boarding or transport to any person in order to comply with such limitations. If this policy results in a passenger being denied boarding on an aircraft for which such passenger has paid a regular fare, then the following shall apply:

- 1) if the passenger has not checked in at least twenty (20) minutes before planned departure, the passenger shall forfeit his or her right to obtain a refund of any fare paid in respect of the flight;
- 2) if the passenger is denied boarding after checking in at least twenty (20) minutes before planned departure, such passenger shall be offered one of these options.
 - a) Transportation on another flight offered by the Carrier at a later time to such passenger's original destination, free of charge, and;
 - b) a full refund of the fare paid by that passenger in respect of the flight;
 - c) if a passenger elects to board another flight offered by the Carrier at a later time:
 - i) If the flight is on the same day; the carrier will compensate by providing transportation to/from a suitable restaurant; and a meal allowance of \$20 if the delay is more than 3 hrs.
 - ii) If the next available flight is not on the same day as the original flight, such passenger shall, be entitled be compensated for taxi to and from the airport to a suitable hotel; basic hotel fare paid for; and a meal allowance of \$20 /meal, for 3 meals per day, until the Carrier can provide transportation to the original destination.

RULE 22. PASSENGER RE-ROUTING

- 1) The Carrier will cancel the reservation of any passenger whenever such action is necessary to comply with any governmental 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. See **RULE 21** for details on denied boarding.

- 2) Reservations are valid only for passage beginning on the dates shown on the flight itinerary, between points named on the itinerary, and for trips on which space has been reserved.
- 3) If the passenger fails to occupy space which has been reserved for him on a flight and the Carrier fails to receive notice of the cancellation of such reservation prior to the departure of such flight, the Carrier will cancel such reservation and all other reservations for continuing or return space.
- 4) Check-in time. Reservations are subject to cancellations at the discretion of the Carrier if passengers do not report to the Customer Service Counter at least twenty (20) minutes prior to flight departure.

RULE 23. PETS

Wilderness Seaplanes is proud to support the safe and humane travel of all animals we accept for transportation. Before travel, all customers are required to please contact us at 1.800.343.5963 or 250.949.6353 so that we may be better prepared for your check-in.

1) Carry-on Pets in Cabin

- a) Wilderness Seaplanes accepts pets for travel in the cabin for a fee of \$31.50, each way (limit one animal per customer). If the animal makes a mess in the cabin the customer may be charged a fee of up to \$150 to clean the aircraft.
- b) Animals must be leashed and accompanied by a passenger (dogs) or in an airline travel approved kennel (cats). The weight of the animal will be considered as part of your allowable baggage and any excess charges will be applicable.
- c) Pet kennels (cats) should be soft-sided (airline travel approved) and must be within the dimensions of 17" x 10" x 10" (43cm x 25.4cm x 25.4cm)
- d) The animal must be able to stand in its natural position without coming into contact with the roof of the kennel.

2) Pets Shipped as Cargo

- a) We not will be accepted any pets shipped as Cargo as all animals must travel with a passenger.

3) Important Information

- a) We recommend that you register your pet within 24 hours of completing your booking (minimum of 48 hours prior to flight). Pet fees are applicable at the time

- of booking; however, should your plans change and your pet does not travel, the pet fee is refundable.
- b) Wilderness Seaplanes will not be responsible for any additional fees in relation to the transportation of your pet.
 - c) Your kennel must be leak proof and well ventilated. If you choose a soft-sided, airline approved kennel, your pet must be completely enclosed in the zipped up kennel.
 - d) Cats must remain in their kennels for the duration of the flight.
 - e) The carrier must be big enough to allow your pet to sit up and turn around safely and comfortably.
 - f) No part of the pet may extend outside of the kennel.
 - g) A customer may not travel with more than one kennel in the cabin.
 - h) Aircraft types, weight, weather and regulatory restrictions may prevent Wilderness Seaplanes from transporting your animal to the destination.

4) Service Animals

- a) Service animals are defined as animals required by a person with a disability for assistance. Service animals must be certified, in writing, as having been trained to assist a person with a disability by a professional service animal institution. They may fly in the cabin of the aircraft, free of charge, when harnessed and on duty.
- b) Due to the smaller dimensions of our aircraft, we may not be able to comfortably accommodate large service animals on certain flights. Therefore, we recommend you pre-register your service animal with us a minimum of 48 hours prior to flight so we may best accommodate your needs.

TABLE "A"
RATES AND CHARGES
POINT TO POINT RATES
(In Canadian Dollars)

WILDERNESS SEAPLANES SCHEDULED FLOAT SERVICE FARES EFFECTIVE MAY 5, 2016							
<p>** NEW ** Addition of Scheduled Flight Cancellation Policy for all Zones Cancellations with 24 HRs of departure, a charge of 50% of the fare will be levied. Failure to show up for flight will result in a 100% charge. Change fees with less than 24 HRs notice, there will be a \$50 charge.</p>							
Zone 1							
Acteon Sound	Creasy Bay	Houghton Bay	* Port Elizabeth	Strachen Bay			
* Alert Bay	* Claydon Bay	* Jennis Bay	* Port McNeill	* Stirling Point			
Allison Sound	Charlotte Pt	* Kingcome	Quatse Bay	* Sullivan Bay			
Belize (need Location)	Chief Nolas	* Lane Bay	* Scott Cove	Trevor Lake			
* Belle Isle	* Echo	Long Lake/Wyclees	Seymour/Slingsby	* Turnbull Cove		\$25 landing Fee for Port McNeill on Wednesday Sched for any pax in out of AM8 Y = \$192.10 BG = \$181.10	
Boone Pt	Frederick Bay	McKinnon Lagoon	* Shawl Bay	* Wakeman Sound			
Boydell	Georgia Bay	Mereworth Sound	* Shoal Harbour	Woods Lagoon			
Cavair Cove	* Gifford Village	* Nimmo Bay	* Sointula				
	* Greenway Sound	Nugent Sound					
<p>All Locations with a * are to be booked on the afternoon sched. All other locations on morning sched. Drop off or pick ups from Alert Bay or Sointula is a \$50 charge. \$25 Charge for Drop off or pick ups in Port McNeill Note - WKO / Kingcome / Gifford - child's fare -25.00 off Base Fare, personal travel only, no accounts or QP</p>							
	Y Fare	\$163.00	Fuel	Carbon Tax	SubTotal	GST	TOTAL
	BG Fare	\$152.00	\$0.00	\$4.10	\$167.10	\$8.36	\$175.46
			\$0.00	\$4.10	\$156.10	\$7.81	\$163.91
Zone 2							
Blackgold	Finn Bay	*Lagoon Cove	Salmon Arm	Wadhams			
Burnt Island Harbour	Frederick Sound	Mauncell	Sandell	WKO (Wuikinuxv)			
Charlotte Bay	Goodhope	Margaret Bay	Security Bay	Wyclees			
Coopers Cove	Goochie Bay	McNair Creek	Shotbolt				
Dawsons Landing	Goosebay	* Ministrel Island	Sleepy Bay/ Rivers Ldg			\$5 landing Fee must be added to all passengers in/out of Wuikinuxv (WKO/RIC) Y = \$212.10 BG = \$199.10	
Duncanby Landing	Hardy Inlet	Moses	Sportsman Club				
Draney Inlet	Head Seymour	Naysash	Sunshine Bay				
Eberts/Moses	Hoy Point	Nekite	Takush				
Edna Mathews	Hemisilia	Pierce Bay	Taaltz Pt				
Fishegg	Johnson Bay	Pendleton/Legacy	* Thompson Sound				
Fishhook	Kibella Bay	RIC (Wuikinuxv)					
<p>All Locations with an * are to be booked on the afternoon sched. All other locations on morning sched. Note - WKO / Kingcome / Gifford - child's fare -25.00 off Base Fare, personal travel only, no accounts or BG Fares</p>							
	Base Fare	Fuel	Carbon Tax	SubTotal	GST	TOTAL	
	Y Fare	\$203.00	\$0.00	\$4.10	\$207.10	\$10.36	\$217.46
	BG Fare	\$190.00	\$0.00	\$4.10	\$194.10	\$9.71	\$203.81

Zones 3 & 4 Continued Next Page

TABLE "A" continued
 RATES AND CHARGES
 POINT TO POINT RATES
 (In Canadian Dollars)

WILDERNESS SEAPLANES SCHEDULED FLOAT SERVICE FARES EFFECTIVE MAY 5, 2016							
** NEW ** Addition of Scheduled Flight Cancellation Policy for all Zones Cancellations with 24 HRs of departure, a charge of 50% of the fare will be levied. Failure to show up for flight will result in a 100% charge. Change fees with less than 24 HRs notice, there will be a \$50 charge.							
Zone 3							
Adams' Harbour (Hakai)			* Doc Creek				
Hakai Beach Institute (Hakai)			* Genessee				
Hakai Land & Sea (Hakai)			* Machmell				
Hakai Lodge (Hakai)			* Namu				
Joe's (Hakai)			* Sheemahant				
Oles (Hakai)							
* Two Seat Minimum Charge to locations with an * asterix in Zone 3							
		Base Fare	Fuel	Carbon Tax	SubTotal	GST	TOTAL
	Y Fare	\$247.00	\$0.00	\$4.10	\$251.10	\$12.56	\$263.66
	BG Fare	\$228.00	\$0.00	\$4.10	\$232.10	\$11.61	\$243.71
Zone 4 Serviced from ZEL							
Klemtu	Ocean Falls	<i>Booked thru Amelia to YKT (Klemtu) or ZOF (Ocean Falls) From ZEL ONLY</i>					
<i>Klemtu Mon - Fri</i>							
<i>Ocean Falls. Wed. Only</i>							
		Base Fare	Fuel	Carbon Tax	SubTotal	GST	TOTAL
ZEL to YKT/ZOF	Y Fare	\$158.00	\$0.00	\$4.10	\$162.10	\$8.11	\$170.21
ZEL to YKT/ZOF	BG Fare	\$142.00	\$0.00	\$4.10	\$146.10	\$7.31	\$153.41
YKT/ZOF to ZEL	Y Fare	\$153.00	\$0.00	\$4.10	\$157.10	\$7.86	\$164.96
YKT/ZOF to ZEL	BG Fare	\$137.00	\$0.00	\$4.10	\$141.10	\$7.06	\$148.16

TABLE "B"
CHARTER RATES AND CHARGES PER MILE AND PER HOUR
 (In Canadian Dollars)

WILDERNESS SEAPLANES LTD RATES Port Hardy Based										
AIRCRAFT	BASE RATE PER MILE	Burgundy Base Rate per Mile	FUEL SURCHARGE PER MILE	Burgundy Rate Per Mile Includes Fuel	TOTAL PER MILE	BASE RATE PER HOUR	FUEL SURCHARGE PER HOUR	TOTAL PER HOUR	HOLDING TIME RATE	MINIMUM TRIP (25 SM)
AMPHIB FLOAT BEAVER	\$ 5.70	\$ 5.41	1.90	7.31	\$ 7.60	\$ 610.00	\$ 200.00	\$ 810.00	\$ 200.00	\$ 190.00
STRAIGHT FLOAT BEAVER	\$ 6.80	\$ 6.45	1.90	8.35	\$ 8.70	\$ 730.00	\$ 200.00	\$ 930.00	\$ 210.00	\$ 220.00
G21a GOOSE	\$ 8.04	\$ 7.63	2.96	10.59	\$ 11.00	\$1,160.00	\$ 400.00	\$1,560.00	\$ 300.00	\$ 325.00
CESSNA 185	\$ 3.92	\$ 3.72	0.98	4.70	\$ 4.90	\$ 500.00	\$ 120.00	\$ 620.00	\$ 150.00	\$ 125.00
GENERAL COMMENTS										
CHARTER CANCELLATIONS ON THE DAY OF THE CHARTER SUBJECT TO A CHARGE OF %50 OF THE BASE CHARTER RATE TO A MAXIMUM OF \$500. ALL CHARTER CANCELLATIONS WITHIN 48 HRS OF SCHEDULED DEPARTURE SUBJECT TO A \$100 CHARGE. CANCELLATION AFTER WEATHER DELAYS IN EXCESS OF 2 HRS WILL NOT CHARGED CANCEL FEE.										
BURGUNDY ACCOUNT HOLDERS RECEIVE A 5% DISCOUNT OFF THE BASE RATE PER MILE WHEN PAYMENT IS MADE FROM A BURGUNDY ACCOUNT. ANY QUOTED RATES THAT ARE LESS THAN THE BURGUNDY RATE WILL NOT BE FURTHER REDUCED BY THE BURGUNDY 5% REDUCTION.										
FUEL SURCHARGES ARE SUBJECT TO CHANGE BASED ON MARKET VALUE										
A CALL OUT FEE WILL BE CHARGED FOR TRIP DEPARTING BEFORE 7AM AND AFTER 7 PM OF \$75										MAY 05 2016

WILDERNESS SEAPLANES LTD RATES Bella Bella Based - this is for aircraft that are temporarily based in ZEL										
AIRCRAFT	BASE RATE PER MILE	Burgundy Base Rate per Mile	FUEL SURCHARGE PER MILE	Burgundy Rate Per Mile Includes Fuel	TOTAL PER MILE	BASE RATE PER HOUR	FUEL SURCHARGE PER HOUR	TOTAL PER HOUR	HOLDING TIME RATE	MINIMUM TRIP (25 SM)
AMPHIB FLOAT BEAVER	\$ 6.62	\$ 6.28	1.93	8.21	\$ 8.55	\$ 712.00	\$ 203.00	\$ 915.00	\$ 200.00	\$ 215.00
STRAIGHT FLOAT BEAVER	\$ 7.29	\$ 6.92	2.41	9.33	\$ 9.70	\$ 782.00	\$ 253.00	\$1,035.00	\$ 210.00	\$ 240.00
G21a GOOSE	\$ 9.29	\$ 8.82	3.01	11.83	\$ 12.30	\$ 1,334.00	\$ 406.00	\$1,740.00	\$ 300.00	\$ 360.00
CESSNA 185	\$ 4.09	\$ 3.88	1.41	5.29	\$ 5.50	\$ 527.00	\$ 173.00	\$ 700.00	\$ 150.00	\$ 140.00
GENERAL COMMENTS										
CHARTER CANCELLATIONS ON THE DAY OF THE CHARTER SUBJECT TO A CHARGE OF %50 OF THE BASE CHARTER RATE TO A MAXIMUM OF \$500. ALL CHARTER CANCELLATIONS WITHIN 48 HRS OF SCHEDULED DEPARTURE SUBJECT TO A \$100 CHARGE. CANCELLATION AFTER WEATHER DELAYS IN EXCESS OF 2 HRS WILL NOT CHARGED CANCEL FEE.										
BURGUNDY ACCOUNT HOLDERS RECEIVE A 5% DISCOUNT OFF THE BASE RATE PER MILE WHEN PAYMENT IS MADE FROM A BURGUNDY ACCOUNT. ANY QUOTED RATES THAT ARE LESS THAN THE BURGUNDY RATE WILL NOT BE FURTHER REDUCED BY THE BURGUNDY 5% REDUCTION.										
FUEL SURCHARGES ARE SUBJECT TO CHANGE BASED ON MARKET VALUE										
A CALL OUT FEE WILL BE CHARGED FOR TRIP DEPARTING BEFORE 7AM AND AFTER 7 PM OF \$75										MAY 05 2016

TABLE "B1"
LANDING & DEPARTURE CHARGES
(In Canadian Dollars)

AIRCRAFT TYPE	LOCATION	CHARGE PER LANDING
ALL	WUIKINUXV and RIC	\$25 per Aircraft - Charters
ALL	WUIKINUXV and RIC	\$5 per person on Scheduled Flight
ALL	WUIKINUXV and RIC	\$5 per Cargo Seat Consignment
ALL	PORT MCNEILL	\$25 Landing Fee if the customer chooses to land in Port McNeill
GOOSE	BELLA BELLA	\$32 per Aircraft -Charters
GOOSE	BELLA BELLA	\$5 per person on Scheduled Flight from Bella Bella
BEAVER	BELLA BELLA	\$17 per Aircraft
BEAVER	BELLA BELLA	\$5 per person on Scheduled Flight from Bella Bella

Above rates to be computed in accordance with Rule 5 herein.

TABLE "B2"
LAYOVER CHARGES
(In Canadian Dollars)

AIRCRAFT TYPE	FREE WAITING TIME IN HOURS	RATE PER HOUR
GOOSE	30 mins / 0.5 Hrs	\$300
STRAIGHT FLOAT BEAVER	30 mins / 0.5 Hrs	\$210
AMPHIB BEAVER	30 mins / 0.5 Hrs	\$200
CESSNA	30 mins / 0.5 Hrs	\$150

Above rates to be computed in accordance with Rule 5 herein.