

## REVELSTOKE AIR TERMS & CONDITIONS

### Booking Terms

Tickets are 100% non-refundable

Full payment is due at the time of booking

Everything Revelstoke must have contact information for each guest while staying in Revelstoke. If reservation has been made using a home number please email [info@everythingrevelstoke.com](mailto:info@everythingrevelstoke.com) to inform us of either your cell phone number or the name of the accommodation while in Revelstoke

Cancellations will be subject to 100% loss of ticket. Please ensure you have adequate travel cancellation and interruption insurance that could cover your reason for canceling the flight

Changes to the itinerary will be subject to an admin fee of \$80/direction and per passenger

If changes are made and there is a fare difference balance will be due at time of change

A change request must be received by Everything Revelstoke 21 days prior to travel date. No changes will be accepted after 20 days prior to flight and will be subject to the cancellation penalty

Name changes are not permitted

Maximum luggage is 23kgs/50lbs per person, there is no option to purchase additional luggage allowance and any luggage that is over the 23kgs/50lbs limit will be held at YVR Vancouver Airport by Pacific Coastal Airlines for \$5 per day storage fee. There is no storage option at YRV Revelstoke, shipping luggage will be at the passenger's expense

### Check In Procedure

Check In process opens 24 hours prior to flight and will close 1 hour prior to departure

To check in your flight online please visit <https://revelstokeweb.intelisis.ca/searchrescheckin.aspx> and follow the prompts

### Weather Conditions/Re-Route to Alternate Airports

The carrier reserves the right to divert or land at an intermediate point when such action is deemed by the carrier to be necessary owing to the unserviceability of the aircraft, weather conditions or other conditions beyond the control of the carrier.

Everything Revelstoke must have contact information while in Revelstoke for every person flying. This information should be either a cell phone number or the name of the accommodation while in Revelstoke. We require this information as we will need to contact you if your outbound flight has been diverted.

If an outbound flight is diverted Everything Revelstoke will contact you via your provided contact information to arrange for shuttle services to the diverted airport. It is the responsibility of the traveller to provide accurate contact information and check for flight updates. In this situation, passenger pick up will start at 10am to ensure the shuttle can meet the diverted flight in a timely manner. Everything Revelstoke is not responsible for missed communication regarding shuttle pick up, missed shuttles or subsequent missed flights should you not be prepared for departure at the given time.

### No Show Policy

Failure to cancel a reservation in advance of check-in and/or not showing up for your flight will result in subsequent cancellation of any other flights booked on this reservation.



## REVELSTOKE AIR TERMS & CONDITIONS

### Security Screening

Checked baggage will be processed through screening prior to loading on all Pacific Coastal Airlines flights departing from the Vancouver South Terminal and Revelstoke.

Checked baggage containing items that are prohibited onboard an aircraft may be opened by authorized security screeners for further inspection. For further information regarding prohibited items, please visit the Canadian Air Transport Security Authority (CATSA) website or call security information at 1.888.294.2202.

### Liability for delay

The carrier shall not be liable for delay either before the flight is commenced or at any time during the charter owing to weather conditions and unserviceability of the aircraft or other conditions beyond the control of the carrier.

### Boarding/Removal Policy

Pacific Coastal Airlines & Everything Revelstoke are not liable for their refusal to transport any passenger or for its removal of any passenger in accordance with the preceding paragraphs of this rule.

Persons under the influence of alcohol or drugs shall be refused boarding or removed from the aircraft. Such refusal to be at the discretion of the senior agent available at the time or the aircraft Captain.

Persons who are abusive, disruptive or otherwise unruly to Pacific Coastal agents including Everything Revelstoke staff or other customers shall be refused boarding or removed from the aircraft. Such refusal to be at the discretion of the senior agent available at the time or the aircraft Captain.

If acceptable forms of ID can not be produced at check in/time of boarding Everything Revelstoke and Pacific Coastal will refuse the passenger to board the aircraft.

Pacific Coastal shall refuse to carry any articles that it has reasonable grounds for believing:

- will endanger the safety of the aircraft, crew or passengers or any property
- are shipped contrary to any governmental regulation
- are liable to cause damage to the aircraft or to baggage, goods on board the aircraft or injury to persons on board the aircraft
- may refuse to carry improperly packed or otherwise defective baggage or goods

### Liability of the carrier respecting passengers

The liability of the carrier in respect of the death of or injury to, a passenger is limited to the sum of \$300,000.00.





## REVELSTOKE AIR TERMS & CONDITIONS

### Baggage Terms and Conditions

#### Lithium Batteries

Lithium batteries are considered dangerous goods. Pacific Coastal Airlines will not accept lithium batteries loose in checked baggage or as cargo. Lithium batteries can only be accepted in checked baggage if installed in a device. Loose lithium batteries need to be in carry-on baggage, or on a passenger.

#### Baggage Claims

Please examine your baggage condition upon arrival. If the condition is less than what it was when you checked in, please report to a customer service agent at our check-in counter right away.

#### Baggage Transfer

Baggage will be transferred on all arrivals and departures in Revelstoke only. At Vancouver South Terminal your baggage is handled by Pacific Coastal Airlines, but they are not able to transfer baggage to other airlines on your behalf. When connecting to other airlines, you will need to claim your baggage upon arrival in Vancouver, and re-check it when you reach your next carrier. Pacific Coastal Airlines is proud to offer complimentary shuttle service between the Vancouver South Terminal and the Main Terminal to assist you with your connections.

#### Limitation for liability for baggage

Pacific Coastal Airlines will do its best to ensure that all baggage gets to where it is supposed to be on time and without damage. There is occasion where it doesn't. In this case we will do everything we can to reunite the baggage with the passenger or make restitution. In most cases the baggage is in our system and can be quickly located and sent on the next flight. If this is not the case, or if the baggage has been damaged the Company will do what it can to prevent further inconvenience. The supervisor in the Vancouver freight office may immediately authorize an allowance that will enable the passenger to replace the necessities until the bag is found or the investigation is complete. This allowance will depend on the situation of course, but will not normally be paid out unless the bag will not be reunited within the same day. This allowance is determined by the supervisor and will be limited by the following rules.

#### Charges for storage at YVR South Terminal only

(There are no storage options at Revelstoke Airport)

Shipments will be held by the Carrier without charge for 24 hours (excluding Sundays and legal holidays for freight other than perishables), after arrival and tender of delivery at destination, or notification of arrival, whichever is applicable. Such 24 hour period will be computed from the first 8:00 a.m. after tender of delivery, or notification of arrival.

After the expiration of such free time, the Carrier will, if practicable, continue to hold such shipment as agent for the shipper and consignee, subject to a charge of \$5.00 per day per 100 lbs., or any fraction thereof, or if such continued holding is not practicable Carrier, as such agent, will place the shipment in a public warehouse subject to a lien for all transportation, storage, delivery, warehousing and other charges including handling charges of \$10.00 per 100 pounds or any fraction thereof, minimum charge of \$20.00 per shipment.



## REVELSTOKE AIR TERMS & CONDITIONS

When the shipment is held by the Carrier, the Carrier's liability will be reduced to that of a warehouseman, and when the shipment is placed in a public warehouse, Carrier's liability for the shipment will terminate.

### Infant Policy

For air travel purposes, infants are defined as being under the age of two years. Infants may travel if held securely on an adult's lap, or have a seat on the plane if purchased, and with an infant seat secured in the appropriate manner. As per Transport Canada's safety regulations, the adult to infant ratio must be 1:1.

Adults must provide appropriate identification for all infants travelling for free. Acceptable forms of ID include birth certificates, passports, care cards, and status cards. If ID is not present at check-in and an infant's age is called into question, you will be charged for an additional seat if a seat is available.

There is no baggage allowance for infants travelling for free, however passengers may check one car seat and one stroller at no additional charge.

Adults travelling with infants are allowed to take formula, breast milk, juice, and baby food through Pre-Board Screening.

### Pets Policy

Pets are not allowed on this aircraft type, contact us for Service Animal options.

### Revelstoke Airport information

YRV airport offers a terminal building with complimentary wifi and male/female washroom facilities, there are no bathrooms on the Beechcraft 1900, there is no secured parking for passengers. Everything Revelstoke includes transportation to and from your hotel and key locations within the city.

Outbound shipments delivered to the Carrier's premises, which are not acceptable for any reason, will be subject to storage charges as prescribed in the Rule (without any free time) from the first business day after the delivery until such shipment is made acceptable for carriage or removed.

The Carrier will have a lien on the shipment for all sums due and payable to Carrier pursuant to shipments which are stored pursuant to this rule.

### Privacy Act and disclosure of personal information

The Company will take all reasonable precautions to safeguard a customer's information. No details of a customer's travel itinerary will be provided to anyone (including family members) unless the customer has provided consent, or the person can provide enough key information that will enable the Company to be reasonably sure that the person should have access to the information.

