

General

If you are denied boarding, your flight is cancelled or delayed for at least two hours, or your baggage is lost or damaged, you may be entitled to certain standards of treatment and compensation under the Air Passenger Protection Regulations. For more information about your passenger rights, please contact your air carrier or visit the Canadian Transportation Agency's website.

Si l'embarquement vous est refusé, si votre vol est annulé ou retardé d'au moins deux heures, ou si vos bagages sont perdus ou endommagés, vous pouvez avoir droit à certaines normes de traitement et d'indemnisation en vertu du Règlement sur la protection des passagers aériens. Pour plus d'informations sur vos droits de passager, veuillez contacter votre transporteur aérien ou visiter le site Web de l'Office des transports du Canada.

Treatment – Delay and Cancellation for Situations with Perimeter's Control

Perimeter Aviation LP, operating as Bearskin Airlines or Perimeter Aviation, will keep passengers regularly informed if there is a flight interruption.

Perimeter Aviation LP will provide our passengers information, including the nature of the interruption, as soon as possible through the following methods:

- An audible announcement
- Website flight information display
- Flight information display screens in airports where available
- Persons with disabilities may choose their preferred method of communication within the existing options provided by Perimeter Aviation LP

Perimeter Aviation LP will provide status updates of flights every 30 minutes until a new departure time has been set.

Depending on the length and type of delay, Perimeter Aviation LP may provide meal vouchers. Below is a breakdown of compensation you may be entitled to:

Length of Delay	Compensation Issued	Controllable Delay	Controllable but for Safety	Uncontrollable
2 hours	Snack and Drink	✓	X	X
3 hours	Meal Voucher	X	X	✓
4–7.9 hours	Meal voucher (as per applicable time of day)	✓	X	X
8 + hours	Meal voucher (as per applicable time of day)	✓	X	X

Delay, Cancellation and Denial of Boarding – Tarmac Delay

At Perimeter Aviation, we work hard to get our passengers to their destination on time, as scheduled. However, if a flight is delayed, cancelled or diverted, we will do our best to minimize your inconvenience.

If a flight is delayed on the tarmac after the doors of the aircraft are closed for take-off or after the flight has landed, Perimeter Aviation will:

- a. Provide access to lavatories in working order, if equipped on the aircraft;
- b. Proper ventilation and cooling or heating of the aircraft;
- c. Communicate the delay with passenger; and
- d. Provide food and drink, taking into account the length of the delay, the time of day and the location of the airport.

If a flight is delayed on the tarmac for more than three (3) hours, Perimeter will use its best efforts to:

- a. Provide an opportunity for passengers to disembark, if feasible to do so;
- b. However, Perimeter Aviation will not provide an opportunity for passengers to disembark if it is likely that take-off will occur less than three hours and forty-five minutes after the doors of the aircraft are closed for take-off or after the flight has landed;
- c. Disembarkation may not be possible for reasons related to safety and security or to air traffic.

Denied Boarding (Overselling of Flights)

Perimeter Aviation LP must look for volunteers from all confirmed passengers before denied boarding may occur.

In the unlikely event of denied boarding within Perimeter Aviation's control, a passenger may be entitled to compensation. Below is a table outlining the timelines of impact to the customer and associated compensation rates:

Delay to original arrival time and compensation amounts		Optional: Travel voucher offered
0-6 hours	\$900 CAD	\$1100 Perimeter travel voucher
6-9 hours	\$1800 CAD	\$2000 Perimeter travel voucher
9+ hours	\$2400 CAD	\$2600 Perimeter travel voucher

We will issue the compensation amount within 48 hours Monday-Friday 9-5pm.

For more information on denied boarding, please visit:

<https://perimeter.ca/tariff/>

<https://www.bearskinairlines.com/tariff>

Free Baggage Allowance

Passengers are entitled to carry, free of charge, checked and unchecked baggage subject to the conditions and limitations set out below:

Maximum Pieces as Unchecked Baggage (Carry-on or Carry-Out)	Maximum Pieces of Checked Baggage	Maximum Combined Baggage Allowance	Maximum Dimensions per Checked Bag
2	4	60 Pounds	90 linear inches (228 cm)

If the maximum number of bags permitted and/or the maximum weight allowed for each bag or the maximum dimensions permitted for each checked or carry on bag is exceeded, passengers will be subject to excess baggage charges.

Lost or Damaged Baggage

Perimeter Aviation LP's maximum liability for lost, or damaged baggage is in accordance with our local domestic tariff. Passengers may be entitled to compensation in the event that baggage has been lost or damaged beyond normal wear and tear. Maximum liability paid out will be in accordance with Perimeter Aviation's tariff.

A passenger must file a claim for expenses with the airline. For damaged baggage, the claim must be submitted within 7 days after the passenger receives the baggage. For potentially lost baggage, the claim must be submitted within 21 days after it was supposed to arrive.

If you suspect that your baggage has been lost or damaged, we recommend you notify a customer service representative at your destination within one hour of flight arrival.

For delayed, lost or damaged baggage while travelling on a Perimeter aircraft, please visit the following link to file a claim:

<https://perimeter.ca/contact-us/delayed-baggage-cargo-report/>

For delayed baggage while travelling on a Bearskin aircraft, please visit the following link for information on how to file a claim:

<https://www.bearskinairlines.com/faq>

Transportation of Musical Instruments

Perimeter Aviation LP will allow musical instruments to be carried onboard providing they meet the carry-on size and weight requirements.

Instruments may also be accepted as carry out and/or accepted as checked baggage as long as they are properly packed in a hard-sided case and meet the size requirements. Perimeter Aviation will accept instruments as carry out and/or checked baggage if they are not packaged properly (i.e. a soft sided case) provided the passenger agrees to sign an LRT that releases Perimeter Aviation for any liabilities. The instrument must meet the size requirement.

Should musical instruments be damaged or lost during travel, where the damage or loss is the result of mishandling by Perimeter Aviation LP, the maximum liability is \$2,100.00. In such instances the passenger must provide Perimeter Aviation LP with proof of original receipt or a professional appraisal. If the passenger declares the monetary value is greater than Perimeter Aviation's maximum liability, the passenger must have declared the higher valuation at time of check-in and have been charged accordingly for additional coverage. For more information on transportation of musical instruments, please visit:

<https://perimeter.ca/tariff/>

<https://www.bearskinairlines.com/tariff>

Seating of Children Under the Age of 14 Years

Perimeter Aviation LP will seat children under the age of 14 with their parents, guardians, or travel companions at no additional cost. Perimeter Aviation LP does not offer assigned seating and so it must be made known when pre-boarding the aircraft that there is a requirement to be seated together.

For customer service questions or complaints, contact: 1-800-665-8986 or by filling out the following:

<https://perimeter.ca/feedback-form/>

<https://www.bearskinairlines.com/contact-us>

To file a complaint with the Canadian Transportation Agency, visit:

<https://services.otc-cta.gc.ca/eng/air-travel-complaints>

For all new regulation highlights, visit: <https://otc-cta.gc.ca/eng/air-passenger-protection-regulations-highlights>