

Notice to Passengers

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, ou si votre vol est annulé ou retardé d'au moins deux heures ou si vos bagages sont perdus ou endommagés, vous pourriez avoir droit au titre du Règlement sur la protection des passagers aériens, à certains avantages au titre des normes de traitement applicables et à une indemnité. Pour de plus amples renseignements sur vos droits, veuillez communiquer avec votre transporteur aérien ou visiter le site Web de l'Office des transports du Canada.

[Canadian Transportation Agency's Website:](https://rppa-appr.ca/eng)

For more information please visit the Canadian Transportation Agency:

<https://rppa-appr.ca/eng>

Check-in Procedures

All scheduled service flights departing from Saskatoon will check in at the John G Diefenbaker International Airport.

- Check-in time is one hour prior to departure.
- Cut-off, for all bases, is 30 minutes prior to departure.
- Seats for all passengers 2 years of age and older are assigned at time of check-in.
- You are required to present your approved Photo ID when you check in.

Special Assistance

Customers are requested to identify any special requirements when booking their flight. If you have booked your flight on our website, please contact the Reservations line at **1-800-667-9356** to ensure we can accommodate your requirements. You are required to contact Rise Air to discuss your requirements no later than 48 hours prior to flight time.

Visual and/or hearing-impaired passengers, with or without a service animal or companion, will be pre-boarded on our flights. For information regarding travelling with service animals, please visit Travelling with Service Animals.

Travelling with Service Animals

Rise Air will permit a service animal on board without charge if the animal is:

- Required for assistance and certified, in writing by a professional service animal institution, as having been trained to assist a person with a disability.
- The animal must remain harnessed and under the passenger's control but does not need to be muzzled. If the animal is too large for the space under a seat, it may remain on the floor at the passenger's feet.
- Passengers with service animals may not occupy seats where the animal impedes or obstructs access to an emergency exit or interferes with the crew's ability to respond to an emergency.

Mobility and Wheelchair Assistance

Rise Air will happily aid in transporting passengers who require mobility assistance, including that of a wheelchair.

For safety reasons, Transport Canada regulates the number of specific levels of wheelchair services provided on our aircraft. For this reason, we require you to contact our Reservations line at 1-800-667-9356 a minimum of 48 hours prior to departure so that our customer service attendants and inflight crew can be prepared for the arrival of passengers requiring wheelchair/mobility assistance.

Each passenger is permitted to bring, in addition to their free baggage allowance, one wheelchair that is transported in the baggage compartment of the aircraft. Braces, crutches, walkers, canes, and other assistance devices will also be accepted and are free of charge

Allergies

Rise Air does permit domestic household pets to be transported on our aircraft. Although we do our best to minimize allergens by keeping animals contained throughout the flight, our aircraft is a public space and cannot guarantee it is an allergen free environment.

Please call our Reservations line at [1-800-667-9356](tel:1-800-667-9356) when you confirm your reservation. We will make every reasonable effort to arrange a seat as far from the animal as possible.

Rise Air does not serve any nut products in their inflight service. However, despite our best efforts, other passengers may bring aboard food items that contain nut products or residue.

Booking and Purchasing

As of October 30, 2021, all travelers 12 years, and 4 months of age and older must be able to show proof of being fully vaccinated against COVID-19 to board a flight in Canada (limited exemptions* apply). Until November 29, 2021, a valid COVID-19 molecular test result will be accepted; after which, proof of vaccination must be provided. Travelers found to present false information will be subject to a fine of up to **\$5,000** under the Aeronautics Act.

Purchasing Your Ticket

You may purchase your ticket using our website or by contacting our Reservations line at [1-800-667-9356](tel:1-800-667-9356). Additionally, tickets can be bought through our partner travel agencies and directly at our airport base locations.

Accepted Forms of Payment

Our accepted forms of electronic payment include Mastercard, Visa, American Express and Debit. Cash only will be accepted when prior authorization has been provided by a company manager. To inquire about cash payments, call our Reservations line at [1-800-667-9356](tel:1-800-667-9356).

Fare Types

Premium fare is the only fare that is **fully refundable** and will be refunded to the form of payment that it was charged to. If you paid cash for your fare, reimbursement in the form of a cheque will be mailed to you from our finance department. If the fare was charged to a third party, that party will receive their refund on account.

Flex fare charges a \$105 administration fee and any applicable fare difference for changes. This fare is **nonrefundable**. You must notify Rise Air at least 24 hours prior to departure to be eligible to make changes to your reservation.

Basic fare is **nonrefundable**. No changes can be made once the ticket is paid for.

Delayed Baggage

If you are unable to locate your baggage when you arrive at your destination, we recommend that you immediately report this to a Rise Air customer service attendant who can assist you in completing the [Report Lost Baggage](#) form.

You may be eligible to submit a claim for interim expenses. Claims must be made within 21 days from the date on which the baggage was received. You will also be reimbursed for any baggage fees that you paid.

Lost Baggage

If you are unable to locate your baggage when you arrive at your destination, we recommend that you immediately report this to a Rise Air customer service attendant. We will verify that the baggage is lost and will complete a [Baggage Irregularity Report](#) form with you. This form is completed in triplicate by you and the customer service attendant.

If your baggage is not located within 21 days from the date you submit the report, you will be reimbursed for the value of your baggage up to the maximum amount of our baggage liability and will not exceed \$2,300.00CAD. You will also be reimbursed for any baggage fees that you paid.

Damaged Baggage

If your baggage has been damaged, we recommend that you immediately report this to a Rise Air customer service attendant upon your arrival at your destination who can assist you in completing the [Report Lost Baggage](#) form. Claims for damaged baggage must be submitted within 7 days after receiving the baggage.

Rise Air's maximum liability for damaged baggage is \$2,300.00CAD. You will also be reimbursed for any baggage fees that you paid. Exceptions to this include normal wear and tear and/or damage resulting from a manufacturer's defect.