



Customer Service Plan

Contents

1. Lowest Available Fare.....	2
2. Delay, Cancellation and Diversion Event Notification.....	2
3. On-Time Baggage Delivery.....	2
4. Allow Reservations to be Held or Cancelled Without Payment.....	3
5. Provide Prompt Ticket Refunds.....	3
6. Properly Accommodate Passengers with Disabilities and Other Special Needs, Including During Tarmac Delays.....	4
7. Meet Passengers' Essential Needs During Lengthy On-Board Delays.....	4
8. Oversales	4
9. Disclose Travel Itinerary, Cancellation Policies, Frequent Flyer Rules, Aircraft Seating Configurations and Lavatory Availability.....	5
10. Notifying Consumers in a Timely Manner of Changes in Their Travel Itineraries.....	5
11. Ensure Responsiveness to Passenger Complaints.....	5
12. Identify the Services to Mitigate Passenger Inconveniences Resulting from Cancellations and Misconnections	6

1. Lowest Available Fare

Flair's lowest fares are available on our website, www.flairair.ca. Certain fares, such as Internet promotions, are not accessible to the Reservations Agent at the Call Centre nor at the airport and may only be purchased at our website.

Customers contacting our Call Centre or visiting us at the airport's ticket counter will be offered the lowest available fare, exclusive of Internet only fares, sales, and promotions.

Suggestions:

- Flair's lowest fare is available at www.flairair.ca.
- Promo fares are only available for purchase on our website, come with restrictions, and are not accessible via the Call Centre, Flight Changes, Support, nor the airport.
- Quoted fares are only available for live bookings and will expire if purchase is not completed within 15 minutes.
- Keep in mind that having flexible travel dates, booking a flight as far in advance as possible, and purchasing your ancillary products online may result in a lower fare.

2. Delay, Cancellation and Diversion Event Notification

Whether at the airport or onboard an aircraft, Flair will strive to provide timely and frequent information regarding a delay, cancellation, or diversion. Our policy is to provide accurate and timely communication of the best available information regarding a flight irregularity.

Flair will promptly provide to passengers who are ticketed or hold reservations, and to the public, information about a change in the status of a flight within 30 minutes of becoming aware of such a change in the status of a flight.

Whenever possible, we will notify our passengers of a delay or cancellation via email to the email address provided in the reservation. We will also provide information regarding flight irregularities on our Flight Status page at www.flairair.ca.

If a flight is delayed or cancelled, we will re-accommodate passengers onto the next available Flair flight, space permitting. If you miss your connection due to a delayed flight, or if your flight is cancelled, a new boarding pass for your revised itinerary may be obtained at the airport.

Suggestions:

- On your scheduled date of travel, visit our Flight Status page on Flair's website, www.flairair.ca, for flight and travel information.
- The local airport's website also contains pertinent travel information which you may find useful.

3. On-Time Baggage Delivery

Flair strives to ensure that checked baggage travels on your flight and is delivered on time. In the event your baggage does not arrive at your destination with you, please see a Flair Customer Service Agent and file a Property Irregularity Report (PIR).

Flair is committed to delivering baggage on time, including making every reasonable effort to return mishandled baggage within 24 hours, compensating passengers for reasonable expenses that result due to delay in delivery (as required by regulation 14 CFR part 254 for domestic flights and

as required by applicable international agreements for international flights), and reimbursing passengers for any fee charged to transport a bag if that bag is lost.

Once Flair is notified that baggage did not arrive at its intended destination, a search will be initiated. As soon as your items are located, Flair will make every reasonable effort to return mishandled baggage within 24 hours. We will also reimburse passengers for reasonable expenses that result due to the delay in delivery. The checked bag fee of mishandled baggage will be refunded to the passenger's original form of payment. Please retain your baggage claim tag for tracking and settlement, if necessary.

Should a passenger require further assistance with a mishandled bag, please contact Baggage@flairair.ca. Please review Flair's Tariff, page 26, Rule 14 by visiting www.flairair.ca for additional information pertaining to mishandled baggage and limitations of liability.

Suggestions:

- Flair strongly recommends you attach an ID tag to each of your bags that clearly displays your name, address and telephone number.
- Add a colorful strap, ribbon, or photo ID tag to help differentiate your bag and make it more identifiable.
- Place your contact information, along with a copy of your itinerary inside baggage.
- Take a snapshot of your baggage prior to travel. Should your bag be mishandled, the picture will help us to more easily identify it, as well as more easily assess damage.
- Necessities such as medication, keys, phones, jewelry, cash, personal documents, passports, and electronics, such as tablets, laptops, etc. should travel with you on the aircraft.

4. Allow Reservations to be Held or Cancelled Without Payment

Flair does not hold reservations without payment.

Refunds are allowed for reservations that are made 7 days (168 hours) or more prior to your departure, provided that the refund request is made within 24 hours of your initial reservation.

Please refer to Flair's Tariff, page 21, Rule 9, Section A by visiting www.flairair.ca for further information regarding cancellations and refunds.

5. Provide Prompt Ticket Refunds

Passengers who purchased their flight (including ancillary charges) with a credit card and are due a refund will have their credit processed within 7 business day. Depending on the form of payment and financial institution, the refund may not be reflected until the next billing cycle. However, after the refund has been processed, most funds are available within 7 to 10 business days.

Passengers who purchased their flight (including ancillary charges) with a debit card and are due a refund will have a cheque issued within 6 to 8 weeks. Passengers that have been approved for reimbursement and submit a receipt(s) will have a cheque issued within 4 to 6 weeks.

Suggestions:

- When contacting the Call Centre or submitting a Fast Access form for Refunds, please include your booking confirmation number.

6. Properly Accommodate Passengers with Disabilities and Other Special Needs, Including During Tarmac Delays

Passengers with disabilities, special needs, and unaccompanied minors will be provided with professional, courteous service and will be properly accommodated.

For further information pertaining to minors traveling unaccompanied, see Flair's Tariff, Part III, Rule 15: Acceptance of Children for Travel by visiting www.flairair.ca.

Flair's policies and procedures are in accordance with Regulation 14 CFR Part 382, Non-Discrimination on the Basis of Disability in Air Travel, which implements the Air Carrier Access Act. A copy of 14 CFR Part 382 may be reviewed at any of our stations by requesting it from a Complaint Resolution Official (CRO). A copy may also be obtained from the U.S. Department of Transportation by any of the following means:

1. Calling from within the United States, by telephone via the Toll-Free Hotline for Air Travelers with Disabilities at 1-800-778-4838 (voice) or 1-800-455-9880 (TTY)
2. Calling the Aviation Consumer Protection Division at 202-366-2220 (voice) or 202-366-0511 (TTY)
3. Writing to the Air Consumer Protection Division, C-75, U.S. Department of Transportation, 1200 New Jersey Ave. SE, West Building, Room W96-432, Washington, DC 20590
4. Visiting the Aviation Consumer Protection Divisions' website at: <https://www.transportation.gov/airconsumer>.

Suggestions:

- When making your reservations, be sure to notify Flair of any special needs you may have.
- Notifying a Flair customer service agent at the time of booking, and as far in advance of travel as possible will assist us in providing you the requested service. If a request for a service is made less than 36 hours prior to your flight's scheduled time of departure, we will make every effort to accommodate the request, though we can not guarantee it.

7. Meet Passengers' Essential Needs During Lengthy On-Board Delays

Flair makes every effort to ensure on-time departures and arrivals. However, mitigating factors such as weather, Air Traffic Control, and other issues may cause delays or cancellations from time to time. If this occurs, Flair will not permit an aircraft to remain on the tarmac for more than 3 hours before allowing guests to deplane, subject to the Captain's and Air Traffic Control's concurrence.

In the event of a lengthy delay, we will provide snacks, water, restroom facilities and access to medical treatment for passengers onboard an aircraft.

Suggestions:

While Flair offers food on board for purchase, passengers are welcome to bring food on board our flights. If you are traveling with children, be sure to pack extra snacks and beverages (subject to CATSA/TSA rules), as well as diapers and changing essentials.

8. Oversales

Flair does not over-sell flights.

9. Disclose Travel Itinerary, Cancellation Policies, Frequent Flyer Rules, Aircraft Seating Configurations and Lavatory Availability

We strive to provide our passengers with accurate information about their travel itineraries, our aircraft seating configurations (including lavatory availability), frequent flyer rules, and cancellation policies.

Flair provides passengers access to their itineraries by visiting www.flairair.ca and logging into My Trip. Passengers may also contact our Call Centre with any itinerary inquiries.

Flair does not currently offer a frequent flyer program.

Flair's aircraft configuration and lavatory availability are available online by visiting www.flairair.ca or contacting our Call Centre at 204-888-4357.

Customer Service Agents can relay cancellation and refund policies to passengers upon request at the time of booking. These policies can also be found in Flair's Tariff, Page 21, Rule 9, Section A, available on www.flairair.ca.

10. Notifying Consumers in a Timely Manner of Changes in Their Travel Itineraries

Flair endeavors to operate their schedules as planned. However, when a change occurs to your flight, we will make every effort to communicate the schedule change via email in advance of the date of travel. Otherwise, the information will be provided upon airport check-in and at the gate.

Suggestions:

- Please ensure you provide us with contact information that you will be able to access while you are travelling.

11. Ensure Responsiveness to Passenger Complaints

We aim to provide excellent care and service to our passengers. If you have a complaint, please contact Flair at Support@flairair.ca. You may also reach us by sending your correspondence to:

Customer Support
c/o Flair Airlines Ltd.
4th floor North Tower
4032, 1000 Airport Road,
Edmonton International Airport, AB
T9E OV3

You will receive an initial acknowledgement of your communications within 30 days and a substantive reply within 60 days.

Suggestions:

- Please provide your booking confirmation number and a detailed account of your experience.

12. Identify the Services to Mitigate Passenger Inconveniences Resulting from Cancellations and Misconnections

Flair will provide amenities and services to minimize the impact of cancelled or misconnecting flights due to a flight irregularity within our control. We will also make every effort to assist our passengers and minimize their inconvenience resulting from cancellations or misconnections. If the cancellation or misconnection is due to severe weather, Air Traffic Control decisions or other issues outside of Flair's control, we cannot offer such accommodations. Please see Flair's Tariff, page 38, Rule 20 by visiting www.flairair.ca for further information related to flight cancellations and misconnections.

Suggestions:

- Carry medication and other essential items with you.
- When traveling with children, please pack extra snacks and beverages, as well as diapers and changing essentials in preparation for an unplanned event.