

## Denial of Boarding

### a. Volunteers

During a denied boarding situation, PAL will first ask for volunteers willing to give up their seat in exchange for compensation.

### b. Boarding Priorities

If there aren't enough volunteers, PAL will give boarding priority, in the following order, to:

- (a) unaccompanied minors;
- (b) passengers with a disability and their support person, or service animal, if any;
- (c) passengers travelling with family members; and
- (d) passengers who were previously denied boarding on the same ticket,

### c. Information and Updates

If you are denied boarding, PAL shall inform you of the reason. Information on the compensation and standards of treatment to which you may be entitled is listed herein.

### d. Alternate Travel Arrangements

#### i. Rebooking

##### *Situations outside our control*

If due to a situation that is outside our control, your flight is delayed three hours or more, or cancelled, PAL will rebook you on the next available PAL flight or one of our partner airlines within 48 hours of your original departure time.

If that is not possible, PAL will rebook you on the next available flight that is operated by any carrier to your destination.

##### ***Situations within our control or situations within our control but required for safety***

If due to a situation that is within our control or within our control but required for safety, your flight is delayed three hours or more or cancelled, PAL rebook you on the next available PAL flight or one of our partner airlines within 9 hours of your original departure time.

If that is not possible, PAL rebook you on any carrier that departs within 48 hours of your original departure time.

#### ii. Refund

If you refuse the rebooking options PAL offered, PAL can refund the unused portion of your ticket.

If your travel no longer serves a purpose as a result of the delay or cancellation, PAL can also return you to your point of origin and refund the ticket.

### e. Assistance

If within PAL's control or within PAL's control but is required for safety purposes, you are denied boarding, PAL will provide you with the following:

- Food and drink in reasonable quantities, considering the length of the wait, the time of day and location;
- Access to a means of communication; and
- Hotel or comparable accommodations for overnight delays within reasonable distance from airport, along with roundtrip transportation to the hotel and back to the airport.

### f. Compensation

If you're a passenger who is denied boarding because of a situation within our control, you will be entitled to receive denied boarding compensation, unless:

1. You haven't fully complied with ticketing and check-in requirements, or you do not satisfy the conditions for transportation under PAL's tariff and general conditions of carriage.

2. You're offered transportation on another seat on the same flight as the one specified on your ticket, at no extra charge.

Compensation is calculated based on your arrival time at destination and is:

- 900 CAD - if delayed by less than 6 hours;
- 1,800 CAD - if delayed between 6 and 9 hours;  
and
- 2,400 CAD - if delayed by 9 hours and more.

#### **g. Recourse**

Please contact PAL Customer Support at any of our channels to file a claim, or for any concerns and complaints: **Global Reservation and Customer Support**. You may also choose from our self-service request options on our [PAL Help Page](#), to ensure a smooth travel experience that is tailored to your needs.

If you feel that PAL have not resolved your issue to your satisfaction, you may also reach out to the Canadian Transportation Agency (CTA).