

Flight Delays / Cancellations

a. Information and Updates

If your flight is delayed or cancelled, PAL shall inform you of the reason. PAL shall also provide any new information as soon as feasible.

In cases of delay, PAL shall provide you with updates every 30 minutes until a new departure time or flight arrangement has been confirmed.

b. 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 with 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 with 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 that 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.

c. Assistance

If:

1. The delay is due to a situation within PAL's control or within PAL's control but is required for safety purposes;
2. You have been informed of the delay or cancellation less than 12 hours before the departure time indicated on your ticket; and
3. You have waited two hours after the departure time indicated on your ticket.

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 the airport, along with roundtrip transportation to the hotel and back to the airport.

d. Compensation

If due to a situation within PAL's control, your flight was delayed three hours or more, or cancelled, you'll be entitled to receive compensation, unless:

- 1) You do not have a confirmed reservation or are travelling on a fare that isn't available, directly or indirectly, to the public;
- 2) You are informed of the delay or cancellation at least 15 days before the scheduled time of departure;
- 3) You have already been paid denied boarding compensation;
- 4) You have already been paid under another passenger rights regime for the same event;

5) You failed to submit your claim within one year of the flight delay or cancellation.

Compensation for delays and cancellations is calculated based on your arrival time at final destination and is:

- 400 CAD for delays at arrival between 3 and 6 hours;
- 700 CAD for delays at arrival between 6 and 9 hours; and
- 1,000 CAD for delays at arrival of 9 hours and more.

e. 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).