



# Passenger Policy

*To ensure a -smooth and timely travel experience, all passengers are required to adhere to the following policy.*

## **GENERAL TRAVEL INFORMATION:**

### **1- Flight Check-in and Arrival Time**

-Passengers must arrive at the departure terminal **1 hour prior to the scheduled departure time.**

-This time is required for us to weigh your baggage and load the aircraft

- 45 minutes is our cutoff time. Which means that customers arriving less than 45 minutes before departure time will be denied boarding.

-Late arrivals may result in denied boarding and forfeiture of the ticket without refund.

### **2. Fare Payment and Refund Policy**

-Payment for your flight can be made by cash, debit, Visa, MasterCard, or American Express

-All fares must be paid **at the time of booking** to confirm a reservation or you will be denied boarding

-24h cancellation fee policy prior to departure or tickets will be void.

-No refunds on bookings will be issued.

-For cancellations made more than 24 hours before departure, an open ticket will be provided valid for a year from the time of purchasing.

### **3. Change and Rebooking Policy**

- Changes to a confirmed booking (including flight date, time, destination or passenger name)

are subject to availability.

-Changes must be requested at least 24 hours prior to scheduled departure.

#### **4. Baggage Policy**

-Each passenger is allowed 60 lbs of baggage free of charge

-Excess baggage rates are charged for anything over this amount and excess baggage may need to be held for a later flight

-Carry on baggage is allowed only if it fits under the aircraft seat

-Overweight or additional baggage will incur extra fees, which must be paid at check-in

#### **5- We provide complimentary shuttle service**

-We are pleased to offer all our passengers complimentary shuttle transportation, ensuring a seamless and comfortable connection to and from our flights. This service is provided as part of our commitment to exceptional travel experiences, allowing you to relax and enjoy peace of mind from the moment your journey begins until you reach your final destination.

#### **6 - Alcohol and smoking**

Passengers under alcohol influence are **not permitted to fly** under the Canadian Aviation Regulations (CARs), specifically Section 602.04.

602.04(2): No passenger may consume alcohol on board an aircraft. In other words bringing and drinking your own alcohol during a flight is strictly prohibited.

602.04(4): If there are reasonable grounds to believe a passenger is intoxicated (by alcohol or drugs) to a hazardous extent, the airline must refuse to allow them to board.

Smoking or vaping (including e-cigarettes) is **illegal** on all flights under Canadian federal law (Aeronautics Act).

#### **7- Harassment and Violence**

All forms of discrimination, harassment and violence will not be tolerated, condoned or ignored.

As outlined in the Canadian Human Rights Act (CHRA), every person has the right to live and work free from discrimination based on things like their race, their age, their gender identity or expression, or any of the grounds of discrimination outlined in the CHRA.

## **8 - Floatplane Passenger's guidelines**

-You can bring your carry-on baggage in the cabin just ask the pilot where and how to stow it safely.

-Make sure the seat belt fits tight around your hips, and wear it at all times.

-The pilot will guide you through the exits in case of an emergency. Learn where to find, and how to use all exits before takeoff.

-After the check-in we will provide a demonstration of how to use the Life Preservers or Personal Flotation Device(PFD) prior to boarding.

-Further information is provided in the **Safety Briefing Cards** that are in each aircraft.

## **9- Weather and flight operations**

-Weather and environmental factors can significantly influence flight operations. Conditions such as poor visibility, winter storms, icing, strong winds, runway contamination (snow or ice), and other environmental hazards may require adjustments to scheduled flights.

These factors may lead to operational changes, including:

- **Weight or payload limitations**
- **Additional refueling stops**
- **Delays or rescheduling**
- **Aborted or incomplete flight attempts**

-Amik Aviation follows all Transport Canada regulations related to pilot duty time and mandatory rest periods. While flights are planned within these regulatory limits, unforeseen delays may affect scheduling and service availability.

-As an on-demand air taxi operator, we will arrive at the agreed departure point at the scheduled time whenever weather and site conditions allow for safe takeoff and landing. All flight decisions, including whether to depart or continue a flight, rest with the Pilot-in-Command. Our primary responsibility is safety.

**-Passengers must be dressed appropriately for Winnipeg and Northern Manitoba winter conditions.** Please dress in warm, weather-appropriate clothing, including insulated outerwear, winter boots, gloves, and hats. **Passengers wearing inadequate clothing, such**

**as sandals, shorts, open shoes or clothing that exposes skin, will be denied boarding** for their own safety due to the risk of cold exposure during ground operations, delays, or unforeseen circumstances.

-We will always make reasonable efforts to reduce the impact of weather or operational disruptions on your travel plans while maintaining safety as our highest priority.

### **10 - Minors travel rules**

-Passengers under 16 **cannot fly by themselves or book on their own**. All bookings for minors must include the accompanying parent, legal guardian, or authorized adult, who will travel with them for the entire journey, our airline does not provide escort services.

**-Infants (under 2 years old):** Can fly on parent's lap (lap infants); Infant can also have their own seat, if an approved car seat is used.

**-Children (2 years old and over):** Must have their own paid seat; Must fly with a parent/guardian.

### **11 - General Conditions**

Amik Aviation reserves the right to deny boarding to any passenger who fails to comply with this policy or whose actions or condition may compromise safety or security.