

Airline Tariff Publishing Company, Agent

CANADIAN GENERAL RULES TARIFF NO. CGR-1

1st Revised Page F9-1  
Cancels Original Page F9-1FRONTIER AIRLINES  
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For unexplained abbreviations, reference marks and symbols see Pages 7 through 8.

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CANADIAN GENERAL RULES TARIFF NO. CGR-1

1st Revised Page F9-2  
Cancels Original Page F9-2FRONTIER AIRLINES  
SECTION I - GENERAL RULES

## RULE 1F9 APPLICATION OF TARIFF

(A) Rules in this tariff govern the application of all fares and charges published in tariffs which specifically refer to and are made subject to this tariff with such exceptions as may be expressly stated in such tariffs. These rules constitute the conditions upon which each carrier transports or agrees to transport passengers and are expressly agreed to by the passenger to the same extent as if such rules were included as conditions in the contract of carriage.

(B) International transportation shall be subject to the rules relating to liability established by, and to all other provisions of, [X] the convention for the Unification of Certain Rules for International Carriage by Air, signed at Montreal, May 28, 1999 (Montreal Convention), whichever Convention may be applicable to the transportation hereunder. Any provisions of these rules which is inconsistent with any provision of the applicable Convention, shall, to that extent, but only to that extent, be inapplicable to international transportation.

**NOTE:** Rules stating any limitation on, or condition relating to, the liability of carriers for personal injury or death are not permitted to be included in tariffs filed pursuant to the laws of the United States, except to the extent provided in Rule 95(C) with respect to Tariff C.A.B. No. 427, issued by Airline Tariff Publishing Company, Agent. Any such limitation or condition in any rule herein except to the extent provided in Rule 95(C) is not a part of Tariff C.A.B. No. 427, issued by Airline Tariff Publishing Company, Agent, filed with the Civil Aeronautics Board of the United States. Nothing in this tariff modifies or waives any provision of the said convention.

(C) Gratuitous Carriage  
With respect to gratuitous carriage, F9 reserves the right to exclude the application of all or any part of the tariff.

(D) Change without notice  
Except as may be required by applicable laws, government regulations, orders and requirements, F9's rules, regulations and conditions of carriage are subject to change without notice; provided, that no such change shall apply to a contract of carriage after the carriage has commenced.

(E) Changes in Rules, Fares, and Charges Except as otherwise provided within specific fare rules, transportation is subject to the rules, fares, and charges in effect on the date on which the ticket is purchased. Rules, fares and charges quoted for ticketing will not be guaranteed until purchased.

- (1) If an increase in the fares or charges becomes effective before any portion of the ticket has been used, the full amount of the increase will be collected from passenger.
- (2) No increase will be collected in cases where the ticket has been issued before the effective date of a fare change, resulting in an increase in the applicable local or joint fare provided:
  - (a) The originating flight coupon of the ticket was issued for a specific flight at the fare contained in a tariff lawfully in effect on the date of the ticket issuance determined by the validation stamped or imprinted on the ticket;
  - (b) The originating flight shown on the ticket is not voluntarily changed at the passenger's request subsequent to the effective date of any increase in the applicable fare;
  - (c) This provision shall apply only to the passenger to whom the ticket was originally issued.

**NOTE:** Purchase of a Prepaid Ticket Advice (PTA) will constitute purchase and issuance of a ticket for the purpose of this rule. The provisions of the contract of carriage or of this tariff may be altered, modified or waived only in writing by an agent, servant or representative of F9.

- (3) If, after a ticket has been issued and before any portion thereof has been used, either a decrease in the fares or charges applicable to the transportation shown on the ticket becomes effective or a fare for which the passenger can now qualify is added between the points shown on the ticket, the full amount of the difference in fares will be refunded provided that there is no change in origin/destination/stopover point(s)/flight(s)/date(s) shown on the original ticket or on any ticket issued in exchange for the original ticket. Original ticket issued must have been fully refundable in order to qualify for the difference to be refunded.

(F) Reference to pages, rules, items and notes are continuous and include revisions, supplements thereto and reissues thereof.

(G) Frontier Airlines will be responsible only for the furnishing of transportation over its own lines. When Frontier Airlines undertakes to issue a ticket, check baggage, or make any other arrangements for transportation over the lines of any other carrier (whether or not such transportation is part of a through service), Frontier Airlines will act only as agent for such other carrier, and will assume no responsibility for the acts of omissions of such other carrier.

(Continued on next page)

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## CANADIAN GENERAL RULES TARIFF NO. CGR-1

FRONTIER AIRLINES  
SECTION I - GENERAL RULES

## C[N]RULE 1F9 APPLICATION OF TARIFF (Continued)

- (H) No employee of the carrier has the authority to alter, modify or waive any provisions of the contract of carriage unless authorized by a corporate officer of that carrier. F9 appointed agents and representatives are only authorized to sell tickets for air transportation pursuant to approved fares, rules and regulations of F9. This rule supersedes any conflicting provision contained in this tariff or the contract of carriage.
- (I) Frontier does not guarantee carriage on any particular type or make of aircraft and reserves the right to provide carriage on the aircraft or air carrier of its choice.
- (J) Arrival and departure times shown in Frontier's schedules, timetables, or elsewhere are not guaranteed and may be changed without notice.
- (K) Frontier does not guarantee provisions of any particular class of type of service on substitute service flights series 4000 or 5000-5399.
- (L) Fares apply for travel only between the points for which they are published. Tickets may not be issued at fare(s) published to and/or from a more distant point(s) than the points being traveled, even when issuance of such tickets would produce a lower fare. When through or connecting passengers enplane at an intermediate point between the origin and destination shown on their tickets, F9 may require evidence, such as boarding pass, or use of a preceding flight for the portion of the ticket from point of origin to intermediate point. Absent such evidence, as may require additional fare collection from the passenger for any difference between the fare paid for the ticket from origin to destination and the fare which would apply from the intermediate boarding point to the destination.

## C[N]RULE 5F9 DEFINITIONS As used in these rules, unless otherwise defined:

Active Duty U.S. Military Personnel - see Military Passenger.  
Add on means an amount published for use only in combination with other fares for the construction of through international fares.  
Agreed Stopping Place: Scheduled stops between the original place of departure and the place of final destination constitute "agreed stopping places." F9 reserves the right to alter the "agreed stopping places" in the case of necessity without thereby depriving the transportation of its international character; and  
Agreement on Measures to Implement the IATA Inter-carrier Agreement means the agreement entered into by members of IATA in order to implement the terms of the IIA.  
Animals, include reptiles, birds, poultry, and fish.  
Applicable Adult Fare means the fare which would be applicable to an adult for the transportation to be used except those special fares which would be applicable due to the adult's status (such as clergy fares, military fares, etc.)  
Applicable Full Fare means the full adult fare for the class of service designated on the carrier's Official General Schedule for the aircraft, or compartment of the aircraft used by the passenger.  
AREA 1 - Both the North and South American continents, and the islands adjacent thereto, Bermuda, Greenland, the West Indies and the Caribbean sea and the Hawaiian Islands (including Midway and Palmyra).  
Carrier means any air carrier shown as a participant of this tariff..  
Circle Trip means any trip, the ultimate destination of which is the point of origin, but which includes a stop at at least one other point; and which is not made via the same routing in both directions. No more than 2 stopovers may be made in the fare construction. Two stopovers means one stopover in addition to the stop permitted at the outward destination.  
Civil Aeronautics Board means Department of Transportation.  
Consequential Damages means reasonable out of pocket expenses and other provable damages incurred by said passenger as the consequence of the loss, damage or delay in the delivery of such personal property.  
Continental United States means the District of Columbia and all states of the United States other than Alaska and Hawaii.  
Co-terminal means Two or more relatively adjacent airports which for the purposes of fare construction will be considered the same point.  
i.e. LAX/BUR/LGB/ONT/SNA, SFO/OAK/SJC

(Continued on next page)

For unexplained abbreviations, reference marks and symbols see Pages 7 through 8.

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CANADIAN GENERAL RULES TARIFF NO. CGR-1

1st Revised Page F9-4  
Cancels Original Page F9-4FRONTIER AIRLINES  
SECTION I - GENERAL RULESRULE 5F9 DEFINITIONS As used in these rules, unless otherwise defined:

Disabled - means any individual who has a physical or mental impairment that, on a permanent or temporary basis, substantially limits one or more major life activities, has a record of such an impairment, or is regarded as having such an impairment. As used in this definition, the phrase:

- 1) Physical or mental impairment - means (1) any physiological disorder, or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the following body system: Neurological, musculoskeletal, special sense organs, respiratory including speech organ, cardio-vascular, reproductive, digestive, genito-urinary hemic and lymphatic, skin and endocrine; or (2) any mental or psychological disorder, such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities. The term "physical or mental impairment" includes, but is not limited to, such diseases and conditions as orthopedic, visual, speech, and hearing impairments; cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, mental retardation, emotional illness, drug addiction, and alcoholism.
- 2) Major life activities - means functions such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working.
- 3) Has a record of such impairment - means has history of, or has been classified, or misclassified, as having a mental or physical impairment that substantially limits one or more major life activities.
- 4) Is regarded as having an impairment means:
  - (a) Has physical or mental impairment that does not substantially limit major life activities but that is treated by an air carrier as constituting such a limitation.
  - (b) Has a physical or mental impairment that substantially limits a major life activity only as a result of the attitudes of others toward such an impairment; or
  - (c) Has none of the impairments set forth in this definition but is treated by an air carrier as having such an impairment.

DOT Hazardous Materials Regulations means the Hazardous Materials Regulations issued by the Materials Transportation Bureau of the Department of Transportation in Title 49 of the Code of Federal Regulations, Parts 171 through 177 (49 CFR 171-177).

Extraterritorial trip means any trip which includes transportation 1) via one or more carriers within the area consisting of the Continental United States and Canada, and 2) via commercial air (not including charter services) or military air services to or from any point outside such area.

Fares Tariff means Local Passenger Fares and Rules Tariff No. EF-2 issued by Airline Tariff Publishing Company, Agent and reissues or supplements thereof.

Frontier means: Frontiers Airlines Inc., its agents and its substitute service carrier.

F9 means: Frontier Airlines, Inc., its agents and its substitute service carriers.

Full Adult Fare means the one-way Coach (Y) or First Class (F) fare code, whether specifically published or derived by construction. If applicable to joint transportation, "Full Adult Fare" means a one-way Coach (Y) or First Class (F) fare.

Governing Rules Tariff means Canadian General Rules Tariff No. CGR-1, C.A.B. No. 427, NTA(A) No. 241, issued by Airline Tariff Publishing Company, agent, reissues and supplements thereto.

IATA See International Air Transport Association.

†[CANCELLED]

Immediate Family means spouse, children, step children, sons-in-law, daughters-in-law, grandchildren, brothers, step brothers, sisters, step sisters, brothers-in-law, sisters-in-law, parents, step parents, fathers-in-law, mothers-in-law, and grandparents.

Interline means any air transportation which involves carriage via two or more carriers using different 2-letter OAG designator.

International Air Transport Association means the world trade association of airlines which operate international services.

International transportation means services furnished which are included within the scope of the term "international transportation" as used in the Convention for the Unification of Certain Rules Relating to International Transportation by Air signed at †[C]Montreal, May 28, 1999, or such Convention as amended, whichever may be applicable to the transportation hereunder and to which the said Convention applies. For the purpose of determining the applicability of the term "international transportation":

Jet Aircraft means the following aircraft (and all series thereof): A318, A319, ERJ, CRJ.

Local Passengers are those who are originating their travel or those who are on a stopover and are continuing their travel.

Maximum Outside Linear Dimensions means the sum of the greatest outside length plus the greatest outside width plus the greatest outside height.

MIA See Agreement on Measures to Implement the IATA Inter-carrier Agreement.

(Continued on next page)

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Cancels 1st Revised Page F9-5FRONTIER AIRLINES  
SECTION I - GENERAL RULES

## RULE 5F9 DEFINITIONS (Continued)

Military Agencies means departments of the Army, Navy, and Air Force; the Marine Corps, the Coast Guard; the academies of the Army, Navy, Air Force and Coast Guard; and the National Guard. The Reserve Officer Training Corps is not included.

Military Passenger means military personnel of the U.S. Military agencies who are on active duty status or persons who have been discharged from active military service within seven days of the date of travel.

Miscellaneous Charges Order means a document issued by a carrier or its agents requesting issue of an appropriate passenger ticket and baggage check or provision of services to the person named in such document.

On-line means air transportation wholly on the same carrier or, in case of substitute service carrier under the same 2-letter OAG designator.

Open-Jaw Trip means any trip that is essentially of a round-trip nature, except that the outward point of departure and the inward point of arrival/the outward point of arrival and inward point of departure are not the same. Open jaws are allowed when the mileage of the open portion of the jaw is equal to or less than the mileage of the shortest leg traveled. The inward point of arrival and outward point of departure on an open-jaw are considered 2 stopovers.

Example of Open-Jaw Trip

Point 1 to Point 2 to Point 3

Outward Destination means the point of stopover on the passenger's itinerary to which the highest normal one-way full adult first class or coach fare applies via the passenger's route of movement from passenger's point of origin. When the fares between the passenger's point of origin on the one hand and the first and second points of stopover on the other hand are equal, the outward destination shall be the passenger's last point of stopover.

Prepaid Ticket Advice means the notification that a person in one location has purchased and requested issuance of prepaid transportation to another person in another location.

Reroute means to issue a new ticket covering transportation to the same destination, but via a different routing than that designated on the ticket, or to honor the ticket held by the passenger for transportation to the same destination but via a different routing.

Round Trip means any trip, the ultimate destination of which is the point of origin, and which is made via the same routing in both directions. Reservations for all segments of a trip for tickets issued at round trip fares must be confirmed in the same -single- PNR.

Routing means the carrier(s) and/or the cities and/or class of service via which transportation is provided between two points.

Segment means that part of a journey from a passenger's boarding point to a deplaning point. Each flight coupon represents a segment of a trip.

Single Operation: Transportation to be performed by several successive carriers is regarded as "a single operation" and deemed to be "one undivided transportation."

Standby Passengers means passengers who will be enplaned on a flight subject to availability of space at departure time and only after all passengers having reservations for such flight and all passengers without reservations but paying fares other than adult standby fares, have been enplaned on such flight.

Stopover means a deliberate interruption of a journey by the passenger, agreed to in advance by F9, at a point between the place of departure and the place of destination.

Substitute Service Flights means a flight operated under an arrangement between F9 and a carrier which allows the carrier to provide service by flying under the 2-letter OAG designator of Frontier Airlines (F9). Frontier has substitute service agreements with carriers as follows:

<u>Substitute Service Carrier</u>	<u>F9 Flights Series</u>
Great Lakes Aviation	5000 - 5399
Horizon Air, Inc.	4000 - 41499
+ [N] Republic Airways Holdings	4500 - 4999

Transit Passengers are those onboard a flight at an en route stop, or a connecting passenger with a stopover, to/from other scheduled flights.

United States or United States of America means the 50 federated states and the District of Columbia.

United States Department of Defense means the U.S. Department of the Army, Navy, and Air Force and the U.S. Marine Corps.

Western Hemisphere means the United States of America, Canada, Greenland, Mexico, Central and South America, Bermuda, Bahamas, and the Islands of the Caribbean Sea.

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Cancels Original Page F9-6FRONTIER AIRLINES  
SECTION I - GENERAL RULESRULE 10F9 ADMINISTRATIVE FORMALITIES - PASSPORTS, VISAS, AND TOURIST CARDS(A) COMPLIANCE WITH REGULATIONS

The passenger shall comply with all laws, regulations, orders, demands, or travel requirements of countries to be flown from, into, or over, and with all rules, regulations, and instructions of carrier. Carrier shall not be liable for any aid or information given by any agent or employee of carrier to any passenger in connection with obtaining necessary documents or complying with such laws, regulations, orders, demands requirements, or instructions, whether given orally, in writing, or otherwise, or for the consequences to any passenger resulting from his/her failure to obtain such documents or to comply with such laws, regulations, orders, demands, requirements, or instructions.

(B) PASSPORTS AND VISAS

(1) Each passenger desiring transportation across any international boundary will be responsible for obtaining all necessary travel documents and for complying with all government travel requirements. The passenger must present all exit, entry and other documents required by the laws, and, unless applicable laws provide otherwise, shall indemnify the carrier for any loss, damage, or expense suffered or incurred by such carrier by reason of such passenger's failure to do so. Carrier is not liable to the passenger for loss or expense due to the passenger's failure to comply with this provision. Carrier reserves the right to refuse carriage to any passenger who has not complied with applicable laws, regulations, orders, demands, or requirements or whose documents are not complete. No carrier shall be liable for any aid or information given by any agent or employee of such carrier to any passenger in connection with obtaining such documents or complying with such laws, whether given orally or in writing or otherwise.

(2) Subject to applicable laws and regulations, the passenger agrees to pay the applicable fare whenever carrier, on government order is required to return a passenger to his point of origin or elsewhere due to the passenger's inadmissibility into or deportation from a country, whether of transit or of destination. Any difference between the fare so applicable and the fare paid by the passenger will be collected from or refunded to the passenger as the case may be. Carrier may apply to the payment of such fares any funds paid by the passenger to the carrier for unused carriage, or any funds of the passenger in the possession of carrier. The fare collected for carriage to the point of refusal or deportation will not be refunded by carrier, unless the law of such country requires that such fare be refunded.

(3) [X]

(C) CUSTOMS INSPECTION

If required, the passenger must attend inspection of his baggage, checked or unchecked, by customs or other government officials. Carrier accepts no responsibility toward the passenger if the latter fails to observe this condition. If damage is caused to carrier because of the passenger's failure to observe this condition, the passenger shall indemnify carrier therefore.

(D) GOVERNMENT REGULATION

No liability shall be attached to carrier if carrier in good faith determines that what it understands to be applicable law, government regulation, demand, order or requirement, requires that it refuse and it does refuse to carry a passenger.

RULE 20F9 CAPACITY LIMITATIONS

F9 may limit the number of passengers carried on any one flight at fares governed by rules making reference hereto. Such fares will not necessarily be available on all flights. The number of seats available on a given flight will be determined by F9's best judgment as to the anticipated total passenger load.

For unexplained abbreviations, reference marks and symbols see Pages 7 through 8.

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CANADIAN GENERAL RULES TARIFF NO. CGR-1

2nd Revised Page F9-7  
Cancels 1st Revised Page F9-7FRONTIER AIRLINES  
SECTION I - GENERAL RULES**C [C]RULE 33F9 CARRIAGE OF PASSENGERS WITH DISABILITIES****(A) ACCEPTANCE FOR CARRIAGE**

The carrier will make every effort to accommodate a person with a disability and will not refuse to transport a person solely based on his/her disability. In instances when refusing transportation to a person with a disability is necessary, the carrier will provide a written explanation to the person for the decision to refuse carriage at the time of the refusal.

**(B) ACCEPTANCE OF DECLARATION OF SELF-RELIANCE**

Except for applicable safety-related rules and regulations, the carrier will accept the determination made by or on behalf of a person with a disability as to self-reliance. Once advised that he or she is "Self-Reliant," The carrier shall not refuse such passenger transportation on the basis that the person with a disability is not accompanied by a personal attendant or based on the assumption that the passenger may require assistance from Airline employees in meeting the passenger's needs such as assistance with eating, using the washroom facilities or administering medication which are beyond the range of services that are normally offered by the carrier.

See also: Rule 35(F), refusal to transport, passenger's condition, medical clearance.

**(C) MEDICAL CLEARANCE**

A carrier will not automatically require a medical clearance for persons with disabilities as a condition of travel. Rather, a carrier may, in good faith and using its reasonable discretion, determine that a person with a disability requires medical clearance where their safety or well-being, in terms of such things as assistance with eating, using the washroom facilities, or that of other passengers is in question. Where a carrier refuses to transport a passenger for such reasons, a written explanation must be provided at the time of refusal. When medical clearance is required a carrier may assess a person's fitness to travel based on information and/or documentation submitted by the person with a disability (such as a note from the person's physician or healthcare professional).

See also: Rule 35(F), refusal to transport, passenger's condition, medical clearance.

**(D) ADVANCE NOTICE**

Where a passenger requests a service set out in this Rule at least 48 hours prior to departure, the carrier will provide the service. Such request should be made by the passenger at the time of reservation, and as far in advance of travel as possible. Where a passenger requests a service less than 48 hours prior to departure, the carrier will make a reasonable effort to provide the service.

**(E) SEATING RESTRICTIONS AND ASSIGNMENTS**

When a person identifies the nature of his or her disability, the carrier will inform the passenger of the available seats that are most accessible and then establish with that passenger an appropriate seat assignment. Passengers with a disability will not be permitted to occupy seats in designated emergency exit rows, or otherwise in accordance with applicable safety-related rules and regulations. Persons with disabilities and their attendants, who will meet the persons' disability-related needs, will be seated together.

**(F) ACCEPTANCE OF AIDS**

In addition to regular baggage allowance, the carrier will accept, without charge, as priority checked baggage, mobility aids, including:

- (1) An electric wheelchair, a scooter or a manually operated rigid-frame wheelchair;
- (2) A manually operated folding wheelchair;
- (3) A walker, a cane, crutches or braces;
- (4) Any device that assists the person to communicate; and
- (5) Any prosthesis or medical device.

Where space permits, the carrier will, without charge, permit the person to store a manually operated folding wheelchair and small aids in the passenger cabin during the flight. The assembling and disassembling of mobility aids is provided by the carrier without charge. Wheelchairs and mobility aids will be the last items to be stowed in the aircraft hold and the first items to be removed.

**(G) MANUALLY OPERATED WHEELCHAIR ACCESS**

The carrier will permit the person who uses a manually operated wheelchair to remain in the wheelchair:

- (1) Until the person reaches the boarding gate;
- (2) Where facilities permit, while the person is moving between the terminal and the door of the aircraft;
- (3) Where space and facilities permit, while the person is moving between the terminal and the passenger seat.

(Continued on next page)

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CANADIAN GENERAL RULES TARIFF NO. CGR-1

## FRONTIER AIRLINES SECTION I - GENERAL RULES

### C [C]RULE 33F9 CARRIAGE OF PASSENGERS WITH DISABILITIES (Continued)

#### (H) SERVICE ANIMALS

The carrier will accept for transportation, without charge, a service animal required to assist a person with a disability provided that the animal is properly harnessed and certified in writing as having been trained by a Professional Service Animal Institution. For the comfort of all passengers, the carrier staff will determine, in consultation with the person with a disability, where the person and service animal will be seated. The carrier will assign a seat to the person which provides sufficient space for the person and the service animal and the carrier will permit the service animal to accompany the person on board the aircraft and to remain on the floor at the person's passenger seat. Where there is insufficient floor space in the seat row of the person's passenger seat, the carrier will permit the service animal to remain on the floor in an area where the person can still exercise control over the animal.

#### (I) SERVICES TO BE PROVIDED TO PERSONS WITH DISABILITIES

The carrier will ensure that services are provided to persons with disabilities when a request for such services is made at least 48 hours prior to departure, and will make reasonable efforts to accommodate requests not made within this time limit. Services to be provided upon request will include:

- (1) Assisting with registration at the check-in counter;
- (2) Assisting in proceeding to the boarding area;
- (3) Assisting in boarding and deplaning;
- (4) Assisting in stowing and retrieving carry-on baggage and retrieving checked baggage;
- (5) Assisting in moving to and from an aircraft lavatory;
- (6) Assisting in proceeding to the general public area or, in some cases, to a representative of another carrier;
- (7) Transferring a person between the person's own mobility aid and a mobility aid provided by the carrier;
- (8) Transferring a person between a mobility aid and the person's passenger seat;
- (9) Providing limiting assistance with meals, such as opening packages, identifying items and cutting large food portions;
- (10) Inquiring periodically during a flight about a person's needs; and
- (11) Briefing individual passengers with disabilities and their attendant on emergency procedures and the layout of the cabin.

#### (J) BOARDING AND DEPLANING

Where a person with a disability requests assistance in boarding or seating or in stowing carry-on baggage, an air carrier will allow the person, upon request, to board the aircraft in advance of other passengers where time permits. The carrier may also require a person, even in the absence of a request to do so, to board the aircraft in advance of other passengers in order that it has sufficient time to provide the requested assistance.

#### (K) COMMUNICATION AND CONFIRMATION OF INFORMATION

Announcement to passengers concerning stops, delays, schedule changes, connections, onboard services and claiming of baggage will be made in visual, verbal and/or written format to persons with disabilities who request such a service. The carrier will supply a written confirmation of services that it will provide to that person. Modification to reflect that pre-boarding can occur upon request of the person with a disability as well as a requirement by the carriers.

#### (L) INQUIRE PERIODICALLY

When persons in wheelchairs who are not independently mobile are waiting to board an aircraft, the carrier will inquire periodically about their needs, and shall attend to those needs where the services required are usually provided by the air carrier.

(Continued on next page)

For unexplained abbreviations, reference marks and symbols see Pages 7 through 8.

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CANADIAN GENERAL RULES TARIFF NO. CGR-1

5th Revised Page F9-8  
Cancels 4th Revised Page F9-8FRONTIER AIRLINES  
SECTION I - GENERAL RULES**RULE 35F9 REFUSAL TO TRANSPORT** F9 will refuse to transport or will remove at any point, any passenger:

- A) **GOVERNMENT REQUEST OR REGULATIONS**--Whenever such action is necessary to comply with any government regulation, or to comply with any governmental request for emergency transportation in connection with the national defense, or whenever such action is necessary or advisable by reason of weather or other conditions beyond its control (including, but without limitation, acts of God, force majeure, strikes, civil commotions, embargoes, wars, hostilities, or disturbances) actual, threatened, or reported.
- B) **SEARCH OF PASSENGER OR PROPERTY**--Who refuses to permit search of his/her person or property for explosives or a concealed, deadly, or dangerous weapon or article.
- C) **PROOF OF IDENTITY**--Who refuses on request to produce identification.  
F9 shall have the right, but shall not be obliged, to require positive identification of persons purchasing tickets and/or presenting a ticket(s) for the purpose of boarding the aircraft.
- D) **ACROSS INTERNATIONAL BOUNDARIES**--Who is traveling across any international boundary if:  
1) The travel documents of such passenger are not in order;  
2) For any reason, such passenger's embarkation from, transit through, or entry into any country from, through, or to which such passenger desires transportation would be unlawful;
- E) **SAFETY**  
In the following categories where refusal or removal may be necessary for the safety of themselves and other passengers:
- (1) Persons whose conduct is disorderly, abusive, or violent (other than a person with a disability whose appearance or involuntary behavior may offend, annoy or inconvenience crew members or their passengers).
  - (2) Passengers who are barefoot and over the age of five years of age, unless required to be barefoot for medical reasons, or who is not otherwise fully clothed.
  - (3) Any passenger who is unwilling or unable to sit in an upright position during take off and landing with the seat belt fastened.
  - (4) Persons who appear to be intoxicated or under the influence of drugs. (Other than a qualified person with a disability whose appearance or involuntary behavior may make them appear to be intoxicated or under the influence of drugs.)
  - (5) Persons known to have a communicable disease or infection that is known or reasonably believe to pose a direct threat to the health or safety of others in the course of flight. If the passenger with the communicable disease or infection presents a medical certificate dated within 10 days of the date of the flight for which it is being presented with specific conditions under which the individual can travel and not pose a direct threat to the health and safety of other persons F9 shall provide transportation to the passenger unless it is not reasonable or feasible to implement the conditions set forth in the medical certificate as necessary to prevent the transmission of the disease or infection to other persons in the normal course of the flight. Unacceptable measures will include, but not be limited to, a required separation between the passenger and other persons, use of medical equipment not permitted to be used on the aircraft, a requirement that any person wear protective gear including gloves.
  - (6) Persons who attempt to interfere with any member of the flight crew in the pursuit of their duties.
  - (7) Persons who wear or have on or about their persons concealed or unconcealed deadly or dangerous weapons; provided however, that F9 will carry passengers who meet the qualifications and conditions established in F.A.R. 108.219.
  - (8) Any prisoner who has resisted or may reasonably be believed to be capable of resisting escorts.
  - (9) Unaccompanied passengers who are both blind and deaf, unless such passenger is able to communicate with representatives of F9 by either physical, mechanical, electronic, or other means. Such passenger must inform F9 of the method of communication to be used.
  - (10) Persons who would require unusual or unreasonable type of assistance or medical treatment en route, confirmed by a F9 physician, unless accompanied by a ticketed passenger capable of giving necessary assistance. F9 personnel are not permitted to give hypodermic injections.
  - (11) Persons who are unwilling/unable to abide with no-smoking requirements.
  - (12) F9 will accept any child ages 5-14 as an unaccompanied minor only on non-stop flights operated by F9 (Unaccompanied children will not be accepted on connecting flights). F9 will not accept any child as an unaccompanied minor under the age of 5 to any destination.

(Continued on next page)

For unexplained abbreviations, reference marks and symbols see Pages 7 through 8.

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CANADIAN GENERAL RULES TARIFF NO. CGR-1

## FRONTIER AIRLINES

### SECTION I - GENERAL RULES

**RULE 35F9 REFUSAL TO TRANSPORT** F9 will refuse to transport or will remove at any point, any passenger:  
(Continued)

**C [C](F) PASSENGER'S CONDITION**

**(1) Passenger's Condition**

- (a) When the passenger's actions or inactions prove to the carrier that his/her mental, intellectual or physical condition is such as to render him/her incapable of caring for himself/herself without assistance or medical treatment en route unless:
  - (i) The passenger is accompanied by a personal attendant who will be responsible for assisting with the passenger's needs en route such as assistance with eating, using the washroom facilities or administering medication which are beyond the range of services that are normally offered by the carrier; and
  - (ii) The passenger complies with requirements of rule 33, carriage of persons with disabilities.

**EXCEPTION:** The carrier will accept the determination of a person with a disability as to self-reliance as per rule 33, carriage of persons with disabilities.

**NOTE:** If the passenger is accompanied by an attendant and the passenger is refused transport, then the attendant will also be refused transport and the two will be removed from the aircraft together.

- (b) When the passenger has a contagious disease.
- (c) When the passenger has an offensive odor.
- (d) **Medical Clearance** - When the carrier determines, in good faith and using its reasonable discretion, that a passenger's medical or physical condition involves an unusual hazard or risk to their self or other persons (including, in the case of expectant mothers, unborn children) or property. The carrier can require the passenger to provide a medical certificate that then may be assessed by the carrier's own medical officer as a condition of the passenger's acceptance for subsequent travel. The carrier may refuse transportation to the person posing such hazard or risk.

**NOTE: Pregnant Passenger:**

- (i) An expectant mother with a complication-free pregnancy can travel on the carrier's flights up to the ninth month of her pregnancy or up to four weeks before her expected due date without a medical certificate.
- (ii) An expectant mother who is in the ninth month of her pregnancy must present a medical certificate, dated within 72 hours of the scheduled time of departure. The certificate must state the physician has examined the patient and found her to be physically fit for travel by air and the certificate must state the estimated date of birth.

**(2) FAILURE TO PROVIDE A SUITABLE ESCORT**

When the passenger requires an escort due to a mental health condition and under care of a psychiatric institution or in the custody of law enforcement personnel or other responsible authority and the necessary arrangements have not been made with the carrier in advance of the departure of the flight. However, the carrier will accept escorted passengers under the following conditions when the passenger has a mental health condition and is under care of a psychiatric institution or in custody of law enforcement personnel or other responsible authority:

- (a) Medical authority furnishes assurance, in writing, that an escorted person with a mental health condition can be transported safely.
- (b) Request for carriage is made at least 48 hours before scheduled departure.
- (c) Acceptance is for online travel only.
- (d) The escort must accompany the escorted passenger at all times.
- (e) Passenger in custody of law enforcement personnel or other responsible authority must be manacled.

(Continued on next page)

For unexplained abbreviations, reference marks and symbols see Pages 7 through 8.

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CANADIAN GENERAL RULES TARIFF NO. CGR-1

1st Revised Page F9-9  
Cancels Original Page F9-9FRONTIER AIRLINES  
SECTION I - GENERAL RULES**RULE 35F9 REFUSAL TO TRANSPORT** F9 will refuse to transport or will remove at any point, any passenger:  
(Continued)**G) LIABILITY**

F9 is not liable for its refusal to transport any passenger or for its removal of any passenger in accordance with the preceding paragraphs of this rule, but such carrier will, at the request of the passenger, refund in accordance with Rule 260 (involuntary refunds) As an express precondition to issuance of any ticket or granting of passage by F9 hereunder, F9 shall not be responsible for compensatory or punitive damages. The passenger's sole and exclusive remedy shall be Rule 260 (REFUND INVOLUNTARY).

**(H) SOLICITATION AND DISTRIBUTION**

Passengers are prohibited from soliciting or distributing literature and/or other materials while on F9 aircraft without prior written consent of F9. Failure to comply with this provision may result in removal from the aircraft and refusal of future travel.

**RULE 40F9 ELECTRONIC SURVEILLANCE**

Passengers and their baggage are subject to inspection with an electronic detector with or without the passenger's consent or knowledge.

For unexplained abbreviations, reference marks and symbols see Pages 7 through 8.

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(Except  
as Noted)

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+ - Effective March 31, 2006 and issued on not less than one (1) day's notice  
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CANADIAN GENERAL RULES TARIFF NO. CGR-1

4th Revised Page F9-10  
Cancels 3rd Revised Page F9-10FRONTIER AIRLINES  
SECTION I - GENERAL RULESRULE 50F9 ACCEPTANCE OF CHILDRENA) ACCOMPANIED CHILDREN

Children, from two weeks of age through 14 years old, may travel with another passenger who is at least 15 years old.

B) UNACCOMPANIED CHILDREN

1) Children under 5 years old may not travel unaccompanied to any Frontier destination.

C [C]2) Children 5-14 years old must hold confirmed reservations for service on Frontier or its codeshare partners from the airport of origin to the destination airport for flights originating or terminating in the U.S. and Canada. The following conditions also apply:

a) The child must be brought to the airport of origin by a parent or responsible adult who remains with the child until the child is aboard the plane and the plane departs the airfield.

b) Satisfactory evidence must be furnished to Frontier that the child will be met by another parent or responsible adult upon arrival at the destination.

c) Unaccompanied children are not allowed to travel standby.

d) No interline travel is permitted and Frontier will not accept unaccompanied children under the responsibility of any other airline's unaccompanied child program.

C [C]e) The child will not be accepted for travel if a flight is expected to terminate short of, or bypass, the child's destination, or if there are anticipated lengthy delays at the origin or destination city due to air traffic control, weather or other factors that may impact Frontier's ability to operate its scheduled service.

C [N]NOTE: Frontier will not accept children on the last flight of the day, unless the market only has 1 flight.

C [C]3) Minor Adults 15-17 years old are accepted for unaccompanied travel without restrictions. However, "escort service" may be requested by a responsible parent or adult.

NOTE 1: Children 15-17 years old traveling alone will need to present one of the following: A photo ID issued by a government authority, two other forms of ID, at least one of which shall be issued by a government authority; or be accompanied by an adult with appropriate ID.

NOTE 2: Passengers 15 years old and over are considered adults for purposes of this section.

C) INTERNATIONAL OPERATIONS

1) Frontier will not accept any child under the age of 15 as an unaccompanied minor traveling to or from Mexico.

2) Children traveling to a foreign destination, whether or not accompanied by parent, guardian, or responsible adult, will be required to have all foreign government documentation necessary for entry into and departure from the United States and the foreign country. Such travel documentation must be provided to Frontier at time of check-in.

NOTE: Passengers under age 18 traveling without both parents may need additional documentation to travel into a foreign country, depending on the country's requirements.

D) INFANT AND CHILD FARES

Except as otherwise provided in a specific fare rule, fares for children will be:

1) Infants under 2 year old:

a) Frontier will accept, without charge, one infant under 2 years of age who does not occupy a separate seat, but sits on the lap of a fare-paying adult passenger.

C [C]b) No other discounts apply unless specified within a specific fare rule.

c) One adult may accompany up to two infants under the age of two.

C [C]d) When an adult passenger is traveling with two infants under the age of two, a seat must be purchased for both infants.

C [C]NOTE 1: Infant tickets (lap child) must be noted with the INF50 ticket designator.

NOTE 2: All provisions governing the fare type purchased apply, including, but not limited to, advance purchase, ticketing, stopovers, minimum stay, maximum stay, or refunds.

NOTE 3: This rule applies to fares only and not to any special charges such as for excess baggage, cancellation/change penalties or service charges.

NOTE 4: Passengers under age 2 traveling as a lap child (not purchasing a revenue seat) are subject to international taxes. These taxes must be paid prior to boarding the original departure flight.

2) Children age 2 and older, whether accompanied or unaccompanied, will be charged the same fare as for an adult passenger in the same class of service.

(Continued on next page)

For unexplained abbreviations, reference marks and symbols see Pages 7 through 8.

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Cancels 4th Revised Page F9-10-A

# **FRONTIER AIRLINES** **SECTION I - GENERAL RULES**

## **RULE 50F9 ACCEPTANCE OF CHILDREN (Continued)**

### **(E) ESCORT SERVICE CHARGE FOR UNACCOMPANIED CHILDREN**

- (1) Children 5-14 years of age: There will be a separate service charge 150.00 USD/200.00 CAD per direction for each unaccompanied child. This charge applies to all unaccompanied children ages 5-14, except that no fee applies to unaccompanied children who are early returns Elite members.
- (2) Children 15-17 years of age: When escort service is requested, a separate service charge [N] of 150.00 USD/200.00 CAD per segment, per child, will apply.

### **F) RESPONSIBILITY OF FRONTIER**

- 1) With the acceptance of escort service according to Section E above, Frontier will not assume any financial or guardianship responsibility for an unaccompanied child beyond those applicable to an adult passenger.
- 2) The age limits referred to in this rule shall be those in effect on date of commencement of carriage.

### **G) INFANT CARRYING SEAT**

Infant and child restraint systems (car seat or harness) approved for air travel that fit in the applicable aircraft seat with the armrest down that meet the following requirements will be accepted for transportation provided a seat is reserved for the infant, a ticket is purchased, and the carrying seat can be properly secured by the seat belt in a window seat. The carrying seat and infant may be placed in another open seat with the flight crew's approval but an unoccupied infant carrying seat, must be checked for carriage in the cargo hold. The seat back of the infant carrying seat may not impede exiting of the plane in an emergency. Federal regulations prohibit the use of child booster seats and harness or vest-type restraining devices. If an unoccupied seat is available on the flight, a federally approved and labeled safety or infant seat may be accepted on the flight.

- 1) If space is available after boarding, or if a separate reservation has been made for the child over 14 days and under 2 years of age, the child may travel in a separate seat, provided that the child must be securely placed in an FAA approved child restraint system (car seat) that conforms to the following guidelines:
  - a) Car seats manufactured since 1985 must state, in red lettering, "THIS RESTRAINT IS CERTIFIED FOR USE IN MOTOR VEHICLES AND AIRCRAFT." In addition, the car seats must state "This child restraint system conforms to all applicable Federal motor vehicle safety standards." (This second statement need not be in red lettering.)
  - b) Car seats manufactured before 1985 must state, "this child restraint system conforms to all applicable Federal motor vehicle safety standards."
  - c) Child restraint seats may not be used in an emergency exit row.
- 2) It is the responsibility of the child's parent or accompanying adult to ensure that the restraint device functions correctly, that the child is adequately secured by the device, that the child's weight does not exceed applicable limitations, and that the device has been properly secured to the aircraft seat.
- 3) Children may not be placed in booster seats, restraint vests, restraint harnesses and other devices not meeting the FAA requirements set for the above.

**NOTE:** Frontier encourages all adults traveling with children under the age of 2 to secure the child in an approved car seat in the child's own, purchased seat.

For unexplained abbreviations, reference marks and symbols see Pages 7 through 8.

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CANADIAN GENERAL RULES TARIFF NO. CGR-1

3rd Revised Page F9-11  
Cancels 2nd Revised Page F9-11

# **FRONTIER AIRLINES** **SECTION I - GENERAL RULES**

**C+IC]RULE 90F9 PREPLANNED OXYGEN SERVICE**

- 1) Medical oxygen service is not available on Frontier Airlines.
- 2) Frontier accepts approved portable oxygen concentrators (POCs) for on-board transport and use. Contact Frontier for approved units.
  - a) A POC is considered an assistive device and is permitted in addition to the Free Baggage Allowance (FBA).
  - b) POCs may be carried on board for use in the cabin or transported as checked baggage.
  - c) Passengers should carry enough fully charged batteries to power the device throughout the entire journey including all ground time (between connections), the duration of the flight and for unexpected delays.
  - d) All batteries must be transported in carry-on baggage and must be packaged in a manner that protects them from physical damage and short circuits.
  - e) Aircraft electrical outlets (plugs) are not available for use with any electronic device.
  - f) Prior to traveling, passengers must complete the Portable Oxygen Concentrator Medical Authorization form (30881) available on Frontier's website or obtain a medical statement from their physician addressing the points on the POC Medical Authorization form.

**RULE 95F9 LIABILITY OF CARRIER**

For the purpose of international carriage governed by the Montreal Convention, the liability rules set out in Montreal Convention are fully incorporated herein and shall supersede and prevail over any provisions of this tariff which may be inconsistent with those rules.

**A) PERSONAL INJURY AND DEATH - TIME LIMITATIONS**

No action shall be maintained for any loss of, or damage to, or any delay in the delivery of, any property or baggage, or on any other claim (excepting only personal injury or death), arising out of or in connection with transportation of, or failure to transport any passenger or property or baggage unless notice of the claim is presented in writing to an office of the carrier participating in this rule alleged to be responsible therefore within 45 days after the alleged occurrence of the events giving rise to the claim, and unless the action is commenced within 2 years after such alleged occurrence. Any written notification received by the carrier within 45 days which informs the carrier of the nature of the claim is sufficient to meet the requirements for timely notice. Failure to give the above notice shall not be a bar if the claimant can show good cause for his failure to bring his claim within 45 days.

**B) OVERCHARGES**

In addition to the requirements in paragraph (A) above, no claims for overcharge shall be valid and no action shall be maintained thereon more than two years after the date of sale of the ticket, unless such claim or action is accompanied by the passenger coupon portion of said ticket.

**C) LIMITATIONS OF LIABILITY - CANADA**

Where the air carrier would otherwise be liable in respect of the death or injury of a passenger carried for hire sustained during the operations of flight embarkation or disembarkation or at any time while the passenger is aboard the aircraft, the liability of the air carrier shall not be limited in respect of such passenger below the minimum per passenger amount of passenger liability insurance or security stipulated by the Commission as a condition of the air carrier's license; PROVIDED that this provision shall not apply in respect of any passenger whose condition is such as to involve an unusual risk or hazard in regard to loss or damage which would not have been sustained but for the age or mental or physical condition of such passenger including in the case of a pregnant passenger any injury, illness or disability sustained by an unborn child.

**NOTE:** The Commission referred to in the above paragraph is restricted to mean the Canadian Transport Commission of Canada and the above paragraph is applicable only to air carriage to, from and within Canada.

For unexplained abbreviations, reference marks and symbols see Pages 7 through 8.

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Original Page F9-12

## CANADIAN GENERAL RULES TARIFF NO. CGR-1

FRONTIER AIRLINES  
SECTION II - TICKETSC[N]RULE 100F9 TICKET - GENERAL

- A) No person shall be entitled to transportation except upon presentation of a valid ticket. Such ticket shall entitle the passenger to transportation only between points of origin and destination and via the routing designated thereon.
- B) Flight coupons will be honored only in the order in which they are issued, and only if all unused flight coupons and passenger coupons are presented together.
- C) A ticket which has not been validated, or which has been altered, mutilated or improperly issued, shall not be valid.
- D) Tickets are not transferable but F9 is not liable to the owner of a ticket for honoring or refunding such ticket when presented by another person.
- E) Prohibited Practices:
  - 1) Use of coupons from two or more tickets issued at round trip fares for the purpose of circumventing applicable tariff rules is not permitted. F9 and travel agents are prohibited from issuing tickets commonly referred as "Back to Back Ticketing" under such circumstances when there is obvious intent to abuse and/or misuse restricted round trip fares.
  - 2) The purchase and use of round trip tickets for the purpose of one-way travel only, known as "Throwaway Ticketing," is prohibited by F9.
  - 3) Fares apply for travel only between the points for which they are published. Tickets may not be purchased and used at fare(s) from an initial departure point on the ticket which is before the passenger's actual point of origin of travel or to a more distant point(s) than the passenger's actual destination being traveled, even when the purchase and use of such tickets would produce a lower fare. This practice is known as "Hidden Cities Ticketing" or "Beyond Point Ticketing" and is prohibited by F9.
  - 4) NOTE: For this instance, co-terminals are considered to be the same point.
- 4) Reissuing a Non-Refundable ticket and applying the value of the existing ticket towards the creation of two or more new tickets is prohibited by F9. A Non-Refundable ticket may only be reissued on a one-for-one basis. Any residual value to the existing ticket is forfeited by the passenger.

C[N]RULE 105F9 TICKET VALIDITY

A ticket will be valid for transportation for one year from the date of issuance.

C[N]RULE 110F9 ISSUANCE OF TICKET STOCK

F9 will issue to a person a stock of tickets and validating stamp for the purpose of issuing tickets for transportation, subject to 1) reasonable credit requirements and 2) entering into a written agreement authorizing the issuance of tickets and providing accounting, reservation and ticketing procedures and provisions protecting the carrier from loss or misuse of the tickets.

NOTE: For the purpose of the above paragraph, "person", means individual; firm, copartnership, corporation, company, association., joint-stock association, or body politic; and including any trustee, receiver, assigned, or other similar representative thereof.

For unexplained abbreviations, reference marks and symbols see Pages 7 through 8.

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CANADIAN GENERAL RULES TARIFF NO. CGR-1

6th Revised Page F9-13  
Cancels 5th Revised Page F9-13FRONTIER AIRLINES  
SECTION III - RESERVATIONSRULE 115F9 CONFIRMATION OF RESERVED SPACE

A reservation for space on a given flight is valid when the availability and allocation of such space is confirmed by a Frontier agent and entered in F9's reservation system. Subject to payment or satisfactory credit arrangement, a validated ticket will be issued indicating such confirmed space, provided the passenger applies for such ticket at least 60 min. before scheduled departure time of the flight. Where other rules contained herein provide for issuance, validation, or purchase of a ticket more than 60 min. before scheduled departure time, such rule(s) will apply. Reservations are subject to cancellation if the passenger does not check in at the departure area at least 60 min. before scheduled departure time. Because not all passengers holding confirmed reservations actually use those reservations, F9 may intentionally confirm a greater number of reservations for a flight than there are seats available in the aircraft. A passenger who obtains a ticket that reflects confirmed space on a specific flight and date shall be regarded as having confirmed reserved space even if no other record of the reservation can be found.

**NOTE:** F9 may limit the number of passengers carried on any flight having a capacity of 60 seats or less at fares governed by rules making reference hereto. The available allotment of seats for fares governed by the same rule, the seats at the lowest fare will be sold on an equal basis to any passenger/agency, until such lower fare seat allotment is exhausted.

RULE 116F9 STANDBYS AND WAITLISTS

- A) STANDBYS  
Standbys are not permitted unless otherwise noted in EF-2.
- B) WAITLISTS  
Waitlists are not permitted unless otherwise noted in EF-2.

RULE 135F9 CANCELLATION OF RESERVATIONS

- A) F9 may cancel reservations of any passenger when necessary to comply with any governmental regulation or request for emergency transportation in connection with the national defense, or when necessary or advisable by reason of weather or other conditions beyond F9's control.
- B) Failure to Occupy Space If the passenger fails to occupy space which has been reserved for him/her and F9 fails to receive notice of cancellation of the reservation prior to the departure of the flight, or if F9 cancels the reservation of any passenger in accordance with this rule, F9 may, in addition, cancel all reservations held by such passenger for continuing or return space.
- C) Airport Check-In Time Limits F9 has the right to cancel reservations of any passenger who fails to present himself/herself within the following time limits preceding scheduled departure time of applicable flights as follows:

**NOTE:** The time limits provided by F9 in this rule are minimum time requirements. Due to federal security screening measures in place at airports, passenger processing time may differ from airport to airport. [X]. It is the passenger's responsibility to ascertain the departure airport's time requirements for security screening so that they comply with F9 minimum time limits.

1) Passengers on international flights must adhere to the following minimum times:

- a) Passengers required to purchase tickets must do so at least 45 minutes prior to scheduled departure, otherwise F9 may cancel reservations of tickets not yet purchased; and
- b) Reservations may also be canceled if passenger fails to be checked in and available for boarding at least 160 minutes before the scheduled departure.

- D) F9 is not liable when it cancels the reservation of any passenger in accordance with this rule, but if the reservation was cancelled pursuant to paragraph A) above, Rule 240 (Failure to Operate on Schedule) will apply. If the reservation was cancelled pursuant to other paragraphs of this rule, F9 will refund in accordance with Rule 270 (Refunds-Voluntary).

For unexplained abbreviations, reference marks and symbols see Pages 7 through 8.

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CANADIAN GENERAL RULES TARIFF NO. CGR-1

1st Revised Page F9-14  
Cancels Original Page F9-14FRONTIER AIRLINES  
SECTION IV - FARES & ROUTINGS GENERALRULE 150F9 APPLICATION OF FARES-GENERAL

- A) Where a local or joint fare is specifically published via the desired routing from point of origin to point of destination, such fare is applicable over such route notwithstanding that it is higher or lower than the combination of intermediate fares via such routing.
- B) Fares apply only for transportation in the types of aircraft and their seating configuration as specified in Aircraft Type and Seating Configuration for the classes of service and aircraft stated in connection with fares governed by this tariff.
- C) Unless otherwise provided, flights designated by class(es) of service (for example 'First Class', 'Coach' or by other classes), type of aircraft (jet or propeller) and flight departure or arrival time, such as specified in connection with the application of fares, refer to flights bearing such designations and schedules, flight departures or arrival times as set forth in Carriers Official General Schedule.
- D) Fares and charges shall apply only to air transportation between the airport and/or heliports through which the cities named in connection with such fares and charges are served by the carrier or carriers by whom, or on whose behalf, such fares and charges are published. Ground transportation will be arranged by the passenger and at his own expense.

RULE 160F9 STATEMENT OF FARES AND CHARGES

- A) All fares and charges governed by this tariff are stated as follows:
- + [C1] 1) In Canadian dollars for transportation between the U.S.A. and Canada when travel commences in Canada. Amounts will be converted to Canadian dollars at the applicable banker's rate at time of purchase.
- 2) In United States dollars for transportation between the U.S.A. and Canada when travel commences in the U.S.A.
- B) Payments for tickets, including prepaid ticket advices (PTA), shall be:
- 1) In Canadian dollars at the Canadian dollar fare, or its equivalent in U.S. dollars converted to Canadian dollars at the Banker's Buying Rate of exchange, when travel commences in Canada.
- 2) In United States dollars at the U.S. dollar fare, or its equivalent in Canadian dollars converted to U.S. dollars at the Banker's Buying Rate of exchange, when travel commences in the U.S.A.
- C) For the purpose of this rule, the Banker's Buying Rate of exchange means:
- 1) In Canada, the unit rate published in the 'Toronto Globe and Mail' Friday edition each week, as the foreign exchange mid-market rate in Canadian funds. When a national holiday falls on a Friday, the rates quoted on the previous business day will be used. These rates will be applicable from Monday of the following week up to and including the following Sunday.
- 2) In the U.S.A., the rate published each Tuesday in the 'Wall Street Journal' under the heading 'Foreign Exchange'. This rate will be applicable from Wednesday of each week up to and including the Tuesday of the following week. When a national holiday falls on a Monday, foreign exchange rates do not appear in the Tuesday edition of the 'Wall Street Journal'. In such exceptional cases, the previous week's rates are used through Wednesday instead of Tuesday, and the Wednesday edition of the 'Wall Street Journal' will be used for the period Thursday through Tuesday of the following week.
- 3) In other countries, the rate at which, for the purpose of the transfer of funds through banking channels (i.e., other than transactions in bank notes, travellers checks, and similar banking instruments) a bank will purchase a given amount of foreign currency in exchange for one unit (or units) of the country in which the exchange transaction takes place.

RULE 170F9 ROUND-TRIP FARES

When a ticket is purchased before the transportation commences or is reissued pursuant to Rule 255 (Rerouting), the fare applicable to a round trip between two points over the lines of one or more carriers shall be:

- A) When specifically published via the desired routing, the applicable round-trip fare specifically published by or on behalf of such carrier(s).
- B) When not specifically published via the desired routing, the sum of the one-way segments or the sum of the round-trip segment fares if these are published.

RULE 175F9 CIRCLE-TRIP FARES

- A) Except as provided below, when a ticket therefore is purchased before the transportation commences or is reissued pursuant to Rule 255 (Rerouting), the fare applicable to a circle trip via participating carriers or partly via participating carriers and partly via other scheduled air carriers and National Air Taxi Conference members shall be for the portion of carriage via one or more participating carriers, the sum of 50% of the applicable round-trip fares for the respective sections, constructed from the point of origin via the route of travel that produces the lowest fare for the circle trip for class of service used.
- B) The provision of this rule will also apply when a portion of a circle trip involves passage other than by air between any of the following groups of cities:  
Los Angeles, CA.; Burbank, CA.; Ontario, CA.; Long Beach, CA.; Orange County, CA.; San Francisco, CA.; Oakland, CA.; San Jose, CA.

For unexplained abbreviations, reference marks and symbols see Pages 7 through 8.

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(Except  
as Noted)

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+ - Effective March 31, 2006 and issued on not less than one (1) day's notice  
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Original Page F9-15

## CANADIAN GENERAL RULES TARIFF NO. CGR-1

FRONTIER AIRLINES  
SECTION IV - FARES & ROUTINGS GENERALCIN]RULE 180F9 STOPOVERS

- A) A stopover, as used herein, will occur when a passenger arrives at an intermediate or junction transfer point and fails to depart from the intermediate or junction transfer point on:
- 1) The first flight on which space is available; or
  - 2) The flight that will provide for the passenger's earliest arrival at intermediate or junction transfer point(s) or destination point, via the carrier and class of service shown on the passenger's ticket. Provided, however, that in no event will a stopover occur when the passenger departs from the intermediate or junction transfer point on a flight shown in F9's Official General Schedules and/or serving patterns F9 departing within four hours after his/her arrival at such point.
- B) Except as otherwise provided, stopovers will be permitted only upon payment of the combination of applicable fares on transportation solely within the Continental U.S. and/or Canada.

CIN]RULE 185F9 ROUTINGS

- A) Each fare applies only to transportation via the routings specified in connection with such fares. Any local routing in connection with a fare applicable to transportation over the lines of any one carrier between any two points shall be included in any routing in connection with:
- 1) Any published joint fare which includes transportation over the lines of such carrier between such points, unless expressly excluded from the joint fare routing or routings, or
  - 2) Any through fare constructed by combining a local fare with a joint fare. In such instances, the local routing of any one carrier shall apply to its entire portion of the through routing, whether or not the passenger travels via the point over which the fare is combined.
- B) When more than one local fare applies for the portion of passage via a carrier participating in a joint fare, the joint fare shall apply only via the routings specified in connection with the lowest local fare.

CIN]RULE 187F9 MINIMUM FARES

Except as otherwise provided, when rules provide for application of fares based on percentages of other fares, the minimum one-way fare applicable to the total local or interline transportation shall be USD 20.00/CAD 25.00, provided that in the event the passenger's transportation is via two or more carriers having different minimum fares, the highest minimum fare shall apply.

(Continued on next page)

For unexplained abbreviations, reference marks and symbols see Pages 7 through 8.

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CANADIAN GENERAL RULES TARIFF NO. CGR-1

6th Revised Page F9-16  
Cancels 5th Revised Page F9-16**FRONTIER AIRLINES**  
**SECTION V - BAGGAGE****RULE 190F9 ACCEPTANCE OF BAGGAGE - GENERAL****A) GENERAL CONDITIONS OF ACCEPTANCE**

F9 will accept for transportation as baggage, such personal property as is necessary or appropriate for the wear, use, comfort, or convenience of the passenger for the purpose of the trips, subject to the following conditions:

- 1) All baggage is subject to inspection by F9; however, F9 shall not be obligated to perform inspection. F9 may refuse to transport or may remove at any point baggage that the passenger refuses to submit for inspection.
- 2) F9 may refuse to transport baggage on any flight other than the one carrying the passenger. F9 may also refuse to accept property for transportation whose size, weight, or character renders it unsuitable for transportation on the particular aircraft which is to transport it, which cannot be accommodated without harming or annoying passengers; or which is not suitably or adequately packaged to withstand ordinary handling, unless the passenger executes a release.

**B) CHECKED AND CARRY-ON BAGGAGE** The suitability of baggage, as to weight, size, and character, to be carried in the passenger compartment of the aircraft will be determined solely by F9. F9 will check baggage, acceptable under F9's rules, which is tendered by a passenger, upon presentation of a valid ticket for transportation on F9, or over the lines of F9 and one or more other carriers, subject to the following:

- 1) Baggage must be checked at F9's airport in advance of flight departure time.
- 2) The passenger's name must appear on the baggage. F9 will supply free baggage identification labels.
- 3) Baggage will not be checked:
  - a) To a point that is not on the passenger's routing.
  - b) Beyond the passenger's next point of stopover or, if there is no stopover, beyond the final destination designated on the ticket.
  - c) Beyond a point at which the passenger wants to reclaim the baggage or any portion thereof.
  - d) Beyond the point to which all applicable charges have been paid.
  - e) Beyond a point at which the passenger is to transfer to a connecting flight, if that flight is scheduled to depart from an airport different from the one at which the passenger is scheduled to arrive.
- 4) International Operations: International Operations: Frontier will not accept any agricultural items, perishable items or any product that does not conform with the customers and/or Agricultural government entities of any foreign country that the passenger is entering into or leaving from on a Frontier flight.
- 5) When baggage is carried on board the aircraft it may be stored under a seat or in an overhead compartment. The suitability of baggage as to weight, size, and character will be solely determined by Frontier.
- 6) Firearms and shooting equipment (sporting firearms) will not be checked beyond a point of transfer to another carrier to an international flight (including Canada).

**C [C1C] FEES AND REQUIREMENTS APPLICABLE TO CHECKED BAGGAGE**

- (1) Baggage fees apply to each checked bag, up to a maximum charge of USD 100.00/CAD 125.00 for each bag, based on the date of travel, number of bags checked, ticket type purchased and/or method of purchase.
- (2) Active duty military personnel, reservists traveling with orders, and military personnel traveling in uniform may check bags at no charge for all types of tickets. This policy is for active duty military personnel only and does not extend to family members or traveling companions.
- (3) Checked bags must be within 62 linear inches (157 cm) and no heavier than 50 lbs (22 kg); for any bags exceeding those dimensions/weight, oversize/overweight charges will apply as described in Rule 225.

(Continued on next page)

For unexplained abbreviations, reference marks and symbols see Pages 7 through 8.

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3rd Revised Page F9-17  
Cancels 2nd Revised Page F9-17FRONTIER AIRLINES  
SECTION V - BAGGAGE

## RULE 190F9 ACCEPTANCE OF BAGGAGE - GENERAL (Continued)

C) FREE BAGGAGE ALLOWANCE (Continued)

- 4) In addition to the maximum allowances stated above, each fare-paying passenger dependent upon such device may carry, without additional charge, a collapsible wheelchair excluding spillable wet cell batteries or crutches and/or braces or other prosthetic device.
- 5) When two or more passenger traveling to the same destination on the same flight present themselves and their baggage at the time and place, their maximum allowance will be the sum of their individual maximum allowances. Baggage in excess of the combined maximum allowance will be subject to the excess baggage charge.
- 6) Articles Carried Free in Addition to Stated Maximum. In addition to the maximum allowances provided above, each fare-paying passenger may carry on or check, without additional charge, the following articles of baggage:
  - 1) Carry-on Baggage (must be retained in passenger's custody).
    - a) an overcoat or wrap.
    - b) an umbrella or walking stick.
    - c) Crutches and/or braces or other prosthetic device on the same flight with the passenger dependent on the device.
  - 2) Checked Baggage
    - a) a manually or battery operated collapsible wheelchair or other mobility aids if in conformity with Hazardous Material Regulations CFR49.
    - b) braces or prosthetic devices.

C IN)D) CARRY-ON ITEMS

- (1) Passengers are permitted up to two carry-on items:
  - (a) One free personal item not larger than 8" x 14" x 18" (20 cm x 35 cm x 45 cm) that must fit under the seat.
  - (b) One carry-on item not larger than 10"H x 16"W x 24"L (25 cm x 40 cm x 114 cm) and weighing not more than 35 pounds (15 kilograms) that may be placed in the overhead compartment or under the seat. A fee for the carry-on item will apply, up to a maximum charge of USD 100.00/CAD 125.00, based on the ticket type purchased and/or method of purchase.
  - (c) Items that exceed these dimensions or are in excess of the allowance will be gate checked, to which a fee will apply, as described in Rule 225.
- (2) The TSA website maintains a list of items that passengers are not permitted to carry onboard an aircraft. See [www.TSA.gov](http://www.TSA.gov) for a complete list. Carry-on items containing any items on that list will not be accepted.
- (3) The passengers is responsible for all items brought on board the aircraft. Items must be stored under a seat or in the overhead compartment.
- (4) Use of portable electronic devices (PEDS)
  - (a) Small authorized PEDS are devices under 2 pounds and are of a size that can easily be placed in a seat pocket along with the other materials that are normally found in the seat pocket (Passengers safety information card, menu or airsickness bag). They include devices like tablets, readers and mobile phones and may be used during all phases of flight when in airplane mode including taxi, take-off and landing. However, if using them during taxi, take-off and landing, you must secure these devices by holding them, putting them in your pocket or holster, or placing them in a seatback pocket.
  - (b) Large authorized PEDS are devices 2 pounds or more such as full-size laptops. They must be turned off and stowed during taxi, takeoff and landing. You may stow them under the seat in front of you or in an overhead compartment. These devices may be used above 10,000 feet when authorized by a flight attendant announcement.
  - (c) On all flights operating outside U.S. airspace, PEDS cannot be used during taxi, takeoff and landing. But may be used in airplane mode above 10,000 feet when authorized by a flight attendant announcement.

(Continued on next page)

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# FRONTIER AIRLINES SECTION V - BAGGAGE

## **RULE 190F9 ACCEPTANCE OF BAGGAGE - GENERAL (Continued)**

### **C [C]E) RESTRICTED ITEMS**

F9 will not accept for carriage any restricted/hazardous materials as defined in the DOT hazardous materials regulations (49 C.F.R. 171-177) and IATA Dangerous Goods Regulations. Examples of such goods are (i) Liquor products over 140 proof, (ii) Gasoline-powered tools, (iii) compressed gases, (iv) Corrosives (such as acids and wet batteries), (v) Explosives (such as dynamite and fireworks), (vi) Flammables (such as matches and lighter fuels), (vii) Poisons, and (viii) magnetic and radioactive materials).

- 1) The following Hazardous materials when carried by a passenger or crewmember for personal use in conformance with the following conditions:
  - a) Non-radioactive medicinal and toilet articles (including aerosols) may be carried in checked or carry-on baggage. Medicinal or toilet articles includes such items as hair sprays, perfumes, colognes, and medicines containing alcohols.
  - b) Carbon dioxide, solid (dry ice) when:
    - i) In quantities not exceeding 2.3 kg (5.07 pounds) per package and used as a refrigerant for the contents of the package. The package must permit the release of carbon dioxide gas and be marked with the name of the contents being cooled, the net weight of the dry ice or an indication that the net weight is 2.3 kg (5.07 pounds) or less, and also marketed "Carbon Dioxide, solid" or "Dry Ice";
    - ii) In quantities not exceeding 2 kg (4.4 pounds) per passenger when used to pack perishable in carry-on baggage provided the package permits the release of carbon dioxide gas.

### **2) Fragile and Perishable Items**

F9 will not accept an item for transportation that is not suitably packaged to withstand ordinary handling, or of a size, weight or character that renders it unsuitable for transportation, or that cannot be accommodated without harming or annoying passengers.

**NOTE:** F9 does not accept Styrofoam containers of any size or dimension. Fragile and perishable items (see examples below) will be accepted if packaged properly, such that, they cannot leak through the packaging and are checked in cardboard boxes, including boxes provided by F9. Perishable items required to maintain temperature cannot use wet-ice, defined as ice made only from water. F9 will accept liability for the loss of items that are packaged and checked in cardboard boxes, including boxes provided by F9 in accordance with Rule 230. However, fragile and perishable items without appropriate packaging will be accepted upon the execution of a release furnished by F9, relieving F9 from liability for damage to, losses or spoilage of items damaged resulting from delay in delivery.

**EXAMPLE:** Optics, glass, plastic, artistic items, pottery, wood, electronic/mechanical devices, hand and power tools, flimsy garment bags, liquids, musical instruments, papers, flowers, plants, photographic/video/electronic equipment, computer equipment (including hardware, software, and accessories), machinery and/or their parts, antiques, heirlooms, collectibles, toys, and recreational and sporting equipment.

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4th Revised Page F9-18  
Cancels 3rd Revised Page F9-18FRONTIER AIRLINES  
SECTION V - BAGGAGE**RULE 195F9 CONDITIONS AND CHARGES FOR SPECIAL ITEMS**

Special items will be accepted as checked or carry-on baggage, subject to specified conditions and payment of charges when applicable.

**A) MUSICAL INSTRUMENTS**

Frontier accepts musical instruments as checked or carry-on baggage subject to advance arrangements, applicable charges and limited liability. Musical instruments can be considered a carry-on item if they are capable of being stowed in the aircraft's overhead bins or closets, as space permits.

**B) SPORTING EQUIPMENT**

1) One item of the following sporting equipment will be carried free as checked baggage as defined in Rule 220 -- Free Baggage Allowance.

**a) Fishing Equipment**

One item of fishing equipment is: 2 rods, 1 reel, 1 landing net, 1 pair of fishing boots (properly encased), and 1 fishing tackle box.

**b) Golfing Equipment**

One item of golfing equipment is: 1 golf bag containing not more than 20 golf clubs and 1 pair of golf shoes.

**c) Skiing Equipment**

One item of skiing equipment is: 1 pair of skis, 1 pair of ski poles, 1 pair ski bindings, and one pair of ski boots; or 1 snowboard, 1 set of bindings, and 1 pair of boots. A maximum of two pairs of skis per bag will be allowed.

**NOTE:** Items in excess of the allowance will be subject to excess baggage charges listed in Rule 225 of this tariff, for a single piece whether or not presented as a single piece.

2) Items of the following sporting equipment will be carried free as checked baggage as defined in Rule 220 -- Free Baggage Allowance.

**a) Bowling Equipment**

Items of bowling equipment may include multiple bowling balls and multiple bowling shoes within one bag so as not to exceed 62 inches in overall dimensions and not exceed a weight of 50 pounds.

**b) Shooting Equipment**

Items of shooting equipment sporting gun are only accepted as checked baggage on flights for travel between or within the U.S. and Canada only subject to the conditions specified below and all other applicable baggage conditions, including excess, oversize or overweight baggage fees and limitation on liability:

**NOTE:** Firearms are not accepted on flights to/from Mexico. Frontier will not accept any shooting equipment, firearms, ammunition or Archery shooting equipment on flights entering into or leaving Mexico.

1) An item of shooting equipment includes one of the following:

i) A lockable, hard-sided shotgun/rifle case containing one or two shotguns/rifles.

ii) A lockable, hard-sided pistol case containing up to five pistols.

2) In accordance with federal law, a passenger who presents baggage that contains a firearm must:

i) Ensure the firearm is unloaded.

ii) Declare the firearm is unloaded at the time of check-in and sign a "Firearms Unloaded" declaration.

If the firearm is in a locked, hard-sided container **INSIDE** a piece of checked baggage (i.e., suitcase), the declaration must be placed inside the checked baggage and proximate to, but not inside of, the locked, hard-sided container containing the firearm.If the firearm is in a locked, hard-sided container, but **NOT INSIDE** a piece of checked baggage, the declaration must be placed inside the locked, hard-sided container containing the firearm.

iii) The container must be locked at the time of acceptance with the key or lock combination retained in the passenger's custody.

iv) Firearms/ammunition must be packed as follows:

1) Firearms must be packed in hard-sided, locked container or in a hard-sided, locked gun case.

2) Ammunition must be packed in the manufacturer's original container, or an equivalent, which provides for sufficient cartridge separation and is sturdy and durable.

a) Each passenger will be allowed to check up to 11 lbs of ammunition.

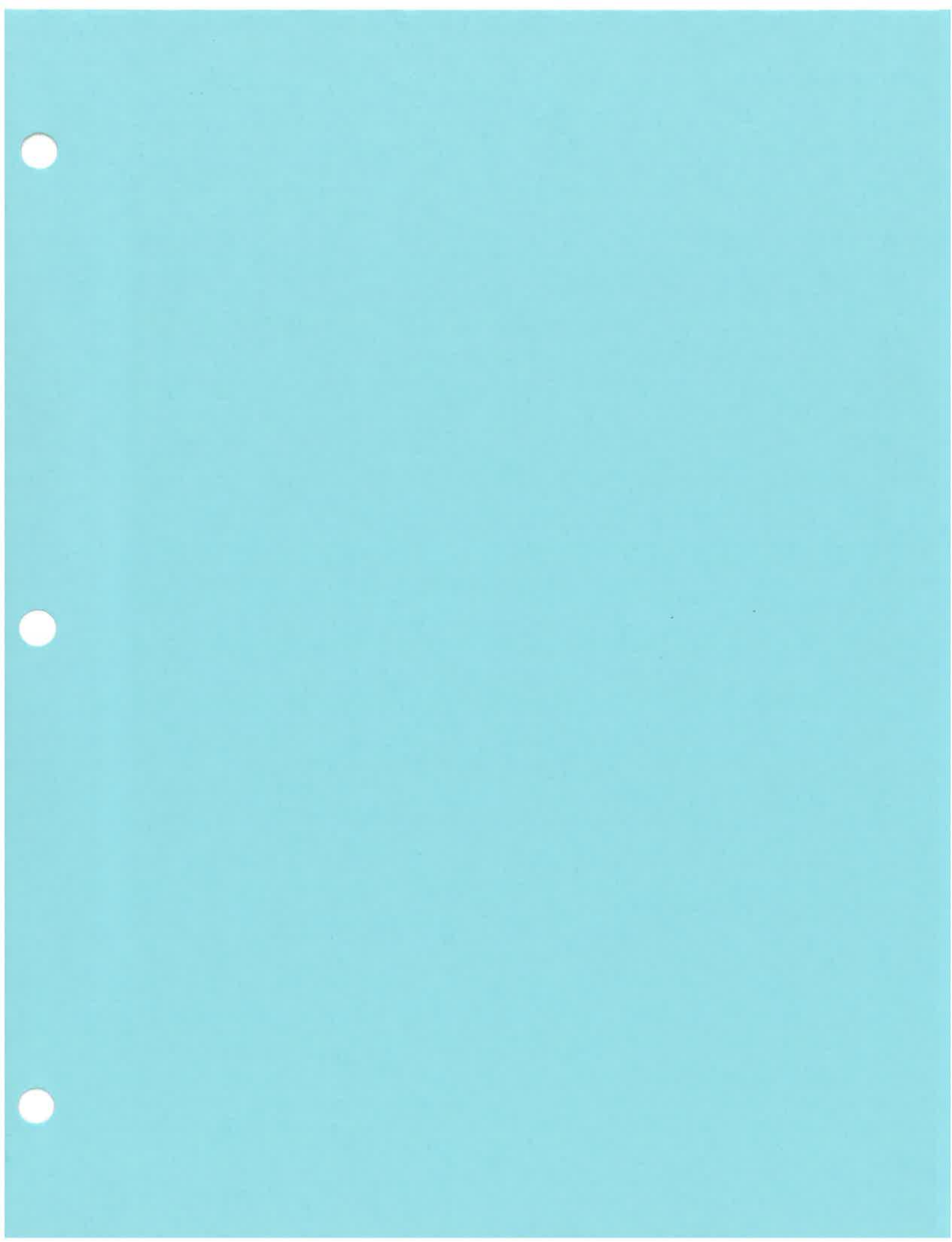
b) Ammunition may be packed with the firearm.

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For unexplained abbreviations, reference marks and symbols see Pages 7 through 8.

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SECTION V - BAGGAGE

## RULE 195F9 CONDITIONS AND CHARGES FOR SPECIAL ITEMS (Continued)

B) SPORTING EQUIPMENT (Continued)

## 2) (Continued)

## b) (Continued)

NOTE: (Continued)

## 2) (Continued)

v) Firearms and ammunition may not be checked to Canada where travel involves a connection to another carrier.

NOTE: Frontier does not accept fully automatic weapons for transportation.

3) The passenger transporting items of shooting equipment must make all arrangements and assume full responsibility for complying with any applicable laws, customs, and/or other governmental regulations, requirements, or restrictions of the country, state, or territory to which the shooting equipment is being transported. Frontier will not be liable for loss or expense due to the passenger's failure to comply with this provision, and Frontier will not be responsible if any item of shooting equipment is refused passage into or through any country, state, or territory.

4) One item of archery shooting equipment includes:

One bow and one quiver or arrows with a maintenance kit, enclosed in a container of sufficient strength to protect the bow, quiver and arrows from accidental damage.

NOTE: Items in excess of allowances will be subject to charges listed in Rule 225.

3) The following sporting equipment will be accepted as checked baggage, but will not be included in determining the free baggage allowance. These items will be subject to a specified charge per item.

a) Bicycles

Frontier will accept non-motorized touring or racing bicycles with single seats. Bicycles must have the handlebars fixed sideways and the pedals removed, or be placed in a cardboard container, or the pedals and the handlebars must be encased in plastic foam or similar material. The charge is \$50.00 per bicycle.

EXCEPTION: Children's bicycles not exceeding 62 inches in overall dimensions and weighing 50 pounds or less, may be included as part of a passenger's free baggage allowance (see Rule 220) provided they are packaged in a cardboard box.b) Scuba-Diving Equipment

One item of scuba diving equipment includes:

One empty scuba tank (with the valve in the open position), one regulator, one spear gun and one BC-vest (cannot contain air cartridges). The charge is \$1100.00. These items must be placed in a container that prevents damage to the equipment.

c) Surfboard

[C] The charge for one surfboard checked as baggage is the applicable cumulative charge for excess, oversize and overweight as defined in Rule 190, 195 and 225.

d) Windsurfing Equipment

[C] One item of windsurfing equipment includes:

One windsurfing board with a wooden boom, one mast with a maximum length of 10 feet and one sail. The charge is the applicable cumulative charge for excess, oversize and overweight as defined in Rule 190, 195 and 225.

NOTE: Frontier may not provide bags or boxes for items listed above.

(Continued on next page)

For unexplained abbreviations, reference marks and symbols see Pages 7 through 8.

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7th Revised Page F9-19  
Cancels 6th Revised Page F9-19FRONTIER AIRLINES  
SECTION V - BAGGAGE

## RULE 195F9 CONDITIONS AND CHARGES FOR SPECIAL ITEMS (Continued)

C) LIVE ANIMALS

The transportation of live animals is subject to the following terms and conditions.

EXCEPTION: This rule does not apply to transportation of animals referred to in Rule 55 - Service Animals.

- C [C11] Live animals in the Cabin  
Frontier will not accept any animals in an aircraft cabin except for service animals (see Rule 55 - Service Animals).
- 2) Live animals Checked as Baggage
- a) Frontier accepts live animals on flights for travel between or within the U.S., Canada and Mexico only.
  - b) Frontier accepts animals for transport in the cargo compartment according to the following conditions:
    - 1) Advance reservations must be made with Frontier.
    - 2) Two animals per ticketed passenger are allowed, provided the operating aircraft can accommodate.
    - 3) Two littermates up to eight weeks old and weighing less than 20 lbs may be shipped together in the same kennel provided it is large enough for them to turn around and stand up. Two littermates in one kennel count as one animal.
    - 4) Prior to acceptance, the animal must be securely contained in a kennel, cage or container subject to inspection and approval of Frontier. The animal must not be able to put any part of its body outside the travel container.
    - 5) The animal must be harmless, inoffensive, odorless and require no attention during transit.
  - c) The passenger must make arrangements and assume full responsibility for complying with any applicable laws, custom and/or other governmental regulations, requirements or restrictions of the country, state or territory to which the animal is being transported. Frontier will not be liable for loss or expense due to the passenger's failure to comply with this provision, and Frontier will not be responsible if any live animal is refused passage or entry.
    - 1) The passenger must provide the following required documents.
    - 2) A health certificate issued within 10 days of originating travel regardless of the age of the pet.
    - 3) A rabies certificate (for dogs only).

(Continued on next page)

For unexplained abbreviations, reference marks and symbols see Pages 7 through 8.

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Cancels 3rd Revised Page F9-19-AFRONTIER AIRLINES  
SECTION V - BAGGAGE

## RULE 195F9 CONDITIONS AND CHARGES FOR SPECIAL ITEMS (Continued)

C) LIVE ANIMALS (Continued)2) Live animals Checked as Baggage (Continued)

- d) Temperature restrictions may apply. Pets may not be accepted for transportation if the forecasted temperature in any city in the itinerary is above 85 F or below 45 F.
- 1) A certificate of Acclimation is required for passengers requesting transportation of a live animal outside of the temperature restriction.
  - 2) No pets are accepted if the temperature is above 95F or below 10F.

3) Containers

- a) All animal containers must be provided by the passenger and must meet the following provisions:

- 1) containers must be leak proof.
- 2) The container must be ventilated on at least two sides and must prevent any part of the animal from protruding outside of the container.
- 3) The container must be constructed of metal, wood, polyethylene plastic or a composite material of similar strength, contain, food and water dishes securely attached inside the primary enclosure and have absorbent material on the bottom. The container cannot be collapsible in design.
- 4) Containers must be large enough to allow the animal to stand up, turn around and lie in a natural position.

D) ANIMAL ANTLERS

Acceptable to a maximum size of 111 linear inches. Antlers must be cleaned and tips must be protected to prevent damage to personnel and other baggage. Animal antlers will not be included in determining the free baggage allowance. Antlers are subject to a charge of USD I1100.00/CAD I1100.00.

E) WHEELCHAIRS

- 1) In compliance with federal law, wheelchairs or other types of mobility devices will be accepted as checked baggage in addition to passengers free baggage allowance at no additional charge. Some passengers may have more than one device to check. There will be no additional fee. The wheelchair will be carried in the cargo compartment of the aircraft and will be subject to the liability described in Rule 23D.
- 2) Frontier will accept one passengers folding wheelchair in the cabin of the aircraft in a priority stowage space on a first-come, first-served basis. The requirements for stowing the wheelchair are as follows:
  - a) The wheelchair must be foldable or collapsible to a height of 40 inches or less, a length of 50 inches or less, a width of 13 inches or less, and must weigh no more than 70 pounds.
  - b) The wheelchair will be placed and stowed in the last row of seats and will be brought to the front of the aircraft after all the other passengers have deplaned.
- 3) All types of wheelchairs are accepted: collapsible or non-collapsible, electric powered with wet or dry cell batteries.
- 4) At the time of check-in, electric-powered wheelchairs must have the cable disconnected and terminals protected against electric shortages.
- 5) Wet Cell Battery-Powered Wheelchairs
  - a) Passengers are requested, but not required, to provide Frontier with 48 hours advance notice of intent to carry a wheelchair with wet cell batteries.
  - b) Passengers are requested to check in at least one hour prior to flight departure.
  - c) Battery must be disconnected by F9 personnel and terminals protected against electrical shorting for flight and reconnected after flight by F9 personnel.
  - d) A wet cell battery must be contained in a leak-proof box which, upon request, will be provided by Frontier.

F) HUMAN REMAINS

- 1) Domestic Operations: Human remains are accepted as cargo. Proper documentation from the funeral home is required when traveling with human remains. A certificate of what is inside an urn is required.
- 2) International Operations: Frontier will not accept Human Remains as checked baggage or cargo into any foreign country.

G) RELEASE FORMS

A release form will be provided by F9. Execution of the release form relieves F9 of liability for damage to fragile items (of the type identified in paragraph 3) above) in checked baggage, which damage results solely from the unsuitability of such items as checked baggage and/or the inadequacy of their packaging, and not from F9's failure to exercise the ordinary standard of care. Executive of the release form also relieves F9 of liability for spoilage or substantial loss of value or potency which results from delay in delivery of checked baggage when such spoilage results from the unsuitability of such items as checked baggage and not from F9's failure to exercise the ordinary standard of care.

For unexplained abbreviations, reference marks and symbols see Pages 7 through 8.

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CANADIAN GENERAL RULES TARIFF NO. CGR-1

7th Revised Page F9-20  
Cancels 6th Revised Page F9-20**FRONTIER AIRLINES**  
**SECTION V - BAGGAGE****RULE 215F9 CABIN SEAT BAGGAGE****Cabin Seat Baggage And Charges**

When a passenger requests that item(s) of baggage be carried in the Cabin, and Frontier determines that the item is acceptable as cabin baggage but is so fragile and/or bulky as to require the use of a seat, the baggage must be carried aboard the aircraft by the passenger and secured in the seat next to the passenger's seat. The item must fit in the seat without blocking aircraft signage and be secured with a seatbelt or other approved method. The item needs to be packaged or covered in a manner to avoid possible injury to passengers and aircraft crew. Frontier will charge 100 percent of the applicable adult fares. Frontier will not include the cabin-seat baggage ticket in determination of free baggage allowance or excess baggage charges. Cabin-seat baggage must be carried in a foremost seat(s) in the same cabin in which the passenger travels. These are the seats directly AFT of a bulkhead or partition. If the seat next to the cabin baggage is required for use, the passenger boarding the baggage will occupy that seat.

**RULE 225F9 OVERSIZE AND OVERWEIGHT BAGGAGE CHARGES**

- A) Baggage in excess of the maximum allowance specified in Rule 190 will be accepted for transportation only upon payment of charges described below.
- B) **Oversize/Overweight Baggage charges**
- 1) Items that exceed the maximum dimensions permitted (see Rule 190) will be accepted for a charge of 100.00 USD/125.00 CAD per item.
  - 2) An individual piece of baggage weighing over 50 pounds, but not more than 100 pounds, will be accepted at a charge of 100.00 USD/100.00 CAD. Baggage weighing over 100 pounds or exceeding 110 linear inches (280 cm) will not be accepted as checked baggage.

**RULE 230F9 BAGGAGE LIABILITY****(A) LIABILITY: BAGGAGE AND PERSONAL PROPERTY**

Notice of irregularity and filing of claim. An incident involving loss of, or damage to, or delay in the delivery of baggage or personal property accepted into the custody of Frontier must be reported in writing to a Frontier representative in person within 4 hours. All claims for loss are subject to proof of value and must be presented in writing to Frontier within 45 days after occurrence of events giving rise to the claim. No suit or legal action in connection with a claim will be allowed unless such action is brought within 6 months after Frontier has denied the claim in writing. [N]In the case of international carriage governed by the Montreal Convention, an incident involving damage to baggage must be reported to F9 promptly, and at the latest, within seven days; an incident involving delay or loss in the delivery of baggage must be reported to F9 promptly, and at the latest, within twenty-one days from the date of which the baggage has been placed at the passenger's disposal (in the event of delay) or should have been placed at the passenger's disposal (in the event of loss). Any right to damages shall be extinguished if an action is brought within two years, reckoned from the date of arrival at the destination or from the date on which the aircraft ought to have arrived or from the date on which the carriage stopped.

**(B) LIMITATIONS OF LIABILITY**

- 1) Any liability of carrier for loss of, damage to, or delay in delivery of checked baggage is limited to a total of 1,131 SDR's per passenger in the case of unchecked baggage or other property, unless a higher value is declared in advance and additional charges are paid pursuant to carrier's regulations. In that event the liability of the carrier shall be limited to such higher declared value. In no case shall the carrier liability exceed the actual loss and proof of loss shall be determined by the documented original purchase price less the applicable depreciation for prior usage.

**EXCEPTION:** There is no maximum liability per loss, damages or delay to wheelchairs or assistive devices; [C]see (5) below.

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For unexplained abbreviations, reference marks and symbols see Pages 7 through 8.

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SECTION V - BAGGAGE

## RULE 230F9 BAGGAGE LIABILITY (Continued)

B) LIMITATIONS OF LIABILITY (Continued)

- 2) For purposes of determining liability under the Convention with respect to checked baggage, the weight of each piece shall be deemed to be 32 kilograms (70 pounds) unless otherwise stated on the baggage check.
  - 3) In the event of delivery to the passenger of part, but not all, of his baggage the liability of the carrier with respect to the undelivered, damaged or lost portion shall be reduced proportionately on the basis of weight not withstanding the actual value of the undelivered, damaged or lost portion.
  - 4) Any failure to enforce the maximum limitations of liability shall not be construed as a total waiver of the right of limit liability at any amount higher than that set forth in the applicable tariff, nor in any way affect the validity of this provision.
- C [N]5) Notwithstanding the normal carrier liability as contained in this rule, the limit of liability will be waived for claims involving the loss of, damage to, or delay in delivery of mobility aids, when such items have been accepted as checked baggage or otherwise. In the event that a mobility aid is lost or damaged, compensation is to be based on the cost of the repair or replacement value of the mobility aid. In the event that a mobility aid is lost or damaged:
- (a) The air carrier will immediately provide a suitable temporary replacement without charge;
  - (b) if a damaged aid can be repaired, in addition to (a) above, the air carrier will arrange, at its expense, for the prompt and adequate repair of the aid and return it to the passenger as soon as possible;
  - (c) If a damaged aid cannot be repaired or is lost and cannot be located within 96 hours following the passenger's arrival, the carrier will in addition to (a) above, replace it with an identical aid satisfactory to the passenger, or reimburse the passenger for the replacement cost of the aid.

C) EXCLUSIONS FROM LIABILITY

- 1) Minor damage to luggage  
When F9 has exercised the ordinary standard of care, it assumes no liability for incidental damage such as scuffs, dents, stains, and cuts that result from normal wear and tear.
  - 2) Damage To Wheels/Handles  
When F9 has exercise the normal standard of care, Frontier shall not be liable for damage to wheels or feet, or telescoping handles or zippers that are attached to the exterior of checked baggage. This exclusion applies whether or not the passengers sign a release form.
  - 3) Fragile Articles  
When F9 has exercise ordinary standard of care, it shall not be liable for damage to, or damage caused by fragile articles described in Rule 190(D). Liability will not be contingent upon the use of a release tag (see Rule 195).
  - 4) Perishables Articles  
F9 shall not be liable for deterioration or spoilage of any perishables articles contained in checked baggage whether with or without the knowledge of Frontier. Liability will not be contingent upon the use of a release tag (see Rule 195)
  - 5) Baggage Acceptance Cutoff Times  
Frontier has the right to refuse the acceptance of checked baggage of any passenger who fails to present himself/herself at least 45 minutes prior to scheduled departure. If checked baggage is accepted in less than the minimum cut off time before scheduled departure time, Frontier will not be liable for expenses incurred, including delivery expenses, as a result of the baggage not being loaded on the same flight as the passenger.
- NOTE:** The time limit provided within this Rule is a minimum time requirement. Due to Federal Security Screening measures in place at airports, passengers and baggage processing time may differ from airport to airport. Frontier provides information regarding various airport requirements on its website ([www.Frontierair.com](http://www.Frontierair.com)) and it is the passenger's responsibility to ascertain their departure airport's time requirements for security screening so that they comply with Frontier, minimum time limits.

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## CANADIAN GENERAL RULES TARIFF NO. CGR-1

FRONTIER AIRLINES  
SECTION V - BAGGAGERULE 230F9 BAGGAGE LIABILITY (Continued)C) EXCLUSIONS FROM LIABILITY (Continued)6) Carry-On/Unchecked Property

Frontier will not be liable for damage, loss or theft of items taken on board an aircraft and remaining in the personal possession and care of the passenger. Assistance provided by flight crew members to properly store such items does not transfer liability to Frontier.

7) Unsuitable Valuable Articles - The following items are judged to be unsuitable as contents of checked baggage, and Frontier assumes no liability for loss, theft damage or delay in the delivery of:

- a) Cash, Currency
- b) Negotiable papers
- c) Securities
- d) Business Contracts, Documents
- e) Jewelry, Watches
- f) Cameras, Camera equipment, Video and photographic equipment, Film, Electrical Equipment/Devices, Photographs, Camcorders, Audio Equipment
- g) Personal Electronic Devices, such as CD players, cell phones, papers and components such as compact discs, DVD's and Video Game Cartridges
- h) Computers and related component
- i) Hand and Power tools
- j) Machinery and/or their parts
- k) Binoculars, telescopes, optical devices, including eyeglasses
- l) Silverware
- m) Precious metals, stones or materials
- n) Art objects, sculptures
- o) Historical Artifacts
- p) Original Manuscripts

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# FRONTIER AIRLINES SECTION V - BAGGAGE

## CINJRULE 230F9 BAGGAGE LIABILITY (Continued)

- 7) Unsuitable Valuable Articles (Continued)
    - q) Irreplaceable books, publications
    - r) Antiques, Heirlooms
    - s) Keys
    - t) Sales Samples
    - u) Medications
    - v) Furs including coats, gloves, hats
    - w) Game Trophies and pelts
    - x) Unsuitably protected recreational and sporting equipment.
    - y) Bags made of lightweight material not designed for shipping.

When transportation is via Frontier and one or more carriers which exclude certain items in checked baggage from their liability, Frontier will not be liable for the excluded items.
  - 8) Attached Items  
Frontier will not be liable for tents, sleeping bags, or similar articles which are strapped, taped, or tied to another piece of baggage and may become separated as result of normal handling during transportation.
  - 9) Consequential Damages  
Frontier shall not be liable for "Special" or "consequential" damages such as lost wages, ground transportation, temporary lodging, unavailability of keys, and other "inconveniences" or emotional distress resulting from damaged, delayed, or lost baggage.
  - 10) Pets  
Passengers presenting pets for checking as baggage will be responsible for compliance with all government regulations and restrictions, including furnishing valid health and vaccination certifications when required. F9 will not be responsible for any expenses or loss that might result when any pet is refused passage into or through any country state or territory.
  - 11) Unclaimed Baggage  
Frontier will not be liable for baggage not claimed within 30 min. after baggage has been made available for claiming in a public baggage claim area.
- D) DECLARATION OF HIGHER VALUE  
When checking in for a flight and presenting property for transportation, a passenger may declare a value higher than the maximum amounts specified in paragraph 2 above, up to a maximum of USD 5,000.00/CAD 7,500.00 in which event Frontier liability shall not exceed such higher declared value. The charge for the declaration shall be USD 1.00/CAD 2.00 per USD 100.00/CAD 150.00 of additional declared value. Excluded items listed in paragraph 3 above are not acceptable for higher value declaration.
- E) INTERLINE VARIATIONS OF LIABILITY  
When personal property, including baggage, is tendered for transportation via Frontier in conjunction with another carrier having a different limit of liability and/or declared higher value, Frontier shall not be liable for any amount in excess of its limits specified herein.

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For unexplained abbreviations, reference marks and symbols see Pages 7 through 8.

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## CANADIAN GENERAL RULES TARIFF NO. CGR-1

FRONTIER AIRLINES  
SECTION VI - REFUNDS & REROUTINGS

## CINJRULE 240F9 FAILURE TO OPERATE ON SCHEDULE OR FAILURE TO CARRY (Not Applicable To Standby Fares)

(A) GENERAL

The provisions of this rule apply only to a passenger who has a ticket and a confirmed reservation on a flight which he/she does not use for one of the reasons named below.

(B) DEFINITIONS

For the purpose of this rule, the following terms have the meanings indicated below:

- (1) Comparable air transportation means transportation provided by air carriers or foreign air carriers holding certificates of public convenience and necessity or foreign permits.
- (2) Connecting point means a point to which a passenger holds or held confirmed space on a flight of F9, and out of which the passenger holds or held confirmed space on a flight of F9 or another carrier. All airports through which a city is served by any carrier shall be deemed to be a single connecting point when the receiving carrier has confirmed reservations to the delivering carrier.
- (3) Delivering carrier means a carrier on whose flight a passenger holds or held confirmed space to a connecting point.
- (4) Misconnection occurs at a connecting point when a passenger holding confirmed space is unable to use such confirmed space because the delivering carrier was unable to deliver him/her to the connecting point in time to connect with the receiving carrier's flight.
- (5) New receiving carrier(s) means a carrier or combination of connecting carriers, other than the original receiving carrier(s), operating between the point of misconnection and the destination or next point of stopover or connecting point shown on the passenger's ticket, on whose flight(s) a passenger is transported from the original connecting point.
- (6) Original receiving carrier(s) means a carrier or combination of connecting carriers on whose flight(s) a passenger originally held confirmed space from a connecting point to a destination, next stopover, or connecting point.
- (7) Outbound flight means the flight on which a passenger originally held confirmed space beyond the point where the schedule irregularity or failure to carry occurs.
- (8) Schedule irregularity means any of the following irregularities occurring on date of departure:
  - (a) Delay in scheduled departure or arrival of a F9 flight resulting in misconnection, or
  - (b) Flight cancellation, omission of a scheduled stop, or any other delay or interruption in the scheduled operation of a F9 flight, or
  - (c) Substitution of equipment, or
  - (d) Schedule changes which require rerouting of a passenger at departure time because prior notice of such schedule change had not been given such passenger prior to the passenger's arriving at the airport for check-in on the original flight.
- (9) Schedule Change means:
  - (a) The cancellation of a scheduled flight where no F9 flight of comparable routing is available within 4 hours of the original time of departure;
  - (b) A change in the schedule departure time of a F9 flight which exceeds 4 hours;
  - (c) A change in the routing of a scheduled F9 flight which adds one or more stops to the original itinerary; or,
  - (d) A change in the routing of a scheduled flight that results in a scheduled arrival time more than 4 hours later than the original scheduled arrival time.

(C) SCHEDULE IRREGULARITY

- (1) When a passenger will be delayed because of a schedule irregularity involving a F9 flight, or F9 cancels the passenger's reservation pursuant to paragraphs A) or D), of Rule 135 (Cancellation of Reservations) except for cancellations of reservations due to a work stoppage:
    - (a) F9 will transport the passenger without stopover on its next flight on which space is available in the same compartment as the passenger's original outbound flight at no additional cost to the passenger.
    - (b) If F9 is unable to provide onward transportation acceptable to the passenger, F9, with concurrence of the passenger, will arrange for the transportation on another carrier or combination of carriers with whom F9 has agreements for such transportation. The passenger will be transported without stopover on its (their) next flight(s), in the same class of service as the passenger's original outbound flight at no additional cost to the passenger.
    - (c) If F9 is unable to arrange alternate air transportation acceptable to the passenger, F9 shall refund the flight coupon(s) for the unflown portion(s) in accordance with Rule 260 (Refunds-Involuntary).
- EXCEPTION:** F9 shall have no obligation to honor another carrier's ticket which does not reflect a confirmed reservation on F9, unless the issuing carrier reissues the ticket for any changes in routing. In the event such carrier is not available to do so, F9 reserves the right to reroute passengers only over its own lines between the points named on the original ticket.

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SECTION VI - REFUNDS & REROUTINGS

## RULE 240F9 FAILURE TO OPERATE ON SCHEDULE OR FAILURE TO CARRY (Continued)

(D) SCHEDULE CHANGES

In the event of a schedule change of a F9 flight on which a passenger holds a ticket indicating a confirmed reservation F9 will:

- (1) Offer to transport the passenger over its own lines in the same cabin as the passenger was originally scheduled to travel to the destination, the next stopover point listed on the ticket, or the transfer point shown on its portion of the ticket without stopover, at no additional cost to the passenger, or
- (2) At F9's discretion, arrange for the transportation on another carrier or combination of carriers with whom F9 has agreements for such transportation; the passenger will be transported without stopover on its (their) next flight(s), in the same compartment as the passenger's original outbound flight at no additional cost to the passenger, or,
- (3) In the event the passenger declined alternate transportation offered under (1) or (2) above, refund in accordance with Rule 260 (Refunds-Involuntary).

**NOTE:** In the event that F9 changes the time of departure or routing of a flight in a manner that does not constitute a schedule change as defined herein, whether or not the same flight number is retained, F9 will transport the passenger on the re-scheduled flight at no additional cost to the passenger.

(E) AMENITIES/SERVICES FOR DELAYED PASSENGERS(1) Lodging

Passengers will be provided one night's lodging, or a maximum allowance for one night's lodging as established by each location, when a F9 flight on which the passenger is being transported is diverted to an unscheduled point, and the delay at such point is expected to exceed four hours.

**EXCEPTION:** Hotel accommodations will not be furnished:

- (a) To a passenger whose trip is interrupted at a city which is his/her origin point, stopover point, connecting point, or permanent domicile.
- (b) To a passenger whose trip is interrupted at any point enroute when the interruption is due to local, enroute or destination weather conditions or any traffic control delays.

(2) Ground Transportation

Any ground transportation provided will be via public transportation.

(3) Extraordinary Circumstances

F9 will provide such amenities as are necessary to maintain the safety and/or welfare of certain passengers such as invalids, unaccompanied children, the elderly or others to whom such amenities will be furnished consistent with special needs and/or circumstances.

(F) EXTENDED ONBOARD GROUND DELAYS

(X)

(G) CARRIER IN DEFAULT

Notwithstanding the provisions of this rule, F9 will not accept for any purposes under this rule passenger tickets or related transportation documents issued by any carrier with which F9 does not have an interline agreement, which is in substantial default of its interline obligations or which voluntarily or involuntarily has become the subject of bankruptcy proceedings (the "defaulting carrier").

**EXCEPTION:** Notwithstanding the provisions of this paragraph, tickets issued by the defaulting carrier or its sales agent prior to the default, will be accepted solely for transportation over the lines of F9, provided such tickets were issued by such defaulting carrier in its capacity as agent for F9 and specified transportation via F9. When tickets are accepted, no adjustments in fare will be made which would require F9 to refund money to the passenger.

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FRONTIER AIRLINES  
SECTION VI - REFUNDS & REROUTINGS

RULE 240F9 FAILURE TO OPERATE ON SCHEDULE OR FAILURE TO CARRY (Continued)

- (G) Liability of Carrier  
Except to the extent provided in this rule, F9 shall not be liable for failing to operate any flight according to schedule, or for changing the schedule of any flight, with or without notice to the passenger.
- (H) In the event of a strike or work stoppage which causes any cancellation or suspension of operations of any other carrier, the provisions of this rule will not apply with respect to passengers holding tickets for transportation on that carrier.
- (I) F9 may, in the event of a Force Majeure Event, without notice, cancel, terminate, divert, postpone, or delay any flight or the right of carriage or reservation of traffic accommodations and determine if any departure or landing should be made, without any liability except to refund in accordance with Rule 260 F9 (REFUNDS INVOLUNTARY) any unused portion of the ticket. As used in this rule "Force Majeure Event" means:
- (1) Any condition beyond F9's control (including, but without limitation, meteorological conditions, acts of God, riots, civil commotion, embargoes, wars, hostilities, disturbances, or unsettled international conditions), actual, threatened or reported or because of any delay, demand, circumstances or requirement due, directly or indirectly, to such condition; or
  - (2) Any strike, work stoppage, slowdown, lockout or any other labor-related dispute involving or affecting F9's service; or
  - (3) Any government regulation, demand, or requirement; or
  - (4) Any shortage of labor, fuel, or facilities of F9 or others; or
  - (5) Any fact not reasonably foreseen, anticipated, or predicated by Frontier.
- (J) The provisions of services in addition to those specifically set forth in this rule to all or some passengers shall not be construed as a waiver of F9's rights. Neither shall any delay on the part of F9 in exercising or enforcing its rights under this rule be construed as a waiver of such rights.

C (K) +[CANCELLED]

For unexplained abbreviations, reference marks and symbols see Pages 7 through 8.

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CANADIAN GENERAL RULES TARIFF NO. CGR-1

1st Revised Page F9-26  
Cancels Original Page F9-26FRONTIER AIRLINES  
SECTION VI - REFUNDS & REROUTINGS**RULE 245F9 DENIED BOARDING COMPENSATION**

When F9 is unable to provide previously confirmed space due to more passengers holding confirmed reservations and tickets than there are available seats on a flight (overbooking), F9 will take the actions specified in the provisions of this rule.

**A) Definitions**

- 1) **Airport** - means the airport at which the direct or connecting flight, on which the passenger holds confirmed reserved space, is scheduled to arrive or some other airport servicing the same metropolitan area that is served by the former, provided that transportation to the other airport is accepted by the passenger.
- 2) **Alternate Transportation** - means transportation by an airline licensed by the Department of Transportation and/or the C.T.C.(A) or other transportation which, at the time the arrangement is made, is planned to arrive at the passenger's next scheduled stopover (of 4 hours - no longer) or destination no later than 2 hours for flights within the United States, including territories and possessions, or 4 hours for international flights after the passenger's originally scheduled arrival time.
- 3) **Carrier** - means (a) an air carrier, except a helicopter operator, holding a certificate issued by the Department of Transportation and/or the C.T.C.(A) pursuant to section 401(D)(1) and (2) of the act and/or section 9 of the air carrier regulations authorizing the transportation of persons, or (b) a foreign route air carrier holding a permit issued by the Department of Transportation and/or the C.T.C.(A) pursuant to section 16(3) of the air carrier regulations authorizing the transportation of persons.
- 4) **Confirmed Reserved Space** - means space on a specific date, flight, and class of service that has been requested by a passenger and that F9 or its agent has verified by appropriate notation on the ticket or in any other manner provided by F9's rules, as being reserved for the accommodation of the passenger.
- 5) **Comparable Air Transportation** - means transportation provided by U.S. Air carriers or foreign air carriers holding certificates of public convenience and necessity or foreign permits issued by the Department of Transportation and/or the Canadian Transport Commission.
- 6) **Ticketing Lifting Point/Boarding Area** - means the point where the flight coupon is lifted and retained by F9.
- 7) **Sum of the Values of the Remaining Flight Coupons** - means the sum of the applicable one-way fares or 50 percent of the applicable round-trip fares, as the case may be, including any surcharges and air transportation taxes, less any applicable discounts.
- 8) **Stopover** - means a deliberate interruption of a journey by the passenger, scheduled to exceed 4 hours, at a point between the place of departure and the place of destination.

- B) Request for Volunteers** F9 will request passengers who are willing to do so, to voluntarily relinquish their confirmed reserved space in exchange for compensation in an amount determined by F9. If a passenger is asked to volunteer, the carrier will not later deny boarding to that passenger involuntarily unless the passenger was informed at the time he/she was asked to volunteer that there was a possibility of being denied boarding involuntarily and of the amount of compensation to which he/she would have been entitled in that event. The request for volunteers and the selection of such persons to be denied space shall be in a manner determined solely by F9. In exchange for voluntarily relinquishing confirmed space, F9 may, at its option, compensate the passenger with credit valid for the purchase of transportation on F9 in lieu of monetary compensation.

**EXCEPTION:** Transportation compensation provided by F9 or its substitute service carrier may be credit valid for transportation solely on each individual carrier's route system.

- C) Boarding Priorities:** If a flight is oversold (more passengers hold confirmed reservations than there are seats available) no one may be denied boarding against his/her will until F9 personnel first ask for volunteers who will give up their reservations willingly, in exchange for a payment of F9's choosing. If there are not enough volunteers, other passengers may be denied boarding involuntarily in accordance with boarding priorities.

Passengers with confirmed reservations who have not received a boarding authority will be accommodated in the order in which they present themselves at the ticket counter designated for their flight until all available seats are occupied, except that a person with a disability to an extent that failure to carry would, in F9's opinion, cause severe hardship, or any other passenger, including unaccompanied children under 15 years of age, who would suffer severe hardship in F9's opinion will be accommodated before all other passengers (including tour conductors) holding confirmed space tickets. Business commitments will not, of themselves, constitute a severe hardship. Accompanied children under 15 years of age will be included in the same category as the accompanying passenger.

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SECTION VI - REFUNDS & REROUTINGS

## RULE 245F9 DENIED BOARDING COMPENSATION (Continued)

D) Transportation for Passengers Denied Boarding: F9 will transport persons denied boarding, whether voluntarily or involuntarily, without stopover on its next flight on which space is available at no additional cost regardless of class of service, and if unable to provide onward transportation acceptable to the passenger, at the request of the passenger will transport the passenger by other carrier or combination of carriers without stopover on its (their) next flight(s) in the same class of service as the passenger's original outbound flight(s). Such flight(s) will be used without stopover at no additional cost to the passenger only if it (they) will provide an earlier arrival at the passenger's destination, next stopover point, or transfer point.

E) Compensation for Involuntary Denied Boarding: In addition to providing transportation as described in paragraph (D) above, passengers involuntarily denied boarding will be compensated for F9's failure to provide confirmed space in accordance with the provisions below.

1) The passenger holding a ticket for confirmed space must present himself/herself for carriage at the appropriate time and place, and must have complied fully with F9's requirements as to ticketing, check-in, and reconfirmation procedures, and must have met all requirements for acceptance for transportation. The flight for which the passenger holds confirmed reserved space must be unable to accommodate the passenger and depart without him/her, except that the passenger will not be eligible for compensation if the flight on which he/she holds confirmed reserved space is unable to accommodate him/her because of government requisition of space or substitution of equipment of lesser capacity when required by operational or safety reasons.

NOTE: F9 will inform passengers of its rules concerning check-in time limits by publication in its public timetables and ticket envelopes, and that failure to comply with those rules will result in the cancellation of the passenger's reservation and will render him/her ineligible for denied boarding compensation.

EXCEPTION 1: The passenger will not be eligible for compensation when he/she is accommodated on a scheduled flight or flights that are planned to reach their final destination or next scheduled stopover point (C) less than one hour of the scheduled arrival of the original flight.

EXCEPTION 2: The passenger will not be eligible for monetary compensation as provided under paragraph 2) a) below, when the aircraft involved has a seating capacity of 60 seats or less.

2) Amount of Compensation

(C)a) Subject to paragraph E) 1) above, F9 will tender liquidated damages in the amount of (i) 200 percent of the sum of the values of the passenger's remaining flight coupons of the ticket to the passenger's next stopover, or if none, to his destination, but not more than USD 675.00/CAD 845.00. If the new arrival time for domestic destinations is more than 59 minutes but within one hour and 59 minutes of the originally scheduled arrival time, or for international destinations is more than 59 minutes but within three hours and 59 minutes of the originally scheduled arrival time, or (ii) 400 percent of the sum of the values of the passenger's remaining flight coupons of the ticket to the passenger's next stopover, or if none, to his destination, but not more than USD 1350.00/CAD 1685.00, if the new arrival time for domestic destinations is more than two hours after the originally scheduled arrival time, or for international destinations is more than four hours after the originally scheduled arrival time, in each case if F9 arranges for comparable air transportation, or for other transportation that is used by the passenger, which at the time arranged, is planned to arrive at the airport of the passenger's next stopover, or if none, at the airport of the passenger's destination.

b) If the offer of compensation is made by F9 and accepted by the passenger, such payment will constitute full compensation for all actual or anticipatory damages incurred or to be incurred as a result of the failure to provide confirmed reserved space. Passengers who are offered such compensation will not be provided with amenities and services offered under the provisions of Rule 240.

3) Time of Offer of Compensation: The offer of compensation will be made on the day and at the place where the failure to provide confirmed reserved space occurs, and if accepted, will be receipted for by the passenger. Provided, however, that when F9 arranges alternate means or transportation that departs prior to the time the offer can be made to the passenger, the offer shall be made by mail or other means within 24 hours after the time failure occurs.

F) Notice Provided Passengers written notice shall be provided all passengers who are denied.

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## CANADIAN GENERAL RULES TARIFF NO. CGR-1

FRONTIER AIRLINES  
SECTION VI - REFUNDS & REROUTINGS**C[N]RULE 255F9 REROUTING**

- A) F9 will reroute at a passenger's request upon presentation of the ticket or portion thereof then held by the passenger, however, F9 shall be required to reissue/reroute only between points on the original ticket which it serves.
- B) Fare applicable to Rerouting or Change in Destination
- 1) Passengers may request that the routing and/or ultimate destination designated on his/her ticket be changed in accordance with Paragraph 2) below, provided that after transportation has commenced, a one-way ticket will not be converted into a round-trip, circle-trip, or open-jaw trip ticket.
  - 2) Except as otherwise provided in Rule 240 (Failure to Operate on Schedule), the fare and charges applicable when rerouting or changing ultimate destination at the passenger's request prior to arrival at the ultimate destination named in the original ticket, shall be the fare and charges that would have been applicable had the original ticket designated the routing and/or ultimate destination as revised by the new ticket. Any difference between the fare and charges so applicable and the fare and charges applicable to the original ticket issued to the passenger will be collected from or refunded to the passenger, as the case may be.
- EXCEPTION: Any residual value left in a non-refundable ticket will be forfeited by the passenger.
- NOTE: The applicable fare and charges will be those in effect on the date the rerouting or change in ultimate destination is entered on the passenger's ticket.

**C[N]RULE 260F9 REFUNDS-INVOLUNTARY**

The amount F9 will refund upon surrender of the unused portion of the passenger's ticket, pursuant to Rule 35 (Refusal to Transport), Rule 50 (Acceptance of Children), or Rule 240 (Failure to Operate on Schedule or Failure to Carry), will be:

- A) If No Portion of the Ticket Has Been Used: An amount equal to the fare and charges paid.
- EXCEPTION: F9 shall not be obligated to refund any portion(s) of a fully unused ticket which does not reflect a confirmed reservation on an F9 flight involved in a schedule irregularity, unless such ticket was issued by F9.
- B) If a Portion of the Ticket Has Been Used:
- 1) Via one-way fares: If travel was terminated at a stopover or intermediate point, the refund will be equal to the fare paid from the point of termination to the destination or to the point at which transportation is to resume and will be the lowest one-way fare for the class of service paid for minus any discount.
  - 2) Via round-trip, circle-trip, or open-jaw fares: Fifty percent of the round-trip fare for the class of service paid for, for the unflown segment;
  - 3) Via area fares/flat rate fares: The refund amount will be computed by applying the same rate of discount, if any, applied in computing the original fare from the point of termination to the destination named on the ticket, next stopover, or the point where air transportation will be resumed via:
    - a) The routing specified on the ticket, if the point of termination was on the routing of the ticket; or,
    - b) If the point of termination was not on the routing specified on the ticket, the direct routing of any carrier operating service between such points.
  - 4) If no fare of the type (fare basis) paid by the passenger is published between the point of termination and the passenger's destination or next stopover point, the amount of the refund will be the same proportion of the normal coach (Y) fare published between the point of termination and the passenger's destination or next stopover point, as the fare paid is of the normal coach (Y-type) fare between the passenger's point of origin or previous stopover point and destination or next stopover point.
- EXCEPTION: F9 shall not be obligated to refund any portion(s) of a ticket which does not reflect a confirmed reservation on an F9 flight involved in a schedule irregularity, unless such ticket was issued by F9.
- 5) If alternative surface transportation is provided and is acceptable to the passenger, no refund will be provided.
  - 6) If fare is for transportation solely on Substitute Service flights (as defined by Rule 5), involuntary refunds are deferred to the respective substitute carrier's accounting office for computations.

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For unexplained abbreviations, reference marks and symbols see Pages 7 through 8.

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SECTION VI - REFUNDS & REROUTINGS

## CIN]RULE 260F9 REFUNDS-INVOLUNTARY (Continued)

- C) F9 will make no refund if transportation is provided from the point of termination to the destination airport. Examples below:

<u>The Destination Airport Designated on the Passenger Ticket is:</u>	<u>And the Flight Terminated at (or Vice Versa):</u>
1) Orange County- John Wayne, CA	1) Orange County- John Wayne, CA
2) Burbank, CA/ Long Beach, CA/ Los Angeles, CA/ Ontario, CA	2) Burbank, CA/ Long Beach, CA/ Los Angeles, CA/ Ontario, CA
3) Oakland, CA/ San Francisco, CA/ San Jose, CA	3) Oakland, CA/ San Francisco, CA/ San Jose, CA
4) Portland, OR	4) Seattle, WA
5) Fairbanks, AK	5) Anchorage, AK
6) Washington-Reagan/ DCA, Washington- Dulles/IAD	6) Washington-Reagan/ DCA, Washington- Dulles/IAD

## CIN]RULE 270F9 REFUNDS-VOLUNTARY

- A) When Rules 35 (Refusal to Transport), 50 (Acceptance of Children), or 240 (Failure to Operate on Schedule), are not applicable, if named in the routing F9 will, at the request of the passenger, and upon surrender of the unused portion of the F9 issued ticket including the passenger receipt, refund to the passenger on the following basis:

- NOTE:** Any refund will be subject to fare rules of ticket purchased. Voluntary refunds will not be given for any ticket marked "Non-Refundable", but the customer may apply the value of such ticket to a new ticket within validity.
- 1) If no portion of the ticket has been used, the refund will be an amount equal to the fare and charges paid.
  - 2) If a portion of the ticket has been used, the refund will be an amount equal to the difference between the fare and charges applicable to the ticket issued to the passenger, and the lowest applicable one way coach fare in the same inventory as originally ticketed, or if not available, the lowest Y-type fare and charges applicable to the transportation of the passenger covered by the used portion of the ticket.
  - 3) Refund will be made in accordance with 1) above provided that the unused coupons are surrendered to F9 within 1 year of the ticket issue date.
- EXCEPTION:** Frontier reserves the right to refund on the basis of a flat rate table as discussed under Rule 270, paragraph 7.
- 4) When original form of payment is cash or check, F9 shall make all or any individual refunds through it's general accounting offices via a refund application prepared by the carrier.
  - 5) F9 assumes no obligation to issue a voluntary refund unless such ticket was issued on F9 Ticket Stock. The term "F9 Ticket Stock" means tickets printed or imprinted with the F9 carrier code (422) as part of the ticket serial number.

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For unexplained abbreviations, reference marks and symbols see Pages 7 through 8.

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**FRONTIER AIRLINES**  
**SECTION VI - REFUNDS & REROUTINGS**

## CINIRULE 270F9 REFUNDS-VOLUNTARY (Continued)

**B) PERSON TO WHOM REFUND IS MADE**

Except as provided below, F9 will refund in accordance with this rule only to the person named as the passenger on the ticket

- 1) Tickets issued in exchange for a prepaid ticket advice (PTA) and/or miscellaneous charge order (MCO) will be refundable only to the purchaser of the PTA and/or miscellaneous charge order.
- 2) Tickets issued under a universal air travel plan (F9TP) will be refundable only to the subscriber against whose account the ticket was charged.
- 3) Tickets issued against a transportation request issued by a government agency, other than the U.S. Government, will be refunded only to the U.S. Government agency which issued the transportation request.
- 4) Tickets issued against a U.S. Government transportation request (GTR) will be refunded only to the U.S. Government Agency which issued the U.S. Government transportation request, by check made payable to the "Treasurer of the United States".
- 5) Tickets issued against a credit card honored by F9 will be refunded only to the account of the person to whom such credit card was issued.

**EXCEPTION:** If at the time of application for refund, evidence is submitted that a company purchased the ticket on behalf of its employee, or the travel agent has made refund to its client, such refund will be made directly to the employee's company or the travel agent.

**C) LOST TICKETS**

- 1) When a passenger loses his/her ticket, or the unused portion thereof, F9, if it issued the ticket, will refund the following amount:
  - a) If no portion of the ticket has been used, an amount equal to the fare and charges paid.
  - b) If a portion of the ticket has been used, and
    - i) the passenger has purchased a new ticket covering the same transportation as that covered by the unused portion of the lost ticket, an amount equal to the fare and charges paid for such new ticket.
    - ii) the passenger has not purchased a new ticket covering the same transportation as that covered by the unused portion of the lost ticket, an amount equal to the difference between the fare and charges paid and the fare and charges applicable to the transportation of the passenger covered by the used portion of the ticket.

**NOTE:** Any refund will be subject to fare rules of the original ticket. Refunds will not be given for any ticket marked "Non-Refundable, except when customer has paid for a replacement ticket.
- 2) **Application for Refund**
  - a) **Time Limit** Application for refund must be made no later than one month after the expiration date of the lost ticket. (One month after original date of travel)
  - b) Application must be made on forms prescribed by F9 for such refunds, and refunds will not be issued earlier than four months after receipt of proof of loss.
- 3) Refund will be made only provided that the lost ticket or lost portion thereof has not previously been honored for transportation or refunded to any person.
- 4) F9 will make such refund only provided that the person to whom refund is made agrees, in such forms as F9 may require, to indemnify F9 for any loss or damage which it may sustain by reason of such refund.
- 5) A USD 75.00/CAD 105.00 per ticket service charge shall be imposed for handling lost ticket refund requests, except that no service charge will be imposed for military passengers when transportation is paid for with a U. S. Government Transportation Request (Form No. 1169).

- D) **AGED REFUNDS** Refunds will not apply for tickets presented later than one year from the date of issuance of the original ticket, provided refund is applicable according to rules of the fare.

For unexplained abbreviations, reference marks and symbols see Pages 7 through 8.

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Cancels 1st Revised Page F9-31FRONTIER AIRLINES  
SECTION VII - SPECIAL CHARGESRULE 275F9 REFUNDS INVOLVING FOREIGN CURRENCY

F9 reserves the right to refuse to make any refund in a currency other than that used in the purchase or at a place other than that at which payment was made.

RULE 392F9 RETURN CHECK SERVICE CHARGE

F9 will collect a service charge of the maximum permitted by applicable state law. This charge is non-refundable and is not subject to any discount.

RULE 500F9 FRONTIER AIRLINES SHARED DESIGNATOR

A) An independent operator will provide service under an agreement with F9. All terms of transportation applicable to F9 specified in this tariff apply to flights operated by these independent operators except where specifically noted.

C B) Transportation is provided by †ICJ Frontier shared designator operator as indicated below:

	<u>OPERATOR</u>	<u>FLIGHT NUMBERS</u>
C	Great Lakes Aviation	5000-5399
C	Horizon Air, Inc.	4000-†ICJ4499
C	†INJ Republic Airways Holdings	4500-4999

For unexplained abbreviations, reference marks and symbols see Pages 7 through 8.

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(Except  
as Noted)

† - Effective July 24, 2007 and issued on not less than one (1) day's notice  
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