

**Passenger:** Murphy Zak Daniel (ADT)**Booking Reference:** SU7R26**Ticket number:** 0142123039996**Air Canada Reservations,** 1-888-247-2262**Issuing date:** Mar-15, 2020

## ELECTRONIC TICKET RECEIPT

This is your Itinerary/Receipt. You must bring it with you to the airport for check-in and we recommend you keep a copy for your records. Please also take the time to review it as it contains the general conditions of carriage and applicable tariffs that apply to the tickets, bookings and air services detailed below, as well as baggage, dangerous goods and other important information related to your trip.

NOTE: You may be receiving this Itinerary Electronic Ticket Receipt due to a change in your itinerary. Please contact the Air Canada Contact Centre immediately if you have any questions concerning any schedule change.

From	To	Flight	Departure	Arrival
<b>LONDON</b> , Heathrow (LHR) Terminal: 2	<b>TORONTO</b> , Lester B. Pearson Intl (YYZ) Terminal: 1	AC859	<b>18:00</b> Sunday 15 Mar 2020	<b>21:55</b> Sunday 15 Mar 2020
<b>Fare:</b> Business Class (lowest), P <b>Fare basis:</b> PWNCS5/NT <b>Booking status:</b> OK	<b>Operated by:</b> AIR CANADA <b>Aircraft type:</b> Boeing 787-9 <b>Number of stops:</b> 0	<b>Cabin:</b> Business Class <b>Duration:</b> 07:55		
<b>TORONTO</b> , Lester B. Pearson Intl (YYZ) Terminal: 1	<b>LONDON</b> , Heathrow (LHR) Terminal: 2	AC858	<b>23:05</b> Wednesday 08 Apr 2020	<b>11:05</b> Thursday 09 Apr 2020
<b>Fare:</b> Flex, H <b>Fare basis:</b> HKXNCB5 <b>Booking status:</b> OK	<b>Operated by:</b> AIR CANADA <b>Aircraft type:</b> Boeing 777-300ER <b>Number of stops:</b> 0	<b>Cabin:</b> Economy <b>Duration:</b> 07:00		

OK = Confirmed

### Carry-on Baggage

On flights operated by Air Canada, Air Canada Rouge or Air Canada Express, you may carry with you in the cabin 1 standard item (max. 23 x 40 x 55 cm [9 x 15.5 x 21.5]) and 1 personal item (max. size: 16x 33 x43 cm [6 x 13 x17 in]). Your carry-on baggage must be light enough that you can store in the overhead bin unassisted. See our complete [carry-on baggage policy](#).

### Checked Baggage

Please see below for details on the bags you plan on checking at the baggage counter.

LHRYYZ

**1st Checked Bag:** Free of Charge UPTO70LB 32KG AND62LI 158LCM**2nd Checked Bag:** Free of Charge UPTO70LB 32KG AND62LI 158LCM

Name of the carrier whose baggage rules apply: AIR CANADA

YYZLHR

**1st Checked Bag:** Free of Charge UPTO50LB 23KG AND62LI 158LCM

Name of the carrier whose baggage rules apply: AIR CANADA

For travel within Canada or between Canada and the United States, a Canadian tax of \$3.00 CAD may apply to baggage fees. For travel between Canada or the United States and Mexico, the Dominican Republic and Barbados, an applicable local sales tax of \$4.00 CAD may apply to baggage fees. For all other itineraries to/from Mexico, the Dominican Republic and Barbados as well as itineraries to/from South America, an applicable local sales tax of \$21.00 CAD may apply to baggage fees. All above tax amounts are based on the maximum applicable tax amounts per itinerary type. Actual amounts may vary and will be charged in the currency used in your

departure airport. Tax amounts are subject to change without notice by local government.

Currency

Fee amounts are displayed in the currency of the first departure city on your ticket. On the day of travel, applicable fees will be assessed in the local currency of the country/region you are travelling from. Certain exceptions may apply where the departure airport does not charge in local currency. The currency exchange rate will be determined by the date of travel.

Stopovers

Checked baggage fees may be reassessed when itineraries include an enroute stopover of more than 24 hours.

Note: If you **exceed your baggage allowance** (in number, size and/or weight), additional checked baggage charges will apply. The policy and fees will be those of the carrier identified in the checked baggage information section.

View [Air Canada's checked baggage policy](#)

View the [checked baggage policies of Air Canada's codeshare and interline partners](#)

Baggage Allowance for Altitude and Star Alliance Members

Baggage check-in must occur with Air Canada, Air Canada Express (flights operated by Jazz, Sky Regional, Air Georgian, Exploits Valley Air) or Air Canada Rouge. Air Canada Altitude status level must be valid at time of check-in to qualify for waiver of charges related to baggage.

Frequent Flyer Status	Economy Class	Premium Economy	Business Class
Altitude Super Elite 100k, Elite 75k, Elite 50k & Elite 35k	3 bags 32kg (70lb)	3 bags 32kg (70lb)	3 bags 32kg (70lb)
Altitude Prestige 25k	2 bags 23kg (50lb)	2 bags 23kg (50lb)	3 bags 32kg (70lb)
Star Alliance Gold	As per fare paid + 1 additional bag 23kg (50lb)	As per fare paid + 1 additional bag 23kg (50lb)	As per fare paid + 1 additional bag 32kg (70lb)
Star Alliance Silver	As per fare paid 23kg (50lb)	As per fare paid 23kg (50lb)	As per far paid 32kg (70lb)

Fare rules Summary

Voluntary changes to your itinerary may require the payment of additional fees and fare upgrades. If you are travelling on a non-refundable ticket, Air Canada will be unable to make exceptions in the event of an unexpected trip cancellation or medical emergency. We recommend the purchase of travel insurance. Tickets are non transferable.

Seat selection charges are per passenger and apply to each individual one-way flight segment in your itinerary. Flight segments are identified by a change in flight number, with each new flight number representing a flight segment. Taxes are not included.

Please note that you may be moved from your selected seat without notice in the event of an involuntary schedule or airport change (e.g. flight disruption, cancellation), to accommodate a passenger with a disability, or for any other reason that requires Air Canada to move you prior to departure or during the flight. If you are moved from your seat for one of these reasons, you may request a refund for your seat charges. We invite you to read additional terms and conditions related to seat selection.

FARE DETAILS

<b>Form of payment:</b>	CC VI XXXXXXXXXXXXXXX2013 XXXX 013213	<b>Air Transportation Charges:</b>	GBP 1149.00
<b>Endorsements:</b>	WAIVEACCHGFEENEW - GBP1149.00 NONREF - FARE RESTRICTION MAY APPLY -BGAC	Carrier Surcharge - Canada(YQ)	GBP 95.00
		Carrier Surcharge - Canada(YQ)	GBP PD 210.00
		<b>Taxes, Fees and Charges:</b>	
		Air Travellers Security Charge - Canada(CA)	GBP 0.20
		Air Passenger Duty-United Kingdom(GB)	GBP 94.00
		Airport Improvement Fee - Canada(SQ)	GBP 0.10
		Air Travellers Security Charge - Canada(CA)	GBP PD 14.60
		Air Passenger Duty-United Kingdom(GB)	GBP PD 78.00
		Harmonized Sales Tax - Canada - 100092287 RT0001(RC)	GBP PD 1.80
		Airport Improvement Fee - Canada(SQ)	GBP PD 14.10
		Passenger Service Charge - United Kingdom(UB)	GBP PD 40.87
		<b>Total Amount:</b>	<b>GBP 1105.30A</b>

## GENERAL CONDITIONS OF CARRIAGE

1. You must obtain your boarding pass and check in any baggage by the **check-in deadline** . Additionally, you must be available for boarding at the boarding gate by the **boarding gate deadline**. Failure to respect check-in and boarding gate deadlines may result in the reassignment of any pre-reserved seats, the cancellation of reservations, and/or ineligibility for denied boarding compensation.

### Within Canada

When you should check in: 90 minutes

Check-in / baggage drop-off ends: 45 minutes

Boarding Gate Deadline: 15 minutes

### To/From the US

When you should check in: 120 minutes

Check-in / baggage drop-off ends: 60 minutes

Boarding Gate Deadline: 15 minutes

### International (including Mexico and the Caribbean)

When you should check in: 120 minutes

Check-in / baggage drop-off ends: 60 minutes

Boarding Gate Deadline: 15 minutes

### From Algiers (Algeria), Casablanca (Morocco) and Tel Aviv (Israel)

When you should check in: 180 minutes

Check-in / baggage drop-off ends: 60 minutes

Boarding Gate Deadline: 30 minutes

2. Although reconfirmation of flights is not required, we strongly recommend that you check your flight status online at [aircanada.com](http://aircanada.com) or by calling our flight information system at 1-888-422-7533 prior to your departure.
3. Advance seat assignments are not guaranteed and may change without notice. If your pre-assigned seat is unavailable, we will try to accommodate you in a comparable seat in the same class of service and will refund any applicable fees.
4. Any travel credit banked for unused tickets is non-transferable: when the credit is redeemed, it must be used by the same person whose name appears on the original ticket.
5. Air Canada will cancel any purchased ticket and provide a full refund without penalty up to 24 hours after purchase. Beyond 24 hours, voluntary changes to your itinerary may require the payment of additional fees and fare upgrades. If you are travelling on a non-refundable ticket, Air Canada will be unable to make exceptions in the event of an unexpected trip cancellation or medical emergency. We recommend the purchase of travel insurance.

### 6. Dangerous goods

For safety reasons, dangerous goods must not be packed in checked or carry-on baggage, except as specifically permitted. Dangerous goods include, but are not limited to: compressed gases, corrosives, explosives, flammable liquids and solids,

radioactive materials, oxidizing materials, poisons, infectious substances, and briefcases with installed alarm devices. For security reasons, other restrictions may apply. Please refer to the Restricted and Prohibited Items page on our website for more information.

7. Subject to the provisions of the Montreal Convention and the Warsaw Convention, as well as the provisions of its applicable tariffs, Air Canada may refuse carriage of property in checked luggage that is not suitable for transportation, such as fragile or perishable items and may refuse to carry valuable items (a valuable is deemed to be any item whose value is \$ 1,000 CAD or more, per Kilogram or \$1 CAD per gram). Air Canada may refuse claims based on the inherent nature of an item (e.g. its perishable nature), or for loss or delay of unsuitably or inadequately packed items, to the extent that the destruction, loss or damages resulted from the inherent defect, quality or vice of the baggage, or, in the case of delay, that the carrier, its agents, and servants took all measures that could reasonably be required to avoid the damage, or that it was impossible to take such measures.

#### 8. International travel

Governments may require your carrier to provide information on or permit access to passenger data. You cannot travel if you do not have all required travel documents, such as a passport and visa (where applicable), to enter in or transit through each country on your itinerary. Please refer to the Travel Documents page on our website for more information.

#### 9. In-flight health

Most people are fit to travel by air, but special attention is required for passengers whose health problems may be exacerbated by altitude, travel stress, hypoxia and other travel related difficulties. Our website offers important health tips and information for customers with special needs who may require medical approval before flying. Please also note that aircraft disinsection is carried out on certain routes, in compliance with the requirements of the World Health Organization (WHO), the International Civil Aviation Organization, Transport Canada and applicable foreign regulatory authorities. More information is available on our website.

#### 10. Schedules and timetables

Time and aircraft type shown in timetables or elsewhere are approximate and not guaranteed, and form no part of the contract. Schedules are subject to change without notice and carrier assumes no responsibility for passenger making connections not included as part of the itinerary set out in the ticket. Carrier is not responsible for changes, errors or omissions either in timetables or other representations of schedules.

#### 11. Overbooking notice

Airline flights may be overbooked, and there is a slight chance that a seat will not be available on a flight for which a person has a confirmed reservation. If the flight is overbooked, no one will be denied a seat until airline personnel first ask for volunteers willing to give up their reservation in exchange for a payment of the airlines choosing. If there are not enough volunteers, the airline will deny boarding to other persons in accordance with its particular boarding priority. With few exceptions, persons denied boarding involuntarily are entitled to compensation. The complete rules for the payment of compensation and boarding priorities are available at all airport ticket counters and boarding locations.

NOTICE: SOLD SUBJECT TO APPLICABLE TARIFFS

### Schedule and Itinerary Changes

- Please contact the Air Canada Contact Centre immediately if you have any questions concerning any schedule change.
- Any changes made to Air Canada bookings may affect other travel services you may have booked/reserved (i.e. car and/or hotel reservations). It is your responsibility to verify whether or not other travel services are affected as a result of such changes.
- If the flight for which you have a confirmed upgrade has been cancelled and we were not able to rebook you in the Business Class cabin, any eUpgrade Credits or frequent flyer miles/points that were used for the initial upgrade will be returned to your account.
- You can change your new seat assignment on aircanada.com. If you wish to change your new flight, please contact the Air Canada Contact Centre.

## CONDITIONS OF CONTRACT AND OTHER IMPORTANT NOTICES

PASSENGERS ON A JOURNEY INVOLVING AN ULTIMATE DESTINATION OR A STOP IN A COUNTRY OTHER THAN THE

COUNTRY OF DEPARTURE ARE ADVISED THAT INTERNATIONAL TREATIES KNOWN AS THE MONTREAL CONVENTION, OR ITS PREDECESSOR, THE WARSAW CONVENTION, INCLUDING ITS AMENDMENTS (THE WARSAW CONVENTION SYSTEM), MAY APPLY TO THE ENTIRE JOURNEY, INCLUDING ANY PORTION THEREOF WITHIN A COUNTRY. FOR SUCH PASSENGERS, THE APPLICABLE TREATY, INCLUDING SPECIAL CONTRACTS OF CARRIAGE EMBODIED IN ANY APPLICABLE TARIFFS, GOVERNS AND MAY LIMIT THE LIABILITY OF THE CARRIER.

***Air Passenger Protection Regulations Notice*** (for flights to, from and within Canada, including connecting flights):

If you are denied boarding, your flight is cancelled or delayed for at least two hours, or your baggage is lost or damaged, you may be entitled to certain standards of treatment and compensation under the *Air Passenger Protection Regulations*. For more information about your passenger rights please contact your air carrier or visit the Canadian Transportation Agency's website.

Pursuant to these regulations, general terms and conditions pertaining to flight delays, cancellations, denied boarding, seating of children and lost or damaged baggage must be provided by your carrier. For Air Canada, this information can be found in [Air Canadas General Conditions of Carriage and Tariffs](#).

## **NOTICE of Liability Limitations**

The Montreal Convention or the Warsaw Convention system may be applicable to your journey and these Conventions govern and may limit the liability of air carriers for death or bodily injury, for loss of or damage to baggage, and for delay.

Where the Montreal Convention applies, the limits of liability are as follows:

1. There are no financial limits in respect of death or bodily injury.
2. In respect of destruction, loss of, or damage or delay to baggage, 1,288 Special Drawing Rights (approximately \$2,400 CAD) per passenger in most cases.
3. For damage occasioned by delay to your journey, 5,346 Special Drawing Rights (approximately \$9,800 CAD) per passenger in most cases

Where the Warsaw Convention system applies, the following limits of liability may apply:

1. 16,600 Special Drawing Rights (approximately EUR 20,000; US \$20,000) in respect of death or bodily injury if the Hague Protocol to the Convention applies, or 8,300 Special Drawing Rights (approximately EUR 10,000; US \$10,000) if only the Warsaw Convention applies. Many carriers have voluntarily waived these limits in their entirety, and US regulations require that, for journeys to, from or with an agreed stopping place in the US, the limit may not be less than US \$75,000.
2. 17 Special Drawing Rights (approximately EUR 20; US \$20) per kg for loss of or damage or delay to checked baggage and 332 Special Drawing Rights (approximately EUR 400; US \$400) for unchecked baggage.
3. The carrier may also be liable for damage occasioned by delay.

**Where neither the Montreal Convention nor the Warsaw Convention system applies:** For travel wholly between points in Canada, the liability limit for loss or delay of, or damage to baggage is 1,288 Special Drawing Rights (approximately \$2,400 CAD) per passenger.

Further information may be obtained from Air Canada as to the limits applicable to your journey. If your journey involves carriage by different carriers, you should contact each carrier for information on the applicable limits of liability.

Regardless of which Convention applies to your journey, you may benefit from a higher limit of liability for loss of, damage or delay to baggage by making at check-in a special declaration of the value of your baggage and paying any supplementary fee that may apply. Alternatively, if the value of your baggage exceeds the applicable limit of liability, you should fully insure it before you travel.

Time limit for action: Any action in court to claim damages must be brought within two years from the date of arrival of the aircraft, or from the date on which the aircraft ought to have arrived. Baggage claims: Written notice to the carrier must be made within 7 days of the receipt of checked baggage in the case of damage, and, in the case of delay, within 21 days from the date on which it was placed at the disposal of the passenger.

## **Notice of Contract Terms Incorporated by Reference**

1. Your contract of carriage with the carrier that provides you with carriage by air, whether international, domestic or a domestic portion of an international journey is subject to this notice; to any notice or receipt of the carrier; and to the carriers individual terms and conditions (Conditions), related rules, regulations and policies (Regulations) and any applicable tariffs.
2. If your carriage is by more than one carrier, different Conditions, Regulations and any applicable tariffs may apply for each carrier.
3. The Conditions, Regulations and any applicable tariffs of each carrier are, by this notice, incorporated by reference into and made part of your contract of carriage.
4. The Conditions may include, but are not restricted to:
  - o Conditions and limits on the carriers liability for the bodily injury or death of passengers.
  - o Conditions and limits on the carriers liability for the loss of, damage to or delay of goods and baggage, including fragile

or perishable goods.

- Rules for declaring a higher value for baggage and for paying any supplementary fee that may apply.
  - Application of the carriers Conditions and limits of liability to the acts of the carriers agents, servants and representatives, including any person providing either equipment or services to the carrier.
  - Claims restrictions, including time limits by which passengers must file claims or bring actions against the carrier.
  - Rules about reconfirmations or reservations; check in times; the use, duration and validity of air transportation services; and the carriers right to refuse carriage.
  - Rights of the carrier and limits on the carriers liability for delay or failure to perform a service, including schedule changes, substitution of alternative carriers or aircraft and re-routing, and, when required by applicable law, the obligation of the carrier to notify passengers of the identity of the operating carrier or substituted aircraft.
  - Rights of the carrier to refuse carriage to passengers who fail to comply with applicable laws or who fail to present all necessary travel documents.
5. You can obtain more information about your contract of carriage, and find out how to request a copy, at places where transportation on the carrier is sold. Many carriers also have this information on their websites. When required by applicable law, you have the right to inspect the full text of your contract of carriage at the carriers airport and sales offices, and upon request, to receive a copy by mail or other delivery service from each carrier free of charge.
6. If a carrier sells air transportation services or checks baggage specifying carriage on another carrier, it does so only as agent for the other carrier.

## China departing flights only

### 1. Passenger notifications

In the event that a flight is delayed, cancelled or diverted due to an unforeseen problem, we will make every effort to keep you well informed at the airport and onboard the affected aircraft. Based on the information we have, we will promptly provide timely updates, within 30 minutes of becoming aware of such a cancellation, delay or diversion, and explain the reason for the delay, cancellation or diversion through various methods, such as:

- onboard/gate announcements
- our [Flight Status tool](#) on our website
- the airport Flight Information Display Systems
- calling [Air Canada Reservations](#)

You may also register for our [Flight Notification Service](#) to receive delay or cancellation information or gate change details for your flight.

### 2. Flight delays and cancellations

If you are affected by a situation that causes a delay or flight cancellation, we provide the details of [how Air Canada will assist you](#).

### 3. Response plan for Tarmac Delays

Our [contingency plan for lengthy tarmac delays at Chinese airports](#) is intended to provide you with information regarding Air Canadas policies and procedures for handling your travel on our airline in the event of a lengthy ground delay, while you are onboard our aircraft at a Chinese airport.