| Refund Scenario | Air Canada | WestJet  | Air Transat | Sunwing | Porter |
| --- | --- | --- | --- | --- | --- |
|  | Domestic | International | Domestic | International | Domestic | Trans border | International | Domestic | International | Domestic | International | Transborder |
| Flight Cancellation for Situations Outside the Carriers Control Carrier caused(APPR does not prescribe a refund to the passenger) | Yes**Subject to applicable fare rule cancellation penalties and change fees.** | YesSubject to applicable fare rule cancellation penalties and change fees | No **(Notwithstanding the absence of a refund provisions under these circumstances,****passengers may seek a voluntary refund from the carrier – see below)** | YesFull Refund  | YesFull refundOption of future travel voucher at the passenger's discretion. | **Yes****Full refund****Option of future travel voucher at the passenger's discretion.** | **Yes****Full refund****Option of future travel voucher at the passenger's discretion.** | Yes Full Refund | YesFull Refund | **No (with one exception)****Porter has 4 different fare types: 1 non-refundable under all circumstances, 2 non-refundable but Porter will provide the passenger with a future travel credit only, and 1 fare type (the Freedom Fare) which completely refundable for cash.** | **No (with one exception)****Porter has 4 different fare types: 1 non-refundable under all circumstances, 2 non-refundable but Porter will provide the passenger with a future travel credit only, and 1 fare type (the Freedom Fare) which completely refundable for cash.** | **No (with one exception)****Porter has 4 different fare types: 1 non-refundable under all circumstances, 2 non-refundable but Porter will provide the passenger with a future travel credit only, and 1 fare type (the Freedom Fare) which completely refundable for cash.** |
| Refusal to Transport (force majeure) (government order) (safety) or (passenger refused transportation due to their health/medical condition) | YesSubject to applicable fare rule cancellation penalties and change fees | Yes Subject to applicable fare rule cancellation penalties and change fees | YesFull Refund. | YesFull Refund | No  | **No** | **No** | **Yes**Full Refund | **Yes****Full Refund** | **Yes****Full Refund** | **Yes****Full Refund** | **Yes****Full Refund** |
| Passenger decision to cancel their flight voluntarily | Yes Subject to applicable fare rule cancellation penalties and change fees. | Yes Subject to applicable fare rule cancellation penalties and change fees | Yes,Subject to applicable fare rule cancellation penalties and change fees. | Yes Subject to applicable fare rule cancellation penalties and change fees.. | Yes Subject to applicable fare rule cancellation penalties and change fees. | **Yes** **Subject to applicable fare rule cancellation penalties and change fees.** | **Yes** **Subject to applicable fare rule cancellation penalties and change fees.** | Yes Subject to applicable fare rule cancellation penalties and change fees. | No | **No (with one exception)****Porter has 4 different fare types: 1 non-refundable under all circumstances, 2 non-refundable but Porter will provide the passenger with a future travel credit only, and 1 fare type (the Freedom Fare) which completely refundable for cash.** | **No (with one exception)****Porter has 4 different fare types: 1 non-refundable under all circumstances, 2 non-refundable but Porter will provide the passenger with a future travel credit only, and 1 fare type (the Freedom Fare) which completely refundable for cash.** | **No(with one exception)****Porter has 4 different fare types: 1 non-refundable under all circumstances, 2 non-refundable but Porter will provide the passenger with a future travel credit only, and 1 fare type (the Freedom Fare) which completely refundable for cash.** |

General Comments:

* Refund is typically in the original form of payment unless otherwise noted above.
* Refund will be provided for unused portion of travel itinerary. Partially travelled itineraries will be repriced based on the transportation actually used and the value of a refund determined afterwards..

\*Force Majeure Clauses in the tariff which may override tariff obligations

* Air Canada’s tariffs contain a provision which disclaims liability in the case of flight cancellation which occurred as a result of force majeure. But, we are of the view that Air Canada would treat a cancellation in this respect as a passenger voluntarily cancelling their flight.
* WestJet's tariffs contain a provision which disclaims liability in the case of flight cancellation which occurred as a result of force majeure. However WestJet, tariffs are not clear in the same way Air Canada has made the same statement. WestJet conflates the use of the term ‘force majeure’ and ‘outside the carrier’s control’ and what it understands to be a ‘schedule irregularity for which it believes that APPR would not apply. This terminology appears throughout the carriers tariff which makes its interpretation challenging in certain situations. WestJet seems to equate a force majeure situation to be a situation outside the carrier’s control as defined by the APPR.
* Air Transat has a broad and categorical statement in its domestic, trans border and international tariffs that states the carrier is not responsible for any of its tariff obligations set out in the tariff in the case of force majeure situations.
* Sunwing's tariffs do not invoke force majeure to limit the carriers tariff obligations.
* Porter's tariffs do not invoke force majeure to limit the carriers tariff obligations.