



TOUR OPERATOR / WHOLESALER POLICY

FOR INCLUSIVE TOUR PACKAGES
2009

 **FIRST AIR**
The Airline of the North

QUICK REFERENCE

This program applies to qualified Tour Operators/Wholesalers building adventure tour packages to the North using First Air's scheduled services as a component of a complete tour package. These fares cannot be sold as "air only".

Selling/Travel period	January 1-December 31, 2009
Booking Class	V
Fare Level	Refer to 2008 fare sheet enclosed
Commission	All fares are "net"
Markets	Selected 7F markets
Rule #	4350
O/W or R/T	Travel must be round trip
Advance reservations	21 days in advance
Payment	21 days in advance or 7 days after reservation is made , whichever is sooner
Ticketing	Tickets must be issued electronically (E-Tickets). Manual tickets may be issued upon request at a charge of \$25.00 CAD
Min stay	2 days
Max stay	30 days
Changes prior to ticketing	Prior to ticketing no change fee applies
Changes after departure	24 hours in advance, change fee applies
Change Fee	\$50.00 CAD
Cancellation fee	\$100.00 CAD prior to departure, after departure ticket is non-refundable
Upgrade	Permitted
Downgrading	Not permitted
Stopover	1 free stopover permitted
O/Jaw	Permitted
Circle trip	Permitted, Maximum 2 stopovers
Combinable	End to End
Flight restrictions	None
Blackouts	None
Other discounts	Not applicable
Passenger Type	ITX (Sabre Pricing-WPPITX) (Apollo-\$B*ITX)
Fare Basis Code	VITXXX***XXX is the tour operator's authorization number, which must show in the fare basis code***
Endorsement	VITXXX/Valid 7F only/penalties apply

**** ALL FARES MUST BE MANUALLY STORED TO REFLECT THE MANDATORY FARE BASIS CODE****
Complete fare rules and levels are in the CRS system.

REGISTERING FOR ELIGIBILITY

AGREEMENT BETWEEN FIRST AIR AND TOUR OPERATOR/WHOLESALE

First Air's inclusive tour fares are available to qualified Tour Operators/Wholesalers building tour packages to the North using First Air's scheduled services, including accommodations and a

tour/event component. Due to the specialized nature of the inclusive tour program, trips must be registered each year. To confirm eligibility, sign this agreement and return it with a copy of your brochure (last year's brochure or a draft mock-up is acceptable).

These inclusive tour fares can only be sold as a component of a complete tour package. These fares cannot be sold as "air only".

RESERVATIONS

Tour Operators/Wholesalers can make reservations directly with First Air or through a registered travel agent. These fares are not accessible for individual public bookings. Reservations may be made up to twenty-one (21) days prior to outbound departure, subject to availability of seats in V class. A complete name list must be provided to First Air's Tour Desk twenty-one (21) days prior to departure or within

seven (7) days of booking. At any time, seats not assigned may be released back to First Air's inventory for resale. Any future bookings will be subject to availability of seats in V class.

Reservations can be made up to three (3) days prior to travel, subject to availability of seats in V class.

PAYMENT

The Tour Operator/Wholesaler or designated travel agency is responsible for remitting payment from the client for the complete package. The Tour Operator/Wholesaler or travel agency is responsible for remitting to First Air directly for all tickets issued. Full payment must be received twenty-one (21) days prior to outbound departure or within seven (7) days after reservation is made, whichever is sooner. At that time, seats not paid for may be released back to First Air's inventory for resale.

For reservations made within twenty-one (21) days prior to outbound departure, full payment is due within twenty-four (24) hours of making reservations. At that time, seats not paid for may be released back to First Air's inventory for resale.

SPECIAL SERVICES

Special services (i.e. special meal requests, passenger assistance) must be requested at time of booking.

SCHEDULE

As this program is published in advance and is based on scheduled services, all flights are subject to schedule changes. Tour Operators/Wholesalers holding confirmed space will be notified when changes occur and alternate flights will be booked. It is recommended that Tour Operators/Wholesalers re-confirm flights twenty-four (24) hours in advance where possible.

In the case of passengers connecting to a First Air flight from another airline whose flight has undergone a schedule change affecting their First Air connection:

- First Air will attempt to reprotect these passengers on subsequent First Air flights, provided all reservations are made on the same file.
- First Air will not be responsible for missed connections where reservations for different airlines have been made on separate files.

TICKETING

These inclusive tour fares can only be sold as a component of a complete tour package. These fares cannot be sold as "air only". Tickets must be issued electronically (E-Tickets). Manual tickets may be issued upon request at a charge of \$25.00 CAD.

CHANGES

PRIOR TO OUTBOUND DEPARTURE:

Changes of name and/or date and/ or routing may be made prior to tickets being issued. Once tickets have been issued, changes are subject to availability of seats in V class, to payment of any additional fares, and to applicable service charges. Name changes are not permitted once tickets have been issued.

AFTER OUTBOUND DEPARTURE:

Change of date may be made up to twenty-four (24) hours prior to confirmed return date, subject to availability of seats in V class and payment of applicable service charge of \$50.00 CAD.

CANCELLATION

Tickets are refundable less \$100.00 CAD prior to departure. After departure, ticket is non-refundable.

FORM OF PAYMENT

BSP or Cash or Credit card: Visa / MasterCard / American Express / Diners Club

* Certified cheque or money order

** Bank transfer subject to advanced arrangements.

* Certified cheques or money orders are to be sent to
First Air Tour Desk
20 Cope Drive
Kanata, ON K2M 2V8

** Bank transfers are to be deposited to
CIBC Account No. 17-12314
Branch/Transit #00006
Bank Code 010
119 Sparks Street
Ottawa, ON K1P 5T5

When remitting by cheque, money order, or bank transfer, please quote applicable file locator number (s).

USING THE SERVICES OF A TRAVEL AGENCY

These inclusive tour fares can be purchased through an approved IATA travel agency. The travel agency must be in possession of a First Air carrier identification (245) plate and all tickets must be issued using this plate. Please ensure to present the agency with this policy.

CONFIRMATION OF APPROVED TOUR PROGRAM

Upon approval, a confirmation letter, including a "VIT" authorization number, will be sent to the Tour Operator /Wholesaler. This VIT number will be valid for the calendar year.

BAGGAGE ALLOWANCE

CHECKED BAGGAGE ALLOWANCE:

Maximum of two pieces per person, neither of which may exceed (32 kg on jet flights, 20 kg on turbo prop flights) in weight or 62" (160 cm) in overall dimension (L+W+H) plus one of either a rod or rifle case or bow case. Excess charges will be applied on any piece exceeding these limits. Antlers will not

be included in determining the free baggage allowance and will always be subject to a charge of CAD \$100.00 for each full rack and CAD \$25.00 for each split rack one way.

No piece of baggage in excess of 100 lbs (45 kg) will be accepted for carriage as checked baggage. Other items such as sports equipment, pets, etc. have specific charges. Contact a First Air office for more details.

CABIN BAGGAGE, UNDER SEAT STORAGE:

For the convenience and safety of First Air passengers, the following dimensions will be used to determine allowable carry-on baggage. Carry on is not permitted for other aircraft.

Jet: 10"x 18"x 22" (25cm x 45cm x 55cm)

HS748 & ATR: 9"x 8"x 18" (22cm x 20cm x 46cm)

Please be aware that available space will vary from one aircraft to another and from one airline to another.

Contact First Air Special Services Desk for more information.

Tel:1-877-328-8669 Fax: 613-254-6303