

Flight Disruption

Outside of Air Tindi's Control (Uncontrollable)

Below is a non-exhaustive list of the example provided by the Canadian Transportation Agency which outlines situation considered outside of a carrier's control:

- Meteorological conditions or natural disasters that make the safe operation of the aircraft impossible;
- Instructions from air traffic control;
- Airport operational issues;
- Medical emergency;
- Collision with wildlife;
- Security threat;
- Manufacturing defect that reduces the safety of passengers and that was identified by the manufacturer or a competent authority;
- Labour disruption at the air carrier or essential service provider such as an airport or an air navigation service provider;
- Notice to airmen (As defined in the Canadian Aviation Regulations);
- War or political instability;
- Illegal acts or sabotage;
- Or an instruction from an official of a state, a law enforcement agency or a person responsible for airport security.

Our Obligations to You;

COMMUNICATION

Upon recognition of a flight disruption, Air Tindi will provide notice to all effected customers. Subsequent updates will be provided every 30 minutes until the disruption is rectified. In the case of a delay or cancellation, you will either be provided a newly established departure time or confirmation of alternate travel arrangements. Information will be provided through the following means:

- Audible announcements within the airport terminal
- Visible announcement available upon request

ALTERNATIVE TRAVEL ARRANGEMENTS

If your flight is delayed for 3 hours or more, Air Tindi will provide alternate travel arrangements or a refund if desired. If your flight is cancelled or you have been denied boarding, Air Tindi will provide confirmed alternate travel arrangements to those effected on the next available flight. Alternatively, customers may choose to request a refund.

Access to means of communication	
Alternate travel arrangements or refund <small>After 3 hours of the originally scheduled departure</small>	
Accommodation & transportation <small>If required to overnight</small>	
Food and drink in reasonable quantities <small>After 2 hours of the originally scheduled departure</small>	
Compensation	

Air Tindi holds the right to limit or refuse the standards of treatment outlined above if that treatment will further delay the passenger.

