

Porter Airlines is proud to have built a large portion of its route network on flights to and from the United States. While we consider that all domestic and international passengers enjoy the Porter experience, transborder operations require supplementary information and additional clarity on airline policies and procedures to ensure the journey is comfortable and meets the expectations of “flying refined”.

Porter is pleased to outline its Customer Service Plan (CSP) as follows:

(Note: the CSP is applicable only to flights departing Canada and arriving in the United States, or vice versa.)

Fare Refundability:

In addition to standard ticket change and cancellation policies particular to Firm class, Flexible class and Freedom class, Porter offers a 24-hour refundability option. Full refunds are available for up to 24 hours after completion of booking. Please contact the Porter Call Centre at (888) 619-8622.

Please note that the refundability option is available only to flights booked at least 7 days prior to departure.

Lowest Fare Availability:

Porter continues to offer a broad array of booking options, from its website and Call Centre to its travel agency partners. While fares do vary by market, flight, demand, class of service and advance purchase, the lowest available fare is available without booking or service fee at both www.flyporter.com and through Porter’s Call Centre (888 619-8622). Participating travel agencies also have access to Porter’s lowest available fare.

Notification of Delays, Cancellations and Diversions:

Porter operates at very high schedule completion and on-time performance rates. However, external factors, such as weather and air traffic control delays, as well as unplanned technical issues can result in last-minute schedule adjustments. For flights departing within 7 days, Porter will ensure that passengers who are ticketed on Porter or hold reservations, as well as the public, are provided notifications of known delays, cancellations and diversions, as required under 14 C.F.R. § 259.8.

To ensure passengers are kept informed of their latest travel itinerary, Porter deploys an automatic message communication system that forwards electronic updates as soon as flight change details are available. If a flight is cancelled, a direct message or phone call will advise of alternate travel options.

For those passengers who have already arrived at the departure or connecting airport, Customer Service Representatives are fully informed of the latest flight information and terminal Flight Information Displays are updated in near real-time.

Those who are dropping off or picking up passengers may consult the Flight Status feature on the website and the Porter smartphone app, or contact the Call Centre.

Changes to Certain Travel Itineraries:

For flights that depart in more than 7 days, Porter will notify customers in a timely manner regarding changes in their travel itineraries (including changes in the scheduled departure time, as well as delays or cancellations) through: (i) www.flyporter.com and, upon request, our telephone reservations staff at (888) 619-8622; and (ii) via Porter's automatic message communication system, to the extent Porter has contact information for the passenger.

Services for Cancellations, Delays and Missed Connections:

In the event that irregular operations result in lengthy passenger delays, Porter endeavours to minimize the inconvenience as described below.

If delays are within the control of Porter, allowance will be provided for meal, ground transportation and/or overnight accommodation.

If delays are outside the control of Porter and result in an overnight stay, Porter will assist in accommodation at special rates at select hotels in close proximity to the airport.

Baggage Delivery:

Porter makes every effort to ensure passengers' carry-on and checked baggage, whether within and outside standard unit and weight allowances, are delivered upon arrival in a timely manner. Porter will undertake every reasonable effort to ensure that passengers are reunited with their bags within twenty-four hours. Porter will provide compensation to passengers for reasonable expenses that result due to delay in delivery, as required by applicable international agreements for international flights. As set forth below, Porter will reimburse passengers for any fee charged to transport a bag if that bag is lost.

Porter Customer Service Representatives are available at the arriving airport to assist passengers with delayed, lost or damaged bags. Passengers also have the option of phoning Porter's Baggage Information service at (416) 619-8584.

For more information on Porter baggage allowances, fees and charges, and compensation and delay policies, please refer to Baggage Information.

Refund of Fares, Fees and Optional Services:

With the exception of extended passenger delays, Porter's fares are non-refundable. In cases of passenger delays in excess of 2 hours, the passenger may choose a refund of the full value of the ticket rather than accept the delayed or re-accommodation flight.

If fees have been paid for optional baggage, seat selection or other special services, and Porter is unable to deliver such service, a full refund of the applicable fees will be provided.

In all valid circumstances where a fare or fee is refundable, a refund will be provided in the original form of payment. Porter will issue refunds within seven business days for credit card purchases, and 20 business days after receiving a complete refund request for purchases made by cash or check.

Properly Accommodating Passengers with Disabilities and Other Special Needs:

Porter has established a number of policies and procedures to accommodate passengers with disabilities and other special-needs passengers, particularly in the event of a lengthy tarmac delay.

Passengers with Disabilities and Other Special Needs:

- Accommodating passengers with disabilities as required under 14 C.F.R. Part 382.
- Transportation to, from, and between gates, either by wheelchair or electric cart.
- Boarding assistance.
- Assistance with visual, auditory, cognitive, or mobility impairments while in the airport and on the plane.
- Consideration of your needs during extended tarmac delays.
- Accommodation for certain medical requirements, such as use of an approved Portable Oxygen Concentrator, or dietary needs, with proper notice to Porter by calling (888) 619-8622.

Porter has designated Complaint Resolution Officials (CROs) for its U.S. airports, where Porter's flights arrive or depart, who are responsible for ensuring services are properly implemented for our customers with disabilities.

Children Traveling Alone:

- Porter provides detailed information to parents with children ages 8 through 16 who will be traveling alone, by calling (888) 619-8622.
- Porter's policies ensure the safety and wellbeing of children traveling alone, and include:
 - Taking good care of your child during his or her flight and not releasing a minor travelling alone to anyone other than the person you have designated.
 - Providing unaccompanied passenger service for children ages 8 through 11.
 - Porter is also happy to provide this service to children ages 12 through 16 travelling alone on some of our flights.
- Please be advised that fees apply for unaccompanied minor service.

Tarmac Delays:

Pursuant to US DOT requirements, Porter has an approved Tarmac Delay Contingency Plan to meet passengers' essential needs during extended on-aircraft delays for both arrivals and departures. It includes provisioning for food and water, access to lavatory facilities and, if required, adequate medical treatment. In some circumstances, depending on the proximity of the aircraft to departing gate, passengers may also have the option to deplane.

Communications on the cause of and predicted duration of the tarmac delay will be communicated to passengers beginning 30 minutes after scheduled departure or arrival, and will be updated at least every 30 minutes thereafter, including relevant information from the airport and ground authorities. Moreover, passengers on an aircraft experiencing a tarmac delay will be notified beginning 30 minutes after scheduled departure time and every 30 minutes thereafter that they have the opportunity to deplane if the opportunity to deplane actually exists.

Denied Boarding Compensation:

Porter will handle any “bumped” passengers with fairness and consistency as required under 14 C.F.R. Part 250, consistent with Porter’s policies and procedures for determining boarding priorities. Passengers who are involuntarily denied boarding due to over booking are entitled to compensation in accordance with the terms of Porter’s tariff.

Additionally, some passenger compensation may be provided for extended delays within the control of Porter, but non-controllable delays, cancellations and re-accommodation flights do not qualify for compensation.

Change/Cancellation Policies and General Information:

Change and cancellation policies vary by Class of Service. Full detail of Firm, Flexible and Freedom Class policies are outlined here.

For those who are members, Porter’s frequent flyer program, VIPorter, has specific accumulation and redemption terms and conditions outlined here. Please note that redemption seats are limited and not available on all flights.

The aircraft configuration for Porter’s single fleet type, the 74-seat Bombardier Q400, including seating, lavatory positions, emergency exits and service areas is included here. Porter will attempt to seat passengers in their desired seat or area, but advanced seat selection fees may apply. Note that seats adjacent to emergency exits have unique requirements, and not all passengers may qualify.

Information on these change/cancellation policies, frequent flyer rules, aircraft seating configurations and lavatory availabilities is also available, upon request, from Porter’s telephone reservations staff, at (888) 619-8622.

Customer Complaints:

Porter welcomes your complaints, compliments and suggestions. Complaints should be forwarded in writing to Porter’s Customer Relations Department either by mail or via the web as follows:

By mail: Porter Airlines Inc.
Customer Relations Department
Billy Bishop Toronto City Airport
Toronto, Ontario M5V 1A1
USA

By web: <https://www.flyporter.com/About/Customer-Relations/Complaints>

Porter will acknowledge receipt of written customer complaints within 30 days of their receipt, and will send a substantive response within 60 days of receiving the complaint, as required under 14 C.F.R. § 259.7.

You have contractual rights and obligations associated with your travel under Porter's General Conditions of Carriage and applicable international tariffs. The CSP does not form any part of those Conditions of Carriage, nor does it create any contractual or legal rights.