

CANJET INFO SHEET (side 1) - 8.5" X 11"

UPDATED ON:
June 29, 2006

TRAVEL AGENTS INFORMATION SHEET



CanJet Airlines, Canada's low fare leader, is a division of IMP Group Limited in Halifax, Nova Scotia. For 39 years IMP has been a world class leader in aviation and aerospace and was recently selected as one of Canada's Top 50 Best Managed Companies.

CanJet utilizes a common fleet of Boeing 737's seating up to 118 passengers. Each plane is equipped with comfortable leather seats and lots of legroom.



Smart Web Check-in allows passengers travelling within Canada to check-in online at www.canjet.com before arriving to the airport. You can change and/or select a seat, print your Boarding Pass, and take it to the airport. This Boarding Pass allows you to proceed through security and board the aircraft as usual.



SmartRewards is the loyalty reward program operated by CanJet. By enrolling in our program, customers can earn free travel anywhere on the CanJet route network. Fly 6 one-way trips within a 1 year period and automatically receive the seventh one way trip free. All CanJet Airlines SmartRewards trips are fully transferable.

OUR DESTINATIONS

CanJet Airlines serves 14 destinations in Canada and the USA including St. John's, Deer Lake, Halifax, Moncton, Montreal, Ottawa, Toronto, Calgary, New York LaGuardia, Orlando, Sarasota, St. Petersburg, West Palm Beach and Fort Lauderdale.

CONTACT INFO

Website: www.canjet.com
Customer Care: 1-866-447-7000 or customer.care@canjet.com

RESERVATIONS SALES CENTRE

- Hours of Operation:** 24 hours a day, 7 days a week.
- Reservation Sales Centre:** 1-877-4CANJET

TRAVEL AGENCY COMMISSION RATES

- Internet Bookings: 9%
- Reservations Sales Centre Bookings: 5%
- Worldspan/Sabre/Galileo: 9%

CRS SUBSCRIBER CONTACT INFORMATION FOR TRAVEL AGENCIES

Sabre: 1-800-331-2690
Galileo: 1-877-582-5145

SALES CONTACT INFORMATION

Roy Colangelo
General Manager, Sales
Toll-Free: 1-888-527-9311
E-mail: Roy.Colangelo@CanJet.com

Cyndi Penwell
Regional Sales Manager - Atlantic Canada

Telephone: (902) 873-7882
E-mail: Cyndi.Penwell@CanJet.com

John Gravel
Regional Sales Manager - Ottawa & Quebec

Toll-Free: 1-877-588-5401
E-mail: John.Gravel@CanJet.com

Janine Baxter
Sales Associate - Central Ontario

Telephone: (905) 520-0620
E-mail: Janine.Baxter@CanJet.com

Mel Crothers
Regional Sales Manager - Western Canada

Telephone: (403) 335-3811
E-mail: Mel.Crothers@CanJet.com

Dianne Pennicott
Manager of Customer Service - LaGuardia International Airport

Telephone: (718) 505-7494
E-mail: dianne.pennicott@canjet.com

GROUP RESERVATIONS

- When booking 10 or more people you qualify for additional group discounts.

Toll-Free: 1-800-594-8489
Telephone: (506) 547-7020, 0800 - 2000 (AST)
E-mail: Sales@CanJet.com

SPECIAL DISCOUNTS

- Canadian military personnel on active duty, as well as their dependents, receive 10% off our everyday low fares for leisure travel.
- If the candles on your birthday cake total 60 or more, you can receive 10% off our everyday low fares.

FARES

- All CanJet fares are for one-way travel.
- Fares do not include applicable taxes, AIF, NAV Canada/Insurance Surcharges, Fuel Surcharges, the ATSC, and other charges where applicable.
- Changes may be made up to two (2) hours prior to scheduled departure for a **\$40.00** fee plus applicable taxes. The change fee is charged per one-way travel, per person, per change. Note: If the same fare is not available at the time of change, the difference in fares will be applied in addition to the change fee plus applicable taxes.
- Cancellations may be made up to two (2) hours prior to scheduled departure for a **\$40.00** cancellation fee plus applicable taxes. The cancellation fee is charged per one-way travel, per person, per change. The balance of the fare may be used for a CanJet future travel credit and is fully transferable. The CanJet travel credit is valid for one (1) year. If you do not cancel your booking at least two hours prior to departure, you have forfeited your fare, and thus will not receive a credit for this unused flight.

New! Effective May 23, 2005, CanJet will allow a grace period by waiving fees for changes and cancellations made on any bookings within a four hour period from the time of the original booking. This is available only by calling Reservations at **1-877-422-6538**.

FORMS OF PAYMENT

CanJet accepts MasterCard, VISA, American Express, and Diners Club. Cash and Debit are accepted at the airport. CanJet does not accept personal cheques.

CHECK-IN INFORMATION

- Check-In opens two (2) hours prior to departure.
- CanJet recommends that passengers check-in at least two (2) hours prior to the scheduled departure time.
- Domestic Travel - Customers presenting themselves at the CanJet counter less than thirty (30) minutes before scheduled departure of a flight may lose their reservation, and if so, will not be eligible for denied boarding compensation. Transborder Travel - Customers presenting themselves at the CanJet counter less than sixty (60) minutes before scheduled departure of a flight may lose their reservation, and if so, will not be eligible for denied boarding compensation.



CANJET INFO SHEET (side 2) - 8.5" X 11"

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TRAVEL AGENTS INFORMATION SHEET, SIDE 2 CONTINUED



LUGGAGE

FREE BAGGAGE ALLOWANCE: For each fare-paying customer, CanJet allows two (2)-checked pieces. Each of the two allowable pieces of checked baggage must not exceed **23 kg (50 lb)** in weight or **158 cm (62 inches)** in overall dimensions (height + width + depth).

For International travel, and travel to the United States, passengers' checked baggage must not exceed **20 kg (44 lbs)** in weight.

CARRY-ON BAGGAGE: CanJet will permit each fare-paying passenger to carry onboard, (1) standard item of carry-on baggage not exceeding **21 cm x 40 cm x 54 cm (8" x 16" x 21")** in size and (1) personal item not exceeding **16 cm x 33 cm x 43 cm (6" x 13" x 17")**. Maximum weight for each individual item shall not exceed **10kg (22 pounds)**.

EXCESS BAGGAGE: Excess baggage (this is inclusive of weight and size restrictions) will be charged **\$40.00** each for the third (3rd), fourth (4th) and fifth (5th) pieces checked, the maximum that any one person may check. Carriage of the excess piece(s) is subject to space and weight availability. CanJet cannot accept baggage over 45 kg (100 lbs).

EXCESS SIZE: Any pieces exceeding 158 cm (62 inches), but not greater than 200 cm (80 inches) will be charged **\$40.00 CAD** or **\$40.00 USD** (plus applicable taxes).

SPECIAL ITEMS: Bikes and surfboards will be increased from **\$30.00 CAD** to **\$65.00 CAD/US**. Please note that the following items will not be accepted as checked baggage with CanJet Airlines: Windsurfers, Kayaks, Canoes, Pole-Vaults and Hang Gliders.

All excess baggage and special items will be carried on a space available basis only and loaded after checked baggage and live animals. Baggage must be claimed at the destination of arrival by traveling guest.

Please note: CanJet does not accept ammunition in carry-on or checked luggage.

EXCEPTIONS: PETS AND ANIMALS

Pet Embargo 2005/2006: The transportation of animals in checked luggage is not permitted between December 15, 2005 and January 9, 2006. Due to space limitations, CanJet does **not** accept pets for travel to or from the **United States**. CanJet will accept live cats and dogs in the cargo hold provided they are kept in a proper airline-approved kennel. A one-way service fee of **\$50.00** applies on the kennel regardless of size. The largest kennel size CanJet will accept must not exceed **36" x 24" x 26"** (91cm x 61cm x 66cm).

Note: The kennel will be carried on a space available basis unless it constitutes one of the passenger's checked baggage allowance.

CanJet will accept small cats or dogs in the passenger cabin provided they are kept in an airline-approved kennel. The maximum size dimensions are **21cm x 40cm x 54cm (8"x 16" x 21")**(H x W x L).

The maximum weight with the animal inside the kennel is 22 lbs. The animal must remain inside the kennel and under the seat in front of the passenger throughout the flight. A one-way service fee of **\$40.00** applies for pet in the cabin and must be requested at time of booking.

A maximum of two cats or two dogs are allowed per kennel placed in cargo or carried on board.

Note: Animals must be able to stand up and turn around within the confines of their kennel. Wire, wire mesh or plastic grill kennels are NOT permitted.

UNACCOMPANIED MINORS

- All reservations for unaccompanied minors **MUST** be made through the Reservations Sales Centre at **1-800-809-7777**.
- Children must be at least five (5) years of age and have not celebrated their twelfth (12th) birthday to travel unaccompanied.
- When two children are traveling together, children under the age of 16 years cannot be responsible for those children under 12 years of age. For example: A 14 year old cannot be responsible for an 11 year old. The 11 year old is still considered an Unaccompanied Minor and a fee is collected, while the 14 year old is considered a Young Person traveling unaccompanied.
- Each unaccompanied minor travels at the regular fare plus a one-way **\$25.00** unaccompanied child charge (**\$50.00** charge assessed on connecting flights only).
- At this time CanJet **does not** accept unaccompanied minors for transport to or from the **United States**.

CanJet asks that the unaccompanied child be at the check-in position at least **90 minutes** prior to departure. This will ensure that there is sufficient time to complete the necessary paperwork. CanJet will require the names, telephone numbers and home address of the persons bringing the child to the airport as well as the persons meeting the child at their destination. CanJet will require the designated adult to produce positive identification and sign a release.

SPECIAL NEEDS GUESTS

All persons with disabilities will be offered pre-boarding and given any additional assistance as required.

- Expectant mothers past 36 weeks require a doctor's certificate that authorizes travel and states travel dates.
- Guests who require medication during flight and who are unable to administer themselves are required to have an accompanying attendant.
- Prescription medication should be in its original labeled container with the name of the medication and dispensing pharmacy.
- Syringes or needles for personal medical use must have the needle guard in place.
- CanJet does not allow medical oxygen onboard.
- Service Animals are accepted free of charge.
- Passengers travelling to or from YYZ that require wheelchair assistance, please contact ACAP - Airport Customer Assistance Program at 416-776-2227 to make arrangements for wheelchairs.

GIFT CERTIFICATES

CanJet Gift Certificates are valid for one year and are available by calling **1-800-809-7777** or filling out the form which is available on our website at **www.canjet.com**. Once you've submitted the form, we will call you back to confirm the order and obtain your payment details. Gift shopping has never been easier!

IN-FLIGHT ENTERTAINMENT

CanJet Airlines now offers customers the use of a digEplayer on most flights longer than 3 hours. The digEplayer is the world's first portable Audio/Video-On-Demand in flight entertainment system, featuring full-length movies, television shows, cartoons, music videos, and a variety of music content.

IN-FLIGHT SERVICE

CanJet offers complimentary fresh coffee and tea on all flights. Snacks and other beverages such as juices and cold drinks are available at a nominal charge. Beer and wine are the only alcoholic beverages we serve at a cost of \$5 each. CanJet does not serve meals.

SNACKS

\$1.00

- Breakfast Bars
- Chocolate Bars
- Cookies
- Fresh Fruit
- Harvest Moon

\$2.00

- Cashews
- Pringles
- Smoked Almonds

SANDWICHES

\$5.00

- Available on most non-stop flights over 2 1/2 hours

BEVERAGES

\$2.00

- Pepsi
- Diet Pepsi
- 7Up
- Ginger Ale
- Apple Juice
- Orange Juice
- Bottled Water
- Tomato Juice
- Ice Tea

\$1.00

- 2% Milk 250ml

FREE OF CHARGE

- Coffee
- Tea
- Decaffeinated Coffee

WINE \$5.00

- Chardonnay
- Cabernet

BEER \$5.00

- Molson Canadian
- Coors Light

8.5"