

Porter Airlines Irregular Operations / Weather Event Policy

This document is subject to change at any time without notice.

IRREGULAR OPERATIONS (IROP) POLICY

Porter's Irregular Operations policy (IROP) applies when a Porter flight is cancelled or delayed for three hours or more, within 48 hours of the original scheduled departure time. An IROP exists anytime a flight does not operate on schedule or is cancelled on short notice due to an unplanned event. A flight number change (where the flight date and times remain the same) is not considered an IROP, thus the IROP policy would not apply.

A schedule change is not considered an IROP as it is planned and the travel agencies are notified well in advance of the travel date. For bookings affected by a schedule change, please refer to Porters' **Schedule Change policy**.

This policy applies to PD/451 documents only. For e-tickets issued on an airline plate other than PD/451, please contact the OAL directly for assistance.

IROP NOTIFICATIONS

- Porter provides passengers with prompt notification of known delays, cancellations and diversions at the airport, in flight, and via the website promptly after becoming aware of any such change.
- Porter will communicate schedule changes caused by an IROP through GDS messaging unless the flight is within airport control. All IROPs are communicated through e-mail notifications to the day of travel contact e-mail address provided in the reservation by the travel agent and/or to the email address in the VIPorter account provided their membership number has been added to the file at least 48 hours prior to departure. Please ensure Porter has an up-to-date, monitored email address for these notifications.
- If the passenger's flight has been cancelled, they will receive an email which includes a link to Porter's Rebooking Tool' on flyporter.com where they can search for another flight or cancel their flight(s) online where permitted. The online Rebooking Tool provides the same options as those available through Porter Call Centre or check-in counter.

TRAVEL AGENT REPROTECTIONS

When a disruption due to irregular operations permits a complimentary change, to ensure the passenger has the most options available to them it is highly recommended that travel agents (or the passenger) manage their booking on flyporter.com instead of in the GDS. The rebooking tool on flyporter.com will also ensure the passenger is reprotected in the correct inventory.

- Visit **flyporter.com** and access your clients file using [My Bookings](#) link. You will require the lead passenger last name and Porter confirmation #. For IROP reprotections, you may sign in to the travel agent portal, but it is not required.
- The rebooking tool can be found in "Flight Options" by choosing "Change/Cancel Flights". If a complimentary change is authorized, you will be provided with the option to choose a new flight.
- Once you have selected a new flight option and confirmed the change, the amended itinerary will update to your GDS. You can then proceed and reissue the document within the guidelines below.

IROP QUALIFICATIONS

Scenario	Change Permitted	Refund Permitted
Flight Number change only	No	No
Time change of less than 3 hours (arrival or departure)	No	No
Time change of 3 hours or more (arrival or departure)	Yes	Yes
Change in routing (ie: YTZ-EWR to YTZ-YOW-EWR)	Yes	Yes
Cancel (UN) without re-protection (TK)	Yes	Yes
Misconnection PD to PD (on same document)	Yes	Yes

For Interline or Codeshare schedule changes issued on PD/451 please contact the call centre or [Agency Services](#). For Interline or Codeshare issued on OAL (other airline), please contact the plating carrier directly for assistance.

GENERAL GUIDELINES

Standard Travel Window	+ 7 days /- 24 hours from original travel date			
Extended Travel Window	+ 14 days /- 24 hours from original travel date for destinations where flights do not operate daily . Must be handled via the call centre or Agency Services.			
GDS re-protections	For IROP re-protections (disruptions within 48 hours of travel), rebook as follows. If inventory is NOT available, please choose an alternative flight.	Fare family	8 th character of ticketed fare basis	Must rebook in:
		Basic fare	-----L	R class
		Standard	-----S	B class
		Flexible	-----F	O class
		Freedom	-----E	Y class
		Navigate	-----V	Q class
		Ultimate	-----U	E class
Advance Purchase	Waived			
Change Fee	Waived			
Additional Collection	Waived within Standard/Extended Travel window, as applicable, provided within inventory noted above. If rebooked in alternate inventory, additional collection required.			
Upgrades	Not permitted unless difference in fare and tax is collected.			
Min/Max Stay	Waived within Standard/Extended Travel Window, as applicable. Re-protections outside the Standard/Extended Travel Window, refer to Upgrades/Downgrades below.			
Origin/Destination	Must remain the same. For the purpose of re-protections, an alternate airport within the same city code is considered the same. For example, if the original itinerary was YYZ to YUL, a re-protection YTZ to YUL is permitted.			
Waitlists	Not permitted			
Reissue	Required anytime a flight is changed by the travel agent in the GDS. Recommended for accepted re-protections updated to the GDS from Porter.			
Waiver/Endorsement	Required. IROP waivers must be entered without spaces in the following format: IRP(DDMMM)PD(###) where # is the affected flight number) Example: IRP25AUGPD236 (maximum 14 characters)			
Validity	One year from original date of issue (all travel complete)			
No Shows	Not permitted. Re-protections that are not acceptable must be cancelled by the travel agent in their GDS, along with all unproductive segments (UN/UC/NO/HX), no less than 24 hours prior to the new departure time. If the re-protection is <u>not</u> removed and a no-show occurs as a result, all funds will be considered forfeited.			

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Changes made to a passengers' itinerary where the above qualifications have not been met are considered voluntary, and applicable fare rules must be followed.

UPGRADES/DOWNGRADES/FUTURE TRAVEL CREDIT

If the required inventory above is NOT available, reprotections must be handled via the [My Booking](#) link on flyporter.com, Call Centre or [Agency Services](#) only. Reprotections via flyporter.com or the call centre will ensure the file is rebooked in the correct inventory, if available. If the preferred flight is not available, alternatives will be provided.

Upgrades outside the inventory noted above are NOT permitted within the IROP policy without additional collection required. If the travel agent reprotects the passenger in their GDS in an alternate fare class/fare family, the change fee may be waived within the ticket validity however the difference in fare and tax must be collected. Even exchange is NOT permitted, as this will result in a recall by ADM.

Downgrades are NOT permitted within the IROP policy without forfeiting both benefits and fare/tax difference. If the travel agent reprotects the passenger in their GDS to LOWER inventory, the change fee may be waived within the ticket validity however any difference in fare and tax will be forfeited.

Reprotections outside the Standard or Extended Travel Window is NOT permitted within the IROP policy without additional collection required. If the travel agent reprotects the passenger in their GDS outside the permitted travel window, the change fee may be waived within the ticket validity however the difference in fare and tax must be collected.

REBOOKING/REISSUING GUIDELINES

- **Anytime a reservation is amended in the GDS, reissue is required. Unticketed changes may result in denied boarding.**
- If the passenger has already checked-in, they must be unchecked before their ticket can be reissued. An "[uncheck tool](#)" is available when signed into the [travel agent portal](#), or **contact Porter Call Centre for assistance at 1 888 619 8622.**
- IROP waivers must be documented to the ENDORSEMENT BOX of the exchange without spaces or extra characters. **Porter does not accept waiver notification via OSI or SSR.**
- When bags are checked, the passenger must see an airport agent before any flight changes can be made.
- Missing, incorrect, incomplete, improperly applied or otherwise invalid waivers will be deemed unauthorized and subject to recall by debit memo.
- For other airline tickets, please contact the issuing carrier directly for assistance.

REFUNDS

- If the passenger's flight is cancelled or delayed by 3 hours or more and elects not to accept the reprotection offered by Porter, or no reprotection is provided, they are entitled to a refund on the unused portion of the e-ticket..
- All flight segments, including unproductive segments, which the passenger intends not to use must be removed from the file.
- For partially or wholly unused e-tickets, please process the refund in your GDS using the IROP waiver code (details above).

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- The refund must be processed within one year of the original date of issue.
- Waivers must be documented to the WAIVER/REFUND field of your refunded e-ticket without spaces or extra characters. **Porter does not accept waiver notification via OSI or SSR.**
- If the passenger has already checked-in, they must be unchecked before their ticket can be refunded. An “[uncheck tool](#)” is available when signed into the [travel agent portal](#), or **contact Porter Call Centre for assistance at 1 888 619 8622.**
- Missing, incorrect, incomplete, improperly applied or otherwise invalid waivers will be deemed unauthorized and subject to recall by debit memo.
- For other airline tickets, please contact the issuing carrier

TRIP DISRUPTION / EN ROUTE DELAYS

Occurs when a passenger’s journey is interrupted at a connection point and Porter is unable to provide same day transportation to their ticketed destination.

	SCENARIO:	EXAMPLE:
FULL REFUND	Applies when passenger elects to return to origin without completing the itinerary during a controllable IROP	SCHEDULED: YTZ-YOW-YQM ACTUAL: YTZ-YOW-YTZ
PRO-RATED REFUND	Applies when passenger elects to return to origin without completing the itinerary, or during an uncontrollable IROP, or travels to final destination by other transportation not arranged by Porter	SCHEDULED: YTZ-YOW-YQM ACTUAL: YTZ-YOW OR YTZ-YOW-YTZ
NO REFUND	Applies when passenger's itinerary is affected by a controllable or uncontrollable IROP and they elect to accept re-protection on a different flight/destination to complete their journey *Also applies when passenger completes itinerary with alternate mode of transportation arranged by Porter	SCHEDULED: YTZ-YOW-YQM ACTUAL: YTZ-YOW-YHZ

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