



## Section VI - Refunds and Reroutings

### Rule 196AS - Customer Service Commitment (CSC)

The Alaska Airlines Customer Service Commitment (CSC) is incorporated by reference in this Contract of Carriage. The Carrier's CSC further explains, augments and expands upon Carrier's policies, procedures, methods of operation, obligation and dedication to customer safety, service and satisfaction.

### Rule 240AS - Flight Delays/Cancellations

- A. **Liability of Carrier:** Except to the extent provided in Paragraph b) of this rule, AS shall not be liable for failing to operate any flight according to schedule or for changing the schedule of any flight, with or without notice to the passenger. This exclusion from liability includes actual or consequential damages.
- B. **Options of Passengers:** The provisions of this rule apply only to passengers who have a valid ticket reflecting a confirmed reservation on a flight which he/she does not use due to schedule irregularity.
- C. **Definitions** - Schedule Irregularity means:
1. Delay in scheduled departure or arrival of flight resulting in a misconnection, or
  2. Flight cancellation, omission of a scheduled stop, or any other delay or interruption in the scheduled operation of an Alaska flight, or
  3. Substitution of equipment or a different class of service, or
  4. Schedule changes which require rerouting of the passenger at departure time of the original flight. Exception: Schedule irregularity does not include force majeure events as defined in Para. 1).
- D. **Carrier Options for Schedule Irregularity:**
1. For Local Passengers:
    - a. Transport passenger on another of its flights (without stopover) on which space is available in the same or higher class of service than reflected on the passenger ticket at no additional charge, or;
    - b. If acceptable to the passenger, provide transportation on another airline's direct flight, or combination of connecting carriers (without a stopover) in the same or higher class of service on the passenger's ticket at no additional charge, or;
    - c. Refund the entire ticket in an amount determined in accordance with Rule 260 (involuntary refunds) upon surrender of the unused portion of the ticket.
  2. For Transit Passengers Connecting From an Alaska Flight:
    - a. Transport passenger on another of its flights (without stopover) on which space is available in the same or higher class of service than reflected on the passenger ticket at no additional charge, or;
    - b. If acceptable to the passenger, provide transportation on another airline's direct flight (without stopover) in the same or higher class of service than reflected on the passenger ticket at no additional charge, or;
    - c. Return passenger to city of origin and refund entire ticket in an amount determined by the routing and the fare specified on the ticket upon surrender of the unused flight coupons.
  3. For Transit Passengers Connection from Another Carrier's Flight:
    - a. Transport passenger on another of its flights (without stopover) on which space is available in the same or higher class of service than reflected on the passenger ticket at no additional charge, or;
    - b. If acceptable to the passenger, provide transportation on another airline's direct flight (without stopover) in the same or higher class of service than reflected on the passenger ticket at no additional charge, or;
    - c. Refund the Alaska airline's segments of the ticket in an amount determined in accordance with Rule 260 (Involuntary Refunds) upon surrender of the unused portion of the ticket.
- E. **Change in Schedule:** When a ticketed, confirmed passenger will be delayed because of a change in AS's schedule, Alaska will arrange to:
1. Transport the passenger over its own line to/his/her next stopover point or transfer point (without stopover), in the same or higher class of service, on an alternate AS flight at no additional charge, or

2. Refund according to Rule 260. Exception 1: When an AS schedule results in the cancellation of all AS service between two cities, AS will reroute passengers holding confirmed reservations on AS between such cities over the lines of one or more other carriers at no additional cost to the passenger. Exception 2: Change in schedule does not include force major events as defined in Paragraph I).
- F. **Passengers Rerouted by Other Airlines:** When passengers are involuntarily rerouted over the lines of AS by other airlines, AS will have no obligation to accept another airline's ticket which does not reflect a confirmed reservation on AS, unless the issuing airline reissues the ticket for any changes in routing. In the event such carrier is not available to do so, AS reserves the right to reroute the passenger only over its own lines between the points named on the original ticket. Note: Notwithstanding the provisions of this paragraph, AS will not accept tickets issued on the ticket stock of a carrier who voluntarily or involuntarily has become the subject of bankruptcy proceedings or who is in substantial default of its interline obligations, except under the following condition: Tickets issued or revalidated on the defaulting carrier's stock prior to the date of filing of the bankruptcy petition or the date of default will be accepted over the segments where AS is shown as the carrier, on a space-available basis.
- G. **Amenities/Services for Delayed Passengers:** AS will furnish amenities to passengers holding reservations and to standby passengers who have been cleared for boarding on a flight which is delayed more than 1 hour, or canceled. The type of amenities given will be dependent upon the length of delay and shall not exceed a period of 24 hours from the time of occurrence.

Exception 1: We cannot provide the amenities outlined in this section if air traffic control, a weather situation, or another extraordinary circumstance beyond our control occurs at any city within your intended flight routing. We will do all possible to advise you of weather problems before departure, but it is always advisable to check weather conditions along your route and plan accordingly.

- a. **One Hour:** If we've caused your arrival to be one hour or more past your original scheduled arrival, we can assist you in making a phone call. Depending on the location, you'll either receive a Quick Call phone card, or we'll offer you our phone if it is available, and able to dial beyond the airport.
- b. **Two Hours:**
- i. If we know in advance that your flight will be delayed two hours or more, and time permits, we will provide either beverage service at the gate or a \$6 (USD) Airport Fast Snack certificate. Certificates are only valid at airport concessions on the day of issue, at the airport where your delay occurs.
  - ii. You will also receive an AirCare Apology certificate which includes your choice of 1,000 Alaska Airlines Mileage Plan Bonus Miles, or a \$25 (USD) discount on a future flight. We know your priority is to board and depart as quickly as possible.
  - iii. We apologize in advance if there isn't time for a snack, but rest assured you will still receive our Air Care Apology certificate.
- c. **Six or More Hours:**
- i. In the unlikely event your flight is delayed an additional four hours, we will provide another snack certificate and/or gate beverage service.
  - ii. If your flight is canceled, and the city where the cancellation occurs is 100 miles away from home, hotel accommodations can be provided. Accommodations include single or family rooms and round trip ground transportation to an airport area hotel.
- H. Notwithstanding the provisions of this rule, AS will not be obligated to accept for any purposes under this rule passenger tickets or related transportation documents issued by any carrier which is in substantial default of its interline obligations or which voluntarily or involuntarily has become the subject of bankruptcy proceedings (the "defaulting carrier"), except that tickets issued by the defaulting carrier will be accepted solely for transportation over AS's lines, provided such tickets were issued by the defaulting carrier in its capacity as AS's agent and specified transportation via AS. When tickets are accepted, no adjustments in fare will be made which would require AS to refund money.
- I. AS may, in the event of a force majeure event, without notice, cancel, terminate, divert, postpone, or delay any flight or the right of carriage or reservation of traffic accommodations and determine if any departure or landing should be made, without any liability except to refund in the original form of payment in accordance with involuntary refund rules any unused portion of the ticket. As used in this rule "force majeure event" means:
1. Any conditions beyond AS's control (including, but without limitation, meteorological conditions, acts of god, riots, civil commotion, embargoes, wars, hostilities, disturbances, or unsettled international conditions), actual, threatened or reported or because of any delay, demand, circumstances or requirement due, directly or indirectly, to such condition; or
  2. Any strike, work stoppage, slowdown, lockout or any other labor-related dispute involving or affecting AS's service; or
  3. Any government regulation, demand, or requirement; or

4. Any shortage of labor, fuel, or facilities of AS or others' or
  5. Any fact not reasonably foreseen anticipated or predicted by AS.
- J. The provision of services in addition to those specifically set forth in this rule to all or some passengers shall not be construed as a waiver of AS's rights. Neither shall any delay on the part of AS in exercising or enforcing its rights under this rule be construed as a waiver of such rights.

## Rule 245AS - Denied Boarding Compensation

When AS is unable to provide previously confirmed space due to more passengers holding confirmed reservations and tickets than there are available seats on a flight, AS will take the actions specified in the provisions of this rule.

### A. Definitions:

1. **Airport** means the airport at which the direct or connecting flight, on which the passenger holds confirmed reserved space, is scheduled to arrive or some other airport serving the same metropolitan area that is served by the former, provided that transportation to the other airport is accepted by the passenger.
2. **Alternate Transportation** means transportation by an airline licensed by the Department of Transportation and/or the NTA(a) or other transportation which, at the time the arrangement is made, is planned to arrive at the passenger's next scheduled stopover (of 4 hours - no longer) or destination no later than 2 hours for flights within the United States, including territories and possessions, or 4 hours for international flights after the passenger's originally scheduled arrival time.
3. **Carrier** means (a) an air carrier, except a helicopter operator, holding a certificate issued by the Department of Transportation and/or the NTA(a) pursuant to section 401(d)(1) and (2) of the act and/or Section 9 of the Air Carrier Regulations authorizing the transportation of persons, or (b) a foreign route air carrier holding a permit issued by the Department of Transportation and/or the NTA(a) pursuant to Section 16(3) of the Air Carrier Regulations authorizing the transportation of persons.
4. **Confirmed reserved space** means space on a specific date, flight, and class of service that has been requested by a passenger and that AS or its agent has verified by appropriate notation on the ticket or in any other manner provided by AS's rules, as being reserved for the accommodations of the passenger.
5. **Comparable air transportation** means transportation provided by U.S. air carriers or foreign air carriers holding certificates of public convenience and necessity or foreign permits issued by the Department of Transportation and/or the Canadian Transport Commission.
6. **Ticket lifting point/boarding area** means the point where the flight coupon is lifted and retained by AS.
7. **Sum of the values of the remaining flight coupons** means the sum of the applicable one-way fares or 50% of the applicable round-trip fares, as the case may be, including any surcharges and air transportation taxes, less any applicable discounts.
8. **Stopover** means a deliberate interruption of a journey by the passenger, scheduled to exceed 4 hours, at a point between the place of departure and the place of destination.

- B. **Request for Volunteers:** AS will request passengers who are willing to do so, to voluntarily relinquish their confirmed reserved space in exchange for compensation in an amount determined by AS. If a passenger is asked to volunteer, the carrier will not later deny boarding to that passenger involuntarily unless the passenger was informed at the time he/she was asked to volunteer that there was a possibility of being denied boarding involuntarily and of the amount of compensation to which he/she would have been entitled in that event. The request for volunteers and the selection of such persons to be denied space shall be in a manner determined solely by AS. In exchange for voluntarily relinquishing confirmed space, AS may, at its option, compensate the passenger with credit valid for the purchase of transportation on AS in lieu of monetary compensation. Exception: Transportation compensation provided by Alaska or its Substitute Service Carrier may be credit valid for transportation solely on each individual carrier's route system.

- C. **Boarding Priorities** - If a flight is oversold (more passengers hold confirmed reservations than there are seats available) no one may be denied boarding against his/her will until AS personnel first ask for volunteers who will give up their reservations willingly, in exchange for a payment of AS's choosing. If there are not enough volunteers, other passengers may be denied boarding involuntarily in accordance with boarding priorities. Passengers with confirmed reservations who have not received a boarding authority will be accommodated in the order in which they present themselves at the loading gate designated for their flight until all available seats are occupied, except that passengers who are physically handicapped to an extent that failure to carry would, in AS's opinion, cause severe hardship, or any other passenger, including unaccompanied children under 12 years of age, who would suffer severe hardship in AS's opinion will be accommodated before all

other passengers (including tour conductors) holding confirmed space tickets. Business commitments will not, of themselves, constitute a severe hardship. Accompanied children under 12 years of age will be included in the same category as the accompanying passenger.

- D. **Transportation for Passengers Denied Boarding:** AS will transport persons denied boarding, whether voluntarily or involuntarily, without stopover on its next flight on which space is available at no additional cost regardless of class of service, and if unable to provide onward transportation acceptable to the passenger, at the request of the passenger, will transport the passenger by other carrier or combination of carriers without stopover on its (their) next flight(s) in the same class of service as the passenger's original outbound flight(s), or if space is available on a flight(s) of a different class of service acceptable to the passenger, such flight(s) will be used without stopover at no additional cost to the passenger only if it (they) will provide an earlier arrival at the passenger's destination, next stopover point, or transfer point.
- E. **Compensation for Involuntary Denied Boarding:** In addition to providing transportation as described in Paragraph (d) above, passengers involuntarily denied boarding will be compensated for AS's failure to provide confirmed space in accordance with the provisions below.

1. The passenger holding a ticket for confirmed space must present himself/herself for carriage at the appropriate time and place, and must have complied fully with AS's requirements as to ticketing, check-in, and reconfirmation procedures, and must have met all requirements for acceptance for transportation. The flight for which the passenger holds confirmed reserved space must be unable to accommodate the passenger and depart without him/her, except that the passenger will not be eligible for compensation if the flight on which he/she holds confirmed reserved space is unable to accommodate him/her because of government requisition of space or substitution of equipment of lesser capacity when required by operational or safety reasons. Note: AS will inform passengers of its rules concerning check-in time limits by publication in its public timetables and ticket envelopes, and that failure to comply with those rules will result in the cancellation of the passenger's reservation and will render him/her ineligible for denied boarding compensation. Exception 1: The passenger will not be eligible for compensation when he/she is accommodated on a scheduled flight or flights that are planned to reach their final destination or next scheduled stopover point within one hour of the scheduled arrival of the original flight. Exception 2: The passenger will not be eligible for monetary compensation as provided under paragraph 2)a) below, when the aircraft involved has a seating capacity of less than 60 seats or less. Exception 3: For flight series 4000-4349 the passenger will not be eligible for monetary compensation as provided under paragraph and e)2)a) below when the aircraft involved has a seating capacity of less than 19 passengers.

2. Amount of compensation:

- a. Subject to paragraph e) 1) above, AS will tender liquidated damages in the amount of 200% of the sum of the values of the passenger's remaining flight coupons of the ticket to the passenger's next stopover, or if none, to his destination. If AS arranges for comparable air transportation, or for other transportation that is used by the passenger, which, at the time arranged, is planned to arrive at the airport of the passenger's next stopover, or if none, at the airport of the passenger's destination:
  - i. earlier than, or
  - ii. in the case of interstate and overseas air transportation, not later than two hours after, or
  - iii. in the case of foreign air transportation, not later than four hours after the planned arrival at the airport of the passenger's next point of stopover, or, if there is no next point of stopover, at the airport of the passenger's destination, of the flight on which the passenger holds a confirmed reservation.

Exception: For Substitute Service Flight series 2000 served by aircraft with a seating capacity of 60 seats or less, compensation will be credit valid for the purchase of transportation only on AS 1-999 or Substitute Service Flight series 2000.
- b. If the offer of compensation is made by AS and accepted by the passenger, such payment will constitute full compensation for all actual or anticipatory damages incurred or to be incurred as a result of the failure to provide confirmed reserved space. Passengers who are offered such compensation will not be provided with amenities and services offered under the provisions of Rule 240.

3. Time of offer of compensation: The offer of compensation will be made on the day and at the place where the failure to provide confirmed reserved space occurs, and, if accepted, will be received for by the passenger. Provided however, that when AS arranges alternate means of transportation that departs prior to the time the offer can be made to the passenger, the offer shall be made by mail or other means within 24 hours after the time failure occurs.

- F. **Notice Provided Passengers:**

Our apology at this moment may seem immaterial and secondary to your concerns, but we are genuinely sorry that you have been involuntarily denied boarding on our flight. Our foremost concern is to reaccommodate and compensate you as quickly as possible. While this form describes your rights in regulatory terms as required by the Department of Transportation, we also feel it is equally important to answer any questions you may have at this time.

**Compensation for Denied Boarding**

If you have been denied a reserved seat on Alaska Airlines, you are probably entitled to monetary compensation. This notice explains the airline's obligation and the passenger's rights in the case of an oversold flight, in accordance with regulations of the U.S. Department of Transportation (D.O.T.).

**Volunteers and Boarding Priorities**

If a flight is oversold (more passengers hold confirmed reservations than there are seats available), no one may be denied boarding against his or her will until airline personnel first ask for volunteers who will give up their reservation willingly, in exchange for a payment of the airline's choosing. If there are not enough volunteers, other passengers may be denied boarding involuntarily in accordance with the following boarding priority of Alaska Airlines. When it becomes necessary to involuntarily deny boarding to confirmed travelers, customers will be boarded in the following order until all available seats are occupied:

All customers holding confirmed seat assignments will be boarded.

Customers who are not holding confirmed seat assignments will be boarded in order of the time they check in with any Alaska Airlines' customer service agent. The computer records the time of check-in when seat requests cannot be immediately accommodated.

Possible exceptions may be made in the case of unaccompanied minors, qualified handicapped individuals, or any other passenger, who in the carrier's opinion, may suffer severe hardship. Business commitments will not of themselves constitute a severe hardship.

**Compensation of Involuntary Denied Boarding**

If you are denied boarding involuntarily, you are entitled to a payment of "denied boarding compensation" from the airline UNLESS: (1) you have not fully complied with the airline's ticketing check-in, and reconfirmation requirements, or you are not acceptable for transportation under the airline's usual rules and practices, or (2) you are denied boarding because the flight is canceled; or (3) you are denied boarding because a smaller capacity aircraft was substituted for safety or operation reasons; or (4) you are offered accommodations in a section of the aircraft other than specified in your ticket, at no extra charge, (a passenger seated in a section for which a lower fare is charged must be given an appropriate refund); or (5) the airline is able to place you on another flight or flights that are planned to reach your final destination within one hour of the scheduled arrival of your original flight.

**Amount of Denied Boarding Compensation**

Passengers who are eligible for denied boarding compensation must be offered a payment equal to the sum of the face values of their ticket coupons, with a \$200 maximum. However, if the airline cannot arrange "alternate transportation" (see below) for the passenger, the compensation is doubled (\$400 maximum). The "value" of a ticket coupon is the one-way fare for the flight shown on the coupon including any surcharge and air transportation tax, minus any applicable discount. All flight coupons, including connecting flights, to the passenger's final destination or first 4-hour stopover are used to compute the compensation. "Alternate transportation" is air transportation (by an airline licensed by the D.O.T.) or other transportation used by the passenger which, at the time the arrangement is made, is planned to arrive at the passenger's next scheduled stopover (of 4 hours or longer) or final destination no later than 2 hours (for flights within U.S. points, including territories and possessions) or 4 hours (for international flights) after the passenger's originally scheduled arrival time.

**Method of Payment**

The airline must give each passenger who qualifies for denied boarding compensation a payment by cash or check for the amount specified above, on the day and place the involuntary denied boarding occurs. However, if the airline arranges alternate transportation for the passenger's convenience that departs before the payment can be made, the payment will be sent to the passenger within 24 hours. The air carrier may offer free tickets in place of the cash payment. The passenger may, however, insist on the cash payment, or refuse all compensation and bring private legal action.

**Passenger's Options**

Acceptance of the compensation may relieve Alaska Airlines from any further liability to

the passenger caused by its failure to honor the confirmed reservation. However, the passenger may decline the payment and seek to recover damages in a court of law or in some other manner.

### Rule 255AS - Rerouting

- A. AS will reroute at a passenger's request upon presentation of the ticket or portion thereof then held by the passenger, however, AS shall be required to reissue/reroute only between points on the original ticket which it serves.
- B. **Endorsement for Purpose of Rerouting:** Except as provided in Rule 240 (Failure to Operate on Schedule), AS will endorse the ticket, or portion thereof, then held by the passenger for the purpose of rerouting if the request is made at least three hours prior to the scheduled departure of the flight on which the passenger holds a reservation.
- C. **Fare Applicable to Rerouting or Change in Destination:**
  - 1. Passengers may request that the routing and/or ultimate destination designated on his/her ticket be changed in accordance with paragraph c)2) below, provided that after transportation has commenced, a one-way ticket will not be converted into a round-trip, circle-trip, or open-jaw trip ticket.
  - 2. Except as otherwise provided in Rule 240 (Failure to Operate on Schedule), the fare and charges applicable when rerouting or changing ultimate destination at the passenger's request prior to arrival at the ultimate destination named in the original ticket, shall be the fare and charges that would have been applicable had the original ticket designated the routing and/or ultimate destination as revised by the new ticket. Any difference between the fare and charges so applicable and the fare and charges applicable to the original ticket issued to the passenger will be collected from or refunded to the passenger, as the case may be. Exception: Any residual value left in a non-refundable ticket will be forfeited by the passenger. Note: The applicable fare and charges will be those in effect on the date the rerouting or change in ultimate destination is entered on the passenger's ticket.

### Rule 260AS - Refunds-Involuntary

The amount AS will refund upon surrender of the unused portion of the passenger's ticket, pursuant to Rule 35 (Refusal to Transport), Rule 50 (Acceptance of Children), or Rule 240 (Failure to Operate on Schedule or Failure to Carry), will be:

- A. If no portion of the ticket has been used: An amount equal to the fare and charges paid. Exception: AS shall not be obligated to refund any portion(s) of a fully unused ticket which does not reflect a confirmed reservation on an AS flight involved in a schedule irregularity, unless such ticket was issued by AS.
- B. If a portion of the ticket has been used:
  - 1. Via one-way fares: An amount equal to the lowest comparable one-way fare for the class of service paid for;
  - 2. Via round-trip, circle-trip, or open-jaw fares: Fifty percent of the round-trip fare for the class of service paid for, for the unflown segment;
  - 3. Via area fares/flat rate fares: The refund amount will be computed by applying the same rate of discount, if any, applied in computing the original fare from the point of termination to the destination named on the ticket, next stopover, or the point where air transportation will be resumed via:
    - a. The routing specified on the ticket, if the point of termination was on the routing of the ticket; or,
    - b. If the point of termination was not on the routing specified on the ticket, the direct routing of any carrier operating service between such points.
  - 4. If no fare of the type (fare basis) paid by the passenger is published between the point of termination and the passenger's destination or next stopover point, the amount of the refund will be the same proportion of the normal coach Y type fares and fare published between the point of termination and the passenger's destination or next stopover point, as the fare paid is of the normal coach (Y type fares and fare between the passenger's point of origin or previous stopover point and destination or next stopover point. Exception: AS shall not be obligated to refund any portion(s) of a ticket which does not reflect a confirmed reservation on an AS flight involved in a schedule irregularity, unless such ticket was issued by AS.
  - 5. If alternative surface transportation is provided and is acceptable to the passenger, no refund will be provided.
  - 6. If fare is for transportation solely on Substitute Service Flights (as defined by Rule 5) involuntary refunds are deferred to the respective substitute service carrier's accounting office for computations.
- C. AS will make no refund if transportation is provided from the point of termination to the destination airport. Examples below:

The destination airport designated on the passenger ticket is:

1. Burbank CA, Long Beach CA, Los Angeles CA, Ontario, CA, Orange County CA
2. Oakland CA, San Francisco CA, San Jose CA
3. Portland OR
4. Fairbanks AK
5. Juneau AK, Ketchikan AK, Petersburg AK, Sitka AK, Wrangell AK
6. Washington-Reagan/DCA, Washington-Dulles/IAD

And the Flight Terminated at (or Vice Versa):

1. Burbank CA, Long Beach CA, Los Angeles CA, Ontario, CA, Orange County, CA
2. Oakland CA, San Francisco CA, San Jose CA
3. Seattle WA
4. Anchorage AK
5. Juneau AK, Ketchikan AK, Petersburg AK, Sitka AK, Wrangell AK
6. Washington-Reagan/DCA, Washington-Dulles/IAD

## Rule 270AS - Refunds-Voluntary

- A. When Rules 35 (Refusal to Transport), 50 (Acceptance of Children), or 240 (Failure to Operate on Schedule) are not applicable, if named in the routing AS will, at the request of the passenger, and upon surrender of the unused portion of the AS issued ticket including the passenger receipt, refund to the passenger on the following basis:  
 Note: Any refund will be subject to fare rules of ticket purchased. Voluntary refunds will not be given for any ticket marked "non-refundable", but the customer may apply the value of such ticket to a new ticket.
1. If no portion of the ticket has been used, the refund will be an amount equal to the fare and charges paid.
  2. If a portion of the ticket has been used, the refund will be an amount equal to the difference between the fare and charges applicable to the ticket issued to the passenger, and the lowest applicable one way coach fare in the same inventory as originally ticketed, or if not available, the lowest Y-type fare and charges applicable to the transportation of the passenger covered by the used portion of the ticket.
  3. Refund will be made in accordance with 1) above provided that the unused coupons are surrendered to AS within 1 year of the ticket issue date. Exception: Alaska reserves the right to refund on the basis of a flat rate table as discussed under Rule 270, Paragraph 7.
  4. Refund will be made in accordance with 2) above, provided that the unused coupons are surrendered to AS within 1 year of date of outbound travel
  5. AS assumes no obligation to issue a voluntary refund unless such ticket was issued on AS ticket stock. The term "AS ticket stock" means tickets printed or imprinted with the AS carrier code (027) as part of the ticket serial number.
- B. **Person to Whom Refund is Made:** Exception 1:
1. Tickets issued in exchange for a Prepaid Ticket Advice (PTA) and/or Miscellaneous Charges Order (MCO) will be refundable only to the purchaser of the PTA and/or Miscellaneous Charges Order.
  2. Tickets issued under a Universal Air Travel Plan (UATP) will be refundable only to the subscriber against whose account the ticket was charged.
  3. Tickets issued against a transportation request issued by a government agency, other than the U.S. Government, will be refunded only to the government agency which issued the transportation request.
  4. Tickets issued against a U.S. Government Transportation Request, (GTR) will be refunded only to the U.S. Government agency which issued the U.S. Government Transportation Request, by check made payable to the "Treasurer of the United States".
  5. Tickets issued against a credit card honored by AS will be refunded only to the account of the person to whom such credit card was issued.
- Exception 2: Tickets refundable to person other than passenger. If, at the time of purchase, the purchaser designates on the ticket another person or entity to whom refund shall be made, the refund will be made to the person so designated. A refund made in accordance with this procedure to a person representing him/herself as the person so designated on the ticket or exchange order shall be deemed a valid refund, and AS will not be liable to the true passenger for another refund. Exception 3: If at the time of application for refund, evidence is submitted that a company purchased the ticket on behalf of its employee, or the travel agent has made refund to its client, such refund will be made directly to the employee's company or the travel agent.
- C. **Lost Tickets** Note: Via Bonus Book Speed tickets bearing form number 6910 on AS Substitute Flight Series 2000-2999, no refund or replacement will be made if flight coupons are lost/stolen or destroyed.
1. When a passenger loses his/her ticket, or the unused portion thereof, AS, if it issued the ticket, will refund the following amount:
    - a. If no portion of the ticket has been used, an amount equal to the fare and charges paid.

- b. If a portion of the ticket has been used, and
  - i. The passenger has purchased a new ticket covering the same transportation as that covered by the unused portion of the lost ticket, an amount equal to the fare and charges paid for such new ticket.
  - ii. The passenger has not purchased a new ticket covering the same transportation as that covered by the unused portion of the lost ticket, an amount equal to the difference between the fare and charges paid and the fare and charges applicable to the transportation of the passenger covered by the used portion of the ticket.

Note: Any refund will be subject to fare rules of the original ticket. Refunds will not be given for any ticket marked "Non-Refundable," except when customer has paid for a replacement ticket.

2. Application for Refund:
    - a. Time limit: Application for refund must be made no later than one month after the expiration date of the lost ticket.
    - b. Application must be made on forms prescribed by AS for such refunds, and refunds will not be issued earlier than four months after receipt of proof of loss.
  3. Refund will be made only provided that the lost ticket or lost portion thereof has not previously been honored for transportation or refunded to any person.
  4. AS will make such refund only provided that the person to whom refund is made agrees, in such forms as AS may require, to indemnify AS for any loss or damage which it may sustain by reason of such refund.
  5. A USD 60.00 per ticket service charge shall be imposed for handling lost ticket refund requests, except that no service charge will be imposed for military passengers when transportation is paid for with a U.S. Government Transportation Request (Form No. 1169). Exception: If lost ticket is found and returned to AS within 4 months from date of reported loss, service charge will be waived.
- D. **Aged Refunds:** Refunds will not apply for tickets presented later than one year from the date of issuance of the original ticket. Note: For partially used tickets, refunds will be made (subject to fare rules) provided that the unused coupons are surrendered to AS within 1 year of date of outbound travel.

## Rule 275AS - Refunds Involving Foreign Currency

AS reserves the right to refuse to make any refund in a currency other than that used in the purchase or at a place other than that at which payment was made.

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## Section I - General Rules

### Rule 1AS - Application of Tariff

- A. This tariff governs the application of all rules and charges, and incorporates by reference all fare rules Domestic Fare Rules Tariff, Volume 2 (DFR-2). It constitutes the conditions upon which Alaska transports or agrees to transport and is expressly by agreed to by the passenger. It also constitutes the conditions of carriage for all Substitute Service Flights.
- B. International Transportation shall be subject to the rules relating to liability established by, and to all other provisions of, the Convention for the Unification of Certain Rules Relating to International Transportation by Air, signed at Warsaw, October 12, 1929, or such convention as amended, whichever may be applicable. Any provisions of these rules inconsistent with any provision of the convention shall be inapplicable to international transportation, except where the rules have been adopted in accordance with the terms of the IATA (International Air Transport Association) Inter-carrier Agreement of October 31, 1995.
- C. Changes in Rules, Fares and Charges: Except as otherwise provided within specific fare rules, transportation is subject to the rules, fares and charges in effect on the date on which the ticket is purchased. Rules, fares, and charges quoted for ticketing will be guaranteed for a minimum of 24 hours when reserved through our reservations office or website. (This 24 hour guarantee does not apply to "Web Special" fares.)
  1. If an increase in the fares or charges becomes effective before any portion of the ticket has been used, the full amount of the increase or decrease will be collected from or refunded to the passenger.
  2. No increase will be collected in cases where the ticket has been issued before the effective date of a fare change resulting in an increase in the applicable local or joint fare provided:
    - a. That the ticket was issued and confirmed for a specific flight at the fare in effect on the date of ticket issuance (determined by the validation stamped or imprinted on the ticket).
    - b. That the originating flight shown on the ticket is not voluntarily changed at the passenger's request subsequent to the effective date of any increase in the applicable fare. These provisions apply whether or not such increase results from a change in fare level, change in conditions governing the fare, or a cancellation of the fare itself.
  3. If, after a ticket has been issued and before any portion thereof has been used, either a decrease in the fares or charges applicable to the transportation shown on the ticket becomes effective or a new fare for which the passenger can now qualify for is added between the points shown on the ticket, the full amount of the difference in fares will be refunded in the form of a nonrefundable credit provided that:
    - a. There is no change in origin/destination/stopover point(s)/flight(s)/date(s) shown on the original ticket or on any ticket issued in exchange for the original ticket.
    - b. Subsequent to the decrease in fare(s)/charges(s) or the addition of a new fare, customer must requalify for the current lower fare meeting the advance purchase and other requirements on the date they call for a ticket reissue. Passengers who qualify will receive a nonrefundable electronic credit via email for the difference in fare to be issued in the name of the purchaser of the original ticket.
      - i. The credit is valid one year from the date of processing. Once issued ticket is valid one year from the outbound travel date.
      - ii. The credit may be applied to a new ticket only. It is not valid for change fees, excess baggage or any other services or fees.
      - iii. Valid only via Alaska/Horizon operated flights. Not valid on codeshare flights.

- iv. Any excess amount/residual will be forfeited.
  - v. This guaranteed airfare policy applies only within the first 90 days after purchase of original ticket.
  - vi. Once ticket is reissued all new fare rules and conditions will apply.
  - vii. Itinerary must remain exactly the same, only the class of service may change and must be available.
  - viii. The guaranteed airfare policy applies only if reissuing to a lower published fare. The original ticket may be an internet fare, webspecial, or issued in conjunction with an AS50 award, but the new lower-priced ticket must be a published fare.
  - ix. If the original ticket is an AS50 award, the AS50 benefit will carry over to the reissued ticket.
  - x. The ticket must be reissued before the new fare expires.
- D. References to pages, rules, items and notes are continuous and include revisions, supplements thereto and reissues thereof.
- E. AS will be responsible for the furnishing of transportation only over its own lines. When AS undertakes to issue a ticket, check baggage, or make any other arrangements for transportation over the lines of any other carrier, it acts only as agent, and will assume no responsibility for the acts or omissions of the other carrier.
- F. No employee has the authority to alter, modify, or waive any provision of the contract of carriage unless authorized by a corporate officer of that carrier. AS's appointed agents and representatives are only authorized to sell tickets for air transportation pursuant to approved fares, rules and regulations of AS. This rule supersedes any conflicting provision contained elsewhere in this contract of carriage.
- G. Alaska does not guarantee carriage on any particular type or make of aircraft and reserves the right to provide carriage on the aircraft or air carrier of its choice.
- H. Arrival and departure times shown in Alaska's schedules, timetables, or elsewhere are not guaranteed and may be changed without notice.
- I. Alaska does not guarantee provisions of any particular class or type of service on Substitute Service Flights series 1000, 2000, 3000, 4000, 5000, 6000.
- J. Fares apply for travel only between the points for which they are published. Tickets may not be issued at fare(s) published to and/or from a more distant point(s) than the points being traveled, even when the issuance of such tickets would produce a lower fare. When through or connecting passengers enplane at an intermediate point between the origin and destination shown on their tickets, AS may require evidence, such as boarding pass, of use of a preceding flight for the portion of the ticket from point of origin to intermediate point. Absent such evidence, AS may require additional fare collection from the passenger for any difference between the fare paid for the ticket from origin to destination and the fare which would apply from the intermediate boarding point to the destination.

### Rule 5AS - Definitions

Definitions as used in these rules, unless otherwise defined:

**Active Duty U.S. Military Personnel** - See "U.S. Military Personnel".

**Add On Fare** - See "Arbitrary".

**Administrative Service Charge** means a nominal fee charged to cover costs involved in changing or refunding a passenger's ticket.

**Advertised Air Tour** means a complete fully prepaid travel package approved by the carrier, offered for sale to the public and advertised in a tour folder which must include the name, title, and full address of the tour operator. Such tours are registered with and approved by the carrier/ATC/IATA.

**Advertised Group Tours** means a tour involving a round trip, circle trip, or open-jaw trip which is advertised and described, including descriptive copy covering hotel accommodations and other facilities and attractions available at stopping points included in the tour, in literature circulated for the purpose of promoting the sale of the tour.

**Africa** means the area comprised of Central Africa, East Africa, Southern Africa, West Africa, and the Indian Ocean Islands.

**Agreed Stopping Place** All stops between the original place of departure and the place of final destination scheduled by any carrier by air which participates in the transportation between such places, as shown in the schedules or timetables of such carriers shall constitute "agreed stopping places"; but each participating carrier reserves the right to alter the "agreed stopping places" in the case of necessity without thereby depriving the transportation of its international character. (Also referenced - International Transportation)

**Agreement on Measures to Implement the IATA Intercarrier Agreement** means the agreement entered into by members of IATA in order to implement the terms of the IIA.

**Air/Sea Inclusive Tour** means a fully prepaid vacation cruise package offered for sale to the public which includes in the published price and tour literature the air fare to/from the cruise and a cruise on a steamship line.

**Air Traffic Conference (ATC)** is the division of the Air Transport Association responsible for coordinating interline operations and agreements between carriers/tour wholesalers/travel agents.

**Air Transport Association of America (ATA)** - The trade association of U.S. and Canadian (as associate members) scheduled air carriers.

**Aircraft Having Seating Capacity of 19 Seats or Less** may include but is not limited to Metro SA 227, Piper Navajo, deHavilland Twin Otter, Beech 1900, Brittain Norman Islander, Cessna 206/207/208, and deHavilland Single Engine Otter.

**Alaska** means Alaska Airlines, Inc., its agents and its Substitute Service Carriers.

**Animals**, in addition to the usual connotation, include reptiles, birds, poultry, and fish.

**Applicable Adult Fare** means the fare which would be applicable to an adult for the transportation to be used except those special fares which would be applicable to the passenger's status; e.g. military fares, government fares, senior fares.

**Applicable Full Fare** means the full adult fare for the class of service designated in the carrier's official general schedule for the aircraft, or compartment of the aircraft used by the passenger.

**Arbitrary** means an amount published for use only in combination with other fares for the construction of through fares. It is also referred to as "Add on Fare", "Basing Fare", and "Proportional Fare".

**Area 1** - Both the North and South American continents, and the islands adjacent thereto; Bermuda; Greenland; the West Indies and the Caribbean Sea; the Hawaiian Islands (including Midway and Palmyra).

**Area 2** - All of Europe (including that part of the Russian Federation in Europe) and the islands adjacent thereto; Iceland; the Azores; all of Africa and the islands adjacent thereto; the Ascension Islands; that part of Asia lying west of, and including, Iran.

**Area 3** - All of Asia and the islands adjacent thereto except that portion included in Area 2; all of the East Indies, Australia, New Zealand, and the islands adjacent thereto; the islands of the Pacific Ocean except those included in Area 1.

**AS** means Alaska Airlines, Inc., its agents and its Substitute Service Carriers.

**Australia** means Australia, New Caledonia, New Herbridges, Fiji, Samoa, Cook Islands, Tahiti, and the islands adjacent thereto.

**Basing Fare** - see "Arbitrary".

**Caribbean Area** means the area comprising Anguilla, Antigua, Aruba, Barbados, Bermuda, Bonaire, Cayman Islands, Cuba, Curacao, Dominica, Dominican Republic, Grenada, Guadeloupe, Haiti, Jamaica, Martinique, Montserrat, Nevis, Puerto Rico, Saba, St. Barthelemy, St. Eustatius, St. Kitts, St. Lucia, St. Martin, St. Vincent, Trinidad and Tobago, Virgin Islands.

**Carrier** means any air carrier shown as a participant in this tariff.

**Central Africa** means the area comprising Malawi, Zambia, and Zimbabwe.

**Central America** means the area comprising Belize, Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua, and Panama.

**Circle Trip** means any trip, the ultimate destination of which is the point of origin, but which includes a stop at at least one other point, and which is not made via the same routing in both directions. No more than 2 stopovers may be made in the fare construction. Two stopovers means one stopover in addition to the stop permitted at the outward destination.

**Coach** means the service on flights listed in the carrier's official general schedules as Aircoach, Air Tourist, Coach, Day Coach, Deluxe Coach, Sky Tourist or Tourist.

**Co-Terminal** means 2 or more relatively adjacent airports, which for the purpose of these fares, will be considered the same point.

**Continental United States** means the District of Columbia and all states of the United States other than Alaska and Hawaii.

**Contractor** means any person who has entered into a contract with a carrier for the purchase of seats for resale to the general public. Days - full calendar days, including Sun./legal holidays; provided that for the purposes of notification the balance of the days upon which notice is dispatched shall not be counted; and that for purposes of determining duration of validity, the balance of the day upon which the ticket is issued or flight commenced shall not be counted.

**Demand Scheduling** means the service on flights listed in the carrier's official general schedules as demand scheduling.

**Dependent** - Unless otherwise indicated, dependents means spouse and children of military personnel/U.S. embassy personnel wholly dependent upon such personnel for their livelihood.

**DOT Hazardous Materials Regulations** means the hazardous materials regulations issued by the materials transportation bureau of the Department of Transportation in Title 49 of the Code of Federal Regulations, Parts 171 through 177 (49 CFR 171-177).

**Enlistee** means a person traveling between his/her home and an armed forces examining and entrance station for enlistment/induction into the U.S. Department of the Air Force/Army/Navy/Marine Corps/Coast Guard.

**Europe** means that area comprised of Albania, Algeria, Andorra, Austria, Azores, Belgium, Bulgaria, Canary Islands, Czechoslovakia, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Monaco, Morocco, The Netherlands, Norway, Poland, Portugal, Rumania, San Marino, Spain, Sweden, Switzerland, Tunisia, Turkey, The United Kingdom, The Union of Soviet Socialist Republics (west of the Urals), Yugoslavia.

**Extraterritorial Trip** means: A) Any trip which includes transportation (1) via one or more carriers within the area consisting of the Cont. U.S. and Canada, and (2) via commercial air (not including charter services) or military air services to or from any point outside such area. B) A trip between Haw. and LAX/PDX/SFO/SEA and Canada. C) A trip between Haw. and the Cont. U.S.

**Flight Coupon** - A portion of the passenger's ticket that indicates particular places between which the coupon is good for carriage.

**Full Adult Fare** means the one-way fares designated by fare class codes F or Y whether specifically published or derived by construction.

**Full Normal Fare** means any fare, governed by Domestic Fares Rules, Rule 2000, which would be applicable to the transportation to be used.

**Gateway** - The passenger's first point of arrival or last point of departure in areas 1, 2, or 3.

**Government Transport Request** - (GTR) is a form used for ticket payment and travel authorization for passengers traveling on official business for the federal government by the U.S.

**Group** is defined as the minimum number of passengers specified in conjunction with the fare as provided for in the applicable fare rules. Less than the minimum number of passenger may not travel at group fares, even upon payment of the minimum number of fares, unless specifically permitted in a given fares rule.

**Group Organizer** - Any person engaged in organizing groups and/or responsible for the travel arrangements of the group under the terms and conditions of the applicable rule in this tariff except that an air carrier shall not act as a group organizer.

**GTR** - see Government Transport Request.

**IATA** - see International Air Transport Association.

**IATA Inter-carrier Agreement on Passenger Liability** means the agreement entered into by members of IATA on October 31, 1995, in order to take action to waive the limitation on recoverable compensatory damages in Article 22 Paragraph 1 of the Warsaw Convention as to claims for death, wounding or other bodily injury of a passenger within the meaning of Article 17 of the convention.

**Iberian Peninsula** means the area comprising Gibraltar, Portugal (including Azores and Madeira), and Spain (including Canary Islands).

**IIA** - see IATA Inter-carrier Agreement on Passenger Liability.

**Immediate Family** means spouse, children, step-children, sons-in-law, daughters-in-law, grandchildren, brothers, step-brothers, sisters, step-sisters, brothers-in-law, sisters-in-law, parents, step-parents, fathers-in-law, mothers-in-law, and grandparents.

**Inclusive Tour** - An officially published tour in which land arrangements are offered at a flat rate. Land arrangements include hotels or other sleeping accommodations, airport transfers, and at least one other tour feature such as car rentals, sightseeing, motor coach trips, or other tourist services. Such official inclusive tours must contain an It number - the code designated on an inclusive tour folder that indicates that the tour has been approved by the ATC/IATA.

**Inclusive Tour Fare** - Round/circle/open-jaw trip fares offered in conjunction with the purchase of a minimum land package which must be officially designated as an inclusive tour by the ATC/IATA.

**Indian Ocean Islands** means Comoros, Madagascar, Mauritius, Mayotte, Reunion, and Seychelles.

**Indian Subcontinent** means the area comprised of Afghanistan, Bangladesh, India, Nepal, Pakistan and Sri Lanka.

**Inductee** means a person traveling between his/her home and an Armed Forces Examining and Entrance Station for enlistment/induction into the U.S. Dept. of the Air Force/Army/Navy/Marine

Corps/Coast Guard.

**Interline** means any air transportation which involves carriage via two or more carriers using different 2-letter OAG designator.

**International Air Transport Association** means the World trade association of airlines which operate international services.

**International Transportation** means any transportation or other services, furnished by any carrier, which are included within the scope of the term international transportation as used in the Convention for the Unification of Certain Rules Relating to International Transportation by Air, signed at Warsaw, October 12, 1929, or such convention as amended, whichever may be applicable to the transportation hereunder, and to which the said convention applies. For the purpose of determining the applicability of the term international transportation.

**Jet Aircraft** means the following aircraft (and all series thereof); B-727, B-737, MD-80, MD-90, F-28, CRJ.

**Leeward Islands** means the islands of Anguilla, Antigua, Barbuda, Montserrat, Nevis, and St. Kitts.

**Local Passengers** are those who are originating their travel or those who are on a stopover and are continuing their travel.

**Maximum Outside Linear Dimensions** means the sum of the greatest outside length plus the greatest outside width plus the greatest outside height.

**MCO** - see "Miscellaneous Charges Order."

**MIA** - see Agreement on Measures to Implement the IATA Inter-carrier Agreement.

**Micronesia** means the area comprising Guam, Johnston Islands, Marshal Islands, Caroline Islands, Palau Islands, Mariana Islands.

**Mid Atlantic Area** means the area comprising Bahamas, Barbados, Bermuda, Bolivia, Belize, Cayman islands, Colombia, Costa Rica, Cuba, Dominican republic, Ecuador, El Salvador, French Iguana, Guadeloupe, Guatemala, Guyana, Haiti, Honduras, Jamaica, Leeward Islands, Martinique, Netherlands Antilles, Nicaragua, Panama, Peru, Surinam, Trinidad and Tobago, Venezuela, and the Windward Islands.

**Middle East** means the area comprising Aden, Bahrain, Cyprus, Egypt, Iran, Iraq, Israel, Jordan, Kuwait, Lebanon, Muscat and Oman, Qatar, Saudi Arabia, Sudan, Syria, Tracheal, United Arab Emirates, and Yemen.

**Military Agencies** means departments of the Army, Navy, and Air Force; the Marine Corps, the Coast Guard; the Academies of the Army, Navy, Air Force and Coast Guard; and the National Guard. The Reserve Officer Training Corps is not included.

**Military Passenger** means military personnel of the U.S. military agencies who are on active duty status or persons who have been discharged from active military service within seven days of the date of travel.

**Military Recruit Passenger** means a member of one of the U.S. Military Agencies traveling from recruiting/induction station to First Training Installation or from first training installation to first duty assignment.

**Miscellaneous Charges Order** means a document issued by a carrier or its agents requesting issue of an appropriate passenger ticket and baggage check or provision of services to the person named in such document.

**National** means a person who has the citizenship of a country either by birth or by naturalization.

**Netherlands Antilles** means the islands of Aruba, Bonaire, and Curio.

**North America** means that area comprised of the Caribbean area, Canada, Mexico, and the United States, excluding the Canal Zone.

**North Central Pacific** means all routes between points in Canada/u.s.a. On the one hand and points in area 2 and 3 except points in Africa and the Southwest Pacific, on the other hand via the Pacific Ocean.

**Off Peak** means the service on flights listed in AS's official general schedules as off-peak.

**On-line** means air transportation wholly on the same carrier or, in case of substitute service carrier under the same 2-letter OAG designator.

**Open-Jaw Trip** means travel that is essentially of a round-trip nature except that the outward point of arrival and the inward point of departure are not the same or the outward point of departure and the inward point of arrival are not the same. Open jaws are allowed when the mileage between the open-jaw points is equal to or less than the mileage of the shortest sector flown. The inward point of arrival and the outward point of departure on an open jaw are considered 2 stopovers. Example of open-jaw trip: point 1 to point 2 to point 3 originating flight means the flight(s) from point of origin to the first stopover point as shown on a passengers ticket.

**Outward Destination** means the point of stopover on the passenger's itinerary to which the highest normal one-way full adult first class or coach fare applies via the passenger's route of movement from passenger's point of origin. When the fares between the passenger's point of origin on the one hand and the first and second points of stopover on the other hand are equal, the outward destination shall be the passenger's last point of stopover.

**Portion** means the space between 2 consecutive scheduled stops on any given flight; also referred to as a leg.

**Prepaid Ticket Advice** means the notification that a person in one location has purchased and requested issuance of prepaid transportation to another person in another location.

**Proportional Fare** - see "Arbitrary".

**PTA** - see "Prepaid Ticket Advice".

**Pre-enlistee** means a person traveling between his/her home and an armed forces examining and entrance station/recruiting main station at the direction of a recruiting station/selective service local board.

**Pre-inductee** means a person traveling between his/her home and an armed forces examining and entrance station/recruiting main station at the direction of a recruiting station/selective service local board.

**Propeller Aircraft** means the following aircraft (and all series thereof): Aero Commander 500b, Beechcraft 99, BH2 Bell 206a Jet Ranger Helicopter, Boeing-Vertol 107, British Aerospace (Hawker Siddeley) 748, Britannia, Cessna 180, Cessna 185, Cessna 402, Cessna Titan 404, CV-240, CV-340, CV-440, CV-540, CV-580, CV-600, CV-640, DC-3, DC-4, DC-6, DC-7, deHavilland DHC-2, deHavilland DHC-6, deHavilland DHC-7, deHavilland DHC-8, Dornier 328, Electra, Embraer, EMB110, F-27, FH-227, Grumman G-21, Grumman G-73, G-21a Turbo Goose, Handley Page Jetstream, Handley Page HP Herald, L-188, L-749, L-1049, L-1649, M-202, M-404, Nord-262, Nord M-298, Pilatus Porter PC6 350, Pilatus Porter PC6a, PA-18, Piper Aztec, Piper Navajo, Short-Harland SC-7, Short Skyvan, Shorts 330, Sikorsky S-55, Sikorsky S-58-c, Sikorsky S-61, Sikorsky S-62-a, Super Catalina PBY, Swearingen Metro (SA227), Twin Otter Vanguard, Viscount, Westland SR-N5, YS-11, ATR42, Shorts 360.

**Propeller Commuter** means the service on flights designated in carrier's official general schedule as propeller commuter flights.

**Propeller Standard Class** means the service provided on all flights operated with propeller aircraft as indicated in carrier's official general schedule.

**Rebooking** means change in date/time of reservation or other change not requiring ticket reissuance.

**Reissue** means any change to a validated ticket requiring a replacement ticket be issued, including but not limited to the following: upgrade, downgrade, additional coupons, increase in fare.

**Reroute** means a change of routing, fare, carriers, class of service, flight, or date from that originally provided for on the ticket. (Not applicable to open tickets.)

**Revalidation** means any change in reservations of flight which can be made on the ticket with a revalidation sticker/stamp evidencing that it has been officially altered.

**Round Trip** means any trip, the ultimate destination of which is the point of origin, and which is made via the same routing in both directions. Reservations for all segments of a trip for tickets issued at round trip fares must be confirmed in the same-single-PNR.

**Routing** means the carrier(s) and/or the cities and/or class of service and/or type of aircraft (jet or propeller) via which transportation is provided between two points.

**Scandinavia** means the area comprising Denmark, Norway, and Sweden.

**Sector** - The portion of travel between 2 fare break points as determined in the fare construction. Sectors are made up of one or more segments of legs.

**Segment** means that part of a journey from a passenger's boarding point to a deplaning point. Each flight coupon represents a segment of a trip.

**Single Operation:** Transportation to be performed by several successive carriers by air, arrangements for which are made in advance, is regarded as "a single operation" and shall be deemed to be "one undivided transportation" whether one or more tickets or other documents are issued to cover such transportation, and whether or not all such tickets or documents are issued prior to the commencement of such transportation; but this provision shall not be deemed to contain an exclusive definition of transportation which is regarded by the parties as "a single operation". (Also referenced - International Transportation.)

**South America** means the area comprising Argentina, Bolivia, Brazil, Chili, Columbia, Ecuador, French Guinea, Guyana, Paraguay, Peru, Surinam, Uruguay, and Venezuela.

**South East Asia** means the area comprising Brunei, Cambodia, China (Peoples Republic of), Guam, Hong Kong, Indonesia, Laos, Malaysia, Mongolian Republic, Myanmar, Philippines, Singapore, Taiwan, Thailand, and Vietnam.

**South Pacific** means the area comprising of all routes between points in the U.S.A./Canada on the one hand and points in the Southwest Pacific on the other hand via the Pacific Ocean.

**Southern Africa** means the points within Africa, comprising Botswana, Lesotho, Mozambique, Namibia-Southwest Africa, South Africa, and Swaziland.

**Southwest Pacific** means the area comprising Australia, Cook Islands, Fiji Islands, French Polynesia, Gilbert and Elise Islands, Loyalty Islands, New Caledonia, New Herbridges, New Zealand, Papua New Guinea, Samoan Islands, Society Islands, Solomon Islands, Tonga, and the intermediate islands.

**Standby Passengers** means passengers who will be enplaned on a flight subject to availability of space at departure time and only after all passengers having reservations for such flight and all passengers without reservations but paying fares other than adult standby fares, have been enplaned on such flight.

**Stopover** means a deliberate interruption of a journey by the passenger, agreed to in advance by AS, at a point between the place of departure and the place of destination.

**Substitute Service Flights** means a flight operated under an arrangement between Alaska and a carrier which allows the carrier to provide service by flying under the 2-letter OAG designator of Alaska (AS). Alaska has Substitute Service Agreements with carriers as follows:

Substitute Service Carrier	AS Flights Series
American Airlines	1000-1999
Horizon Air, Inc.	2000-2999
Continental Airlines	3000-3199
Peninsula Airways, Inc.	4200-4349
American Eagle	4350-4799
Era Aviation, Inc.	4800-4899
Northwest Airlines	5000-5999
Big Sky	6000-6099
Hawaiian Airlines	6500-6999

**Tour Conductor** is a person at least 18 yr. old who is in charge of and guides a group for the duration of a tour.

**Transit Passengers** are those onboard a flight at an en route stop, or a connecting passenger with a stopover, to/from other scheduled flights.

**Trust Territory** means the area comprising the Caroline Islands, Mariana Islands and Marshall Islands.

**United Kingdom or U.K.** means the area comprising England, Scotland, Wales, and Northern Ireland.

**United States / United States of America / U.S. / U.S.A.** means the 50 federated states and the district of Columbia, Puerto Rico, the Virgin Islands, American Samoa, the Canal Zone, Guam, Midway, and Wake Islands.

**U.S. Armed Forces / U.S. Military Agencies** means the Department of the Army, Navy, Air Force, Marine Corps, and Coast Guard of the United States of America; the respective academies of the Army, Navy, Air Force and Coast Guard, and does not include the National Guard Bureau or the Reserve Officer Training Corps, or members of the reserves not holding a valid Duty Armed Forces of the United States green identification card.

**U.S. Military Personnel** - Unless otherwise indicated, refers only to active duty military personnel, and means: 1) Military personnel of the United States military agencies holding a valid active duty armed forces of the United States green identification card, on active duty status and traveling on authorized furlough, leave or pass. 2) Military personnel does not include personnel on temporary duty orders traveling to or from their temporary duty station.

**United States Department of Defense** means the U.S. Department of the Army, Navy, and Air Force and the U.S. Marine Corps.

**U.S. Territories** means the overseas territories of the United States of America including: American Samoa, Baker Islands, Guam, Holland Island, Jars Island, Johnston Atoll, Kinsman Reef, Midway Island, Northern Mariana Islands, Pacific Trust Territories, Palmyra Island, Panama Canal Zone, Puerto Rico, Saipan, Swains Island, U.S. Virgin Islands, and Wake Islands.

**Validation** means the authorized stamping or writing upon the passenger ticket evidencing that it has been officially issued by the carrier or its authorized agent.

**Waitlist** means a list, established by an airline, of passengers who are either seeking space on a flight that is sold out, or traveling on a standby basis/standby fare that does not permit boarding a particular flight until all passengers with confirmed reservations have been boarded.

**Western Africa** means the area comprising Angola, Benin, Burkina Faso, Cameroon, Cape Verde Islands, Central African Republic, Chad, Congo, Equatorial Guinea, Gabon, Gambia, Ghana, Guinea, Guinea Bissau, Ivory Coast, Liberia, Mali, Mauritania, Niger, Nigeria, Principe, Sao Tome, Senegal, Sierra Leone, Togo, and Zaire.

**Western Hemisphere** means the United States of America, Canada, Greenland, Mexico, Central and South America, Bermuda, Bahamas, and the islands of the Caribbean Sea.

**Windward Islands** means the islands of Caribou, Dominica, Grenada, Mastic, Palm Islands, St. Lucia, St. Vincent, and Union Island.

#### **Rule 10AS - Passports and Visas - Responsibility of Passenger**

- A. Passengers desiring transportation across any international boundary shall be solely responsible for obtaining all necessary travel documents. AS shall not be liable for any aid or information given by any agent or employee to passengers in connection with obtaining such documents.
- B. Passengers shall pay the applicable fare whenever AS, on Government order, is required to return a passenger to point of origin or elsewhere due to the passenger's inadmissibility into or deportation from a country, whether of transit or of destination.

#### **Rule 20AS - Capacity Limitations**

AS may limit the number of passengers carried on any one flight at fares governed by rules making reference hereto. Such fares will not necessarily be available on all flights. The number of seats available on a given flight will be determined by AS's best judgment as to the anticipated total passenger load.

#### **Rule 35AS - Refusal to Transport**

AS may refuse to transport, or may remove at any point, any passenger:

- A. Government Request or Regulations - Whenever such action is necessary to comply with any government regulation, or to comply with any governmental request for emergency transportation in connection with the national defense, or whenever such action is necessary or advisable by reason of weather or other conditions beyond its control (including but without limitation, acts of god, force majeure, strikes, civil commotions, embargoes, wars, hostilities or disturbances) actual, threatened, or reported.
- B. Search of Passenger or Property - who refuses to permit search of his/her person or property for explosives or a concealed, deadly or dangerous weapon or article.
- C. Proof of Identity - who refuses on request to produce positive identification. AS shall have the right, but not be obliged, to require positive identification of persons purchasing tickets and/or presenting a ticket(s) for the purpose of boarding aircraft.
- D. Cross International Boundaries - who is traveling across any international boundary if:
  1. The travel documents of such passenger are not in order
  2. For any reason, such passenger's embarkation from, transit through, or entry into, any country from, through, or to which such passenger desires transportation would be unlawful.
- E. Comfort and Safety

1. Who falls or refuses to comply with AS's rules and regulations.
2. In the following categories where in AS's sole judgment refusal or removal may be necessary for the comfort and safety of themselves or other passengers:
  - a. Persons whose conduct is or has been disorderly, abusive, violent belligerent and/ or irrational so as to be a hazard or potential hazard to AS employees or other passenger(s).
  - b. Persons who are barefoot or who have uncovered torsos, except the midriff, which may be uncovered.
  - c. Persons who are unable to sit in the seat with the seatbelt fastened.
  - d. Persons who appear to be intoxicated or under the influence of drugs.
  - e. Persons who have an offensive odor (such as from a draining wound or improper hygiene) or have a contagious disease provided it is not the result of a handicap.
  - f. Persons who wear or have on or about their persons concealed or unconcealed deadly or dangerous weapons; provided, however, that AS will carry passengers who meet the qualifications and conditions established under 49CFR 1544.219.
  - g. Manacled persons in custody of law enforcement personnel or persons who have resisted or may reasonably be believed to be capable of resisting escorts.
  - h. Persons who attempt or have attempted to interfere with any member of the flight crew in the pursuit of their duties.
- F. Nonambulatory Passengers - Persons who are unable to walk or need the support of another person to walk, but who are otherwise capable of caring for themselves without assistance throughout the flight and persons with impairments or physical disabilities which would cause them to require special attention or assistance from carrier personnel will be accepted for transportation without an attendant subject to the following conditions:
  1. The passenger must be able to occupy a cabin seat in an upright position. An Orthotic Positioning Device (OPD) may be used if it does not impede any other customer's access to the aisle and the seatbelt can be secured around the person as the primary method of restraint.
  2. AS will provide or make whatever arrangements are necessary to assist passengers in boarding and deplaning.
  3. Any expense necessary for outside services will be borne by the passenger.
  4. Two nonambulatory passengers will not be seated across the aisle from each other in the same seating row and never next to an emergency exit.
- G. Stretcher Passengers with advance arrangement, stretcher passengers are acceptable for transportation on AS flights within the state of Alaska and flights between Alaska and Seattle or Portland under the following conditions and with some restrictions:
  1. A medical release health certificate must be provided by the physician.
  2. Passenger or hospital must provide a Stokes or a Ferno 71 stretcher. These are basket type stretchers that are used for most rescue situations. Both Stokes and the Ferno 71 have heavy duty tubular aluminum frames that are permanently attached to a high density polyethylene shell. The Stokes litter is manufactured by Life Support Inter National, Inc. in Bristol PA. The Ferno 71 litter is manufactured by Ferno-Washington, Inc. in Wilmington, OH. These are the only types of stretchers certified for Alaska Airline flights.
  3. The stretcher passenger must be accompanied by at least 1 able-bodied attendant approved by the attending physician.
  4. Any advance arrangements necessary for outside services, such as loading and unloading, or ambulance service will be the responsibility of the passenger. The associated expense will be borne by the passenger.
  5. Transportation may be refused if booking party cannot provide the name of ambulance service meeting the stretcher on arrival.
  6. Charges for stretcher service are found in the domestic fare rule tariff, DFR-2.
- H. Solicitation and Distribution - Passengers are prohibited from soliciting or distributing literature and/or other materials while on board Alaska's aircraft without the prior written consent of Alaska Airlines, Inc. Failure to comply with this provision may result in removal from the aircraft and refusal of future travel.

### **Rule 50AS - Acceptance of Children**

- A. Accompanied children under 12 years old are accepted for transportation when accompanied on the same flight and in the same compartment by a passenger at least 18 years old.

- B. Unaccompanied children - unaccompanied age of child at last birthday via all classes of service:

Under 5 years old: Not accepted under any conditions.

5, 6, 7 Years old:

1. Accepted for online transportation (nonstop or direct flights only).

8 yr. old through 12 yr. old

1. Accepted for online transportation (nonstop, direct and connecting flights)
2. Accepted for interline transportation only provided space has been confirmed to the first point of stopover or to point where the child is to be met by parent or responsible adult upon deplaning.

13 through 17 yr. old: Accepted without restrictions.

NOTE 1: On-line transfer (any AS designated flight):

- 2 hours or less - AS personnel will transfer
- More than 2 hours - AS will not transfer. Arrangements must be made by the responsible adult for a family member/friend to make the transfer.

NOTE 2: Interline transfer - AS will not transfer unaccompanied children to other airlines. Arrangements must be made by the responsible adult for a family member/friend to make the transfer. Exception 1: via AS, flt. 2000-2999 (Horizon Air) or flight 4800-4899 (Era Aviation)

- 2 hr. or less - Horizon/Era personnel will transfer children interline.
- More than 2 hr. - Horizon/Era personnel may transfer children interline when connecting 2 hr or more. The reservations department will contact the connecting Horizon Air/ Era Aviation station personnel for final approval.

Alaska will transfer unaccompanied children to connecting flights operated by American Airlines (AA), Northwest Airlines (NW), and Continental Airlines (CO), as well as any international connection.

NOTE 3: Children (5-12 years old) must be brought to the airport of departure by a parent or responsible adult who remains with the child until enplaned and who must furnish the carrier with satisfactory evidence that the child will be met by another parent or responsible adult upon deplaning at his/her destination. The child will not be accepted if the flight on which the child holds a reservation is expected to terminate short of or by-pass his/her destination. Exception 1: Unaccompanied children must not be booked on the last connecting flight to destination, or departing between 2100 and 0500, unless it is the only flight of the day - and - there are no weather problems at the destination.

- C. A special services agreement provided by Alaska, must be completed and signed by the parent or guardian of a child under the age of 13, and must include the following information:
1. The name, address, and phone number of the adult who brings the child to the origin airport
  2. The name, address and phone number of the adult who will meet the child at each stopover point and at the destination point. NOTE 1: AS has the right but is not obligated to require identification of the responsible party meeting the child at a transfer point or final destination. NOTE 2: Alaska does not assume any financial or guardianship responsibilities for unaccompanied children beyond those applicable to an adult passenger.
- D. Children's Fares
1. Accompanied children less than 2 years old. For one child less than 2 years old, accompanied by an adult fare-paying passenger at least 15 years old, and not occupying a seat, there is no charge. Note: This rule applies to fare only and not to any other special charges. Each additional child less than 2 years old accompanied by the same passenger who is traveling with the first child less than 2 years old will be charged the same fare as the fare for an adult passenger traveling in the same class of service.
  2. Children age 2-12, whether accompanied or unaccompanied, will be charged the

- same fare as for an adult passenger in the same class of service.
3. Escort service charge for unaccompanied children 5-12 years of age: There will be a USD 30.00 service charge for escort service when the trip consists of one or more connections between the child's boarding point and point of stopover or destination.
    - NOTE 1: Via AS flt. 4800-4899 (Era Aviation), no fee for travel solely on AS 4800-4899 series.
    - NOTE 2: If 2 or more children are traveling together, only one such surcharge for every 3 children will be assessed. The USD 30.00 surcharge will also apply if the connection being made is from an AS designated flt. 2000-2999 to the flight of another carrier.
    - NOTE 3: For international flights (including Canada), the USD 30.00 service charge for escort service will also apply for non-stop and direct flights.
  4. Applicable to unaccompanied children 13-17 years old only: the above escort service may be requested when making a connection enroute. The USD 30.00 surcharge will apply.
  5. For the purpose of this rule, escort services means that AS will provide supervision for the person from the time of boarding until the person is met at the stopover point or destination.
  6. The age limits referred to in this rule shall be those in effect on the date of commencement of carriage.

#### **Rule 55AS - Service Animals Trained to Lead the Blind / to Detect Explosives / to Assist the Deaf / For Search and Rescue**

- A. Service Animals trained to provide a service for a person with a disability will be accepted for transportation without charge. AS reserves the right to ask the customer what type of tasks or functions the service animal provides. Service Animals are permitted in the cabin, but may not occupy a seat.
- B. AS will accept for transportation without charge a properly harnessed Service Animal trained in explosive detection, drug detection, or search and rescue when it is accompanied by its handler. Only one Service Animal is allowed per cabin and the Service Animal is not permitted to occupy a seat. The Service Animal and its handler must be on official duty status which AS may require documentation of. Note: For all other conditions and charges for acceptance of live animals - see DGR rule 190 paragraph E.

#### **Rule 90AS - Preplanned Oxygen Service**

- A. AS will provide online Inflight oxygen service on all flights except the following subject to the following conditions: EXCEPTION: Oxygen service is not available on all substitute service flights. Contact the operating carrier to arrange medical oxygen.
  1. Passengers are required to give at least two (2) business days notice that Inflight oxygen will be needed. It will be the passenger's responsibility to make arrangements for oxygen service via other carriers involved in interline transportation, if required.
  2. The passenger must provide a written statement from a licensed physician certifying:
    - a. The condition of the passenger and their need for Inflight oxygen.
    - b. A medical release for passenger to travel by air.
    - c. The flow rate of oxygen required.
    - d. Approval that Alaska Airlines oxygen equipment fulfills the passenger's needs. Note: Each oxygen bottle contains 22 cubic ft. of aviator's dry oxygen and has outlets that can supply a manually adjusted flow rate of .5 to 8 liters per minute.
  3. The charge for Inflight oxygen service will be USD 75.00 / CAD 118.00 per bottle, per flight segment (per passenger). This charge is not subject to any discount. NOTE: Upon passengers request, a nasal canula will be provided by AS at no additional charge.
- B. Federal Air Regulation 121.574 (oxygen for medical use by passengers) outlines the use of Inflight oxygen for medical purposes. Passengers requiring preplanned oxygen service are prohibited by federal air regulation from using equipment other than that provided by the carrier.
- C.
  1. The passenger will be responsible to adjust the flow valves to his/her own flow rate.

Reservations must be assured that he/she is fully able to accomplish this task and has been briefed by the physician and/or hospital.

2. If a responsible attendant is required by the physician to administer the oxygen and adjust the flow rate, the physician must advise Alaska Airlines in a written statement that the attendant is qualified and approved.

### **Rule 95AS - Claims**

- A. **Time Limitations:** No action shall be maintained for any loss of, or damage to, or any delay in the delivery of, any property or baggage, or on any other claim (excepting only personal injury or death), arising out of or in connection with transportation of, or failure to transport any passenger or property or baggage unless the claim is presented in writing to an office of AS or, in the case of interline transportation, to the carrier alleged to be responsible therefore within 24 hr. After the alleged occurrence of the events giving rise to the claim, and/or notice and proof of loss is presented in writing to an office of AS within 45 days after the alleged occurrence of events giving rise to the claim, and unless the action is initiated within 2 yr. After such alleged occurrence (1 yr. For AS flight series 2000). Any written notification received within 45 days which clearly indicates the nature of the claim is sufficient to meet the requirements for timely notice. Failure to give the above notice shall not be a bar if the claimant can show good cause for his failure to bring the claim within 45 days.
- B. **Overcharge:** No claims for overcharge shall be valid and no action shall be maintained thereon more than one year after date of sale of the ticket, unless such claim or action is accompanied by the passenger coupon of said ticket.
- C. **Personal Injury and Death:** AS shall avail itself of the limitation of liability provided in the Convention for the Unification of Certain Rules Relating to International Carriage by Air signed at Warsaw October 12, 1929, or provided in the said convention as amended by the protocol signed at The Hague September 28, 1955. However, AS agrees in accordance with article 22(1) of the Convention for the Unification of Certain Rules Relating to International Transportation by Air signed at Warsaw October 12, 1929 or, where applicable, the convention as amended by the protocol signed at the Hague on 28 September 1955 ("The Convention") that, as to all international carriage or transportation hereunder as defined in the convention:
  1. The carrier shall not invoke the limitation of liability in article 22(1) of the convention as to any claim for recoverable compensatory damages arising under article 17 of the convention.
  2. The carrier shall not avail itself of any defense under article 20(1) of the convention with respect to that portion of such claim which does not exceed 100,000 Special Drawing Rights ("SDRs").
  3. Except as otherwise provided in paragraphs 1 and 2 hereof, the carrier reserves all defenses available under the convention to such claims. With respect to third parties, the carrier reserves all rights of recourse against any other person, including without limitation, rights of contribution and indemnity.
  4. The carrier agrees that subject to applicable law recoverable compensatory damages for such claims may be determined by reference to the law of the domicile or permanent residence of the passenger.

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## Section II - Tickets

### Rule 100AS - Tickets - General

- A. No person shall be entitled to transportation except upon presentation of a valid ticket. Such ticket shall entitle the passenger to transportation only between points of origin and destination and via the routing designated thereon.
- B. Flight coupons will be honored only in the order in which they are issued, and only if all unused flight coupons and passenger coupons are presented together.
- C. A ticket which has not been validated, or which has been altered, mutilated or improperly issued, shall not be valid.
- D. Tickets are not transferable but AS is not liable to the owner of a ticket for honoring or refunding such ticket when presented by another person.
- E. Tickets may be purchased on credit, installment, or time payment plans lawfully in effect, subject always to AS's approval of credit.
- F. Prohibited Practices
  1. Use of coupons from two or more tickets issued at roundtrip fares for the purpose of circumventing applicable tariff rules is not permitted. AS and travel agents are prohibited from issuing tickets commonly referred as "Back to Back Ticketing" under such circumstance when there is obvious intent to abuse and/or misuse restricted round trip fares.
  2. The purchase and use of round trip tickets for the purpose of one-way travel only, known as "Throwaway Ticketing," is prohibited by AS.
  3. Fares apply for travel only between the points for which they are published. Tickets may not be purchased and used at fare(s) from an initial departure point on the ticket which is before the passenger's actual point of origin of travel or to a more distant point(s) than the passenger's actual destination being traveled, even when the purchase and use of such tickets would produce a lower fare. This practice is known as "Hidden Cities Ticketing" or "Beyond Point Ticketing" and is prohibited by AS. NOTE: For this instance, co-terminals are considered to be the same point.
  4. Reissuing a Non-Refundable ticket and applying the value of the existing ticket towards the creation of two or more new tickets is prohibited by AS. A Non-Refundable ticket may only be reissued on a one-for-one basis. Any residual value to the existing ticket is forfeited by the passenger.
- G. (Not valid to/from Canada) In the event a ticket becomes the subject of a credit card chargeback based upon impropriety, an NSF check, a fraud or other form of compromised payment, the ticketed passenger is jointly and severally liable for the ticket costs plus an administrative fee.

A ticketed passenger assumes all risk of loss for any ticket not purchased from AS or an AS authorized travel agent. Failure to pay ticketing costs and fees within sixty days of notification may result in initiation of legal action or collection services. The ticketed passenger shall be jointly and severally liable for all attorney or collection fees.

### Rule 105AS - Ticket Validity

Period of Validity: A ticket will be valid for transportation for one year from the date outbound travel commences on the original ticket.

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## Section III - Reservations

### Rule 115AS - Confirmation of Reserved Space

A ticket is valid only for the flight(s), points of origin, destination and via the routing designated on the ticket. A passenger holding an open-date ticket or who wishes to change ticketed reservations to another routing or date is not entitled to any preference in making reservations over passengers who are making new reservations. A reservation for space on a given flight is valid when the availability and allocation of such space is confirmed in AS's reservation system. A validated ticket will be issued indicating such confirmed space once the ticket is purchased. Unless an earlier advance ticketing deadline is imposed by the applicable fare rule, the reservation must be paid for and ticketed at least 45 minutes before posted departure time.

Because not all passengers holding confirmed reservations actually use those reservations, AS may intentionally confirm a greater number of reservations for a flight than there are seats available in the aircraft. In that event, AS's obligation to the passenger is governed by Rule 245 (Denied Boarding Compensation).

A passenger who obtains a ticket that reflects confirmed space on a specific flight and date shall be regarded as having confirmed reserved space even if no other record of the reservation can be found.

Seat allocation: AS does not guarantee allocation of any particular space in the aircraft.

### Rule 116AS - Standbys and Waitlists

- A. Standbys: Passengers booked and ticketed in fare class(s):
  1. F/Y - Standby is permitted for any flight for which the fare is applicable and when allowed by the rule of the fare.
  2. Except F/Y - Standby is permitted on the same day for flights for which the fare is applicable and when allowed by the rule of the fare. Any service charges will be waived. Note: For time specific fares - standby is permitted within the specified time period. For flight specific fares - standby is permitted for the specified flights.
- B. Waitlists: Unless otherwise noted in the DFR, waitlisting of all fare types will be permitted provided confirmation of original booking code inventory from waitlist meets all other provisions of the governing fare rule.
- C. Standby or waitlist, when allowed by the rule of the fare, does not imply a guarantee of transportation on the requested flight(s) including the origin, downline or connecting flights. AS is not liable to pay compensation and amenities for failure to provide transportation.

### Rule 135AS - Cancellation of Reservations

- A. AS may cancel reservations and seat assignments of any passenger when necessary to comply with any governmental regulation or request for emergency transportation in connection with the national defense, or when necessary or advisable by reason of weather or other conditions beyond AS's control.
- B. Failure to occupy space: If the passenger fails to occupy space which has been reserved for him/her and AS fails to receive notice of cancellation of the reservation prior to the departure of the flight, or if AS cancels the reservation of any passenger in accordance with this rule, AS may, in addition, cancel all reservations and seat assignments held by such passenger for continuing or return space. If a passenger must change his/her itinerary, he/she must contact AS to determine how this may affect the ticket and

remaining travel. If a passenger does not show up for any reason for a flight noted on a ticket, AS may cancel his/her reservations and seat assignments on subsequent flight segments.

- C. If a passenger is holding duplicate reservations on a flight for the same time, date and name, reservations including downline space may be subject to cancellation. AS is not liable in the event that one or more of the duplicate reservations are cancelled.
- D. Airport Check-In Time Limits: AS has the right to cancel reservations and seat assignments of any passenger who fails to present himself/herself within the following time limits preceding posted departure time of applicable flights as follows:  
Note: The time limits provided by AS in this rule are minimum time requirements. Due to federal security screening measures in place at airports, passenger processing time may differ from airport to airport. AS provides information regarding various airport requirements on its website ([www.alaskaair.com](http://www.alaskaair.com)) but it is the passenger's responsibility to ascertain the departure airport's time requirements for security screening so that they comply with AS minimum time limits.
  - 1. Passengers must adhere to the following minimum times:
    - a. Unless an earlier advanced ticketing deadline is imposed by the applicable fare rule, passengers required to purchase tickets must do so at least 45 minutes prior to posted departure, otherwise AS may cancel reservations and seat assignments of tickets not yet purchased; and
    - b. Reservations and seat assignments may be canceled if passenger fails to be checked in and available for boarding in the boarding area at least 30 minutes before posted departure time.
    - c. Passengers must arrive at the airport sufficiently in advance of a flight departure time to permit completion of government requirements, security procedures and departure processing. Reservations and seat assignments may also be canceled and departures will not be delayed for passengers who are improperly documented, or have not completed all security processing, have not met AS's check-in requirements, or are otherwise not ready to travel by the posted departure time.
    - d. AS is not liable when it cancels the reservation of any passenger in accordance with this rule, but if the reservation was cancelled pursuant to paragraph A) above, Rules 235 and 240 (Failure to Operate on Schedule) will apply. If the reservation was cancelled pursuant to other paragraphs of this rule, AS will refund in accordance with Rule 270 (Refunds-Voluntary).

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## Section IV - Fares and Routings

### Rule 180AS - Stopovers

- A. A stopover, as used herein, will occur when a passenger arrives at an intermediate or junction transfer point and fails to depart from the intermediate or junction transfer point on:
1. The first flight on which space is available; or
  2. The flight that will provide for the passenger's earliest arrival at intermediate or junction transfer point(s) or destination point, via the carrier and class of service shown on the passenger's ticket. Provided, however, that in no event will a stopover occur when the passenger departs from the intermediate or junction transfer point on a flight shown in AS's official general schedules and/or serving patterns as departing within four hours after his/her arrival at such point.
- B. Except as otherwise provided, stopovers will be permitted only upon payment of the combination of applicable fares on transportation solely within the United States.

### Routings

- A. Each fare applies only to transportation via the routings specified in connection with such fares. Any local routing in connection with a fare applicable to transportation over the lines of any one carrier between any two points shall be included in any routing in connection with:
1. Any published joint fare which includes transportation over the lines of such carrier between such points, unless expressly excluded from the joint fare routing or routings, or
  2. Any through fare constructed by combining a local fare with a joint fare. In such instances, the local routing of any one carrier shall apply to its entire portion of the through routing, whether or not the passenger travels via the point over which the fare is combined.
- B. When more than one local fare applies for the portion of passage via a carrier participating in a joint fare, the joint fare shall apply only via the routings specified in connection with the lowest local fare.

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## Section V - Baggage

### Rule 190AS - Acceptance of Baggage - General

- A. **General Conditions of Acceptance:** AS will accept for transportation as baggage, such personal property necessary or appropriate for the wear, use, comfort, or convenience of the passenger for the purpose of the subject to the following conditions:
1. All baggage is subject to inspection by AS; however, AS shall not be obligated to perform inspection refuse to transport or may remove at any point baggage that the passenger refuses to submit for inspection.
  2. AS may refuse to transport baggage on any flight other than the one carrying the passenger. AS may refuse to accept property for transportation whose size, weight, or character renders it unsuitable for transport on the particular aircraft which is to transport it; which cannot be accommodated without harming or a danger to the passengers; or which is not suitably or adequately packaged to withstand ordinary handling, unless AS executes a release.
- B. **Checked and Carry-On Baggage:** The suitability of baggage, as to weight, size, and character, to be carried in a passenger compartment of the aircraft will be determined solely by AS. AS will check baggage, acceptable in accordance with the rules, which is tendered by a passenger, upon presentation of a valid ticket for transportation on AS, or on another carrier, AS and one or more other carriers, subject to the following:
1. Baggage must be checked at AS's airport at least 30 minutes in advance of flight departure time. No baggage will be checked at any other airport. Passengers must be checked in and available for boarding in the boarding area a minimum of 30 minutes before the posted departure time. Note 2: The time limits provided by AS in this rule are minimum time requirements. Passengers are responsible for federal security screening measures in place at airports, passenger processing time may differ from AS's time limits. AS provides information regarding various airport requirements on its website ([www.alaskaair.com](http://www.alaskaair.com)). It is the passenger's responsibility to ascertain the departure airport's time requirements for security screening and that they comply with AS minimum time limits.
  2. The passenger's name must appear on the baggage. AS will supply free baggage identification label.
  3. Upon delivery to carrier of the baggage to be checked, carrier will note on the ticket the number and weight of the checked baggage (which act shall constitute the issuance of baggage check). In addition, AS will issue for identification purposes only, a baggage (claim) tag for each piece of baggage so delivered. All checked baggage must be properly packed in suitcases or similar containers in order to ensure safe carriage with ordinary care in handling.
  4. Baggage will not be checked:
    - a. To a point that is not on the passenger's routing.
    - b. Beyond the passenger's next point of stopover or, if there is no stopover, beyond the final destination designated on the ticket.
    - c. Beyond a point at which the passenger wants to reclaim the baggage or any portion thereof.
    - d. Beyond the point to which all applicable charges have been paid.
    - e. Beyond a point at which the passenger is to transfer to a connecting flight, if that flight is scheduled to depart from an airport different from the one at which the passenger is scheduled to arrive.
  5. Live animals will not be checked beyond a point of transfer to another carrier, except for designated routes.
  6. When baggage is carried on board the aircraft it may be stored under a seat or in an overhead compartment. The suitability of baggage as to weight, size, and character will be solely determined by AS.
  7. Firearms and shooting equipment (sporting firearms) will not be checked beyond a point of transfer to another carrier to an international flight (including Canada).
- C. **Free Baggage Allowance:** AS will transport the fare-paying passenger's baggage between points on its itinerary if a valid ticket is presented without charge, subject to the following:
1. AS will carry a maximum of two pieces of checked baggage. Maximum outside linear dimensions per piece of checked baggage is 62 in. Maximum weight per piece is 50 lbs. Each ticketed passenger is allowed one carry-on bag plus one personal item, such as a purse, briefcase or laptop computer. The carry-on bag cannot exceed 10" H x 17"W x 24"L (25 x 43 x 61 cm). One item of bowling, golfing, scuba, shooting, skateboarding (longboard style) or skiing equipment will be transported free in lieu of the first piece of free allowance and when in excess, each item is charged an excess baggage charge. See "Sporting Equipment" below for definitions. One item of fishing equipment will be accepted free of charge in addition to the free baggage allowance - see "Fishing Equipment" below for definition. Military personnel on active duty are allowed bags up to 70lbs. per bag and up to 115 inches free allowance. AS will transport a maximum of one seat without charge per fare-paying passenger.

Exception 1: On AS flights operated by 737-200 aircraft, the maximum dimensions for carryon 11" W x 17" L.

Exception 2: Travel wholly within the state of Alaska three checked bags up to 50 lb. each are

Exception 3: Travel to or from Guadalajara or Mexico City three checked bags up to 50 lb. each

2. Failure to undertake the trip shall subject the passenger to a charge for baggage so transported. Passenger rerouted in accordance with Rule 240 (Failure to Operate on Schedule or Failure to Carry) shall be entitled to the maximum allowance applicable for the trip originally purchased, regardless of whether they are traveling in a different class of service or whether they are entitled to a fare refund.
3. In addition to the maximum allowances stated above, each fare-paying passenger dependent upon a disability may carry, without additional charge, a collapsible wheelchair excluding spillable wet cell batteries and/or braces or other prosthetic device.
4. **Articles Carried Free in Addition to Stated Maximum:** In addition to the maximum allowances provided above, each fare-paying passenger may carry on or check, without additional charge, the following articles of baggage:
  - a. **Carry-On Baggage** (must be retained in passenger's custody).
    1. An overcoat or wrap.
    2. An umbrella or walking stick.
    3. Crutches and/or braces or other prosthetic devices on the same flight with the passenger, dependent on the device.
  - b. **Checked Baggage**
    1. A manually or battery operated collapsible wheel chair or other mobility aids, if in compliance with hazardous material regulations CFR49.
    2. Braces or prosthetic devices.

**D. Excess Baggage Charges:** Baggage in excess of the maximum free allowance specified in this rule will be transported (subject to aircraft load conditions) only upon payment of the following charges. When such round-trip or circle-trip transportation of excess baggage from AS point of origin to outward AS destination and return to AS point of origin, no charge will be made for intermediate stopovers within Alaska. Only one stopover is allowed at any one point. Excess baggage falls into two categories: extra pieces and oversize or overweight. If a piece of baggage falls into more than one category, only the two charges shall apply. Due to limited aircraft size, limited cargo hold capacity, and restricted gross take-off weight (Substitute Service Flights series 2000), excess baggage, or oversize baggage presented or transferred at an airport without a prearranged reservation for space may travel on a space-available basis.

**a. Extra Piece Charge - For each piece in excess:**

Excess Piece Number	Max. Linear Dimension	Max. Weight	Excess Charge
1st	62 in.	50 lbs.	USD 50.00/CA
2nd	62 in.	50 lbs.	USD 50.00/CA
3rd	62 in.	50 lbs.	USD 50.00/CA
4th	62 in.	50 lbs.	USD 75.00/CA
5th	62 in.	50 lbs.	USD 75.00/CA
6th	62 in.	50 lbs.	USD 75.00/CA
7th or More	62 in.	50 lbs.	USD 150.00/CA

Note: Between December 1st and January 15th each year, customers traveling to/from Guadalajara or Mexico City are limited to their free baggage of three (3) checked bags not to exceed 50lbs each. The third free bag will be accepted on a standby basis only.

2. **Overweight Charge (online only)** - For each piece over the maximum weight allowed in this rule shall be as follows. If the piece:

Weighs	Charges per Piece
51-70 lbs.	USD 25.00/CAD 37.00
71-100 lbs.	USD 50.00/CAD 75.00

3. **Oversized Charge** - For each piece over the maximum size allowed in this rule, the charge shall be

Our Maximum Outside Linear Dimensions are: (No single dimension exceeds 72 in.)	Charges per Piece
63-80 in.	USD 50.00/CAD 75.00
81-115 in.	USD 75.00/CAD 110.00

Note 1: When such oversized or overweight piece is carried over the lines of more than one carrier, on which the article is transported will charge its applicable charge.

Exception 2: Via AS1-999 and 2000-2999, acceptance of surfboard, windsurf equipment and pole vault equipment, maximum length is 8ft.

Exception 3: Via AS1-999 and 2000-2999, acceptance of skiing equipment as part of the free baggage no single dimension shall exceed 80in.

- E. **Conditions and Charges for Acceptance of Live Animals:** AS will accept domestic cats, dogs, household certain other live animals for transportation, (at AS's discretion) subject to the conditions below:
1. Animals must be at least 8 weeks old and weaned.
  2. A health certificate from a veterinarian is required.
  3. Muzzled, pregnant, injured or ill animals will not be accepted. Exception: For specially trained dogs (55).
  4. Animals will be accepted for carriage on Alaska flight series 1-999 and 2000-2999 only. Interline travel to be made by the passenger. Note: AS will transfer animals transported as cargo (AVIH) to connecting carriers operated by Northwest Airlines, ERA Aviation or PenAir. Effective 30 August 06, if there is more than one connection for a pet in the cargo hold (AVIH) the pet must be short checked from point to point. Customers have the option to check their pet point to point with a 2 hour connection.
  5. Advance arrangements must be made.
  6. The animals must be harmless inoffensive, odorless, and require no attention during transit.
  7. The animal must be confined in a cage or container subject to inspection and approval by Alaska before acceptance and in conformance with 9CFR or IATA live animal regulations.
  8. Environmental conditions must pose no hazard to the safety or comfort of the animal.
  9. The passenger must make all arrangements and assume full responsibility for complying with all applicable customs, and/or other governmental regulations, requirements, or restrictions of the country, state, or territory in which the animal is being transported.
  10. Animals will be transported in either the passenger or the belly cargo compartment. However, if transported in the passenger compartment, animals will also be subject to the additional conditions and charges set forth in the Alaska Airlines Contract of Carriage. Alaska reserves the right to limit the number of containers per flight.
    - a. Carriage of animal is limited to one container in the first class passenger compartment and a maximum of five in the coach compartment.
    - b. The container must be stored under the passenger's seat, and the animal must remain in the container while on board the aircraft. Maximum container size is 17 in. x 12 in. x 7 1/2 in.
    - c. The only animals permitted in the passenger compartment are: domestic cats, dogs, household domestic rabbits, and tropical fish in a leakproof container. Exception: On Substitute Service 2000-2999, tropical fish and small reptiles or amphibians, such as turtles, lizards, toads, etc. are accepted in the passenger cabin provided they are in a leak-proof container small enough to fit under the seat.
    - d. Purebred brachycephalic (short-nosed) dogs and cats are subject to respiratory problems related to air travel, stress, and warmer temperatures. The following breeds of brachycephalic dogs and cats are not accepted for carriage:

be accepted as baggage at owner's risk. Excess valuation is not available for these animals.

**Dogs:** Dogs: American Pit Bull, American Staffordshire Terrier, Boston Terrier, Boxer, Brussels Mastiff, Bull Terrier, Bulldog, Chow Chow, Dutch Pug, English Bulldog, English Toy Spaniel, F Japanese Boxer, Japanese Pug, Japanese Spaniel, Pekinese, Pug, Shih Tzu, Staffordshire Bul

**Cats:** Burmese, Exotic, Himalayan, Persian

11. **Fee for Live Animal Transportation** - For each live animal transported, the charge shall be as fol

Pet in Cabin	Pet in Baggage	Pet and Carrier Combined Weight
\$75.00 (USD) each way	\$100.00 (USD) each way	Pet and Carrier Combined Weight up to 149 lbs, 150 lbs or more Contact <u>Cargo</u> for Pricing

12. The animal and its container will not be included in determining the free baggage allowance and the be a separate charge. Note: Effective 30 Aug 06, the charge for carrying a pet in the cabin (PETC) v 75.00 for one-way travel. The charge for transporting a pet in the cargo hold (AVIH) will be USD 10 way travel.
13. If the animal is not called for within 6 hr. after arrival, the animal will be placed in a local kennel at passenger's expense.

- F. **Conditions and Charges for Acceptance of Special Items:** The following special items or types of item accepted as baggage subject to the conditions shown. Charges are applicable from the point at which the it accepted to the point to which the item is transported.

1. Animals, Live - See paragraph E).
2. Bassinets and infant carrying seats bassinets are not accepted. Infant carrying seats approved by th accepted free of charge, and are not included in determining free baggage allowance. If the parent confirmed seat for an infant with carrying seat, a ticket must be purchased. Use of the carrying seat a space available basis and is contingent upon the adjacent seat being unoccupied.
3. Bicycles - see Sporting Equipment below.
4. Bowling - see Sporting Equipment below.
5. Firearms - see also Sporting Equipment below. Nonsporting firearms and ammunition will be accept baggage only.
6. Fragile items
  - a. Upon request, a fragile and/or bulky item will be carried as cabin-seat baggage subject to th paragraph g).
  - b. Fragile items (for examples see paragraph c) below) will be accepted if they are appropriatel an original factory-sealed carton, cardboard mailing tube, or container or case designed for s items or packed with protective internal material. However, fragile items without appropriate may be accepted upon the execution of a release which relieves AS of liability for loss or dan contents or delay in delivery resulting in damage or loss of checked baggage (of the type ide paragraph c) below). Such loss or damage must result solely from the unsuitability of such it checked baggage and/or the inadequacy of their packaging, and not from AS's failure to exe ordinary standard of care. (See release form below).
  - c. The classes of items listed below are deemed to be fragile or perishable or otherwise unsuita baggage and are subject to the conditions of acceptance set forth in paragraphs a) and b) at
    - i. Artistic Items: Paintings; drawings; pictures; prints; lithographs; posters, sculpture; p plaster of paris molds and casts; antique items; ornamental or decorator items such i figurines, trophies, display models, souvenirs, heirlooms, and other art objects, collec curios.
    - ii. Chinaware/Ceramics/Pottery (see also glass)" chinaware, pottery, ornamental and otl made of baked clay, earthenware, porcelain, ivory, marble, alabaster, or other simila including ceramics, pots, bowls, dishes, glasses, crockery, ornaments, and decorator items.
    - iii. Electronic and Mechanical Items: Electrical and mechanical items for business or hom computers and related components, software, cellular phones, pagers, fax machines, scanners, calculators, typewriters, dictation equipment, sewing machines, water pics, toasters, televisions, radios (including citizen band), stereos, recorders, amplifiers, sp compact disc players, compact discs, video tapes, video games, video cartridges, rec tapes, and turntables.
    - iv. Garment Bags: Garment bags (and contents thereof) that are made of paper or vinyl designed for carrying and not for shipping and garment bags (and contents thereof) t articles other than garments.

- v. Glass (see also chinaware/ceramics/pottery): Glassware, crystal, lamps, mirrors, bottle glass containers and any liquids contained therein, telescopes, binoculars, barometer, eyeglasses and contact lenses that are not in their hard cases.
  - vi. Household articles: Lamps, lamp shades, furniture and picture frames.
  - vii. Liquids
  - viii. Liquor cartons
  - ix. Musical Instruments and Equipment: Guitars, violins and other stringed instruments, percussion, wind and brass instruments, amplifiers or speakers in conjunction with electronic instruments.
  - x. Paper: Advertising displays, business documents, models, sketches, blueprints, maps, drawings, charts, historical documents and photographs.
  - xi. Perishable Items: Floral and nursery stock such as flower, fruit, and vegetable plants, and foliage, floral displays, and bulbs, foodstuffs (fresh and frozen) such as fruits, vegetables, meat, fish, cheese, poultry, bakery, dairy products, medicines, plants and foliage such as blossoms of flowers, spices, fruits, and vegetables.
  - xii. Photographic/Cinematographic and Precision Equipment: Cameras, disposable camera equipment, photometers, spectrometers, phototubes or other devices using sensitive plates, projectors, lenses, film, flash bulbs, microscopes, oscilloscopes, sensitive medical instruments, prostheses (other than mobility aids); dental, orthodontic, and orthotic watches, and clocks and other sensitive calibrated tools and equipment.
  - xiii. Recreational and Sporting Goods: Backpacks, sleeping bags, knapsacks, (and content made of cloth, plastic, vinyl, or other easily torn material and those that have aluminum outside pockets, straps, buckles, and other protruding parts, tennis rackets, bicycles, skis, snowboards, boogie boards, water-skis, windsurfing equipment, firearms, scuba, scuba-diving gear, and golf clubs.
  - xiv. Toys: Dolls, games, dollhouses, and models.
  - xv. Miscellaneous: Attached Articles: articles that are retied, taped, wired, or strapped to any piece of checked baggage, including luggage straps. Boxes/Sacks/Bags: boxes, bags (and contents thereof) that do not have sufficient durability, a secure closure, or sufficient protection from damage to the container and its contents. Brittle Items. Over Baggage. Uncrated/Unprotected/Unsuitable Items: Infant strollers, car seats, umbrellas and other items whose shape, material, or characteristics render them susceptible to damage. Footlockers: Footlockers of thin fibreboard base construction, metal clad with edges not reinforced. Wet Ice is not permitted.
  - xvi. Release forms a release form will be provided by AS. Execution of the release form relieves AS for damage to fragile items (of the type identified in paragraph F 6) c) above in checked baggage which damage results solely from the unsuitability of such items as checked baggage and/or inadequacy of their packaging, and not from AS's failure to exercise the ordinary standard of care. Execution of the release form also relieves AS of liability for spoilage or substantial loss of value which results from delay in delivery of checked baggage when such spoilage results from the delay of such items as checked baggage and not from AS's failure to exercise the ordinary standard of care.
7. Restricted articles: Articles listed in the DOT Hazardous Materials Regulations (49 CFR 171-177) and dangerous goods regulations and revisions and reissues thereof, will not be accepted for carriage as checked baggage except for dry ice and small arms ammunition (as specified in Paragraph F 8) I) of this rule).
8. Sporting equipment note: The customer shall sign a limited release for all sporting equipment not properly packaged. Excess, oversize, or overweight baggage is subject to the applicable fee(s). Items over 11 feet (length plus height plus width) and/or 100 lbs shall not be accepted as checked baggage. When sports equipment is carried over the lines of more than one carrier, check with each carrier for acceptance policies and restrictions.
- a. Antlers: Antlers will only be accepted as checked baggage when they are properly packaged in a rigid container and meet normal size and weight restrictions.
  - b. Archery equipment: Archery equipment is accepted as checked baggage. A proper soft or hard case containing bows and arrows may be checked in lieu of one bag. If excess/oversize/overweight, subject to applicable fee.
  - c. Bicycles: One item of bicycling equipment is defined as one bicycle, non-motorized, with single seats. AS will only accept bicycles with handlebars turned sideways, pedals removed, all shafts padded, and boxed (or in a container), for a charge of USD 50.00/CAD 73.00. Exception 1: Collapsible bicycles that do not exceed the maximum checked baggage dimensions may be included in determining the free baggage allowance.
  - d. Bowling equipment: Items of bowling equipment will be accepted as checked baggage. Bowling equipment will be included in determining the free baggage allowance, and when in excess, each item will be subject to the excess baggage charge for a single piece, whether or not presented as a single piece. Bowling equipment must be packaged in a proper soft or hard bowling ball case. There is no limit to the number of items in bag, as long as it doesn't exceed 50 lbs, 62 linear inches maximum.
  - e. Camping equipment: Backpacks acceptable as baggage, must meet all normal baggage restrictions. Camping equipment and fuel containers that once contained liquid fuel (ie: camping stoves, heaters and flammable liquid lanterns) are allowed as long as the fuel system is completely empty of fuel remaining in the tank or in any hoses or parts. Any type of fuel is forbidden from transport.

baggage. Fuel can be shipped as regulated dangerous goods through the cargo facility. Self-heating (i.e. MREs, flameless ration meals) are not permitted as carry-on or checked baggage due to unintentional activation of the heating source. Customers may transport these via air cargo and empty propane tanks may only be shipped on all-cargo aircraft. No matches/lighters per checked luggage.

- f. Fishing equipment: Items of fishing equipment will be accepted as checked baggage. One item of equipment, defined as two rods, two reels, and one tackle box will be accepted free of charge to the free baggage allowance. Additional fishing equipment will be included in determining the free baggage allowance, and when in excess, each item will be subject to the excess baggage charge for a single piece, whether or not presented as a single piece. Fishing poles that cannot be broken adequately to be stowed on board in an overhead bin must be checked.
- g. Golfing equipment: Golfing equipment will be included in determining the free baggage allowance when in excess each item will be subject to the excess baggage charge for a single piece, whether presented as a single piece. Golfing equipment must be packaged in a proper soft or hard case. There is no limit to the number of items inside bag, up to 50 lbs, and may exceed 62 linear inches, no more than 115 linear inches.
- h. Hockey equipment: Items of hockey equipment may be checked on Alaska Flight series 0-99 free checked bag provided it does not exceed 50lbs. The equipment may exceed 62 linear inches but not exceed 115 linear inches. Customers checking hockey equipment on Substitute Service Flight series 2000 are charged standard overweight/oversize charges. Hockey equipment may consist of 1 item not in a bag/box (multiple sticks must be taped/attached together) or misc. hockey equipment in a bag/box (sticks, skates, pads, pucks, gloves, etc.).
- i. Kayaks: Kayaks will be accepted as checked luggage subject to the following restrictions. Kayaks that exceed 62 linear inches or 50lbs are subject to an excess fee with maximum dimensions of 115 linear inches and maximum weight of 100lbs. If the item is oversized and overweight, only one fee applies. One set of kayak paddles may be included in this fee and must be securely taped to the kayak. Alaska does not provide paddle boxes at the counter. Only kayaks of polyethylene construction are acceptable. Kayaks of glass construction are not accepted. Kayaks are not accepted on Substitute Service Flight series 2000.
- j. Pole-vaulting equipment will be accepted for a charge of USD 50.00/CAD73.00. Pole-vaulting equipment does not require a case. Limit of one pole with maximum dimensions of 6" x 6" x 17'. Note: Substitute Service Flight series 2000 the maximum single dimension is 8 ft.
- k. Scuba equipment may be included as part of the free checked baggage allowance and may exceed 62 linear inches, but must be no more than 115 linear inches. Excess or overweight baggage is subject to applicable fee(s). Items must be packaged in a proper soft or hard scuba gear case, except for the tank. The regulator valve must be completely disconnected from the tank. The tank must have a pressure gauge to allow for a visual inspection inside. Limit of one empty scuba tank, one regulator, one tank pressure gauge, one mask, two fins, one snorkel, one knife, one spear gun, and one safety valve. All items must be in one container - tank may be separate. Additional items shall count as excess baggage.
- l. Shooting equipment (sporting firearms): Firearms will be included in determining the free baggage allowance, and when in excess, each item will be subject to the excess baggage charge for a single piece. **Note:** The term "firearm" describes any weapon designed to or may be readily converted to expel a projectile by the action of an explosive, or a receiver of any such weapon. This includes:
  - i. Sporting rifles, shotguns, and handguns.
  - ii. Handguns of authorized law enforcement officers while traveling on official duty.
  - iii. Starter pistols, compressed air or BB guns, and flare pistols.
  - iv. Antique firearms.

One item of shooting equipment is defined as (1) one rifle case containing rifles, scopes, one noise suppressor, and small rifle tools; or (2) a shotgun case containing shotguns; or (3) a case containing pistols, noise suppressors, one pistol telescope, and small pistol tools; or (4) up to 11 lbs of small arms ammunition for domestic travel or up to 11 lbs for international travel in addition to the free baggage allowance listed in 3) above. There is no limit to the number of items contained in rifle, shotgun or pistol case, but not to exceed 62 linear inches maximum. Excess, overweight, or oversize items shall be subject to applicable excess baggage charges.

- i. Firearms must be unloaded and packed in (1) a manufacturer's crush-proof type container or (2) a hard-sided, lockable case, or in a hard-sided container inside a soft-sided container. Firearm containers must lock with a key or lock combination that remains in possession of the customer and must be locked by the passenger in the presence of Alaska. No exceptions. No containers containing firearms will be transported in an area, other than the cockpit, that is inaccessible to the passenger.
- ii. Baggage containing firearms will not knowingly be accepted for transportation at any point at an online or interline connecting point unless a declaration, signed and dated on the baggage is accepted for transportation, is placed inside the case containing the firearm stating that the firearms are not loaded.
- iii. Ammunition ? up to 50 lbs for domestic travel and up to 11 lbs. for international travel

If securely packed in the original manufacturer's package or in a container designed for and of sufficient strength to protect it from accidental crushing or discharge (i.e. wood, plastic, or metal). The projectile must be no larger than 11/16" in diameter, the size of the ammunition may be checked with or separately from the firearm. It can only be accepted if the ammunition clip is enclosed inside a suitcase, firearm case, etc. Ammunition purchase counter for rifles and pistols (.50 caliber or smaller, and 8, 10, 12, 16, 20, 28 and .41 shells) are acceptable as baggage provided they are packaged properly. Dragon Breath shells are forbidden.

- iv. Firearms (all rifles), other than handguns, must be packed with the bolt (if included) in an open position, and/or the action in an open position. Customers picking up their rifle case(s) must present photo ID or claim checks at the baggage claim or ticket counter area.
- v. Firearms and ammunition may not be checked to foreign destinations involving a connection to another carrier. Customers need to reclaim their firearms(s) and ammunition at the first Alaska Airlines/Horizon Air destination and check it directly with the other carrier.
- vi. Firearms and ammunition may be checked for domestic travel involving a connection to another carrier other than Alaska Airlines/Horizon Air subject to the acceptance policy of the other carrier. The customer shall verify the specific policy of the other carrier prior to checking the firearms and ammunition.
- vii. Minors under 18 may not transport a firearm(s)/ammunition.
- viii. The customer must obtain prior to travel any necessary government permits, support documents, or notice of additional government requirements/restrictions to carry firearms to/from/via international points, including Canada and Mexico.
- m. Skateboards: A maximum of one skateboard if not in a case, however, case not required will be included in determining the free baggage allowance. Skateboards will be included in determining the free baggage allowance. In excess, each item will be subject to the excess baggage charge for a single piece, whether or not presented as a single piece. If in a proper case, there is no limit to the number of items as long as it doesn't exceed 50 lbs, 62 linear inches maximum.
- n. Skiing Equipment: Items of skiing equipment will be accepted as checked baggage, will be included in determining the free baggage allowance, and when in excess, each item will be subject to the excess baggage charge for a single piece, whether or not presented as a single piece. Skiing equipment must be packaged in a proper soft or hard ski/snowboard bag. Limit of one pair of skis/snowboard, or poles, bindings and boots. Additional items shall count as excess baggage. Exception 1: For Alaska Airlines flight series 2000, each individually checked piece of ski equipment is counted toward the free baggage allowance. Passengers traveling with ski equipment are allowed to check 3 pieces of baggage; one of those pieces must be designated by the passenger to travel on a standby basis.
- o. Surfboards: One item of surfing equipment is defined as one surfboard, not required to be in a surfboard case with up to two surfboards inside. Surfboards will not be included in determining the free baggage allowance and will always be subject to a charge of USD 50.00/CAD 73.00. Up to two surfboards in the same case may be checked for one fee. Note: On AS flight series 1-999, the maximum single dimension is 9 ft. On AS Substitute Service Flight series 2000, the maximum single dimension is 9ft. Exception 1: Boogie boards will be included in determining the free baggage allowance.
- p. Windsurfing equipment: Windsurfing equipment, not required to be in a case, consisting of one board and one mast, boom, and sail, will not be included in determining the free baggage allowance and will always be subject to a charge of USD 50.00/CAD 73.00. Note: On AS flight series 1-999, the maximum single dimension is 9ft. On AS Substitute Service Flight series 2000, the maximum single dimension is 8ft.

**G. Cabin-Seat Baggage and Charges:** When a passenger requests that item(s) of baggage be carried in the cabin, Alaska Airlines determines that the item is acceptable as cabin baggage but is so fragile and/or bulky as to require the passenger to carry the baggage. The baggage must be carried aboard the aircraft by the passenger and secured in the seat next to the passenger. Alaska Airlines will charge 100% of the applicable adult fare. Alaska Airlines will not include the cabin-seat baggage ticket in determining the free baggage allowance or excess baggage charges. Cabin-seat baggage must be carried in a foremost seat in the same cabin in which the passenger travels. These are the seats directly aft of a bulkhead or partition. If the cabin baggage is required for use, the passenger boarding the baggage will occupy that seat. Note: For transportation to/from/between Alaska flight series 0-999 and Substitute Service Flights 2000-2999, charge restrictions of cabin-seat baggage is to be commonrated through to the destination using the highest applicable fare. The most restrictive rules for acceptance. Exception: Baggage originating on flight series 2000, the applicable charge is either 100% of the applicable adult fare or 75% of the YAS fare.

**H. Liability - Baggage and Personal Property:**

1. **Notice of Irregularity and Filing of Claim:** An incident involving loss of, or damage to, or delay in the delivery of baggage or personal property accepted into the custody of Alaska Airlines must be reported in writing to Alaska Airlines within 24 hours. All claims for loss are subject to proof of value and must be presented in writing to Alaska Airlines within 24 hours after occurrence of events giving rise to the claim. No suit or legal action in connection with a claim is allowed unless such action is brought within 2 years after Alaska Airlines has denied the claim in writing.
2. **Limitations of Liability:** maximum total liability for substantiated damages in the event of loss, physical damage, or delay in the delivery of checked baggage shall be USD 3,000.00 per ticketed passenger, unless the

declared and paid for higher liability as provided below. This limitation shall also apply to baggage or property accepted for temporary storage at a city or airport ticket office or elsewhere before or after passenger's trip. AS will compensate the passenger for all reasonable, documented expenses incurred of damage to or delay in the delivery of any personal property, up to the limits of liability, or whichever is higher. When transportation is over the lines of AS and one or more carriers with a limit liability other than USD 3,000.00 and responsibility for the loss, damage or delay in delivery cannot be determined, and total liability of the combined carriers will be the lowest maximum liability. Except for no maximum liability for the loss, damage or delay to wheelchairs or other assistive devices. Except for limit on game meat: Alaska Airlines will be liable for loss, but not damage or spoilage of "game meat" luggage. Game meat includes any type of meat that was obtained by the passenger by means other than purchasing in a store, for example: fresh caught fish or meat obtained from a hunt. Liability will be at a rate of \$5.00 per pound up to maximum liability of USD \$1,250 per ticketed passenger. Exception 3 of delay in delivery of checked luggage, the carrier reserves the right to limit interim expense reimbursement in accordance with its Interim policy.

3. Exclusions from Liability:

- a. Minor damage to luggage: When AS has exercised ordinary standard of care, it assumes no liability for incidental damage such as scuffs, dents, stains, and cuts that results from normal wear and tear.
- b. Damage to wheels/handles: When AS has exercised the normal standard of care, AS shall not be liable for damage to wheels or feet, or telescoping handles that are attached to the exterior of checked baggage. This exclusion applies whether or not the passengers sign a release form.
- c. Fragile articles: When AS has exercised ordinary standard of care, it shall not be liable for damage caused by fragile articles described in Rule 190 paragraph f). Liability will not be covered for the use of a release tag (see Rule 190 paragraph F)6)b) and d).
- d. Perishable articles: AS shall not be liable for deterioration or spoilage of any perishable article in checked baggage, whether with or without the knowledge of AS. Liability will not be covered for the use of a release tag (see Rule 190 paragraph F)6)b) and d).
- e. Baggage acceptance cutoff times: AS has the right to refuse the acceptance of checked baggage from a passenger who fails to present himself/herself at least 30 minutes prior to scheduled departure. The time limit provided within this rule is a minimum time requirement. Due to federal security screening measures in place at airports, passenger and baggage processing time may differ from airport to airport. AS provides information regarding various airport requirements on its website ([www.alaskaair.com](http://www.alaskaair.com)) and is the passenger's responsibility to ascertain their departure airport's time requirements for screening so that they comply with AS minimum time limits.
- f. Carry-on/unchecked property: AS will not be liable for damage loss or theft of items taken on board aircraft and remaining in the personal possession care of the passenger. Assistance provided by airport members to properly store such items does not transfer liability to AS.
- g. Unsuitable, valuable articles: The following items are judged to be unsuitable as contents of checked baggage, and AS assumes no liability for loss, theft, damage or delay in the delivery of:
  1. cash, currency
  2. negotiable papers
  3. securities
  4. business contracts, documents
  5. jewelry, watches
  6. cameras, videos and photographic equipment, camcorders, audio equipment, film, camera equipment, photographs.
  7. electronic equipment/devices, personal electronic equipment/devices, including compact discs and video game cartridges.
  8. computers and related components
  9. binoculars, telescopes, optical devices including eyeglasses
  10. silverware
  11. precious metals, stones or materials.
  12. art objects, sculptures
  13. historical artifacts
  14. original manuscripts
  15. irreplaceable books, publications collectibles such as baseball cards
  16. antiques, heirlooms
  17. keys
  18. sales samples
  19. medications
  20. furs, including coats, gloves, hats
  21. game trophies, antlers, and pelts

When transportation is via AS and one or more carriers which exclude certain items in checked baggage from their liability, AS will not be liable for the excluded items.
- h. Attached items: AS will not be liable for tents, sleeping bags, or similar articles which are strapped or tied to another piece of baggage and may become separated as a result of normal handling during transportation.
- i. Missing contents: Except for excluded items specified above, AS will accept liability for missing contents.

- from checked baggage, provided the passenger has exercised reasonable precautions to extend and secure the baggage as protection against possible loss or separation of such contents.
- j. Consequential damages: AS shall not be liable for "special" or "consequential" damages such as wages, ground transportation, temporary lodging, unavailability of keys, and other "inconveniences" or emotional distress resulting from damaged, delayed, or lost baggage.
  - k. Pets: Passengers presenting pets for checking as baggage or carriage in the passenger cabin are responsible for compliance with all government regulations and restrictions, including furnishing health and vaccination certifications when required. AS will not be responsible for any expenses that might result when any pet is refused passage into or through any country, state or territory.
  - l. Unclaimed baggage: AS will not be liable for baggage not claimed within 30 min. after baggage is made available for claiming in a public baggage claim area.
4. Declaration of Higher Value: When checking in for a flight and presenting property for transportation, a passenger may declare a value higher than the maximum amounts specified in Paragraph 2) above, up to a maximum of USD 5,000.00 in which event AS liability shall not exceed such higher declared value. The charge for a higher value declaration shall be USD 1.00 per USD 100.00 of additional declared value. Excluded items listed in Paragraph 2) above are not acceptable for higher value declaration.
  5. Interline Variations on Liability: When a personal property, including baggage, is tendered for transportation by AS in conjunction with another carrier having a different limit of liability and/or declared higher value, AS will be liable for any amount in excess of its limits as specified herein.

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## Section VI - Refunds and Reroutings

### Rule 196AS - Customer Service Commitment (CSC)



The Alaska Airlines Customer Service Commitment (CSC) is incorporated by reference in this Contract of Carriage. The Carrier's CSC further explains, augments and expands upon Carrier's policies, procedures, methods of operation, obligation and dedication to customer safety, service and satisfaction.

### Rule 240AS - Flight Delays/Cancellations

- A. **Liability of Carrier:** Except to the extent provided in Paragraph b) of this rule, AS shall not be liable for failing to operate any flight according to schedule or for changing the schedule of any flight, with or without notice to the passenger. This exclusion from liability includes actual or consequential damages.
- B. **Options of Passengers:** The provisions of this rule apply only to passengers who have a valid ticket reflecting a confirmed reservation on a flight which he/she does not use due to schedule irregularity.
- C. **Definitions - Schedule Irregularity means:**
  1. Delay in scheduled departure or arrival of flight resulting in a misconnection, or
  2. Flight cancellation, omission of a scheduled stop, or any other delay or interruption in the scheduled operation of an Alaska flight, or
  3. Substitution of equipment or a different class of service, or
  4. Schedule changes which require rerouting of the passenger at departure time of the original flight. Exception: Schedule irregularity does not include force majeure events as defined in Para. I).
- D. **Carrier Options for Schedule Irregularity:**
  1. For Local Passengers:
    - a. Transport passenger on another of its flights (without stopover) on which space is available in the same or higher class of service than reflected on the passenger ticket at no additional charge, or;
    - b. If acceptable to the passenger, provide transportation on another airline's direct flight, or combination of connecting carriers (without a stopover) in the same or higher class of service on the passenger's ticket at no additional charge, or;
    - c. Refund the entire ticket in an amount determined in accordance with Rule 260 (Involuntary refunds) upon surrender of the unused portion of the ticket.
  2. For Transit Passengers Connecting From an Alaska Flight:
    - a. Transport passenger on another of its flights (without stopover) on which space is available in the same or higher class of service than reflected on the passenger ticket at no additional charge, or;
    - b. If acceptable to the passenger, provide transportation on another airline's direct flight (without stopover) in the same or higher class of service than reflected on the passenger ticket at no additional charge, or;
    - c. Return passenger to city of origin and refund entire ticket in an amount determined by the routing and the fare specified on the ticket upon surrender of the unused flight coupons.
  3. For Transit Passengers Connection from Another Carrier's Flight:
    - a. Transport passenger on another of its flights (without stopover) on which space is available in the same or higher class of service than reflected on the passenger ticket at no additional charge, or;
    - b. If acceptable to the passenger, provide transportation on another airline's direct flight (without stopover) in the same or higher class of service than reflected on the passenger ticket at no additional charge, or;
    - c. Refund the Alaska airline's segments of the ticket in an amount determined

in accordance with Rule 260 (Involuntary Refunds) upon surrender of the unused portion of the ticket.

- E. **Change in Schedule:** When a ticketed, confirmed passenger will be delayed because of a change in AS's schedule, Alaska will arrange to:
1. Transport the passenger over its own line to/his/her next stopover point or transfer point (without stopover), in the same or higher class of service, on an alternate AS flight at no additional charge, or
  2. Refund according to Rule 260. Exception 1: When an AS schedule results in the cancellation of all AS service between two cities, AS will reroute passengers holding confirmed reservations on AS between such cities over the lines of one or more other carriers at no additional cost to the passenger. Exception 2: Change in schedule does not include force major events as defined in Paragraph I).
- F. **Passengers Rerouted by Other Airlines:** When passengers are involuntarily rerouted over the lines of AS by other airlines, AS will have no obligation to accept another airline's ticket which does not reflect a confirmed reservation on AS, unless the issuing airline reissues the ticket for any changes in routing. In the event such carrier is not available to do so, AS reserves the right to reroute the passenger only over its own lines between the points named on the original ticket. Note: Notwithstanding the provisions of this paragraph, AS will not accept tickets issued on the ticket stock of a carrier who voluntarily or involuntarily has become the subject of bankruptcy proceedings or who is in substantial default of its interline obligations, except under the following condition: Tickets issued or revalidated on the defaulting carrier's stock prior to the date of filing of the bankruptcy petition or the date of default will be accepted over the segments where AS is shown as the carrier, on a space-available basis.
- G. **Amenities/Services for Delayed Passengers:** AS will furnish amenities to passengers holding reservations and to standby passengers who have been cleared for boarding on a flight which is delayed more than 1 hour, or canceled. The type of amenities given will be dependent upon the length of delay and shall not exceed a period of 24 hours from the time of occurrence.

Exception 1: We cannot provide the amenities outlined in this section if air traffic control, a weather situation, or another extraordinary circumstance beyond our control occurs at any city within your intended flight routing. We will do all possible to advise you of weather problems before departure, but it is always advisable to check weather conditions along your route and plan accordingly.

- a. **One Hour:** If we've caused your arrival to be one hour or more past your original scheduled arrival, we can assist you in making a phone call. Depending on the location, you'll either receive a Quick Call phone card, or we'll offer you our phone if it is available, and able to dial beyond the airport.
  - b. **Two Hours:**
    - i. If we know in advance that your flight will be delayed two hours or more, and time permits, we will provide either beverage service at the gate or a \$6 (USD) Airport Fast Snack certificate. Certificates are only valid at airport concessions on the day of issue, at the airport where your delay occurs.
    - ii. You will also receive an AirCare Apology certificate which includes your choice of 1,000 Alaska Airlines Mileage Plan Bonus Miles, or a \$25 (USD) discount on a future flight. We know your priority is to board and depart as quickly as possible.
    - iii. We apologize in advance if there isn't time for a snack, but rest assured you will still receive our Air Care Apology certificate.
  - c. **Six or More Hours:**
    - i. In the unlikely event your flight is delayed an additional four hours, we will provide another snack certificate and/or gate beverage service.
    - ii. If your flight is canceled, and the city where the cancellation occurs is 100 miles away from home, hotel accommodations can be provided. Accommodations include single or family rooms and round trip ground transportation to an airport area hotel.
- H. Notwithstanding the provisions of this rule, AS will not be obligated to accept for any purposes under this rule passenger tickets or related transportation documents issued by any carrier which is in substantial default of its interline obligations or which voluntarily or involuntarily has become the subject of bankruptcy proceedings (the "defaulting carrier"), except that tickets issued by the defaulting carrier will be accepted solely for transportation over AS's lines, provided such tickets were issued by the defaulting carrier in its capacity as AS's agent and specified transportation via AS. When tickets are accepted, no adjustments in fare will be made which would require AS to refund money.

- I. AS may, in the event of a force majeure event, without notice, cancel, terminate, divert, postpone, or delay any flight or the right of carriage or reservation of traffic accommodations and determine if any departure or landing should be made, without any liability except to refund in the original form of payment in accordance with involuntary refund rules any unused portion of the ticket. As used in this rule "force majeure event" means:
1. Any conditions beyond AS's control (including, but without limitation, meteorological conditions, acts of god, riots, civil commotion, embargoes, wars, hostilities, disturbances, or unsettled international conditions), actual, threatened or reported or because of any delay, demand, circumstances or requirement due, directly or indirectly, to such condition; or
  2. Any strike, work stoppage, slowdown, lockout or any other labor-related dispute involving or affecting AS's service; or
  3. Any government regulation, demand, or requirement; or
  4. Any shortage of labor, fuel, or facilities of AS or others' or
  5. Any fact not reasonably foreseen anticipated or predicted by AS.
- J. The provision of services in addition to those specifically set forth in this rule to all or some passengers shall not be construed as a waiver of AS's rights. Neither shall any delay on the part of AS in exercising or enforcing its rights under this rule be construed as a waiver of such rights.

### Rule 245AS - Denied Boarding Compensation

When AS is unable to provide previously confirmed space due to more passengers holding confirmed reservations and tickets than there are available seats on a flight, AS will take the actions specified in the provisions of this rule.

#### A. Definitions:

1. **Airport** means the airport at which the direct or connecting flight, on which the passenger holds confirmed reserved space, is scheduled to arrive or some other airport serving the same metropolitan area that is served by the former, provided that transportation to the other airport is accepted by the passenger.
  2. **Alternate Transportation** means transportation by an airline licensed by the Department of Transportation and/or the NTA(a) or other transportation which, at the time the arrangement is made, is planned to arrive at the passenger's next scheduled stopover (of 4 hours - no longer) or destination no later than 2 hours for flights within the United States, including territories and possessions, or 4 hours for international flights after the passenger's originally scheduled arrival time.
  3. **Carrier** means (a) an air carrier, except a helicopter operator, holding a certificate issued by the Department of Transportation and/or the NTA(a) pursuant to section 401(d)(1) and (2) of the act and/or Section 9 of the Air Carrier Regulations authorizing the transportation of persons, or (b) a foreign route air carrier holding a permit issued by the Department of Transportation and/or the NTA(a) pursuant to Section 16(3) of the Air Carrier Regulations authorizing the transportation of persons.
  4. **Confirmed reserved space** means space on a specific date, flight, and class of service that has been requested by a passenger and that AS or its agent has verified by appropriate notation on the ticket or in any other manner provided by AS's rules, as being reserved for the accommodations of the passenger.
  5. **Comparable air transportation** means transportation provided by U.S. air carriers or foreign air carriers holding certificates of public convenience and necessity or foreign permits issued by the Department of Transportation and/or the Canadian Transport Commission.
  6. **Ticket lifting point/boarding area** means the point where the flight coupon is lifted and retained by AS.
  7. **Sum of the values of the remaining flight coupons** means the sum of the applicable one-way fares or 50% of the applicable round-trip fares, as the case may be, including any surcharges and air transportation taxes, less any applicable discounts.
  8. **Stopover** means a deliberate interruption of a journey by the passenger, scheduled to exceed 4 hours, at a point between the place of departure and the place of destination.
- B. **Request for Volunteers:** AS will request passengers who are willing to do so, to voluntarily relinquish their confirmed reserved space in exchange for compensation in an amount determined by AS. If a passenger is asked to volunteer, the carrier will not later

deny boarding to that passenger involuntarily unless the passenger was informed at the time he/she was asked to volunteer that there was a possibility of being denied boarding involuntarily and of the amount of compensation to which he/she would have been entitled in that event. The request for volunteers and the selection of such persons to be denied space shall be in a manner determined solely by AS. In exchange for voluntarily relinquishing confirmed space, AS may, at its option, compensate the passenger with credit valid for the purchase of transportation on AS in lieu of monetary compensation. Exception: Transportation compensation provided by Alaska or its Substitute Service Carrier may be credit valid for transportation solely on each individual carrier's route system.

- C. **Boarding Priorities** - If a flight is oversold (more passengers hold confirmed reservations than there are seats available) no one may be denied boarding against his/her will until AS personnel first ask for volunteers who will give up their reservations willingly, in exchange for a payment of AS's choosing. If there are not enough volunteers, other passengers may be denied boarding involuntarily in accordance with boarding priorities. Passengers with confirmed reservations who have not received a boarding authority will be accommodated in the order in which they present themselves at the loading gate designated for their flight until all available seats are occupied, except that passengers who are physically handicapped to an extent that failure to carry would, in AS's opinion, cause severe hardship, or any other passenger, including unaccompanied children under 12 years of age, who would suffer severe hardship in AS's opinion will be accommodated before all other passengers (including tour conductors) holding confirmed space tickets. Business commitments will not, of themselves, constitute a severe hardship. Accompanied children under 12 years of age will be included in the same category as the accompanying passenger.
- D. **Transportation for Passengers Denied Boarding:** AS will transport persons denied boarding, whether voluntarily or involuntarily, without stopover on its next flight on which space is available at no additional cost regardless of class of service, and if unable to provide onward transportation acceptable to the passenger, at the request of the passenger, will transport the passenger by other carrier or combination of carriers without stopover on its (their) next flight(s) in the same class of service as the passenger's original outbound flight(s), or if space is available on a flight(s) of a different class of service acceptable to the passenger, such flight(s) will be used without stopover at no additional cost to the passenger only if it (they) will provide an earlier arrival at the passenger's destination, next stopover point, or transfer point.
- E. **Compensation for Involuntary Denied Boarding:** In addition to providing transportation as described in Paragraph (d) above, passengers involuntarily denied boarding will be compensated for AS's failure to provide confirmed space in accordance with the provisions below.
1. The passenger holding a ticket for confirmed space must present himself/herself for carriage at the appropriate time and place, and must have complied fully with AS's requirements as to ticketing, check-in, and reconfirmation procedures, and must have met all requirements for acceptance for transportation. The flight for which the passenger holds confirmed reserved space must be unable to accommodate the passenger and depart without him/her, except that the passenger will not be eligible for compensation if the flight on which he/she holds confirmed reserved space is unable to accommodate him/her because of government requisition of space or substitution of equipment of lesser capacity when required by operational or safety reasons. Note: AS will inform passengers of its rules concerning check-in time limits by publication in its public timetables and ticket envelopes, and that failure to comply with those rules will result in the cancellation of the passenger's reservation and will render him/her ineligible for denied boarding compensation. Exception 1: The passenger will not be eligible for compensation when he/she is accommodated on a scheduled flight or flights that are planned to reach their final destination or next scheduled stopover point within one hour of the scheduled arrival of the original flight. Exception 2: The passenger will not be eligible for monetary compensation as provided under paragraph 2)a) below, when the aircraft involved has a seating capacity of less than 60 seats or less. Exception 3: For flight series 4000-4349 the passenger will not be eligible for monetary compensation as provided under paragraph and e)2)a) below when the aircraft involved has a seating capacity of less than 19 passengers.
  2. Amount of compensation:
    - a. Subject to paragraph e) 1) above, AS will tender liquidated damages in the amount of 200% of the sum of the values of the passenger's remaining flight coupons of the ticket to the passenger's next stopover, or if none, to his destination. If AS arranges for comparable air transportation, or for other transportation that is used by the passenger, which, at the time

arranged, is planned to arrive at the airport of the passenger's next stopover, or if none, at the airport of the passenger's destination:

- i. earlier than, or
- ii. in the case of interstate and overseas air transportation, not later than two hours after, or
- iii. in the case of foreign air transportation, not later than four hours after the planned arrival at the airport of the passenger's next point of stopover, or, if there is no next point of stopover, at the airport of the passenger's destination, of the flight on which the passenger holds a confirmed reservation.

Exception: For Substitute Service Flight series 2000 served by aircraft with a seating capacity of 60 seats or less, compensation will be credit valid for the purchase of transportation only on AS 1-999 or Substitute Service Flight series 2000.

- b. If the offer of compensation is made by AS and accepted by the passenger, such payment will constitute full compensation for all actual or anticipatory damages incurred or to be incurred as a result of the failure to provide confirmed reserved space. Passengers who are offered such compensation will not be provided with amenities and services offered under the provisions of Rule 240.
3. Time of offer of compensation: The offer of compensation will be made on the day and at the place where the failure to provide confirmed reserved space occurs, and, if accepted, will be receipted for by the passenger. Provided however, that when AS arranges alternate means of transportation that departs prior to the time the offer can be made to the passenger, the offer shall be made by mail or other means within 24 hours after the time failure occurs.

**F. Notice Provided Passengers:**

Our apology at this moment may seem immaterial and secondary to your concerns, but we are genuinely sorry that you have been involuntarily denied boarding on our flight. Our foremost concern is to reaccommodate and compensate you as quickly as possible. While this form describes your rights in regulatory terms as required by the Department of Transportation, we also feel it is equally important to answer any questions you may have at this time.

**Compensation for Denied Boarding**

If you have been denied a reserved seat on Alaska Airlines, you are probably entitled to monetary compensation. This notice explains the airline's obligation and the passenger's rights in the case of an oversold flight, in accordance with regulations of the U.S. Department of Transportation (D.O.T.).

**Volunteers and Boarding Priorities**

If a flight is oversold (more passengers hold confirmed reservations than there are seats available), no one may be denied boarding against his or her will until airline personnel first ask for volunteers who will give up their reservation willingly, in exchange for a payment of the airline's choosing. If there are not enough volunteers, other passengers may be denied boarding involuntarily in accordance with the following boarding priority of Alaska Airlines. When it becomes necessary to involuntarily deny boarding to confirmed travelers, customers will be boarded in the following order until all available seats are occupied:

All customers holding confirmed seat assignments will be boarded.

Customers who are not holding confirmed seat assignments will be boarded in order of the time they check in with any Alaska Airlines' customer service agent. The computer records the time of check-in when seat requests cannot be immediately accommodated.

Possible exceptions may be made in the case of unaccompanied minors, qualified handicapped individuals, or any other passenger, who in the carrier's opinion, may suffer severe hardship. Business commitments will not of themselves constitute a severe hardship.

**Compensation of Involuntary Denied Boarding**

If you are denied boarding involuntarily, you are entitled to a payment of "denied boarding compensation" from the airline UNLESS: (1) you have not fully complied with the airline's ticketing check-in, and reconfirmation requirements, or you are not acceptable for transportation under the airline's usual rules and practices, or (2) you are denied boarding because the flight is canceled; or

- (3) you are denied boarding because a smaller capacity aircraft was substituted for safety or operation reasons; or
- (4) you are offered accommodations in a section of the aircraft other than specified in your ticket, at no extra charge, (a passenger seated in a section for which a lower fare is charged must be given an appropriate refund); or
- (5) the airline is able to place you on another flight or flights that are planned to reach your final destination within one hour of the scheduled arrival of your original flight.

#### **Amount of Denied Boarding Compensation**

Passengers who are eligible for denied boarding compensation must be offered a payment equal to the sum of the face values of their ticket coupons, with a \$200 maximum. However, if the airline cannot arrange "alternate transportation" (see below) for the passenger, the compensation is doubled (\$400 maximum). The "value" of a ticket coupon is the one-way fare for the flight shown on the coupon including any surcharge and air transportation tax, minus any applicable discount. All flight coupons, including connecting flights, to the passenger's final destination or first 4-hour stopover are used to compute the compensation. "Alternate transportation" is air transportation (by an airline licensed by the D.O.T.) or other transportation used by the passenger which, at the time the arrangement is made, is planned to arrive at the passenger's next scheduled stopover (of 4 hours or longer) or final destination no later than 2 hours (for flights within U.S. points, including territories and possessions) or 4 hours (for international flights) after the passenger's originally scheduled arrival time.

#### **Method of Payment**

The airline must give each passenger who qualifies for denied boarding compensation a payment by cash or check for the amount specified above, on the day and place the involuntary denied boarding occurs. However, if the airline arranges alternate transportation for the passenger's convenience that departs before the payment can be made, the payment will be sent to the passenger within 24 hours. The air carrier may offer free tickets in place of the cash payment. The passenger may, however, insist on the cash payment, or refuse all compensation and bring private legal action.

#### **Passenger's Options**

Acceptance of the compensation may relieve Alaska Airlines from any further liability to the passenger caused by its failure to honor the confirmed reservation. However, the passenger may decline the payment and seek to recover damages in a court of law or in some other manner.

### **Rule 255AS - Rerouting**

- A. AS will reroute at a passenger's request upon presentation of the ticket or portion thereof then held by the passenger, however, AS shall be required to reissue/reroute only between points on the original ticket which it serves.
- B. **Endorsement for Purpose of Rerouting:** Except as provided in Rule 240 (Failure to Operate on Schedule), AS will endorse the ticket, or portion thereof, then held by the passenger for the purpose of rerouting if the request is made at least three hours prior to the scheduled departure of the flight on which the passenger holds a reservation.
- C. **Fare Applicable to Rerouting or Change in Destination:**
  - 1. Passengers may request that the routing and/or ultimate destination designated on his/her ticket be changed in accordance with paragraph c)2) below, provided that after transportation has commenced, a one-way ticket will not be converted into a round-trip, circle-trip, or open-jaw trip ticket.
  - 2. Except as otherwise provided in Rule 240 (Failure to Operate on Schedule), the fare and charges applicable when rerouting or changing ultimate destination at the passenger's request prior to arrival at the ultimate destination named in the original ticket, shall be the fare and charges that would have been applicable had the original ticket designated the routing and/or ultimate destination as revised by the new ticket. Any difference between the fare and charges so applicable and the fare and charges applicable to the original ticket issued to the passenger will be collected from or refunded to the passenger, as the case may be. Exception: Any residual value left in a non-refundable ticket will be forfeited by the passenger. Note: The applicable fare and charges will be those in effect on the date the rerouting or change in ultimate destination is entered on the passenger's ticket.

**Rule 260AS - Refunds-Involuntary**

The amount AS will refund upon surrender of the unused portion of the passenger's ticket, pursuant to Rule 35 (Refusal to Transport), Rule 50 (Acceptance of Children), or Rule 240 (Failure to Operate on Schedule or Failure to Carry), will be:

- A. If no portion of the ticket has been used: An amount equal to the fare and charges paid.  
Exception: AS shall not be obligated to refund any portion(s) of a fully unused ticket which does not reflect a confirmed reservation on an AS flight involved in a schedule irregularity, unless such ticket was issued by AS.
- B. If a portion of the ticket has been used:
  1. Via one-way fares: An amount equal to the lowest comparable one-way fare for the class of service paid for;
  2. Via round-trip, circle-trip, or open-jaw fares: Fifty percent of the round-trip fare for the class of service paid for, for the unflown segment;
  3. Via area fares/flat rate fares: The refund amount will be computed by applying the same rate of discount, if any, applied in computing the original fare from the point of termination to the destination named on the ticket, next stopover, or the point where air transportation will be resumed via:
    - a. The routing specified on the ticket, if the point of termination was on the routing of the ticket; or,
    - b. If the point of termination was not on the routing specified on the ticket, the direct routing of any carrier operating service between such points.
  4. If no fare of the type (fare basis) paid by the passenger is published between the point of termination and the passenger's destination or next stopover point, the amount of the refund will be the same proportion of the normal coach Y type fares and fare published between the point of termination and the passenger's destination or next stopover point, as the fare paid is of the normal coach (Y type fares and fare between the passenger's point of origin or previous stopover point and destination or next stopover point. Exception: AS shall not be obligated to refund any portion(s) of a ticket which does not reflect a confirmed reservation on an AS flight involved in a schedule irregularity, unless such ticket was issued by AS.
  5. If alternative surface transportation is provided and is acceptable to the passenger, no refund will be provided.
  6. If fare is for transportation solely on Substitute Service Flights (as defined by Rule 5) involuntary refunds are deferred to the respective substitute service carrier's accounting office for computations.
- C. AS will make no refund if transportation is provided from the point of termination to the destination airport. Examples below:

The destination airport designated on the passenger ticket is:

1. Burbank CA, Long Beach CA, Los Angeles CA, Ontario, CA, Orange County CA
2. Oakland CA, San Francisco CA, San Jose CA
3. Portland OR
4. Fairbanks AK
5. Juneau AK, Ketchikan AK, Petersburg AK, Sitka AK, Wrangell AK
6. Washington-Reagan/DCA, Washington-Dulles/IAD

And the Flight Terminated at (or Vice Versa):

1. Burbank CA, Long Beach CA, Los Angeles CA, Ontario, CA, Orange County, CA
2. Oakland CA, San Francisco CA, San Jose CA
3. Seattle WA
4. Anchorage AK
5. Juneau AK, Ketchikan AK, Petersburg AK, Sitka AK, Wrangell AK
6. Wasnington-Reagan/DCA, Washington-Dulles/IAD

**Rule 270AS - Refunds-Voluntary**

- A. When Rules 35 (Refusal to Transport), 50 (Acceptance of Children), or 240 (Failure to Operate on Schedule) are not applicable, if named in the routing AS will, at the request of the passenger, and upon surrender of the unused portion of the AS Issued ticket including

the passenger receipt, refund to the passenger on the following basis:

Note: Any refund will be subject to fare rules of ticket purchased. Voluntary refunds will not be given for any ticket marked "non-refundable", but the customer may apply the value of such ticket to a new ticket.

1. If no portion of the ticket has been used, the refund will be an amount equal to the fare and charges paid.
2. If a portion of the ticket has been used, the refund will be an amount equal to the difference between the fare and charges applicable to the ticket issued to the passenger, and the lowest applicable one way coach fare in the same inventory as originally ticketed, or if not available, the lowest Y-type fare and charges applicable to the transportation of the passenger covered by the used portion of the ticket.
3. Refund will be made in accordance with 1) above provided that the unused coupons are surrendered to AS within 1 year of the ticket issue date. Exception: Alaska reserves the right to refund on the basis of a flat rate table as discussed under Rule 270, Paragraph 7.
4. Refund will be made in accordance with 2) above, provided that the unused coupons are surrendered to AS within 1 year of date of outbound travel
5. AS assumes no obligation to issue a voluntary refund unless such ticket was issued on AS ticket stock. The term "AS ticket stock" means tickets printed or imprinted with the AS carrier code (027) as part of the ticket serial number.

**B. Person to Whom Refund is Made:** Exception 1:

1. Tickets issued in exchange for a Prepaid Ticket Advice (PTA) and/or Miscellaneous Charges Order (MCO) will be refundable only to the purchaser of the PTA and/or Miscellaneous Charges Order.
2. Tickets issued under a Universal Air Travel Plan (UATP) will be refundable only to the subscriber against whose account the ticket was charged.
3. Tickets issued against a transportation request issued by a government agency, other than the U.S. Government, will be refunded only to the government agency which issued the transportation request.
4. Tickets issued against a U.S. Government Transportation Request, (GTR) will be refunded only to the U.S. Government agency which issued the U.S. Government Transportation Request, by check made payable to the "Treasurer of the United States".
5. Tickets issued against a credit card honored by AS will be refunded only to the account of the person to whom such credit card was issued.

Exception 2: Tickets refundable to person other than passenger. If, at the time of purchase, the purchaser designates on the ticket another person or entity to whom refund shall be made, the refund will be made to the person so designated. A refund made in accordance with this procedure to a person representing him/herself as the person so designated on the ticket or exchange order shall be deemed a valid refund, and AS will not be liable to the true passenger for another refund. Exception 3: If at the time of application for refund, evidence is submitted that a company purchased the ticket on behalf of its employee, or the travel agent has made refund to its client, such refund will be made directly to the employee's company or the travel agent.

**C. Lost Tickets** Note: Via Bonus Book Speed tickets bearing form number 6910 on AS Substitute Flight Series 2000-2999, no refund or replacement will be made if flight coupons are lost/stolen or destroyed.

1. When a passenger loses his/her ticket, or the unused portion thereof, AS, if it issued the ticket, will refund the following amount:
  - a. If no portion of the ticket has been used, an amount equal to the fare and charges paid.
  - b. If a portion of the ticket has been used, and
    - i. The passenger has purchased a new ticket covering the same transportation as that covered by the unused portion of the lost ticket, an amount equal to the fare and charges paid for such new ticket.
    - ii. The passenger has not purchased a new ticket covering the same transportation as that covered by the unused portion of the lost ticket, an amount equal to the difference between the fare and charges paid and the fare and charges applicable to the transportation of the passenger covered by the used portion of the ticket.

Note: Any refund will be subject to fare rules of the original ticket. Refunds will not be given for any ticket marked "Non-Refundable," except when customer has paid for a replacement ticket.

2. Application for Refund:
  - a. Time limit: Application for refund must be made no later than one month

- after the expiration date of the lost ticket.
- b. Application must be made on forms prescribed by AS for such refunds, and refunds will not be issued earlier than four months after receipt of proof of loss.
  3. Refund will be made only provided that the lost ticket or lost portion thereof has not previously been honored for transportation or refunded to any person.
  4. AS will make such refund only provided that the person to whom refund is made agrees, in such forms as AS may require, to indemnify AS for any loss or damage which it may sustain by reason of such refund.
  5. A USD 60.00 per ticket service charge shall be imposed for handling lost ticket refund requests, except that no service charge will be imposed for military passengers when transportation is paid for with a U.S. Government Transportation Request (Form No. 1169). Exception: If lost ticket is found and returned to AS within 4 months from date of reported loss, service charge will be waived.
- D. **Aged Refunds:** Refunds will not apply for tickets presented later than one year from the date of issuance of the original ticket. Note: For partially used tickets, refunds will be made (subject to fare rules) provided that the unused coupons are surrendered to AS within 1 year of date of outbound travel.

### **Rule 275AS - Refunds Involving Foreign Currency**

AS reserves the right to refuse to make any refund in a currency other than that used in the purchase or at a place other than that at which payment was made.

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## Section VII - Special Charges

### Rule 392AS - Return Check Service Charge

AS will collect a service charge of USD 25.00/CAD 33.00, or the maximum permitted by applicable state law, if less. This charge is nonrefundable and is not subject to any discount.

### Rule 395AS - Fuel/Terminal Surcharge

The surcharges listed below will be assessed for each fare-paying passenger whose travel involves an enplanement on an AS flight as specified in the table below. The surcharge applies in addition to all other charges and is not subject to any discount.

Applicable From	Applicable To	Type of Surcharge	Surcharge Exclusive of US % Tax (USD)
ANC	ENA	fuel	.93
ENA	ANC	fuel	.93
ANC	HOM	fuel	.93
HOM	ANC	fuel	.93
ANC	VDZ	fuel	2.79
VDZ	ANC	fuel	2.79

Exception: The following passengers are exempt from these surcharges:

1. Connecting passengers whose ticket does not reflect a fare break at a city from which a surcharge applies.
2. Passengers making a stopover but whose ticket does not reflect a fare break at a city from which a surcharge applies.
3. Passengers travel on free ticket issued in accordance with Mileage Plan awards
4. Passengers whose ticket reflects the following type fares filed for travel within the contiguous 48 states or between the contiguous 48 states and Alaska/Hawaii:  
-CA, -CD, -CAWA, -CAOR, -DG
5. For travel on a segment where surcharges apply, rules governing the fares will also govern the surcharges.

### Rule 6015AS - Passengers on Stretchers

AS will accept passengers on stretchers subject to advance arrangements, availability of space and appropriate equipment.

- A. Attendants: At least one attendant must accompany the passenger, care for him/her during the trip, and occupy a seat adjoining those occupied by the stretcher passenger.
- B. Loading and Unloading: This is the responsibility of the attendant(s), and any expense incurred for other attendants/ambulances/hospitalization/other ground services will be borne by the passenger.

- C. **Charges/Fares:** The one-way charge for the stretcher passenger including one attendant and one accompanying passenger will be 9 times the applicable Y, Y9, Y9A, Y9DD, Y9G, Y9K, Y9Q, YAS, YAAS, YDAS, YGAS, YKAS, YQAS coach fare. Exception 1: Between ANC-HOM, ILI, ENA, ADQ, VDZ, and between BET-VAK, CYF, EEK, GNU, HPB, KPN, KKH, KWK, MYU, WWT, NME, KWN, OOK, PTU, SCM, TNK, WTL, the charge for the stretcher passenger and one attendant will be 7 times the Y, Y9, YAS fare. Additional accompanying passengers will pay the applicable fare. Exception 2: To/From/Between ABL, BKC, LUR, IAN, KVL, OBU, WTK, ORV, PHO, WLK, SHG, DRG, KTS, ELI, GAM, GLV, KKA, SVA, SKK, SHH, TLA, TNC, WAA, WMO, the one-way charge for the stretcher passenger will be the number of seats used for the stretcher passenger (s) and attendant(s) times the applicable fare Y, Y9, YAS fare. Exception 3: Between ANC-DLG, DUT, AKN, via flt. 4200-4299, the one-way charge for the stretcher passenger will be 3 times the Y, Y9, YAS fare. Accompanying attendants will pay the applicable fare for which they qualify. Exception 4: Via flt. 2000-2999, no stretcher passengers will be accepted. Exception 5: Between DUT-ANC via flt. 4300-4399, the one-way charge for stretcher passengers will be 2 times the applicable Y9, YAS fare plus a USD 25.00 stretcher fee. Accompanying attendants will pay the applicable fare for which they qualify.
- D. **Baggage allowance:** The normal free baggage allowance applies to each fare paid.

### **Rule 6020AS - Passengers Occupying Two Seats**

- A. **Carrier(s) and class(es) of service AS--**applicable class of service. Note: This rule applies to fares governed by rules stating that discounts for passengers occupying 2 seats apply.
- B. **Fares:** Upon advance arrangement and subject to space availability, a passenger may use 2 adjacent seats. The charge for the additional seat is 100% of the applicable adult fare. A ticket will be issued for each seat.
- C. **Special Conditions Baggage:** The free baggage allowance will be twice the normal allowance.

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Q22

# Alaska Airlines

March 9, 2007

(b)(6)  
Office of Inspector General  
(b)(6)  
San Francisco, CA 94105

Dear (b)(6)

Alaska Airlines is pleased to be able to share company information to assist in your upcoming review of the ATA airlines' Customer Service Commitment Plans. We have not made any changes to our Commitment or Contracts of Carriage since your 2005 review. On another note, since the development of the original commitments in 2000, we have put significant effort into contingency planning for (or avoiding) long delays.

On the subject of lengthy delays, I have included several sections of our System Operations Control manual as well as our standard station contingency flowcharts. This is only a portion of what we will be able to share with the inspector during the visit to our airline.

Please let me know if you have any questions or if there is anything else I can do to assist.

Regards

(b)(6)

Director Compliance and Regulatory Affairs  
Customer Service - Airports

For your reference:

<http://www.alaskaair.com/www2/company/commitment/Customer-Service-Commitment.asp>

[http://www.alaskaair.com/www2/company/tariff/domestic/tariff\\_domestic\\_toc.asp](http://www.alaskaair.com/www2/company/tariff/domestic/tariff_domestic_toc.asp)

Packet contents for Alaska Airlines:

- 1) Commitment Plan brochure
- 2) Contracts of Carriage
- 3) Segments from Irregular Operations Manual
- 4) Description for Manager of Customer Operations
- 5) Station Deplaning Contingency flowchart
- 6) Example letter to work with Airports
- 7) Sample station checklist for long delays

Contact Information:

(b)(6)

Director Compliance and Regulatory Affairs

(b)(6)

Director Customer Operations

Pages 49 through 50 redacted for the following reasons:

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(b)(4), (b)(6)

*We will* listen to  
what you have to say

*Our Commitment*  
to you

Your comments mean a lot to us and we use them regularly to help shape the future of Alaska Airlines and Horizon Air. We are committed to responding to each and every customer letter as soon as possible, and always within 60 days from the time we receive it. This gives us enough time to investigate your situation thoroughly before responding.

**Alaska Airlines**

P.O. Box 68900  
Seattle, WA 98168  
Attn.: Customer Relations  
or via [alaskaair.com](http://alaskaair.com)

**Horizon Air**

P.O. Box 68977  
Seattle, WA 98168  
Attn.: Customer Relations  
or via [horizonair.com](http://horizonair.com)

All of us at Alaska Airlines and Horizon Air are proud of our long-standing commitment to providing top-notch service to our customers. This document is a statement about our award winning commitment. The policies and practices contained in this guide are applicable to air transportation on Alaska Airlines and Horizon Air. Such transportation is subject to the conditions contained in our tariffs on file with the Department of Transportation. For contract terms, please see our contracts of carriage available online at [alaskaair.com](http://alaskaair.com) and [horizonair.com](http://horizonair.com).



## *We will* ensure your comfort during an extended delay

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We are committed to providing the best possible customer service during mechanical, weather or air traffic control delays. Delays on the ground with passengers onboard are possible, although rare. As we continuously work with the FAA and other groups to find the best solutions for delays, Alaska Airlines and Horizon Air are committed to the following measures to minimize your inconvenience.

If we are aware of a departure delay exceeding 90 minutes, we will delay boarding as long as practical. Air Traffic Control hold times can change significantly and a window of opportunity may open, so sometimes it makes sense to board the aircraft even though the anticipated delay may be an hour or more. If you decide to leave the gate area, be sure to check Flight Information Display Monitors frequently in case there are any changes to your flight status.

Once onboard, if your flight is held on the ground away from the terminal in excess of 90 minutes, aircraft servicing (lavatory service and/or catering services) may be arranged if recommended by your flight crew and upon the approval of the local Air Traffic Control authorities. In addition, if emergency treatment becomes necessary, our flight crew has immediate access to medical professionals, via MedLink, a contracted medical advisory service. Our Flight Attendants are carefully trained in First Aid, including the use of defibrillators, which are available on all of our aircraft.

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It is always our intent to deplane within an hour of the time a contingency plan is activated and never more than two hours after your arrival. If an extreme situation arises and we are unable to get your aircraft to a gate within an hour of arrival, we will activate a local airport plan to deplane you.

In the event of an extended delay, we will make every effort to keep you updated about the estimated arrival or departure of your flight. We will give updates at least every 30 minutes or as your flight status changes, whichever comes first.

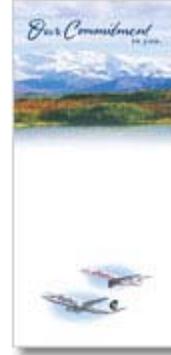

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## Customer Service Commitment

### Our Commitment to You

The employees of Alaska Airlines and Horizon Air thank you for being our guest. Our goal is to always provide safe, reliable transportation for a reasonable price, along with the caring, friendly and professional service that we are known for. This section of our web site outlines some of the ways we intend to meet this commitment every day.

Sincerely,  
The Employees of  
Alaska Airlines and Horizon Air



You can [download a .pdf](#) (851k) of the Customer Service Commitment or view pages online below.

### We will ...

- [Offer You Our Lowest Fare](#)
- [Guarantee Your Fare for 24 Hours](#)
- [Process Your Refund Request Quickly](#)
- [Provide Clean and Comfortable Aircraft](#)
- [Care About Your Special Needs](#)
- [Offer You Choices During Your Delay](#)
- [Care For You During a Delay](#)
- [Ensure Your Comfort During an Extended Delay](#)
- [Handle Overbooked Flights Consistently](#)
- [Return Your Checked Luggage Promptly](#)
- [Give You the Most Value for Your Miles](#)
- [Help You See the World](#)
- [Listen to What You Have to Say](#)

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Q3

*We will* listen to  
what you have to say

*Our Commitment*  
to you

Your comments mean a lot to us and we use them regularly to help shape the future of Alaska Airlines and Horizon Air. We are committed to responding to each and every customer letter as soon as possible, and always within 60 days from the time we receive it. This gives us enough time to investigate your situation thoroughly before responding.

**Alaska Airlines**

P.O. Box 68900  
Seattle, WA 98168  
Attn.: Customer Relations  
or via [alaskaair.com](http://alaskaair.com)

**Horizon Air**

P.O. Box 68977  
Seattle, WA 98168  
Attn.: Customer Relations  
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All of us at Alaska Airlines and Horizon Air are proud of our long-standing commitment to providing top-notch service to our customers. This document is a statement about our award winning commitment. The policies and practices contained in this guide are applicable to air transportation on Alaska Airlines and Horizon Air. Such transportation is subject to the conditions contained in our tariffs on file with the Department of Transportation. For contract terms, please see our contracts of carriage available online at [alaskaair.com](http://alaskaair.com) and [horizonair.com](http://horizonair.com).



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# We will...

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The employees of Alaska Airlines and Horizon Air thank you for being our guest. Our goal is to always provide safe, reliable transportation for a reasonable price, along with the caring, friendly and professional service that we are known for. This booklet outlines some of the ways we intend to meet this commitment every day.

Sincerely,

The Employees of  
Alaska Airlines and Horizon Air

Offer You Our Lowest Fare.....	pg. 1
Guarantee Your Fare For 24 Hours .....	pg. 2
Process Your Refund Request Quickly .....	pg. 3
Provide Clean and Comfortable Aircraft .....	pg. 5
Care About Your Special Needs .....	pg. 9
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Ensure Your Comfort During an Extended Delay .....	pg. 18
Handle Overbooked Flights Consistently .....	pg. 20
Return Your Checked Luggage Promptly.....	pg. 23
Give You the Most Value For Your Miles.....	pg. 25
Help You See the World.....	pg. 26
Listen to What You Have to Say .....	Back Cover



# *We will* offer you our lowest fare

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Whether you book your reservation via our website or with one of our reservations agents, we will provide you with our lowest available fare for the date and flight you choose.

Not every seat is sold for the same price, so you may increase your chances of getting the lowest fare by being flexible in your travel dates and by booking your reservation early. We will be happy to help you check various flights and dates until you find something that meets your individual needs.

Be sure to check [alaskaair.com](http://alaskaair.com) and [horizonair.com](http://horizonair.com) weekly for promotional fares, based on last minute seat availability. Web specials may be available.

If you are traveling with ten or more people, you may qualify for a group discount. Request a group fare quote online or call Group Sales.

*Alaska Airlines Group Sales:*

1-800-445-4435

*Horizon Air Group Sales:*

1-800-547-3209

We also offer vacation packages to many Alaska Airlines and Horizon Air cities that include airfare, hotel accommodations and more. You can price a vacation package on our website or call Alaska Airlines Vacations at 1-800-468-2248.

## We will guarantee your fare for 24 hours

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The most convenient way for you to make reservations and purchase electronic tickets is via [alaskaair.com](http://alaskaair.com), [horizonair.com](http://horizonair.com) or by contacting our Reservations office. If you make a reservation and purchase your ticket at the same time, we will waive our service fee if you need to make a change within the first 24 hours. This is not applicable to certain web-only fares or if your travel has commenced.

If you make a reservation directly from our website or through Reservations, but still need time to decide, we will allow you to hold your reservation and quoted fare for 24 hours. If you do not purchase your ticket within that time, your reservation will cancel and a new fare may apply.

If you need to purchase your ticket at the airport, our ticket counter agents may be available to assist you during certain hours. Contact Reservations for details regarding the airport closest to you.

## We will process your refund request quickly

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While not every ticket is refundable, we are committed to refunding all eligible tickets within 20 business days for cash purchases and 7 business days for credit card purchases. Note: It may take 7-14 business days for your credit card company to post your refund to your account.

Credit card refunds are made payable to the purchaser's original form of payment. If you purchased your electronic ticket by credit card directly from our website or through Reservations, you will receive a letter from us when your eligible refund has been processed.

If you purchased your *electronic* ticket on [alaskaair.com](http://alaskaair.com) or [horizonair.com](http://horizonair.com) you may request your refund online, as long as the ticket is wholly unused and the fare is refundable. For refunds on all other refundable electronic tickets, you may contact Reservations for assistance.

In order to refund a *paper* ticket, we must first see the physical ticket in order to assess its eligibility. You may take your paper ticket back to the place of purchase to request a refund (i.e. travel agency or any Alaska Airlines or Horizon Air ticket counter). You may also mail your paper ticket to the following address for processing. Please include your return mailing address.

Alaska Airlines/Horizon Air  
Attn: Refund-SEAAR  
P.O. Box 68900  
Seattle, WA 98168

To check on the status of a refund request, representatives are available at 206-392-7722 on weekdays between 9:00 a.m. -12:00 p.m. and 2:00 p.m. - 6:00 p.m. (PST). You may also fax inquiries to 206-392-7587.

If your paper ticket is lost, stolen, or destroyed, you must purchase a new one in order to travel. You can request a refund for the lost ticket, minus a service fee. Lost Ticket Refund Applications are available at any Alaska Airlines or Horizon Air ticket counter or by calling/faxing the Refunds department at the number above. Be advised that the lost ticket process takes at least four months.

Although we do not offer refunds on non-refundable tickets, you can generally apply the value of a wholly unused ticket towards a future ticket purchase on Alaska Airlines or Horizon Air, as long as actual travel is completed within one year of your original departure date. A service fee will apply for each ticket being changed, plus payment of any difference between the value of your original ticket and the new fare. If you use part of your ticket, you cannot change the routing on the remaining portion and any remaining value is calculated against the flown portions of your trip. For prompt service, retain your electronic ticket number and call our Reservations office for assistance.

**Alaska Airlines Reservations:**

1-800-ALASKAAIR (1-800-252-7522)

**Horizon Air Reservations:**

1-800-547-9308

# We will provide clean and comfortable aircraft

We know that a roomy seat on a clean aircraft is important to you, which is why our seating configurations offer a comfortable average seat pitch (the distance between rows) and seat width (the distance between armrests).

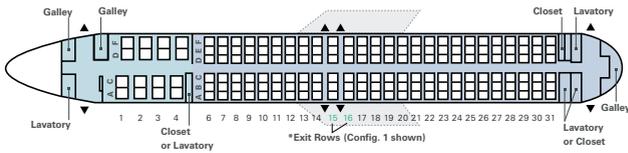
For the safety and comfort of yourself, as well as your fellow travelers, you may be asked to purchase a second seat on your flight if you cannot be accommodated by the seat measurements listed below. Note: These are average measurements and may vary depending on the specific aircraft being used.

Aircraft Type	FIRST CLASS			COACH CLASS		
	Number of seats	Seat pitch	Seat width	Number of seats	Seat pitch	Seat width
Boeing 737-900	16	37 in.	21 in.	156	32 in.	17 in.
Boeing 737-800	16	37 in.	21 in.	144	32 in.	17 in.
Boeing 737-700	12	36 in.	21 in.	108	32 in.	17 in.
Boeing 737-400	12	36 in.	21.5 in.	132	32 in.	17 in.
Boeing 737-200	None			26-111*	32 in.	17 in.
Boeing MD-80	12	37 in.	21.5 in.	128	32 in.	17 in.
Bombardier CRJ 700 jet	None			70	31 in.	17 in.
Bombardier Q400 turboprop	None			74	31 in.	17 in.
Bombardier Q200 turboprop	None			37	31 in.	17 in.

\* This aircraft is a combination cargo/passenger aircraft, so the seat capacity depends on the amount of cargo being transported.

# Aircraft information

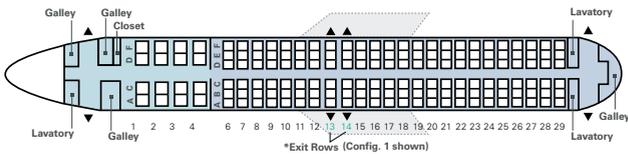
## Boeing 737-900 (739)



Capacity: 16 First/156 Coach

\*Emergency Exit Rows: Rows 15/16 (Conf. 1)  
Rows 14/15 (Conf. 2)

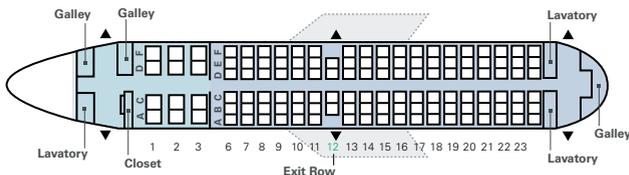
## Boeing 737-800 (738)



Capacity: 16 First/144 Coach

\*Emergency Exit Rows: Rows 13/14 (Conf. 1)  
Rows 14/15 (Conf. 2)

## Boeing 737-700 (73G)

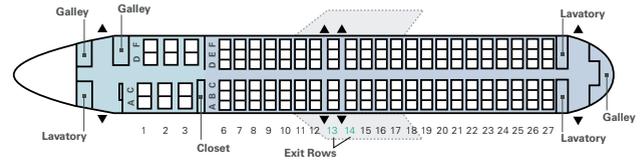


Capacity: 12 First/112 Coach

Emergency Exit Row: Row 12

# Aircraft information

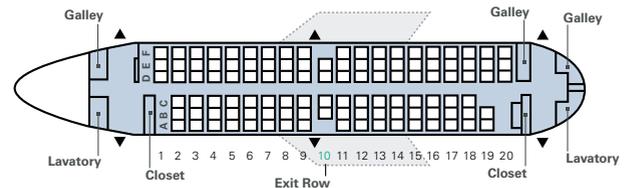
## Boeing 737-400 (734)



Capacity: 12 First/132 Coach

Emergency Exit Rows: Rows 13/14

## Boeing 737-200C (73M)

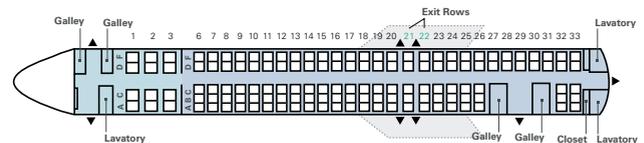


Capacity: 26-111 All Coach\*

Emergency Exit Row: Row 10

\* The main cabin of the 737-200 can be configured to carry passengers only, cargo only, or a combination of both. Seating options may vary depending on configuration.

## Boeing MD-80 (M80)

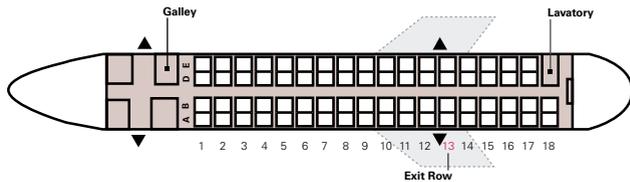


Capacity: 12 First/128 Coach

Emergency Exit Rows: Rows 21/22

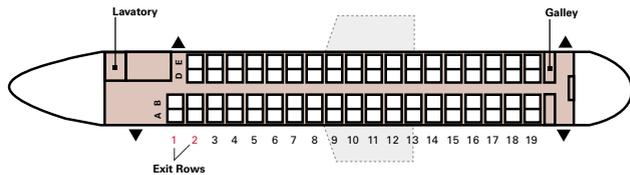
# Aircraft information

## Bombardier CRJ-700 (CR7)



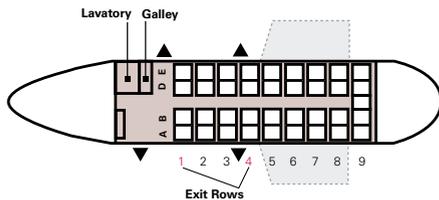
Capacity: 70 All Coach  
Emergency Exit Row: Row 13

## Bombardier Q400 (DH4)



Capacity: 74 All Coach  
Emergency Exit Rows: Rows 1/2

## Bombardier Q200 (DH8)



Capacity: 37 All Coach  
Emergency Exit Rows: Rows 1/4

# We will care about your special needs

Whatever your special needs, we want your trip to be smooth and comfortable. It is helpful for us to know if you require any special services surrounding your flight. You can request special services by calling Reservations, where an agent will be happy to answer any questions you may have.

## UNACCOMPANIED MINORS

Alaska Airlines and Horizon Air are proud of our unaccompanied minor program. As the parent or guardian of a child traveling alone, you can feel confident that they will be well cared for. You will need to provide the contact information for any adults that will meet your child at their connecting point and destination. To ensure your child is released only to a person you have authorized, we will check the meeting adult's I.D. and obtain a signature. Onboard, we do our best to make sure your child understands safety information, knows the location of the restroom, and has answers to any other questions he/she may have. If making a connection to an Alaska Airlines or Horizon Air flight, we'll safely escort your child to his/her connecting flight. Please check our website or call Reservations for the specific age qualifications and transfer requirements associated with your particular reservation. If your reservation involves a codeshare partner flight, call Reservations for age requirements.

Completing the automated Guardian Contact Form prior to coming to the airport speeds the process. Online forms are available at [alaskaair.com](http://alaskaair.com) and [horizonair.com](http://horizonair.com) when you book travel directly through our website.

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## WHEELCHAIR ASSISTANCE

To assist you throughout the airport and onto the aircraft, we provide courtesy wheelchair services upon request. Some locations board and deplane using stairs instead of a jetway. If you are unable to ascend or descend the stairway comfortably, we have special passenger lifts and/or portable ramps designed to assist with boarding and deplaning. Please check with your departure gate agent at least one hour early for this service.

We have specially designed aisle chairs to assist customers down the narrow aircraft aisle if needed. For easy transfer into your seat, there are seats on every aircraft with moveable armrests. Once in flight, an onboard wheelchair is available to assist your movement through the cabin. Note: Onboard wheelchairs are not available on aircraft with 60 seats or less.

## STOWAGE OF MOBILITY DEVICES

Compact mobility devices (such as manual wheelchairs, canes, and walkers) can be taken onboard the aircraft into the passenger cabin. If an item cannot be safely stowed in the cabin, it will be specially tagged, placed in the cargo compartment, and returned promptly at the next stop. Electric wheelchairs must be safely secured in the cargo compartment during flight. Since some spillable batteries contain corrosive material, they often need to be removed and boxed for additional safety. We suggest that you provide written assembly instructions and allow extra time at the gate for disassembly of your wheelchair. This helps your flight depart on time and ensures your mobility device is returned to you correctly reassembled.

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## OXYGEN

Preplanned medical oxygen can be purchased for use onboard any Alaska Airlines flight when it is requested at least 48 hours prior to your departure and your physician grants proper authorization. Contact Alaska Airlines Reservations at 1-800-ALASKAAIR (1-800-252-7522) for additional information. Note: Oxygen service is not available on flights operated by Horizon Air.

## STRETCHER SERVICE

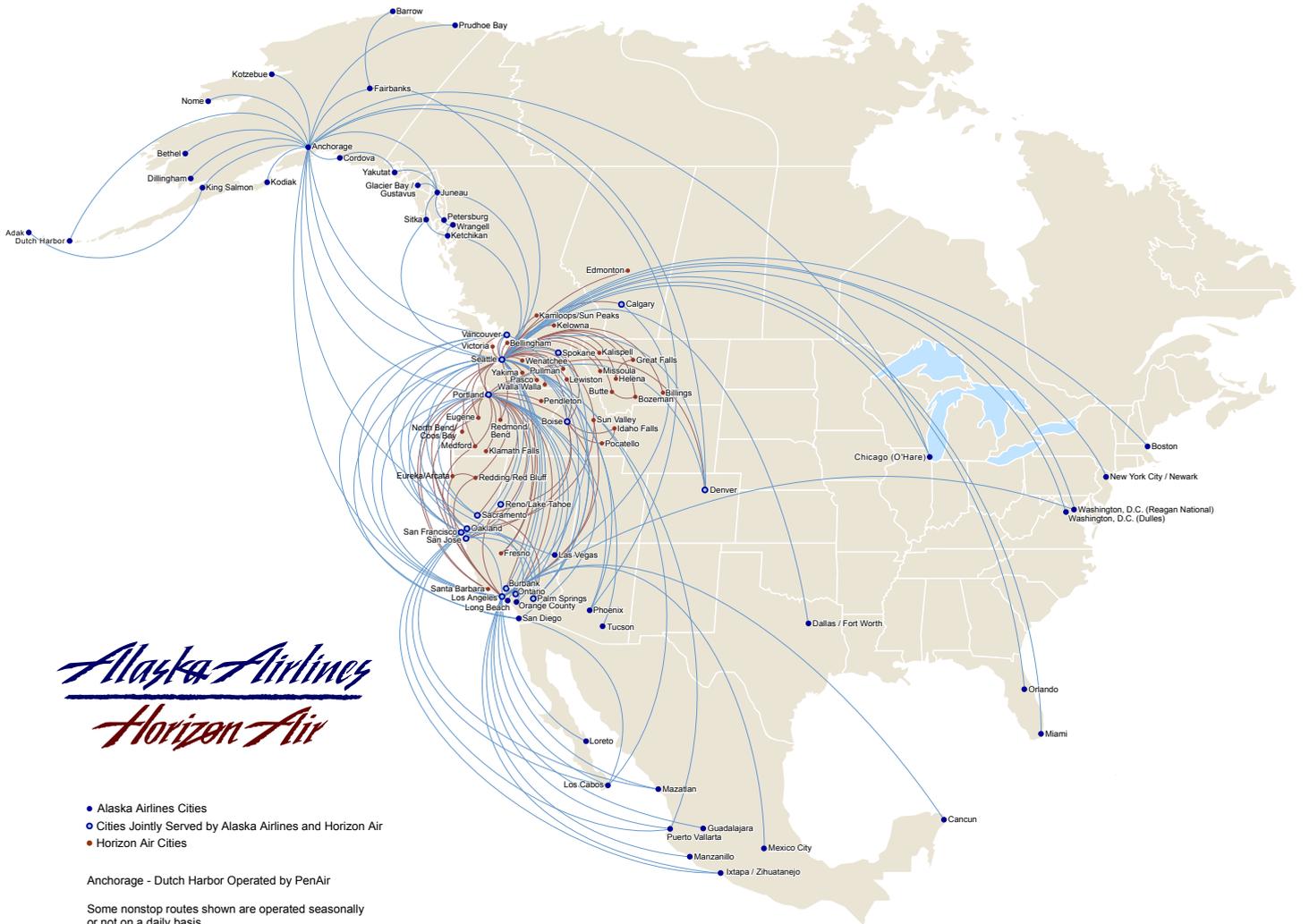
In the state of Alaska, remote communities rely on Alaska Airlines to provide emergency medical transport to cities such as Anchorage, Seattle, and Portland, where more extensive medical facilities are available. We work closely with the FAA to maintain this valuable certification, and from time to time you will see stretchers onboard Alaska Airlines' MD-80, 737-200, or 737-400 aircraft. This service is available to all customers with a doctor's request, and must be booked through Alaska Airlines Reservations at 1-800-ALASKAAIR (1-800-252-7522).

Note: Stretcher service is not available on flights operated by Horizon Air.

## SERVICE ANIMALS

We welcome service animals in the aircraft cabin. They must occupy the customer's personal space and cannot obstruct an aisle or area such as an exit row, that must remain clear for emergency evacuation.

Emotional support animals for the customer's emotional well being are also accepted in the cabin, when accompanied by documentation of the individual's disability and the medical or therapeutic need for the animal to travel with them in the cabin.



## *We will* offer you choices during a delay

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You can rest assured that we don't take risks when it comes to your safety. This may occasionally cause a delayed or canceled flight that disrupts your scheduled arrival at your destination. When this occurs, we are prepared to do all possible to make the best of a difficult situation.

Whether in the air or on the ground, we are committed to providing the most current and accurate information about flight delays or cancellations. Behind the scenes, our Flight Operations departments are dedicated to coordinating all decisions to minimize delays and get you to your destination as soon as possible.

Delay times are sometimes difficult to estimate. Factors such as air traffic, weather, locating parts, alternative aircraft or crew, can all contribute to a changing departure time; either earlier or later than first anticipated. We will make frequent announcements that include when the next update will be. An agent will be available to address your specific needs, either at the gate, ticket counter, or in some locations, at the customer service center.

Checking back with the gate agent, or consulting the Flight Information Display Monitors frequently, will keep you up to date, and assure you don't miss the departure of your flight. On occasion, once a delay is identified, a flight will continue to show the original departure time until solutions are identified, and a new departure time can be estimated. This reduces the chance of posting an inaccurate departure time.

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When you book a trip, we suggest purchasing all travel on the same ticket (preferably electronic), especially if multiple airlines are involved. This gives us the ability to rebook you on the next available flight if your scheduled Alaska Airlines or Horizon Air flight is delayed or canceled. We participate in reciprocal ticketing agreements with most other airlines, so we can reroute you quickly, without additional cost to you.

If your flight is delayed or canceled and you are holding separate tickets for another airline, we will be happy to contact that carrier on your behalf for your onward travel arrangements. However, in the case of a separate ticket, any change in routing or cost is controlled by the next carrier.

If you decide not to travel due to a flight delay or cancellation, you may reschedule your flight for an alternate day or refund your ticket. Service fees associated with your fare will be waived.

# We will care for you during a delay

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We realize the inconvenience a delayed flight can cause. Our first job during a delay is working to get you to your destination as soon as possible. Your comfort during a delay is also a priority – listed below are the amenities we can provide while you wait. Please note that for situations beyond our control, some exceptions apply (see next page).

## ONE HOUR

If we've caused your arrival to be one hour or more past your original scheduled arrival, we can assist you in making a phone call. Depending on the location, you'll either receive a Quick Call phone card, or we'll offer you our phone if it is available and able to dial beyond the airport.

## TWO HOURS

If we know in advance that your flight will be delayed two hours or more, and time permits, we will provide either beverage service at the gate or a \$6.00 USD Airport Fast Snack certificate. Certificates are only valid at airport concessions on the day of issue, at the airport where your delay occurs.

You will also receive an AirCare Apology certificate which includes your choice of 1,000 Alaska Airlines Mileage Plan Miles, or a \$25USD discount on a future flight.

We know your priority is to board and depart as quickly as possible. We apologize in advance if there isn't time for a snack but rest assured you will still receive our AirCare Apology certificate.

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## SIX OR MORE HOURS

In the unlikely event your flight is delayed an additional four hours, we will provide another snack certificate and/or gate beverage service.

If your flight is canceled, and the city where the cancellation occurs is 100 miles away from home, hotel accommodations can be provided. Accommodations include single or family rooms and round trip ground transportation to an airport area hotel.

## EXCEPTIONS

We cannot provide the amenities outlined in this section if air traffic control, a weather situation, or another extraordinary circumstance beyond our control occurs at any city within your intended flight routing. We will do all possible to advise you of weather problems before departure, but it is always advisable to check weather conditions along your route and plan accordingly.

# *We will* ensure your comfort during an extended delay

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We are committed to providing the best possible customer service during mechanical, weather or air traffic control delays. Delays on the ground with passengers onboard are possible, although rare. As we continuously work with the FAA and other groups to find the best solutions for delays, Alaska Airlines and Horizon Air are committed to the following measures to minimize your inconvenience.

If we are aware of a departure delay exceeding 90 minutes, we will delay boarding as long as practical. Air Traffic Control hold times can change significantly and a window of opportunity may open, so sometimes it makes sense to board the aircraft even though the anticipated delay may be an hour or more. If you decide to leave the gate area, be sure to check Flight Information Display Monitors frequently in case there are any changes to your flight status.

Once onboard, if your flight is held on the ground away from the terminal in excess of 90 minutes, aircraft servicing (lavatory service and/or catering services) may be arranged if recommended by your flight crew and upon the approval of the local Air Traffic Control authorities. In addition, if emergency treatment becomes necessary, our flight crew has immediate access to medical professionals, via MedLink, a contracted medical advisory service. Our Flight Attendants are carefully trained in First Aid, including the use of defibrillators, which are available on all of our aircraft.

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It is always our intent to deplane within an hour of the time a contingency plan is activated and never more than two hours after your arrival. If an extreme situation arises and we are unable to get your aircraft to a gate within an hour of arrival, we will activate a local airport plan to deplane you.

In the event of an extended delay, we will make every effort to keep you updated about the estimated arrival or departure of your flight. We will give updates at least every 30 minutes or as your flight status changes, whichever comes first.

# *We will* handle overbooked flights consistently

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We sometimes overbook flights because people often book reservations without using them. If you are curious whether your flight has more reservations than the number of seats onboard, feel free to ask our reservations or airport personnel. We are happy to provide you current information on the status of your flight; however, the number of reservations can change, so the information we provide you in advance may differ from the information you receive at check-in.

## REQUEST FOR VOLUNTEERS

When a flight is overbooked and more passengers show up than a flight can accommodate, we will request volunteers to give up their seats in exchange for a certificate for a discount on future travel. The selection of volunteers is at the discretion of Alaska Airlines or Horizon Air. We must consider factors such as final destination, number of travelers and connecting flight availability. If you volunteer and your seat is not needed, we will try to retain your original seat assignment; however this is not always possible.

We appreciate customers who are able to take a later flight. When you volunteer to give up your seat, we will rebook you on the next available flight to your destination at no additional charge. This may not be the next flight, and may include flights on other airlines. Meals or overnight accommodations may be offered if the situation warrants.

In addition to our volunteer program, we have invested in sophisticated computer systems that forecast passenger loads, which reduces the number

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of customers who are involuntarily denied boarding. When a volunteer is not found, we will deny boarding to the last customer(s) who checked in on time. Monetary compensation, as outlined below, is offered on Alaska Airlines flights and Horizon Air flights, unless the aircraft has 60 seats or less. These amounts are predetermined by the DOT regulations established for all major US airlines.

## INVOLUNTARY DENIED BOARDING COMPENSATION

If you are involuntarily denied boarding, we will rebook you to your destination as soon as possible. You will also be eligible for the following compensation.

### **Domestic flights rebooked to arrive 1-2 hours later, or international flights 1-4 hours later:**

100% of the value of the affected flight segment(s). (\$200USD maximum)

**\*Domestic flights rebooked to arrive 2 or more hours later, or international flights 4 or more hours later:** 200% of the value of the affected flight segment(s). (\$400USD maximum)

\*You may elect not to travel. In this case we will refund the affected flight segments in addition to your monetary compensation.

Notes: Flight segment value is calculated from the city where denied boarding occurs to the next stopover.

In lieu of the predetermined monetary compensation listed above, eligible involuntarily denied customers can choose to accept the same compensation package offered to those who volunteered.

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To qualify for denied boarding compensation of any kind, you must be checked in and at your departure gate at least 30 minutes prior to posted departure time. We suggest that you arrive at the airport at least one and a half hours before departure\* (two hours for international flights) to allow time for you to be checked in and through security in time for boarding your flight. If you are unable to meet the required check-in time requirements, you may be denied boarding without compensation. Alaska Airlines and Horizon Air will allow you to stand by for later flights on that same day at no additional charge.

\* Recommended times vary by airport. Check our website or call Reservations for specifics.

We also include times in your preflight email, if you've purchased your electronic ticket directly from us.

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## *We will* return your checked luggage promptly

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We understand the inconvenience when a bag does not arrive at your destination. Therefore, if your bag is delayed, we will do everything possible to locate it and deliver it to you as soon as possible. We will make every effort to return your bag within 24 hours, but in most cases we can do this within just a few hours.

Always make sure your checked baggage is clearly marked with current identification, since that will often be used to determine your destination if your bag is delayed.

The local Alaska Airlines or Horizon Air baggage service office will be in contact with you at least once a day for the first five days after your claim is filed. If your claim is not resolved within five days, it will be sent to Central Baggage Service for further handling. They can be contacted at 206-392-6580 from 10 a.m. to 3 p.m., Monday through Friday, or by mail at the address below:

**Alaska Airlines/Horizon Air**  
Central Baggage Service  
P.O. Box 68900-SEALZ  
Seattle, WA 98168

When traveling on a domestic itinerary, the maximum liability for your checked baggage is \$2,800USD per person. For international travel, the maximum

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liability is \$9.07/lb under the Warsaw Convention. If your international travel is covered by the Montreal Convention instead, the liability for loss or delay of your baggage is limited to 1,000 Special Drawing Rights (SDRs) per passenger for checked bags, and \$400USD per passenger for unchecked bags.

If the value of your checked (non-excluded) items exceeds the standard liability, you may declare and purchase excess valuation for \$1.00 USD per every \$100USD of value, to a maximum of \$5000USD.

If your exempt items are too large to carry onboard, you may want to consider using Alaska Airlines Air Cargo service to transport them.

There are many items that are not suitable in checked baggage and are therefore excluded from this liability. There is a list of such items on our website, or you may contact Reservations.

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## *We will* give you the most value for your miles

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Alaska Airlines and Horizon Air are committed to offering great value for our Mileage Plan members. As a member, you'll earn Mileage Plan Miles that are easy to accumulate with our wide range of Mileage Plan partners. The miles you earn can be used toward award travel on our airline partners to over 600 destinations worldwide. More information is available at [alaskaair.com](http://alaskaair.com) and [horizonair.com](http://horizonair.com), or you can contact the Mileage Plan office at 1-800-654-5669 during normal business hours.

For more information the following publications are available:

- **Program Guidelines booklet** – Details Mileage Plan program rules, regulations and redemption guidelines. Available online at [alaskaair.com](http://alaskaair.com).
- **Mileage Plan Partners Guide** – Contains partner profiles and guidelines to assist you in making choices for mileage accumulation and redemption with our partners.
- **Traveler Newsletter** – Tells you what's new with the Mileage Plan each month via email. Annually, the Traveler also includes a Mileage Plan Report which indicates the awards distributed over the past year, and seats offered for award travel.

You have the choice of two types of award tickets to satisfy your travel needs. Saver Awards are exchanged for the least amount of miles, but seats are limited. For greater seat availability, redeem more miles for a Peak Award.

# We will help you see the world

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Through codeshare agreements we have with many other airlines you can make convenient connections to cities beyond the Alaska Airlines and Horizon Air route system. Through these partnerships, you receive seamless reservations, electronic ticketing (in most cases) and through check-in capabilities, including seat assignments and connecting gate information.

When your travel itinerary includes one of our codeshare partners, you will be advised who the operating airline is prior to booking and ticketing. In addition, tickets purchased from Alaska Airlines or Horizon Air will include an itinerary card to assist you in your travel.

Tip: Flights operated by Alaska Airlines are designated by “AS” and a flight number between 1-999. Flights operated by Horizon Air are designated by “AS\*” and a flight number between 2000-2999. Any other AS\* flight number is operated by one of our codeshare partners.

We work closely with all of our codeshare partners to make sure that they are living up to your high standards and expectations. Should you have any questions specific to their service or their individual customer service commitment, you may contact them directly using the information on the following page.

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**American Airlines**  
P.O. Box 619616  
Dallas/Ft. Worth Airport TX  
Mail Drop 5635  
Attn: Customer Relations  
75261-9616  
[www.aa.com](http://www.aa.com)

**American Eagle**  
4333 Amon Carter Blvd.  
Ft. Worth , TX  
75261-9616  
[www.aa.com](http://www.aa.com)

**Big Sky**  
1601 Aviation Place  
Billings, MT 59105  
Attn: Consumer Affairs  
[www.bigskyair.com](http://www.bigskyair.com)

**Continental Airlines**  
1600 Smith St.  
Houston, TX 77002  
[www.continental.com](http://www.continental.com)

**Delta Air Lines, Inc.**  
P. O. Box 20706  
Atlanta, GA 30320-6001  
[www.delta.com](http://www.delta.com)

**Era Aviation**  
6160 Carl Brady Drive  
Anchorage, AK 99502  
[www.eraaviation.com](http://www.eraaviation.com)

**Hawaiian Airlines**  
P.O. Box 3008  
Honolulu, HI 96819  
[www.hawaiianair.com](http://www.hawaiianair.com)

**Northwest Airlines**  
Dept. A1185  
5101 Northwest Dr.  
St. Paul, MN 55111-3034  
[www.nwa.com](http://www.nwa.com)

**Peninsula Airways, Inc.**  
6100 Boeing Ave.  
Anchorage, AK 99502  
[www.penair.com](http://www.penair.com)

Pages 70 through 85 redacted for the following reasons:

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