

Tariff: NH1 -  
Carrier: All Nippon Airways - NH

CTA No.320 DOT No. 525

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**Title Page**

Airline Tariff Publishing Company, Agent  
International Passenger Rules and Fares

Tariff No. NH1

Containing  
Local Rules, Fares & Charges  
on Behalf of

All Nippon Airways Co. Ltd.

Applicable to the  
Transportation of Passengers and Baggage  
Between Points in

Canada/USA  
and Points in  
Area 1/2/3

For list of participating carriers, see IPGT-1, DOT:581, CTA:373

This tariff is governed, except as otherwise provided herein, by Maximum Permitted Mileage Tariff No. MPM-1, DOT:424, CTA:239; Aircraft Type Seating Configuration Tariff No. TS-2, DOT:220, CTA:111; and International Passenger Governing Tariff No. IPGT-1, DOT:581, CTA:373 issued by Airline Tariff Publishing Company, Agent, supplements thereto and reissues thereof.

Issued by:  
Alex Zoghlin, President  
Airline Tariff Publishing Company, Agent

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## Rule 1 Definitions

As used herein: Add-on amount - see "arbitrary".

Adult - a person who has reached his/her 12th birthday as of the date of commencement of travel.

Africa - the area comprised of Central Africa, East Africa, Southern Africa, West Africa and the Indian Ocean islands.

Arbitrary - an amount used only to construct an unspecified through fare.

Area 1 - all of the North and South American continents; Bermuda; Greenland; Netherlands Antilles; Bahamas; Leeward, the state of Hawaii; Midway and Palmyra Islands; and the Caribbean Islands.

Area 2 - all of Europe (including that part of the Russian Federation lying west of the Urals) and the adjacent islands; Iceland; the Azores; all of Africa and the adjacent islands (including ascension); Libyan Arab Jamahiriya; all of the Middle East; that part of Asia lying west of and including the Iran, Islamic Republic of.

Area 3 - all of Asia except that portion included in area 2; all of the East Indies; Australia; New Zealand; All Islands of Indonesia, Melanesia, Micronesia and Polynesia (Except Midway and Palmyra Islands), Guam; Wake Island; Marshall Islands; Mariana Islands; Caroline Islands; Society Islands; Fiji; Samoa Islands; New Caledonia; Norfolk Island; and Tasmania.

Asia - Afghanistan; Bangladesh; Bhutan; Brunei Darussalam; Cambodia; China; Hong Kong; India; Indonesia; Islands of Pacific Ocean In Area 3 North of The Equator Except Gilbert Island; Japan; Kazakhstan, Republic of Korea, Kyrgyzstan; Laos, People's Democratic Republic of; Malaysia; Maldives; Nepal; Mongolia; Myanmar; Pakistan; Philippines; Russian Federation (East of The Ural Mountains), Singapore; Sri Lanka; Taiwan, province of; Tajikistan; Timor; Thailand; Turkmenistan; Uzbekistan and Vietnam.

Assembly point - a point in the itinerary where the entire qualifying group assembles and commences transportation as a group.

Baggage - luggage; such articles, effects and other personal property of a passenger as are necessary or appropriate for wear, use, comfort or convenience in connection with her/his trip. Unless otherwise specified, it shall include both checked and unchecked baggage of the passenger.

Baggage identification tag - means a document issued by a carrier solely for the purpose of identification of checked baggage and consisting of two portions: the baggage tag portion which is attached by the carrier to a particular article of checked baggage and the baggage claim stub which is given to the passenger. This includes a document issued by the carrier as proof of receipt of checked baggage.

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Baggage rules - the conditions associated with the acceptance of baggage. Services incidental to the transportation of baggage, allowances and all related charges.

Banker's buying rate - means the rate at which, for the purpose of the transfer of funds through banking channels (i.e. other than transaction in bank notes, travellers checks and similar banking instruments), a bank will purchase a given amount of foreign currency in exchange for one unit(s) of the national currency of the country in which the exchange transaction takes place.

Banker's selling rates - means the rate at which, for the purpose of transfer of fund through banking channels (i.e. other than transaction in bank notes, travellers checks and similar banking instruments), a bank will sell a given amount of foreign currency in exchange for one unit(s) of the national currency of the country in which the exchange transaction takes place.

Caribbean - Anguilla; Antigua and Barbuda; Aruba; Barbados; Bonaire; Bermuda; Cayman Islands; Cuba; Dominica; Dominican Republic; Grenada; Guadeloupe; Haiti; Jamaica; Martinique; Montserrat; Puerto Rico; Saba; St. Barthelemy; St. Eustatius; St. Kitts and Nevis; St. Lucia; St. Maarten; St. Vincent and The Grenadines; Trinidad and Tobago; and Virgin Islands.

Carriage - means an air carrier and shall include an air carrier issuing a ticket an any air carrier that carries a passenger and/or his/her baggage under the ticket or provides or undertakes to provide any other services incidental to such carriage.

Central Africa - Malawi, Zambia and Zimbabwe. Central America - Belize; Costa Rica; El Salvador; Guatemala; Honduras and Nicaragua.

Checked baggage - means baggage of which a carrier takes custody and for which the carrier issues baggage identification tag.

Child - means a person who has reached his/her second birthday but not his/her 12th birthday as of the date of commencement of carriage.

Circle trip - normal fares - travel from a point and return thereto by a continuous, circuitous air route, including journeys comprising two fare components but which do not meet the conditions of the round trip definition; provided that where no reasonable direct scheduled air route is available between two points, a break in the circle between two fare construction points may be travelled by any other means of transportation without prejudice to the circle trip.

Circle trip - special fares - travel from a point and return thereto by a continuous, circuitous air route, comprising two international fare components which do not meet the conditions of the round trip definition; provided that where no reasonable direct scheduled air route is available between two points, a break in the circle between two fare construction points may be travelled by any other means of transportation without prejudice to the circle trip. Combination - whenever two or more one way or round trip or half round trip fares shown are used separately in a fare calculation.

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Conjunction tickets - means a ticket issued to a passenger in conjunction with another ticket which together constitute a single contract of carriage.

Consequential damages - damages which are reasonable out of pocket expenses and other provable damages incurred by passenger as the consequence of the loss, damage or delay in the delivery of such personal property.

Constructed fare - unspecified through fares created by the use of add-on amounts, or two or more fares shown as a single amount in a fare calculation.

Continental U.S.A - the 48 contiguous states and the District of Columbia (this does not include Alaska/Hawaii).

Convention - means whichever of the following instruments is applicable to the contract of carriage: "convention for unification of certain rules relating to international

Carriage by air", signed at Warsaw on 12th October 1929, (hereinafter referred to as the "Warsaw"); "Warsaw convention as amended at Hague in 1955" signed at Hague on 29th September 1955; "Warsaw convention" as amended by additional protocol no. 1 of Montreal 1975; "Warsaw convention as amended at Hague in 1955" as amended by additional protocol no. 2 of Montreal 1975 and "convention for the unification of certain rules for international carriage by air," done at Montreal on 28th May, 1999 (hereinafter referred to as the "Montreal convention").

Country of commencement of travel - the country from which travel on the first international sector takes place.

Country of payment - check the country where payment is made by the purchaser to the carrier or its agent. Payment by credit card or other banking instruments is deemed to have been made at the place where such instrument is accepted by the carrier or its agent.

Currency of the country of payment - the currency in which international fares from that country are denominated.

Date of transaction - the date of issuance of the ticket, MCO, PTA.

Days - means calendar days including all seven days of the week; provided that, for the purpose of calculating the number of days of a notice period. The day upon which such notice is dispatched shall not be counted and further provided that, for the purpose of determining the period of validity of a ticket. The day upon which the ticket is issued, or the flight is commenced, shall not be counted.

Deadline - Reservations: The minimum number of days/months before the day of departure by which reservations must be confirmed.  
Payment: The minimum number of days/months before the day of departure by which payment must be made.  
Ticketing: The minimum number of days/months

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before the day of departure by which ticketing must be completed; issue date of a PTA constitutes the ticketing date.

Designator code - an identification code comprised of two characters which is used for commercial and traffic purposes such as reservations, schedules, timetables, ticketing, tariffs and airport display systems. Airline designators are assigned by IATA. When this code appears on a ticket, it reflects the carrier that is marketing the flight, which might be different from the carrier operating the flight.

Destination - means the ultimate stopping place under a contract of a carriage. In the case of a trip which returns to the place of departure. The destination is the same as the place of departure.

Direct route fare - the fare over the direct route between two points. When no direct route fare exists between two ticketed points, a fare must be established by combination over a ticketed point in the itinerary.

Domestic carriage - travel in which the points of departure, stopover and destination are within one sovereign state. Domestic transfer - a change from the domestic service of one carrier to another domestic service of the same carrier (online transfer) or to the domestic service of another carrier (interline transfer).

Down line carrier - any carrier, other than the selecting carrier, who is identified as providing interline transportation to the passenger by virtue of the passenger's ticket.

Eastern hemisphere - area comprising areas 2 and 3.

EC member states - Austria; Belgium; Bulgaria; Croatia; Cyprus; Czechia; Denmark; Estonia; Finland; France; Germany; Greece; Hungary; Ireland; Italy; Latvia; Lithuania; Luxembourg; Malta; Netherlands; Poland; Portugal; Romania; Slovakia; Slovenia; Spain; Sweden.

End-on combination - combination of two or more fares which could be ticketed separately at a fare construction point (not applicable to combination of fares between the same points).

Electronic miscellaneous document - means an electronic document issued by a carrier or its authorized agent, requesting issue of an appropriate ticket or provision of travel services to the person named in such electronic document.

Endorsement - means an authority from a Carrier to transfer a Ticket or an individual coupon thereof to another carrier.

Europe - Albania; Algeria; Andorra; Armenia; Austria; Belarus; Belgium; Bosnia and Herzegovina; Bulgaria; Croatia; Czech Republic; Denmark; Estonia; Finland; France; Germany; Georgia; Gibraltar; Greece; Hungary; Iceland; Ireland; Italy; Latvia; Liechtenstein; Lithuania; Luxembourg; Malta; Moldova, Republic of; Monaco; Morocco; Netherlands; Norway; Poland; Portugal; Romania; Russian Federation (West of The Ural Mountains); San Marino; Slovakia; Slovenia; Spain;

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Sweden; Switzerland; Tunisia; Turkey; Ukraine; United Kingdom and Yugoslavia.

Excess baggage ticket - means a document issued by the carrier for carriage of baggage in excess of the applicable free baggage allowance specified by the carrier. Fare breakpoints - see "fare construction points" fare component - a portion of an itinerary between two consecutive fare construction points. The point of origin and the point of destination are the fare construction points.

Fare construction points - the terminal points of a fare component (these are also termed "fare break points"). Flight coupon - means such portion of a passenger ticket (in the case of electronic ticket, the electronic flight coupon) as indicates particular places between which the coupon is good for carriage.

Flight Coupon - means a coupon in the form recorded in NH's database that indicates particular places between which the coupon is good for Carriage.

French gold francs - means French francs consisting of 65 1/2 milligrams of gold at the standard of fineness of nine hundred thousandths. French gold francs may be converted into any national currency in round figures. Gateway - refers to the first point of arrival/last point of departure in a country/area. Global indicator - the global routing applicable to the fare.

Half round trip fare - one half of a specified or construction round trip normal or special fare. In the absence of a specified round trip normal fare, the one way normal fare is considered to be a half round trip normal fare. If a specified or constructed one way special fare may be doubled to establish a round trip special fare, the one way special fare is considered to be a half round trip special fare.

IATA rate of exchange (IROE) - the rates of exchange notified by IATA to convert local currency fares to NUC and to convert total NUC amounts to the currency of the country of commencement of transportation.

Immediate family - spouse, children, adopted children, sons-in-law, daughters-in-law, grandchildren, brothers, brothers-in-law, sisters, sisters-in-law, parents, fathers-in-law, mothers-in-law and grandparents. Indirect route - any scheduled continuous air route other than a direct route.

Infant - a person who has not reached his/her second birthday as of the date of commencement of carriage. Interline itinerary - all flights reflected on a single ticket involving multiple air carriers.

International carriage - means (except where the convention is applicable) carriage in which, according to a contract of carriage, the place of departure and, the destination or agreed stopping place, are situated in two or more countries. As used in this definition, the term "country", which is equivalent to "state", shall include any territory subject to its sovereignty, suzerainty, mandate, authority or trusteeship.



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Interline transfer - transfers from the service of one carrier to the services of another carrier. Interline transportation - transportation on the services of more than one carrier.

International transfer - a change from the international service of one carrier to another international service of the same carrier (online transfer) or to the international service of another carrier (interline transfer).

Itinerary/receipt - means a document or documents forming part of the electronic ticket which contains the information such as the itinerary, ticket information, a portion of the conditions of a contract of carriage and notices relating thereto. This document shall constitute a Passenger's written evidence of a Contract of Carriage.

Issuing carrier - means the carrier whose tickets are issued to the passenger(s).

Legal guardian - a person acting in lieu of parents in the event of death or legal incapacity of parents. Local currency fares - fares and related charges expressed in the currency of commencement of travel.

Marketing carrier - the carrier that sells flights under its code.

Maximum stay - the number of days counting from the day after departure, or the number of months counting from the day of departure, to the last day return travel may commence from the last stopover point (including for this purpose the point of turnaround).

Micronesia - area comprised of Guam, Johnston Island, Koror, Kwajalein, Majuro, Ponape, Rota, Saipan, Tinian, Truk and Yap.

Mid Atlantic area - Bahamas; Belize; Bolivia; Colombia; Costa Rica; Ecuador, El Salvador; French Guiana; Guatemala; Guyana; Honduras; The Islands of The Caribbean Sea (Including Puerto Rico and The Virgin Islands); Nicaragua; Panama; Peru; Suriname and Venezuela.

Middle East - Yemen, Republic of; Bahrain; Cyprus; Egypt; Iran, Islamic Republic of; Iraq; Israel; Jordan; Kuwait; Lebanon; Oman; Qatar; Saudi Arabia; Sudan; Syrian Arab Republic; United Arab Emirates (Comprised of Abu Dhabi, Ajman, Dubai, Fujairah, Ras-El-Khaimah, Sharjah, Umm Al Quwain) and Republic of Yemen,.

Minimum group size - means the minimum number of passengers required to qualify for a fare.

Minimum stay - the number of days counting from the day after departure, or the number of months counting from the day of departure, on the first outbound international sector to the earliest day return travel may commence from the last stopover point outside the country of origin (including for this purpose the point of turnaround).

Minimum tour price (MTP) - means the minimum selling price for the tour calculated as the air fare plus the required amount for land arrangements.

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Month - (Gregorian calendar month) a period of time starting with any date and ending with that same day of the following month. When the same day does not occur in the following month, this period ends on the last day of that month.

Most significant carrier (MSC) - IATA resolution 302 as conditioned by the Canadian transportation agency: in this instance, the MSC is determined by applying IATA resolution 302 methodology as conditioned by the agency. The agency's reservation has stipulated that only a single set of baggage rules may apply to any given interline itinerary. The aim of the agency's reservation is to allow the selecting carrier to use the MSC methodology to determine which carrier's baggage rules apply to an international interline itinerary to or from Canada, while reinforcing the role of tariffs in the determination of which carrier's rule apply.

Neutral unit of construction - (NUC) a unit used to construct fares using different local currency fares.

Normal fares - a fare established for first, intermediate or economy/tourist class service and any other fares denominated and published as a normal fare (e.g. F2, c2, y2). Children's fares and infants' fares which are established as a percentage of the fares referred to above are also considered to be normal fares.

North America - Alaska, Canada; Continental U.S.A.; Hawaii; Mexico; St. Pierre; and Miquelon. North Atlantic Area - Canada; Mexico; U.S.A. (including Hawaii and Alaska But Excluding Puerto Rico and The Virgin Islands, American Samoa, Canton, Guam, Midway, and Wake Island).

North Central Pacific - all points in area 3 except those in the south pacific.

One way - any journey which, for fare calculation purposes, is not a complete round or circle trip.

On-line tariff data base - the remotely accessible, on-line version, maintained by the filer, of (1) the electronically filed tariff data submitted to the "official D.O.T. Tariff database," and (2) the departmental approvals, disapprovals and other actions, as well as departmental notations concerning such approvals, disapprovals or other actions, that subpart w of the proposed part 221 requires the filer to maintain in its database. The term "official D.O.T. Tariff database" means those data records (as set forth in sections 221.283 and 221.286 of the rule) which would be in the custody of, and maintained by the department of transportation.

Online transfer - transfers from the service of one carrier to another service of the same carrier.

Open jaw - (special fares) - travel comprising two international fare components whereby:

- (a) For "turnaround open jaw" the outward point of arrival and the inward point of departure are different, or
- (b) For "origin open jaw" the outward point of departure and the inward point of arrival are different, or

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(c) For "single open jaw" either (a) or (b) applies, or (d) for "open jaw" any combination of the above may apply.

Operating carrier - the carrier that operates the actual flight.

Origin - the initial starting place of the journey as shown on the ticket.

Other charges - charges such as taxes, fees, etc. Excluding excess baggage charges.

Participating carrier(s) - includes both the selecting carrier and down line carriers who have been identified as providing interline transportation to the passenger by virtue of the passenger's ticket.

Passenger - means any person, except crew members, carried or to be carried in an aircraft with the consent of a carrier.

Prepaid ticket advice - the notification between carriers' offices by teletype, commercial wire or mail that a person in one city has purchased and requested issuance of a ticket for transportation of a person in another city.

Rebooking - change of reservation or other changes which do not require ticket reissuance.

Reissue - see "ticket reissuance".

Related charges - charges such as cancellation penalties, non-refundable amounts, rebooking and rerouting charges, stopover charges, weekend surcharges, etc. and excess baggage charges.

Rerouting - means any change in a routing, carrier, class of service, flight or period of validity from originally provided in the duly-issued ticket which a passenger presents for carriage.

Reservation - booking; the allotment in advance of seating accommodation for a passenger.

Resident - a person legally living in a given country. Revalidation - the authorized stamping or writing upon of the passenger ticket evidencing that it has been officially altered by the carrier. There can be no change to origin, destination, stopover points, ticketed points, or fare. Round the world (RTW) - travel from the point of origin and return thereto which involves only one crossing of the Atlantic Ocean and only one crossing of the Pacific Ocean.

Round trip - a journey entirely by air from a point of origin to another point and return to the point of origin, comprising of two fare components only, for which the applicable normal half round trip fare for each component, measured from the point of origin, is the same for the routing travelled; provided that this definition shall not apply to journeys for which the same all year through one way fare is established, between two points in either direction around the world. If the fares to be used differ through class of service/seasonality/midweek-weekend/carrier variations, the outbound fare shall be used also for the inbound fare component for the purpose of determining if the journey is a round trip.

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

Scandinavia - Norway; Sweden; Denmark.

Selected carrier - the carrier whose baggage rules apply to the entire interline itinerary.

Selecting carrier - the carrier whose designator code is identified on the first flight segment of the passenger's ticket at the beginning of an interline itinerary issued on a single ticket whose origin or ultimate destination is in Canada or the United States.

Side trip - a journey from and/or to an en route point of a fare component.

Side trip combination - the combination on a fare which could be ticketed separately from and/or to an en route point of a fare component.

Single ticket - a document that permits travel from origin to destination. It may include interline/code-share and intra-line segments. It may also include end-to-end combinations (i.e. standalone fares that can be bought separately but combined together to form one price).

South America - Argentina; Bolivia; Brazil; Chile; Colombia; Ecuador; Panama; Paraguay; Peru; Uruguay; Venezuela. For Travel wholly within the South American area, the following countries shall also be considered as part of "South America": French Guiana; Guyana; Suriname.

South Asian Subcontinent - Afghanistan; Bangladesh; Bhutan; India; Maldives; Nepal; Pakistan; Sri Lanka. South East Asia - Brunei Darussalam, Cambodia; China; Guam; Hong Kong; Indonesia; Laos, People's Democratic Republic of; Malaysia; Marshall Islands; Micronesia; Mongolia; Myanmar; N. Mariana Islands; Palau; Philippines; Taiwan, Province of; Russian Federation (East of The Ural Mountains); Singapore; Thailand; and Vietnam.

South west Pacific area - American Samoa; Australia; Cook Islands; Fiji; French Polynesia; Kiribati; Nauru; New Caledonia; New Zealand; Niue; Papua New Guinea; Samoa; Solomon Islands; Tonga; Tuvalu; Vanuatu; Wallis and Futuna Islands.

SDR - means special drawing rights as defined by the international monetary fund. Conversion of the SDR sum into a national currency shall, in the case of judicial proceedings, be made at the exchange rate between the currency and SDR prevailing on the date of the final court hearing of such proceedings and, in any other case, at the exchange rate between the currency and SDR prevailing on the date on which the amount of the damages is finally fixed or on which the value of baggage is declared.

Summary page at the end of an online purchase a page on a carrier's web site which summarizes the details of a ticket purchase

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transaction just after the passenger has agreed to purchase the ticket from the carrier and has provided a form of payment.

Special fare - any fare other than a normal fare.

Stopover - means such deliberate interruption of a travel by a passenger, at a point between the place of departure and the destination, as is agreed to in advance by the carrier. Through fare - fare applicable for travel between two consecutive fare construction points via an intermediate points(s).

Ticket - means the electronic ticket, in each case issued and have been entered in NH's database by a carrier or its authorized agent for carriage of a passenger and/or baggage, setting forth a portion of the conditions of a contract of carriage and notices relating thereto and containing electronic coupon and itinerary/receipt pursuant to this contract of carriage.

Ticketed point - points shown in the "good for passage" section of the passenger ticket.

Transfer - a change from the service of one carrier to another service of the same carrier (online) or to the service of another carrier (interline).

Transit point - means any stop at an intermediate point on the route to be travelled (whether or not a change of planes is made) which does not fall within the definition of a stopover.

Transpacific sector - means the portion of travel covered by a single flight coupon from the point of departure in area 1 to the point of arrival in area 3 and vice versa.

Trust territory or trust territory of the Pacific Islands - means the area comprising the Caroline Islands, Mariana Islands and Marshall Islands.

Ultimate ticketed destination IN situations where a passenger's origin is a point except Canada and the United States and the itinerary includes at least one stop in Canada or the United States, as well as at least one stop outside of Canada and the United States. If the stop in Canada or the United States is the farthest checked point and the stop is more than 24 hours, the agency would consider the ultimate ticketed destination to be Canada or the United States.

Unchecked baggage - means any baggage other than checked baggage.

United Kingdom - area comprising Great Britain and Northern Ireland, including the channel islands and the isle of man.

United states of America or the United States or the U.S.A. - the 50 states and the District of Columbia, Puerto Rico and U.S. Virgin Islands.

U.S. Territories - the overseas territories of the U.S.A. including but not limited to: American Samoa; Baker Island; Guam; Howland Island; Jarvis Island; Johnson Atoll; Kingman Reef; Midway Island;

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Northern Mariana Island; Saipan; Swains Island; Palmyra Island; Wake Island.

waitlist segment - an unconfirmed segment for specific flight(s) for which seating was not available at the time reservations were requested.

Western Africa - Angola; Benin; Burkina Faso; Cameroon; Cape Verde; Central African Republic; Chad; Congo; Cote Ivoire; Equatorial Guinea; Gabon; Gambia; Ghana; Guinea; Guinea-Bissau; Liberia; Mali; Mauritania; Niger, Nigeria; Sao Tome and Principe; Senegal; Sierra Leone; Togo; and Zaire.

Western Hemisphere - the area comprising area 1.

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## Rule 2 Standard Format of Electronic Rules

### Rule Title/Application (Category 50)

This category contains the rule title and defines the application of the rule. It will be used to indicate the geographical application of the rule, type of service (first, coach, etc.), type of transportation (one way or round trip), type of journey (single open jaw, round trip, etc.) and applicability for use with joint fares, tour fares and group fares. Provisions for capacity limitations, general rules which are not applicable and miscellaneous information which is not category specific will also appear here. This category will appear with every rule with at least the rule title.

Eligibility (Category 1)  
Intentionally left blank

Day/Time (Category 2)  
Intentionally left blank

Seasonality (Category 3)  
Intentionally left blank

Flight Application (Category 4)  
Intentionally left blank

Advance Reservations/Ticketing (Category 5)  
(Not applicable to normal unrestricted fares) this paragraph includes, where required, provisions for advance reservations, purchase of special fare tickets prior to commencement of travel and any special method of ticket issuance, requirement for advance payment and/or ticketing, or receipt of documents needed prior to ticketing.

### Minimum Stay (Category 6)

- (1) Stated in days:  
As used herein, the minimum stay period means the number of days, counting from the day after commencement of travel from the point of origin to the earliest day return travel for the transpacific sector may commence.
- (2) Stated in months:  
As used herein, the minimum stay period means the number of months, counting from the day of commencement of travel from the point of origin to the earliest day return travel for the transpacific sector may commence.
- (3) When daily scheduled service is not provided between the points concerned, the passenger may travel on the date immediately preceding the minimum stay period.

### Maximum Stay (Category 7)

- (1) Stated in months:  
As used herein, the maximum stay period means the number of months, counting from the day of commencement of travel from the point of origin, to the last day travel may commence from the last stopover point.

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(2) when daily scheduled service is not provided between the points concerned, the passenger may travel on the date immediately following the maximum stay period.

Stopovers (Category 8)

- (1) Unless otherwise stated in the fare rule, stopovers are permitted.
- (2) Where a transit point is used as the origin/destination of a side trip, it shall be deemed a stopover point.

Transfers (Category 9)

Intentionally left blank

Permitted Combinations (Category 10)

This paragraph includes, where applicable, provisions governing the combination with published arbitraries and/or other fares. This paragraph may also include additional provisions for the combination of 50 percent of a published round trip fare with another fare to construct RT/CT/OJ transportation.

Note: Unless otherwise specified, only OW/RT normal fares may be used to construct round-the-world fares.

Blackout Dates (Category 11)

Intentionally left blank

Surcharges (Category 12)

Intentionally left blank

Accompanied Travel (Category 13)

Intentionally left blank

Travel Restrictions (Category 14)

Intentionally left blank

Sales Restrictions (Category 15)

Intentionally left blank

Penalties (Category 16)

- (1) Rerouting means any change of route, carrier, type of aircraft, class of service or validity which would require a ticket reissuance due to a change of fare or a change of ticketed points with or without a change of fare.
- (2) Rebooking means any change of carrier, type of aircraft, class of service, flight, date, or validity for which the ticket reissuance is not required.
- (3) Unless otherwise stated in the fare rule, rerouting/rebooking provisions apply only within ticket deadline.
- (4) If there are limitations on the number of transfers, each stopover utilizes one of the transfers permitted.

Higher Intermediate Point (Category 17)

Intentionally left blank

Ticket Endorsements (Category 18)

Intentionally left blank

Children's Discounts (Category 19)



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Except as otherwise indicated, rule 200 (children's and infants' fares) is applicable to fares governed by this rule.

Tour Conductor Discounts (Category 20)  
intentionally left blank

Agent Discounts (Category 21)  
intentionally left blank

All Other Discounts (Category 22)  
Intentionally left blank

Miscellaneous Provisions (Category 23)  
Intentionally left blank

(Category 24)  
Currently not available

(Category 25)  
Currently not available

Groups (Category 26)

(1) Group size

A minimum group size refers to the minimum number of passengers required to form a group, which will permit the use of a particular fare. Unless otherwise specified in the fare rule, in order to determine the minimum group size, two children each paying at least 50 percent of the applicable group fare will be counted as one member of the group.

(2) Group travel requirements

(Applicable to group inclusive tour fares) unless otherwise specified in the governing fare rule, all members of the travel group must travel together as a single group on the same flight(s) for the entire itinerary. Should lack of seating accommodation or other operating conditions prevent the group from traveling together, the carrier may transport some members of the group on the next preceding or succeeding flight on which space is available.

(3) Documentation

(a) written application shall be in the form required by the issuing carrier, setting forth the names and total number of passengers, the inclusive tour code number, and shall be signed by either the applicant, tour operator or a single passenger sales agent (also referred to as the "travel organizer"). Such application shall be submitted to the "issuing carrier" (the carrier whose tickets are to be issued) prior to the commencement of outbound travel.

(b) There must be vouchers specifying sleeping accommodations and vouchers specifying sightseeing tours and other features of the tour. Such documentation, including those for ground transportation, must be available for inspection

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during check-in prior to commencement of the outward transpacific portion of travel.

#### Tours (Category 27)

##### (1) Tour features

Unless otherwise indicated in a particular rule, the fares shall apply only as a part of an inclusive tour. In addition to air transportation, the inclusive tour must include in the published price and appropriate tour literature, features or options as specified below which must be paid for prior to commencement of the tour.

(a) Sleeping accommodations for the total duration of the round, circle, single or open jaw trip, in hotels, motels (including commercially operated mobile/immobile caravan/trailers), in commercially operated pensions or tents. Sleeping accommodations may be provided on means of public transportation, provided that such transportation and sleeping accommodations are featured in approved tour literature.

(b) A program of one or more of the following for at least half of the number of days in the total trip:

- (i) Sightseeing,
- (ii) Entertainment feature,
- (iii) Motor coach trips,
- (iv) Rail trips, or
- (v) Car rentals (not to include the purchase of cars)

(c) Modification to approved air itineraries shall be permitted only when and to the extent modification of the itinerary of the entire travel group is necessitated by circumstances beyond the control of the tour operator. Other revisions to the approved air itineraries will be considered as cancellation of previously confirmed space and the provisions outlined in rule 90 (refunds) and in the applicable fare rule shall apply.

##### (2) Minimum tour price

the term "minimum tour price" shall be understood to mean the minimum selling price of the tour per passenger. This will include:

(a) The minimum selling price of the inclusive tour, normally expressed as the applicable inclusive tour fare plus a specific dollar amount. The price of such tour features or options may not be less than the amount specified in the particular fare rule.

(b) Any increase in the minimum selling price due to extra days of stay en route.

#### Visit Another Country (Category 28)

Intentionally left blank

#### Deposits (Category 29)

Intentionally left blank

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## Rule 5 Application of Tariff

- (A) General  
Nothing in this tariff, conditions of carriage or NH's regulations shall, unless permitted by the convention and otherwise expressly provided herein, constitute a modification by NH of any provision of, or waiver by NH of any right granted to it by, the convention.
- (B) Applicability  
To the extent not in conflict with the convention and except in case of this tariff or NH's conditions of carriage applicable exclusively to its own domestic services apply, this tariff or conditions of carriage shall apply to any carriage of passengers and/or baggage and any service incidental thereto, each to be performed or provided by NH at fares, rates and charges published in connection with these conditions of carriage.
- (C) Gratuitous carriage  
With respect to gratuitous carriage, NH reserves the right to exclude the application of any provisions of this tariff or conditions of carriage.
- (D) Carriage by charter  
Carriage of passengers and or baggage to be performed pursuant to a charter agreement with NH shall be subject to NH's conditions of carriage applicable to charter flights.
- (E) Change of this tariff, conditions of carriage or NH's regulations except as will be prohibited by applicable laws, NH may change, modify or amend any provisions of this tariff, conditions of carriage or of NH's regulations; provided that such change, modification or amendment shall be notified by posting on its website or in any other appropriate manner for a reasonable period of time.
- (F) Applicable conditions  
Any carriage of passengers and/or baggage shall be subject to this tariff, conditions of carriage and NH's regulations in effect as of the date of commencement of the carriage covered by the first flight coupon of the ticket.
- (G) Applicable fares  
Applicable fares shall be the fares which shall be published by NH or its authorized agent or, if not so published, constructed in accordance with NH's regulations and which shall, unless otherwise provided in applicable laws, be in effect as of the date of issue and applicable on the date of commencement of the carriage covered by the first flight coupon of a ticket. If the amount collected is not equivalent to the applicable fare, the difference shall be paid by the passenger or, as the case may be, refunded by NH.
- (H) Air Passenger Protection Regulations  
The obligations of the carrier under the Air Passenger

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Protection Regulations (SOR/2019-150)(APPR) made under the *Canada Transportation Act* form part of the tariff and supersede any incompatible or inconsistent term and condition of carriage set out in the tariff to the extent of such inconsistency or incompatibility, but do not relieve the carrier from applying terms and conditions of carriage that are more favorable to the passenger than the obligations set out in the APPR. The details are set out in Rule 600 which has been adopted pursuant to the APPR. For the purposes of services provided only in connection with scheduling flights to, from and within Canada, including connecting flights by NH, the rules set out in the APPR are fully incorporated herein and shall supersede and prevail over any provisions of this tariff which may be inconsistent with the APPR. For certainty, all other Rules in this tariff are subject to the provisions of Rule 600, including Rule 85 (Schedules, Delays and Cancellations of Flights), Rule 87 (Denied Boarding Compensation) and Rule 90 (Refunds).

## Rule 21 Transport of Passengers with Disability

- (A) Definitions - passengers shall be considered disabled when their physical, medical or mental condition requires individual attention on enplaning, deplaning, during flight, in an emergency evacuation or during ground handling which is normal not extended to other passengers.
- (1) Ambulatory - a person who is able to move about within the aircraft unassisted.
  - (2) Non-ambulatory - a person who is not able to move within the aircraft unassisted.
  - (3) Self-reliant - a person who is independent, self-sufficient and capable of taking care of all physical needs during flight, and who requires no special or unusual on board attention beyond that afforded to the general public. Except that assistance in boarding and deplaning may be required.
  - (4) Non-self-reliant - a person who is not self-reliant as define above.
  - (5) Assistant (personal attendant) - an able-bodied person physically capable of assisting a disabled passenger to an exit in the event of an emergency and who will attend to the personal needs of that passenger during flight, where such is required.
  - (6) athlete using a wheelchair - a non-ambulatory person with upper body and arm development such as to make him/her physically capable of exiting an aircraft in an emergency with minimal assistance and who is a member of a bona-fide sports organization.
- (B) Acceptance of persons with disabilities
- (1) The carrier will accept the disabled person's determination as to self-reliance.
  - (2) Carrier will refuse to transport or will remove at any point, any passenger whose mental or physical condition is such as to render him/her incapable of caring for himself/herself without assistance, unless:
    - (a) He/she is accompanied by an assistant who will be responsible for caring for him/her en route, or
    - (b) He/she will not require unreasonable attention or assistance (such as providing medical services, assisting inside the lavatory, or in actual feeding) from employees of the carrier.
  - (3) Persons with disabilities will be accepted for transportation as outlined in the following examples:

Disability	Assistant required
Blind	No
Deaf	No

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Blind and Deaf Yes (\*)  
 Person with a Mental Disability/Cognitive Disability/Self-Reliant No  
 Person with A Mental/Cognitive Disability/Non-Self-Reliant Yes (\*\*)  
 Ambulatory/Self-Reliant No  
 Ambulatory/Non-Self-Reliant Yes (\*\*)  
 Non-Ambulatory/Non-Self-Reliant Yes (\*\*)  
 Non-Ambulatory/Self-Reliant No

(\*) Assistant not required only if certain conditions (including at least 48 hours in advance notice to the carrier) are met for flight to/from the US.

(\*\*) Assistant not required if paragraph (2)(b) in this section is met as well as the person is capable of comprehending or responding appropriately to safety instructions for flight to/from the US.

Note: The maximum no. per flight:  
 No limit for flight to/from the US  
 see chart below for wheelchair limitation for non-US flight

NON-ambulatory/self-reliant ("WCHC")  
 ANA-wheelchair limitations for non-US flight

Acft Type	WCHC	Additional WCHC w/Assist	Total maximum of WCHC
A380-800	MainDeck 4 UpperDeck 3	MainDeck 16 UpperDeck 12	MainDeck 16 UpperDeck 12
B787-10	4	16	16
B787-9	4	16	16
B777	4	16	16
B787-8	3	16	16
B767	2	8	8
B737-700	1	8	8
A320	2	8	8

Note: The number of persons with a disability and the number of assistance required is subject to change without notice and may be altered by carrier in the case of athletes with a disability attending their sporting events.

- (4) Medical certification  
 The carrier reserves the right to require a medical certification if a passenger's medical condition is such that there is reasonable doubt that the individual can complete the flight safely, without requiring extraordinary medical assistance (including using medical oxygen, portable oxygen concentrator, incubator or other medical equipments specified by the carrier) or he/she has communicable disease or condition that could pose a direct threat to the health or safety of others.
- (5) Medical clearance

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The carrier reserves the right to require a medical clearance from the company medical authorities only if there is a legitimate medical reason for believing that there has been a significant adverse change in the passenger's condition since the issuance of the medical certificate or that the certificate significantly understates the passenger's risk to the health of other persons on the flight (including, in cases of pregnant passengers, unborn children).

- (6) Assistance dog (seeing-eye dog, hearing-ear dog and mobility-assistance dog) and other service dogs Carrier will accept for transportation, without charge, an assistance dog (seeing-eye dog, hearing-ear dog and mobility-assistance dog) and other service dogs required to assist a person with a disability. At airport and in cabin, wearing leash or harness is highly recommended. NH will only accept assistance dogs and other service dogs provided that it is certified in writing, as having been trained in a professional assistance or service animal institution.

## Rule 25 Refusal to Transport-Limitation of Carriage

- (A) Right to refuse carriage, etc  
NH may refuse to carriage of, or remove, any passenger, and in such case his/her baggage will be handled in the same way, if NH determines at its reasonable discretion that:
- (1) Such action is necessary for reason of flight safety;
  - (2) Such action is necessary in order for NH to comply with applicable laws of any state or country to be flown from, into or over or other states or countries concerned;
  - (3)
    - (a) The passenger falls under sub-paragraph (1)(b) of paragraph (b) of rule 45;
    - (b) The passenger may unlawfully seek to enter a country through which he/she, is in transit by means of destroying his/her documentation required for exit, entry or other purposes or other ways, or
    - (c) The passenger refuses to accept NH's request by reason of protecting an unlawful entry to a country that he/she surrenders his/her documentation required for exit, entry or other purposes to be held by a crew member in exchange of NH's receipt thereof;
  - (4) The passenger falls under sub-paragraph (3) or (4) of paragraph (b) of rule 115;
  - (5) The passenger or his/her conduct, age or mental or physical condition;
    - (a) Require special assistance of NH;
    - (b) May cause discomfort to or make himself/herself objectionable to other passengers;
    - (c) May cause harm to the safety or health of himself/herself or other persons;
    - (d) May cause harm to an aircraft or any property;
    - (e) Obstructs any Carriers' staff, agent and crew member in performing his/her duties or fails to comply with any instruction of any Carriers' staff, agent and crew member,
    - (f) Uses portable telephones, portable radios, electronic games or other electronic devices in aircraft cabin without NH's permission.
    - (g) Smokes in aircraft cabin, including the use of all smoking devices;
  - (6) The ticket presented by the passenger is:
    - (a) Acquired unlawfully or purchased from an entity other than the issuing carrier or its authorized agent,
    - (b) Reported to have been lost stolen,
    - (c) A counterfeit ticket, or
    - (d) Altered by a person other than a carrier or



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- its authorized agent, with respect to any flight coupon thereof, in any of which cases NH reserves the right to retain the ticket;
- (7) The person presenting a ticket cannot prove that he/she is the person named in the "passenger name" box of the ticket, in which case NH reserves the right to retain such ticket; or
- (8) The passenger fails to pay any applicable fares, charges or taxes or may fail to perform a credit arrangement agreed upon between NH and the passenger (or the person paying for the ticket). in the case of sub-paragraph (5) (c),(d) or (e) of this paragraph, NH may take such other measures as NH deems necessary to prevent the passenger from continuing such conduct, failure, obstruction or act which measures shall, include, but not limited to, restraint of the passenger.
- (B) Conditional acceptance for carriage  
If a passenger whose status, age or mental or physical condition may cause any hazard or risk to himself/herself is carried, NH shall not be liable for death of, or any injury, illness, wounding or disability suffered by, the passenger or any aggravation or consequences thereof due to such status, age or mental, or physical condition.
- (C) Limitation of carriage  
(1) Acceptance of carriage of unaccompanied children or infants, disabled persons, pregnant women or persons with illness shall be subject to NH's regulations and may require a prior arrangement with NH.  
(2) If the total weight of the passengers boarding, and/or baggage loaded in, an aircraft may exceed the maximum allowance weight with respect to the aircraft. NH may, in accordance with NH's regulations, decide which passengers and/or baggage will be carried.
- (D) Unaccompanied minors  
(1) General  
(a) For the purpose of this rule, "guardian" is any adult/parent having responsibility over the welfare of a minor.  
(b) The carrier offers a supervision service called the unaccompanied minor service (um service) for all minors who have achieved the minimum age. This service is either mandatory or optional, depending upon the age of the minor.  
(2) Age restrictions  
(a) Minors under 5 years of age are not eligible to use the um service, and must always be accompanied by a person aged 16 or older when travelling. The accompanying passenger must occupy a seat in the same cabin as the minor.  
(b) Minors aged 5 and 11 years of age may only travel unaccompanied if they are using the um service.

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- (3) Travel restrictions  
The UM service is available on non-stop flights and direct flights (a direct flight makes a stop but there is no change of aircraft).
- (4) Fares and charges  
Unaccompanied minors travelling on the um service provided by the carrier will be subject to the applicable adult fare.
- (5) Conditions of application for unaccompanied travel
  - (a) Arrangements and registration for the um service must be made prior to departure.
  - (b) The minor must be brought to the airport of departure by a guardian who remains with the minor until the carrier starts providing supervision. The guardian will complete all the required documents which include providing the carrier with satisfactory evidence that the minor will be met by another parent, guardian or other responsible adult. The guardian who will be meeting the unaccompanied minor at the airport of arrival must have a photo identification which will allow the carrier personnel to identify this person as the appropriate person designated to meet the minor.
  - (c) The guardian will be required to remain at the airport of departure until the aircraft has departed.
  - (d) In case of emergency, the guardian must provide the carrier with the name and phone number of a person who can be contacted during the time the minor is in the carrier's care.
  - (e) Unaccompanied minors aged 5 through 11 years old will not be accepted if the flight on which the minor holds a reservation is expected to terminate short of, or bypass the minor's destination.
  - (f) Once the minor is under the carrier's care, the minor will be provided supervision by the carrier until he/she is met at destination by a guardian who can confirm to carrier personnel by means of a photo identification that they are the person(s) designated to meet the minor.
  - (g) Confirmed reservations must be booked for unaccompanied minors. Standby travel is not permitted.
  - (h) A minor with a medical condition or a minor with a disability may not be accepted for travel unaccompanied. Medical clearance may be required for any um service to be offered to a minor with a medical condition or a disability.
- (6) Carrier's limited responsibility  
with the exception of the service specifically provided to an unaccompanied minor in this rule, the carrier will not assume any financial or

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guardianship responsibilities for the  
unaccompanied minor beyond those applicable to an  
adult passenger.

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### Rule 30 Ground Transportation Services (for Canada only)

Unless otherwise provided in NH's regulations, NH will not arrange for, operate or provide ground transportation service within airport areas, between airports or between an airport and downtown areas, Except ground transportation service which is directly operated by NH. Any such service will be provided by an independent operator who is not and shall not be deemed an agent or servant of NH. Even in case a representative, officer, employee or agent of NH assists a passenger in making arrangements for such ground transportation service. NH shall not be liable for the acts or omissions of such independent operator. In the event that NH operates for a passenger such ground transportation service, NH's regulations including, but not limited to, those stated or referred to in those regulations concerning tickets, value of baggage or otherwise shall be deemed applicable to such ground transportation service. No portion of fares shall be refundable even in case ground transportation service is not used.

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### Rule 35 Passenger Expenses En Route (for Canada only)

- (A) Hotel accommodation
- (1) Hotel charges shall not be included in air fares.
  - (2) In the case overnight accommodation is required in order to make a connection to another flight, ANA may cover hotel charges but at its sole discretion.
  - (3) Upon a passenger's request, NH may arrange for hotel reservation on his/her behalf but will not assure the reservation. any and all expenses incurred by NH or its agent in arranging or attempting to arrange for such reservation shall be borne by the passenger.
- (B) Arrangements made by NH
- In making arrangements for hotel or other services incidental to carriage for a passenger, whether or not NH bears the cost of such hotel or other services and/or of arrangements therefor, NH shall not be liable for any loss, damage or costs or expenses incurred by the passenger as a result of or in connection with such hotel or other services and/or arrangement therefor.

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## Rule 40 Taxes and Charges

Any tax or other charge imposed by government or other public authority or by an operator of an airport in respect to a passenger or his/her use of any services or facilities shall be in addition to the published fares and charges and be payable by the passenger.

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Rule 45 Administrative Formalities - Passports, Visas and  
Tourist Cards (for Canada only)

- (A) Compliance with applicable laws  
A passenger shall comply with and observe all applicable laws of countries concerned such countries to be flown from, into or over, NH's regulations and instructions to be given by NH. NH shall be liable neither for any aid, assistance, guidance or otherwise given by a representative, officer, employee or agent of NH to the passenger, whether given orally, in writing or otherwise, in connection with his/her obtaining exit, entry and other necessary documents or complying with or observing such applicable laws nor for the passenger's failure to obtain such documents or to comply with or observe such applicable laws as a result of such aid, assistance, guidance or otherwise.
- (B) Passports and visas
- (1) (a) A passenger shall present to NH all exit, entry or other necessary documents required by applicable laws of country concerned such as countries to be flown from, into or over, and shall permit NH, if NH at its reasonable discretion deems necessary, to make and retain copies thereof; provided that, even if a passenger presents exit, entry or other necessary documents to NH and NH carry the passenger, NH shall not be deemed to guarantee that such documents comply with applicable laws.
- (b) NH reserves the right to refuse carriage of any passenger who does not comply in any respect with any of such applicable laws or whose exit, entry or other necessary documents are not complete in any respect.
- (2) NH shall not be responsible for any loss or damage incurred by a passenger, and the passenger shall indemnify NH for any loss or damage incurred by NH, in connection with the passenger's failure to comply with this rule.
- (3) A passenger shall pay the applicable fares, charges and expenses whenever NH is required by any applicable laws to return the passenger to his/her place of departure or elsewhere because the passenger is not permitted to enter a country of transit or destination. NH may apply to the payment of such fares, charges and expenses any fares and/or charges paid by the passenger to NH for unused portion of the ticket or any funds of the passenger in the possession of NH. NH will not refund the fare collected for carriage to the point of such refusal of entry or deportation.

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- (C) Customs inspection  
Whenever required, a passenger baggage shall, whether checked or unchecked, be subject to any inspection to be conducted by customs or other government officials. NH shall not be responsible in any respect to a passenger for his/her failure to comply with this paragraph. A passenger shall indemnify NH for any loss or damage incurred by NH in connection with the passenger's failure to comply with this paragraph.
- (D) Government regulation  
NH shall not be responsible to a passenger in any respect for its refusal of carriage of the passenger if NH at its reasonable discretion determines, or any applicable laws require, such refusal.
- (E) Security inspection  
A passenger shall submit to any security check required by government or airport officials or by NH.



## Rule 55 Liability of Carriers

For the purpose of international carriage governed by the Montreal convention, the liability rules set out in the Montreal convention are fully incorporated herein and shall supersede and prevail over any provisions of this tariff which may be inconsistent with those rules.

- (A) Successive carriers
- (1) Carriage to be performed under a ticket or under a ticket and any conjunction ticket by two or more successive carriers shall be regarded as a single operation.
  - (2) Even if NH is a carrier issuing a ticket or is designated as a carrier for the first sector in a ticket or in any conjunction ticket involving carriage by successive carriers, NH shall not be responsible for any portion operated by other carriers, unless otherwise provided in this tariff or conditions of carriage.
  - (3) Each carrier's liability to compensate for damage arising in connection with a passenger's travel shall be governed by such carrier's tariff or conditions of carriage.
- (B) Applicable laws
- (1) Carriage performed by NH shall be subject to the rules and limitations relating to liability established by the convention as applicable to the carriage unless such carriage is international carriage to which the convention does not apply.
  - (2) To the extent not in conflict with the provisions of the preceding sub-paragraph (1), any carriage and other services to be performed or provided by NH shall be subject to:
    - (a) Applicable laws, and
    - (b) This tariff, conditions of carriage and ANA's regulations, which may be inspected at any of ANA's business offices and its offices in any airport from which it operates regular services.
  - (3) The full name of a carrier and its abbreviation shall be as set forth in the carrier's regulations and such name may be expressed in an abbreviated form on a ticket. For the purpose of application of the convention, a carrier's address shall be the airport of departure indicated in the line of the ticket on which the abbreviation of the carrier's name first appears and the agreed stopping places (which may be altered by the carrier in case of necessity) shall be those places as defined in rule 1.
- (C) Limitation of liability
- Except as otherwise provided by the convention or applicable laws, ANA's liability for death of, or wounding or other bodily injury to, a passenger, delay in arrival of a passenger and/or his/her baggage, or

any loss of or damage to any baggage of a passenger (hereinafter collectively referred to as "damage") arising out of or in connection with carriage or other services incidental thereto performed or provided by NH shall be as described hereinafter. If there has been contributory negligence on the part of the passenger, ANA's liability shall be subject to the applicable law relating to contributory negligence.

- (1) NH shall not be liable for any damage in respect of unchecked baggage not attributable to negligence of ANA. Assistance rendered to a passenger by a representative, officer, employee or agent of NH in loading, unloading or transshipping unchecked baggage shall be considered as gratuitous service to the passenger.
- (2) NH shall not be liable for any damage directly or indirectly arising out of its compliance with any applicable laws, failure of a passenger to comply with the same or any cause beyond ANA's control.
- (3) where the convention other than the Montreal convention applies'
  - (a) NH agrees in accordance with article 22 (1) of the convention that, as to all international carriage performed by NH and as defined in the convention:
    - (i) NH shall not apply the applicable limit of liability based on article 22 (1) of the convention in defense of any claim arising out of death of or, wounding or other bodily injury to, a passenger within the meaning of article 17 of the convention. Except as provided in (ii) below, NH will not waive any defense to such claim which is available under article 20 (1) of the convention or any other applicable laws.
    - (ii) Effective on/before 27Dec19 ANA will not, with respect to any claim arising out of death of, or wounding or other bodily injury to, a passenger within the meaning of article 17 of the convention, avail itself of any defense under article 20 (1) of the convention up to the sum of 113,100 SDR exclusive of the costs of the claim including attorney's fee which the court finds reasonable.
    - (iii) Effective on/after 28Dec19 ANA will not, with respect to any claim arising out of death of, or wounding or other bodily injury to, a passenger within the meaning of article 17 of the convention, avail itself of any defense under article 20 (1) of the convention up to the sum of 128,821 SDR exclusive of the costs of the claim including attorney's fee which the court finds reasonable.

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- (b) Nothing herein shall be deemed to affect the right of NH with regard to any claim brought by, on behalf of, or in respect of any person who has willfully caused damage which resulted in death of, or wounding or other bodily injury to, a passenger.
- (4) (a) Effective on/before 27Dec19  
In the case of carriage subject to the Montreal convention, ANA's liability for baggage shall be limited to 1,131 SDR for each passenger.
- (b) Effective on/after 28Dec19  
In the case of carriage subject to the Montreal convention, ANA's liability for baggage shall be limited to 1,288 SDR for each passenger.
- (c) Except as provided in the provisions of (a) above, ANA's liability shall be limited to 17 SDR (250 French gold francs) per kilogram in the case of checked baggage and 332 SDR (5,000 French gold francs) for each passenger in the case of unchecked baggage.
- (d) The limitation referred in (a) and (b) above does not apply if the passenger shall have declared a higher value in advance and paid additional charges pursuant to paragraph (h) of rule 115. In that event, ANA's liability shall be limited to such higher declared value. In no case shall ANA's liability exceed the actual amount of damage suffered by the passenger. All claims shall be subject to proof by the passenger of the amount of damage.
- (5) In the case of carriage of checked baggage from or to a point or points in the United States of America, Canada or any other country provided in ANA's regulations, ANA's liability shall also be subject to the preceding sub-paragraph (4). In the case of such carriage, the weight of each item of checked baggage shall be deemed not to exceed 32 kilograms (70 pounds) and, in case the sub-paragraph (4)(b) applies, ANA's liability shall, accordingly, be limited to 544 SDR (8,000 French gold francs), except in case NH accepts carriage of checked baggage with respect to which NH enters into an agreement in advance concerning an item weighing above 32 kilograms (70 pounds) in accordance with sub-paragraph (6) of paragraph (c) of rule 115.
- (6) In case the subparagraph (4)(b) applies, in the event of delivery to a passenger of a part but not all of his/her checked baggage or in the event of damage with respect to a part but not all of such baggage, ANA's liability with respect to the undelivered or the damage portion shall be reduced proportionately on the basis of the weight of the baggage, notwithstanding the value of any part of the baggage or the contents thereof.

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- (7) NH shall not be liable for any damage with respect to a passenger's baggage caused by the contents thereof. A passenger whose property causes damage to another passenger's baggage or the property of NH shall indemnify NH for all loss and expenses incurred by NH as a result thereof.
- (8) NH shall not be liable for any damage to items, which are included in a passenger's checked baggage, if and to the extent that the damage resulted from the inherent defect, quality or vice of the item, irrespective of ANA's knowledge thereof.
- (9) NH may refuse to accept any article which shall not constitute baggage under this tariff; provided that, if the article is delivered to and received by ANA, it shall be subject to the baggage valuation and limitation of liability set forth in this tariff and shall be subject to the rates and charges published by ANA.
- (10) NH will issue a ticket or accepts checked baggage for carriage performed by any other carrier only as an agent of such carrier. NH shall not be liable for any damage which shall have occurred outside a sector the carriage for which shall have been performed by ANA. NH shall neither be liable for any damage which shall have occurred to checked baggage outside a sector the carriage for which shall have been performed by ANA, except where the passenger shall be entitled by the convention to claim such damage against NH in case NH is the first or the last carrier under the relevant contract of carriage.
- (11) NH shall not be liable in any event for any consequential or special damage or punitive damages arising from carriage complying with this tariff and ANA's regulations, whether or not ANA had knowledge that such damage might arise.
- (12) Unless otherwise provided in this tariff, ANA reserve any and all right of defense available under the convention. NH also reserves a right to make a subrogation claim against a third party which shall have contributed to damage, with respect to a portion or all of any payment made by NH in connection with the damage.
- (13) Any exclusion or limitation of liability of ANA under this tariff and ANA's regulations shall also apply to any of ANA's representatives, officers, employees or agents performing their respective duties and to any person or entity whose aircraft is used by NH for carriage and any of its representatives, officers, employees or agents performing their respective duties. The aggregate amount of the damages payable by NH or its representatives, officers, employees or agents shall not exceed the amount of ANA's limitation of liability under this tariff.

(D) Time limitations on claims and actions

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- (1) No claim for damage may be made in the case of damage to baggage, unless the person entitled to delivery complains to an office of NH forthwith after the discovery thereof and no later than 7 days after the date of receipt (excluding the date of receipt); and, in the case of delay or loss, unless the complaint is made no later than 21 days after the date (excluding such date) on which the baggage has been (in the case of delay) or should have been (in the case of loss) placed at his/her disposal. every complaint must be in writing and dispatched within the time aforesaid. In case carriage is not "international carriage" as defined in the convention, failure to give such notice of complaint shall not prevent a claimant's filing a suite if the claimant proves that:
    - (a) It was not reasonably possible for him/her to give such notice, or
    - (b) Such notice was not given due to fraud on the part of NH; or
    - (c) NH had knowledge of damage to passenger's baggage.
  - (2) Any right to damages against NH shall be extinguished unless an action is brought within 2 years reckoned from the date of arrival at the destination, from the date on which the aircraft ought to have arrived, or from the date on which the carriage stopped.
- (E) Class action waiver  
To the extent not in conflict with Applicable Laws, any lawsuit brought by a Passenger against ANA will be brought only in the Passenger's individual capacity, and may not be brought in or asserted as part of a class action proceeding.
- (F) Overriding law  
Any provision contained or referred to in a ticket or in this tariff or ANA's regulations shall, even if it is in violation of applicable laws and is invalid, remain valid to the extent not in conflict with the applicable laws. The invalidity of any provision shall not affect any other provision.
- (G) Modification and waiver  
No representative, officers, employee or agent of ANA shall have authority to alter, modify or waive any provisions of the contract of carriage or of this tariff.

## Rule 60 Reservations (for Canada only)

### (A) General

- (1) A reservation shall be confirmed when recorded in NH's reservation system as accepted.
- (2) NH prohibits acts of reservations not intended for actual boarding.
- (3) Name changes are not permitted once the reservation has been confirmed in NH's reservation system.
- (4) Under NH's regulations, conditions applicable to certain fares may limit or prohibit change or cancellations of reservations.
- (5) A passenger who holds an unused open-date ticket or portion thereof, miscellaneous charges order, or who wishes to change his/her reservation to another shall, not be entitled to any preferential right with respect to making a reservation.

### (B) Ticketing time limits

If a ticket is not issued for a passenger prior to the ticketing time limit specified by NH, NH may cancel his/her reservation.

### (C) Seat assignment

NH may permit a passenger to reserve a specified seat of a flight in advance; provided that NH may, without a prior notice, change such seat due to a ship change or other reason.

### (D) Service charge when seat not used

A service charge shall, upon NH's request and in accordance with NH's regulations, be paid by a passenger who fails to use a seat of which a reservation is made.

### (E) Cancellation of reservations made by ANA

- (1) NH may, at its own discretion, cancel all of or a portion of passenger's reservation if two or more seats are reserved for the for the same passenger and if:
  - (a) Same sectors on the same date are reserved;
  - (b) Same sectors on the date of which the day of travel are in proximity to each other are reserved.
  - (c) Different sectors on the same date are reserved; or
  - (d) It is reasonably considered that passenger cannot use all of reserved seats.
- (2) If a passenger fails to use a seat reserved on a flight without giving a prior notice thereof to ANA, NH may cancel, or request any other carrier to cancel, his/her onward reservations thereafter. if a passenger fails to use a seat reserved on a flight of other carriers without giving a prior notice thereof to such carrier, NH may, upon the carrier's request, cancel his/her onward reservations thereafter.

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- (3) Effective from January 1, 2011.  
NH may cancel all of or a portion of passenger's reservation which does not include necessary personal data by the time limit specified by ANA, in accordance with applicable laws of any countries concerned such as countries to be flown from, into or over.
- (F) Reconfirmation of reservations of other carriers  
In the event that reconfirmation of reservations is required in accordance with regulations of any carrier other than NH, NH may cancel the onward NH flight reservations thereafter for a passenger when he/she fails to reconfirm a reservation of the carrier within the time specified by the carrier.
- (G) Communication charges  
A passenger shall, unless NH agrees otherwise, bear any communication expense for telephone, fax or other communication facility (such as internet) used in connection with making or cancelling a reservation.
- (H) Personal data  
A passenger agrees that his/her personal data will be furnished to NH by the passenger or his/her agent, will be retained by NH or, if NH deems necessary, will be transmitted by NH to any of its own offices, other carriers, the providers of travel services, government authorities or other entity or agency, for the purpose of making a reservation for carriage, obtaining ancillary services, facilitating immigration and entry requirements or making available such data to government authorities or for any other purpose which NH deems necessary in order to facilitate any convenience of the travel for the passenger.

## Rule 65 Tickets

### (A) General

- (1) NH will not issue or exchange/reissue a ticket unless the passenger pays the applicable fare or charges, or complies with credit arrangements approved by NH.
- (2) NH will collect ticket service charges and exchange/reissue service charges at the time of ticket issue or each time of ticket exchange/reissue as a result of a rerouting upon a passenger's request pursuant to NH's regulations. the service charges are non-refundable for voluntary refunds. For involuntary refunds, NH will refund the service charges in accordance with NH'S regulations.  
After May 1, 2025, unless otherwise provided in any Applicable Laws, the service charges are nonrefundable.
- (3) A passenger must present a valid ticket duly issued in accordance with NH's regulations and containing the flight coupon for the flight which he/she is actually to board and all other unused flight coupons when he/she takes carriage and the itinerary/receipt and the passenger's identification. A passenger shall not be entitled to be carried if the ticket presented by the passenger falls within the scope of sub-paragraph (6) of paragraph (a) of rule 25.
- (4) A ticket shall not be transferable. NH shall not be liable to any person entitled to be carried or to receive a refund, for honouring or refunding a ticket presented by any person other than the person so entitled. If a ticket is in fact used by any person other than the person who is entitled to be carried, with or without such person's knowledge and consent, NH shall not be liable for death of or injury to such unauthorized person or for loss, destruction or delay in arrival of, or damage to, such unauthorized person's baggage or other personal property arising from or in connection with such unauthorized use.

### (B) Validity for carriage

- (1) When validated, a ticket shall be good for carriage from the airport at the place of departure to the airport at the destination via the route described in the ticket, at the applicable class of service and for period of time specified or referred to in the next succeeding sub-paragraph. Each flight coupon shall be good for carriage on the date and flight for which a seat is reserved for the passenger. If a flight coupon is issued on an "open date" basis, a seat will be reserved for the passenger upon his/her application therefor, subject to the conditions of



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- the applicable fare and the availability of the seat on the flight. The place and date of issue shall be shown on the valid ticket.
- (2) Unless otherwise provided in the applicable fare rules, the period of validity of a ticket shall be one year, if carriage is commenced, after the date of commencement of carriage (excluding the date of commencement of carriage) or, if no portion of the ticket is used, after the date of issue thereof (excluding the date of issue). If a ticket involves a flight coupon to which any fare having a period of validity that is less than one year applies, such period shall apply only to such flight coupon.
  - (3) The period of validity of miscellaneous charges order and electronic miscellaneous document shall be one year from the date of issue thereof. a miscellaneous charges order and electronic miscellaneous document will not be honoured for a ticket unless it is presented for a ticket within one year from the date of issue thereof.
  - (4) A ticket shall expire at midnight on the date of expiration of the period of validity of the ticket. Unless otherwise provided in NH's regulations, a travel pursuant to a flight coupon of a ticket may continue beyond the date of expiration of the ticket if such travel commences prior to midnight thereof.
  - (5) An expired ticket, miscellaneous charges order or electronic miscellaneous document will be accepted for refund in accordance with rule 90.
- (C) Extension of ticket validity
- (1) If a passenger is prevented from travelling within the period of validity of his ticket because NH:
    - (a) Cancels the flight on which the passenger holds a reservation;
    - (b) Fails to operate a flight reasonably according to the schedule;
    - (c) Omits a scheduled stop, being the passenger's place of departure, destination, or stopover;
    - (d) Causes the passenger to miss a connection;
    - (e) Substitutes a different class of service, or
    - (f) is unable to provide previously confirmed space; NH will, unless otherwise provided in NH's regulations, extend the period of validity of the ticket, without additional collection of fare, to NH's first flight on which a seat is available in the class of service for which the applicable fare is paid by the passenger.
  - (2) If a passenger holding a ticket of which the period of validity is one year is prevented from travelling within the period of validity because NH is unable to provide a seat on the flight in the class of service for which the applicable fare is paid by the passenger, NH will extend the period of validity of the ticket to NH's first

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flight on which a seat is available in the class of service for which the applicable is paid when the passenger requests reservation; provided that such extension shall not exceed 7 days after the expiration of the date of the ticket (excluding the expiration date).

- (3) (a) If a passenger, after commencing his/her travel, is prevented from travelling within the period of validity of a ticket by reason of his/her illness (but not pregnancy), NH may, unless precluded by NH's regulations applicable to the fare paid by the passenger, extend such period as follows:
- (i) With a respect to a ticket of which the period of validity is one year, NH may extend such period to the date on which the passenger becomes fit to recommence his/her travel according to a valid medical certificate; provided that in case NH is unable to provide the passenger on such date with a seat in the class of service for which the applicable fare is paid by the passenger, to NH's first flight after such date from the point where the passenger recommences his/her travel on which flight a seat is available in such class of service. If an unused flight coupon of the ticket involves one or more stopover points, NH may, subject to NH's regulations, extend the period of validity of the ticket for not more than 3 months after the date (excluding such date) on which the passenger becomes fit to recommence his/her travel.
- (ii) With respect to a ticket of which the period of validity is less than one year, NH may, unless otherwise provided in NH's regulations, extend such period to the date on which the passenger becomes fit to recommences his/her travel according to a valid medical certificate; provided that in case NH is unable to provide the passenger on such date with a seat in the class of service for which the applicable fare is paid by the passenger, to NH's first flight after such date from the point where the passenger recommences his/her travel on which flight a seat is available in such class of service (irrespective of any restrictive conditions applicable to the type of the fare paid), but in no case more than 7 days after the date (excluding such date) on which the passenger becomes fit

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- to recommence his/her travel. In the case of (i) or (ii) above, NH may extend to the same extent the period of validity of tickets of other members of the immediate family travelling with the passenger.
- (b) Nothing in the preceding (a) shall permit extension of the period of validity of a ticket of a passenger who fully recovers from illness before such period expires.
- (4) In the event of death of a passenger en route, NH may amend or modify the ticket of a person accompanying the passenger by, among other things, waiving the minimum stay requirement or extending the period of validity. In the event of death in the immediate family of a passenger after he/she commences his/her travel, NH may, also with respect to the tickets of the passenger or his/her immediate family accompanying the passenger, waive the minimum stay requirement or extend the period of validity. Any such amendment or modification shall be subject to NH's receipt of a proper death certificate and any such extension shall not exceed 45 days after the date of death of the passenger (excluding the date of death).

## Rule 70 Surcharge<sup>†△</sup>

(A) Insurance surcharge (Not applicable for travel to/from Canada)

(1) This surcharge is applicable for tickets issued  
On/before 31MAR23

A surcharge of USD5.00/JPY500 per coupon will be added to the applicable fare for travel for international sectors. If the fare component is on one or more of the following - Any NH/EL flight then a surcharge of USD5.00/JPY500 per coupon will be added to the applicable fare for travel. This surcharge applies to all passengers regardless of class of travel and type of fare used each time travel involves enplanement on any NH/EL international portion of travel. The amount to be collected must be reflected in Tax/Fees/Charges - Box on a ticket under the code - YQ no discount/Interline service charge shall apply to this charge. The insurance surcharge is non-commissionable.

(2) This surcharge is applicable for tickets issued  
On/after 01APR23.

A surcharge of USD4.00/JPY400 per coupon will be added to the applicable fare for travel for international sectors. If the fare component is on one or more of the following - Any NH/EL flight then a surcharge of USD4.00/JPY400 per coupon will be added to the applicable fare for travel. This surcharge applies to all passengers regardless of class of travel and type of fare used each time travel involves enplanement on any NH/EL international portion of travel. The amount to be collected must be reflected in Tax/Fees/Charges - Box on a ticket under the code - YQ no discount/Interline service charge shall apply to this charge. The insurance surcharge is non-commissionable.

(B) Fuel surcharge

The following surcharge per segment will be added to the applicable fare for travel for international sectors on any carrier's ticket stocks. If the fare component is one or more of the following NH/EL international flights shown below then the following surcharge per segment will be added to the applicable fare for travel. This surcharge applies to all passengers regardless of class of travel and type of

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<sup>†</sup> Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 70 are effective January 06,2024, pursuant to Order No. 2021 A-3 of the CTA.

<sup>△</sup> Tracked changes applicable to/from the United States and annotated throughout the entirety of Rule 70 are effective January 06,2024,pursuant to Docket OST-1997-2050.

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fare used each time travel involves enplanement on the following NH/EL international portion of travel. The amount to be collected must be reflected in the tax/fees/charges - box on a ticket under the code - YQ. No discount/interline service charge shall apply to this charge. The fuel surcharge is interline able and non commissionable.

(1) This surcharge is applicable for tickets issued on/before 31DEC23. Amount per person for each sector to/from JP except for specified in (3) and (9):

(a) Origin JP/sold world wide

Origin	To	Amount
Japan	Mexico	JPY21,000
Japan	Europe, US, Canada, Middle East, Africa, Southwest Pacific Central and South America	JPY41,000
Japan	Hawaii, India, Indonesia	JPY26,500
Japan	Thailand, Singapore, Malaysia, Myanmar, Cambodia	JPY21,500
Japan	Vietnam, Philippines, Guam,	JPY14,500
Japan	China, Macau, Taiwan Hong Kong	JPY11,500
Japan	Korea, Russia(in Asia)	JPY5,000

(b) Origin except JP/Sold in Europe and Russia (in Asia)

Origin	To	Amount
Europe, US Middle East, Africa Southwest Pacific Central and South America, Hawaii, India, Indonesia	Japan	EUR239
Thailand, Malaysia, Myanmar, Cambodia	Japan	EUR153
Vietnam, Guam	Japan	EUR119
Macau, Taiwan Russia(in Asia)	Japan	EUR74
Korea	Japan	EUR63
	Japan	EUR23

(c) Origin except JP/Sold in GB

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Origin	To	Amount
Europe, US	Japan	GBP205
Middle East, Africa		
Southwest Pacific		
Central and South America,		
Hawaii, India	Japan	GBP132
Indonesia		
Thailand,	Japan	GBP102
Malaysia,		
Myanmar, Cambodia		
Vietnam,	Japan	GBP64
Guam		
Macau, Taiwan	Japan	GBP54
Russia (in Asia)	Japan	GBP20
Korea		

(d) Origin except JP/Sold in worldwide except (b)(c) and (d)

Origin	To	Amount
Europe, US,	Japan	USD259
Middle East, Africa		
Southwest Pacific		
Central and South America		
Hawaii, India,	Japan	USD166
Indonesia		
Thailand,	Japan	USD129
Malaysia,		
Myanmar, Cambodia		
Vietnam,	Japan	USD80
Guam		
Macau, Taiwan	Japan	USD68
Russia(in Asia)	Japan	USD25
Korea		
Brazil	Japan	FREE
Switzerland	Japan	CHF249
Canada	Japan	CAD340
Hong Kong	Japan	HKD533
Philippines	Japan	PHP1,124
China	Japan	CNY339
Singapore	Japan	SGD178

(3) This surcharge is applicable for tickets issued on/after 01JAN24.  
 Amount per person for each sector to/from JP except for  
 specified in (3) and (9):

(a) Origin JP/sold world wide

Origin	To	Amount
Japan	Mexico	JPY21,000
Japan	Europe,	JPY41,000
	US, Canada,	
	Middle East, Africa,	
	Southwest Pacific	
	Central and South America	
Japan	Hawaii, India,	JPY26,500
	Indonesia	
Japan	Thailand,	JPY21,500
	Singapore,	
	Malaysia,	
	Myanmar,	

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Japan	Cambodia Vietnam, Philippines, Guam,	JPY14,500
Japan	China, Macau, Taiwan Hong Kong	JPY11,500
Japan	Korea, Russia(in Asia)	JPY5,000

(b) Origin except JP/Sold in Europe and Russia (in Asia)

Origin	To	Amount
Europe, US	Japan	EUR239
Middle East, Africa Southwest Pacific Central and South America, Hawaii, India,	Japan	EUR153
Indonesia Thailand, Malaysia, Myanmar, Cambodia	Japan	EUR119
Vietnam, Guam	Japan	EUR74
Macau, Taiwan	Japan	EUR63
Russia(in Asia)	Japan	EUR23
Korea		

(c) Origin except JP/Sold in GB

Origin	To	Amount
Europe, US	Japan	GBP205
Middle East, Africa Southwest Pacific Central and South America, Hawaii, India	Japan	GBP132
Indonesia Thailand, Malaysia, Myanmar, Cambodia	Japan	GBP102
Vietnam, Guam	Japan	GBP64
Macau, Taiwan	Japan	GBP54
Russia (in Asia)	Japan	GBP20
Korea		

(d) Origin except JP/Sold in worldwide except (b)(c) and (d)

Origin	To	Amount
Europe, US,	Japan	USD259
Middle East, Africa Southwest Pacific Central and South America Hawaii, India,	Japan	USD166
Indonesia Thailand, Malaysia, Myanmar, Cambodia	Japan	USD129
Vietnam, Guam	Japan	USD80
Macau, Taiwan	Japan	USD68

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Russia(in Asia)	Japan	USD25
Korea		
Brazil	Japan	FREE
Switzerland	Japan	CHF249
Canada	Japan	CAD340
Hong Kong	Japan	HKD533
Philippines	Japan	PHP949
China	Japan	CNY339
Singapore	Japan	SGD178

(3) This surcharge is applicable for tickets issued  
 on/before 20JUN23

Originating:	To:	Amount
US	India	USD 250
MX	India	USD 258
US/MX	Korea	USD 180
Area 1	Hong Kong	USD 195.5
Area 1	Singapore	USD 150.0
Area 1	Indonesia	USD 180.0
Area 1	Thailand	USD 159.6
Area 1	Philippines	USD 240.0
Area 1	Vietnam	USD 180.0
Area 1	Taiwan	USD 151.0
Area 1	Myanmar	USD 231.0
Area 1	Cambodia	USD 185.0
Area 1	Malaysia	USD 180.0
US	China	USD 204
MX	China	USD 204
Hawaii	Area 3	USD 185
US/MX	Area 3	USD 290
US/MX	Australia	USD 49.3
Canada	India	CAD 327
Canada	Hong Kong	CAD 242.5
Canada	Indonesia	CAD 176.5
Canada	Malaysia	CAD 176.5
Canada	Philippines	CAD 245.0
Canada	Thailand	CAD 176.5
Canada	Vietnam	CAD 176.5
Canada	Singapore	CAD 150.0
Canada	Taiwan	CAD 151.0
Canada	China	CAD 10
Canada	Korea	CAD 175
Canada	Cambodia	CAD 176.5
Canada	Area 3	CAD 290
Canada	Australia	CAD 49.3
Brazil	Area 3	No Surcharge
Argentina/ Chile	Hong Kong/ Singapore/ Indonesia/ Myanmar/ Thailand/ Philippines/ Vietnam/Taiwan	USD 235
Caribbean/Central America/South America	China	USD 135



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Caribbean/Central Area 3 USD 290  
America/South  
America

(4) This surcharge is applicable for tickets issued on/After 21JUN23

Originating:	To:	Amount
US	India	USD 250
MX	India	USD 258
US/MX	Korea	USD 180
Area 1	Hong Kong	USD 195.5
Area 1	Singapore	USD 150.0
Area 1	Indonesia	USD 180.0
Area 1	Thailand	USD 159.6
Area 1	Philippines	USD 240.0
Area 1	Vietnam	USD 180.0
Area 1	Taiwan	USD 151.0
Area 1	Myanmar	USD 231.0
Area 1	Cambodia	USD 235.0
Area 1	Malaysia	USD 180.0
US	China	USD 204
MX	China	USD 204
Hawaii	Area 3	USD 185
US/MX	Area 3	USD 290
US/MX	Australia	USD 49.3
Canada	India	CAD 327
Canada	Hong Kong	CAD 242.5
Canada	Indonesia	CAD 176.5
Canada	Malaysia	CAD 176.5
Canada	Philippines	CAD 245.0
Canada	Thailand	CAD 176.5
Canada	Vietnam	CAD 176.5
Canada	Singapore	CAD 150.0
Canada	Taiwan	CAD 151.0
Canada	China	CAD 10
Canada	Korea	CAD 175
Canada	Cambodia	CAD 176.5
Canada	Area 3	CAD 290
Canada	Australia	CAD 49.3
Brazil	Area 3	No Surcharge
Argentina/ Chile	Hong Kong/ Singapore/ Indonesia/ Myanmar/ Thailand/ Philippines/ Vietnam/Taiwan	USD 235
Caribbean/Central America/South America	China	USD 135
Caribbean/Central America/South America	Area 3	USD 290

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(5) This surcharge is applicable for tickets issued on/after 12JAN24

Originating:	To:	Amount
Hong Kong	US/MX/CA/ Caribbean/ Central America/ South America	HKD 923
Thailand	US/MX/CA/ Caribbean/ Central America/ South America	USD 145
Singapore	US/MX/CA/ Caribbean/ Central America/ South America	FREE
Malaysia	US/MX/CA/ Caribbean/ Central America/ South America	USD 174
Myanmar	US/MX/CA/ Caribbean/ Central America/ South America	USD 370
Philippines	Hawaii	USD 47
Philippines	US/MX/CA/ Caribbean/ Central America/ South America	USD 77
Vietnam	US/MX/CA/ Caribbean/ Central America/ South America	USD 95
Taiwan	US/MX/CA/ Caribbean/ Central America/ South America	USD 52.00
China	US/MX/CA/ Caribbean/ Central America/ South America	CNY1025
Korea	Hawaii	USD191
Korea	US/MX/CA/ Caribbean/ Central America/ South America	USD 111
Australia	US/MX/CA/Caribbean/ Central America/ South America	USD 259
Indonesia	Hawaii	USD85.00
Indonesia	US/MX/CA/ Caribbean/ Central America/ South America	USD85.00
India	US/MX/CA/Caribbean/ Central America	USD220
India	South America	USD 296
Cambodia	US/MX/CA/Caribbean/	USD 110

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Bangladesh/ Brunei/Guam/ Cambodia/ Laos/Sri Lanka/ Malaysia/ Mongolia/Macao/ Nepal	Central America/ South America Hawaii	USD 185
Bangladesh/ Brunei/Guam/ Cambodia/ Laos/Sri Lanka/ Malaysia/ Mongolia/Macao/ Nepal	US/MX/CA/ Caribbean/ Central America/ South America	USD 290

(6) This surcharge is applicable for tickets issued on/after 01APR23

Originating:	To:	Amount
United Kingdom	Hawaii	GBP 205
Switzerland	Hawaii	CHF 249
Area 2	Hawaii	EUR 239

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## Rule 75 Currency of Payment

- (A) Payment in the country of commencement of transportation
  - (1) Payment shall be made as follows:
    - (a) In the currency of the country of commencement of travel.
    - (b) In any currency provided that the equivalent of the local currency fare is collected at the bankers buying rate in effect on the date of issuance of the transportation of document.
- (B) Payment outside the country of commencement of transportation
  - (1) Payment shall be made as follows:
    - (a) The amount to be paid shall be determined by converting the total amount to be collected, expressed in the currency of the country of commencement of travel, into the currency of the country of payment at the applicable bankers selling rate in effect on the date of transaction.
    - (b) Payment shall be made either in the currency of the country of payment, or in any currency, provided that the equivalent of the local currency amount of the country of payment established in accordance with paragraph (a) is collected at the bankers buying rate in effect on the date of transaction.
- (C) Determination of rate of exchange for payments
  - (1) If bankers buying rate is unavailable, the bankers selling rate may be used.
  - (2) In the event that no bankers rate is available, the rates of exchange shown in the latest issue of the "IATA Clearing House Monthly Five Day Rate" shall be used.

## Rule 80 Revised Routings, Failure to Carry and Missed Connections

- (A) Rerouting requested by passenger
- (1) Under NH's regulations, conditions applicable to certain fares may limit or prohibit rerouting.
  - (2) Upon a passenger's request, NH may effect a rerouting with respect to an unused ticket, flight coupon(s) or miscellaneous charges order if:
    - (a) NH issued the ticket or miscellaneous charges order;
    - (b) NH is the original issuing carrier indicated in the so called "original issue" box of the ticket or miscellaneous charges order;
    - (c)
      - (I) NH is the carrier designated in the so called "carrier" box of the unused flight coupon of the first onward sector that the rerouting is to commence or miscellaneous charges order,
      - (ii) NH is the carrier to whom such flight coupon or miscellaneous charges order is endorsed, or
      - (iii) No carrier is designated in the so called "carrier" box of such flight coupon or miscellaneous charges order; provided that, if the carrier issuing the ticket or miscellaneous charges order is designated as a carrier for any subsequent onward sector(s) and has an office of its own or of its general sales agent authorized to endorse tickets on its behalf at the point of the routing either where the rerouting is to commence or where a change in the ticket or miscellaneous charges order is to be effected, such issuing carrier's endorsement shall be obtained at either of such points in any of the cases of the preceding (i), (ii) and (iii).
  - (3) After carriage commences, the following shall apply:
    - (a) Additional carriage at the through fare shall not be permitted unless a request therefor is made prior to the passenger's arrival at the destination indicated on the ticket or miscellaneous charges order submitted to NH for such additional carriage;
    - (b) In the event that a new route of travel as after a rerouting does not satisfy the conditions applicable to a round trip discount, a round trip discount shall not apply to those sectors already flown even if the relevant ticket is issued on a basis of a round trip discount.
  - (4) The fares and charges applicable after a rerouting shall be those which, as of the date of issue,

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were intended to apply on the date of commencement of carriage; provided that a passenger whose ticket is all unused, requests rerouting on a flight coupon, the fares and charges applicable after a rerouting may be those applicable on the date on which the change is made and reflected on the ticket pursuant to NH's regulations and applicable fare rules.

- (5) NH will collect from a passenger any difference between the fares and charges applicable as after a rerouting and those originally paid by the passenger or arrange for a refund, if any, to the passenger in accordance with rule 130.
  - (6) The date of expiration of any ticket newly issued as a result of a change in a rerouting, carrier(s), class of service or flight shall be the same as that of the original ticket or miscellaneous charges order; provided that, of a passenger whose ticket is all unused, requests rerouting on unused ticket, the date of expiration of a new ticket shall be calculated from the date of issuing the rerouting ticket.
  - (7) time limits on cancellation, and charges for late cancellation, of a reserved seat shall also apply to a rerouting to be effected upon a passenger's request.
- (B) Involuntary routing
- (1) Unless otherwise provided in sub-paragraph (2) of paragraph (b) of rule 85, in the event NH cancels a flight, fails to operate a flight reasonably according to schedule, fails to stop at a passenger's destination or stopover point, is unable to provide a passenger with his/her reserved seat of a flight or causes a passenger to miss his/her connecting flight on which he/she holds a reservation, NH will at passenger's option, follow either (a) or (b) below:
    - (a) NH will have the option of providing any of the following remedies:
      - (i) Carry the passenger on any other flight of NH on which a seat is available;
      - (ii) Either endorse to any other carrier the unused portion of the ticket to request such carrier to carry the passenger or request other transportation service to carry the passenger; or
      - (iii) Effect a rerouting and carry the passenger, by any other flight of NH or any other carrier or by any other transportation services, to his/her destination or stopover point indicated in the ticket or any applicable portion thereof.
    - (b) NH will provide an involuntary refund in accordance with paragraph (c) of rule 130.
  - (2) In the event that a passenger misses an onward connecting flight of NH on which the passenger holds a reservation because a carrier carrying the passenger fails to operate its flight according to

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the schedule or changes the schedule of such flight, NH shall not be liable for such missed connections.

- (3) A passenger with respect to whom a rerouting is effected upon NH's request shall be entitled to retain the free baggage allowance applicable to the class of service the fare for which the passenger originally paid. This provision shall also apply in the event that the passenger is entitled to a fare refund because he/she is transferred from a class of service the fare for which the passenger paid to a lower class of service.

## Rule 85 Schedules, Delays and Cancellations of Flights

### (A) Schedules

NH undertakes to use its best efforts to carry a passenger and his/her baggage with reasonable dispatch and to adhere to published schedules in effect on the date of travel; provided that times shown in a timetable or elsewhere shall be just scheduled but not guaranteed and shall form no part of the contract of carriage. NH may change any schedule of a flight without any prior notice and shall not be responsible for any trouble in respect of connection of a passenger and/or his/her baggage with any other flight because of such change.

### (B) Cancellations

- (1) NH may, without prior notice, substitute any other carrier or change an aircraft with respect to carriage assumed by NH.
- (2) NH may, without prior notice, cancel, terminate, divert, postpone or delay any flight or the right to, or any reservation with respect to, any further carriage thereafter or determine if any take-off or landing should be made, without any liability except to refund, in accordance with this tariff, conditions of carriage and NH's regulations, the fares and charges for any unused portion of the ticket:
  - (a) Because of any fact beyond NH's control (including, but not limited to, force majeure such as meteorological conditions, acts of god, strikes, riots, civil commotions, embargoes, wars, hostilities, disturbances or unstable international relations) whether actual, threatened or reported or because of any delay, demand, conditions, circumstance or requirement directly or indirectly relating to such fact;
  - (b) Because of any fact not to be foreseen, anticipated or predicted;
  - (c) Because of any applicable laws; or
  - (d) Because of shortage of labor, fuel or facilities, or labor problems of NH or others.
- (3) If the passenger refuses, notwithstanding NH's request, to pay all or a portion of the fares demanded by NH or the charges demanded or assessed by NH with respect to his/her baggage. NH will cancel the carriage, or the right to any further carriage thereafter, of the passenger and/or his/her baggage, without being subject to any liability therefore except to refund, in accordance with these conditions of carriage and NH's regulations, any unused portion of the ticket for which the passenger fully paid the applicable fares and charges.



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- (C) Contingency plan  
In the event of a delay of an aircraft on the ground at any airports of the United States of America during which passengers are not allowed to deplane. NH will use reasonable efforts to comply with any applicable contingency plan, but compliance with the plan is not guaranteed and is not part of the contract of carriage. Additionally, for passengers traveling on a codeshare flight operated by another carrier the applicable contingency plan, if any, will be the contingency plan of the operating carrier.

## Rule 87 Denied Boarding Compensation

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

- (A) Applicable only flights originating in the United States
- (1) Rule for denied boarding  
customers who are denied boarded, voluntarily or otherwise, should have the choice of;
    - (a) Rerouting to the final destination of the ticket presented at check-in by the first available flight(s) or at a later date at the customer's convenience;
    - (b) Full refund of the cost of the unused portion of the ticket.  
Additionally, upon being denied boarded, each customer is entitled to receive the compensation.
  - (2) Exception of denied boarded  
The following passengers must never be denied boarding involuntary in principle.
    - (a) Passengers who need special service (passengers with reduced mobility etc.)
    - (b) UMNR and minors under 18 traveling alone.
  - (3) Denied boarding compensation
    - (a) with agreement of the customer as volunteer passenger (within 4 hours delay to the final destination) offer the higher class or up to 775 USD for all classes.
    - (b) with agreement of the customer as volunteer passenger (more than 4 hours delay to the final destination) offer the higher class or up to 1550 USD for all classes.
    - (c) Without passenger's agreement as non-volunteer passenger (within 4 hours delay to the final destination) 775 USD for all classes.
    - (d) Without passenger's agreement as non-volunteer passenger (more than 4 hours delay to the final destination) 1550 USD for all classes.
  - (4) Exception for denied boarding compensation  
denied boarding compensation will not be provided for the following customers.
    - (a) Customers have not fully complied with the airline's ticketing or check-in.
    - (b) Customers are not acceptable for transportation under the airline's usual practice.
    - (c) Customers denied boarded because the flight is cancelled.
    - (d) Customers travelling with non-revenue tickets

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- (except for FFP award ticket)
- (e) Passengers who are offered higher class seat on the transfer flight than the original ticket class.

## Rule 90 Refunds

- (A) General
- (1) In the event that a passenger fails to use his/her ticket or a portion thereof for a reason provided in paragraph (c) or (d) of this rule, NH will make a refund for such unused ticket or portion in accordance with this rule and NH's regulations. the provisions of this rule applicable to a ticket shall apply to miscellaneous charges order and electronic miscellaneous document.
  - (2) Under NH's regulations, NH will limit or refuse a refund for a ticket subject to conditions applicable to certain fares.
- (B) Person to whom refund will be made
- (1) Unless otherwise provided in this paragraph, NH will make a refund to the person named in a ticket or, to the person who purchased the ticket upon presentation to NH of satisfactory evidence to prove that he/she is entitled by these condition of carriage to such refund.
  - (2) (a) If a person other than the passenger named in a ticket pays for the ticket and designates a person to whom refund shall be made, NH will indicate on the ticket that there is a restriction on a person to whom refund shall be made and make a refund only to designated person.  
(b) A refund for a ticket issued:
    - (i) Pursuant to prepaid ticket advice will be made to the person paying NH for such advice:
    - (ii) Under the universal air travel plan (UATP) will be made to the subscriber for whose UATP card the ticket is issued;
    - (iii) Pursuant to a United States government transportation request (GTR) will be made to the government Agency issuing such GTR; and
    - (iv) For a commercial credit card will be made to the commercial credit company issuing such card.
  - (3) NH will make a refund only if all unused flight coupons and the itinerary/receipt are surrendered to NH.
  - (4) Any refund made to a person presenting to NH all unused flights coupons and the itinerary/ receipt and claiming a refund pursuant to sub-paragraph (1) or (2) of this paragraph shall be deemed a valid refund and shall discharge NH from liability to make any further refund to the true person.
- (C) Involuntary refunds
- (1) The term "involuntary refund means any refund made

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when a passenger is prevented from using the carriage provided for in his/her ticket resulting from NH cancels a flight, fails to operate a flight reasonably according to the schedule, fails to stop at a passenger's destination or stopover point, fails to provide previously confirmed space, causes a passenger to miss his/her connecting flight on which he/she holds a reservation or refuses to carry or removes a passenger pursuant to any of sub-paragraphs (1) through (5) of paragraph (a) of rules 25, and the amount of the refund shall be:

- (a) If no portion of the trip has been made, an amount equal to the fare paid; and
  - (b) If a portion of the trip has been made, the difference between the fare paid and the fare for carriage completed.
- (2) If a passenger paying for a class of service is required by NH to use a lower class of service, unless otherwise provided in Applicable Laws or ANA's Regulations, the amount of the refund shall be the fare calculated by multiplying the applicable fare for the sector (for a partial sector included in the through fare, the amount prorated by distance) by fixed rates as follows;
- (a) From first class to business class: 50%
  - (b) From business class to premium economy: 40%
  - (c) From business class to economy class: 50%
  - (d) From premium economy to economy class: 30%

In the case of a codeshare flight operated by another carrier, the terms and conditions of the operating carrier will apply.

(D) Voluntary refunds

- (1) The term "voluntary refund" means any refund of a ticket other than involuntary refund, and the amount of the refund shall be:
- (a) If no portion of the trip has been made, an amount equal to the fare paid, less any prescribed fees provided in NH's regulations; and
  - (b) If any portion of the trip has been made, an amount equal to the difference between the fare paid and the fare applicable to the sector for which the ticket has been used, less any prescribed fees provided in NH's regulations.
- (2) If a refund for any portion of a ticket shall result in such ticket having been used for a sector where carriage is prohibited, the refund, if any, shall be determined in accordance with subparagraph (1)(b) of this paragraph as if such ticket had been used beyond a point until which carriage is prohibited.
- (3) In case of tickets and MCOS issued in India are presented for refund, refund service charge INR 300 is collected by Indian government requirement.
- (4) In case the reservation is made at least one week before departure via NH sky web North America, NH customer service center or airport ticketing counters in the United States of America/Canada and is cancelled within 24 hours after the

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issuance of a ticket, refund charge/cancellations charges will not apply.

- (E) Refund period  
Any refund of fares, taxes, fees and charges shall be made by not later than 30 days after the expiration date of the ticket (excluding the expiration date).
- (F) Right to refuse refund
  - (1)
  - (2) NH may refuse a refund for a ticket which a passenger presents to NH or to government officials of a country as evidence of his/her intention to depart therefrom, unless the passenger establishes to NH's satisfaction that he/she has permission to remain in the country or that he/she will depart therefrom by other carrier or other transportation service.
  - (3) NH will not make a refund for a ticket of a passenger in the event that carriage of the passenger is refused or he/she is removed in accordance with sub-paragraphs (6) through (8) of paragraph (a) of rule 25.
- (G) Currency  
Any refund will be made subject to applicable laws of the country in which a ticket is originally paid for and of the country in which the refund is made. Any refund will normally be made in the currency in which the ticket is paid for but may be made in other currency in accordance with NH's regulations.
- (H) Refund by ANA  
Unless otherwise provided in NH's regulations, NH will make a voluntary refund for a ticket only in case NH or its authorized agent originally issued the ticket.

Rule 114 Interline Baggage Acceptance (Effective to/From Canada for  
Ticket Issued on/after April 1, 2015)

- (A) Interline baggage rules for Canada and the united states
- (1) Applicability  
This rule is applicable to all interline itineraries issued on a single ticket whose origin or ultimate ticketed destination is in Canada or the United States. It establishes how the carrier will determine which carrier's baggage rules apply to any passenger's entire interline itinerary.
  - (2) General  
For the purposes of interline baggage acceptance:
    - (a) The carrier whose designator code is identified on the first segment of the passenger's interline ticket will be known as selecting carrier.
    - (b) Any carrier who is identified as providing interline transportation to the passenger by virtue of the passenger's ticket will be known as a participating carrier.
  - (3) Baggage rule determination by selecting carriers checked baggage  
The selecting carrier will:
    - (a) select and apply its own baggage rules to the entire interline itinerary, or;
    - (b) select the most significant carrier, as determined by IATA resolution 302 and conditioned by the Canadian Transportation Agency, in order for that carrier's baggage rules, as established in its tariff, to apply to the entire interline itinerary. The carrier identified by means of (a) or (b) will be known as the selected carrier. If NH is selecting carrier, NH rules will be applied to the entire interline itinerary.

Carry-on baggage (for Canada only)  
Each operating carrier's carry-on baggage allowance will apply to each flight segment in an interline itinerary. Notwithstanding, the carry-on baggage charges that will apply to the entire interline itinerary will be those of the selected carrier.
  - (4) Baggage rule application by participating carrier where the carrier is not the selected carrier on an interline itinerary but is a participating carrier that is providing transportation to the passenger based on the ticket issued, the carrier will apply as its own the baggage rules of the selected carrier throughout the interline itinerary.
  - (5) Disclosure of baggage rules  
Summary page at the end of an online purchase and

e-ticket disclosure

- (a) For baggage rules provisions related to a passenger's 1st and 2nd checked bag and the passenger's carry-on baggage (i.e. the passenger's "standard" baggage allowance), when NH sells and issues a ticket for an interline itinerary, NH will disclose to the passenger on any summary page at the end of an online purchase and on the passenger's itinerary/receipt and e-ticket at the time of ticketing the baggage information relevant to the passenger itinerary as set out in paragraph (b) below. The disclosed information will reflect the baggage rules of the selected carrier.
- (b) NH will disclose the following information
  - (i) Name of the carrier whose baggage rules apply;
  - (ii) Passenger's free baggage allowance and/or applicable fees;
  - (iii) Size and weight limits of the bags, if applicable;
  - (iv) Terms or conditions that would alter or impact a passenger's standard baggage allowances and charges (e.g. frequent flyer status, early check-in, pre-purchasing baggage allowances with a particular credit card)
  - (v) Existence of any embargoes that may be applicable to the passenger's itinerary; and,
  - (vi) Application of baggage allowances and charges (i.e. whether they are applied once per direction or if they are applicable at each stopover point).
- (c) NH will provide this information in text format on the passenger's e-ticket confirmation. Any fee information provided for carry-on bags and the first and second checked bag will be expressed as specific charges (i.e., not a range).

Web site disclosure

NH will disclose on its web site, in a convenient and prominent location, a complete and comprehensive summary of all of the carrier's own baggage rules, including information concerning:

- (a) The maximum weight and dimensions of passenger bags, if applicable, both checked and unchecked;
- (b) The number of checked and unchecked passenger bags that can be transported and the applicable charges;
- (c) Excess and oversized baggage charges;
- (d) Charges related to check in, collection and delivery of checked baggage;
- (e) Acceptance and charges related to special items, e.g. surf boards, pets, bicycles, etc.;
- (f) Baggage provisions related to prohibited or



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- (g) unacceptable items, including embargoes;  
Terms or conditions that would alter or impact the baggage allowances and charges applicable to passengers (e.g. frequent flyer status, early check-in, pre-purchasing baggage allowances with a particular credit card); and,
  - (h) Other rules governing treatment of baggage at stopover points, including passengers subject to special baggage allowances or charges, etc.
- (B) Interline baggage rules for countries/regions other than Canada and the United States
- (1) Applicability  
This rule is applicable to all interline itineraries issued on a single ticket whose origin and ultimate ticket destination is not in Canada and the United States.
  - (2) Baggage rule determination  
Unless otherwise agreed the following baggage provisions selection process should apply for interline journeys
    - (a) Baggage provisions are defined as free baggage allowance rules and baggage charges.
    - (b) For the purpose of baggage provisions selection, the following 4 step process should apply for interline journeys:  
Step 1: if the published baggage provisions among all participating carriers are the same; these provisions will apply.  
Step 2: where the one or more published baggage provisions differ between participating carriers, apply any common provisions and where provisions differ the published baggage provisions of the most significant carrier (MSC). (In case of code share flights this will be the operating carrier, unless that carrier publishes a rule stipulating that it will be the marketing carrier).  
Step 3: if the MSC does not publish baggage provisions for the journey concerned, apply the published baggage provisions of the carrier accepting the baggage at check-in.  
Step 4: if the carrier accepting the baggage at check-in does not publish baggage provisions for interline journey concerned, apply the published baggage provisions of each operating airline sector-by-sector.
  - (c) the most significant carrier (MSC)  
MSC is
    - (i) For travel between two or more IATA areas, the carrier performing carriage on the first sector that crosses from one area to another.  
Exception: IATA area 123 only, the carrier providing carriage on the first sector that crosses between IATA area 1 and IATA area 2.

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- (ii) For travel between IATA tariff sub-areas, the carrier performing carriage on the first sector that crosses from one sub-area to another.
- (iii) For travel within an IATA tariff sub-area, the carrier performing carriage on the first international sector.

IATA Area/IATA tariff sub-area

IATA defines the world into 3 areas (IATA area 1/2/3), and defines the IATA area into small areas. (IATA tariff sub-area)

IATA Area 1: North America/South America/Hawaii etc.

(IATA tariff sub-area within IATA area 1)

- North America (USA, Canada and Mexico)
- Caribbean Islands
- Central America
- South America (Brazil, Chile, Peru Etc.)

IATA Area 2: Europe/Middle East Etc.

(IATA Tariff Sub-Area within IATA Area 2)

- Europe
- Middle East
- Africa

IATA Area 3:

Japan/Korea/Thailand/Singapore/Philippines/India/Guam Etc.

(IATA Tariff Sub-Area Within IATA Area 3)

- Japan/Korea (Japan and Korea)
- South East Asia (China, Singapore, Thailand, Vietnam, Guam Etc.)
- South India (India Etc.)
- South East Pacific (Australia, New Zealand etc.)

## Rule 115 Baggage

- (A) Restriction of acceptance as baggage
- (1) NH will refuse to accept as baggage
    - (a) Items which do not constitute baggage as defined in rule 1;
    - (b) Items which may endanger an aircraft or any person or property, such as items which are specified in the dangerous goods regulations of the international civil aviation organization (ICAO) and the international air transport association (IATA) and in NH's regulations;
    - (c) Items carriage of which is prohibited by applicable laws of any state or country to be flown from, into or over;
    - (d) Items which NH deems unsuitable for carriage by reason of their weight, size, shape or character such as being fragile or perishable;
    - (e) Live animals, except those provided for in paragraph (k) of this article; or
    - (f) Firearms, swords and other similar items, except as otherwise provided in NH's regulations.
  - (2) NH may refuse carriage of, and take any necessary step with respect to, items of which carriage as baggage is prohibited by the preceding sub-paragraph (1) and may refuse onward carriage of any such item upon discovery thereof.
  - (3) NH will refuse to accept fragile or perishable items, money, jewelry, precious metals negotiable papers, securities or other valuables, business documents, passports or other identification documents necessary for travel or samples as checked baggage.
  - (4) NH may refuse to carry baggage as checked baggage in case it is not properly packed in a suitcase or other suitable container to ensure safe carriage with ordinary care in handling.
  - (5) If any item referred to in sub-paragraph (1) of this paragraph is carried, whether or not carriage of such item as baggage is prohibited, such carriage shall be subject to the charges, limitations of liability and any other provision of these conditions of carriage applicable to carriage of baggage.
- (B) Search of baggage, etc.
- (1) NH may inspect the contents of passenger's baggage by opening his/her baggage and/or by using some device in the presence of the passenger concerned or a third person, whenever NH deems it necessary to do so, for the purpose of security (including but not limited to the prevention of unlawful acts of seizure, exercise of control or destruction of

aircraft) and/or any other reason.  
notwithstanding the foregoing, NH may inspect the passenger's baggage in his/her or a third person's absence to see whether he/she is in possession of, or his/her baggage contains, any item referred to in sub-paragraph (1) of paragraph (a) of this rule.

- (2) NH may search passenger's articles by touching the passenger through his/her clothes and personal fittings including wigs or by using such instruments as a metal detector, whenever NH deems it necessary to do so, for the purpose of preventing unlawful acts of seizure, exercise of control or destruction of aircraft.
  - (3) When a passenger does not agree with NH's inspection as specified in sub-paragraph (1) of this paragraph, NH will refuse to carry such a passenger's baggage.
  - (4) When a passenger does not agree with NH's search as specified in sub-paragraph (2) of this paragraph, NH will refuse to carry such a passenger.
  - (5) When such dangerous, perishable or unsuitable articles as specified in sub-paragraph (1) of paragraph (a) of this rule have been found as a result of such inspection or search as specified in sub-paragraph (1) or (2) of this paragraph, NH may refuse to carry such baggage, or may make necessary disposal of such baggage.
- (C) Checked baggage
- (1) Nothing contained in these conditions of carriage shall entitle a passenger to have his/her baggage checked on a flight for which a carrier does not accept checking of baggage.
  - (2) Unless otherwise provided in NH's regulations or applicable laws, NH will, upon presentation by a passenger of a valid ticket covering carriage on the lines of NH or on the lines of NH and one or more other carrier, accept as checked baggage the baggage which is tendered by the passenger at the office designated, and by the time prescribed, by NH in respect of carriage on the lines designated on the ticket; provided that NH will not accept as checked baggage the baggage tendered for carriage:
    - (a) Beyond the destination, or on any routing not designated, on the ticket;
    - (b) Beyond a stopover point of or beyond a point at which the passenger transfers to a connecting flight departing from a different airport from that at which the passenger is scheduled to arrive under the ticket, unless otherwise provided for in NH's regulations;
    - (c) Beyond a point of transfer of the baggage to any other carrier with which NH has no interline baggage agreement or which has different conditions of carriage of baggage from NH's;
    - (d) For a sector in respect to which the

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- (e) passenger holds no reservation;  
Beyond a point at which the passenger desires to resume possession of such baggage or any portion thereof; or
  - (f) For a sector in respect to which the passenger does not pay all applicable charges.
- (3) Upon delivery to NH of baggage to be checked, NH will record in NH's database the number of pieces and/or weight of the checked baggage and will issue a baggage identification tag for each piece of the checked baggage.
- (4) If a piece of checked baggage of a passenger has no name, initial or other personal identification, the passenger shall affix such identification to the baggage prior to NH's acceptance of checking.
- (5) NH will, to the reasonable extent possible, carry checked baggage of a passenger coincidentally with the passenger on the aircraft which the passenger boards; provided that, if NH deems it difficult or impracticable, NH may carry the checked baggage on any other flight in which such baggage can be loaded within the maximum weight allowance or by any other transportation service.
- (6) NH will accept checked baggage in excess of the following limits, only if a prior due notice of such article is given to, and a prior permission to such carriage is granted by NH.
- (a) The total of the greatest outside length, the greatest outside height and the greatest outside width (hereinafter referred to as the "sum of the three dimensions") of each piece shall not exceed 203 centimeters (80 inches), and the dimensions that can be stowed in a cargo compartment of the boarding flight;
  - (b) The weight of each piece shall not exceed 32 kilograms (70 pounds); and/or
  - (c) The total weight for all checked baggage shall not exceed 100 kilograms (220 pounds). in case NH accepts such carriage, charges shall be assessed in accordance with NH's regulations. Provided however that NH will in no event accept carriage of any piece of baggage the sum of three dimensions of each piece of which exceeds 292 centimeters (115 inches) and/or the weight of which exceeds 45 kilograms (100 pounds).
- (D) Unchecked baggage
- (1) Unless otherwise specified, baggage that a passenger may carry into the cabin shall, besides a passenger's personal belongings which the passenger carries and retains as permitted by NH's regulations, satisfy all of the following conditions:
- (a) Not more than one piece;
  - (b) The total weight shall not exceed 10 kilograms (22 pounds); and
  - (c) The total dimensions shall not exceed 115

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- centimeters (45 inches) (not exceeding 100 centimeters (39 inches) in the case of the aircraft which has seating capacity of less than 100) and shall be of the size that can be stowed in an enclosed storage compartment in the cabin or under the seat in front of the passenger.
- (2) NH will permit a passenger to carry into the cabin articles not suitable for carriage in a cargo compartment only if a prior due notice of such article is given to, and a prior permission to such carriage is granted by, NH. Carriage of such baggage shall be subject to a charge provided in NH's regulations.
- (E) Free baggage allowance
- (1) The total free Baggage allowance of Checked Baggage of each Passenger is based on his/her individual fare rules. Each free baggage allowance is shown on the Itinerary/Receipt. In addition, a Passenger shall, unless otherwise provided in ANA's Regulations, receive a free Baggage allowance of Unchecked Baggage as described in sub-paragraph (1) of paragraph (D) of this rule.
- (2) In the event that two or more passengers traveling on the same flight check their baggage at the same time to be carried by NH to the same place, NH may, upon those passenger's request provide them collectively with a free baggage allowance equal to the aggregated individual free baggage allowance in respect of number of pieces.
- (3) a fully collapsible stroller/pushchair, Carrying basket and/or a car seat for infants or children passenger's own use and a wheelchair and other similar assistive devices for disabled passenger's own use are accepted for free and are not included into the free baggage allowance.
- (F) Special free baggage allowance  
In addition to the free baggage allowance provided in the preceding paragraph (e) above, NH will carry as baggage, without additional charge, a passenger's personal belongings, permitted by NH's regulations only when the passenger carries and retains them.
- (G) Excess baggage
- (1) Baggage in excess of the free baggage allowance set forth in sub-paragraph (1) of paragraph (e) of this article shall be subject to the applicable excess baggage charge at each checked point.
- (2) Unless NH otherwise agrees in advance with a passenger, NH may carry the passenger's baggage which is in excess of the applicable free baggage allowance on any other flight or by any other transportation service.
- (3) Excess and oversize/overweight baggage charges

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- (a) Charges apply for excess and oversize/overweight baggage and these charges apply each way (i.e., based on a one-way trip) and are cumulative (i.e., baggage that is excess and also oversized and/or overweight will be subject to both excess baggage and oversize/overweight baggage charges).
- (i) Oversize/overweight baggage charges (independently assessed) for travel within Japan—depending on passenger itinerary and ticket type, passengers with checked baggage weighing more than 50 pounds (23 kg) and not exceeding 70 pounds (32 kg) will be charged at the rate of 1,000 JPY per piece, and baggage exceeding 70 pounds (32 kg) but less than 100 pounds (45 kg) will be charged 5,000 JPY per piece. these charges are in addition to any charge assessed for additional or oversized baggage. Passengers with checked baggage exceeding 62 linear inches (158 cm) (total length plus width plus height) will be charged at the rate of 5,000 JPY per piece.
- (ii) Oversize/overweight baggage charges (independently assessed) for travel between Canada/Mexico/USA/Caribbean Islands/Central America/South America and Japan/Korea/South East Asia (including Guam and Northern Mariana Islands/South Asian Subcontinent/South West Pacific) or Between Europe/Middle East/Africa and Japan/Korea/South East Asia (Including Guam, Northern Mariana Islands/South Asian Subcontinent/South West Pacific) - depending on passenger itinerary and ticket type, passengers with checked baggage weighing more than 50 pounds (23 kg), but not exceeding 70 pounds (32 kg) will be charged at the rate of 60 USD in USA, 60 CAD in Canada, 6,000 JPY in Japan, 45 EUR in Europe or local currency which is equivalent to 60 USD at the banker's rate of exchange in other countries per piece, and checked baggage exceeding 70 pounds (32 kg), but less than 100 pounds (45 kg), will be charged at the rate of 200 USD in USA, 200 CAD in Canada, 20,000 JPY in Japan, 150 EUR in Europe or local currency which is

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- equivalent to 200 USD at the banker's rate of exchange in other countries per piece. These charges are in addition to any charge assessed for additional or oversized baggage. Passengers with checked baggage exceeding 62 linear inches (158 cm) (total length plus width plus height) will be charged at the rate of 200 USD in USA, 200 CAD in Canada, 20,000 JPY in Japan, 150 EUR in Europe or local currency which is equivalent to 200 USD at the banker's rate of exchange in other countries per piece.
- (iii) Excess baggage charges (independently assessed) for travel within Japan - depending on passenger itinerary and ticket type, passengers with checked baggage in excess of the baggage allowance, which does not weigh more than 50 pounds (23 kg) and does not exceed 62 linear inches (158 cm) will be charged at the rate of 0 JPY for second checked baggage and 5,000 JPY for third or more checked baggage per piece.
- (iv) Excess baggage charges (independently assessed) for travel between Canada/Mexico/USA/Caribbean Islands/Central America/South America and Japan/Korea/South East Asia (Including Guam and Northern Mariana Islands/South Asian Subcontinent/South West Pacific) Or Between Europe/Middle East/Africa and Japan/Korea/South East Asia (Including Guam and Northern Mariana Islands/South Asian Subcontinent/South West Pacific) - depending on passenger itinerary and ticket type, passengers with checked baggage in excess of the baggage allowance, which does not weigh more than 50 pounds (23 kg) and does not exceed 62 linear inches (158 cm) will be charged at the rate of 0 USD in USA, 0 CAD in Canada, 0 JPY in Japan, 0 EUR in Europe or local currency which is equivalent to 0 USD at banker's rate of exchange in other countries per piece for second checked baggage, and 200 USD in USA, 200 CAD in Canada, 20,000 JPY in Japan, 150 EUR in EUROPE or local currency which is equivalent



to 200 USD at the banker's rate of exchange in other countries for third or more checked baggage per piece.

- (b) Excess and/or oversize/overweight baggage charges will apply from the point at which baggage is accepted for transportation to the point at which baggage is checked or transported in the passenger compartment. Baggage connecting to other airlines also may be subject to the connecting airline's excess and/or oversize/overweight baggage charges, in addition to NH's excess and/or oversize/overweight baggage charges.
- (H) Passenger's special status  
NH Diamond service members, NH Platinum service members, NH Super Flyers card members and star alliance gold status members are allowed one additional free baggage allowance for NH group operating flights when checking baggage at NH counter.
- (I) Declaration of baggage the value of which exceeds the limit of liability and excess value charges
  - (1) A passenger may declare a value of baggage in excess of the liability limitation of NH pursuant to sub-paragraphs (4) and (5) of paragraph (b) of rule 55. In the event that such declaration is made, carriage of the baggage to be performed by NH shall be subject to a charge at the rate of 0.50 CAD for each 100 CAD in Canada, 0.50 USD for each 100 USD outside Canada, or any fraction thereof as excess value charges with respect to such excess value; provided that the value of baggage to be declared by one passenger shall not exceed 2,500 CAD in Canada or 2,500 USD outside Canada.
  - (2) A passenger, may pay excess value charges at the place of departure for a travel to the destination; provide that, if a portion of the carriage is performed by any other carrier which apply different excess value charges from NH, NH may refuse to accept an excess value declaration with respect to such portion.
- (J) Excess baggage charge or excess value charge on rerouting or cancellation  
Any payment or refund of excess baggage charge or excess value charge to be made in the case of rerouting or cancellation of carriage shall be subject to the provisions hereunder concerning payment of additional fare or refund of fare; provided that NH shall not make refund of excess value charge in the event that a portion of the carriage is completed.
- (K) Collection and delivery of baggage
  - (1) A passenger shall claim and receive his/her baggage as soon as reasonably possible after it becomes receivable at the destination or stopover point.

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- (2) The bearer of the baggage identification tag(s) issued to a passenger when his/her baggage is checked shall be exclusively entitled to accept delivery of the baggage; provided that a passenger who fails to present a baggage identification tag(s) may accept delivery of the baggage if the baggage is identified by other means. NH shall not be obligated to ascertain that the bearer of a baggage identification tag(s) is truly entitled to accept delivery of the baggage. NH shall not be liable for any damage arising out of or in connection with its failure to so ascertain.
  - (3) If a person claiming baggage is unable to receive baggage pursuant to the preceding sub-paragraph (2), NH will deliver the baggage to such person only if he/she establishes to NH's satisfaction that he/she is duly entitled to receive the baggage and is such person shall, upon NH's request, provided NH with adequate security to indemnify NH from any loss and damage incurred by NH in connection with such delivery.
  - (4) NH may, unless precluded by applicable laws and if time and other circumstances permit, deliver checked baggage to the bearer of a baggage identification tag(s) at the place of departure or unscheduled stopping place if he/she request such delivery. In delivering baggage at the place of departure or unscheduled stopping place, NH will not refund any charges paid for such baggage.
  - (5) Acceptance of delivery of baggage by the bearer of and a baggage identification tag(s) without his/her written complaint at the time of the delivery shall constitute prima facie evidence that the baggage has been delivered in good condition and in accordance with the contract of carriage.
- (L) Animals
- (1) Subject to NH's regulations and with NH's prior consent, NH will accept carriage of animals such as dogs, cats, household birds and other pets if a passenger puts those animals into a proper container and obtains valid health and vaccination certificates, entry permits and any other documents each required by any state or country to be flown into or over.
  - (2) In the event that NH accepts carriage of an animal as baggage of a passenger, the animal shall, together with its container and foods to be carried, not be included in the free baggage allowance of the passenger but shall constitute excess baggage for which the passenger shall pay a charge provided in NH's regulations. accompanied animal in container subject to the conditions of acceptance stated in paragraph (k)(1) of this rule will be assessed below:  
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Islands/Central America/South America and Japan/Korea/South East Asia (Including Guam and Northern Mariana Islands/South Asian Subcontinent/South west Pacific):USD 400 in USA, CAD 400 in Canada, JPY 40,000 in Japan or local currency which is equivalent to USD 400 at the banker's rate of exchange in other countries. between Europe/Middle East/Africa and Japan/Korea/South East Asia (including Guam and Northern Mariana Islands/South Asian Subcontinent/South west Pacific): JPY 40,000 in Japan, EUR 300 in Europe or local currency which is equivalent to USD 400 at the banker's rate of exchange in other countries. within Japan/Korea/Southeast Asia (including Guam and Northern Mariana Islands/South Asian Subcontinent/South west Pacific).  
Exception: within Japan: JPY 25,000 in Japan or local currency which is equivalent to USD 250 at the banker's rate of exchange in other countries. within Japan: JPY 5,000

- (3) Notwithstanding the preceding sub-paragraph (2), an assistance or service dog accompanying a passenger with a disability to assist such passenger together with a container (in case of service dogs traveling in cargo room) and food will, subject to NH's regulations, be carried free of charge in addition to the normal free baggage allowance. Service dogs should travel along with the passenger with disabilities at all times.
- (4) NH will accept carriage of an animal subject to the condition that a passenger shall observe NH's regulations and shall be fully responsible for such animal. NH shall not be liable for injury to, sickness or death of, such animal if and to the extent that such event resulted from the inherent nature of such animal. Should injury or death of a service dog result from the fault or negligence of the carrier, the carrier will undertake to provide expeditiously, and at its own expense, medical care for or replacement of the service dog.

(M) Musical instruments

- (1) A passenger is permitted to carry a violin, guitar, or other small musical instrument in the aircraft cabin, without charging the passenger a fee in addition to any standard fee that carrier may require for comparable carry-on baggage, if
- (a) The instrument can be stowed safely in a suitable baggage compartment in the aircraft cabin or under a passenger seat, in accordance with the current NH carry-on size requirements; and
- (b) There is space for such stowage at the time the passenger boards the aircraft.
- (2) If there is no space available in the cabin to securely store the musical instruments, or if

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deemed required by airline staff, the musical instrument may need to be gate checked. Musical instruments must always be packaged in a rigid/hard shell ner designed to ship such items. For string instruments, customers are responsible for ensuring that the strings are loosened so that tension is reduced on the top and neck of the instrument.

- (3) If musical instruments are checked in separately, a musical instrument counts as one piece of baggage towards the maximum number of checked bags allowed by fare type. If passenger's bag count (musical instrument plus number of other bags to be checked) exceeds maximum number of items allowed by fare type, additional checked baggage charges will apply.

## Rule 116 Upgrade Fee

- (A) Upgrade fee  
Upon check-in at the airport on the day of departure, passengers holding economy class reservations and tickets may be offered to purchase upgrade to business class.
- (1) Conditions and restrictions
- (a) Upgrade offer is subject to availability and not available on all flights. Applicable flights will be announced at the departure airport on the day of departure.
  - (b) Only available on NH (NH) flights operated by NH (NH or Air Japan (NQ)).
  - (c) Frequent flyer mileage accumulation is based on the original fare paid.
  - (d) Infants are not eligible for upgrade.
  - (e) Passengers holding industry discounts fares (ID), zonal employee discount fares (ZED), and agent discount fares (ad) are not eligible for upgrade.
- (2) Fees
- (a) Fees are based on each individual flight segment and vary by flight origin.
  - (b) The upgrade fee can range from USD/CAD 100 to USD/CAD 1000 and are subject to applicable taxes.
  - (c) Fees are non-refundable except in the event of flight cancellations.
  - (d) No discounts are permitted.
- (B) Bid upgrade fee  
Effective on/after 19jun19  
This is a bidding service that allows passenger to upgrade to premium economy after purchasing an economy class ticket. The bid amount can be specified by the passenger.
- (1) Conditions and restrictions
- (a) Customers who purchased an economy class ticket on the NH website
  - (b) Only available on NH (NH) flights operated by NH (NH) or air Japan (nq).
  - (c) itineraries originating in Japan, Canada, USA, Europe, Australia, New Zealand, Singapore, Malaysia, Thailand Or Indonesia.
  - (d) This service offers customers a chance to upgrade seats and associated services only for eligible flights. Regarding all other conditions, the fare rules of the original ticket purchased will apply.
  - (e) The fare rules of the original purchased will apply regarding mileage accrual, premium point accrual.
  - (f) Passenger cannot reserve a premium economy seat in advance.

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- (g) Passenger can change or cancel the offer until 2 days (48 hours) prior to departure.
  - (h) Once the upgrade is confirmed, passenger can neither make any changes nor receive a refund of the amount bid.
- (2) Fees
- (a) Passenger can choose the amount within the preset range, which may vary for each flight.
  - (b) The preset upgrade fee range from CAD 200 to CAD 1000 and are subject to applicable taxes.
  - (c) Cancellation/change of a bid is possible up to two days prior to departure after this deadline. Cancellation/change of a bid is not permitted.
  - (d) If an upgrade is not confirmed, a bid is automatically cancelled without penalty. If an upgrade is confirmed, fees are non-changeable and non-refundable except in the event of a flight cancellations.
  - (e) No discounts are permitted.

## Rule 130 Fares

- (A) Fare construction rules
- (1) All fare construction shall be accomplished in NUC.
  - (2) in applying fare construction checks, the following sequence shall apply.
    - (i) Mileage check
    - (ii) Higher intermediate check
    - (iii) One way backhaul check
    - (iv) Circle trip/round the world minimum check
- (B) Construction rules for journeys
- (1) The fare for a journey shall be the lowest of
    - (i) A single pricing unit for the journey or
    - (ii) Any series of end-on combines pricing units
  - (2) Fares to be assessed for the total journey shall be the applicable fares effective on the date of departure on the first sector.
    - (a) If the routing of the journey is determined as roundtrip or circle trip, the pricing unit must use half round trip fares. The use of one way fare is not permitted. For end-on combination of normal and special fares, completely separate the special and normal fares.
    - (b) If there is common point/country on the routing the journey may be broken into more than one pricing units provided these must be for return subjourney using half round trip fares.
    - (c)
      - (i) A return subjourney only occurs if the fare is broken more than once at the common point/country. The fare for travel between such fare break points must be priced as a round trip, circle trip or normal/special open jaw, and must use half round trip fares.
      - (ii) If travel between such fare break points would require the use of one way fares, this is not permitted.
    - (d) Fare shall be assessed in the direction of travel, except that the fare component into the country of pricing unit origin shall be in the direction from such country.
  - (3)
    - (a) If the routing of a journey is determined as not fulfilling the definition of round trip, circle trip or normal/special open jaw, it shall be assessed as follows, subject to the routing.
      - (i) As one way journey.
      - (ii) As a series of one way subjourneys
      - (iii) As a round trip, or circle trip journey with the surface sector assumed flown
      - (iv) As an open jaw using two half round trip

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- fares
- (v) If there is a common point/country, as a mix of one way subjourney and a return subjourney
  - (b) In the case of (i), (ii), and one way subjourney in (iv) and (v), the journey must be assessed using one way fares.
  - (c) Fare shall be assessed in the direction of travel, except that when a pricing unit for a one way subjourney terminates in a country from which a previous pricing unit has been assessed, the pricing unit for the one way subjourney into such country shall be assessed from such country.
- (4) In applying the provision of subparagraph 2)b) and except for round trip pricing units, fare components between Canada and USA shall be assessed in the direction of travel.
- (5) Fare construction must be via the itinerary of the passenger.
- (6) Unpublished fares - when it is necessary to establish a fare between any two ticketed points on a journey, the following applies.
- (a) The fare shall be the lowest combination of sector fares over the intermediate ticketed point for the class of service.
  - (b) The fare shall be constructed in the direction of travel, except that when the fare is for a fare component which terminates in the country of unit origin or in a country from which a previous pricing unit has been assessed, the fare shall be in the direction from the country.
  - (c) If the fare construction point is used for the outbound and inbound fare, the fare shall be constructed in accordance with the paragraph (10).
  - (d) The fares used must be shown separately on the ticket.
  - (e) For the purpose of fare construction checks, a fare need not be constructed over another ticketed point when there are no published fares to/from/between an intermediate point in the routing.
- (7) Fare expressed as a percentage when fares are expressed as a percentage of another fare and different percentage apply in a pricing unit, the following rules apply.
- (a) Apply the percentage to the base fare to establish the fare level as an amount.
  - (b) Use such fare level for the application of all fare construction rules.
- (8) A journey on a ticket or conjunction ticket, at the time of original issue or when reissued, must not include more than four international arrivals and four international departures in any one country, provided for the counting of arrivals and departure surface sectors are considered to be flown.



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- (9) Unless otherwise specified, Canada and USA shall be considered as one country for the fare constructions.
  - (10) Fares in combinations are to be shown separately on ticket.
  - (11) Round the world: one way special fares shall not be used to calculate fares for the round the world travel.
- (C) Construction rules for pricing units
- (1) Nothing precludes the combinations of international fares and normal/special fares within USA provided that any condition are complied with.
    - (a) Fares for round trips
      - (i) Unless otherwise specified, the fare for a round trip journey shall be twice the outbound one way fare.
      - (ii) The reference in the round trip definition to two fare components only does not preclude fares for end-on combination or side trips paid for separately being shown on the same ticket.
      - (iii) Round trip fares, which by their own terms are combinable, may be used with other fares on the basis of half the round trip fare instead of the one way fare.
    - (b) Fare for circle trips  
The fare for a circle trip shall be the lowest combination of half round trip fares in the direction of travel along respective sections involved in the trip, beginning the calculation from the point of origin of the trip; provided that for any fare component which terminates in the country of origin, the fare applicable to such fare component from the country of origin shall be used.
  - (2) (a) Travel in one class of service. The fare for a circle trip (excluding any side trip for which the fare has been charged separately) shall not be less than the highest direct route normal or special round trip fare, as appropriate, applicable to the class of service used from the point of origin to any stopover point on the route of travel.
    - (b) (i) The foregoing provisions shall not apply to local combinations of normal and special fares.
    - (ii) When there are round trip fares with different global indicators from the point of origin to any stopover point, the fare to be used for the check must be that applicable to the flown itinerary.
    - (iii) When the flown itinerary incorporates such different global indicators (including around-the-world journeys), the fare must not be less than the lower

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- of such round trip fares from the point of origin.
- (c) When there are round trip fares from the point of origin to any stopover point which differ according to carrier(s) used on the outbound and inbound journeys, the fare to be used for the check shall be the lower of such round trip fares.
  - (d) Where more than one normal fare is published for the carrier and the class of service used, the lower/lowest level may be used subject to seasonality and day of week application.
  - (e) For the round the world trip originating in Australia and New Zealand, the provisions of subparagraph 2)a) and 2)b) shall not apply.
- (D) When checking the circle trip minimum fare when special fares are used, the comparison shall be as provided in paragraph (c)(6) below; provided that, when no special direct round trip fare is available from the point of origin to any higher rates normal fare stopover point, the total fare shall not be less than the direct round trip normal economy class fare from the point of origin to such point. The foregoing provision need not be applied for points which have been excluded from the higher intermediate point rules subject to the same conditions contained in the exclusion. Special fares only; the foregoing provision need not be applied for points which have passed the higher intermediate point check and have not qualified to be a hip point.
- (E) Open jaw fares
- Normal fare open jaw
    - (a) General
      - (i) The fare for a normal fare open jaw pricing unit shall be the sum of half round trip fares for both international legs of the open jaw, assessed from the country of origin.
      - (ii) Canada, USA shall be considered as one country.
      - (iii) Scandinavia shall be considered as one country.
      - (iv) Europe shall be considered as one country.
    - (b) Origin open jaw only domestic surface sectors are permitted.
    - (c) Turnaround open jaw
      - (i) Both domestic and international surface breaks are permitted.
      - (ii) When the surface sector is an international sector, the distance of such surface sector must not be greater than the flown distance of the shorter of the two fare components.
    - (d) Double open jaw
      - (i) Combination of origin open jaw and a turnaround open jaw with a domestic

- surface sector.
    - (ii) Combination of origin open jaw and a turnaround open jaw with a domestic surface sector.
  - (e) Special fare open jaw except as otherwise specified in a fare rule, the fare for an open jaw shall be the sum of half the applicable round trip fare for both legs of the open jaw; provided that when a fare component terminates in the country of origin the fare applicable from the country of origin shall be used.
  - (f) One way fares
    - 1) For one way subjourney, one way fares must be used.
    - 2) For one way subjourneys, when respective countries of both origin and destination points of a pricing unit have been used for the assessment of a previous pricing unit, the direction of last pricing unit will be assessed in the reverse direction of travel.
- (F) Construction rules for fare components
  - (1) Application

The provisions contained herein must be used to calculate the fare for a fare component, except limitation of indirect travel in paragraph (3) and other fare construction rules in paragraph (4) below.
  - (2) Fares

The fare shall not be less than the lower amount obtained by either of the following principles:

    - (i) Mileage principle
      - (aa) total ticketed points mileage (tpm) shall be compared with the maximum permitted mileage (MPM) for the fare component.
      - (bb) Routings within MPM: where the sum of the TPMS does not exceed the comparable MPM, apply the applicable direct route fare.
      - (cc) Routing exceeding MPM: where the sum of the TPMS is in excess of the MPMS by:

Over	Up to and including	The fare shall be not less than the direct route fare plus
--	5 percent	5 percent
5 percent	10 percent	10 percent
10 percent	15 percent	15 percent
15 percent	20 percent	20 percent
20 percent	25 percent	25 percent
--	Over 25 percent	Lowest combination
    - (ii) Specified routings: when the fare complies with the published routing, the direct route fares apply disregarding mileage principles, provided that an intermediate point(s) may be

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omitted if a more direct routing is used and no additional point(s) is added.

(iii) MPM deduction: Not applicable

(iv)

(aa) Surface sector TPMS: any intermediate sector(s) travelled by surface within a fare component must be included in the sum of TPMS, except for intermediate sectors specified in the chart below. In the absence of a tpm for an intermediate sector not listed in the charge below, a tpm shall be established by a combination of TPMS.

Between	and
Amritsar	Lahore
Beijing	Tianjin
Brownsville	Matamoros
Detroit	windsor
Hilo	Kona
Hong Kong	Macao
Hong Kong	Shenzhen
Hong Kong	Zhuhai
Kabul	Peshawar
Krabi	Phuket
Laredo	Nuevo Laredo
Mcallen	Reynosa
San Diego	Tijuana

Note: The terminal points of the sectors specified above may not be used as fare construction points, points of origin, destination when the mileage calculation is made in accordance with above provisions. The use of two consecutive gaps is prohibited.

(bb) Lowest combination principle: except as provided in other fare construction rules, lowest combination principle applies.

(3) Limitations on direct travel

a fare component must not include more than one departure from origin or more than one arrival at destination or more than one stopover at any intermediate ticketed point.

(a) A fare component within area 1 or within area 3/1 must not include more than one arrival and one departure at any ticketed point.

(b) For travel originating in area 1, no fare component within area 1 may include more than one international departure and one international arrival at any ticketed point in the country where travel originates.

(c) A fare component from/to a point in Japan must not include more than three domestic sectors in Japan.

(4) Fare components with surface sector(s):

(a) Apply the through fare or the sum of fares over the sectors actually flown, whichever is lower.

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- (b) In case of normal fare travel, where the mileage for an international surface break is greater than the ticketed point mileage over the routing travelled from origin to the point of commencement of surface break is not included in the through fare, the journey from origin up to the surface break will be ticketed separately, the remainder of the journey being assessed in accordance with fares other than round or circle trips.
  - (c) In the application of (b) above, the surface break shall be measured using ticketed point mileages; if no ticketed point mileage exists for the points concerned, the shortest operated mileage shall be used (i.e. MPM divided by 1.20), provided, in the event there is no shortest operated mileage, the ticketed point mileage shall be established by a combination of ticketed point mileages. for the purpose of this rule, surface sector tpm breaks between Canada and the U.S.A. may be ignored.
- (5) Higher intermediate fare (normal fares)
- (a) If any routing otherwise permissible at the direct route normal fare there is a direct route normal fare(s) of the same class of service between any two ticketed points which is higher than the direct route normal fare between the fare construction points, the fare shall be not less than the highest fare referred to above (higher intermediate fare). in the case of fares that are established by seasonality, day of week, or flight application, the check will be based on the applicable fare by seasonality, day of week, or flight application.
  - (b) If in any indirect routing otherwise permissible at the direct route normal fare plus a percentage, there is a direct route normal fare(s) of the same class of service between any two ticketed points which is higher than the direct route normal fare between the fare construction points, the fare for the indirect route shall be not less than the highest fare referred to above (higher intermediate fare), and the surcharge percentage applicable to the through fare shall be applied to such higher intermediate fare.
  - (c) In applying hip checks, the sectors to be checked shall be
    - (i) From fare component origin to each intermediate stopover point
    - (ii) From each intermediate point to each subsequent intermediate stopover point.
    - (iii) From each intermediate stopover point to the subsequent fare break point.
  - (d) when comparing normal fares of the "same class of service" in order to determine if

- there is a higher intermediate fare, the following sequence shall be followed:
- (i) Sleeper seat fare is compared with sleeper seat fare; if no sleeper seat fare, compare with first class fare.
  - (ii) First class fare is compared with first class fare; if no first class fare, compare with intermediate class fare (or next lower class fare).
  - (iii) Intermediate class fare is compared with intermediate class fare; if no intermediate class fare, compare with economy class fare; provided that where more than one economy class fare is published, compare with the highest economy class fare.
  - (iv) Economy class fare is compared with economy class fare.
- (e) When comparing normal fares in accordance with the foregoing, the comparison shall be made in the same direction as the fare component. When using half round trip fares the comparison shall be made using half round trip fares. When using one way fares, the comparison shall be made using one way fares.
- (f) Where more than one normal fare is published for the carrier and the class of service used, the lower/lowest level may be used subject to any stopover and transfer, seasonality, day of week limitations of the lower/lowest fare, excluding application of stopover charges.
- (g) When the ticket shows no stopover at both the origin and the destination point of a side trip (due to transfer connections on both occasions) a stopover shall be considered to be taken at such point unless the time interval between the arrival immediately preceding the side trip and the departure immediately following the side trip does not constitute a stopover as defined in the definition part.
- (h) When there is an imbedded surface sectors the hip checks applies to the point of arrival by air immediately preceding the surface sector and to the point of departure immediately following the surface sector, unless the time interval between the arrival and the departure does not constitute a stopover as defined in the definition part.
- (i) When there is a fare construction surface sector, the hip checks apply to the point of such surface sector that is not the fare construction point.
- (j) Day of week application  
In establishing the day of week fare level to be used for hip check the rule for the application of the day of week fares shall be

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applied solely to the sectors for which the check is being made. The day of travel on such sector shall be used to determine the day of week fare level to be used for hip checks.

- (k) In establishing the seasonal fare level to be used for hip check the rule for the application of seasonal fares shall be applied solely to the sectors for which the check is being made. The seasonal rule for such sector shall be used to determine the seasonal fare level to be used for hip checks.
- (6) Higher intermediate fare (special fares)
  - (a) Having established applicable special fares for a pricing unit, such special fare may be applied subject to the following:
    - (i) Price the fare as a normal fare
    - (ii) Establish the lowest applicable level
      - (a) If there is not hip between either fare construction point of the special fare and an intermediate ticketed point, the special fare may be applied.
      - (b) If there is a hip between either fare construction point of the special fare and an intermediate ticketed point, the special fare shall be not less than such higher fare, except;
        - (1) If there is a special fare of the same type at the same level or a lower level on the sector for which the normal fare applies, the special fare for the component may be applied, or;
        - (2) If there is a special fare of the same type at a higher level on the sector for which the higher normal fare applies, the special fare for the component shall be not less than such higher special fare, or;
        - (3) If there is no special fare of the same type on the sector for which the higher normal fare applies, the fare shall not be less than the lowest of any higher type of special are within the same column shown in paragraph (d) below.
        - (4) In defining a "fare of the same type", the comparison shall be limited to the class of service and:

Column 1	Column 2	Column 3
Late booking fare, APEX Fare, or PEX fare, or excursion fare	GIT fare, or individual IT fare, or excursion fare	Public group fare, or excursion fare
        - (5) If there is more than on special fare of the same type on the sector for which

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- the higher normal fare applies, the fare with conditions most similar to those of the special fare for the component shall be used for comparison.
- (b) All conditions attached to the fare for the component apply.
  - (c) When comparing special fares in accordance with the foregoing, the comparison shall be made in the same direction as the fare component. When using half round trip fares, the comparison shall be made using half round trip fares. When using one way fares the comparison shall be made using one way fares.
  - (d) When the ticket shows no stopover at both the origin and the destination point of a side trip (due to transfer connections on both occasions) a stopover shall be considered to be taken at such point unless the time interval between the arrival immediately preceding the side trip and the departure immediately following the side trip does not constitute a stopover.
  - (e) When there is an imbedded surface sectors the hip checks applies to the point of arrival by air immediately preceding the surface sector and to the point of departure immediately following the surface sector, unless the time interval between the arrival and the departure does not constitute a stopover as defined in the definition part.
  - (f) When there is a fare construction surface sector, the hip checks apply to the point of such surface sector that is not the fare construction point.
- (7) One way backhaul rule
- (a) If in any fare component travel is via a higher rated intermediate stopover point, the fare for such fare component shall be the higher of:
    - (i) The applicable fare between the fare construction points
    - (ii) The fare from the origin point of the fare component to the highest rated intermediate stopover point plus the difference between such fare and the through fare from the point of origin to the destination point of the fare component.
- (8) Mixed class construction
- (1) General
    - (a) Special fares must not be used in mixed class differential calculations.
    - (b) The application of this paragraph shall not be used to circumvent any stopover/transfer restriction applicable to the through fare for the lowest class of service used.
    - (c) The differential is assessed in the same



- direction as the fare used for the lowest class of service.
- (d) When half round trip fares are used the differential is assessed using half round trips fares. When one-way fares are used the differential is assessed using one-way fares.
  - (e) Class differential calculation is only subject to hip checks.
  - (f) When comparing normal fares of the same class of service, in order to determine the fares to be used in calculation, the following sequence applies. If no sleeper seat fare, use first class fare. if no first class fare, use intermediate class fare. If no intermediate class fare, use economy class fare; provided that where more than one economy class fare is published, use the highest fare.
- (2) Fare calculation
- (a) Establish the fare for the itinerary in the lowest class of service used applying all applicable fare construction checks.
  - (b) Establish whether as a result of (a) above the mixes class sectors;
    - (i) Apply within a fare component.
    - (ii) Constitute an entire fare component.
    - (iii) constitute an entire pricing unit.
- (3) Mixed class sectors within a fare component
- (a) If the calculation in the lower class of travel establishes that the mixed class sectors fall within a fare component, the differential for the sectors travelled in a higher class shall be the lowest of the following;
    - (i) The difference between the lower class fare for the sectors flown in the higher class and the fares for the higher class of travel on those sectors.
    - (ii) The difference between the applicable fare for the fare component in the lower class and the applicable fares for the fare component in the higher class of service.
  - (b) For consecutive sectors within a fare component travelled in a higher class of service, the differential shall be the lower of the following;
    - (i) The difference between the lowest applicable fare for the lowest class of service used and the lowest applicable fare for the higher class of service used.
    - (ii) Lowest applicable through fare for the lowest class used for the

- sectors concerned and the lowest applicable through fare for the higher class used for such sector.
- (4) An entire fare component in a higher class if the calculation in the lower class of travel established that mixed class sectors constitute an entire fare component, the differential shall be the difference between the applicable for the lower class of travel for the fare component and the applicable fare for the higher class or travel for the fare component.
- (5) An entire pricing unit in a higher class
- (a) If the calculation in the lower class of travel establishes that mixed class sectors constitute an entire pricing unit, the differential shall be the difference between the applicable fare for the lower class of travel for the pricing unit and the applicable fare for the higher class or travel for the pricing unit.
- (b) In applying this methodology the resultant level will only be applies if it gives a lower level than other calculation
- (9) Exchange, reissues and refunds
- (a) General
- (a) All applicable fare construction rules shall apply to the recalculation of the fare for the new routing.
- (b) Additional transportation at the through fare shall not be permitted unless the request has been made prior to arrival at the unit destination names on the tickets submitted for rerouting.
- (c) when the only coupons in the ticket are for domestic transportation, such ticket shall not be rerouted for further international carriage.
- (b) voluntary changes for partly used pricing unit
- (a) Fares and charges shall be recalculated
- (i) From the last fare construction point preceding the point from which the flight coupons will be uplifted.
- (ii) To the destination or to the next fare construction point beyond which the original fare calculation remain applicable.
- (iii) Except when a one subjourney is to be converted into a return subjourney or vice versa, the fares and related charges shall be recalculated from the point of unit origin for the subjourney to be travelled.

- (b) One travel on a fare component has been completed, such fare calculation point shall not be changed in assessing the new fares.
  - (c) The fares to be used shall be those applicable to the revised journey.
  - (d) All applicable fare construction rules shall apply to the recalculation of the fares.
  - (e) When establishing the difference between the fare for the original journey and revised journey.
  - (f) The fare for the revised journey will be assessed in the currency of the country of commencement of transportation.
  - (g) The fares to be used will be those applicable at the time of commencement of transportation using IATA rate of exchange applicable at the time of original transaction.
  - (h) When collection is in a country other than the country of commencement of transportation, the amount to be collected will be the amount in the currency of the country of commencement of transportation, converted to the currency of country of collection at the bankers selling rate in effect at the time of rerouting.
  - (i) Nothing herein shall be deemed to permit a passenger travelling on an inclusive tour to voluntarily change his routing to a carrier not participating in the tour and still retain in the inclusive tour benefits.
- (10) Totally unused tickets
- (i) Voluntary change to the first flight coupon (exchange)
    - (a) When a passenger requests a change to the carrier, flight, date or sector of the first flight coupon, a new ticket must be issued.
    - (b) The new fare shall be calculated from origin to destination of the new journey based on the fares applicable at the time of commencement of the new transportation and the IATA rate of exchange applicable at the time of reassessment.
    - (c) All other changes to the first flight coupon are reissues and the provision of paragraph 2 applies.
  - (2) Other voluntary changes (reissues)
    - (a) When a passenger request a change other than as in preceding paragraph, the fare for the revised journey shall be assessed based on the fares applicable at the time of commencement of

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- transportation and the IATA rate of exchange at time of the original transaction.
- (b) The fares and related charges shall be recalculated from unit origin for the subjourney to be travelled.
- (11) Refunds (for partly used tickets)
- (a) Refunds will be assessed as follows
- (i) The amount of the refund will be assessed in the currency of the country of commencement of transportation.
- (ii) The fare for the travel undertaken will be assessed using the fares applicable at the time of commencement of transportation and IATA rate of exchange applicable at the time of original transaction.
- (b) When original payment has been made in a currency other than the currency of the country of commencement of transportation, refunds in the same currency as originally tendered will be made at the exchange rate used for the original payment.
- (c) Refunds other than above will be made at the bank rate in effect on the date of the refund.

## Rule 135 Stopovers

Stopovers may be permitted at any agreed stopping place subject to applicable laws and NH's regulations.

Stopovers will be permitted under the following conditions:

- (a) Stopovers must be arranged with the carrier in advance and specified on the ticket.
- (b) Counting  
To count the number of stopovers, the following provisions shall apply:
  - (1) In the case of round or circle trips, the stopover at the point of turnaround (fare construction point) is not counted.
  - (2) In the case of turnaround open-jaw trips, the outward point of arrival and the inward point of departure together constitute one stopover which is not counted.
  - (3) When one or more portions of a journey are traveled by surface, the last point of arrival by air and the first point of departure by air on each such break in the journey together count as one stopover: provided that:
    - (a) If stopovers are restricted to a specific area and there is a surface sector involved, both points in the surface sector must be in such specific area.
    - (b) When a specific routing permits stopovers at a named point, surface sectors to/from that named point are not permitted; provided surface sectors are permitted between two named stopover points.
    - (c) If one point attracts stopover charge, such charge must be assessed, if both points attract stopover charge, only one (the higher) must be assessed.
- (c) When a transit point is used as the origin, destination of a side trip, that point will be counted as a stopover unless the time interval between the arrival immediately preceding the side trip and the departure immediately following the side trip does not constitute a stopover.

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## Rule 145 Currency Applications

### Local currency fares and charges

- (1) Fares and related charges are expressed in the local currency of the country of commencement of transportation (COC), except those countries listed below which are expressed (A) in US dollars or (B) in Euro:

(A)

Afghanistan	Lebanon
Angola	Liberia
Anguilla	Madagascar
Antigua and Barbuda	Malawi
Argentina	Maldives
Bahamas	Mexico
Bangladesh	Mongolia
Barbados	Montserrat
Belize	Nicaragua
Bermuda	Nigeria
Bolivia	Palestinian Territory
Bonaire	Panama
Brazil	Paraguay
Burundi	Peru
Cambodia	Philippines
Cayman Islands	Rwanda
Chile	Saba
Colombia	Saint Eustatius
Congo, Dem. Rep. of	Saint Kitts
Costa Rica	and Nevis
Cuba	Saint Lucia
Dominica	Saint Vincent and
Dominican Republic	The Grenadines
Ecuador	Sao Tome and
El Salvador	Principe
Eritrea	Sierra Leone
Ethiopia	Somalia
Gambia	Suriname
Ghana	Tanzania, United
Grenada	Republic of
Guatemala	Timor Leste
Guinea	Trinidad and
Guyana	Tobago
Haiti	Uganda
Honduras	Ukraine
Indonesia	United States
Iraq	and U.S. Territories
Israel	Uruguay
Jamaica	Venezuela
Kenya	Viet Nam
Laos	Zambia
	Zimbabwe

(B)

Albania  
Armenia  
Austria

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Azerbaijan  
Belarus  
Belgium  
Bosnia and Herzegovina  
Bulgaria  
Cape Verde  
Croatia  
Cyprus  
Estonia  
Finland  
France except French Polynesia  
(including Wallis and Futuna)  
New Caledonia (including Loyalty Islands)  
Georgia  
Germany  
Greece  
Ireland  
Italy  
Kyrgyzstan  
Latvia  
Lithuania  
Luxembourg  
Macedonia (FYROM)  
Malta  
Moldova, Republic of Monaco  
Montenegro  
Netherlands  
Portugal  
Romania  
Russia  
Serbia  
Slovakia  
Slovenia  
Spain  
Tajikistan  
Turkey  
Turkmenistan  
Uzbekistan

- (2) All add-ons shall be established in the currency of the country concerned, or where agreed, in U.S. dollars or in Euro or in any other currency.

Combination of local currency fares

To combine two or more local currency fares, convert all local currency fares into the currency of the country of commencement of transportation.

Step 1: (a) Establish the NUC amount for each local currency fare by dividing the local currency fare by the applicable IATA Rate of Exchange (ROE) shown in the Currency Conversion Table below for the country in which the currency is denominated.

(b) Calculate the resultant amount to two decimal places, ignoring any further decimal places.

Step 2: Add the resultant NUC amounts for the sectors involved.

Step 3: (a) Established the through local currency

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fare by multiplying the total NUC amounts (derived from Steps 1, 2, and 3 above) by the IATA Rate of Exchange (ROE) shown in the currency conversion table below for the country of commencement of travel.

- (b) Calculate the resultant amount of one decimal place beyond the number of decimal places shown next to the local currency in the conversion table below, ignoring any further decimal places.
- (c) Round up to the next higher rounding unit shown next to the local currency in the currency conversion table, unless otherwise indicated.

Exception: When an international ticket is comprised of all domestic fare components, but within different countries, the provisions outlines above shall apply.

#### Other Charges

Other charges shall be separately converted to the currency of the country of sale using the Bankers' Selling Rate using the rounding units shown next to other charges in the currency conversion table.

MCOs for unspecified transportation and PTAs.

MCOs for unspecified transportation and PTAs when honored for payment of Air transportation shall be subject to the provisions of Rule 75 (Currency of Payment). The country of payment of the PTA or MCO shall be considered the country of original issue and determine construction Rules to apply.

#### Currency Table

For IATA Rate of Exchange (ROE) currency conversion table see pages 259-275.

#### Local Currency Rounding Table

For those countries where fares are expressed in USA and the USD is not the local currency; see pages 280-Q thru 282.

#### Currency Table

##### Abu Dhabi

(See United Arab Emirates)

##### Afghanistan

US Dollar USD ROE:1.0 Note D  
Round Up: Local Currency - 1 Other Charges - 0.1

##### Albania

Euro EUR ROE:.908104 Note -  
Round Up: Local Currency - 1 Other Charges - 0.01

##### Algeria

Algerian Dinar DZD ROE:120.675876 Note -  
Round Up: Local Currency - 1 Other Charges - 1

##### American Samoa

US Dollar USD ROE:1.0 Note -  
Round Up: Local Currency - 1 Other Charges - 0.1

##### Angola

US Dollar USD ROE:1.0 Note D  
Round Up: Local Currency - 1 Other Charges - 0.1

##### Anguilla

US Dollar USD ROE:1.0 Note D  
Round Up: Local Currency - 1 Other Charges - 0.1

##### Antigua and Barbuda

##### Barbuda



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US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Argentina			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Armenia			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Aruba			
Aruban Guilder	AWG	ROE:1.8000000	Note -
Round Up: Local Currency - 1			Other Charges - 1
Australia			
Australian Dollar	AUD	ROE:1.468910	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Austria			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Azerbaijan			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Bahamas			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Bahrain			
Bahraini Dinar	BHD	ROE:.376100	Note -
Round Up: Local Currency - 1			Other Charges - 1
Bangladesh			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Barbados			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Belarus			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Belgium			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Belize			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Benin, Rep. Of			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Bermuda			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Bhutan			
NGULTRUM	BTN	ROE:71.969032	Note -
Round Up: Local Currency - 1			Other Charges - 1
Bolivia			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Bonaire			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Bosnia and			

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Herzegovina				
Euro	EUR	ROE:.908104	Note E	
Round Up: Local Currency - 1			Other Charges - 0.01	
Botswana				
PULA	BWP	ROE:11.113232	Note -	
Round Up: Local Currency - 1			Other Charges - 0.1	
Brazil				
US Dollar	USD	ROE:1.0	Note D	
Round Up: Local Currency - 1			Other Charges - 0.1	
British Virgin Islands				
US Dollar	USD	ROE:1.0	Note -	
Round Up: Local Currency - 1			Other Charges - 0.1	
Brunei Darussalam				
Brunei Dollar	BND	ROE:1.385105	Note -	
Round Up: Local Currency - 1			Other Charges - 1	
Bulgaria				
Euro	EUR	ROE:.908104	Note E	
Round Up: Local Currency - 1			Other Charges - 0.01	
Burkina Faso				
CFA Franc	XOF	ROE:595.677380	Note -	
Round Up: Local Currency - 100			Other Charges - 100	
Burundi				
US Dollar	USD	ROE:1.0	Note D	
Round Up: Local Currency - 1			Other Charges - 0.1	
Cambodia				
US Dollar	USD	ROE:1.0	Note -	
Round Up: Local Currency - 1			Other Charges - 1.0	
Cameroon				
CFA Franc	XAF	ROE:595.677380	Note -	
Round Up: Local Currency - 100			Other Charges - 100	
Canada				
Canadian dollar	CAD	ROE:1.323867	Note -	
Round Up: Local Currency - 1			Other Charges - 0.1	
Cape Verde				
Euro	EUR	ROE:.908104	Note E	
Round Up: Local Currency - 1			Other Charges - 0.1	
Cayman Islands				
US Dollar	USD	ROE:1.0	Note D	
Round Up: Local Currency - 1			Other Charges - 0.1	
Central African Republic				
CFA Franc	XAF	ROE:595.677380	Note -	
Round Up: Local Currency - 100			Other Charges - 100	
Chad				
CFA Franc	XAF	ROE:595.677380	Note -	
Round Up: Local Currency - 100			Other Charges - 100	
Chile				
US Dollar	USD	ROE:1.0	Note D	
Round Up: Local Currency - 1			Other Charges - 0.1	
China				
Yuan Renminbi	CNY	ROE:7.145291	Note -	
Round Up: Local Currency - 10			Other Charges - 1	
Chinese Taipei				
Dollar	TWD	ROE:31.279394	Note -	
Round Up: Local Currency - 1			Other Charges - 0.5	
Colombia				

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US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Comoros			
Comoro			
Franc	KMF	ROE:446.758035	Note -
Round Up: Local Currency - 100			Other Charges - 50
Congo (Brazzaville)			
CFA Franc	XAF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Congo (Kinshasa)			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Cook Islands			
New Zealand			
Dollar	NZD	ROE:1.568442	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Costa Rica			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Cote d'Ivoire			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Croatia			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.01
Cuba			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Curacao			
Netherlands			
Antilles			
Guilder	ANG	ROE:1.790000	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Cyprus			
Euro	EUR	ROE:0.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.05
Czech			
Republic			
Czech Koruna	CZK	ROE:23.484744	Note -
Round Up: Local Currency - 1			Other Charges - 1
Denmark			
DANISH KRONE	DKK	ROE:6.773884	Note -
Round Up: Local Currency - 5			Other Charges - 1
Djibouti			
Djibouti Franc	DJF	ROE:177.721000	Note -
Round Up: Local Currency - 100			Other Charges - 100
Dominica			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Dominican			
Republic			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Ecuador			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Egypt			
EGYPTIAN Pound	EGP	ROE:16.560000	Note -

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Round Up: Local Currency - 1		Other Charges - 1
El Salvador		
US Dollar	USD ROE:1.0	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Equatorial Guinea		
CFA franc	XAF ROE:595.677380	Note -
Round Up: Local Currency - 100		Other Charges - 100
Eritrea		
US Dollar	USD ROE:1.0	Note D
Round Up: Local Currency - 1		Other Charges - 0.1
Estonia		
euro	EUR ROE:.908104	Note -
Round Up: Local Currency - 5		Other Charges - 0.1
Ethiopia		
US Dollar	USD ROE:1.0	Note D
Round Up: Local Currency - .		Other Charges - 0.1
Eswatini		
Lilangeni	SZL ROE:15.071386	Note -
Round Up: Local Currency - 10		Other Charges - 1
European M. Union		
Euro	EUR ROE:.908104	Note -
Round Up: Local Currency - 1		Other Charges - 0.5
Falkland Islands		
Falkland Islands Pound	FKP ROE:.818146	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Faroe Islands		
Danish Krone	DKK ROE:6.773884	Note -
Round Up: Local Currency - 5		Other Charges - 0.1
Fiji		
Fiji Dollar	FJD ROE:2.204261	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Finland		
Euro	EUR ROE:.908104	Note -
Round Up: Local Currency - 1		Other Charges - 0.01
France		
Euro	EUR ROE:.908104	Note -
Round Up: Local Currency - 1		Other Charges - 0.01
French Guiana		
Euro	EUR ROE:.908104	Note -
Round Up: Local Currency - 1		Other Charges - 0.01
French Polynesia		
CFP Franc	XPF ROE:108.365631	Note -
Round Up: Local Currency - 5		Other Charges - 1
Gabon		
CFA Franc	XAF ROE:595.677380	Note -
Round Up: Local Currency - 100		Other Charges - 100
Gambia		
US Dollar	USD ROE:1.0	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Georgia		
Euro	EUR ROE:.908104	Note E
Round Up: Local Currency - 1		Other Charges - 0.1
Germany		
Euro	EUR ROE:.908104	Note -
Round Up: Local Currency - 1		Other Charges - 0.01
Ghana		
US Dollar	USD ROE:1.0	Note D
Round Up: Local Currency - 1		Other Charges - 0.1

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Gibraltar				
Gibraltar				
Pound	GIP	ROE:.818146	Note -	
Round Up: Local Currency - 1			Other Charges - 0.1	
Greece				
Euro	EUR	ROE:.908104	Note -	
Round Up: Local Currency - 100			Other Charges - 10	
Greenland				
Danish Krone	DKK	ROE:6.773884	Note -	
Round Up: Local Currency - 5			Other Charges - 1	
Grenada				
US Dollar	USD	ROE:1.0	Note D	
Round Up: Local Currency - 1			Other Charges - 0.1	
Guadeloupe				
Euro	EUR	ROE:.908104	Note -	
Round Up: Local Currency - 1			Other Charges - 0.01	
Guam				
US Dollar	USD	ROE:1.0	Note -	
Round Up: Local Currency - 1			Other Charges - 0.1	
Guatemala				
US Dollar	USD	ROE:1.0	Note D	
Round Up: Local Currency - 1			Other Charges - 0.1	
Guinea				
US Dollar	USD	ROE:1.0	Note D	
Round Up: Local Currency - 1			Other Charges - 0.1	
Guinea-Bissau				
CFA Franc	XOF	ROE:595.677380	Note -	
Round Up: Local Currency - 1			Other Charges - 0.1	
Guyana				
US Dollar	USD	ROE:1.0	Note -	
Round Up: Local Currency - 1			Other Charges - 1	
Haiti				
US Dollar	USD	ROE:1.0	Note -	
Round Up: Local Currency - 1			Other Charges - 0.1	
Honduras				
US Dollar	USD	ROE:1.0	Note D	
Round Up: Local Currency - 1			Other Charges - 0.1	
Hong Kong				
Hong Kong Dollar	HKD	ROE:7.841150	Note -	
Round Up: Local Currency - 10			Other Charges - 1	
Hungary				
Forint	HUF	ROE:299.756829	Note -	
Round Up: Local Currency - 10			Other Charges - 10	
Iceland				
Iceland Krone	ISK	ROE:126.754430	Note -	
Round Up: Local Currency - 100			Other Charges - 10	
India				
Indian Rupee	INR	ROE:71.969032	Note -	
Round Up: Local Currency - 5			Other Charges - 1	
Indonesia				
Indonesian Rupiah	IDR	ROE:14126.800000	Note -	
Round Up: Local Currency - 1			Other Charges - 0.1	
Iran, Islamic Republic of				
Iranian Rial	IRR	ROE:112807.000000	Note -	
Round Up: Local Currency - 100			Other Charges - 100	
Iraq				
Iraq Dinar	IQD	ROE:1199.765150	Note D	

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Round Up: Local Currency - 0.1	Other Charges - 0.05
Ireland	
Euro	EUR ROE:.908104
Round Up: Local Currency - 1	Note - Other Charges - 0.01
Israel	
US Dollar	USD ROE:1.0
Round Up: Local Currency - 1	Note D Other Charges - 0.1
Italy	
Euro	EUR ROE:.908104
Round Up: Local Currency - 1	Note - Other Charges - 0.01
Jamaica	
US Dollar	USD ROE:1.0
Round Up: Local Currency - 1	Note - Other Charges - 0.1
Japan	
YEN	JPY ROE:106.608770
Round Up: Local Currency - 100	Note - Other Charges - 10
Jordan	
Jordanian Dinar	JOD ROE: .709000
Round Up: Local Currency - 1	Note - Other Charges - 0.05
Kazakhstan	
Tenge	KZT ROE:387.166000
Round Up: Local Currency - 1	Note D Other Charges - 0.1
Kenya	
US Dollar	USD ROE:1.0
Round Up: Local Currency - 1	Note D Other Charges - 0.1
Kiribati	
Australian	
Dollar	AUD ROE:1.468910
Round Up: Local Currency - 1	Note - Other Charges - 0.1
Korea, Democratic People's Republic of North Korean	
Won	KPW ROE:107.250000
Round Up: Local Currency - 1	Note - Other Charges - 1
Korea, Republic of	
Korean won	KRW ROE:1201.730079
Round Up: Local Currency - 100	Note - Other Charges - 100
Kuwait	
Kuwait Dinar	KWD ROE:.304751
Round Up: Local Currency - 1	Note - Other Charges - 0.05
Kyrgyzstan	
Euro	EUR ROE:.908104
Round Up: Local Currency - 1	Note E Other Charges - 0.1
Laos, People's Democratic Republic of	
US Dollar	USD ROE:1.0
Round Up: Local Currency - 1	Note D Other Charges - 0.1
Latvia	
Euro	EUR ROE:.908104
Round Up: Local Currency - 1	Note - Other Charges - 0.1
Lebanon	
US Dollar	USD ROE:1.0
Round Up: Local Currency - 1	Note - Other Charges - 0.1
Lesotho	

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LOTI	LSL	ROE:15.071386	Note -
Round Up: Local Currency - 10			Other Charges - 0.1
Liberia			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Libyan Arab Jamahiriya			
Libyan Dinar	LYD	ROE:1.431813	Note -
Round Up: Local Currency - 0.1			Other Charges - 0.05
Lithuania			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Luxembourg			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Macao			
Pataca	MOP	ROE:8.076385	Note -
Round Up: Local Currency - 10			Other Charges - 1
Madagascar			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 100			Other Charges - 50
Malawi			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Malaysia			
Malaysian			
Ringgit	MYR	ROE:4.194384	Note -
Round Up: Local Currency - 1			Other Charges - 1
Maldives			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Mali			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Malta			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Marshall Islands			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Martinique			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Mauritania			
Ouguiya	MRO	ROE:37.391920	Note -
Round Up: Local Currency - 20			Other Charges - 10
Mauritius			
Mauritius Rupee	MUR	ROE:37.445118	Note -
Round Up: Local Currency - 5			Other Charges - 1
Mayotte			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Mexico			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Micronesia			
US Dollar	USD	ROE:1.00	Note -

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Round Up: Local Currency - 1		Other Charges - 0.1
Moldova, Republic of		
Euro	EUR ROE:.908104	Note E
Round Up: Local Currency - 1		Other Charges - 0.1
Monaco		
Euro	EUR ROE:.908104	Note -
Round Up: Local Currency - 1		Other Charges - 0.01
Mongolia		
US Dollar	USD ROE:1.0	Note D
Round Up: Local Currency - 1		Other Charges - 0.1
Montenegro		
Euro	EUR ROE:.908104	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Montserrat		
US Dollar	USD ROE:1.0	Note D
Round Up: Local Currency - 1		Other Charges - 0.1
MOROCCO		
Moroccan Dirham	MAD ROE:9.756254	Note -
Round Up: Local Currency - 5		Other Charges - 1
Mozambique		
Metical	MZM ROE:62.046000	Note -
Round Up: Local Currency - 10000		Other Charges - 10000
Myanmar		
Kyat	MMK ROE:1546.704423	Note D
Round Up: Local Currency - 1		Other Charges - 1
Namibia		
Namibian Dollar	NAD ROE:15.071386	Note -
Round Up: Local Currency - 10		Other Charges - 1
Nauru		
Australian Dollar	AUD ROE:1.468910	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Nepal		
Nepalese Rupee	NPR ROE:115.150452	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Netherlands		
Netherlands		
Euro	EUR ROE:.908104	Note -
Round Up: Local Currency - 1		Other Charges - 0.01
Netherlands Antilles		
Netherlands Antillean Guilder	ANG ROE:1.790000	Note -
Round Up: Local Currency - 1		Other Charges - 1
New Caledonia		
CFP Franc	XPF ROE:108.365631	Note -
Round Up: Local Currency - 100		Other Charges - 10
New Zealand		
New Zealand Dollar	NZD ROE:1.568442	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Nicaragua		
US Dollar	USD ROE:1.0	Note D
Round Up: Local Currency - 1		Other Charges - 0.1
Niger		
CFA Franc	XOF ROE:595.677380	Note -



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Round Up: Local Currency - 100	Other Charges - 100
Nigeria	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Niue	
New Zealand Dollar NZD ROE:1.568442	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Norfolk Island	
Australian Dollar AUD ROE:1.468910	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Northern Mariana Islands	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Norway	
Norwegian Krone NOK ROE:9.026063	Note -
Round Up: Local Currency - 5	Other Charges - 1
Occupied Palestinian Territory	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Oman	
Rial Omani OMR ROE: .384500	Note -
Round Up: Local Currency - 1	Other Charges - 1
Pakistan	
Pakistan Rupee PKR ROE:156.955904	Note -
Round Up: Local Currency - 10	Other Charges - 1
Palau	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Panama	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Papua New Guinea	
KINA PGK ROE:3.487872	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Paraguay	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Peru	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Philippines	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Poland	
PLN PLN ROE:3.948006	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Portugal	
Portuguese	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.01
Puerto Rico	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Qatar	
Qatari Rial QAR ROE:3.640000	Note -
Round Up: Local Currency - 10	Other Charges - 10
Reunion	

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Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Romania			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.01
Russian Federation			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.01
Rwanda			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Saba			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Saint Helena			
Saint Helena			
Pound	SHP	ROE: 0.818146	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Saint Kitts and Nevis			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Saint Lucia			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Saint Maarten			
Guilder Netherlands Antilles	ANG	ROE:1.790000	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Saint Pierre and Miquelon			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 0.01			Other Charges - 0.01
Saint Vincent and The Grenadines			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Samoa			
Tala	WST	ROE:2.758274	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Sao Tome and Principe			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Saudi Arabia			
Saudi Riyal	SAR	ROE:3.750000	Note -
Round Up: Local Currency - 1			Other Charges - 1
Senegal			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Serbia			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Seychelles			
Seychelles			
Rupee	SCR	ROE:14.552957	Note -
Round Up: Local Currency - 1			Other Charges - 1

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Sierra Leone				
US Dollar	USD	ROE:1.0	Note -	
Round Up: Local Currency - 1			Other Charges - 0.1	
Singapore				
Singapore Dollar	SGD	ROE:1.385105	Note -	
Round Up: Local Currency - 1			Other Charges - 1	
Slovakia				
Euro	EUR	ROE:.908104	Note -	
Round Up: Local Currency - 1			Other Charges - 1	
Slovenia				
Euro	EUR	ROE:.908104	Note -	
Round Up: Local Currency - 100			Other Charges - 1	
Solomon Islands				
Solomon Islands Dollar	SBD	ROE:8.494263	Note -	
Round Up: Local Currency - 1			Other Charges - 0.1	
Somalia				
US Dollar	USD	ROE:1.0	Note D	
Round Up: Local Currency - 1			Other Charges - 0.1	
South Africa				
Rand	ZAR	ROE:15.071386	Note -	
Round Up: Local Currency - 10			Other Charges - 1	
South Sudan				
South Sudanese Pound SSP		ROE:159.403000	Note G	
Round Up: Local Currency - 1			Other Charges - 1	
Spain				
Euro	EUR	ROE:.908104	Note -	
Round Up: Local Currency - 1			Other Charges - 0.01	
Sri Lanka				
SRI LANKA RUPEE	LKR	ROE:181.346000	Note -	
Round Up: Local Currency - 100			Other Charges - 1	
Sudan				
Sudanese Dinar	SDG	ROE:45.225000	Note G	
Round Up: Local Currency - 1			Other Charges - 1	
Suriname				
US Dollar	USD	ROE:1.0	Note D	
Round Up: Local Currency - 1			Other Charges - 0.1	
Sweden				
Swedish Krone	SEK	ROE:9.726038	Note -	
Round Up: Local Currency - 5			Other Charges - 1	
Switzerland				
SWISS Franc	CHF	ROE:.987367	Note -	
Round Up: Local Currency - 1			Other Charges - 0.5	
Syrian Arab Republic				
Syrian Pound	SYR	ROE:436.000000	Note G	
Round Up: Local Currency - 1			Other Charges - 1	
Tajikistan				
Euro	EUR	ROE:.908104	Note E	
Round Up: Local Currency - 1			Other Charges - 0.1	
Tanzania, United Republic of				
US Dollar	USD	ROE:1.0	Note D	
Round Up: Local Currency - 1			Other Charges - 0.1	
Thailand				
Baht	THB	ROE:30.821100	Note -	
Round Up: Local Currency - 5			Other Charges - 5	

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Timor - Leste			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 5			Other Charges - 0.1
Togo			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Tonga			
Pa'anga	TOP	ROE:2.385951	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Trinidad and Tobago			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Tunisia			
Tunisian Dinar	TND	ROE:2.918174	Note -
Round Up: Local Currency - 0.5			Other Charges - 0.5
Turkey			
Turkish Lira	TRY	ROE:5.715780	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Turkmenistan			
New Manat	TMT	ROE:3.500000	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Turks and Caicos Islands			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Tuvalu			
Australian Dollar	AUD	ROE:1.468910	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Uganda			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Ukraine			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
United Arab Emirates (Comprised of Abu Dhabi, Ajman, Dubai, Fujairah, Ras-el-Khaimah, Sharjah, Umm Al Qaiwain)			
UAE Dirham	AED	ROE:3.672750	Note -
Round Up: Local Currency - 10			Other Charges - 10
United Kingdom			
Pound Sterling	GBP	ROE:0.818146	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
United States			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Uruguay			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Uzbekistan			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1

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Vanuatu			
Vatu	VUV	ROE:114.140000	Note -
Round Up: Local Currency - 100			Other Charges - 10
Venezuela			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Vietnam			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Wallis and Futuna Islands			
CFP Franc	XPF	ROE:108.365631	Note -
Round Up: Local Currency - 100			Other Charges - 10
Yemen, Republic of			
Yemini Rial	YER	ROE:250.000000	Note G
Round Up: Local Currency - 1			Other Charges - 0.1
Zambia			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Zimbabwe			
Zimbabwe Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1

Notes:

- D International Fares from this country are published in US Dollars. This rate of exchange is to be used solely to convert local currency domestic fares to US Dollars. This will allow combination of domestic fares and international fares from this country on the same ticket and provide a common industry base.
- E International Fares from this country are published in Euro. This rate of exchange is to be used solely to convert local currency domestic fares to Euro. This will allow combination of domestic fares and international fares from this country on the same ticket and provide a common industry base.
- G This rate of exchange is established by Government Order and does not result from the application of Resolution 024c.

Local Currency Rounding Table

For those countries where fares are expressed in USD and the USD is not the local currency, and when payment is tendered in the local currency, the amounts shall be rounded up to next unit as per the following table, unless otherwise shown:

Afghanistan			
Afghani	AFA		Note -
Round Up: Local Currency - 1			Other Charges - 1
Albania			
Lek	ALL		Note -
Round Up: Local Currency - 1			Other Charges - 1
Angola			
KWANZA	AOK		Note -
Round up: Local Currency - 1000000			Other Charges - 0.1
Kwanza			
Reajustado	AOR		Note -
Round Up: Local Currency - 100			Other Charges - 100

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Anguilla			
EC Dollar	XCD		Note 3
Round Up: Local Currency	- 1		Other Charges - 0.1
Antigua and Barbuda			
EC Dollar	XCD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Argentina			
Argentine Peso	ARS		Note 1,3
Round Up: Local Currency	- 1000		Other Charges -
1000			
Armenia			
Armenian Dram	AMD		Note -
Round Up: Local Currency	- 100		Other Charges - 10
Azerbaijan			
Azerbaijani			
Manat	AZM		Note -
Round Up: Local Currency	- 100		Other Charges - 10
Bahamas			
Bahamian Dollar	BSD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Bangladesh			
Taka	BDT		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Barbados			
Barbados Dollar	BBD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Belarus			
Belarussian			
Ruble	BYB		Note -
Round Up: Local Currency	- 100		Other Charges - 10
Belize			
Belize Dollar	BZD		Note 1
Round Up: Local Currency	- 1		Other Charges - 0.1
Bermuda			
Bermudian			
Dollar	BMD		Note 3
Round Up: Local Currency	- 1		Other Charges - 0.1
Bolivia			
Boliviano	BOB		Note 1
Round Up: Local Currency	- 1		Other Charges - 0.1
Bosnia and Herzegovina			
Dinar	BAD		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Brazil			
Brazilian Real	BRL		Note 1,2
Round Up: Local Currency	- 1		Other Charges - 1
Burundi			
Burundi Franc	BIF		Note -
Round Up: Local Currency	- 10		Other Charges - 5
Bulgaria			
Lev	BGL		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Cambodia			
Riel	KHR		Note -
Round Up: Local Currency	- 10		Other Charges - 10
Cape Verde			

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Cape Verde			
Escudo	CVE		Note -
Round Up: Local Currency	- 100		Other Charges - 100
Cayman Islands			
Cayman Island			
Dollar	KYD		Note 3
Round Up: Local Currency	- 0.1		Other Charges - 0.1
Chile			
Chilean Peso	CLP		Note 1
Round Up: Local Currency	- 1		Other Charges - 1
Colombia			
Colombian Peso	COP		Note 1
Round Up: Local Currency	- 100		Other Charges - 100
Costa Rica			
Costa Rican			
Colon	CRC		Note 1
Round Up: Local Currency	- 10		Other Charges - 10
Croatia			
Croatian Kuna	HRK		Note 3
Round Up: Local Currency	- 1		Other Charges - 1
Cuba			
Cuban Peso	CUP		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Dominica			
EC Dollar	XCD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Dominican Republic			
Dominican Peso	DOP		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Ecuador			
Sucre	ECS		Note 1,3
Round Up: Local Currency	- 1		Other Charges - 0.1
El Salvador			
El Salvador			
Colon	SVC		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Eritrea			
Ethiopian Birr	ETB		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Estonia			
Kroon	EEK		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Ethiopia			
Ethiopian Birr	ETB		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Gambia			
Dalasi	GMD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Georgia			
Lari	GEL		Note -
Round Up: Local Currency	- 100		Other Charges - 10
Ghana			
Cedi	GHC		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Grenada			
EC Dollar	XCD		Note -

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Round Up: Local Currency - 1		Other Charges - 0.1
Guatemala		
Quetzal	GTQ	Note 3
Round Up: Local Currency - 1		Other Charges - 0.1
Guinea		
Guinea Franc	GNF	Note -
Round Up: Local Currency - 100		Other Charges - 100
Guyana		
Guyana Dollar	GYD	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Haiti		
Gourde	HTG	Note -
Round Up: Local Currency - 1		Other Charges - 0.5
Honduras		
Lempira	HNL	Note 1
Round Up: Local Currency - 1		Other Charges - 0.2
Indonesia		
Rupiah	IDR	Note -
Round Up: Local Currency - 100		Other Charges - 100
Israel		
Shekel	ILS	Note 3
Round Up: Local Currency - 1		Other Charges - 1
Jamaica		
Jamaican Dollar	JMD	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Kazakhstan		
Kazakhstan		
Tenge	KZT	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Kenya		
Kenyan Shilling	KES	Note -
Round Up: Local Currency - 5		Other Charges - 5
Kyrgyzstan		
Som	KGS	Note -
Round Up: Local Currency - 1		Other Charges - .1
Laos, People's Democratic Republic of		
Kip	LAK	Note -
Round Up: Local Currency - 10		Other Charges - 10
Latvia		
Latvian Lats	LVL	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Lebanon		
Lebanese Pound	LBP	Note -
Round Up: Local Currency - 100		Other Charges - 100
Liberia		
Liberian Dollar	LRD	Note -
Round Up: Local Currency - 100		Other Charges - 100
Lithuania		
Lithuanian Litas	LTL	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Macedonia, The Former Yugoslav Republic of		
Dener	MKD	Note 3
Round Up: Local Currency - 1		Other Charges - 1
Madagascar		



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Malagasy Franc	MGF		Note -
Round Up: Local Currency	-1000		Other Charges - 50
Malawi			
Kwacha	MWK		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Maldives			
Rufiyaa	MVR		Note 1
Round Up: Local Currency	- 1		Other Charges - 1
Mexico			
Mexican			
Peso	MXN		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Moldova, Republic of			
Moldovan Leu	MDL		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Mongolia			
Tugrik	MNT		Note -
Round Up: Local Currency	- -		Other Charges - -
Montserrat			
EC Dollar	XCD		Note 3
Round Up: Local Currency	- 1		Other Charges - 0.1
Nepal			
Nepalese Rupee	NPR		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Nicaragua			
Cordoba Oro	NIO		Note 1
Round Up: Local Currency	- 1		Other Charges - 1
Nigeria			
Naira	NGN		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Panama			
Balboa	PAB		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Paraguay			
Guarani	PYG		Note 1
Round Up: Local Currency	- 1000		Other Charges - 1000
Peru			
Nuevo Sol	PES		Note -
Round Up: Local Currency	- 0.1		Other Charges - 0.1
Philippines			
Philippine Peso	PHP		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Poland			
Zloty	PLN		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Romania			
Leu	ROL		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Russian Federation			
Belarussian			
Ruble	BYB		Note -
Round Up: Local Currency	- 100		Other Charges - 10
Rwanda			
Rwanda France	RWF		Note -
Round Up: Local Currency	- 10		Other Charges - 5
Saint Kitts			

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and Nevis			
EC Dollar	XCD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Saint Lucia			
EC Dollar	XCD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Saint Vincent and The Grenadines			
EC Dollar	XCD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Sao Tome and Principe			
Dobra	STD		Note -
Round Up: Local Currency	- 10		Other Charges - 10
Sierra Leone			
Leone	SLL		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Somalia			
Somali Shilling	SOS		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Surinam			
Surinam Guilder	SRG		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Tajikistan			
Tasik Ruble	TJR		Note -
Round Up: Local Currency	- 100		Other Charges - 10
Tanzania, United Republic of			
Tanzanian Shilling	TZS		Note -
Round Up: Local Currency	- 10		Other Charges - 10
Trinidad and Tobago			
Trinidad and Tobago Dollar	TTD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Turkey			
Turkish Lira	TRL		Note -
Round Up: Local Currency	- 1000		Other Charges - 100
Turkmenistan			
Turkmenistan Manat	TMM		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Uganda			
Uganda Shilling	UGX		Note -
Round Up: Local Currency	- 1		Other Charges - 1
Ukraine			
Hryvnia	UAH		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Uruguay			
Uruguayan Peso	UYU		Note -1,3
Round Up: Local Currency	- 100		Other Charges - 100
Uzbekistan			
Uzbekistan Sum	UZS		Note -
Round Up: Local Currency	- 100		Other Charges - 10
Venezuela			

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Bolivar	VEB	Note -
Round Up: Local Currency - 10		Other Charges - 10
Viet Nam		
Dong	VND	Note -
Round Up: Local Currency - 1		Other Charges - 1
Yemen, Republic of		
Yemeni Rial	YER	Note -
Round Up: Local Currency - 1		Other Charges - 1
Yugoslavia		
New Dinar	YUM	Note 4
Round Up: Local Currency - 1		Other Charges - 1
Zaire		
New Zaire	ZRN	Note -
Round Up: Local Currency - 1		Other Charges - 0.05
Zambia		
Kwacha	ZMK	Note -
Round Up: Local Currency - 1		Other Charges - 5

Notes:

1. For documents issued in the local currency of this country, refunds shall only be made in this country and in the currency of this country.
2. No rounding is involved, all decimals beyond two shall be ignored.
3. Rounding of fares and other charges shall be to the nearest rounding unit.
4. Rounding shall be accomplished by dropping amounts of 50 paras and less and increasing amounts of more than 50 paras to the next higher New Dinar.

Rule 200 Children's and Infants' Fares

- (A) Accompanied children and infants fare for accompanied infants and children will be charged according to the chart below, provided:
- (1) Infants under 2 years of age are accompanied by a passenger 12 years of age or overpaying the applicable adult fare;
  - (2) Only one infant is permitted to accompany each passenger paying the applicable adult fare in order to apply the charge in column 2.
  - (3) Children 2 years of age or over but under 12 years of age are accompanied by a passenger 12 years of age or overpaying the applicable adult fare.
  - (4) When discount is permitted the child under 5 years of age/infant must be accompanied on the same flight and in the same compartment for the entire journey by an adult fare paying passenger at least 12 years old. When discount is permitted, the child over 5 but under 12 years of age must be accompanied on the same flight for the entire journey by an adult fare paying passenger at least 12 years old.

Percentage shown shall be applied to the applicable adult fare

Column 1 When travel is:	Column 2 Fare type	Column 3 Accompanied infants under 2 years of age not occupying a seat will pay:
Between area 1 and area 3	All	10 percent

Note: When domestic sectors within the U.S.A./Canada, including transborder sectors between the U.S.A. and Canada, or domestic sectors within a country where infants are permitted free of charge are included in an international journey, travel over such sectors will be permitted free of charge.

Percentage shown shall be applied to the applicable adult fare

Column 1 When travel is:	Column 2 Fare type	Column 3 Accompanied infants under 2 yrs. of age occupying a seat will pay:	Column 3 Accompanied children 2 years of age or over but under 12 will pay:
Between area 1 and Area 3	All		
	First class	100 percent	100 percent
	Business class	75 percent	75 percent
	Economy class	75 percent	75 percent

- (B) Unaccompanied children (see also rule 25 (refusal to

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Transport-limitation of carriage)

Fares for unaccompanied children will be as follows:

Column 1 when Travel is:	Column 2 Fare Type	Column 3 Age of Child 2 Years or over but under 12 Years
From India to Area 1	All	75 Percent
Between Area 1 and Area 3 (Except as noted Above)	All	100 Percent

- (C) The age limits referred to in this rule shall be those in effect on the date of commencement of the travel from the point of origin.
- (D) (1) Unless otherwise specified in an applicable rule, children's discounts apply to any charge or surcharge and any cancellation or refund fee.  
(2) Unless otherwise specified in an applicable rule, infant's discounts apply on any stopover charge, any other charge or surcharge to any cancellation, refund or other fee shall not apply.
- (E) The percentage table indicated in (a) and (b) above apply unless otherwise specified in the applicable fare rule.
- (F) Except as noted in paragraph (d) above, or in the applicable fare rule, miscellaneous fees (including change fees) and charges for passengers under the age of 12 years, if applicable, shall be assessed at the same percentage of discount as exists between the child's or infants' fare and the adult fare.

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### Rule 550 Passenger Occupying Two Seats

Upon request and advance arrangement, the carrier will permit the exclusive use of two seats by a passenger, subject to payment of two applicable fares between the points between which the seats will be used. The free baggage allowance for such passenger will be twice the normal allowance.

## Rule 600 Flights to, from and within Canada, including connecting flights

Application of Rule 600- Rule 600 has been adopted pursuant to the APPR. The provisions of Rule 600 are applicable only to services provided in connection with scheduled flights to, from and within Canada, including connecting flights, by NH.

### (1) Flight Delays, Cancellations, and Denial of Boarding

where a flight is delayed, cancelled or where a passenger is not permitted to occupy a seat on board a flight because the number of seats that may be occupied on the flight is less than the number of passengers who have checked in by the required time, hold a confirmed reservation and valid travel documentation and are present at the boarding gate at the required boarding time (a "Denial of Boarding") (flight delays, cancellations and Denial of Boarding are collectively referred to as a "Flight Disruption"), passengers may be entitled to specific standards of treatment, rebooking or a refund, and compensation as set out in (4)(B) and (C) here. The following is a summary of our terms and conditions in cases of a Flight Disruption.

#### (A) Notifying passengers of a known Flight Disruption

To keep our passengers informed during a Flight Disruption we will provide affected passengers with the following information, based on the information available to us:

- (i) The reason for the Flight Disruption;
- (ii) The compensation to which the passengers may be entitled for the inconvenience (if applicable);
- (iii) The standard of treatment for passengers (if any); and
- (iv) The recourse available to passengers against NH, including their recourse to the Canadian Transportation Agency.

We strive to provide our passengers with new information as soon as feasible and will provide status updates every 30 minutes until a new departure time is set for the flight or alternative travel arrangements have been made pursuant to (1)(B) here.

#### (B) Providing services to minimize inconvenience

##### Alternate Travel Arrangements

In the event of a delay of three hours or more ("Extended Delay"), a flight cancellation, or a Denial of Boarding, we will assist our passengers in rebooking travel to their destination to complete their itinerary as soon as feasible. Specifically:

where the Extended Delay, flight cancellation, or a Denial of Boarding occurs for reasons outside of our control as defined in the APPR and described below, we will provide our passengers, free of charge, with:

- (i) a confirmed reservation for the next available flight that is operated by us or our commercial partners, travelling on any reasonable air route from the airport where the passenger is located to their destination, and

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- that departs within 48 hours of the end of the event that caused the Extended Delay, flight cancellation or Denial of Boarding; or if not available;
- (ii)a confirmed reservation for a flight that is operated by any air carrier, travelling on any reasonable air route from the airport where the passenger is located (or another airport within a reasonable distance) to their destination, and if the new departure is at a different airport, transportation to the other airport.

A Flight Disruption is outside of our control if caused by events, including but not limited to, war or political instability, illegal acts or sabotage, meteorological conditions or natural disasters that make the safe operation of the aircraft impossible, instructions from air traffic control, a NOTAM, a security threat, airport operation issues, a medical emergency, a collision with wildlife, a labour disruption within NH or within an essential service provider such as an airport or an air navigation service provider, a manufacturing defect in an aircraft that reduces the safety of passengers and that was identified by the manufacturer of the aircraft concerned, or by a competent authority, or an order or instruction from an official of a state or a law enforcement agency or from a person responsible for airport security.

Where an Extended Delay, a flight cancellation, or a Denial of Boarding, occurs for reasons within our control, (including situations required for safety purposes), we will provide passengers, free of charge, with:

(i)a confirmed reservation on the next available flight that is operated by us or our commercial partners, travelling on any reasonable air route from the airport where the passenger is located to their destination, and that departs within 9 hours of the original departure time; or if not available;

(ii)a confirmed reservation for a flight that is operated by any air carrier, travelling on any reasonable air route from the airport where the passenger is located to their destination, and that departs within 48 hours of their original departure time; or if not available;

(iii)a confirmed reservation for a flight that is operated by any air carrier, travelling on any reasonable air route from an airport that is within a reasonable distance of the airport where the passenger is located to their destination, and transportation to the other airport.

A Flight Disruption is within our control but required for safety purposes where the cause of the Flight Disruption is required by law in order to reduce risk to passenger safety and includes required by safety decisions made within the authority of the pilot of the aircraft or any decision made in accordance with a safety management system as defined in subsection 101.01(1) of the Canadian Aviation Regulations



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but does not include scheduled maintenance in compliance with legal requirements.

In accordance with the APPR, we will provide alternate travel arrangements that are comparable to those on the original ticket in case of an Extended Delay, cancellation or Denial of Boarding. If the alternate travel arrangements provide for a higher class of service than the original ticket, we will not charge for the upgrade.

Information about compensation for an Extended Delay or cancellation is described in (4)(C) here.

If the alternate travel arrangements offered do not accommodate our passenger's travel needs, we will (a) in the case where a passenger is no longer at the point of origin indicated on the ticket and the travel no longer serves a purpose because of the Flight Disruption, refund the ticket and if necessary, return our passenger to his/her point of origin; and (b) in any other case, refund the unused portion of the ticket. Passengers who choose to take a ticket refund instead of alternate arrangements may be entitled to compensation in the amount of \$400 (CAD) if their ticket is refunded due to an Extended Delay or cancellation that is within the control of NH (except where the Extended Delay or cancellation is required for safety purposes). In order to receive compensation, the passenger must file a request for compensation with NH within 1 year of the Extended Delay or cancellation.

#### (C) Denial of Boarding Procedure

Before a Denial of Boarding, we ask passengers to volunteer to give up their seat. If we offer a benefit to our volunteer(s) in exchange for giving up his/her seat, we will provide written confirmation of the benefit before the flight departs.

Where a Denial of Boarding occurs, we will give priority for boarding to passengers in the following order:

- (i) unaccompanied minors;
- (ii) a person with a disability and their support person, service animal, or emotional support animal, if any;
- (iii) a passenger who is travelling with family members; and
- (iv) a passenger who was previously denied boarding on the same ticket.

\*The order of priority described above does not apply where the Denial of Boarding was caused by a situation outside of our control.

We will make reasonable efforts not to cause a Denial of Boarding to a passenger who is already on board the aircraft but may do so where it is required for safety reasons.

Information about compensation for Denial of Boarding is set out in (4)(B) here.

#### (D) Our Contingency Plan for Lengthy Tarmac Delays

Where a flight is delayed on a tarmac at a Canadian airport for three hours after the aircraft doors have been closed for take-off or after the flight has landed, we will allow passengers to disembark the aircraft.

\*The following cases are excluded: (1) where it is likely that take-off will occur less than three hours and 45 minutes after the doors of the aircraft are closed for take-off or after the flight has landed and NH is able to continue providing passengers with the services described below; and (2) where it is not possible to provide an opportunity for passengers to disembark, including if it is not possible for reasons related to safety and security or to air traffic or customs control.

When allowing passengers to disembark, if feasible, we will give passengers with disabilities, and their support person, service animal or emotional support animal (if any) the opportunity to disembark first.

For all flights to, from and within Canada, in accordance with the APPR, we will use reasonable efforts to provide convenient and comfortable services to all customers in cases of tarmac delays. Specifically, we will provide passengers with the following, free of charge:

- (i) Access to lavatories in working order;
- (ii) Proper ventilation and cooling or heating of the aircraft;
- (iii) If it is feasible to communicate with people outside of the aircraft, the means to do so; and
- (iv) Food and drink, in reasonable quantities, taking into account the length of the delay, the time of day and the location of the airport.

## (2) Lost or Damaged Baggage

We will make reasonable efforts to ensure that all checked baggage is available as soon as possible after a passenger's flight arrives at the gate and to avoid damage to the checked baggage. In the unlikely event your baggage does not arrive at your destination with you, we will initiate a search and make reasonable efforts to return the baggage to you within 24 hours. In the further unlikely event that your baggage cannot be located or your baggage is damaged, we will pay compensation for lost or damaged baggage as required by applicable international agreements and according to our Conditions of Carriage. Moreover, in cases of lost (even temporarily) or damaged baggage, we will reimburse passengers for any fees paid for carrying such baggage.

- ## (3) Assignment of Seats to Children under the Age of 14 Years
- We make every effort to ensure that children under the age of 14 years are assigned a seat in close proximity to their parent, guardian or tutor in accordance with the following chart at no additional cost:

Age of Child	Seating provided
4 years of age or younger	Seat provided will be adjacent to parent, guardian, or tutor
5 to 11 years of age	Seat provided will be in the same row as the child's

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	parent, guardian, or tutor and that is separated from the child's parent, guardian, or tutor by no more than one seat or the space of an aisle
12 or 13 years of age	Seat provided will be in a row that is separated from the row of the parent, guardian or tutor by no more than one row.

\*Please note that while NH does not charge an additional fee for children to be seated adjacent to their parent, guardian or tutor, NH may still enforce a seat selection fee if applicable.

On some flights, passengers, including children under the age of 14 years, may reserve a specified seat on a flight in advance. NH aims to assign a seat to a child in close proximity to their parent, guardian or tutor before check-in.

If we are unable to assign a child a seat in close proximity to their parent, guardian or tutor, we try to assign seats:  
(i) At the time of check-in, if possible;  
(ii) By asking for volunteers to change seats at the time of boarding; and  
(iii) By asking for volunteers to change seats before take-off.

We will make every effort to ensure that children under the age of 14 years are assigned a seat in close proximity to their parent, guardian or tutor.

(4) Information on treatment, compensation, refunds and recourse

(A) Providing services to minimize inconvenience resulting from a Flight Disruption

We make every effort to ensure our flights operate on time and passengers are not denied boarding. However, in case of a Denial of Boarding and in the case of a delay or cancellation where passengers are informed of the delay or cancellation less than 12 hours before the departure and have waited two hours after the original departure time, we will provide the following treatment, free of charge:  
(i) Food and drink in reasonable quantities, taking into account the length of the wait, the time of day and the location of the passenger; and  
(ii) Access to a means of communication.

\*The following cases, however, are excluded: (1) where providing the services above would further delay the passenger; and (2) where the Flight Disruption was due to "situations outside the carrier's control" as defined in section 10(1) of the APPR (described above in (1)(B) here).

ANA will provide overnight accommodations (hotel or comparable) including round trip transportation from the airport to the hotel or other accommodation, if NH expects the passenger will be required to wait overnight for a flight reserved or as part of the alternate travel arrangements, in cases where the Extended Delay, cancellation or Denial of Boarding was within NH's control, including situations required for safety reasons.

**(B) Compensation for Denial of Boarding**

In the event that a passenger is denied boarding, and the cause of the Denial of Boarding was within our control (excluding situations within our control but required for safety purposes), affected passengers may be entitled to compensation, calculated based on your arrival time at destination, as follows:

Length of Delay	Amount (CAD)
Less than 6 hours	\$ 900
Between 6 and 9 hours	\$1,800
9 hours or more	\$2,400

**(C) Compensation for Delay or Cancellation**

If a flight delay or cancellation is within our control (excluding situations within our control but required for safety purposes) and passengers have been informed of the delay or cancellation 14 days or less before their original departure time, affected passengers may be entitled to compensation, calculated based on your arrival time at destination, as follows:

Length of Delay	Amount (CAD)
Between 3 and 6 hours	\$400
Between 6 and 9 hours	\$700
9 hours or more	\$1,000

In order to receive compensation, you must file a request for compensation with NH within 1 year of the flight delay or cancellation.

**(D) Refunds**

ANA will issue the refund to the person who originally purchased the Ticket, using that person's original payment method, in accordance with the provisions of the APPR.

**(E) Recourse**

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If passengers believe that they have received unfair treatment from ANA, they may contact us on our website. They may also submit an air travel complaint to the Canadian Transportation Agency online.

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