

Itinerary / Receipt

Your booking is confirmed. Thank you for choosing Air Canada.
Please bring your itinerary-receipt to the airport.

Main Contact Information

Booking reference: **MFPU6I**

Name: **Ms Diana Kirkova**
E-mail: **NATALIE.GOULD@AIRCANADA.CA**
Form of payment: **CASH**

Customer Care

Air Canada Reservations
1-888-247-2262
Air Canada Flight Information
1-888-422-7533

[International Reservations](#)

Alert me of flight changes
[Flight notification](#)

Flight Itinerary

Flight	From	To	Aircraft	Cabin (Booking class)	Status
AC857	London Heathrow (GB) (LHR)	Toronto Pearson (YYZ)	77W	Economy (W)	Confirmed
	Thu 10-Sept 2015 12:05 - TERMINAL 2	Thu 10-Sept 2015 14:45 - TERMINAL T1 INTL			
Seat number(s) requested: 19D					
AC7777	Toronto Pearson (YYZ)	North Bay (YYB)	DH1	Economy (W)	Confirmed
<i>Operated by:</i>	Tue 15-Sept 2015	Tue 15-Sept 2015			
<i>Air Canada Express-Jazz</i>	18:55 - TERMINAL T1	19:54			
Seat number(s) requested: 2D					
AC7776	North Bay (YYB)	Toronto Pearson (YYZ)	DH1	Economy (K)	Confirmed
<i>Operated by:</i>	Sun 20-Sept 2015	Sun 20-Sept 2015			
<i>Air Canada Express-Jazz</i>	15:20	16:24 - TERMINAL T1			
Seat number(s) requested: 3D					

Flight	From	To	Aircraft	Cabin (Booking class)	Status
AC856	Toronto Pearson (YYZ)	London Heathrow (GB) (LHR)	77W	Economy (K)	Confirmed
	Sun 20-Sept 2015 18:30 - TERMINAL T1 INTL	Mon 21-Sept 2015 06:25 - TERMINAL 2			

Seat number(s) requested: 19D

Passenger Information

Passenger 1

Name: Ms Diana Kirkova Ticket number: 014 2152 659018

Purchase Summary

Passenger: 1 Ticket number 014 2152 659018

Date of issue	08-Sept 2015
Fare Amount in :	IT
<i>(including navigational & other charges)</i>	
Taxes, Fees & Charges	
Canada Security Charge (CA)	13.10
Carrier Surcharge (YQ)	183.00
Combined Taxes *see fare calculation below (XT)	129.56
Total Fare in English pounds sterling:	325.66

Ticket particularities:
 NONREF/FL/CHG RESTRICTEDCHECK
 FARE NOTE -BG:AC. RFND THRU
 ISSUING OFFICE ONLY

* *Fare calculation:*
 10SEP15LON AC X/YTO AC YYB R0.00AC X/YTO AC LON R0.00NUC0.00
 END ROE0.658662 XT71.00GB42.06UB14.60SQ1.90RC

Canadian tax registration numbers:
 XG Canada Goods and Service Tax (GST) #10009-2287
 RC Canada Harmonized Sales Tax (HST) #10009-2287
 XQ Quebec Sales Tax (QST) #1000-043-172

Fare Rules Summary

- Voluntary changes to your itinerary may require the payment of additional fees and fare upgrades.
- If you are travelling on a non-refundable ticket, Air Canada will be unable to make exceptions in the event of an unexpected trip cancellation or medical emergency. We recommend the purchase of travel insurance.
- Tickets are non transferable.
- Seat selection charges are per passenger and apply to each individual one-way flight segment in your itinerary. Flight segments are identified by a change in flight number, with each new flight number representing a flight segment. Taxes are not included.
- Please note that you may be moved from your selected seat without notice in the event of an involuntary schedule or airport change (e.g. flight disruption, cancellation), to accommodate a passenger with a disability, or for any other reason that requires

Air Canada to move you prior to departure or during the flight. If you are moved from your seat for one of these reasons, you may request a refund for your seat charges. We invite you to read additional [terms and conditions](#) related to seat selection

Please read important information and notices regarding Air Canada's [general conditions of carriage](#).

Baggage Information

Please see below for details on the bags you plan on checking at the baggage counter.

Baggage Information for: Ms Diana Kirkova	
Air Canada baggage rules apply. For flight(s): AC857	1st bag: Complimentary 2nd bag: 49.68 GBP + taxes* per direction
Air Canada baggage rules apply. For flight(s): AC7777,AC7776,AC856	1st bag: Complimentary 2nd bag: 49.68 GBP + taxes* per direction
Max. weight per bag: 23 KG (50 lb)	Max. linear dimensions: 158 CM (62 in)

* For travel within Canada or between Canada and the United States, a Canadian tax of \$3.00 CAD may apply to bag fees. For travel between Canada or the United States and Mexico, the Dominican Republic and Barbados, an applicable local sales tax of \$4.00 CAD may apply to bag fees. For all other itineraries to/from Mexico, the Dominican Republic and Barbados as well as itineraries to/from South America, an applicable local sales tax of \$21.00 CAD may apply to bag fees. All above tax amounts are based on the maximum applicable tax amounts per itinerary type. Actual amounts may vary and will be charged in the currency used in your departure airport. Tax amounts are subject to change without notice by local government.

Customers may be reassessed checked baggage fees when itineraries include an enroute stopover in excess of 24 hours.

Baggage Policy

Baggage Allowance for Altitude and Star Alliance Members

Baggage check-in must occur with Air Canada, Air Canada Express (flights operated by Jazz, Sky Regional, Air Georgian, Exploits Valley Air) or Air Canada rouge. Air Canada Altitude status level must be valid at time of check-in to qualify for waiver of charges related to baggage.

Frequent Flyer Status	Economy Class	Premium Economy	Business Class
Air Canada Altitude Super Elite 100k, Elite 75k, Elite 50k & Elite 35k	3 complimentary bags 32 kg (70 lb)	3 complimentary bags 32 kg (70 lb)	3 complimentary bags 32 kg (70 lb)
Air Canada Altitude Prestige 25k	2 complimentary bags 23 kg (50 lb)	2 complimentary bags 23 kg (50 lb)	2 complimentary bags 32 kg (70 lb)
Star Alliance Gold	3 complimentary bags 32 kg (70 lb)	3 complimentary bags 32 kg (70 lb)	3 complimentary bags 32 kg (70 lb)
Star Alliance Silver	1 complimentary bag 23 kg (50 lb)	2 complimentary bags 23 kg (50 lb)	2 complimentary bags 32 kg (70 lb)

Excess Baggage

If your baggage exceeds the free allowance (in number, size and/or weight), additional checked baggage charges will apply. The policy and fees will be those of the carrier identified in the checked baggage information section. For specific terms and conditions of Air Canada codeshare and interline partners oversized and excess rules, visit the carrier's website.

View the [additional checked baggage policy of Air Canada's codeshare and interline partners](#).

View [Air Canada's additional checked baggage policy](#).

Embargos: Certain restrictions apply for travel to Mexico City (Mexico) as well as Kingston and Montego Bay (Jamaica). For details, please visit [Air Canada's additional checked baggage policy](#).

Currency of Fees

Fee amounts are displayed in the currency of the first departure city on your ticket. On the day of travel, applicable fees will be assessed in the local currency of the country you are travelling from. Certain exceptions may apply where the departure airport does not charge in local currency. The currency exchange rate will be determined by the date of travel.

Carry-On Baggage Allowance

Oversized carry-on bags are not permitted on our aircraft and may cause flight delays for all passengers. Please ensure your carry-on bags are within the maximum allowed size as indicated below; they are required to fit in the double-size verification device at check-in and boarding gates.

You may carry onboard items which fall within the two (2) piece carry-on allowance: one (1) carry-on bag or suitcase (wheels and handles included in the size) and one (1) personal article such as a briefcase, laptop computer, diaper bag, camera case, cartons or other similar item. Learn more about Air Canada's Carry-on Baggage restrictions.

	Maximum Size	Maximum Weight
1 standard article	23cm x 40cm x 55cm 9" x 15.5" x 21.5"	10 kg 22 lb
1 personal article	16cm x 33cm x 43cm 6" x 13" x 17"	10 kg 22 lb

It is recommended that documents and medication be packed in your carry-on baggage. All prescription medications must be properly labelled with the names of the patient, the medication and the issuing medical office or pharmacy.

For safety reasons, dangerous goods must not be packed in checked or carry-on baggage, except as specifically permitted. Dangerous goods * include, but are not limited to compressed gases (e.g. oxygen bottles or tear gas), corrosives, explosives (e.g. fireworks), flammable liquids and solids (e.g. paints and lighter fluid), radioactive materials (e.g. radio-pharmaceuticals), oxidizing materials, poisons, infectious substances and briefcases with installed alarm devices. For security reasons, other restrictions may apply. Please refer to the [Security Requirements and Dangerous Goods](#) page for more information.

There are special exceptions for small quantities (up to 70 ounces total) of medication and toiletry articles carried in your luggage and certain smoking materials carried on your person. United States federal law forbids the carriage of hazardous materials aboard the aircraft in your baggage or on your person. A violation can result in five years' imprisonment and penalties of \$250,000 or more.

*also referred as hazardous materials

Codeshare Flights and Other Airlines

Passengers with itineraries that include flights operated by other airlines or codeshare flights may be subject to the carry-on rules and fees of the other airline, which may be different from Air Canada's baggage policy.

For specific terms and conditions of Air Canada [codeshare and interline partners](#) carry-on rules, visit the carrier's website.

Important Information & Conditions

Please review this itinerary/receipt and should you have any questions, please call 1-888-247-2262 within 24 hours of receipt.

Before You Go: A 'To-Do' List

All passengers are advised to view the [Travel documentation](#) and US Secure Flight Program for important information on documents and identification required for travel.

Travel Insurance

Canadian Residents - RBC Travel Insurance Company offers Canadian travellers an easy way to purchase travel insurance. Whether you're traveling by yourself or with your family, it's important to get protection against the high cost of medical expenses, trip cancellation or other unforeseen circumstances. Residents of Canada can purchase travel insurance from RBC Travel Insurance Company via www.aircanada.com/insurance or by calling 1-866-530-6021. To make sure you get the best possible protection, purchase insurance prior to your departure.

U.S. Residents - CSA Travel Protection offers American travellers an easy way to purchase travel insurance. Whether you're traveling by yourself or with your family, it's important to get protection against the high cost of medical expenses, trip cancellation or other unforeseen circumstances. Residents of the United States can purchase travel insurance from CSA Travel Protection via www.aircanada.com/us/en/insurance or by calling 1-866-473-3315. To make sure you get the best possible protection, purchase insurance prior to your departure.

Comments, Compliments and Complaints

Would you like to comment on a past travel experience? Your comments, compliments and complaints will help us improve the services we offer. Send us an e-mail (aircanada.com/customerrelations) or write to us at: Air Canada - Customer Relations, PO Box 64239, RPO Thorncliffe, Calgary, AB, Canada T2K 6J7.

Schedules and Timetables

Time and aircraft type shown in timetables or elsewhere are approximate and not guaranteed, and form no part of the contract. Schedules are subject to change without notice and carrier assumes no responsibility for passenger making connections not included as part of the itinerary set out in the ticket. Carrier is not responsible for changes, errors or omissions either in timetables or other representations of schedules.

Check-in and Boarding Times

You can check in for your flight at any time within 24 hours of departure when you use our convenient Web check-in or Mobile check-in options, or within 12 hours at one of our self-service check-in kiosks located in most of the airports Air Canada serves.

You must obtain your boarding pass and check in any baggage by the check-in deadline shown below.

Additionally, you must be available for boarding at the boarding gate by the boarding gate deadline shown below. Failure to respect check-in and boarding gate deadlines may result in the reassignment of any pre-reserved seats, the cancellation of reservations, and/or ineligibility for denied boarding compensation.

Travel	Recommended Check-in Time	Check-in Deadline	Boarding Gate Deadline
Within Canada	90 min.	45 min.	20 min.
To/From the US	120 min.	60 min.	20 min.
International (incl. Mexico & Caribbean)	120 min.	60 min.	30 min.
From Toronto City Airport, Ontario Canada	60 min.	20 min.	20 min.
From Caracas, Venezuela	180 min.	90 min.	60 min.
From Tel Aviv, Israel	180 min.	75 min.	60 min.

NOTICE - SOLD SUBJECT TO TARIFF REGULATIONS

CONDITIONS OF CONTRACT AND OTHER IMPORTANT NOTICES

PASSENGERS ON A JOURNEY INVOLVING AN ULTIMATE DESTINATION OR A STOP IN A COUNTRY OTHER THAN THE COUNTRY OF DEPARTURE ARE ADVISED THAT INTERNATIONAL TREATIES KNOWN AS THE MONTREAL CONVENTION, OR ITS PREDECESSOR, THE WARSAW CONVENTION, INCLUDING ITS AMENDMENTS (THE WARSAW CONVENTION SYSTEM), MAY APPLY TO THE ENTIRE JOURNEY, INCLUDING ANY PORTION THEREOF WITHIN A COUNTRY. FOR SUCH PASSENGERS, THE APPLICABLE TREATY, INCLUDING SPECIAL CONTRACTS OF CARRIAGE EMBODIED IN ANY APPLICABLE TARIFFS, GOVERNS AND MAY LIMIT THE LIABILITY OF THE CARRIER.

NOTICE of Liability Limitations

The Montreal Convention or the Warsaw Convention system may be applicable to your journey and these Conventions govern and may limit the liability of air carriers for death or bodily injury, for loss of or damage to baggage, and for delay.

Where the Montreal Convention applies, the limits of liability are as follows:

1. There are no financial limits in respect of death or bodily injury.
2. In respect of destruction, loss of, or damage or delay to baggage, 1,131 Special Drawing Rights (approximately EUR 1,357; US \$1,663) per passenger in most cases.
3. For damage occasioned by delay to your journey, 4,694 Special Drawing Rights (approximately EUR 5,655; US \$6,786) per passenger in most cases.

Where the Warsaw Convention system applies, the following limits of liability may apply:

1. 16,600 Special Drawing Rights (approximately EUR 20,000; US \$20,000) in respect of death or bodily injury if the Hague Protocol to the Convention applies, or 8,300 Special Drawing Rights (approximately EUR 10,000; US \$10,000) if only the Warsaw Convention applies. Many carriers have voluntarily waived these limits in their entirety, and US regulations require that, for journeys to, from or with an agreed stopping place in the US, the limit may not be less than US \$75,000.
2. 17 Special Drawing Rights (approximately EUR 20; US \$20) per kg for loss of or damage or delay to checked baggage, and 332 Special Drawing Rights (approximately EUR 400; US \$400) for unchecked baggage.
3. The carrier may also be liable for damage occasioned by delay.

Where neither the Montreal Convention nor the Warsaw Convention system applies: For travel wholly between points in Canada, the liability limit is \$1,500 CAD per passenger.

Further information may be obtained from the carrier as to the limits applicable to your journey. If your journey involves carriage by different carriers, you should contact each carrier for information on the applicable limits of liability.

Regardless of which Convention applies to your journey, you may benefit from a higher limit of liability for loss of, damage or delay to baggage by making at check-in a special declaration of the value of your baggage and paying any supplementary fee that may apply. Alternatively, if the value of your baggage exceeds the applicable limit of liability, you should fully insure it before you travel.

Time limit for action: Any action in court to claim damages must be brought within two years from the date of arrival of the aircraft, or from the date on which the aircraft ought to have arrived. Baggage claims: Written notice to the carrier must be made within 7 days of the receipt of checked baggage in the case of damage, and, in the case of delay, within 21 days from the date on which it was placed at the disposal of the passenger.

Notice of Contract Terms Incorporated by Reference

1. Your contract of carriage with the carrier that provides you with carriage by air, whether international, domestic or a domestic portion of an international journey is subject to this notice; to any notice or receipt of the carrier; and to the carrier's individual terms and conditions (Conditions), related rules, regulations and policies (Regulations) and any applicable tariffs.
2. If your carriage is by more than one carrier, different Conditions, Regulations and any applicable tariffs may apply for each carrier.
3. The Conditions, Regulations and any applicable tariffs of each carrier are, by this notice, incorporated by reference into and made part of your contract of carriage.
4. The Conditions may include, but are not restricted to:
 - Conditions and limits on the carrier's liability for the bodily injury or death of passengers.
 - Conditions and limits on the carrier's liability for the loss of, damage to or delay of goods and baggage, including fragile or perishable goods.
 - Rules for declaring a higher value for baggage and for paying any supplementary fee that may apply.
 - Application of the carrier's Conditions and limits of liability to the acts of the carrier's agents, servants and representatives, including any person providing either equipment or services to the carrier.
 - Claims restrictions, including time limits by which passengers must file claims or bring actions against the carrier.
 - Rules about reconfirmations or reservations; check in times; the use, duration and validity of air transportation services; and the carrier's right to refuse carriage.
 - Rights of the carrier and limits on the carrier's liability for delay or failure to perform a service, including schedule changes, substitution of alternative carriers or aircraft and re-routing, and, when required by applicable law, the obligation of the carrier to notify passengers of the identity of the operating carrier or substituted aircraft.
 - Rights of the carrier to refuse carriage to passengers who fail to comply with applicable laws or who fail to present all necessary travel documents.

5. You can obtain more information about your contract of carriage, and find out how to request a copy, at places where transportation on the carrier is sold. Many carriers also have this information on their websites. When required by applicable law, you have the right to inspect the full text of your contract of carriage at the carrier's airport and sales offices, and upon request, to receive a copy by mail or other delivery service from each carrier free of charge.
6. If a carrier sells air transportation services or checks baggage specifying carriage with another carrier, it does so only as agent for the other carrier.

GOVERNMENTS MAY REQUIRE YOUR CARRIER TO PROVIDE INFORMATION ON OR PERMIT ACCESS TO PASSENGER DATA.

OVERBOOKING NOTICE

Airline flights may be overbooked, and there is a slight chance that a seat will not be available on a flight for which a person has a confirmed reservation. If the flight is overbooked, no one will be denied a seat until airline personnel first ask for volunteers willing to give up their reservation in exchange for a payment of the airline's choosing. If there are not enough volunteers, the airline will deny boarding to other persons in accordance with its particular boarding priority. With few exceptions, persons denied boarding involuntarily are entitled to compensation. The complete rules for the payment of compensation and boarding priorities are available at airport ticket counters and boarding locations.