

# Porter Airlines Schedule Change Policy

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

## SCHEDULE CHANGE POLICY

Porter's Schedule Change policy (SKED) applies when a Porter flight is cancelled [without reprotection] or changed more than 48 hours prior to the original scheduled departure time. A Schedule Change exists anytime a flight has been updated by the carrier with advance notice within the conditions below. Examples are a change to the flight time or routing. A flight number change (where the flight date and times remain the same) is not considered a Schedule Change, thus the SKED policy does not apply.

Irregular Operations (IROP) are bookings changed or cancelled within 48 hours; IROP-affected bookings are not included in this policy. For bookings affected by an IROP, please refer to Porters' **IROP policy**.

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

## SCHEDULE CHANGE NOTIFICATIONS

- Travel Agencies will be notified in advance of a schedule change by email and/or by GDS TK messaging.
- A schedule change will appear in the GDS with segment status UN (unable), and the reprotection offered by Porter will be TK (to confirm).
- A segment that returns HX in your GDS is a voluntary cancellation. (Completed on flyporter.com or via the call centre). Voluntary cancellations are excluded from the SKED policy unless the HX segment is an unticketed reprotection.

### **TRAVEL AGENT REPROTECTIONS**

When a disruption due to a schedule change permits a complimentary change, to ensure the passenger has the most options available to them it is highly recommended that the travel agent urgently attends to the file.

- 1) If the new flight schedule is acceptable, confirm the reprotection and reissue the e-ticket as required.
- 2) If the new flight schedule is not acceptable, reaccommodate within the terms of the policy below.

As inventory is subject to availability, delaying servicing the passenger may result in their requested flight reprotection not being available.

NOTE: To avoid no show/forfeit, please ensure that unaccepted reprotections are cancelled when permitted within the policy terms no less than 24 hours prior to the new departure time.

## SCHEDULE CHANGE QUALIFICATIONS

Scenario	Change Permitted	Refund Permitted
Flight Number change only	No	No
Time change of 30 minutes but less than 3 hours (arrival or departure)	Yes	No
Time change of 3 hours or more (arrival or departure)	Yes	Yes
Change in routing (ie: YTZ-EWR to YTZ-YOW-EWR)	Yes	Yes
Cancel (UN) without reprotection (TK)	Yes	Yes
Misconnection PD to PD (on same document)	Yes	Yes

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

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## GENERAL GUIDELINES

Standard Travel Window	+ 3 days / - 3 days from original travel date			
Extended Travel Window	+ 7 days / - 7 days from original travel date for destinations where flights <b>do not operate daily. Must be handled via the call centre or Agency Services.</b>			
GDS reprotections	For SKED reprotections (disruptions <u>outside</u> 48 hours of travel), rebook as follows. If inventory is NOT available, please choose an alternative flight.	Fare family	8 <sup>th</sup> character of ticketed fare basis	Rebook in:
		Basic fare	-----L	R class
		Standard	-----S	B class
		Flexible	-----F	O class
		Freedom	-----E	Y class
		Navigate	-----V	Q class
		Ultimate	-----U	E class
Advance Purchase	Waived			
Change Fee	Waived			
Additional Collection	Waived within Standard/Extended Travel window, as applicable, provided within inventory noted above. If rebooked in alternate inventory, additional collection required.			
Upgrades	Not permitted unless difference in fare and tax is collected.			
Min/Max Stay	Waived within Standard/Extended Travel Window, as applicable. Reprotections outside the Standard/Extended Travel Window, refer to Upgrades/Downgrades below.			
Origin/Destination	Must remain the same. For the purpose of reprotections, an alternate airport within the same city code is considered the same. For example, if the original itinerary was YYZ to YUL, a reprotection YTZ to YUL is permitted.			
Waitlists	Not permitted			
Reissue	<b>Required</b> anytime a flight is changed by the travel agent in the GDS. Recommended for accepted reprotections updated to the GDS from Porter.			
Waiver/Endorsement	Required. Schedule Change waivers must be entered without spaces in the following format: <b>SKD(DDMMM)PD(###)</b> where # is the affected flight number) Example: <b>SKD25AUGPD236</b> (maximum 14 characters)			
Validity	One year from original date of issue (all travel complete)			
No Shows	Not permitted. Reprotections that are not acceptable must be cancelled by the travel agent in their GDS, along with all unproductive segments (UN/UC/NO/HX), no less than 24 hours prior to the new departure time. If the reprotection is not removed and a no-show occurs as a result, all funds will be considered forfeited.			

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

## UPGRADES/DOWNGRADES/FUTURE TRAVEL CREDIT

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

Upgrades outside the inventory noted above are NOT permitted within the SKED policy without additional collection required. If the travel agent reprotects the passenger in their GDS in an alternate fare class/fare family,

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the change fee may be waived within the ticket validity however the difference in fare and tax must be collected. Even exchange is NOT permitted, as this will result in a recall by ADM.

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

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

### REBOOKING/REISSUING GUIDELINES

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

### REFUNDS

- If the passenger’s flight is cancelled or delayed by 3 hours or more and elects not to accept the reprotection offered by Porter, or no reprotection is provided, they are entitled to a refund on the unused portion of the e-ticket.
- All flight segments, including unproductive segments, which the passenger intends not to use must be removed from the file.
- For partially or wholly unused e-tickets, please process the refund in your GDS using the SKED waiver code (details above).
- The refund must be processed within one year of the original date of issue.
- Waivers must be documented to the WAIVER/REFUND field of your refunded e-ticket without spaces or extra characters. **Porter does not accept waiver notification via OSI or SSR.**
- If the passenger has already checked-in, they must be unchecked before their ticket can be refunded. An “[uncheck tool](#)” is available when signed into the [travel agent portal](#), or **contact Porter Call Centre for assistance at 1 888 619 8622.**
- Missing, incorrect, incomplete, improperly applied or otherwise invalid waivers will be deemed unauthorized and subject to recall by debit memo.
- For other airline tickets, please contact the issuing carrier.

### TRIP DISRUPTION / EN ROUTE DELAYS

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

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

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