L R HELICOPTERS INC.

CTA (A) No. 9

DOMESTIC PASSENGER TARIFF

UPDATED Issue 3 · November 2026

Local tariff for the carriage of passengers, baggage and goods on helicopter sightseeing tours and charter flights between points in Canada

Serving passengers since 2009

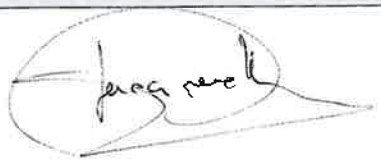
Issued: November 18, 2026 Effective: November 20, 2026

L R HELICOPTERS INC.
135 MacLaurin Drive, Springbank Airport (CYBW), Calgary, Alberta T3Z 3S4
403-286-4601 · info@lrhelicopters.ca · www.lrhelicopters.com

PREAMBLE

ISSUING CARRIER AND OFFICER

Item	Details
Carrier	L R HELICOPTERS INC.
Tariff	CTA (A) No. 9, Local Domestic Passenger Tariff, Issue 3
Applies	Between points in Canada (Rule 3). Not a joint tariff.
Issued by	Luca Ribetti, President and Chief Executive Officer, L R HELICOPTERS INC., 135 MacLaurin Drive, Springbank Airport, Calgary, Alberta T3Z 3S4
Issued	November 18, 2026
Published	November 20, 2026
Effective	November 20, 2026. This tariff has no expiry date.
Available	At www.lrhelicopters.com and at our office at Springbank Airport. Large print, digital and other accessible formats on request.

Signature of issuing officer	Date signed
	2026 NOV 18
Luca Ribetti President and Chief Executive Officer, L R HELICOPTERS INC.	

RECORD OF REVISIONS

Issue 3 is a full reissue of this tariff. It replaces Issue 2 in full.

Issue	Issued	Pages	Description	Entered by
Issue 1	April 1, 2009	All	Original issue	L. Ribetti
Issue 2	May 19, 2016	All	Reissue: rates and charges, conditions of carriage	K. Hughes
Issue 3	November 18, 2026	All	Full reissue in the current format: Air Passenger Protection Regulations for a small carrier, persons with disabilities, children, musical instruments, baggage and liability limits, refunds, tours and charters, maximum fares.	K. Hynes

CONTENTS

1 ♦ GENERAL 1
Rule 1 Definitions 1
Rule 2 Application of the Tariff 2
Rule 3 Points Served and Airports Used 2
Rule 4 Abbreviations, Symbols and Reference Marks 2
2 ♦ FARES, PAYMENT AND BOOKINGS 3
Rule 5 Currency and Taxes 3
Rule 6 Fares and How Charges Are Calculated 3
Rule 7 Methods of Payment, Deposits and Balances 3
Rule 8 Reservations, Confirmation, Tickets and Validity 3
3 ♦ CONDITIONS OF CARRIAGE 4
Rule 9 Weight, Space and Seating 4
Rule 10 Carriage of Children and Seating of Children Under 14 4
Rule 11 Carriage of Persons with Disabilities 5
Rule 12 Refusal to Transport 5
Rule 13 Baggage, Goods and Dangerous Goods 6
Rule 14 Animals 6
Rule 15 Substitution of Helicopter 6
4 ♦ CHANGES, CANCELLATIONS AND REFUNDS 7
Rule 16 Changes and Cancellations by the Passenger 7
Rule 17 Refunds 7
Rule 18 Gift Cards and Certificates 7
5 ♦ FLIGHT DELAYS, CANCELLATIONS AND DENIED BOARDING 8
Rule 19 Our Obligations Under the APPR 8
Rule 20 Information and Communication 8
Rule 21 Delays and Cancellations 8
Rule 22 Delays on the Tarmac 9
Rule 23 Denied Boarding 9
Rule 24 Re-routing and Failure to Operate on Schedule 10
6 ♦ LIABILITY AND CLAIMS 10
Rule 25 Death or Injury of Passengers 10
Rule 26 Baggage and Mobility Aids 10
Rule 27 Goods 10
Rule 28 Exclusions from Liability 10
Rule 29 Claims: How and When 11
7 ♦ RATES AND CHARGES 11
Table A Maximum Tour Fares 11
Table B Maximum Rates per Flight Hour 11
Table C Other Charter Charges 12
8 ♦ COMPLIANCE INDEX AND REFERENCES 13
8.1 Where Each Required Item Is Found 13
8.2 Laws and Guidance Used 15

1 ♦ GENERAL

RULE 1 DEFINITIONS

In this tariff:

Term	Meaning
Agency or **CTA**	The Canadian Transportation Agency.
APPR	The Air Passenger Protection Regulations (SOR/2019-150), as amended.
Baggage	Personal property a passenger takes on the flight, carried in the cabin or a baggage compartment. Includes mobility aids.
Booking	A reservation for a flight, confirmed by the carrier, with a booking reference (Ref).
Booking website	book.lrhelicopters.com, where fares are shown and flights are booked and paid.
Carrier, **we**, **us**, **our**	L R HELICOPTERS INC.
Charter	A flight arranged for one customer (the charterer), by written quote or by an hourly booking on the booking website, where the charterer chooses the purpose, route and timing within our operating limits, and pays for the use of the whole helicopter. Tours are not charters.
Child	A passenger under 18. An **infant** is a child under 2.
Fare	The price for carriage on a flight, in Canadian dollars, before taxes and fees, as set out in Section 7.
Force majeure	An event outside our control that we could not avoid with reasonable care, such as severe weather, wildfire or smoke, natural disaster, war, civil unrest, labour action by others, airport or airspace closure, government order, or an emergency or search and rescue call on the aircraft.
Goods	Property carried for a customer that is not baggage of a passenger on the same flight.
Passenger, **you**	A person, other than crew, carried on a flight with our consent.
Pilot in command	The pilot responsible for the flight. The pilot in command decides whether, when and how a flight operates and who and what is carried.
SDR	Special Drawing Right, the unit set by the International Monetary Fund and used for liability limits.
Small carrier	A carrier that is not a large carrier under the APPR. L R HELICOPTERS INC. is a small carrier.
Tour	A sightseeing, landing or experience flight offered to the public on the booking website, with a set route, duration and departure times chosen by us, sold per helicopter or per seat.
Maximum fare	The highest fare or rate we may charge for a flight under this tariff (Section 7). The fare actually charged is the fare shown when you book, which may be lower.

RULE 2 APPLICATION OF THE TARIFF

- This tariff applies to the carriage of passengers, baggage and goods on sightseeing tours and charter flights operated by L R HELICOPTERS INC. between points in Canada. It does not apply to flight training, aerial work (such as slinging, survey or firefighting) or government contracts, which are governed by their own agreements.
- The tariff in effect on the date a booking is made forms part of the contract of carriage. Where a charter agreement, quote or booking terms differ from this tariff, this tariff applies, except where the other terms are more favourable to the passenger.
- Nothing in this tariff takes away a right a passenger has under the APPR, the Canada Transportation Act or other law. Where this tariff gives a passenger more than the law requires, this tariff applies.
- Only an officer of the carrier may change or waive a provision of this tariff, and only in writing.
- This tariff is available to the public on our website and at our office at Springbank Airport, in simple and accessible formats on request (including large print and digital formats).

RULE 3 POINTS SERVED AND AIRPORTS USED

Flights start and end at **Springbank Airport (CYBW), Rocky View County, Alberta**, unless a charter agreement names another point. Tours and charters may land at mountain, lake or private landing sites in Alberta and British Columbia with the landowner's permission. We do not land in national or provincial parks.

Point	Province	Airport or facility used
Springbank (Calgary)	Alberta	Springbank Airport (CYBW), L R Helicopters hangar, 135 MacLaurin Drive
Charter points	Any province or territory	As named in the charter agreement or quote

RULE 4 ABBREVIATIONS, SYMBOLS AND REFERENCE MARKS

Abbreviation	Meaning
AS350	Airbus AS350 B3e / H125 helicopter
B212	Bell 212 helicopter
EC120	Airbus EC120 B helicopter
R44	Robinson R44 II helicopter
CYBW	Springbank Airport
GST	Goods and Services Tax
kg	kilogram
Ref	Booking reference, for example LR-ABC123

No other reference marks or symbols are used in this tariff.

2 ♦ FARES, PAYMENT AND BOOKINGS

RULE 5 CURRENCY AND TAXES

- All fares and charges are in Canadian dollars.
- GST and any other government taxes are added to the fare, shown on their own line before payment, and collected as the law requires. Prices on our tour pages that say "GST included" already include it.
- Taxes are refunded with the fare when a fare is refunded.

RULE 6 FARES AND HOW CHARGES ARE CALCULATED

- **Tours** are priced per helicopter (one price whether one passenger flies or the helicopter is full) or, for event flights, per seat. The fare for each tour, helicopter type, date and time is shown on the booking website before payment.
- **Shared tours:** where the customer who booked a tour chooses to offer their empty seats, other passengers may buy single seats at the per-seat fare shown on the booking website.
- **Charters** are priced per flight hour for the helicopter, fuel included. Flight time is counted from rotor start at Springbank to rotor stop on return, including flying to and from the charter point. The daily minimum and other charges in Section 7, Table C apply.
- The fare actually charged for a tour or charter is the fare shown on the booking website or written quote when you book. It is never more than the maximum fare in Section 7. Fares may vary by date, time, season and demand, and published sales, discounts and promotions are applied before GST.
- Charges not set out in this tariff (such as landing fees charged by others, overnight costs or special equipment) are charged at the actual cost to us, and are quoted in writing before the flight wherever possible.
- A credit card processing fee of 2.4% of the amount charged is added to payments made by credit card, and shown on its own line before payment. It is not charged on debit or prepaid cards, or to billing addresses in Quebec.

RULE 7 METHODS OF PAYMENT, DEPOSITS AND BALANCES

- We accept Visa, Mastercard, American Express, debit cards, Interac e-Transfer, gift cards issued by us, and cash at our office.
- Tours booked online are paid in full when booked, unless the booking website offers a deposit. Where a deposit is taken, the balance is charged to the card on file on the date shown at checkout.
- Charters and quoted flights: payment is due 48 hours before departure, unless the charter agreement says otherwise.
- A booking that is not paid when due may be cancelled after we have tried to contact you.

RULE 8 RESERVATIONS, CONFIRMATION, TICKETS AND VALIDITY

- A booking is confirmed when we send you a confirmation with a booking reference. The confirmation is your ticket. No paper ticket is issued.

- A booking is valid for the flight date and time shown. A booking moved to a new date stays valid for 12 months from the original flight date.
- If you lose your confirmation, we resend it free of charge to the email on the booking. A booking cannot be used by anyone other than the named passengers without our consent; names can be changed free of charge up to 24 hours before the flight.
- Online booking closes 24 hours before departure. Bookings inside 24 hours are made by phone, subject to availability.
- For a custom time request or a charter booked online, we place a hold on your card for the total but do not charge it. The booking is confirmed, and the payment taken, only when we confirm the flight. If we cannot confirm it, the hold is released and nothing is charged.
- Every passenger 18 or older must show government photo ID at check-in. Passengers must check in at the time shown on the confirmation (normally 20 minutes before departure) for the safety briefing.

3 ♦ CONDITIONS OF CARRIAGE

RULE 9 WEIGHT, SPACE AND SEATING

- Every passenger's weight is needed for weight and balance, and passengers may be weighed at check-in. Giving a false weight is a safety risk and may lead to refusal of carriage (Rule 12).
- The pilot in command assigns seats for weight, balance and safety. Seats cannot be reserved in advance. The front seat beside the pilot is limited to passengers under 136 kg who can follow the pilot's instructions.
- If a group is over the helicopter's limits, we offer a larger helicopter (paying the difference in fare), a second flight, or a change to the group. If none suits you, we refund the booking in full.
- A passenger who cannot be seated safely in one seat on a per-seat flight may need to book a second seat.

RULE 10 CARRIAGE OF CHILDREN AND SEATING OF CHILDREN UNDER 14

- **Infants** (under 2) may travel free on the lap of a parent or guardian aged 18 or older, one infant per adult, where the helicopter type allows. Tell us when you book.
- **Children under 8** must travel with a parent, guardian or other adult aged 18 or older named by the parent or guardian, who is responsible for them on board.
- **Children aged 8 to 17** may travel without an adult on board (for example in a single seat on a per-seat event flight) when a parent or legal guardian gives written consent at check-in, signing the passenger waiver for the child where one is required, and **stays at our base until the flight returns**.
- A child may not travel when no parent or guardian is present at check-in, and we do not offer an unaccompanied minor service for travel between airports.
- The pilot in command may require any child to travel with an adult on board for safety reasons.
- **Seating children under 14:** as the APPR requires, we seat a child under 14 near their parent, guardian or tutor at no extra charge: a child aged 4 or under in a seat next to them; a child aged 5 to 11 in the same row, separated by no more than one seat; and a child aged 12 or 13 no more than one row away. Because seats are assigned by the pilot at check-in, we assign

these seats at check-in, and if that is not possible we ask other passengers to change seats before boarding and again before take-off.

RULE 11 CARRIAGE OF PERSONS WITH DISABILITIES

We make every reasonable effort to carry persons with disabilities and to provide the services below. Our helicopters are small aircraft, and some services are limited by their size and design. Please tell us about your needs when you book, ideally at least 48 hours before the flight, so we can plan; we will still try to help with less notice.

- **Assistance:** we help with check-in, getting to the helicopter, boarding and leaving the helicopter, storing and retrieving baggage, and transferring between a mobility aid and the passenger seat. We give the safety briefing in a way that suits the passenger, one to one if needed.
- **Seating:** we seat you in the most accessible seat that is safe for the flight, after talking with you.
- **Mobility aids:** we carry a manual wheelchair, walker, cane, crutches, braces or other assistive device free of charge as priority baggage when the helicopter can carry it safely. Where it cannot (for example a power wheelchair that is too large or heavy), we tell you when you book and help you arrange other options. A manual wheelchair can be used to the side of the helicopter where ground conditions allow.
- **Support person:** a passenger who needs a support person during the flight may bring one. On flights sold per seat, the support person's seat is free of charge (food and add-ons are charged as usual). On flights sold per helicopter, the support person uses one of the seats in the booking.
- **Service animals:** a service animal trained to help a person with a disability is carried free of charge in the cabin, at the passenger's feet, when it can be safely restrained and fits the space. We may ask for written proof of its training.
- **Self-reliance:** we accept your own statement that you are self-reliant, except where safety requires otherwise.
- **Hand carrying** is used only as a last resort, with your consent, and only where it can be done safely.
- **Refusal:** we do not refuse carriage because of a disability alone. If we cannot carry a passenger or a mobility aid for safety reasons, we explain why at the time and give a written explanation within 10 calendar days of the request.
- **Lost or damaged mobility aids:** see Rule 26.

RULE 12 REFUSAL TO TRANSPORT

The pilot in command or the carrier may refuse to carry, or remove, a passenger or their baggage when:

- it is needed for safety, or to comply with the law, a government order or Transport Canada requirements;
- the passenger appears to be impaired by alcohol, cannabis or drugs, or behaves in a way that is abusive, threatening or disruptive, or does not follow crew instructions;
- the passenger's physical or medical condition creates a risk to themselves or others that cannot be reasonably managed (we may ask for medical clearance);

- the passenger refuses to show photo ID, sign a required waiver, give an accurate weight, or allow a safety search of their baggage;
- the passenger's weight, or the weight of the group, cannot be carried safely and no alternative in Rule 9 is accepted;
- the passenger carries a dangerous good that has not been declared and accepted (Rule 13).

A passenger refused under this rule for reasons within their own control (for example impairment, behaviour or a false weight) is not entitled to a refund. In every other case the unused fare is refunded in full.

RULE 13 BAGGAGE, GOODS AND DANGEROUS GOODS

- Each passenger may bring a small personal item such as a camera, small bag or jacket, carried at no charge, within the weight limits for the flight. Larger baggage is carried on charters by arrangement and its weight is part of the load.
- All baggage and goods may be inspected. We refuse items that are dangerous, illegal, badly packed or likely to be damaged.
- **Dangerous goods** must be declared to us before the flight. Not allowed on board unless accepted in advance by us as permitted under the Transportation of Dangerous Goods Regulations: bear spray, firearms and ammunition, explosives and fireworks, fuel, compressed gas cylinders, corrosive chemicals, loose lithium batteries and open alcohol.
- **Musical instruments:** a small instrument (such as a violin or guitar in a soft case) is carried as a personal item if it can be secured safely and is within the weight limit, at no extra charge. Larger instruments are carried on charters by arrangement. If a change of helicopter means an instrument can no longer be carried, we tell you before the flight and offer a refund of the affected booking or a later flight.

RULE 14 ANIMALS

- **Pets** are carried only on **private flights**: a tour or charter where your party has the whole helicopter. They are not carried on per-seat event flights or on seats shared with other guests. Tell us when you book, with the animal's weight. A pet must be leashed or in a secure crate, and a larger dog may need its own seat. The pilot may refuse an animal that cannot be carried safely. The owner is responsible for the animal and for any damage it causes.
- **Service animals** trained to help a person with a disability are always carried, free of charge, on every flight (Rule 11). **Search and rescue dogs** on duty are also carried free of charge.

RULE 15 SUBSTITUTION OF HELICOPTER

If the helicopter booked is not available, we may use another helicopter. If the substitute is a smaller type, we tell you before the flight, and you may accept it with a refund of the difference in fare, move to another time, or cancel for a full refund. If it is a larger type, there is no extra charge.

4 ♦ CHANGES, CANCELLATIONS AND REFUNDS

RULE 16 CHANGES AND CANCELLATIONS BY THE PASSENGER

When	Tours	Charters and quoted flights
More than 24 hours before departure (charters: more than 48 hours)	Move to another open time free of charge, or cancel and receive a refund of the amount paid less the card processing cost (Rule 17).	Cancel free of charge and receive a refund of the amount paid less the card processing cost.
24 hours or less before departure (charters: 48 hours or less)	Not refundable. Call us before the departure time and we will move the booking once to another open time within 12 months, free of charge. The booking is then final: no refund and no further moves, unless we later cancel the flight (Rule 17).	The charterer pays the daily minimum for the helicopter (Table C) plus any costs already incurred, and is refunded the rest.
No show, or late for check-in so the flight cannot depart on time	Not refundable.	Charged as a cancellation within 48 hours.

RULE 17 REFUNDS

- **When we cancel or change your flight** for any reason (including weather, wildfire smoke, maintenance, safety or an emergency call on the aircraft) and you choose a refund instead of a new time, we refund the **full amount paid** for the unused flight, including taxes, fees and the card processing fee.
- **When you cancel** under Rule 16, we refund the amount paid less the card processing cost actually charged to us by the card processor on your payment (currently 2.8% of the payment plus 30 cents for online payments). This cost is shown on the cancel screen and in the refund email.
- Add-on services paid for but not provided, any amount charged twice, and the unused part of a flight we start but cannot complete for reasons within our control, are refunded in full.
- Refunds go back to the person who paid, by the original method of payment, within 30 days. We offer a gift card or flight credit instead only if you agree in writing; a credit never expires.

RULE 18 GIFT CARDS AND CERTIFICATES

- Gift cards and certificates sold by us never expire and carry no fees, as Alberta law requires. They are not refundable for cash, except where the law requires it.
- A gift card can be used for any tour, charter, flight training or other purchase from us. GST is charged when it is used, not when it is bought.
- Paper certificates for a named flight are honoured for that flight, or for their purchase value toward another flight.

- Bonus, promotional, donated and prize cards have no cash value and are good only on the dates printed on them. Keep codes private: anyone with the code can use the balance.

5 ♦ FLIGHT DELAYS, CANCELLATIONS AND DENIED BOARDING

RULE 19 OUR OBLIGATIONS UNDER THE APPR

L R HELICOPTERS INC. is a **small carrier** and is bound by the obligations of a small carrier set out in the Air Passenger Protection Regulations. This section sets out how we apply them. Where the APPR give a passenger more than this section, the APPR apply.

Who is covered. This section applies to tours and to flights on which seats are sold to the public, including per-seat event flights. Where a whole helicopter is chartered by one person or organization and no seat is resold to the public, the APPR do not apply to that charter; the charter agreement and Rules 16 and 17 apply instead.

Weather. We fly by visual flight rules (VFR) only: we cannot fly in cloud, snow, fog, low visibility, icing, strong wind or wildfire smoke. A delay or cancellation for weather is **outside our control**, and no compensation is owed for it. The cause of a disruption decides what we owe:

Cause	Examples	What we provide
Within our control	Crew scheduling, booking errors, a helicopter assigned to other work	Information, standards of treatment, rebooking or refund, and compensation (Rule 21)
Within our control and required for safety	Unscheduled maintenance found before departure, a pilot decision required by safety rules	Information, standards of treatment, and rebooking or refund
Outside our control	Weather, wildfire smoke, airspace closure, air traffic control, a medical emergency or rescue call, government order	Information, and rebooking or refund

RULE 20 INFORMATION AND COMMUNICATION

- We tell you as soon as possible about any delay, cancellation or denial of boarding, and the reason, by your preferred method (email or text message to the contact details on the booking). We give updates every 30 minutes until a new departure time is set.
- We tell you what you are entitled to and how to make a claim, and that you may file a complaint with the Canadian Transportation Agency.
- Information is given in a way that is accessible to persons with disabilities, and announcements are given in person at the base where passengers are waiting.

RULE 21 DELAYS AND CANCELLATIONS

Rebooking or refund. When a flight is delayed by three hours or more, or cancelled, we offer you the next available time on a flight we operate, free of charge. If that does not meet your needs, we refund

the full amount paid for the unused flight (Rule 17). Because our flights start and end at Springbank, where a delay means the flight no longer serves its purpose, we refund in full.

Standards of treatment (within our control, including for safety, when you were told less than 12 hours before departure): after you have waited two hours past the original departure time at our base, we provide food and drink in reasonable quantities and access to a means of communication, free of charge. If a charter is disrupted away from base and an overnight wait is needed, we also provide hotel accommodation and transport to it.

Compensation is owed only when the delay or cancellation is within our control and not required for safety, and you were told 14 days or less before departure. It is never owed for weather or any other cause outside our control. As a small carrier we pay each passenger who asks for it:

Arrival at destination later than the original arrival time	Compensation per passenger
3 hours or more, but less than 6 hours	$125
6 hours or more, but less than 9 hours	$250
9 hours or more	$500
Flight cancelled and you chose a refund instead of a new time	$125

- For a flight that returns to Springbank, the "arrival time" is when it was scheduled to land back there. Ask for compensation in writing within one year; we pay, or explain why it is not owed, within 30 days.
- Compensation is paid in money. We offer another form (such as a gift card or flight credit) only if it is worth more, and you agree in writing after being told of your right to money; that other form never expires.
- If a passenger receives compensation from us for the same event under another law, it is deducted as the APPR allow.

RULE 22 DELAYS ON THE TARMAC

If you are kept on board on the ground after the doors close or after landing, we provide ventilation, heating or cooling and a way to communicate where feasible, and let you disembark as soon as it is safe, and in any case before 3 hours unless safety, security or air traffic control prevents it.

RULE 23 DENIED BOARDING

- We do not overbook. Boarding is denied only for safety (such as weight and balance), under Rule 12, or when a smaller helicopter is substituted, and never once you are on board except for safety.
- Before denying boarding to anyone for a reason within our control, we ask whether any passenger will give up their seat in exchange for benefits agreed with them.
- If boarding is denied for a reason within our control, we provide rebooking or a full refund, standards of treatment, and the compensation set out in the APPR: $900 if you arrive less than 6 hours late, $1,800 if 6 to less than 9 hours late, and $2,400 if 9 or more hours late, paid as soon as operationally possible and no later than 48 hours after the denial.

RULE 24 RE-ROUTING AND FAILURE TO OPERATE ON SCHEDULE

Flight times are planned, not guaranteed. The pilot in command may delay, re-route or shorten a flight, or return to base, for weather, smoke, airspace, safety or an emergency. A tour shortened for reasons within our control is refunded for the unused part (Rule 17); a re-route outside our control with the same flight time is not. If we cannot operate a flight, Rules 17 and 21 apply.

---

6 ♦ LIABILITY AND CLAIMS

RULE 25 DEATH OR INJURY OF PASSENGERS

- We are liable for damage sustained in the event of the death or bodily injury of a passenger caused by an accident on board the helicopter or while boarding or leaving it. We do not exclude or limit our liability for damages up to 151,880 SDR per passenger.
- We are not liable for damages above 151,880 SDR if we prove that the damage was not caused by our negligence or other wrongful act, or was caused solely by the negligence or other wrongful act of a third party.
- We are not liable for injury or illness arising from a passenger's own age, physical or mental condition, or pregnancy, except where our negligence caused or contributed to it.
- Our liability may be reduced to the extent the passenger's own negligence caused or contributed to the damage.

RULE 26 BAGGAGE AND MOBILITY AIDS

- For baggage that is lost, damaged or delayed, we are liable up to the limits that the APPR apply to domestic flights: up to 1,519 SDR per passenger, plus a refund of any baggage fee paid. Passengers carrying valuable items should insure them.
- Baggage is considered lost if we admit it is lost or if it has not arrived within 21 days after it should have.
- **Mobility aids:** the liability limit does not apply. If a mobility aid is lost or damaged in our care, we provide a suitable temporary replacement right away where possible, and repair it or pay the full cost of repair or replacement with an equivalent aid.
- **Service animals:** if a service animal is injured or dies as a result of our fault, we pay for medical care or a replacement.

RULE 27 GOODS

For goods carried on charters, our liability is limited to 26 SDR per kilogram unless the shipper declared a higher value in writing before the flight and paid the extra charge for it: $10 for each $100 (or part of $100) of declared value above the limit.

RULE 28 EXCLUSIONS FROM LIABILITY

Except where the law does not allow it, we are not liable for loss or damage caused by force majeure, by the passenger's failure to follow this tariff or crew instructions, by the inherent defect or nature of baggage or goods (for example perishable items), or by compliance with laws, government orders or

Transport Canada requirements. Nothing in this rule limits our obligations under the APPR or Rules 25 and 26.

Rule 29 Claims: How and When

Claim	Time limit (in writing)
Damaged baggage	Within 7 days of receiving the baggage
Delayed baggage	Within 21 days of receiving the baggage
Lost baggage	Within 21 days of when it should have arrived
Goods	Within 14 days of receipt (damage) or 21 days (delay)
Compensation for a delay, cancellation or denied boarding	Within one year of the flight
Death or injury, and court actions	Within two years of the arrival, or the date the flight should have arrived or stopped

Send claims to **L R HELICOPTERS INC., 135 MacLaurin Drive, Springbank Airport, Calgary, Alberta T3Z 3S4**, or email **info@lrhelicopters.ca**, with the booking reference, what happened and receipts or photos. We acknowledge every claim and answer within 30 days. If you are not satisfied, you may file a complaint with the Canadian Transportation Agency at otc-cta.gc.ca.

---

7 ♦ RATES AND CHARGES

All amounts are in Canadian dollars, before GST, and include fuel. The amounts in Tables A and B are **maximum fares**: the fare actually charged is the fare shown on the booking website or written quote when you book (Rule 6), which is often lower.

Table A Maximum Tour Fares

The fare for a tour is never more than the Table B rate for the helicopter type, multiplied by the scheduled flight time of the tour (rounded up to the next quarter hour), plus the published price of any landing, meal, guide, photo or other experience included in the tour. For a tour sold per seat, the total of all seat fares on one flight is never more than that amount.

Table B Maximum Rates per Flight Hour

Helicopter	Passenger seats (up to)	Maximum rate per flight hour
Robinson R44 II	3	$1,800.00
Airbus EC120 B	4	$2,800.00
Airbus AS350 B3e / H125	5	$5,500.00
Bell 212	10 to 14	$7,500.00

The number of passengers that can be carried on the day depends on weight and balance (Rule 9). Special flights quoted in writing (for example private landings, weddings, events and corporate flights) are priced on the quote using Tables B and C, and are subject to this tariff.

TABLE C OTHER CHARTER CHARGES

A helicopter on a charter is not available for other work, so the charterer pays for the time it is away from our base. All amounts are maximums and are shown on the quote.

Charge	Amount
Flight time	Table B hourly rate, from rotor start at Springbank to rotor stop on return, including positioning (ferry) flights, hover taxi and flights without passengers
Minimum per flight	0.3 hour at the hourly rate
Daily minimum (flight hours, charged at the hourly rate)	Charged for **each day or part of a day** the helicopter is assigned to the charter or away from our base, whether or not it flies that day. AS350, EC120 and Bell 212: January 2; February and March 3; April to October 4; November 3; December 2. R44: 4, or 2 in December.
Daily minimum, charters booked online	1 hour, or 4 hours from June 1 to August 31, unless a lower minimum is shown when you book
NAV CANADA charge, Bell 212	$200 per day
Landing, parking and airport fees charged by others	At cost
Second pilot, when required for the flight	Up to $1,000 per day
Crew meals and accommodation away from base overnight	Up to $250 per crew member per night, or at cost
Waiting (layover) time	30 minutes per landing free, then up to 10% of the hourly rate for each hour or part of an hour, to a maximum of 4 hours' worth per day, in addition to the daily minimum
Overnight away from base	The daily minimum for each day away, plus crew meals and accommodation
Landing charge	Up to $30 per landing
Fuel away from base	Fuel bought or delivered away from our base: the amount above our Springbank fuel cost, at cost
Crew ground transportation away from base	At cost
Hangar, storage, de-icing and handling at other airports	At cost
Loading and unloading, goods carried outside the helicopter, special equipment or services requested	At cost or as quoted

Charge	Amount
Medical clearance requested under Rule 12	Paid by the charterer, at cost
Credit card processing fee	2.4% of the amount charged by credit card (Rule 6)

8 ♦ COMPLIANCE INDEX AND REFERENCES

8.1 Where Each Required Item Is Found

Section 107 of the Air Transportation Regulations lists what every tariff must contain. This index shows where each item is found in this tariff.

Air Transportation Regulations, s. 107(1)	Where in this tariff
(a) Carrier, and issuing officer with title and address	Preamble
(b) Tariff number and title	Cover and Preamble
(c) Dates of publication, effect and expiry	Preamble (no expiry date)
(d), (h), (i) Points served, provinces, airports used	Rule 3
(e) Joint tariff carriers	Not a joint tariff (Preamble)
(f) Table of contents	Contents
(g) Index of commodity tolls	Not applicable: no commodity tolls
(j) Prepayment, non-acceptance of goods	Rules 7 and 13
(k) Abbreviations and symbols	Rule 4
(l), (m) Terms and conditions of tolls	Rule 6 and Section 7
(n)(i) Persons with disabilities	Rule 11, Rule 26
(n)(ii) to (iv) Children, unaccompanied minors, seating children under 14	Rule 10
(n)(v) to (viii) Failure to operate, delay, cancellation, tarmac delay	Rules 19 to 22 and 24
(n)(ix), (x) Denied boarding, re-routing	Rules 23 and 24
(n)(xi) Small carrier under the APPR	Rule 19
(n)(xii) Refunds	Rules 16 and 17
(n)(xiii) Reservation, cancellation, confirmation, validity and loss of tickets	Rules 8 and 16
(n)(xiv) Refusal to transport	Rule 12
(n)(xv) Charges not set out in the tariff	Rule 6
(n)(xvi), (xvii) Baggage; musical instruments	Rules 13 and 26
(n)(xviii), (xix) Limits of and exclusions from liability	Rules 25 to 28

Air Transportation Regulations, s. 107(1)	Where in this tariff
(n)(xx) Claims procedures and time limits	Rule 29
(n)(xxi) Terms deemed by s. 86.11(4) of the Act (APPR)	Section 5
(o) to (q) Tolls, routings and fare names	Section 7, Rule 3 and Rule 1

8.2 LAWS AND GUIDANCE USED

This tariff was prepared from the following, as in force in November 2026:

- **Canada Transportation Act, sections 67 and 86.11:** laws-lois.justice.gc.ca/eng/acts/c-10.4/
- **Air Transportation Regulations (SOR/88-58), section 107:** laws-lois.justice.gc.ca/eng/regulations/SOR-88-58/section-107.html
- **Air Passenger Protection Regulations (SOR/2019-150):** laws-lois.justice.gc.ca/eng/regulations/SOR-2019-150/
- **Canadian Transportation Agency: information that must be included in air tariffs:** otc-cta.gc.ca/eng/information-must-be-included-air-tariffs
- **Canadian Transportation Agency: application of the Air Passenger Protection Regulations:** otc-cta.gc.ca/eng/application-air-passenger-protection-regulations-a-guide
- **Canadian Transportation Agency: accessibility guidelines for small aircraft:** otc-cta.gc.ca/eng/publication/accessibility-guidelines-small-aircraft-services-persons-with-disabilities-aircraft-0
- **Canadian Transportation Agency: limits of liability for passengers and goods:** www.otc-cta.gc.ca/eng/limits-liability-passengers-and-goods. Montreal Convention amounts revised December 28, 2024
- **Transportation of Dangerous Goods Regulations:** laws-lois.justice.gc.ca/eng/regulations/SOR-2001-286/
- **Government of Alberta: information about gift cards:** www.alberta.ca/information-about-gift-cards

Note: The Government of Canada has proposed changes to the Air Passenger Protection Regulations. When they come into force, this tariff will be revised to match.

At no time shall any L R HELICOPTERS INC. company policy, procedure or practice take precedence over applicable government legislation.