



Canadian North Enhances Baggage Policy to Improve Safety, Efficiency and Comfort

MAY 15, 2024, Kanata, ON – Ensuring our customers and their cargo arrive safely at their destination is the cornerstone of Canadian North customer service. With the resurgence of travel and heightened demand, we have experienced a significant surge in passengers wishing to carry on and check multiple bags. This trend has resulted in bumped baggage, flight delays and even fewer available seats.

As a 100% Inuit-owned airline, we understand that a lack of access to affordable products in the North sometimes means transporting extra items up via passenger flight. Unfortunately, because of capacity and weight regulations, that has meant not all bags reach their destination when their owners do. Our goal is to right size the number of checked bags in relation to our actual aircraft capacity.

"In our commitment to service excellence, Canadian North is prioritizing safety, efficiency, and passenger convenience, ensuring that each journey with us is both secure and comfortable," said Canadian North President & CEO Shelly De Caria. "With these revisions, we will ensure our customers and their allotted baggage arrive at their destination together."

With this in mind, we will be updating our checked baggage policies. This includes:

- Revised checked baggage allowances for our *Flex* and *Super-Flex* fares.
- Updated fees for excess, oversized and overweight baggage.
- New process for passengers to prioritize their most important checked baggage items.
- Maximum of 3 bags that can be checked in at the counter.
- Additional bags must be transported separately as cargo.
- Revised checked baggage benefits for Aurora Concierge members.

Unlike the checked baggage policies of other airlines, our lowest-price Saver fare will continue to include one free checked bag.*

These changes will apply to tickets issued on or after Wednesday, May 29, 2024.

Please visit www.canadiannorth.com/baggage for more information.

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For more information or media requests, please contact:

media@canadiannorth.com

About Canadian North:

Canadian North is a 100% Inuit-owned airline that connects people and delivers essential goods throughout Canada's North – safely, reliably and always with friendly and caring customer service. Canadian North Airlines services 25 communities within the Northwest Territories, Nunavik and Nunavut, along with Ottawa, Montreal and Edmonton – with a versatile fleet of Boeing 737, ATR 42 and ATR 72 Freighter aircraft. Canadian North is also the premier charter services provider for large resource sector clients requiring dependable, efficient and economical fly-in/fly-out air service and it operates flights across North America and beyond for sports teams, cruise lines, tour operators and many others. Canadian North is wholly owned by Makivik Corporation and Inuvialuit Development Corporation.

* Fares and associated rules are subject to change without notice