

Travel Bank Terms and Conditions

Effective Date: March 5, 2025

1. Introduction

These terms and conditions ("Terms and Conditions") govern the use of the Travel Bank program ("Travel Bank") provided by Bradley Air Services Limited ("Canadian North", "we", "us", or "our"). By accessing or using Travel Bank, you agree to comply with and be bound by these Terms and Conditions.

2. Eligibility

To be eligible for a deposit to your Travel Bank account, your booking must meet the following conditions:

- 2.1 Your booking must have been originally made directly with Canadian North and ticketed on 518 ticket stock¹;
- 2.2 Your booking was made on or after March 6, 2025;
- 2.3 Your booking is for a fare type that entitles you to receive either a deposit to Travel Bank or a refund to your original form of payment²; and
- 2.4 You initiate cancellation of your booking through the "Manage My Bookings" section on Canadian North's website or by contacting Canadian North's Customer Contact Centre.

3. Deposits to Your Travel Bank

- 3.1 Upon cancellation, the applicable cancellation fee plus taxes will be automatically deducted from the amount to be deposited to your Travel Bank.
- 3.2 After deduction of the cancellation fee, the remainder will be either refunded to your original form of payment or deposited to your Travel Bank, depending on the applicable fare type.
- 3.3 All Travel Bank deposits are denominated in Canadian Dollars only. **Travel Bank deposits have no cash value.**
- 3.4 The maximum Travel Bank balance is \$50,000 Canadian Dollars.

4. Using Travel Bank

¹ The following types of bookings are never eligible for Travel Bank deposits: all travel agency and GDS ticketed reservations, including without limitation, Aeroplan or AirMiles bookings; medical or duty travel fares for either the Government of Nunavut or the Government of the Northwest Territories; group bookings; tour operator fares; and myIDtravel bookings.

² In all cases, subject to the applicable tariff. In the case of Interline Tickets involving more than one airline and issued by Canadian North on 518 ticket stock, where the cancellation and refund rules differ for each airline, the most restrictive rules will prevail.

4.1 Your Travel Bank can be:

- 4.1.1 used as a form of payment for the purchase of travel on Canadian North only;
- 4.1.2 combined with up to one (1) additional form of payment from the following list: Visa and MasterCard credit and debit cards, American Express credit cards, or cash.
- 4.1.3 used as a form of payment for ticket change fees, taxes, and ancillaries (except baggage fees);
- 4.1.4 applied towards the payment of fees and taxes for Aurora Rewards redemption purchases; and
- 4.1.5 used to purchase travel for a passenger other than You (i.e. the account holder),
(each an "Eligible Use" and collectively, "Eligible Uses").

4.2 Your Travel Bank **cannot** be used:

- 4.2.1 to pay baggage or excess baggage fees;
- 4.2.2 travel agency and GDS ticketed reservations, including Aeroplan and AirMiles bookings;
- 4.2.3 Government of Nunavut and Northwest Territories medical and duty travel fares;
- 4.2.4 for group bookings;
- 4.2.5 for tour operator fares;
- 4.2.6 for tickets booked on myIDtravel;
- 4.2.7 in exchange for cash; or
- 4.2.8 for any other good or service determined by Canadian North, in its sole discretion.

5. **Validity of Travel Bank Deposits**

- 5.1 Your Travel Bank deposits remain valid for up to 365 days from the date they were issued to your Travel Bank, unless you are notified of a shorter validity period (the "Validity Period").
- 5.2 You must make an Eligible Use or Eligible Uses of your Travel Bank deposits during their (respective) Validity Period(s). However, the travel booking can be for dates after the Validity Period.
- 5.3 Travel Bank deposits cannot be reinstated after the Validity Period. No exceptions are allowed. **If you choose to cancel your booking made using your Travel Bank deposits, and the Validity Period has passed, your Travel Bank deposits will have expired and the value will be forfeited.**
- 5.4 Where Travel Bank deposits were used to purchase future travel,

- 5.4.1 refunds to original form of payment will result in the travel deposits being returned to the same Travel Bank from which the travel deposits originated, less any applicable cancellation fees plus taxes³;
- 5.4.2 the Validity Period of any returned Travel Bank deposits will revert to the original Validity Period that applied before the Travel Bank deposits were used.

6. Transfer & Gifting of Travel Bank Deposits

Travel Bank deposits may not be gifted, sold or transferred except Travel Bank deposits issued in the name of a minor person may be transferred to their parent or legal guardian.

7. Fraud & Other Unauthorized Use

- 7.1 You are responsible for the use and safety of your Travel Bank. You must ensure you keep your login and password secure and not share them with others.
- 7.2 Canadian North is not liable to you or any other person for any loss, claims, damages or expenses in connection with Travel Bank or any unauthorized or fraudulent use of your Travel Bank.
- 7.3 You can report suspected fraudulent use of your Travel Bank to customerrelations@canadiannorth.com.

8. General

- 8.1 The failure by Canadian North to exercise its rights will be not be construed as a waiver or relinquishment of its rights.
- 8.2 Canadian North reserves the right to amend these Terms and Conditions at any time. Canadian North will notify you by posting an updated version of these Terms and Conditions on its website and it is your responsibility to regularly review such Terms and Conditions, including before using any Travel Bank deposits, as they can change.
- 8.3 The laws of the Province of Ontario and the laws of Canada applicable therein govern these Terms and Conditions.
- 8.4 If any provision of these Terms and Conditions are deemed to be invalid, unlawful or for any reason unenforceable, then such provision shall be severed from these Terms and Conditions and shall not affect the validity and enforceability of any remaining provisions.
- 8.5 It is the express wish of the parties that these Terms and Conditions be drafted in English. Les parties aux présentes ont expressément demandé que ces termes et conditions soient rédigés en anglais.

³ For non-refundable tickets, all change fees and fare differences apply per ATPCo rule definitions. For refundable tickets, all fees, including cancellation fees, apply per ATPCo rule definitions.