

**FRONTIER<sup>SM</sup> Contract of Carriage**

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## INTRODUCTION

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Frontier Airlines Holdings, Inc. is the parent company for Frontier Airlines, Inc. and Lynx Aviation, Inc. Transportation of passengers by subsidiaries of Frontier Airlines Holdings, Inc. is subject to the terms and conditions contained in this Contract of Carriage, in addition to any terms and conditions specified on any Internet site, printed on or in a ticket jacket, e-ticket receipt, fare rule, or in any published schedule. By purchasing a ticket and accepting transportation, the passenger agrees to be bound by such terms and conditions. The terms and conditions of this Contract of Carriage are superseded by any security directive issued by the Transportation Security Administration, other government entities and any other foreign government for as long as such security directives are in effect. Passengers may contact the Transportation Security Administration, other government entities, and foreign governments for information regarding security directives.

### SHARE AGREEMENTS AND OTHER AIRLINES

The information contained in this document constitutes the terms of transportation for passengers and their baggage on all flight segments operated by Frontier, or other airlines with which Frontier enters into codeshare agreements from time to time including regional affiliates. Notwithstanding this statement, the terms included in this contract will be modified as necessary for Frontier's codeshare partners based on individual carrier restrictions and requirements.

### FRONTIER'S CUSTOMER CARE COMMITMENT

Frontier is committed to providing each and every passenger with the best possible travel experience both in the air and on the ground. To review Frontier's Customer Care Commitment, please visit [www.frontierairlines.com](http://www.frontierairlines.com).

### WHERE TO OBTAIN A CONTRACT OF CARRIAGE

This document is available for public inspection at all Frontier Airlines and Lynx Aviation locations. Copies may be obtained by visiting the Frontier Airlines web site at [www.frontierairlines.com](http://www.frontierairlines.com) or by writing to:

Frontier Airlines Inc.  
Customer Relations  
7001 Tower Road  
Denver, CO 80249-7312.

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## DEFINITIONS

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**Adult** – A full-fare paying passenger 15 years of age and older.

**Baggage** – Refers to all items carried by the passenger into the cabin or checked for carriage in the cargo compartments. When carried by the passenger into the aircraft cabin, a handbag or pocketbook of reasonable size, briefcase, or assistive devices upon which the passenger is dependent are not considered baggage.

**Baggage/Claim Tag** – A document issued by Frontier solely for identification of checked baggage. The strap tag portion is attached by Frontier to the item being checked as baggage, and the claim tag portion is given to the passenger.

**Banker's Buying Rate** – The rate at which, for the purpose of the transfer of funds through banking channels (i.e., other than transaction in bank notes, travelers cheques and similar banking instruments), a bank will purchase a given amount of foreign currency in exchange for one unit(s) of the national currency of the country in which the exchange transaction takes place.

**Banker's Selling Rate** – The rate at which, for the purpose of transfer of funds through banking channels (i.e., other than transaction in bank notes, travelers cheques, and similar banking instruments) a bank will sell a given amount of foreign currency in exchange for one unit of the national currency of the country in which the exchange transaction takes place.

**Carriage** – The transportation of passenger and baggage by air, gratuitously or for hire, including all incidental services related to travel and provided by Frontier.

**Checked Baggage** – Baggage of which Frontier takes sole custody and for which Frontier issues a baggage claim tag.

**Child** – A full-fare paying passenger from 2 weeks through 14 years of age.

**Circle Trip** – Travel from Point A to Point B to Point C and back to Point A on the same or different carriers, with the same or different fare classes.

**Codeshare** - An agreement by which Frontier Airlines places its two letter designation code "F9" on flights operated by air carriers other than Frontier Airlines.

**Connecting Point** – A location where a ticketed passenger with confirmed reservations will change planes (connecting with another Frontier flight or another carrier's flight) en route to a final destination.

**Country of Commencement of Transportation** – The country from which travel on the first international sector takes place.

**Country of Payment** – The country where payment is made by the purchaser to the airline or its agent; payment by check, credit card, or other banking instruments shall be deemed to have been made at the place where such instrument is accepted by the airline or its agent.

**Currency of the Country of Payment** – The currency in which international fares from the country are denominated.

**Days** – Full calendar days, including Sundays and legal holidays.

**Destination** – The final arrival point of the Passenger's journey as shown on the Ticket.

**Direct Flight** – Same plane service between the origin and destination points with scheduled stops at one or more intermediate points.

**Domestic** – Air transportation where origin, destination, and stopover points are within the United States.

**Electronic ticket (e-ticket)** – A paperless ticket stored in the airline's computer system.

**End-to-End** – Two or more published fares combined to construct a complete trip.

**Escort Service** – Supervision of a passenger while he/she is traveling with Frontier, provided by Frontier for a fee.

**Flight Ticket Stock** – Ticket printed or imprinted with Frontier's carrier code number (422) in the ticket serial number.

**Foreign Air Transportation** – Transportation between a point in the United States and a point outside thereof.

**Force Majeure Event** – A cancellation due to any condition beyond Frontier's control including, but not limited to, meteorological conditions, acts of God, riots, civil commotion, embargoes, wars, hostilities, disturbances or unsettled international conditions – actual, threatened or reported. Also, because of any delay, demand, circumstances or requirement due, directly or indirectly to such conditions, or any strike, work stoppage, slowdown, lockout or any other labor-related dispute involving or affecting Frontier's service, or any government regulation, demand or requirement, or any shortage of labor, fuel or facilities of Frontier or others, or any fact not reasonably foreseen, anticipated or predicted by Frontier.

**Frontier** - Subsidiaries of Frontier Airlines Holdings, Inc. including Frontier Airlines and Lynx Aviation

**Frontier Airlines, Inc.** - F9, Frontier Airlines

**Group** – Ten or more passengers traveling together whose tickets reflect identical itineraries.

**IATA** – See ***International Air Transport Association***

**IATA International Agreement on Passenger Liability** – The agreement entered into by members of IATA in order to take action to waive the limitations on recoverable compensatory damages in Article 22 Paragraph 1 of the Warsaw Convention as to claims for death, wounding or other bodily injury of a passenger within the meaning of Article 17 of the convention.

**IATA Rate of Exchange** – The rate of exchange notified by IATA quarterly to convert local currency fares to a Neutral Unit of Construction (NUC) and to convert total NUC amounts to the currency of the country of commencement of transportation.

**Immediate Family** – Spouse, significant other, children, parents, sisters, brothers, grandparents, grandchildren, aunts, uncles, nieces, and nephews. Note: Relationships apply whether natural, adoptive, step, in-law, or significant other.

**Infant** – A passenger from 2 weeks to 2 years of age traveling with a passenger 15 years of age or older.

**Interline** – Travel on two or more airlines.

**International Air Transport Association (IATA)** – The governing body that creates regulation for international air transport; it also regulates the shipping of dangerous goods and publishes the IATA Dangerous Goods Regulations manual (a globally accepted field source reference for airlines shipping hazardous materials).

**International Transportation** – Any transportation furnished by any carrier that is included within the scope of the term "international transportation" as put forth in the Warsaw Convention or Montreal Convention, whichever is applicable.

**Involuntary Refund** – A refund made to a passenger who is prevented from using a ticket because of cancellation of flight, inability of Frontier to provide previously confirmed space, postponement or delay of a flight, or refusal of carriage as provided for in Rule 260 - Involuntary Refunds.

**Limited Release Baggage Tag** – A document attached to baggage that is considered fragile, unsuitably or inadequately packaged, perishable, or previously damaged. The baggage is accepted at the passenger's risk.

**Linear Dimensions** - Height plus width plus length.

**Lynx Aviation, Inc.** - L4, Lynx Aviation

**Misconnection** – Occurs at a connecting point when a ticketed passenger with confirmed space is not transported by the delivering carrier to the connecting point in time to board the receiving carrier's flight.

**Montreal Convention** – Convention for the Unification of Certain Rules for International Carriage by Air, signed at Montreal, May 28, 1999.

**National** – A person who has the citizenship of a country either by birth or by naturalization.

**Nonstop flight** – A flight scheduled to operate between the origin and destination points without intermediate stops or connections.

**One-way** – Travel from one point to another.

**On-line** – Travel on Frontier, including code-share flights on regional affiliates.

**Open-jaw Trip** – A flight on Frontier between Point A and Point B with undetermined transportation between Point B and point C, then a return flight on Frontier from Point C to Point A. The mileage of the undetermined portion cannot be greater than either of the flown segments.

**Origin** – The initial starting point of the Passenger's journey as shown on the Ticket.

**Outbound Flight** – The first confirmed flight segment on a ticket.

**Overbooking** – The acceptance of a greater number of confirmed reservations on a given flight than the aircraft's available seat capacity.

**Passenger** – Any person, except members of the crew, carried in an aircraft with the consent of Frontier.

**Prepaid Ticket Advice (PTA)** – A notification that a person has purchased transportation for another person from another location.

**Qualified Individual with a Disability** – An individual with a disability who:

- Has a physical or mental impairment that, on a permanent or temporary basis, substantially limits one or more major life activities;
- Has a record of such an impairment; or
- Is regarded as having such an impairment, as further defined in 14 CFR 382.5.

**Rate of Exchange (ROE)** – The rate based on the IATA Clearing House Rate which is revised at least four times yearly and is to be used for conversion of local currency fares to Neutral Units of Construction (NUC) and vice versa.

**Regional Affiliates** – Flights operated by a regional carrier with whom Frontier has an agreement to market and sell transportation with a Frontier designated flight number.

**Routing** – The allowable intermediate airport via which transportation may be provided for the published fares.

**Round-trip** – From Point A to Point B and back to Point A. Some fare rules may require the same fare class and carrier.

**Schedule Irregularity** – Any of the following irregularities occurring on the date of departure:

- Delay in the scheduled departure or arrival of a Frontier flight resulting in a misconnection.
- Flight cancellation, omission of a scheduled stop or a 4-hour or longer delay or interruption in the scheduled operation of a Frontier flight.
- Substitution of equipment.
- Schedule changes that require rerouting of a passenger at departure because notice of the change had not been provided to the passenger prior to the passenger's arriving at the airport for check-in on the original flight.

**Segment** – One takeoff and one landing.

**Segment Tax** – Applicable federal tax applied to a segment.

**Service Animal** – Any animal trained to assist:

- A Qualified Individual with a Disability.
- Law enforcement officers in the search of contraband or other items.
- With rescue efforts.

**Standby Passenger** – A passenger boarded subject to availability of seat space at departure time and only after all passengers having confirmed reservations for the flight have been boarded.

**Stopover** – An intentional interruption in a passenger's trip in excess of four hours at a point between the place of departure and the final destination. The passenger and Frontier agree to stopovers in advance.

**Tariff** – A schedule of prices or fees.

**Ticketing and Baggage Agreement** – An agreement between Frontier Airlines and another carrier in which both carriers agree to accept the other's tickets and baggage for purposes of interline travel.

**Two-Hour Rule** – If a passenger misses a flight but arrives at the airport within 2 hours of the scheduled departure time (as it appears on the ticket), Frontier will allow the passenger to fly standby on the next scheduled Frontier flight at no additional cost. Any accommodation of passengers who miss a flight and fail to arrive at the airport within this window is strictly in Frontier's sole and absolute discretion, and no such tickets shall be eligible for a refund under any circumstances.

**USD** – United States Dollars.

**Validated Ticket** – A ticket that has been purchased through direct payment or other satisfactory credit arrangement and carries the identification stamp of Frontier Airlines or another airline whose ticket Frontier accepts.

**Warsaw Convention** – Convention for the Unification of Certain Rules Relating to International Carriage by Air signed at Warsaw, October 12, 1929, or the Convention as amended by the Hague Protocol, 1955, whichever may be applicable to the carriage hereunder.

**Western Hemisphere** – The United States of America, Canada, Greenland, Mexico, Central and South America, Bermuda, Bahamas, and the islands of the Caribbean Sea.

## RULE 1

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### TARIFF APPLICATION

- A. Consequential Damages – The purchase of a ticket does not guarantee transportation. Frontier is not liable for any indirect, special or consequential damages resulting from the performance of transportation, delay in performance or failure to perform transportation of passengers and other incidental services (except baggage liability as provided in Rule 230 - Claim Limits and Procedures) whether or not Frontier had knowledge that such damages might be incurred.
- B. International Transportation - Transportation provided to a foreign destination is subject to the rules relating to liability established by, and to all other provisions of, the Convention for the Unification of Certain Rules Relating to International Transportation by Air, signed at Warsaw, October 12, 1929, or such convention as amended by the Hague protocol of 1955, whichever may be applicable (“the Convention”). Any provisions of these rules inconsistent with any provision of the Convention shall be inapplicable to international transportation, except where the rules have been adopted in accordance with the terms of the IATA (International Air Transport Association) Inter-carrier Agreement of October 31, 1995.
- C. Change Without Notice – Except as may be required by applicable laws, government regulations, orders and requirements, Frontier’s rules, regulations and conditions of carriage are subject to change without notice, provided that no such change shall apply to a contract of carriage after the carriage has commenced.
- D. Changes in Rules, Fares, and Charges – Unless otherwise provided within specific fare rules, transportation is subject to the rules, fares and charges in effect on the date a ticket is issued, determined by the validation stamped or imprinted on the ticket, or valid e-ticket. Provisions of the rule apply only to the passenger to whom the ticket was issued.
  - 1) When the ticket has been issued for the effective date of a new tariff containing an increase in the applicable local or joint fare, the increase is not collected provided the following conditions are met:
    - a) The ticket is issued on Frontier ticket stock and validated with an official Frontier validation by an authorized Frontier employee, Frontier appointed agent, or other person authorized to issue Frontier tickets.
    - b) The ticket is issued showing confirmed reservations for travel from the point of origin to the first point of stopover at a fare in effect on the date of ticket issuance and these confirmed flights are not changed at the request of the passenger.
    - c) This provision applies only to the passenger to whom the ticket was originally issued.

NOTE 1: These provisions apply whether or not such increase results from a change in fare level, change in conditions governing a fare, or a cancellation of the fare itself.

NOTE 2: Purchase of a Prepaid Ticket Advice (PTA) constitutes purchase and issuance of a ticket for the purpose of this rule.

- E. International Taxes and Charges – When the ticket is issued for the effective date, all government, airport, vendor, or other charges that apply to passenger travel into foreign countries are the responsibility of the passenger to whom the ticket was originally issued and are in addition to the published fare and charges.
- F. Frontier Acting as Agent for Another Airline – Frontier is responsible for furnishing transportation only over its own routes. When Frontier checks baggage for interline transportation, Frontier acts only as an agent and assumes no responsibility for the acts or omissions of the other airlines. This provision applies to codeshare and partner airlines.
- G. Prohibited Practices -
  - 1) Fares apply for travel only between the points for which they are published. Tickets may not be purchased and used at fare(s) from an initial departure point on the Ticket which is before the Passenger's actual point of origin of travel, or to a more distant point(s) than the Passenger's actual destination being traveled even when the purchase and use of such Tickets would produce a lower fare. This practice is known as "Hidden Cities Ticketing" or "Point Beyond Ticketing" and is prohibited by Frontier.
  - 2) The purchase and use of round-trip Tickets for the purpose of one-way travel only, known as "Throwaway Ticketing" is prohibited by Frontier.
  - 3) The use of Flight Coupons from two or more different Tickets issued at round trip fares for the purpose of circumventing applicable tariff rules (such as advance purchase/minimum stay requirements) commonly referred to as "Back-to-Back Ticketing" is prohibited by Frontier.
- H. Waiver/Modification of Terms – No employee or authorized agent of Frontier has the authority to waive/modify or alter any provisions of these terms of transportation or any applicable fares/charges unless authorized by a corporate officer of Frontier. Frontier-appointed agents and representative are only authorized to sell tickets for air transportation on Frontier, pursuant to Frontier's terms of transportation and applicable fares and/or charges. This rule supersedes any conflicting provisions contained in the Contract of Carriage.
- I. Remedies for Violation of Rules - Where a Ticket is purchased and used in violation of this Contract of Carriage or any fare Rule (including Hidden Cities Ticketing, Point Beyond Ticketing, Throwaway Ticketing, or Back-to-Back Ticketing), Frontier has the right, in its sole discretion, to take all actions permitted by law, including but not limited to, the following:
  - 1) Invalidate the Tickets;

- 2) Cancel any remaining portion of the Passenger's itinerary;
  - 3) Confiscate any unused Flight Coupons (not valid for refund);
  - 4) Refuse to board the Passenger and to carry the Passenger's baggage, unless the difference between the fare paid and the fare for transportation used is collected prior to boarding;
  - 5) Assess the Passenger for the actual value of the Ticket which shall be the difference between the lowest fare applicable to the Passenger's actual itinerary and the fare actually paid;
  - 6) Take legal action with respect to the Passenger.
- J. Fares/Charges - Specific fares and charges information is available through Frontier reservations offices and at [www.frontierairlines.com](http://www.frontierairlines.com).

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## RULE 35

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### REFUSAL TO TRANSPORT

Passengers may be refused transport or removed from a flight for the following reasons:

- A. Government Request - To comply with any government regulation or with government requisition of space or request for emergency transportation in connection with national defense or natural disaster (actual, threatened or reported).
- B. Force majeure - In the event of force majeure, Frontier may, without notice, cancel, terminate, divert, postpone, or delay any flight or the right of carriage or reservation of traffic accommodations without liability.
- C. Property Search - Refusal by a passenger to permit a search of person or property for explosives or for deadly or dangerous weapons, articles or substances.
- D. Identification - Refusal by a passenger to produce identification (ID) upon request for the purpose of boarding an aircraft.

NOTE: Acceptable identification means a photo ID issued by a government authority or two other forms of ID, at least one of which must be issued by a government authority.

- E. Passports/Visas - Failure of a passenger traveling across any international boundary to possess all valid documents (passports, visas, certificates, etc.) required by the laws of the countries from, over or into which the passenger will fly. Frontier is not responsible for any failure or inability of a passenger to comply with government laws, regulations, orders, demands and requirements, which are subject to change without notice. For any reason, such passenger's embarkation from, transit through or entry into any country from, through, or to which such passenger desires transportation would be unlawful.
- F. Special Medical Requirements – Frontier will refuse to transport a passenger requiring the following medical equipment or services, which either are not authorized or cannot be accommodated on Frontier's aircraft: medical oxygen for use on board the aircraft, incubators, respirators that must receive power from the aircraft's electrical power supply, or persons who must travel on a stretcher.

NOTE: Frontier accepts approved portable oxygen concentrators (POCs) for on board transport and use (Ref: 14 CFR 121, FAR No. 106). Contact Frontier for approved units.

- 1) Portable Oxygen Concentrators (POCs)
  - a) A POC is considered an assistive device and is permitted in addition to the Free Baggage Allowance (FBA).
  - b) POCs may be carried on board for use in the cabin or transported as checked baggage.

- c) A passenger should carry enough fully charged batteries to power the device throughout the entire journey including all ground time (between connections), the duration of the flight and for unexpected delays.
  - d) All batteries must be transported in carry-on baggage and must be packaged in a manner that protects them from physical damage and short circuits.
  - e) Aircraft electrical outlets (plugs) are not available for use with any electronic device.
  - f) Prior to traveling, a passenger must complete the Portable Oxygen Concentrator Medical Authorization form (30881) available on Frontier's website or obtain a medical statement from his/her physician addressing the points on the POC Medical Authorization form.
- G. Qualified Individual with a Disability – Frontier will transport qualified individuals with a disability in accordance with the conditions and requirements of 14 CFR 382 unless the carriage of such individuals may impair the safety of the flight or violate Federal Aviation Regulations. However, pursuant to 14 CFR 382.39, Frontier does not provide certain extensive inflight special services such as assistance in actual eating, assistance within the lavatory or at the individual's seat with elimination functions, or provision of medical services. Moreover, pursuant to 14 CFR 382.35, Frontier may require that a qualified individual with a disability be accompanied by an attendant as a condition of being provided air transportation in any of the following circumstances:
- 1) When the individual, because of a mental disability, is unable to comprehend or respond appropriately to safety instructions from Frontier employees, including the required safety briefing.
  - 2) When the individual has a mobility impairment so severe that the individual is unable to assist in his/her own evacuation of the aircraft.
  - 3) When the individual has both severe hearing and severe vision impairments, if the individual cannot establish some means of communication with Frontier employees adequate to permit transmission of the required safety briefing.
  - 4) On the day of departure, if Frontier determines that an individual meeting the criteria of 1, 2 or 3 must travel with an attendant, contrary to the individual's self-assessment that he/she is capable of traveling independently, Frontier will not charge the individual with the disability for the transportation of the attendant while accompanying such individual. Furthermore, if because there is not a seat available on a flight for an attendant whom Frontier has determined to be necessary, an individual with a disability having a confirmed reservation is unable to travel on the flight, such individual is eligible for denied boarding compensation under [Rule 245 - Denied Boarding Compensation](#). For purposes of determining whether a seat is available for an attendant, the attendant is deemed to have checked in at the same time as the individual with the disability.
- H. Frontier Airlines accepts up to two "low risk" prisoners with hand restraints per flight.
- 1) If the flight is 4 hours or less, only one armed or unarmed law enforcement officer is required for one or two prisoners.

- 2) If the flight is more than 4 hours, each prisoner must be accompanied by an armed or unarmed law enforcement officer.
- I. Comfort and Safety - For reasons of comfort and safety, Frontier may refuse to transport any passenger:
  - 1) Who is barefoot and over 5 years of age, unless they are required to be barefoot due to medical issues.
  - 2) Who appears to be intoxicated or under the influence of drugs.
  - 3) Who has a communicable disease or infection that is known or reasonably believed by Frontier to pose a direct threat to the health or safety of others in the course of flight. If a qualified individual with a disability (as defined in 14 CFR 382.5) with such communicable disease or infection presents a medical certificate (dated within 10 days of the date of the flight for which it is being presented) to Frontier with specific conditions under which the individual can travel and not pose a direct threat to the health and safety of other persons, transportation will be provided to such individual unless it is not feasible for Frontier to implement the conditions set forth in the medical certificate as necessary to prevent the transmission of the disease or infection to other persons in the normal course of flight.
  - 4) Who is seriously ill and cannot or refuses to provide a physician's written permission to fly.
  - 5) Who is unable to sit in an upright position during takeoff and landing with the seat belt fastened.
  - 6) Who refuses to comply with instruction given by Frontier employees or representatives prohibiting the solicitation of items for sale or purchase, including airline tickets, passes, or travel award certificates.
  - 7) Who attempts or has attempted to interfere with any member of the flight crew in pursuit of their duties.
  - 8) Who is unwilling or unable to abide by Frontier's non-smoking rules. (Refer to [Rule 99](#) - *Smoking*.)
  - 9) Whose conduct is or has been disorderly, abusive, violent, belligerent and/or irrational so as to be a hazard or potential hazard to Frontier employees or other passenger(s).
  - 10) Who fails or refuses to comply with Frontier's rules and regulations.
  - 11) Who wears or has on or about their persons concealed or unconcealed, deadly or dangerous weapons. However, Frontier will carry passengers who meet qualifications and conditions established in 49 CFR 1544.219, Carriage of Accessible Weapons.

12) In the custody of law enforcement personnel, whether or not the passenger is manacled, who has resisted, or may reasonably be believed to be capable of resisting, his/her escort.

NOTE: Frontier is not liable for its refusal to transport any passenger in accordance with the circumstance listed above. Frontier will, however, at the request of the passenger, provide a refund in accordance with Rule 260 – Involuntary Refunds.

J. International Check-In Restrictions – Passengers traveling into or out of a foreign country are advised to arrive at the ticket counter with their baggage no less than one hour prior to departure. Frontier will make every effort to accommodate passengers who do not present themselves one or more hours prior to departure; however, due to international travel requirements, Frontier may refuse travel.

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## RULE 40

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### **ELECTRONIC SURVEILLANCE OF PASSENGERS AND BAGGAGE**

Passengers and their baggage are subject to inspection with an electronic detector, with or without the passenger's consent or knowledge.

## RULE 45

### ADMINISTRATIVE FORMALITIES – PASSPORTS, VISAS, AND TOURIST CARDS

- A. Compliance with Regulations – The passenger shall comply with all laws, regulations, orders, demands, or travel requirements of countries to be flown from, into, or over, and with all rules, regulations, and instructions of Frontier. Frontier is not liable for any aid or information given by any agent or employee of Frontier to any passenger in connection with obtaining necessary documents or complying with such laws, regulations, orders, demands, requirements, or instructions, whether given orally, in writing, or otherwise, or the consequences to any passenger resulting from his/her failure to obtain such documents or to comply with such laws, regulations, orders, demands, requirements, or instructions.
- B. Passports and Visas:
- 1) Each passenger desiring transportation across any international boundary is responsible for obtaining all necessary travel documents and for complying with all government travel requirements. The passenger must present all exit and entry documents required by the laws for all countries listed on the passenger's itinerary. Passenger shall indemnify Frontier for any loss, damage, or expense suffered or incurred by Frontier by reason of passenger's failure to provide the necessary travel documents, unless applicable laws provide otherwise. Frontier is not liable to the passenger for loss or expense due to the passenger's failure to comply with this provision. Frontier reserves the right to refuse carriage to any passenger who has not complied with applicable laws, regulations, orders, demands, or requirements or whose documents are not complete. Frontier is not liable for any aid or information given by any agent or employee of Frontier to any passenger in connection with obtaining such documents or complying with such laws, whether given orally, in writing, or otherwise.
  - 2) Subject to applicable laws and regulations, the passenger agrees to pay the applicable fare whenever Frontier, on government order, is required to return a passenger to his/her point of origin or elsewhere due to the passenger's inadmissibility into or deportation from a country, whether of transit or of destination. The fare applicable is the fare that would have applied had the original ticket designated the revised destination. Any difference between the fare so applicable and the fare paid by the passenger will be collected from or refunded to the passenger, as the case may be. Frontier may apply to the payment of such fares any funds paid by the passenger to Frontier for unused carriage or any funds of the passenger in Frontier's possession. Frontier will not refund the used portion of the ticket unless the law of such country requires that such fare be refunded.
- C. Customs Inspection – If required, the passengers must attend inspection of their baggage, checked or unchecked, by customs or other government officials. Frontier accepts no responsibility toward the passengers if they fail to observe this condition. If damage is caused to Frontier because of the passenger's failure to observe this condition, the passenger shall, therefore, indemnify Frontier.

- D. Government Regulation – No liability shall attach to Frontier if Frontier in good faith determines that what it understands to be applicable law, government regulation, demand, order or requirement, requires that it refuse and it does refuse to carry a passenger.
- E. International Operations – Frontier is required to make an attempt to obtain emergency contact information from a passenger traveling into or out of a foreign country. If a passenger refuses to provide emergency contact information, Frontier will document the attempt and may require the passenger to sign the document.

## RULE 50

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### CHILD PASSENGERS

- A. Accompanied Children – Children, from two weeks through 14 years of age, may travel with another passenger who is at least 15 years old.
- B. Unaccompanied Children
  - 1) Children under 5 years old may not travel unaccompanied.
  - 2) Children 5–14 years old must hold confirmed reservations on Frontier or its codeshare partners from the origin airport to the destination airport for flights originating or terminating in the United States, Mexico, and Canada. The following conditions also apply:
    - a) The child must be brought to the airport of origin by a parent or responsible adult who remains:
      - i. with the child until the child is aboard the plane.
      - ii. at the gate until the plane departs the airfield.
    - b) Satisfactory evidence must be furnished to Frontier that the child will be met by a parent or responsible adult upon arrival at the destination.
    - c) Unaccompanied children are not allowed to travel standby.
    - d) No interline travel is permitted and Frontier does not accept unaccompanied children under the responsibility of any other airline's unaccompanied child program.
    - e) Frontier accepts unaccompanied children on legal connecting flights when:
      - i. There are multiple legal connecting flight options in the stop-over city (even if it is the last flight of the day at the origin city); **or**
      - ii. It is the only flight of the day at the origin station.

NOTE: The child will not be accepted for travel if a flight is expected to terminate short of, or bypass, the child's destination, or if there are anticipated lengthy delays at the origin or destination city due to air traffic control, weather or other factors that may impact Frontier's ability to operate its scheduled service.

    - f) A snack or meal may be provided to the unaccompanied child if available.
      - i. Product offerings are subject to change without notice.
      - ii. These products may contain nuts, soy, wheat, dairy, or eggs. Snack items are packaged in a facility that processes peanuts and other nuts.
  - 3) Passengers 15–17 years old are accepted for unaccompanied travel without restrictions. However, "escort service" may be requested by a parent or responsible adult.

NOTE 1: Passengers 15–17 years old traveling alone will need to present one of the following: a photo ID issued by a government authority; two other forms of ID, at least one of which must be issued by a government authority; or be accompanied by an adult with appropriate ID.

NOTE 2: Passengers 15 years old and over are considered adults for purposes of this section.

- 4) Frontier does not assume any financial or guardianship responsibility for an unaccompanied child beyond those applicable to an adult passenger.

C. Escort Service Charge for Unaccompanied Children

- 1) For children 5–14 years of age, a service charge will be assessed for unaccompanied children on all flights.
- 2) For passengers 15–17 years of age, a service charge will be assessed if escort service is requested.

D. International Operations

- 1) Frontier accepts any passenger over the age of 15 to travel unaccompanied to a foreign destination.
- 2) Children traveling to a foreign destination are required to have all foreign government documentation necessary for entry into and departure from the foreign country. Such travel documentation must be provided to Frontier at time of check-in.

NOTE 1: Passengers under age 18 traveling without both parents may need additional documentation to travel into a foreign country, depending on the country's requirements.

NOTE 2: Passengers under age 2 traveling as lap children (not purchasing a revenue seat) are subject to international taxes. These taxes must be paid prior to boarding the original departure flight.

E. Infant and Child Fares (except as otherwise provided in a specific fare rule) are as follows:

- 1) Infants under 2 years of age are accepted, without charge, when the infant does not occupy a separate seat and is accompanied by a full fare-paying adult passenger.
  - a) Due to supplemental equipment considerations, the number of infants accepted per flight may be limited based on aircraft type.
  - b) When an adult passenger is traveling with two infants under 2 years of age, a seat must be purchased for one infant. The fare is the same as an adult fare.
  - c) One adult may accompany up to two infants under the age of 2.
- 2) Children 2 - 14 years of age occupying a seat, whether accompanied or unaccompanied, are charged the same fare as an adult passenger, unless special fares are available and all restrictions of the fare are met.

F. Child Restraint System

Frontier accepts infant and child restraint systems (car seats) approved for air travel. Approved seats should have labels indicating "This child restraint system conforms to all applicable Federal motor vehicle safety standards" and "THIS RESTRAINT IS CERTIFIED FOR USE IN MOTOR VEHICLES AND AIRCRAFT" or "TSO-100."

NOTE: Car seats manufactured prior to 1985 will likely have only one label. Foreign made car seats may also have different markings.

1) Car Seats

A car seat may be used by a child between the ages of 14 days and two years if seat space is available after boarding. A car seat may be used by any child when a separate seat has been purchased. To use a car seat onboard the aircraft:

- a) The car seat must bear manufacturer labels identifying approval for aircraft use.
- b) The approved car seat must have a solid seat and solid back.
- c) The seat must have restraint straps installed to hold the child in the car seat.
- d) The child may not exceed the weight limitation of the car seat.

2) Seating

- a) For flights operated by Frontier Airlines, car seats may not be placed in the emergency exit rows or in the seats immediately in front of the exit rows.
- b) Window seats are the preferred location for a car seat so it does not impede a passenger's movement or egress into the aisle. Other seat assignments are permitted provided the car seat is not obstructing the egress of a passenger other than one traveling with the child.
- c) The car seat must be secured by a seat belt at all times.

NOTE: A child under the age of two must be held in the passenger's lap or be seated in an approved car seat for taxi, takeoff, and landing.

3) Child Harness

The FAA approved AMSafe Aviation C.A.R.E.S. child harness device may be used on-board. It is designed for children weighing 22 - 44 pounds and must bear the label "FAA Approved in accordance with 14 CFR 21.305(d) approved for aircraft use only".

4) Booster Seats

Booster seats may be carried on but must be stowed in an overhead compartment or underneath the seat for take off and landing. Once the aircraft has reached cruising altitude, the passenger may use the seat during the flight. The booster seat must be restowed when the aircraft begins its descent.

NOTE: Frontier encourages all adults traveling with children under 2 years of age to secure the child in an approved car seat in the child's own purchased seat.

## RULE 55

### SERVICE ANIMALS

Frontier accepts for onboard transportation, without charge, service animals:

- Trained to assist passengers with disabilities;
  - Trained in explosive detection or search and rescue;
  - Trained for emotional support;
- A. General - All types of service animals are allowed in cabin except: rodents (e.g., mouse, rat, squirrel, or beaver), ferrets, reptiles, amphibians, snakes, spiders, and insects. A health certificate is not required. Frontier reserves the right to refuse to accommodate a service animal in the cabin if the passenger does not produce credible proof the animal is a service animal.
  - B. Service Animals Trained to Assist Passengers with Disabilities - Credible proof, appropriate documentation or physical indicators may be required.
  - C. Service Animals Trained in Explosive Detection or Search and Rescue - Credible proof, appropriate documentation or physical indicators may be required.
  - D. Service Animals Trained for Emotional Support/Therapeutic - Passengers must complete a Frontier Medical Authorization Form (30905) (available on [www.frontierairlines.com](http://www.frontierairlines.com)) or obtain a written statement on letterhead from a mental health care professional (physician, psychologist, etc.) authorizing the emotional support/therapeutic animal accompanying a passenger is needed for assistance and/or necessary to their mental health or treatment.
  - E. Seating - Whenever possible, Frontier will provide bulkhead seating when notice is provided 24 hours or more prior to departure. However, the passenger may sit anywhere, except the exit row, provided the animal does not obstruct an aisle or egress of passengers in an emergency evacuation. The animal must sit at the passenger's feet and may not occupy a seat.
  - F. International - Restrictions for travel with an animal to international destinations vary by country. Frontier recommends contacting the appropriate embassy or consulate at least four weeks before travel date.

## RULE 99

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### SMOKING

1. Smoking is prohibited on all Frontier flights.
2. Federal Law prohibits tampering with, disabling, or destroying any smoke detector installed in an aircraft lavatory.

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## RULE 100

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### TICKETS

- A. A passenger is entitled transportation on Frontier only upon presentation of a valid ticket or electronic ticket (e-ticket). The ticket entitles the passenger to transportation between the point of origin and the destination via the routing designated on the ticket.
- B. Flight coupons are honored only in the order in which they are issued.
- C. Frontier specifically prohibits the practices commonly known as:
  - 1) Back to Back Ticketing - The issuance, purchase or usage of flight coupons from two or more tickets issued at round trip fares, or the combination of two or more round trip excursion fares end to end on the same ticket for the purpose of circumventing minimum stay requirements.
  - 2) Throwaway Ticketing - The issuance, purchase or usage of round excursion fares for one way travel.
  - 3) Hidden City/Point Beyond Ticketing - The issuance, purchase or usage of a fare from a point before the passenger's actual origin or to a point beyond the passenger's actual destination.
- D. A ticket which has not been properly validated, or which has been altered, mutilated or improperly issued by an unauthorized party is not considered valid for travel or refund.
- E. The purchaser of a Frontier ticket and the passenger intending to use it are responsible for ensuring that the ticket accurately states the name of the passenger.
- F. A ticket is not transferable to another person.
  - 1) Frontier is not liable to the persons entitled to transportation or refund if the ticket is used by someone other than the person named on the ticket.
  - 2) Presentation of a ticket by someone other than the named passenger renders the ticket void. The ticket is subject to confiscation and is ineligible for refund.
  - 3) Frontier is not liable for baggage, personal injury, or death of the unauthorized user of a ticket.
- G. Electronic Ticket Fee
  - 1) Frontier assesses a service fee for each new electronic ticket purchased through reservations or at the airport for U.S. and international flights.
  - 2) The ticketing fee is subject to change without notice and is assessed at the rate in effect at the time the reservation is ticketed.
- H. Paper Ticket Fee
  - 1) Frontier assesses a service fee when a passenger voluntarily requests a paper ticket for all electronic eligible itineraries.

- a) The nonrefundable paper ticket fee applies to all paper tickets issued upon passenger request for a travel itinerary eligible for electronic ticketing, and for all electronic tickets converted to paper upon passenger request.
- 2) The paper ticket fee does not apply to involuntary reroutes to other airlines, tickets or itineraries that do not qualify for electronic tickets, or government-contracted fares which do not allow charges for paper tickets.

NOTE: The paper ticket fee is subject to change without notice and is assessed at the rate in effect at the time the paper ticket is issued or the electronic ticket is converted to paper.

## RULE 105

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### TICKET VALIDITY

#### A. Period of Validity

- 1) A refundable ticket is valid for transportation for one year from the date of issue.  
EXCEPTION: When a ticket includes an excursion or special fare having a shorter validity period than one year, the shorter validity period applies to the excursion or special fare transportation only.
- 2) A nonrefundable ticket is valid for transportation only on the flight and date shown on the ticket and has no cash or refund value thereafter. Any accommodation of passengers who do not use nonrefundable tickets on the flight and date shown on the ticket (including pursuant to the Two-Hour Rule for passengers who arrive at the airport within 2 hours of the scheduled departure time) is in Frontier's sole and absolute discretion and subject to the availability of alternate flights. By operating the scheduled flight on the date shown on a nonrefundable ticket, Frontier shall be deemed to have provided the service purchased. In no event will any passenger who does not use a nonrefundable ticket on the date and flight shown on such ticket have any refund right whatsoever, even if Frontier does not accommodate such passenger on a future flight. Frontier shall have no obligation to reschedule such passenger or to provide them with any refund or other credit.  
EXCEPTION: If a customer cancels the flight segment/segments before the scheduled flight departure time, the value of the ticket will be retained for up to one year from the original issue date in the form of an electronic transportation voucher good for transportation on Frontier only. The electronic transportation voucher may be applied to a subsequent ticket subject to the change fee and any fare difference, provided that the electronic transportation voucher has no cash or refund value and may only be applied to a subsequent ticket up to one year after the original issue date.

#### B. Extension of Validity

- 1) If there is no seat available, a flight is cancelled, or a passenger is prevented from using the ticket or a portion of the ticket during the period of validity specified in Paragraph A, the ticket is valid until a seat can be provided on the next available flight.
- 2) If a passenger is unable to begin or continue travel due to long-term illness or physical incapacity, or a traveling companion or immediate family member is affected by a long-term illness or physical incapacity, Frontier may extend the validity period, which is not to exceed 1 year from the original expiration date.

## RULE 115

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### CONFIRMATION OF RESERVATIONS

- A. A reservation on a flight is made when a reservation agent or authorized representative of Frontier confirms the availability of a seat. Subject to payment, a validated ticket is issued indicating the seat is confirmed. Reservations are subject to cancellation by Frontier, without notice, if the passenger has not obtained a validated ticket for the flight to which the reservation applies.
- B. Once a passenger obtains a ticket that reflects confirmed seat space for a Frontier flight and date, either from Frontier or its authorized representative, the reservation is confirmed even if there is no record in Frontier's reservation system.  

EXCEPTION: Validated tickets are not honored if reservations are cancelled according to Rule 135 – Cancellation of Reservations, or cancelled by the passenger or the passenger's representative.
- C. Because not all passengers holding confirmed reservations use those reservations, Frontier flights are subject to overbooking which could result in the inability to honor tickets for confirmed space or for the class of service reserved. In this event, Rule 245 – Denied Boarding Compensation governs Frontier's obligation to the passenger.

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## RULE 120

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### RESERVATION AND TICKETING TIME LIMITS

Reservations requested from any Frontier office or authorized agency are accepted by Frontier and are subject to a 24-hour ticketing time limit unless specified differently within the fare rule.

## RULE 135

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### CANCELLATION OF RESERVATIONS BY FRONTIER

- A. Airport Check-in Time Limit - Frontier reserves the right to cancel the reservation of any passenger who fails to comply with the airport check-in time limits listed below:
- 1) For domestic flights (within the continental United States and Alaska) the minimum check-in time is 45 minutes prior to scheduled departure.
  - 2) Reservations and seat assignments are subject to cancellation for any passenger who fails to make themselves available for passenger boarding at the departure gate at least 20 minutes prior to scheduled departure.
  - 3) Passengers checking in via the Internet must check in online at least 90 minutes prior to the scheduled departure.
  - 4) At some airports, Frontier may close the counter 45 minutes prior to scheduled departure depending upon airport facility requirements. In such case, passenger and baggage check-in are not permitted after the check-in deadline.
  - 5) For international flights, the minimum check-in time is one hour prior to scheduled departure. Passengers are advised to arrive at the airport at least two hours prior to scheduled departure to allow sufficient time to complete all necessary international requirements.
- B. Failure to Occupy Space - If a passenger fails to occupy space which has been reserved on a Frontier flight and Frontier fails to receive notice of the cancellation of the reservation prior to flight departure, or if any other carrier cancels the reservation of a passenger in accordance with this rule, Frontier will cancel all subsequent segments for continuing or return space.
- C. Misconnected Passengers - Frontier may cancel the reservation of any passenger who does not meet the minimum check-in time, in accordance with Paragraph A, due to the late arrival of an inbound connecting flight of Frontier or another carrier.
- D. Government Request - Passenger reservations may be cancelled to comply with a governmental regulation, or to comply with a governmental request for emergency transportation in connection with national defense, or when necessary or advisable due to weather or other conditions beyond Frontier's control.
- E. Liability - Frontier is not liable when it cancels the reservation of any passenger in accordance with this rule, no such passenger shall have any right to any refund whatsoever, and any accommodation of such passengers is in Frontier's sole and absolute discretion (with no claim against Frontier for any failure to accommodate any such passenger), except under the following conditions:
- 1) If the reservation was cancelled according to Paragraph A, Frontier will reroute in accordance with the *Two-Hour Rule* (see [Definitions](#)).
  - 2) If the reservation was cancelled according to Paragraphs C or D, Frontier will take action as provided in [Rule 240](#) - *Failure to Operate on Schedule or Failure to Carry*.

- F. Refusal to Transport - Frontier may refuse to transport any passenger for any of the reasons stated in [Rule 35](#) – *Refusal to Transport*.

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**RULE 140**

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**ITINERARY CHANGES**

- A. Holders of refundable tickets may change their itinerary at any time and apply the amount paid as a credit for alternate flights as follows:
- 1) If the ticket is totally unused, the full amount paid is credited.
  - 2) If the ticket is partially used, the amount credited is the difference between the fare paid and the fare for the transportation actually used as determined by the applicable rules.
- B. Nonrefundable tickets are valid for transportation only on the flight and date shown on the ticket and have no value and are not valid for transportation thereafter. By operating the scheduled flight on the date shown on a nonrefundable ticket, Frontier shall be deemed to have provided the service purchased. Frontier shall have no obligation of any kind to reschedule such passengers or to provide them with any refund or other credit. Although Frontier may choose to re-route or otherwise accommodate passengers who fail to use nonrefundable tickets (including pursuant to the Two-Hour Rule for passengers who arrive at the airport within 2 hours of the scheduled departure time), any such accommodation is in Frontier's sole and absolute discretion and subject to availability of alternate flights. In no event will any passenger who does not use a nonrefundable ticket on the date and flight shown on such ticket have any refund right whatsoever, even if Frontier does not accommodate such passenger on a future flight. Frontier shall have no obligation to reschedule such passengers or to provide them with any refund or other credit.

EXCEPTION: If a customer cancels the flight segment/segments before the scheduled flight departure time, the value of the ticket will be retained for up to one year from the original issue date in the form of an electronic transportation voucher good for transportation on Frontier only. The electronic transportation voucher may be applied to a subsequent ticket subject to the change fee and any fare difference, provided that the electronic transportation voucher has no cash or refund value and may only be applied to a subsequent ticket up to one year after the original issue date.

## RULE 150

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### FARES (GENERAL)

- A. Fares apply for transportation only between the airports for which they are published. Tickets may neither be issued nor accepted for transportation that will either originate or terminate at an airport other than the airport for which the fares are published.
- B. When a passenger requires connecting service with arrival at one airport and departure from another airport, transportation between those airports must be arranged by and at the expense of the passenger.
- C. Fares are subject to change without notice until ticketed.

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## **RULE 160**

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### **CURRENCY**

All fares and charges in this document are stated in United States currency.

## RULE 180

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### STOPOVERS

- A. Except as otherwise provided, a Stopover, as defined in Definitions, is not permitted.
- B. Where a routing or fare specifically excludes a Stopover or the passenger's ticket does not include an interruption in the trip, and a Stopover at an intermediate point occurs, a higher fare is collected based on the sum of the local fares.

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## RULE 185

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### ROUTINGS

Each fare applies only to transportation via the cities specified by Frontier in connection with a specific fare. Transportation between any two cities must meet routing requirements as specified by the fare filing.

## RULE 190

### BAGGAGE ACCEPTANCE

- A. General - Frontier will accept for transportation as baggage such personal property necessary or appropriate for the wear, use, comfort, or convenience of the passenger for the purpose of the trip, subject to the following:
1. Frontier does not accept an item for transportation that is not suitably packaged to withstand ordinary handling, or of a size, weight or character that renders it unsuitable for transportation.
  2. All baggage is subject to inspection by Frontier. However, Frontier is not obligated to perform an inspection. Frontier will refuse to transport or will remove baggage that the passenger refuses to submit for inspection.
  3. Frontier has the right to refuse to transport baggage on any flight other than the one carrying the passenger.
  4. Frontier will not accept baggage or other personal property for storage.
  5. Frontier will check baggage only when the passenger presents a valid ticket for transportation on Frontier, or on Frontier and one or more other carriers with whom Frontier has a ticketing and baggage agreement.
  6. The passenger's name, address and telephone number must appear on the baggage.
  7. Baggage will not be checked:
    - a. To a point that is not reflected in the passenger's routing.
    - b. Beyond the passenger's next point of stopover; or if there is no stopover, beyond the final destination designated on the ticket.
    - c. Beyond a point at which a passenger wants to reclaim all or a portion of the baggage.
    - d. Beyond the point to which all applicable charges have been paid.
    - e. Beyond the point at which the passenger is to transfer to a connecting flight, if that flight is scheduled to depart from an airport different from the one at which the passenger is scheduled to arrive.
- B. Live Animals - Frontier accepts live animals as checked baggage or in the cabin of the aircraft. For provisions on acceptance and transportation of animals, see Rule 55 - Service Animals and Rule 195 - Conditions and Charges for Special Items.
- C. International Operations - Frontier does not accept agricultural items, perishable items, or products that do not conform with Customs and/or Agricultural government entities on any flights to or from a foreign destination.
- D. Restricted Items - Frontier Airlines accepts for carriage the excepted restricted/hazardous materials as defined in the DOT Hazardous Materials Regulations (49 CFR 175.10) and IATA Dangerous Goods Regulations. Refer to Rule 195 - Conditions and Charges for Special Items.

- E. Fragile and Perishable Items - Items must be packaged properly such that they cannot leak through the packaging and are checked in cardboard boxes, including boxes provided by Frontier. Perishable items required to maintain temperature cannot use wet-ice, defined as ice made only from water. Frontier will accept liability for the loss of items that are packaged and checked in cardboard boxes, including boxes provided by Frontier in accordance with Rule 230 - Claim Limits and Procedures. However, fragile or perishable items without appropriate packaging are accepted only upon execution of a Limited Release furnished by Frontier, relieving Frontier from liability for damage or loss of items. Refer to Rule 195 - Conditions and Charges for Special Items.

## RULE 195

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### CONDITIONS AND CHARGES FOR SPECIAL ITEMS

These items are accepted as checked or carry-on baggage, subject to the conditions specified and payment of applicable charges. Refer to [Rule 220 - Free Baggage Allowance \(FBA\)](#) for baggage requirements including dimensions (linear inches = height + width + length). Carry-on items may not exceed the FBA dimensions.

Refer to the Baggage Chart hosted at [frontierairlines.com](http://frontierairlines.com) for other items which have specific packaging or other requirements which need to be met in order to be transported by air. All items listed on the Baggage Chart are subject to baggage fees. Baggage fees for excess, oversize, and overweight are cumulative and all may be assessed on one item.

The following items have specific transport requirements and may incur a special fee as needed:

- A. Shooting Equipment – Items of shooting equipment are accepted as checked baggage on flights within the continental United States and Alaska. Carriage of any firearm is subject to the conditions specified below:
  - 1) An item of shooting equipment must be packed in a lockable, hard-sided container as follows:
    - a) Shotgun and Rifle cases may contain one or two shotguns or rifles.
    - b) Pistol cases may contain up to five pistols. Several lockable hard-sided pistol cases containing up to five pistols each may be packed in the same piece of luggage.
  - 2) In accordance with federal law, a passenger who presents baggage that contains a firearm must:
    - a) Ensure the firearm is unloaded.
    - b) Declare the firearm unloaded at the time of check-in and sign a “Firearms Unloaded” declaration.
      - i. If the firearm is in a locked, hard-sided container **INSIDE** a piece of checked baggage, the declaration must be placed inside the checked baggage and proximate to, but not inside of, the locked, hard-sided container containing the firearm.
      - ii. If the firearm is in a locked, hard-sided container, but **NOT INSIDE** a piece of checked baggage, the declaration must be placed inside the locked, hard-sided container containing the firearm.
    - c) After screening, the passenger must lock the firearm container and retain the key or combination.
    - d) The passenger must make arrangements and assume full responsibility for complying with any applicable laws, customs and government regulations, or restrictions of the state or territory to which the firearm is being transported.

- 3) Ammunition must be packed in the manufacturer's original container, or the equivalent, which provides for sufficient cartridge separation and is sturdy and durable.
  - a) Each passenger is allowed up to 11 pounds of ammunition.
  - b) Ammunition may be packed with the firearm.
- 4) International Operations -- Frontier will not accept firearms, ammunition or archery shooting equipment on any Frontier flight entering into or leaving out of a foreign country.

EXCEPTION: Passengers to and from Canada are allowed to transport hunting rifles and shotguns only. See paragraphs 1, 2, and 3 under A. *Shooting Equipment* in this rule for conditions of acceptance.

- B. Live Animals -- May be transported on Frontier Airlines and flights operated by regional affiliates. The transportation of live animals is subject to fees for carriage, and the terms and conditions below.

EXCEPTION: This rule does not apply to transportation of service animals referred to in [Rule 55](#) - Service Animals.

- 1) Carriage in the cabin -- Effective June 10, 2008, Frontier will no longer accept reservations for carrying live animals in the cabin. However, Frontier will honor reservations made up to and including June 9, 2008 for these animals under the following conditions:
  - a) A fee of USD 100 will be assessed at check-in.
  - b) Live animals allowable for carriage in the cabin are:
    - Domesticated dogs, cats, rabbits, ferrets, guinea pigs, or hamsters on flights within the United States.
    - Domesticated dogs and cats only may be carried to or from international destinations.
    - Carriage of any other pet as cabin baggage is at Frontier's discretion.
  - c) Passengers are responsible for:
    - Making arrangements and assuming full responsibility for complying with any applicable laws, customs and other governmental regulations, requirements or restrictions of the country, state or territory to which the animal is being transported.
    - Providing required health documents as described in paragraph 3.
    - Making advance reservations as no more than two pets will be accepted per flight and no more than one pet may be carried per person.
  - d) Pets in cabin count as part of the carry-on baggage allowance. The pet may not be carried in place of the personal item. Refer to [Rule 220](#) - Free Baggage Allowance.

- e) The travel container must be large enough for the pet to stand, turn around, and lie down in a natural position and fit underneath the seat in front of the passenger. Refer to 4) *Containers* in this rule for more information.
  - d) The pet must remain in the travel container at all times while onboard the aircraft and may not disrupt other passengers; pets must be quieted without being removed from the carrier.
  - e) No oxygen will be administered to a pet in the event of an emergency.
- 2) Carriage as checked baggage – Live animals checked as baggage may be transported according to the following conditions:
- a) A fee for carriage will be assessed as follows:
    - For tickets purchased up to and including June 9, 2008, the fee is USD 100.
    - For tickets purchased on or after June 10, 2008, the fee is USD 100 for small and medium sized kennels or USD 200 for large and extra-large sized kennels.
  - b) Passengers are responsible for:
    - Making arrangements and assuming full responsibility for complying with any applicable laws, customs and other governmental regulations, requirements or restrictions of the country, state or territory to which the animal is being transported.
    - Providing required health documents as described in paragraph 3.
    - Making advance reservations as space in the cargo compartment is limited.
  - c) Two animals per ticketed passenger are allowed, provided the operating aircraft can accommodate.
  - d) Two littermates up to 8 weeks old and weighing less than 20 pounds each may be shipped together in the same kennel provided it is large enough for them to turn around and stand up. Two littermates in one kennel count as one animal.
  - e) Prior to acceptance, the animal must be contained securely in a kennel, cage or container subject to inspection and approval. The container must be ventilated on at least two sides and must prevent any part of the animal from protruding outside of the container.
  - f) The animal must be harmless, inoffensive, odorless, and require no attention during transit.
  - g) Temperature restrictions may apply. Pets may not be accepted for transportation if the forecasted temperature in any city in the itinerary is above 85° F or below 45° F.
    - A Certificate of Acclimation is required for passengers requesting transportation of a live animal outside of the temperature restriction.
    - No pets are accepted if the temperature is above 95° F or below 10° F.

3) Required Documentation

a) A veterinary health certificate is required for all pets:

- Dated within 10 days of outbound travel for itineraries wholly within the United States; the certificate can be used for a return flight.
- For international flights, certificates are required to be dated based on entry into the country:
  - Dated within 10 days of entry into the U.S. and Canada.
  - Dated within two weeks of entry into Costa Rica.
  - Dated within 5 days of entry into Mexico.

b) A Vaccination Certificate is required for all adult dogs and cats whether traveling within the United States or entering a foreign country. If vaccination information isn't included on the health certificate, a separate vaccination certificate must be dated following the health certificate guidelines:

- Adult pets are 3 months of age or older for all destinations except Costa Rica. Costa Rica defines adult pets as 4 months of age and older.
- The certificate must prove your pet has been vaccinated against rabies no more than one year and no less than 30 days prior to international travel. If a pet received a rabies booster less than thirty days before an international flight, proof of the prior rabies shot is required
- Each country has vaccination requirements beyond rabies. Consulates can provide more information regarding other diseases for which your pet must be vaccinated.

NOTE: Puppies and kittens do not require a vaccination certificate as stated above; however, the pet must be in good health.

4) Containers -- All animal containers must be provided by the passenger and must meet the following provisions:

- a) Containers must be leakproof.
- b) The container must be ventilated on at least two sides and must prevent any part of the animal from protruding outside of the container.
- c) The container must be constructed of metal, wood, polyethylene plastic or a composite material of similar strength, contain a water bowl and have absorbent material on the bottom. The container cannot be collapsible in design.

EXCEPTION: In-cabin pets may be carried in soft-sided pet travel containers.

- d) Containers must be large enough to allow the animal to stand up and turn around and to lie in a natural position.

- C. Wheelchairs – In compliance with federal law, wheelchairs or other types of mobility devices are accepted as checked baggage in addition to the passenger’s free baggage allowance at no additional charge. Some passengers may have more than one device to check. There is no additional fee. The wheelchair is carried in the cargo compartment of the aircraft and is subject to the liability described in [Rule 230](#) – *Claim Limits and Procedures*.
- 1) Frontier will accept one wheelchair in the cabin of the aircraft on a first-come, first-served basis. The requirements for stowing the wheelchair are as follows:
    - a) The device may not exceed a height of 40 inches, a length of 50 inches, a width of 13 inches, and must weigh no more than 70 pounds. A larger device is accepted provided it collapses or folds to meet the maximum dimensions.
    - b) The device is placed and stowed in the last row of seats and will be brought to the front of the aircraft after all the other passengers have deplaned.
  - 2) All types of wheelchairs are accepted: manually powered, collapsible or non-collapsible and electric-powered with spillable or non-spillable batteries.
  - 3) At the time of acceptance, battery-powered wheelchairs must have the cables disconnected and insulated with non-conductive tape or the quick disconnect wires separated to protect against electrical shortages.
  - 4) Devices with spillable batteries
    - a) If a spillable battery cannot be loaded, stowed, secured and unloaded in an upright position at all times, the battery must be removed and transported in an approved battery box.
    - b) An approved battery box will be supplied by Frontier upon request or as necessary to transport the battery safely.
  - 5) Devices with non-spillable batteries
    - a) Non-spillable batteries do not have to be removed.
    - b) If a non-spillable battery is not labeled as “non-spillable,” it must be handled and transported as a spillable battery.
- D. Human Remains – May be transported on Frontier Airlines and flights operated by regional affiliates under certain conditions as follows:
- 1) Crematory remains (human or animal) may be transported as carry-on or checked baggage.
    - a) The container must be made of a material such as wood or plastic that can be successfully screened by the Transportation Security Administration (TSA).
    - b) TSA will not open the container under any circumstances.
    - c) If the container cannot be screened, it will not be allowed.
    - d) If the urn is checked, it must be sufficiently packaged in a well-insulated and sturdy container.

- 2) Human remains in caskets are accepted through Frontier Cargo at 1-800-394-2158. Human remains in caskets are not accepted on flights operated by Lynx Aviation.
  - a) Advance reservations are required for shipping.
  - b) Contact Frontier Cargo at 1-800-394-2158 for accepted origin to destination service.
- E. Antlers
  - 1) Antlers or horns must be free of residue; points must be covered and protected.
  - 2) For tickets purchased up to and including June 9, 2008, there is a fee of USD 75. For tickets purchased on or after June 10, 2008, a fee of USD 100 will be assessed.
  - 3) Antlers may be checked only and may not exceed 109 linear inches.
  - 4) A Limited Liability Release is required.
- F. Bicycles: Non-motorized touring or racing bicycles with single seats
  - 1) Bicycles must have the handlebars fixed sideways and the pedals removed and encased in a protective, durable case or box. Pedals do not need to be removed if wrapped in plastic foam or similar material.
  - 2) Allow an extra 30 minutes for check-in.
  - 3) A fee of USD 50 will be assessed.

EXCEPTION: Children's bicycles not exceeding 62 linear inches or 50 pounds may be checked in place of one FBA.
  - 4) Bicycles may be checked only and may not exceed 109 linear inches.
  - 5) A Limited Liability Release is required if the bicycle is not transported in a hard-sided case.
- G. Dry Ice (Carbon Dioxide, solid) will be accepted in limited quantities.
  - 1) For tickets purchased up to and including June 9, 2008, dry ice may be transported for free. For tickets purchased on or after June 10, 2008, a handling fee of USD 50 will be assessed when dry ice is checked for transportation in the cargo compartment. The fee is USD 25 if the dry ice will be carried on.
  - 2) Dry ice carried in the cargo compartment cannot exceed a maximum of 5 pounds per passenger.
  - 3) Dry ice carried onto the aircraft in carry-on baggage cannot exceed a maximum of 4.4 pounds per passenger and 100 pounds per flight.
- H. Segway Transporters
  - 1) Frontier cannot accept Segway Transporters with lithium batteries.
  - 2) No Segway Transporter will be accepted for transport on a Great Lakes codeshare flight.

- 3) For tickets purchased up to and including June 9, 2008, a fee of USD 50 will be assessed. For tickets purchased on or after June 10, 2008, excess, oversize, and overweight fees will be assessed as applicable.
  - 4) Segway Transporters may be checked only with a maximum weight of 100 pounds and a maximum size of 109 linear inches.
  - 5) A Limited Liability Release is required.
- I. Ski Equipment - Snow and Water
- 1) One bag which contains skis (up to 78 inches), ski poles, and ski boots, or any combination thereof. One pair of boots and items in ski bag may be checked separately and count as one item. One ski bag + boots = one item.
  - 2) For tickets purchased up to and including June 9, 2008, ski equipment will be transported free - in place of one FBA. For tickets purchased on or after June 10, 2008: If one ski bag + boots is in addition to one checked bag, the second checked bag fee applies plus excess, overweight and oversize fees as applicable.
  - 3) Ski equipment must be checked. Only boots may be carried on.
  - 4) A Limited Liability Release is required if ski equipment is not packed in a hard-sided case.
- J. Surfboards, Wave Skis, Kite Boards
- 1) One item includes one surfboard, one wave ski, or one kite board. The skeg fin must be encased in protective material.
  - 2) For tickets purchased up to and including June 9, 2008, a fee of USD 50 will be assessed. For tickets purchased on or after June 10, 2008, excess, oversize, and overweight fees will be assessed as applicable
  - 3) Surfboards, wave skis, or kite boards may only be checked and cannot exceed 109 inches in length.
  - 4) A Limited Liability Release is required if surfboards, wave skis, or kite boards are not packed in a hard-sided case.

## RULE 205

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### CHECKED BAGGAGE AND CARRY-ON BAGGAGE

- A. Checked Baggage - Frontier will check a passenger's baggage subject to the conditions specified below:
- 1) Minimum cut-off times:
    - a. For domestic flights, at least 45 minutes
    - b. For international flights, at least 1 hour
  - 2) Baggage must be checked at the airport prior to the minimum cut-off time but no earlier than 4 hours prior to scheduled flight departure. Due to government regulations that require 100% baggage screening, a passenger checking baggage at a Frontier ticket counter after the minimum cut-off time prior to the flight's scheduled departure may travel standby on the next scheduled flight. Refer to the Two-Hour Rule in Definitions.
  - 3) The passenger's name, address, and telephone number must appear on the baggage.
- B. Carry-On Baggage
- 1) The Transportation Security Administration (TSA) limits carry-on items to one bag plus one smaller personal item per passenger. Refer to Rule 220 - Free Baggage Allowance.
  - 2) TSA's mandated carry-on policy also contains a list of items that passengers are not permitted to carry on board an aircraft. Visit [www.tsa.gov](http://www.tsa.gov) for a complete Permitted and Prohibited Items List.
  - 3) The passenger is responsible for all items brought on board the aircraft. Items must be stored under a seat or in the overhead compartment approved for carriage of such baggage.
    - a) Portable Electronic Devices -- All electronic devices must be stowed for taxi, take-off, and landing. To avoid disturbances to the aircraft's electronic navigation equipment, certain portable electronic devices (AM/FM radios, TV receivers, remote toys) cannot be used onboard the aircraft at any time. Devices such as laptops, CD players, PDAs, MP3 players, and DVD players may be used onboard the aircraft once the flight attendant has confirmed that it is safe to use them.

EXCEPTION: It is permissible to use cellular and mobile phones and paging devices on the aircraft once the flight attendant has announced that it is safe.

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## RULE 215

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### CABIN-SEAT BAGGAGE

Cargo stowed inside the main cabin of the aircraft and occupying a passenger seat is referred to as Cabin-Seat Baggage or Cargo in the Cabin.

- A. Cabin-Seat Baggage - May be transported on Frontier Airlines and flights operated by regional affiliates. Cabin-seat baggage is not accepted on flights operated by Lynx Aviation. The following restrictions apply:
- 1) Frontier charges 100% of the full adult fare for that portion of the trip on which the extra seat is used.
  - 2) The item needs to be packaged or covered in a manner to avoid possible injury to passengers and crew.
  - 3) Cabin-seat baggage must be carried aboard the aircraft by the passenger.
  - 4) The item must fit in the seat without blocking aircraft signage or extending into the aisle and be secured with a seatbelt or other approved method.
  - 5) The seat must be located in the aircraft forward of, or across the aisle from, the most forward-seated passenger.
  - 6) Frontier is not responsible for damage to cabin seat baggage carried in the passenger compartment of the aircraft.
  - 7) Cabin-seat baggage is not included as part of the passenger's free baggage allowance and is not subject to excess baggage charges.

## RULE 220

### FREE BAGGAGE ALLOWANCE

- A. All checked bags are transported in the cargo hold compartment of the aircraft. Passengers may check baggage on flights within the continental United States as follows:

	Ticket Purchase Date		
	On or prior to June 9, 2008 for travel anytime	June 10, 2008 to September 12, 2008 for travel anytime	September 13, 2008 for travel on or after November 1, 2008
Domestic	1 item free	1 item free	None free
International	1 item free	1 item free	None free

- B. Checked – Baggage may not exceed 62 inches in overall dimensions (height + width + length) and weigh over 50 pounds.

EXCEPTIONS:

- A flexible garment bag with outside linear dimensions exceeding 80 inches but not more than 110 inches.
- Sporting equipment subject to the conditions listed under [Rule 195 - Conditions and Charges for Special Items](#).

- C. Carry-On – A passenger may carry one bag onto the aircraft without charge.

The carry-on bag may not exceed a total of 49 inches in overall dimensions (height + width + length) and weigh no more than 35 pounds.

EXCEPTION: Refer to [Rule 195 - Conditions and Charges for Special Items](#) for exceptions.

- D. In addition to the maximum allowances provided above, each passenger may carry one personal item on board the aircraft without additional charge.
- 1) Personal items must fit beneath the seat in front of the passenger or in the overhead compartment.
  - 2) Personal items include, but are not limited to, a handbag or pocketbook of reasonable size, a briefcase, small backpack, or hand-carried laptop.

## RULE 225

### EXCESS, OVERSIZE, AND OVERWEIGHT BAGGAGE CHARGES

Baggage in excess of the maximum allowances specified in [Rule 205](#) – Checked Baggage and Carry-on Baggage and [Rule 220](#) – Free Baggage Allowance are accepted for transportation only upon payment of charges described below.

NOTE: All baggage is subject to charges in Paragraphs A, B, and C.

A. Excess Baggage Charges

Domestic			
Ticket Purchase Date	On or before June 9, 2008	June 10, 2008 through September 12, 2008	On or after September 13, 2008
Travel Date	Anytime	Anytime	Anytime
1st item	Free	Free	USD 15
2nd item	Free	USD 25	USD 25
3 or more items*	USD 50	USD 50	USD 50
* Charge applies per item			

International	
Ticket Purchase Date	Anytime
Travel Date	Anytime
1st item	Free
2nd item	Free
3rd & 4th items*	USD 50
5 or more items*	USD 100
* Charge applies per item	

For tickets purchased on or after December 18, 2008 for domestic travel, the table below shows the three ticket types available and the baggage allowance for each:

Domestic			
Item Number	Economy	Classic	Classic Plus
1st item	USD 15	Free	Free
2nd item	USD 25	Free	Free
3 or more items*	USD 50	USD 50	USD 50
* Charge applies per item			

EXCEPTION 1: A representative of a network or broadcasting company, or a film or video production company, may check camera film, videotapes, lighting, and sound equipment in addition to the standard free baggage allowance, for a fee of USD 25 per item. The representative must present a media, press card, or similar ID.

- A limited liability waiver is required to be signed.
- Checked items may not exceed 62 linear inches or exceed 99.9 pounds.

EXCEPTION 2: *EarlyReturns*® Summit and Ascent members may check two bags which meet size and weight requirements described in [Rule 220](#) at no charge. If a third bag is checked, the cost is equal to the excess fee described in the tables.

EXCEPTION 3: Active duty military personnel, reservists traveling with orders and military personnel traveling in uniform are exempt from excess, oversize and overweight baggage fees.

- Checked items may not exceed 62 linear inches or exceed 99.9 pounds.

**B. Oversize**

- For tickets purchased up to and including June 9, 2008, USD 50 is charged for baggage exceeding the maximum linear dimensions.
- For tickets purchased on or after June 10, 2008, USD 75 is charged for baggage exceeding the maximum linear dimensions.

**C. Overweight**

- For tickets purchased up to and including June 9, 2008, USD 50 is charged for an individual piece of baggage weighing 51.0 pounds or more, but not more than 99.9 pounds.
- For tickets purchased on or after June 10, 2008, USD 75 is charged for an individual piece of baggage weighing 51.0 pounds or more, but not more than 99.9 pounds.

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**RULE 230**

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**CLAIM LIMITS AND PROCEDURES**

## A. General

- 1) Liability, if any, for the loss of, or damage to baggage (whether checked or otherwise delivered into Frontier's custody) shall never exceed more than \$3,000 per ticketed passenger unless the passenger elects to pay for higher liability as provided for in Paragraph C *Declaration of Higher Value*.

NOTE: Effective for travel on or after December 22, 2008, the baggage liability limit increases to \$3,300 per ticketed passenger for claims due to loss or damage.

Frontier will compensate the passenger for reasonable, documented direct damages up to the limit of liability or declared valuation, whichever is higher, provided the passenger has made reasonable effort to minimize the amount of damage. Actual value for reimbursement of lost or damaged property will be determined by the documented original purchase price less any applicable depreciation.

- 2) Liability for wheelchairs or other assistive devices if lost or damaged shall be up to the original purchase price of the device.

## B. Exclusion From Liability

- 1) When Frontier has exercised the ordinary standard of care, it is not liable for loss of, damage to, or delay in delivery of any perishables, liquids or fragile items which are unsuitably packed or which are included in a passenger's checked baggage, with or without Frontier's knowledge. Frontier will check fragile items that are unsuitably packed upon execution of a Limited Release tag (refer to [Rule 190 - Baggage Acceptance](#)). Frontier is not liable for any checked baggage that has a Limited Release form signed by the passenger.
- 2) Frontier is not liable for the following:
  - a) Baggage carried in the passenger compartment of the aircraft and remaining in the personal possession of the passenger.

NOTE: Assistance provided by crewmembers to properly store such items does not transfer liability to Frontier.

b) Items included in checked baggage with or without the knowledge of Frontier, including:

- optics
- orthotics
- keys
- medication
- surgical supports
- jewelry
- antiques
- heirlooms
- samples
- money
- precious metals
- natural fur products
- silverware
- irreplaceable items
- CDs
- collectibles
- DVDs
- negotiable papers
- securities
- artifacts
- paintings/works of art
- art supplies
- books
- toys
- business documents
- files
- blueprints
- manuscripts
- publications
- hand and power tools
- machinery and their parts
- sound reproduction equipment
- musical instruments
- photographic/video/electronic equipment and accessories
- computer equipment (including hardware, software and all accessories)
- unsuitably protected recreational and sporting equipment
- bags made from lightweight material not designed for shipping
- fragile articles or other similar valuable items and commercial effects

c) Articles such as tents, sleeping bags, or other items that are strapped, taped, or tied to other pieces of baggage, which may become separated as a result of normal handling during transportation.

d) Baggage of industry reduced-rate passengers and buddy pass riders.

e) "Special" or "consequential" damages such as lost wages, ground transportation, temporary lodging, unavailability of keys, and other "inconveniences" or emotional distress resulting from damaged, delayed, or lost baggage.

f) Expenses incurred for baggage checked after the minimum cut-off time, as an exception to the requirements stated in [Rule 205 - Checked Baggage/Carry-on Baggage](#), including delivery expenses, as a result of the baggage not being loaded on the same flight as the passenger.

g) Damage to or loss of baggage, delays in delivery, or any related expenses when a ticket is used by any person other than the person to whom it was issued.

h) Normal baggage wear and tear including:

- i. scratches, small dents, rips and tears, and soiling
- ii. torn, scratched, or missing handles, telescopic handles, straps, zippers, wheels or wheel casings

i) Damage to baggage as a result of over-packing or misuse.

j) Damage to internal contents if the baggage's exterior does not indicate such damage could occur.

C. Declaration of Higher Value

- 1) A passenger may, when checking baggage for a flight, declare a value higher than the maximum amount specified in Paragraph A above, up to a maximum of USD 5,000. A charge of USD 1.00 for each USD 100 of higher declared value applies. Frontier's liability will be limited to the higher declared value.

NOTE: Any higher declared value does not cover loss of, damage to, or delay in delivery of items listed in Paragraph B *Exclusion From Liability* subparagraph 2.

- 2) When checked baggage is transported via two or more carriers with different maximum limits on declared value, the lowest limit for any carrier will apply to all carriers.

D. Time Limitations

- 1) Preliminary Baggage Notice: Frontier is not liable for loss of, damage to, or delay in delivery of any baggage unless written preliminary notice is submitted in person by the passenger within 4 hours after the arrival of the flight on which the loss or damage is claimed to have occurred.
- 2) No claim for any loss of, damage to, or delay in the delivery of any property or baggage will be reviewed by Frontier unless written notice of the claim is provided within 45 days of the alleged incident.
- 3) No legal action on any claim may be maintained against Frontier unless the action has commenced within 6 months from the date of the alleged incident.

E. International Travel (including domestic portions of international itineraries)

- 1) Unless a higher value is declared in advance and additional charges are paid, Frontier's liability for loss, delay or damage to checked baggage is limited as follows:
  - a) Warsaw Convention: For international travel where the Warsaw Convention applies, Frontier's liability is USD 9.07 per pound, or actual value, whichever is less, for checked baggage and USD 400 per passenger for unchecked baggage.
  - b) Montreal Convention: For international travel where the Montreal Convention applies, liability for loss, delay, or damage to baggage is limited to approximately USD 1,375 per passenger for checked and unchecked baggage.

## RULE 240

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### FAILURE TO OPERATE ON SCHEDULE OR FAILURE TO CARRY

- A. General - The provisions of this rule apply to any ticketed passenger with a confirmed reservation on a flight who does not use the ticket for one of the reasons named in this rule.
- B. Schedule Irregularity - When a passenger is delayed because of a schedule irregularity (or the passenger's reservation is cancelled according to [Rule 135](#) - *Cancellation of Reservations*):
  - 1) Liability
    - a) Except to the extent provided in this rule, Frontier is not liable for failure to operate any flight according to schedule or for changing the schedule or type of equipment used on any flight, with or without notice to the passenger.
    - b) In the event of a force majeure, Frontier may cancel, divert, or delay any flight without liability except to refund a ticket in the original form of payment in accordance with [Rule 260](#) - *Involuntary Refunds*.
  - 2) Delay, Misconnection, or Cancellation - To the extent possible, Frontier will provide onward transportation to passengers delayed or misconnected due to schedule irregularities or cancellation of flights or service.
    - a) If the delay or misconnection is caused by Frontier, Frontier will transport the passenger without stopover on its next available flight in the same or higher booking class, at no additional cost to the passenger. If Frontier is unable to provide onward transportation that arrives within four hours of the passenger's original itinerary, or at the passenger's request, Frontier will arrange for the passenger's transportation on another carrier or combination of carriers with whom Frontier has agreements for such transportation.
    - b) If Frontier is unable to arrange alternate air transportation acceptable to the passenger, the cost of unused flight coupons will be refunded in accordance with [Rule 260](#) - *Involuntary Refunds*.
    - c) Frontier has no obligation to accept another carrier's ticket that does not reflect a confirmed reservation on Frontier, unless the issuing carrier reissued the ticket for any changes in routing. In the event the other carrier is not able to do so, Frontier reserves the right to reroute passengers only over its own route system between the points named on the original ticket.
- C. Schedule Change - When a passenger is delayed because of a change in Frontier's schedule, Frontier will arrange to:
  - 1) Transport the passenger over Frontier's route system to the destination, next stopover point, or connecting point shown on its portion of the ticket, without stopover when possible.
  - 2) Refund the cost of the ticket or unused portion of the ticket in accordance with [Rule 260](#) - *Involuntary Refunds*.

- 3) If Frontier is unable to provide onward transportation, Frontier may attempt to rebook the customer on another airline with which Frontier has an agreement.

D. Amenities/Services for Delayed Passengers

- 1) Lodging - Passengers will be provided one night's lodging when a Frontier flight on which the passenger is being transported is:
  - a) Diverted between the hours of 10:00 p.m. and 6:00 a.m. to an unscheduled point with a delay expected to exceed 4 hours.
  - b) Late causing a passenger to miss a connecting flight and alternate transportation is not available until after 6:00 a.m. the next day.

EXCEPTION: Hotel accommodations will not be furnished:

- a. To a passenger whose trip is interrupted at a city that is within 100 miles of the passenger's permanent residence.
  - b. To a passenger whose trip is interrupted at any point en route when the interruption is due to local, en route, or destination weather conditions or any traffic control delays.
- 2) Ground Transportation - Any ground transportation provided will be via public transportation.
  - 3) Extraordinary Circumstances - Frontier will provide amenities consistent with special needs or circumstances, as it deems reasonably necessary to maintain the safety or welfare of certain passengers such as those individuals with a disability or unaccompanied children.
  - 4) Snacks/Meals - A passenger will be provided with one snack or meal if the delay caused by Frontier to the Passenger extends beyond normal meal hours.

- E. Carriers in Default - Frontier does not accept passenger tickets or related transportation documents issued by any carrier that is in substantial default to its interline obligations or that voluntarily or involuntarily has become the subject of a bankruptcy proceeding ("the defaulting carrier").

EXCEPTION: Tickets issued by the defaulting carrier or its authorized agent prior to the default are accepted solely for transportation by Frontier, provided the tickets were issued by the defaulting carrier in its capacity as agent for Frontier and specified transportation via Frontier. When tickets are accepted, no adjustments in fare will be made that would require Frontier to refund money to the passenger.

- F. Strike/Work Stoppage - In the event of a strike that causes any cancellation or suspension of operation on another carrier, the provisions of this rule will not apply with respect to passengers holding tickets for transportation on that carrier who are traveling on a Frontier flight for onward transportation.

## RULE 245

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### DENIED BOARDING COMPENSATION

When Frontier is unable to provide a seat due to an inadequate number of seats for the number of passengers holding confirmed reservations (overbooking), Frontier will take the actions specified in this Rule.

A. Voluntary

- 1) Request for Volunteers - Frontier will encourage passengers to voluntarily relinquish their seats in exchange for compensation in the form of a transportation voucher and alternate travel. The request for, and selection of, volunteers will be in a manner determined solely by Frontier.

B. Involuntary

- 1) Boarding Priorities - Frontier will attempt to solicit volunteers to relinquish seats for an oversold flight, but when a volunteer cannot be found, Frontier will deny boarding to a passenger who checks in after all seats have been assigned.
- 2) Amount of Compensation - Frontier will compensate a passenger for involuntary denied boarding as follows:
  - a) An amount equal to the sum of the one-way ticket to the next stopover or destination to the maximum amount allowed per 14 CFR 250.5.
  - b) If Frontier cannot arrange alternate transportation within two hours for domestic travel or four hours for international travel, the amount is doubled to the maximum amount allowed per 14 CFR 250.5.

NOTE: Per 14 CFR 250.6(b), Frontier is not obligated to provide compensation for denied boarding when an aircraft of lesser capacity is substituted due to operational or safety reasons.

- 3) Exceptions to Eligibility - Per 14 CFR 250.6, Denied Boarding Compensation will not be paid if:
  - a) The passenger is asked to deplane by a crewmember due to [Rule 35 - Refusal to Transport](#).
  - b) The passenger is accommodated on another flight scheduled to arrive within 1 hour of the original arrival time.
  - c) The passenger checked in less than 45 minutes prior to the scheduled departure time. Refer to paragraph A.1 in [Rule 135 - Cancellation of Reservations](#).
  - d) The passenger is unavailable for passenger boarding at the departure gate at least 20 minutes prior to departure. Refer to paragraph A.2 in [Rule 245 - Cancellation of Reservations](#).

C. Voluntary and Involuntary

1) Onward Transportation for Passengers Denied Boarding

- a) Frontier will transport a passenger who has been denied boarding, whether voluntarily or involuntarily, on its next available flight on which space is available and at no additional cost to the passenger.
- b) If Frontier is unable to provide onward transportation on Frontier that arrives within 4 hours of the passenger's original itinerary, Frontier will attempt to arrange for transportation, at no additional cost to the passenger, on the first available flight of another airline with which Frontier has an agreement allowing the mutual acceptance of tickets.
- c) If a passenger who has been denied boarding voluntarily or involuntarily wishes to modify the travel date, Frontier will honor the ticket for travel within 72 hours at no additional cost.

2) Transportation Voucher (Automated Transportation Voucher)

- a) Frontier will compensate passengers denied boarding with a transportation voucher good for transportation on Frontier only. Involuntarily denied boarding passengers can request monetary compensation in lieu of the transportation voucher. The transportation voucher has no refund value and may be issued only by Frontier.
- b) Transportation vouchers:
  - i. Have no cash value.

NOTE: If the ticket price or fee is less than the transportation voucher amount, Frontier does not return the residual value.
  - ii. Require no minimum fare for redemption.
  - iii. Can be combined with other discounts and promotions.

NOTE: Up to two vouchers may be used toward the purchase of a ticket.
  - iv. May be used to purchase one round-trip ticket:
    - on any flight with available seats.
    - for another person, when presented by the passenger named on the voucher.
    - up to 330 days in advance of travel.
    - up to 1 year after date of issue.
  - v. May be used to pay for fees such as pets, unaccompanied minors, excess baggage, etc.
  - vi. Will not be accepted if photocopied or otherwise duplicated.
  - vii. Will not be replaced if lost or stolen.

- c) Changes to an itinerary booked with a transportation voucher will result in a change fee and any additional fare difference based on the rules of the issued ticket.
  - d) Frontier assumes no liability to identify person(s) presenting a transportation voucher for redemption in the event this person is not the original recipient.
- 3) Time of Offer and Payment of Compensation

The offer of compensation will be made by Frontier on the day and at the place where the failure to provide confirmed space occurred. If accepted, compensation will be given to the passenger. If the alternative transportation arranged for the passenger's convenience departs before the payment can be made, payment will be made by mail or other means within 24 hours after the denied boarding occurs.

NOTE: Acceptance of any Denied Boarding Compensation constitutes full compensation for damages incurred by the passenger as a result of Frontier's failure to provide the passenger with a confirmed seat.

## RULE 260

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### INVOLUNTARY REFUNDS

- A. These refunds are provided when Frontier is unable to accommodate the passenger. Upon surrender of the passenger's unused ticket or portion of the ticket, pursuant to [Rule 35](#) – *Refusal to Transport*, [Rule 50](#) – *Acceptance of Children*, or [Rule 240](#) – *Failure to Operate on Schedule or Failure to Carry*, the refund amount will be:
- 1) If no portion of the ticket has been used, the refund amount will be equal to the fare and charges paid for the ticket issued to the passenger.
  - 2) If a portion of the ticket has been used:
    - a) One-way fare purchased
      - i. If travel was terminated at origination, the refund will be equal to the fare paid for the unused segments.
      - ii. If travel was terminated at an intermediate or stopover point, the refund will be equal to the fare paid from the point of termination to the destination or to the point at which transportation is to resume and will be the lowest one-way fare for the class of service paid for minus any discount.
    - b) Round-trip or excursion fare purchased – the refund will be equal to the unused portion of the ticket.

## RULE 265

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### REFUNDS

- A. General - When [Rule 35](#) – *Refusal To Transport*, [Rule 240](#) – *Flight Delays/ Cancellations*, or [Rule 260](#) – *Involuntary Refunds* are not applicable and a passenger requests that a ticket issued by Frontier or a ticket indicating Frontier in the itinerary be refunded, Frontier will provide a refund to the passenger according to the following conditions:
- 1) Refundable Tickets:
    - a) If the ticket is totally unused, the full amount paid is refunded.
    - b) If the ticket is partially used, the refund is the difference between the fare paid and the fare for the transportation actually used as determined by the applicable rules.
  - 2) Nonrefundable Tickets – Passengers who purchase restricted, nonrefundable tickets are not eligible for refunds, except as provided in [Rule 260](#) – *Involuntary Refunds*.
  - 3) Frontier assumes no obligation to issue a voluntary refund unless the ticket was issued on Frontier ticket stock.
  - 4) An application for a refund request must be submitted prior to the ticket's expiration date.
  - 5) Once travel has commenced, refund requests for lower fares are not honored.
  - 6) All refunds will be subject to government laws, rules, regulations, or orders of the country in which the ticket was originally purchased and of the country in which the refund is being made.
  - 7) All refund requests are subject to review and audit by Frontier.
  - 8) Frontier will not refund or replace tickets that have been damaged, mutilated, destroyed, or stolen unless a police report is provided and the passenger completes a Refund Application.
  - 9) Refunds are made in the currency used to purchase the ticket.
  - 10) A processing fee is assessed and deducted from the refund amount of a ticket.

11) To ensure prompt refund, the passenger must submit all required documentation and information including:

- a) Ticket submitted to Frontier before expiration date. Tickets expire 1 year from the date of issue.
- b) Original unused flight coupons for paper tickets
- c) Ticket number for electronic tickets
- d) Brief written explanation
- e) Name, address, and at least one telephone number
- f) Form of payment used to purchase the ticket

B. Person to whom the refund is made.

1) Frontier will provide a ticket refund only to the original purchaser's form of payment except as provided below.

a) Tickets refunded as follows:

<b>Payment Type</b>	<b>Refunded To</b>
Prepaid Ticket Advice (PTA)	The purchaser of the Prepaid Ticket Advice (PTA)
Universal Air Travel Plan	The subscriber against whose account the ticket was charged
Transportation Request issued by a government agency other than a U.S. government agency	The government agency that issued the transportation request
U.S. Government Transportation Request	The U.S. government agency that issued the U.S. Government Transportation Request with a check payable to the "Treasurer of the United States"
Credit Card	The account of the person to whom the credit card was issued
Cash or Check	A check issued to the person named on the ticket.

2) Tickets refunded to a person other than the passenger:

- a) If, at the time of application for refund, evidence is submitted that a company purchased the ticket on behalf of its employee or a travel agency has made a refund to its client, the refund will be made directly to the employee's company or the travel agency.

## RULE 270

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### **VOLUNTARY REFUNDS (PASSENGER REQUESTED)**

A refund may be requested under the following circumstances:

- A. Death - In the event of a passenger's death, the unused portion of the ticket will be refunded to the passenger's estate provided Frontier receives proper documentation.
  - 1) Documentation includes an original or copy of a death certificate, memorial card, or funeral card.
  - 2) Fees may apply.
- B. Long-term Illness - In the event of a long term illness of a passenger, the unused portion of the ticket will be refunded provided Frontier receives proper documentation.
  - 1) The illness or incapacity must be certified in writing by a physician specifying that the passenger is unable to complete travel during the ticket's validity period. The certification must be signed and dated on the physician's or hospital's letterhead. The original certification must be surrendered to Frontier.
  - 2) Fees may apply.
- C. Jury Duty/Subpoena - If a passenger is called to jury duty or receives a subpoena that conflicts with the travel dates, a refund may be made.
  - 1) Written proof of the summons or subpoena must be submitted to Frontier demonstrating that the dates conflict with the travel dates.
  - 2) Fees may apply.
- D. Military - If an active duty military passenger receives new or revised military orders that conflict with the travel dates, a refund will be made.
  - 1) Written proof of the military orders must be submitted to Frontier demonstrating that the orders conflict with the travel dates.
  - 2) No fees apply.
- E. Lost Tickets
  - 1) Amount of Refund – When a passenger loses a Frontier ticket or the unused portion thereof, Frontier or the carrier that issued the original ticket will make a refund of the replacement ticket if no portion of the original ticket has been used and the passenger purchases a new ticket covering the same transportation as the lost ticket. The refund will be the amount equal to the replacement ticket's base fare, taxes, and security fees paid, even if the original ticket was nonrefundable.

NOTE: Frontier will not issue a refund if the original ticket was nonrefundable and no replacement ticket was purchased.

2) Application for Refund

- a) Time Limits – A refund will be made in accordance with E) Paragraph 1 – *Amount of Refund* provided a refund application has been made prior to the expiration date of the lost ticket.
- b) Form of Application – A Refund Application must be completed and submitted with the passenger's original signature.
- c) Where To File – The passenger may submit the application by mailing it directly to the Refund Department, Frontier Airlines, 7001 Tower Road, Denver, CO 80249. The application may also be submitted at a Frontier Airlines ticket counter or an IATA Travel Agency.
- d) When payable – For nonrefundable tickets, Frontier requires a waiting period of four months on lost tickets, primarily to ensure the ticket is not used. A refund will be processed at the end of the waiting period subject to Paragraphs e) and f).

NOTE: Any ticket not issued on Frontier ticket stock will be forwarded to the issuing airline for handling.

- e) Previous Use or Refund – Frontier will make a refund provided the lost ticket or lost portion thereof has not been previously honored for transportation or refunded to another person.
  - f) Indemnity – Frontier assumes no liability for failure to identify the person using or presenting a ticket for refund as being the true owner of the ticket.
  - g) Refund Payment – Refund is applied to the form of payment on the replacement ticket.
- 3) Processing Fee – A processing fee will be applied and deducted from the refund amount.

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## RULE 392

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### RETURNED CHECK SERVICE CHARGE

Frontier assesses a service charge for each returned check. The amount of the service charge is dependent upon which state the check was written in and Frontier will charge the maximum allowed by each respective state. This charge is nonrefundable and is not subject to any discount.