

Pelee Island Transportation Services 2018/19 Winter Air Service Customer Information Guide

Start of 2018/2019 Winter Air Service:

Service is scheduled to begin on Monday, December 10 departing Windsor at 4 p.m. A return flight from Pelee Island will immediately follow at 4:40 p.m.

Service will continue daily until the start of ferry service in the spring. The last scheduled flight will take place on the day ferry service resumes.

Schedule of flights:

	<u>Depart Windsor</u>	<u>Depart Pelee</u>
Monday –Thursday, & Saturday	0900 9:00 am	0940 9:40 am
	1600 4:00 pm	1640 4:40 pm
Friday	0900 9:00 am	0940 9:40 am
	1430 2:30 pm	1510 3:10 pm
	1550 3:50 pm (students)	1630 4:30 pm
	1710 5:10 pm	1750 5:50 pm
Sunday	1430 2:30 pm	1510 3:10 pm
	1550 3:50 pm	1630 4:30 pm (students)
	1710 5:10 pm	1750 5:50 pm

Fares and freight rates (subject to change):

	<u>Regular (one way)</u>	<u>w/Frequent discount</u>
Adult (13-64 yrs)	\$26.25	\$21.00
Child (2-12 yrs)	\$13.10	\$10.45
Senior (65 yrs +)	\$20.00	\$16.00
Dog*	\$0.18 per lb including crate	N/A
Freight	50 lbs or less	\$9.00 flat rate
	Each lb over 50 lbs	\$0.18 per pound

* If carriage of a large dog displaces a seated passenger, the dog will be counted in the total passenger complement and must have a reservation.

Baggage:

Each passenger is permitted to bring up to but not exceeding **40 lbs** of personal carry-on baggage. This includes all stowed bags, packages, and carry-on items.

Additional weight will be classified as freight and will be charged at a rate of \$ 0.18 per pound. Freight will be shipped on each flight as space and weight considerations permit.

Passengers are asked to ensure that all bags and parcels are securely closed or tied to prevent spillage and loss of contents.

PLEASE SEE CAMERON AIR SERVICE LTD's Passenger Awareness Document (attached) for details of "allowed" and "forbidden" items.

Airport fees and taxes:

All passengers will be responsible for payment of an Airport Fee of \$1.00 plus tax, per passenger as charged by the Pelee Island Airport.

Reservations:

Reservations for any scheduled flight can be made during office hours.
Please call (519) 724-2115 or 1-800-661-2220 or visit the PITS office at West Dock.
The agent is on duty during the following hours except for the hour(s) they are at the airport:

Monday to Saturday:	8:00 am – 12:00 noon 1:00 pm – 5:00 pm
Sunday	12:00 noon – 5:00 pm

Purchasing tickets:

All passengers must be paid in full for their transportation prior to boarding the flight. At the time of making reservations, passengers may supply a credit card account number or a Pelee Transportation charge account number. All charges will be applied to the credit card or charge account 24 hours prior to scheduled departure.

A ticket receipt will be provided to passengers on arrival at Pelee airport.

Cancellations must be made prior to 24 hours in advance of the reserved flight to avoid payment of cancellation fees.

Check-in and boarding at Windsor:

*Cameron Air Service LTD Counter
Great Lakes Flight Centre
2800 Hayes Road
Windsor, Ont, N8W 1Z4*

All passengers are required to check-in at the Cameron Air service counter located at the Great Lakes Flight Centre at least **45 minutes** prior to their scheduled departure. Only passengers, freight and baggage that have been properly processed will be permitted to board the aircraft.

Passengers arriving late may not be permitted to board as their seat may be assigned to a stand-by passenger.

Check-in and boarding at Pelee Island airport:

Passengers are required to be at Pelee airport **45 minutes** prior to scheduled departure. Only passengers, freight and baggage that have been properly processed will be permitted to board the aircraft.

Passengers arriving late may not be permitted to board as their seat may be assigned to a stand-by passenger.

Weights for passengers, pets, and baggage:

Passenger will be asked to verify his/her weight including clothing, coats and boots.

Weights as declared to the agent by the passenger will be documented on the passenger manifest and initialled as accurate by the passenger.

Pets:

All pets must be contained in approved transportation cases or crates. The size of the transportation case or crate must allow the animal stand on all four legs without appearing crowded.

Any case or create that may displace a passenger will be charged a full passenger rate and **No** Frequent Sailor rate applies.

Pet containers are considered freight and will be stowed at the rear of the passenger compartment as space permits.

In situations involving a particular breed or an uncooperative pet, the pilot may exercise his or her discretion respecting permitting or denying transportation of the animal.

Firearms and ammunition:

Firearms and ammunition must be declared upon check-in. Guns must be trigger locked and the chamber empty. Ammunition must be stored in a locked container.

Restricted or prohibited firearms will not be transported without a valid Authorization to Transport (ATT) from the Chief Firearms Officer of the province where the firearm is located or where it will be entering Canada.

Baggage and Freight retrieval at Windsor (Great Lakes Flight Centre) Cameron

Air

All baggage stowed in the aircraft will be removed from the aircraft by the ground crew and distributed to the passengers.

Freight will be held at the terminal counter for pick-up. All freight must be signed for as received upon pick-up. The Pelee Island Agent will telephone the receiving party to advise when to pick-up the freight.

Baggage and Freight retrieval at Pelee Island airport:

Baggage will be unloaded by the pilot and PITS ticket agent, and distributed to the passengers.

Freight will be held at the terminal counter for pick-up. All freight must be signed for as received upon pick-up. The Pelee Island Agent will telephone the receiving party to advise when to pick-up the freight.

Freight services:

There will be a dedicated freight only flight on Tuesdays departing Windsor at 14:00 and Pelee Island at 14:40

Freight will be received in Windsor by staff at the Cameron Air service counter (Great Lakes Flight Centre) during the following hours:

Monday to Friday	6am to 4pm
Saturday and Sunday	9am to 3pm

All freight and parcels delivered by the supplier or by courier must be addressed as follows:

(Destination name & telephone number)
Pelee Island ON, NOR 1M0
c/o Cameron Air Service Ltd Counter
Great Lakes Flight Centre
2800 Hayes Road
Windsor, Ont
N8W 1Z4
Tel: 519-969-7052

Deliveries of provisions, auto parts, prescriptions, office supplies, etc., will be accepted and placed in a climate controlled holding area.

All freezer and refrigerated storage is subject to availability.

Please instruct all suppliers to clearly mark what type of storage is required.

All freight received will be recorded on a freight manifest and will be placed on the first available flight, space permitting.

All shippers and receivers are reminded that passengers, pets and baggage are given priority over freight whenever capacity is limited.

Freight is placed on the aircraft on a first in, first out basis. From time to time, emergency supplies and equipment might take priority over other freight, “bumping” some lesser priority freight to the next available flight.

Prescriptions and medications will be delivered on the first available flight.

PLEASE SEE CAMERON AIR SERVICE LTD’s Passenger Awareness Document (attached) for details of “allowed” and “forbidden” items.

Transport Canada regulations:

All air passengers are subject to federal aviation regulations. Passengers who do not comply with Transport Canada regulations or refuse to be subject to Cameron Air Service rules, will be refused flight privileges and may be barred from flying on OSTC/PITS contracted flights.

Parking at Windsor (Great Lakes Flight Centre) Cameron Air

Short-term parking for passenger drop-off and pick-up is available directly in front of the terminal building.

Daily and overnight parking is available (maximum 5 days) directly in front of the terminal building, passengers are requested to leave their keys with the Ticket Agent at the Cameron Air Service counter.

A limited number of long term (all winter) parking spaces are available by contacting the airport administration office at (telephone) 519-969-2430.

Passengers using the long-term parking area are requested to contact Great Lakes Flight Centre 24 hours in advance to make arrangements for shuttle between long term parking lot and Great Lakes Flight centre (Cameron Air Gate) Please call 519-969-7052.

Cameron Air Service Limited Contact Information









Operations Manager – Tom Lindsay (416) 320-3242 or email at info@cameronair.com

Additional Questions


Any questions regarding flight reservations or cancellations should be addressed to our ticket agent at the Pelee Island Terminal office on Pelee Island or by calling (tel) 519-724-2115 (cell) 519-324-2524 or 1-800-661-2220.

Your comments and suggestions regarding airport procedures and flight operations may be directed to Paul Mancini by telephone: (519) 326-5818 or paul.mancini@ontarioferries.com



Passenger & Crew Exemptions		Allowed	Forbidden
Aerosols** <i>Security restrictions may further prohibit these articles.</i>	Sporting or home use only. Non-toxic & non-flammable. Cap securely in place to prevent accidental release during flight. **Quantity restrictions (net quantity): Maximum per article: 0.5 kg or 0.5 L Combined total* per passenger: 2 kg or 2 L <i>*Combined total of the following exemptions: Aerosols; Medicinal Articles (Non-Radioactive); and Toiletry Articles.</i>	✓ Checked  	✗ Carry-on ✗ On person ✗ Flammable ✗ Toxic ✗ No cap   
Alcoholic Beverages	Retail beverages only. Not more than 70% alcohol (ethanol). Quantity Restrictions: 5 L per container, maximum 5 L per passenger, maximum	 ✓ Checked ✓ On person	✗ > 70% alcohol Examples: 151-proof rum 95% grain alcohol
Ammunition	Cartridges for weapons, UN0012 and UN0014 only. Securely packaged. Quantity Restrictions: 5 kg gross per passenger, maximum Passengers cannot combine their allowances	✓ Checked ✓ Prior approval	✗ Carry-on ✗ On person
Avalanche Rescue Backpack	Quantity Restrictions: 1 per passenger, maximum	✓ Checked ✓ Prior approval	✗ On person
Camping Stoves	Camp stoves and fuel containers that have contained flammable liquid fuel. Fuel tank and/or container must be empty.	✓ Checked ✓ Prior approval	✗ Carry-on ✗ On person
Carbon Dioxide, Solid (Dry Ice)	When used to pack non-dangerous goods. Packages must permit the release of carbon dioxide gas. Quantity Restrictions: 2.5 kg per passenger, maximum	✓ Checked ✓ Prior approval	✗ On person
Chemical Agent Monitor (CAM)	Must be carried by staff members of the Organization for the Prohibition of Chemical Weapons (OPCW) on official travel.	✓ Checked ✓ Prior approval	✗ On person
Cigarette Lighters (Personal use only) <i>Security restrictions may further prohibit these articles.</i>	Lighters must not contain unabsorbed liquid fuel (other than liquefied gas). Quantity Restrictions: 1 cigarette lighter OR 1 small package of safety matches, maximum	✓ On person	 ✗ Carry-on ✗ Checked
	Lighter fuel and lighter refills		Completely Forbidden
	Premixing burner lighter with a means of protection against unintentional activation. Lighters must not contain unabsorbed liquid fuel (other than liquefied gas). Quantity Restrictions: 1 per person, maximum	✓ On person	✗ Carry-on ✗ Checked
	Premixing burner lighter without a means of protection against unintentional activation.		Completely Forbidden
	Strike Anywhere Matches, "Blue Flame" and "Cigar lighters".		Completely Forbidden
Disabling devices	Personal protection devices such as mace, pepper spray, etc. containing an irritant or incapacitating substance are prohibited.		Completely Forbidden 



Passenger & Crew Exemptions		Allowed	Forbidden
Electronic Smoking Devices	<p>Battery-powered, portable electronic smoking devices.</p> <p>Examples: e-cigarettes, e-cigs, e-cigars, e-pipes, personal vaporizers, electronic nicotine delivery systems, etc.</p> <p>Each spare battery must be individually protected from short-circuit.</p> <p>Quantity Restrictions:</p> <p>2 g lithium metal batteries, maximum</p> <p>100 Wh lithium ion batteries, maximum</p>	<p>✓ On person</p>	<p>✗ Checked</p> <p>✗ Re-charging during flight</p> <p>✗ Use during flight</p>
Electroshock Weapons	<p>E.g. tasers. Containing dangerous goods such as explosives, compressed gases, lithium batteries, etc.</p>	Completely Forbidden	
Engines	<p>Internal combustion engines, or fuel cell engines. Must comply with regulatory requirements.</p> <p style="text-align: center;"><i>Contact Company for details.</i></p>	<p>✓ Checked</p>	<p>✗ Carry-on</p> <p>✗ On person</p>
Fuel Cell Systems	<p>Fuel cell systems powering portable electronic devices including laptops, cameras, etc.</p>	<p>✓ On person</p>	<p>✗ Checked</p> <p>✗ Re-fuelling during flight</p>
<p><i>Contact Company for details.</i></p>	<p>Spare fuel cell cartridges – containing fuel.</p> <p>Quantity Restrictions:</p> <p>2 spare fuel cell cartridges per passenger, maximum</p>	<p>✓ On person</p>	<p>✗ Checked</p> <p>✗ Re-fuelling during flight</p>
	<p>Spare fuel cell cartridges – NOT containing fuel.</p> <p>Quantity Restrictions:</p> <p>2 spare fuel cell cartridges per passenger, maximum</p>	<p>✓ Checked</p> <p>✓ On person</p>	<p>✗ Re-fuelling during flight</p>
Hair Curlers	<p>Containing hydrocarbon gas.</p> <p>The safety cover must be securely fitted over the heating element.</p> <p>Forbidden to be used on board the aircraft at any time.</p> <p>Quantity Restrictions:</p> <p>1 per passenger, maximum</p>	<p>✓ Checked</p>	<p>✗ On person</p> <p>✗ Using during flight</p> <p>✗ Extra cartridges</p>
			
Heat Producing Articles	<p>Include underwater flashlights (torches) and soldering irons.</p>	<p>✓ Checked</p> <p>✓ Prior approval</p>	<p>✗ On person</p>
Implants	<p>Devices such as radioisotopic cardiac pacemakers or other devices, in the body as a result of medical treatment.</p>	<p>✓ Implanted in the body</p>	
Insulated Packages	<p>Insulated packagings containing refrigerated liquid nitrogen fully absorbed in a porous material.</p> <p>Used to transport non-dangerous goods only, at low temperatures. Charged according to instructions, with no excess liquid.</p> <p>Design must not allow pressure build up in the container. Design will not permit the release any refrigerated liquid nitrogen, regardless of the orientation of the package.</p>	<p>✓ Checked</p> <p>✓ Prior approval</p>	<p>✗ On person</p>
Life Jacket (Self-inflating)	<p>Life-jackets incorporating cylinders of non-flammable, non-toxic gases. Cylinders must be for inflation purposes only.</p> <p>Quantity Restrictions:</p> <p>1 lifejacket per person, maximum</p> <p>2 small cylinders per passenger, maximum</p> <p>2 spare cartridges per passenger, maximum</p>	<p>✓ Checked</p> <p>✓ On person</p> <p>✓ Prior approval</p>	
Light Bulbs/ Energy Efficient	<p>Light bulbs or lamps. Retail packaging.</p> <p>Intended for personal or home use only.</p>	<p>✓ Checked</p> <p>✓ On person</p>	








Passenger & Crew Exemptions		Allowed	Forbidden
Mechanical Limbs <i>Contact Company for details.</i>	Cylinders (non-flammable, non-toxic). Worn for the operator of mechanical limbs. Spare Cylinders, if required: <i>Similar size</i> <i>Adequate supply for the duration of the journey</i>	✓ Checked ✓ On person	
Medicinal Articles (Non-Radioactive)**	Non-radioactive medicinal articles (including aerosols). Examples: inhalers, medicines containing alcohol. Cap securely in place to prevent accidental release during flight. **See Aerosols for quantity restrictions	✓ Checked ✓ On person	✗ No cap
Mercury Instruments	Mercury barometer or thermometer. Must be carried by an official government agency.	✓ Prior approval	✗ Checked ✗ On person
Non-infectious Specimens	Non-infectious specimens that comply with regulatory requirements. <i>Contact Company for details.</i>	✓ Checked	✗ On person
Oxygen/Air Cylinders	In small cylinders when required for medical use. Cylinder must be approved for air transport. Quantity Restrictions: <i>5 kg gross mass per passenger, maximum</i>	✓ Checked ✓ On person ✓ Prior approval	
Oxygen (Liquid)	Devices containing liquid oxygen.		Completely Forbidden
Permeation Devices	Permeation devices for calibrating air quality monitoring equipment. Must comply with regulatory requirements. <i>Contact Company for details.</i>	✓ Checked	✗ Carry-on ✗ On person
Portable Electronic Devices – Lithium Batteries	Personal devices containing lithium cells or batteries. Personal use only. Portable electronic devices only. Quantity Restrictions: <i>2 g lithium metal batteries, maximum</i> <i>100 Wh lithium ion batteries, maximum</i>	✓ Checked ✓ On person	
	Spare lithium cells or batteries for portable electronic devices only Each spare battery must be individually protected from short-circuit. Quantity Restrictions: <i>2 g lithium metal batteries, maximum</i> <i>100 Wh lithium ion batteries, maximum</i>	✓ On person	✗ Checked
	Personal devices containing lithium ion cells or batteries. Portable electronic devices only. Quantity Restrictions: <i>Between 100 & 160 Wh lithium ion batteries</i>	✓ Checked ✓ On person ✓ Prior approval	
	Spare lithium ion cells or batteries for portable electronic devices only. Each spare battery must be individually protected from short-circuit. Quantity Restrictions: <i>Between 100 & 160 Wh lithium ion batteries</i> <i>2 spare batteries per passenger, maximum</i>	✓ On person ✓ Prior approval	✗ Checked
Portable Electronic Equipment – Nonspillable	Portable electronic equipment containing a non-spillable battery Equipment must be: protected from unintentional activation, or the battery disconnected and exposed terminals insulated.	✓ Checked	✗ On person



Passenger & Crew Exemptions		Allowed	Forbidden
Batteries <i>Contact Company for details.</i>	Spare non-spillable batteries, individually protected from short-circuit. <i>Spare Batteries:</i> <i>2 per passenger, maximum</i> <i>12 volt maximum/100 Wh maximum</i>	✓ Checked	✗ On person
Portable Medical Electronic Devices	AED's, Nebulizers, CPAP's, etc. containing lithium metal or lithium ion cells or batteries. Devices must be protected from unintentional activation. <i>Quantity Restrictions:</i> <i>2 g lithium metal batteries, maximum</i> <i>100 Wh lithium ion batteries, maximum</i>	✓ Checked ✓ On person	
	Spare batteries for portable medical electronic devices. Each spare battery must be individually protected from short-circuit. <i>Quantity Restrictions:</i> <i>2 g lithium metal batteries, maximum</i> <i>100 Wh lithium ion batteries, maximum</i>	✓ On person	✗ Checked
	AED's, Nebulizers, CPAP's, etc. containing lithium metal or lithium ion cells or batteries. Devices must be protected from unintentional activation. <i>Quantity Restrictions:</i> <i>Between 2 g & 8 g lithium metal batteries</i> <i>Between 100 & 160 Wh lithium ion batteries</i>	✓ Checked ✓ On person ✓ Prior Approval	
	Spare batteries for portable medical electronic devices. Each spare battery must be individually protected from short-circuit. <i>Quantity Restrictions:</i> <i>Between 2 g & 8 g lithium metal batteries</i> <i>Between 100 & 160 Wh lithium ion batteries</i> <i>2 spare batteries per passenger, maximum</i>	✓ On person ✓ Prior Approval	✗ Checked
SCUBA/Air Tanks	Cylinders used for SCUBA diving (partially full, or full).		Forbidden
Security Type Attaché Cases	Including cash boxes, cash bags, etc. Incorporating dangerous goods, such as lithium batteries and/or pyrotechnic materials. <i>See Company for details.</i>		Forbidden
Self-inflating Devices	Small cartridges of carbon dioxide, or other suitable gas. For devices other than life jackets. <i>Quantity Restrictions:</i> <i>4 small cylinders per passenger, maximum</i> <i>50mL water capacity/cylinder, maximum [28g Carbon Dioxide cylinder]</i>	✓ Checked ✓ On person ✓ Prior approval	
Thermometer	Medical/clinical thermometer containing mercury, in its protective case. <i>Quantity Restrictions: 1 per passenger, maximum Personal use only</i>	✓ Checked ✓ On person	



Passenger & Crew Exemptions		Allowed	Forbidden
<p>Toiletry Articles** (Articles that are used on the person)</p>	<p>Toiletry articles (including aerosols) Examples: hair sprays, perfumes, colognes and medicines containing alcohol. Aerosols must have cap securely in place to prevent release of the contents during transport. **See Aerosols for quantity limits</p>	 <p>✓ Checked ✓ On person</p>  	<p>✗ No cap</p>  
<p>Wheelchairs/ Mobility Aids (restricted mobility passengers only – due to health, age, disability or temporary mobility problem)</p>	<p>Non-spillable wet batteries – Battery still attached to device (or batteries which comply with SP A123 or A199) Comply with PI 872 or SP A67. Protected from short circuit. Battery securely attached to mobility aid; secured from movement.</p>	<p>✓ Checked ✓ Prior approval</p>	<p>✗ Carry-on ✗ On person</p>
	<p>Non-spillable wet batteries – Battery NOT attached to device (or batteries which comply with SP A123 or A199) Comply with PI 872 or SP A67. Protected from short circuit. Battery removed and carried in strong rigid packagings</p>	<p>✓ Checked ✓ Prior approval</p>	<p>✗ Carry-on ✗ On person</p>
	<p>Spillable Batteries – Always in an upright position Mobility aid loaded, stowed, secured and unloaded always in an upright position. Protected from short circuit and unintentional activation. Battery securely attached to mobility aid.</p>	<p>✓ Checked ✓ Prior approval</p>	<p>✗ Carry-on ✗ On person</p>
	<p>Spillable Batteries – NOT always in an upright position Protected from short circuit. Battery removed and carried in strong rigid packaging. Packaging marked and labelled as per exemption.</p>	<p>✓ Checked ✓ Prior approval</p>	<p>✗ Carry-on ✗ On person</p>
	<p>Lithium Ion Batteries – Collapsible device</p>	<p>✓ Checked – Device only</p>	<p>✗ Batteries</p>
	<p>Lithium Ion Batteries – Non-collapsible device Protected from short circuit and unintentional activation. Battery securely attached to mobility aid.</p>	<p>✓ Checked ✓ Prior approval</p>	<p>✗ Carry-on ✗ On person</p>



Legend:

<u>Prior approval</u>	Company must approve the use of this exemption prior to flight. Special additional requirements apply. Contact Company for complete details.
<u>Carry-on</u>	Passenger and/or crew baggage which is carried with the passenger into the cabin of the aircraft during their flight. This baggage is accessible to the passenger and/or crew during flight. Carry-on baggage is required to be stowed under the seat and/or in the overhead bins.
<u>Checked</u>	Baggage which the passenger and/or crew member provides to the operator for carriage on board their flight. This baggage is NOT accessible to the passenger and/or crew during flight. <i>Note: Gate Checked baggage is still considered checked baggage, as the baggage is NOT accessible to the passenger and/or crew during flight.</i>
<u>On person</u>	Passenger and/or crew items that remain on the person throughout the flight.

Ensure exemption and baggage requirements prior to packing for flight.