

# Pelee Island Transportation Services 2019/20 Winter Air Service Customer Information Guide

**Start of 2019/2020 Winter Air Service:**

Air Service operated by Cameron Air Services.

Service is scheduled to begin on Monday, December 9 departing Windsor at 4:00 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. No flights will be operated on Christmas Day and New Years Day. 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 1600 4:00 pm	0940 9:40 am 1640 4:40 pm
Friday	0900 9:00 am 1430 2:30 pm 1550 3:50 pm (students) 1710 5:10 pm	0940 9:40 am 1510 3:10 pm 1630 4:30 pm 1750 5:50 pm
Sunday	1430 2:30 pm 1550 3:50 pm 1710 5:10 pm	1510 3:10 pm 1630 4:30 pm (students) 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.

**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 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 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 2:00pm and Pelee Island at 2:40pm.

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

<b>Monday to Friday</b>	<b>6am to 4pm</b>
<b>Saturday and Sunday</b>	<b>9am to 3pm</b>

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

*(Destination name & telephone number)*  
**Pelee Island ON, N0R 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 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.

**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**

Please contact Great Flight Center Administration Office 519-969-7052 regarding short or long-term parking.

**Cameron Air Service Limited Contact Information**

Operations Manager – Tom Lindsay **(416) 320-3242** or email at [info@cameronair.com](mailto: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 519-724-2115, 800-661-2220, or 519-324-2524 (cell).

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](mailto:paul.mancini@ontarioferries.com)