

Pelee Island Transportation Services
2021/2022 Winter Air Service
Customer Information Guide

Air Service Operated by Cameron Air Services

Start of 2021/2022 Winter Air Service:

Service is scheduled to begin on Monday, December 6 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. 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.

Covid-19 impact on flight schedule: Flight departures may be delayed from the published time due to Covid-19 screening and cleaning requirements.

Transport Canada Covid-19 Boarding requirements: all persons boarding the aircraft must be in compliance with Transport Canada Covid-19 vaccination requirements. **See page 5 and 6 of this Guide.**

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	\$22.31
Child (2-12 yrs)	\$13.10	\$11.14
Senior (65 yrs +)	\$20.00	\$17.00
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 large dog displaces a seated passenger, the dog will be charged regular adult fare, counted in total passenger complement and **must** have a reservation. **No** Frequent Sailor rate applies.

Baggage:

Each passenger is permitted to bring up to but not exceeding **40 lbs** of personal carry-on baggage (included in passenger fare). 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 and Ticket Payment:

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

Ticket Payment:

All passengers must be paid in full for their transportation prior to boarding the flight.

Full payment for passenger tickets will be taken at the time of making the flight reservation. Payment made be made by credit card, or as a charge to an approved PITS AP account. An email confirmation will be issued.

Payment for freight shipments must be made when the freight is weighed (leaving the Island), or when it is picked up from the Pelee Island Airport (arriving on the Island).

Payment receipts will be provided to passengers on arrival at Pelee airport if requested.

Cancellations must be made prior to 24 hours in advance of the reserved flight to avoid payment of cancellation fees. Cancellation fee is the full value of the reservation.

Accessibility:

Persons with accessibility conditions that require they travel with a support person must declare the accessibility need at the time of making a reservation. Please allow as much advance notice as possible so that the appropriate arrangements can be made.

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 **30 minutes prior to scheduled departure if checking baggage**, and **15 minutes prior to scheduled departure if no baggage**. Please do not come earlier than 30 minutes in advance of scheduled departure.

There is limited space available in the waiting area. After check-in, passengers may be asked to wait in their vehicle until boarding time.

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. **There will be NO stand-by passengers accepted in the 2021/22 season. ALL PASSENGERS MUST HAVE A RESERVATION.**

Check-in and boarding at Pelee Island airport:

Passengers are required to be at Pelee airport **30 minutes prior to scheduled departure if checking baggage**, and **15 minutes prior to scheduled departure if no baggage**. Please do not come earlier than 30 minutes in advance of scheduled departure.

There is limited space available in the waiting area. After check-in, passengers may be asked to wait in their vehicle until boarding time.

Passengers arriving late may not be permitted to board. **There will be NO stand-by passengers accepted in the 2021/22 season. ALL PASSENGERS MUST HAVE A RESERVATION.**

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, 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/or 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.

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.

Covid-19 Procedures: All passengers are required to comply with Transport Canada Regulations regarding boarding planes during the Covid-19 pandemic. Current mandatory vaccination requirement information can be found at: <https://travel.gc.ca/travel-covid/travel-restrictions/domestic-travel>

Persons not in compliance with the Transport Canada Covid-19 restrictions will be refused boarding and no refund will be provided.

All passengers are also required comply with Covid-19 procedures as established by the Air Service Provider – Cameron Air – for acceptance on the aircraft.

Mask-exempt passengers: There is **limited space** for mask exempt passengers on the aircraft. Passengers must notify the reservation agent at the time of making a reservation request that they are mask exempt. Mask exempt passengers may not always be able to be accommodated on their preferred flight as it will depend on how many passengers are already reserved on the flight. **Mask exemptions are only accepted with proof of exempt status.**

Persons with mask exemptions who can safely tolerate wearing a mask for a short period of time may choose to wear a mask to avoid any potential delays. The flight is approximately 20 minutes in duration.

Medical certificates for mask exempt passengers must be valid, and in the format prescribed:

Proof of exemption must be in the form of a medical professional's note. The note may only be issued and signed by a Healthcare Provider who is a physician, nurse practitioner or a physician's assistant, must be legible, and must contain the following information:

1. Exemption note must make the following statement: "The holder of this medical certificate is unable to wear a non-medical mask or face covering due to a medical or physical condition".
2. Exemption note must provide Certificate Holder information: Surname, given names and date of birth.
3. Exemption note must provide Healthcare provider information:
Healthcare Provider full name
Healthcare Provider License number
Healthcare Provider Contact phone number.
4. The exemption note must be signed and dated by the Healthcare Provider.

Incomplete forms will not be accepted – all the above detailed information is required.

Parking at Windsor (Great Lakes Flight Centre) Cameron Air

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

Cameron Air Service Limited Contact Information

Operations Manager – Adam Zahody (416) 233-7663 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 email to paul.mancini@ontarioferries.com