

# Pelee Island Transportation Services 2023/24 Winter Air Service Customer Information Guide

Air Service Operated by Cameron Air Services

## **Start of 2023/2024 Winter Air Service:**

Service is scheduled to begin on Monday December 11<sup>th</sup>, departing Windsor at 4PM. A return flight from Pelee Island will immediately follow at 4:40PM.

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 and Saturday	0900 1600	0940 1640
Friday	0900 1430 1550 1710	0940 1510 1630 1750
Sunday	1000 1430 1550 1710	1040 1510 1630 1750

## **Fares and Freight Rates (subject to change):**

	<b>Regular (one way)</b>	<b>Frequent Sailor Rate</b>
Adult (13-64 yrs)	\$26.25	
Child (2-12 yrs)	\$13.10	
Infant (under 2) - Must be seated on parent's lap	Free	
Dog*	\$0.18/lb including crate	N/A

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

**Freight:**

First 40 pounds or less	\$9 flat rate
Each pound over 40 pounds	\$0.18 per pound

- Freight must be packaged as if it was being shipped in the mail to prevent spillage and loss of contents. Perishable items must be shipped in coolers or cooler bags and customers are reminded that fridge/freezer storage space is limited.
- Any freight delivered outside of designated freight runs will be shipped as space permits.
- Any freight that is more than 50 pounds must be met at Pelee Airport by the consignee as safety regulations don't permit lifting over 50 pounds.
- No freight will be released until payment is received. Customers are encouraged to make freight payments prior to the plane's arrival to expedite freight distribution when the plane arrives.

**Baggage:**

Each paying passenger, excluding free infants, 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.

Overweight baggage will be classified as freight and will be charged at a rate of \$0.18/lb for anything over 40 pounds. Freight will be shipped on each flight as space and weight considerations permit and is subject to the above-listed Freight Guidelines.

**Airport Fees and Taxes:**

All passengers will be responsible for payment of an Airport Fee \$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 1-800-661-2220 or (519) 724-2115 or visit the PITS Terminal at West Dock. The agent is on duty during the following hours except for the hour(s) they are at the airport:

Monday – Saturday	8:00AM – 12:00 noon 1:00PM – 5:00PM
Sunday	12:00 noon – 5:00PM

### **Purchasing Tickets:**

All passengers must pay in full for their transportation at the time of booking. At the time of making reservations, passengers may supply a Credit Card number or a PITS charge account number. All charges will be applied to the credit card at the time of booking.

An emailed receipt will be sent at the time of booking.

Cancellations must be made 24 hours in advance of the reserved flight departure time to be entitled to a refund.

### **Check-in and boarding at Windsor:**

*Cameron Air Service LTD Counter*

*Great Lakes Flight Centre*

*2800 Hayes Road*

*Windsor, ON, N8V 1A1*

All passengers are required to check-in at the Cameron Air Service counter located at the Great Lakes Flight Centre **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.

### **Check-In and boarding at Pelee Island Airport:**

Passengers are required to be at Pelee Island Airport **45 minutes prior to scheduled departure.** Passengers arriving late may not be permitted to board.

### **Weights for Passengers, Pets and Baggage:**

Passengers will be asked to verify their weight including clothing, coats and boots.

Weights as declared to the agent by the passenger will be documented on the passenger manifest and initialed 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 to stand on all four legs without appearing crowded. Any case or crate 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 an uncooperative pet, the pilot may exercise their discretion and deny transportation of the animal.

**Service Animals:**

We accept, without charge, accompanying service animals provided the animal fits within the footprint of the seated passenger. We only accept service animals that are trained to perform tasks for the benefit of a qualified individual with a disability. The service animal must have been individually trained by an organization or a person specializing in service dog training. Passengers will be asked to show proof of training at the time of booking. Your dog must be under your control at all times, as such, your dog must be harnessed, held on a leash or tethered when not in its kennel.

**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. It is the shipper's responsibility to inform the receiving party to advise when to pick up 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 paid for and signed for as received upon pick-up. The Pelee Island Agent will email or telephone the receiving party to advise when to pick-up freight.

**Freight Services:**

There will be a dedicated ***freight only flight*** on Tuesdays departing Windsor at 1400 and Pelee Island at 1440. Freight will be received In Windsor by staff at the Cameron Air Service counter (Great Lakes Flight Centre) during the following hours:

<b>Monday – Friday</b>	<b>6AM – 4PM</b>
<b>Saturday and Sunday</b>	<b>9AM – 3PM</b>

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

***(Destination name and telephone number)***

***Pelee Island, ON, NOR 1M0  
c/o Cameron Air Service Ltd. Counter  
Great Lakes Flight Centre  
2800 Hayes Road  
Windsor, ON  
N8V 1A1  
Tel: 519-969-7052***

All freight/mail delivered by Canada Post must use this address:

***Mailing Address:***

***(Destination name and telephone number)  
c/o Cameron Air Service Ltd. Counter  
2600 Airport Rd. Unit #102  
Windsor, On  
N8V 1A1***

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 shipped on a “First in – First Out” basis. On occasion emergency supplies and equipment might take priority over other freight, which will result in “bumping” lesser priority freight to the next available flight. Prescriptions will be delivered on the first available flight.

**Transport Canada Regulations:**

All passengers are subject to federal aviation regulations. Passengers who do not comply with TC 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 Lakes Flight Centre Administrative Office (519)-969-7052 regarding short-term and long-term parking.

**Cameron Air Service LTD Contact Information:**

Operations Manager – Jason Jeffrey (416) 233-7663 or email at [info@cameronair.com](mailto:info@cameronair.com)

**Additional Questions:**

Any questions regarding flight reservations or cancellations should be addressed to our agent at the Pelee Island Terminal office on Pelee Island or by calling 1-800-661-2220 or (519) 724-2115 or the Pelee Cell phone at (519) 613-4741 or email: [PITSreservations@ontarioferries.com](mailto:PITSreservations@ontarioferries.com).

Your comments and suggestions regarding airport procedures and flight operations may be directed to Captain Emma Nolan by email to [emma.nolan@ontarioferries.com](mailto:emma.nolan@ontarioferries.com)