Pelee Island Transportation Services
2026/27 Winter Air Service
Customer Information Guide

Air Service Operated by Cameron Air Services

Start of 2026/2027 Winter Air Service:

Air Service is provided by Cameron Air Services and is scheduled to begin on Monday, December 7th, departing from Great Lakes Flight Centre in Windsor at 4 p.m. A return flight from the Pelee Island Airport 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.

Airport Addresses:

- **Cameron Air Service LTD Counter - Great Lakes Flight Centre:**
  2800 Hayes Road, Windsor, ON N8V 1A1
- **Pelee Island Airport:**
  772 Centre Dyke Rd, Pelee Island, ON N0R 1M0

Schedule of Flights:

	Depart Windsor	Depart Pelee
Monday- Thursday and Saturday	0900	0940
	1600	1640
Friday	0900	0940
	1430	1510
	1550	1630
	1710	1750
Sunday	1000	1040
	1430	1510
	1550	1630
	1710	1750

Fares and Freight Rates (subject to change):

	Regular (one way)	Frequent Sailor Rate
Adult (13-64 yrs)	$26.25	$22.31
Child (2-12 yrs)	$13.10	$11.14
Infant (under 2) Must be seated on parent's lap	Free	N/A
Senior (65 yrs +)	$20.00	$17.00
Dog*	$0.18 per pound including crate	N/A

* If the carriage of a large dog displaces a seated passenger, the dog will be charged as an adult ($26.50) and **must** have a reservation.

Freight Guidelines:

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 content. 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 do not 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 pounds** 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 per pound 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 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 1-800-661-2220 or (519) 724-2115 or visit the Pelee Island Transportation Services (PITS) Terminal at West Dock. The agent is on duty during the hours listed below; however, availability may vary when the agent is required to attend to airport duties.

Monday – Saturday	8:00 a.m. – 12:00 p.m. (noon) 1:00 p.m. – 5:00 p.m.
Sunday	9:00 a.m. – 12:00 p.m. (noon) 1:00 p.m. – 5:00 p.m.

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.

Pet crates that exceed the space of a plane chair (34" high X 34" long X 34" wide) will be charged for two (2) passenger fares with no Frequent Sailor Discount.

Service Animals:
We accept, without charge, accompanying service animals, provided the animal fits within the footprint of the seated passenger. To be deemed a service animal, the animal must be trained by an organization or certified service animal trainer to perform tasks to assist an individual with a qualified disability. To travel with a service animal, proof of training must be provided. Service animals must be under the control of their handler at all times and must be harnessed, held on a leash or tethered when not in its cage or 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:

Monday – Friday	**6 a.m. – 4 p.m.**
Saturday and Sunday	**9 a.m. – 3 p.m.**

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

(Destination name and telephone number)
Pelee Island, ON, N0R 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. Normal freight is shipped on a "First in – First Out" basis. Oversized and less priority freight will be shipped when space permits. 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.

Examples of Lesser Priority and Oversized Freight:

- Building supplies – lumber, plywood, windows, doors, flooring, drywall compound, bags of cement, boxes of nails and screws
- Furniture
- BBQ's
- Weights and exercise equipment
- Bales of peat moss, bags of potting soil, bags of mulch
- Cupboards, counters and vanities

Transport Canada (TC) 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 Owen Sound Transportation Company (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

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.

If you have comments or suggestions about airport procedures or flight operations, please email PITSreservations@ontarioferries.com.