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## **RULE 1 - GENERAL PROVISIONS**

### **A. Contract of Carriage**

When you buy a ticket for travel on GLOBAL GHANA AIRLINES, you enter into a contract of carriage with us. The terms of your contract are set forth in:

- your Ticket
- these Conditions of Carriage
- published fare rules and regulations, which may govern the calculation of the fare and other charges that apply to your itinerary. If your ticket is priced by **flygga.com**, a GLOBAL GHANA AIRLINES agent, or a computer reservation system, these fare rules and regulations will be included in the calculation of the ticket price that we quote to you.

### **B. International Conditions of Carriage**

This document is GLOBAL GHANA AIRLINES International Conditions of Carriage, and states the terms upon which GLOBAL GHANA AIRLINES offers to transport you on any itinerary for International Carriage. By purchasing a ticket for International Carriage on GLOBAL GHANA AIRLINES, or by using a ticket purchased for you by someone else, you agree to be bound by these terms.

### **C. Application of International Conditions of Carriage**

#### 1. International Carriage

Our International Conditions of Carriage apply only to International Travel. Travel entirely within the United States of America is governed by GLOBAL GHANA AIRLINES Domestic General Rules Tariff. Travel between the United States and Canada is governed by our Canadian General Rules Tariff. (IATA)

#### 2. Tickets Showing GLOBAL GHANA AIRLINES Name or Carrier Code

These rules apply to all international flights or flight segments in which our name or carrier code is indicated in the carrier box on your Ticket, including flights operated by our code share partners.

#### 3. Gratuitous Carriage

If we are providing you gratuitous transportation, we reserve the right to exclude the application of all or any part of these Conditions of Carriage to your transportation. You agree to be bound by these terms except to the extent that we choose to exclude them from application to your travel.

#### 4. Overriding Law

These Conditions of Carriage are applicable except to the extent that they are contrary to applicable laws, government regulations, or orders, in which event the contrary law, regulation or order shall prevail. If any provision of these Conditions of Carriage is invalid under any applicable law, the other provisions shall remain valid.

### **D. Amendments to Conditions of Carriage**

#### 1. Amendments by GLOBAL GHANA AIRLINES

GLOBAL GHANA AIRLINES may amend any provision of this Contract of Carriage at any time, except as provided by law. Your travel will be governed by the rules that were in effect on the date you purchased your ticket; provided, however, that GLOBAL GHANA AIRLINES reserves the right to apply rules currently in effect on the date of your travel where reasonably necessary for operational efficiency and where the change in rule does not have a material negative impact upon you.

2. Authority of GLOBAL GHANA AIRLINES Employees & Ticketing Agents

Except where otherwise provided by law, no GLOBAL GHANA AIRLINES employee or ticketing agent has the authority to alter, modify or waive any provision of this Contract of Carriage unless authorized by a GLOBAL GHANA AIRLINES corporate officer. GLOBAL GHANA AIRLINES appointed agents and representatives are only authorized to sell tickets for air transportation pursuant to the approved fares, fare rules and Contract of Carriage of GLOBAL GHANA AIRLINES. This rule supersedes any conflicting provision in this contract of carriage.

3. Amendments to Fares, Fare Rules, & Charges

The applicable fares, fare rules, and charges for carriage of passengers and/or baggage shall be those in effect on the ticket purchase date; provided, however, that GLOBAL GHANA AIRLINES reserves the right to apply fares, fare rules, or charges in effect on the travel date where reasonably necessary for operational efficiency and where the change does not have a material negative impact upon the passenger, and provided that:

- 1) The originating flight coupon of the ticket was issued for a specific flight at the fare in effect on the date of ticket issuance (i.e. no open tickets)
- 2) The originating flight coupon of the ticket is not voluntarily changed at the passenger's request after a fare increase has taken effect.

4. Reduction in Fares (Applicable only for travel originating in the U.S./Mexico/Canada or the Caribbean):

When a new fare is introduced or a current fare is reduced in a market, ticketed passengers may downgrade prior to departure of the originating flight and receive a refund of the difference in fares less an Administrative Service Charge subject to the following conditions:

- No change may be made to the origin/destination/connection/stopover points/flights/dates shown on the original ticket.
- All conditions of the new fare must be met including rebooking in the same booking class.
- The Administrative Service Charge for a downgraded ticket or its equivalent converted at the BSR will be charged in the same amount as the change penalty contained in the fare rule for the fare being downgraded.

If the original fare was nonrefundable in whole or in part, the original nonrefundable amount will remain nonrefundable.

**E. Liability for International Travel**

INTERNATIONAL TRAVEL ON GLOBAL GHANA AIRLINES IS SUBJECT TO THE RULES RELATING TO LIMITATIONS OF LIABILITY AND ALL OTHER PROVISIONS OF THE WARSAW CONVENTION AS AMENDED. FOR INFORMATION ON GLOBAL GHANA AIRLINES' LIABILITY UNDER THE WARSAW CONVENTION, SEE RULE 55 OF THESE CONDITIONS OF CARRIAGE.

**F. Amounts Stated in U.S. Currency**

Except as otherwise provided, monetary amounts in these Rules are stated in U.S. currency.

**G. Erroneous Fares**

GLOBAL GHANA AIRLINES will exercise reasonable efforts to ensure that all fares it publishes are accurate and available for sale, but GLOBAL GHANA AIRLINES, as a policy, does not file nor intend to file tickets priced at a zero fare. In the event that an erroneous zero fare is inadvertently published for sale and a ticket is issued at the erroneous fare before it has been corrected, GLOBAL GHANA AIRLINES reserves the right to cancel the ticket purchase and refund all amounts paid by the purchaser or, at the purchaser's option, reissue the ticket for the correct fare.

## **RULE 5 DEFINITIONS**

As used herein:

Add-On-Fare: See "Arbitrary"

Adult means a person who has reached his/her 12th birthday as of the date of commencement of travel.

Africa means the area comprised of Central Africa, East Africa, Indian Ocean Islands, Libya, Southern Africa and Western Africa.

Animals (Applicable between Canada and Puerto Rico/Virgin Islands) in addition to the usual connotation, include reptiles, birds, poultry and fish.

Arbitrary means an amount published for use only in combination with other fares for the construction of through fares. It is also referred to as "Proportional Fare", "Basing Fare", and "Add-On-Fare".

Area No. 1 means all of the North and South American Continents and the islands adjacent thereto; Greenland, Bermuda, the West Indies and the islands of the Caribbean Sea, the Hawaiian Islands (including Midway and Palmyra).

Area No. 2 means all of Europe (including that part of the Russian Federation in Europe) and the islands adjacent thereto; Iceland, the Azores, all of Africa and the islands adjacent thereto; Ascension Island; that part of Asia lying west of and including Iran, Islamic Republic of

Area No. 3 means all of Asia and the islands adjacent thereto except that portion included in Area No. 2; all of the East Indies, Australia, New Zealand, and the islands adjacent thereto; the islands of the Pacific Ocean except those included in Area No. 1.

Asia means the area comprised of Afghanistan, Bangladesh, Bhutan, Brunei, China, Hong Kong, India, Indonesia, the Islands of the Pacific in Area 3 north of the equator except Gilbert Island, Japan, Kazakhstan, Kampuchea, Korea, Kyrgyzstan, Laos, Malaysia, Maldives, Myanmar, Nepal, Outer Mongolia, Pakistan, Philippines, Russian Federation (East of the Ural Mountains), Singapore, Sri Lanka, Taiwan, Tajikistan, Timor, Thailand, Turkmenistan, Uzbekistan and Viet Nam.

Australasia means Australia, New Caledonia, New Zealand; New Hebrides, Fiji, Samoa, Cook Islands, Tahiti and the Islands adjacent thereto.

Baggage, which is equivalent to luggage, means, such articles, effects and other personal property of a passenger as are necessary or appropriate for wear, use, comfort or convenience in connection with his trip. Unless otherwise specified, it shall include both checked and unchecked baggage of the passenger.

Baggage Check means those portions of the ticket which provide for the carriage of passenger's checked baggage and which are issued by carrier as a receipt for passenger's checked baggage.

Baggage Tag means a document issued by carrier solely for identification of checked baggage, the baggage (strap) tag portion of which is attached by carrier to a particular article of checked baggage and the baggage (claim) tag portion of which is given to the passenger.

Bankers' Buying Rate is the rate at which, for transfers of funds through banking channels, a bank will purchase a given amount of foreign currency in exchange for one unit of the national currency of the country in which the exchange transaction takes place.

Bankers' Selling Rate is the rate at which, for transfer of funds through banking channels, a bank will sell a given amount of foreign currency in exchange for one unit of the national currency of country in which the exchange transaction takes place.

Basing Fare: See "Arbitrary"

Calendar Month - Period of time starting with any day in a month, identified by number, and ending with the same day of the following month. When the same day does not occur in the following month this period ends on the last day of that month.

Calendar Week means a period of seven days starting at 12:01 A.M. Sunday and ending at 12:00 P.M. of the following Saturday; provided that when a carrier offers only once a week service between two points, it shall mean a period of eight days commencing with 12:01 A.M. on the day the flight operates.

Caribbean Area means the area comprising:

Anguilla, Antigua, Bahamas, Barbados, Bermuda, British Virgin Islands, Cayman Islands, Cuba, Dominica, Dominican Republic, Grenada, Guadeloupe, Haiti, Jamaica, Leeward Islands, Martinique, Montserrat, Netherlands Antilles, Nevis, St. Kitts, St. Lucia, St. Martin, St. Vincent, Trinidad, Tobago, Turks and Caicos Islands, West Indies and Windward Islands.

Carriage, which is equivalent to transportation, means carriage of passengers and/or baggage by air, gratuitously or for hire.

Carrier

Includes the air carrier issuing the ticket and all air carriers that carry or undertake to carry the passenger and/or his baggage thereunder or perform or undertake to perform any other services related to such air carriage.

Central Africa means the area comprised of Malawi, Zambia and Zimbabwe.

Central America means the area comprising Belize, Costa Rica, El Salvador, Guatemala, Honduras and Nicaragua.

Checked Baggage, which is equivalent to registered luggage, means baggage of which the carrier takes sole custody and for which carrier has issued a baggage check and baggage (claim) tag(s).

Child means a person who has reached his/her second birthday prior to commencement of travel of each sector but not his/her 12th birthday as of the date of commencement of travel of the journey.

Circle Trip -Normal Fares

Travel, other than a round trip, from one point and return to the same point by a continuous, circuitous air route, including journeys comprising two fare components but which do not meet the conditions of the round-trip definition; provided that where no reasonable direct scheduled air route is available between two points, a break in the circle between two fare construction points may be traveled by any other means of transportation without prejudice to the circle trip.

Circle Trip - Special Fares

Travel from one point and return to the same point comprising two international fare components which do not meet the conditions of the round-trip definition (i.e. the fare has a mileage surcharge or higher intermediate point) provided that where no reasonable direct scheduled air route is available between two points, a break in the circle between two fare construction points may be traveled by any other means of transportation without prejudice to the circle trip.

Civil Aeronautics Board means Department of Transportation.

Combination means when two or more one way, round trip or half round trip fares are used and shown separately in a fare calculation.

Conjunction Ticket means two or more tickets concurrently issued to a passenger and which together constitute a single contract of carriage.

Consequential Damages means damages which are reasonable out of pocket expenses and other provable damages incurred by passenger as the consequence of the loss, damage, or delay in the delivery of such personal property.

Constructed Fare means unspecified through fares created by the use of add-on amounts, or two or more fares shown as a single amount in a fare calculation.

Continental U.S.A. or Continental United States each means the District of Columbia and all states of the United States other than Alaska and Hawaii.

Convention means the Convention for the Unification of Certain Rules relating to International Carriage by Air, signed at Warsaw, October 12, 1929, or that Convention as amended by The Hague Protocol, 1955, whichever may be applicable to carriage hereunder.

Country of Commencement of Transportation means the country from which travel on the first international sector takes place.

Country of Payment means the country where payment is made by the purchaser to the carrier or its agent.

Currency of the Country of Payment means the currency in which international fares from that country are denominated.

Date of Transaction means the date of issuance of the ticket, MCO, or PTA.

Days means full calendar days, including Sundays and legal holidays; provided that for the purposes of notification the balance of the day upon which notice is dispatched shall not be counted; and that for purposes of determining duration of validity, the balance of the day upon which the ticket is issued or flight commenced shall not be counted.

Destination means the ultimate stopping place as shown on the ticket.

Direct Route Fare means the fare over the direct route between two points. When no direct route fare exists between two ticketed points, a fare must be established by combination over a ticketed point on the itinerary.

Domestic carriage means (except as otherwise specified) carriage in which, according to the contract of carriage, the place of departure, the place of destination or stopover, and the entire transportation are within the sovereign state.

Double Open Jaw Means travel which is essentially of a round trip nature, except that the outward point of arrival and the inward point of departure and/or the outward point of departure and the inward point of arrival are not the same.

East Africa means the area comprising Burundi, Djibouti, Ethiopia, Kenya, Rwanda, Somalia, Tanzania, United Republic of and Uganda.

Eastbound means travel from a point in Area No. 1 to a point in Areas No. 2 or 3 via the Atlantic Ocean or travel from points in Area Nos. 2 or 3 to a point in Area I via the Pacific Ocean.

Educational Establishment means a school-academy-college or university offering full time educational vocational or technical courses for a school year and does not include a commercial office, industrial or military

establishment or a hospital at which a student is serving an apprenticeship unless such apprenticeship is part of the school curriculum of the educational establishment at which the student is enrolled.

End-on Combination means combination of two or more fares at a fare construction point (not applicable to combination of fares between the same points).

Extraterritorial Trip (Applicable between Canada and Puerto Rico/Virgin Islands.) means any trip which includes transportation:

- (1) via one or more carriers within the areas consisting of the Continental United States and Canada, and
- (2) via commercial air (not including charter services) or military air services to or from any point outside such area.

Europe means Albania, Algeria, Andorra, Armenia, Austria, Azores, Azerbaijan, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Georgia, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lichtenstein, Lithuania, Luxembourg, Macedonia, Madeira, Malta, Moldova, Monaco, Morocco, Netherlands, Norway, Poland, Portugal, Romania, Russian Federation (West of the Urals), San Marino, Serbia and Montenegro, Slovakia, Slovenia, Spain, Sweden, Switzerland, Tunisia, Turkey (in Europe and Asia), Ukraine, United Kingdom.

European Union Member States means Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, and the United Kingdom.

Fare Break Points see fare Construction Points.

Fare Component means a portion of an itinerary between two consecutive fare construction points. If the journey has only one fare component, the point of origin and the point of destination of the journey are fare construction points.

Fare Construction Points means the terminal points of a fare component (these are also termed fare break points).

Flight Coupon means a portion of the passenger ticket that indicates particular places between which the coupon is good for carriage.

Foreign Air Transportation means transportation between a point in the United States and a point outside thereof.

France (Metropolitan) means Continental France and Corsica.

French Overseas Departments (DOM) means French Guiana, Guadeloupe (including St. Barthelemy, Northern St. Martin, Les Saints, La Desirade, Marie-Galante-Grand Bourg Martinique, Mayotte, Reunion, St Pierre and Miquelon).

French Overseas Territories (TOM) means New Caledonia (Including Loyalty Islands), French Polynesia (Including Wallis and Futuna).

Gateway means the first point of arrival/last point of departure in a country/area.

Guardian means a legal guardian or a person acting in lieu of parents in the event of death or legal incapacity of parents.

IATA Rate of Exchange (IROE) means the rates of exchange notified by IATA to convert local currency fares to NUC and to convert total NUC amounts to the currency of the country of commencement of transportation.

Iberian Peninsula means the area comprised of Gibraltar, Portugal (including Azores and Madeira) and Spain (including Balearic and Canary Islands).

Immediate Family means spouse, domestic partner, children, step-children, parents, step-parents, brothers, step-brothers, sisters, step-sisters, grandparents, grandchildren, fathers-in-law, mothers-in-law, brothers-in-law, sisters-in-law, sons-in-law, daughters-in-law, aunts, uncles, nieces and nephews.

Indian Ocean Islands means Comoros, Madagascar, Mauritius, Mayotte, Reunion, Seychelles.

Indian Subcontinent means the area comprised of Afghanistan, Bangladesh, India, Nepal, Pakistan and Sri Lanka.

Infant means a person who has not reached his/her second birthday prior to commencement of travel of each sector.

Interline Transfer Point means any point at which the passenger transfers from the services of one carrier to the services of another carrier.

Interline Transportation means transportation on the services of more than one carrier.

International Carriage means (except when the Convention is applicable) carriage in which, according to the contract of carriage, the place of departure and any place of landing are situated in more than one state. As used in this definition, the term "state" includes all territory subject to the sovereignty, suzerainty, mandate, authority or trusteeship thereof. International carriage as defined by the Convention means any carriage in which, according to the contract of carriage, the place of departure and the place of destination, whether or not there be a break in the carriage or a transshipment, are situated either within the territories of two High Contracting Parties to the Convention or within the territory of a single High Contracting Party to the Convention, if there is an agreed stopping place within a territory subject to the sovereignty, suzerainty, mandate or authority of another power even though that power is not a party to the Convention.

International Transportation means any transportation or other services, furnished by any carrier, which are included within the scope of the term "international transportation" as used in the Convention for the Unification of Certain Rules Relating to International Transportation by Air signed at Warsaw, October 12, 1929, or such convention as amended, whichever may be applicable to the transportation here under and to which the said Convention applies. For the purpose of determining the applicability of the term "international transportation:"

Agreed Stopping Place. All stops between the original place of departure and the place of final destination scheduled by any carrier by air which participates in the transportation between such places, as shown in the schedules or time tables of such carriers shall constitute "agreed stopping places;" but each participating carrier reserves the right to alter the "agreed stopping places" in the case of necessity without thereby depriving the transportation of its international character; and Single Operation.

Transportation to be performed by several successive carriers by air, arrangements for which are made in advance, is regarded as "a single operation" and shall be deemed to be "one undivided transportation" whether one or more tickets or other documents are issued to cover such transportation, and whether or not all such tickets or documents are issued prior to the commencement of such transportation; but this provision shall not be deemed to contain an exclusive definition of transportation which is regarded by the parties as "a single operation".

Interstate Transportation means transportation between a point in any state of the United States and the District of Columbia and a point in any other state of the United States or the District of Columbia.

Intraline Transportation means transportation solely over the services of a single carrier.

Local Currency Fares means fares and related charges expressed in the currency of the country of commencement of transportation.

Maximum Outside Linear Dimensions means the sum of the greatest outside length plus the greatest outside depth plus the greatest outside height.

Micronesia means the area comprised of Guam, Johnston Island, Marshall Islands, Caroline Islands, Palau Island, Mariana Islands.

Middle East means the area comprised of Bahrain, Egypt, Iran, Islamic Republic of, Iraq, Israel, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, Sudan, Syrian Arab Republic, United Arab Emirates (comprised of Abu Dhabi, Ajman, Dubai, Fujairah, Ras al Khaimah, Sharjah, Umm al Qaiwain), Yemen (Republic of).

Military Agencies means departments of the Army, Navy, and Air Force, the Marine Corps, the Coast Guard, the respective academies of the Army, Navy, Air Force, and Coast Guard, and the National Guard. The Reserve Officer Training Corps is not included.

Military Passenger means military personnel of the U.S. military agencies who are on active duty status or who have been discharged from active military service within seven days of the date of travel.

Miscellaneous Charges Order means a document issued by a carrier or its agents requesting issue of an appropriate passenger ticket and baggage check or provision of services to the person named in such document.

A National means a person who has citizenship of a country either by birth or by naturalization.

Neutral Unit of Construction (NUC) means a common unit used to construct fares using different local currencies.

Normal Fare means the full fare established for a regular or usual service, the application of which is not dependent upon any limited period of ticket validity or other special circumstances. Unless otherwise specified in the provisions of this tariff, normal fares shall be considered to include the following, all year one-way, round trip, circle trip and open jaw trips, First Class, Business Class, Executive Class, Economy Class, one-class Standard Service, Standard Service, Tourist/Coach Class service and Thrift Class service fares, on-season and off-season fares.

Normal Fare Open Jaw means travel from one point and return to another comprising not more than two international fare components and the mileage of the surface sector is equal to/less than the mileage of the shortest flown international fare component; the fare is to be assessed as a single pricing unit using half round trip fares, assessed from the country of unit origin.

In this context:

- a) turnaround open jaw shall mean where the outward point of arrival and the inward point of departure are different
- b) origin open jaw shall mean where the outward point of departure and the inward point of arrival are different

Exceptions:

- 1) Canada, USA shall be considered as one country
- 2) Except for pricing units wholly within Scandinavia, Scandinavia shall be considered as one country. 3) Except for pricing units wholly within Europe, Europe shall be considered as one country.

North Central Pacific means all routes between points in Canada/U.S.A. on the one hand and points in area 3 except points in the Southwest Pacific, on the other hand via the Pacific Ocean.

North America means that area comprised of the Caribbean Area, Canada, Mexico and the United States, excluding the Canal Zone.

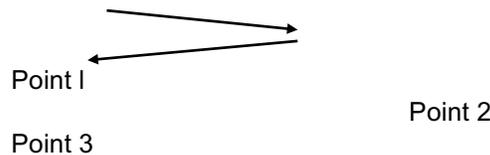
On-line Tariff Data Base means the remotely accessible, on-line version, maintained by the filer, of (1) the electronically filed tariff data submitted to the "official D.O.T. tariff database," and (2) the Departmental approvals, disapproval's and other actions, as well as Departmental notations concerning such approvals, disapproval's or other actions, that Subpart W of the proposed Part 221 requires the filer to maintain in its database. The term "official D.O.T. tariff database" means those data records (as set forth in Sections 221.283 and 221.286 of the rule) which would be in the custody of, and maintained by the Department of Transportation.

Online Transfer Point means any point at which the passenger transfers from one service of a carrier to another service of the same carrier (bearing a different flight number).

Open Jaw Trip means:

- a) Not applicable between Canada and Puerto Rico/Virgin Islands.) Travel which is essentially of a round trip nature but the outward point of departure and inward point of arrival and/or outward point of arrival and inward point of departure of which are not the same.
- b) (Applicable between Canada and Puerto Rico/Virgin Islands.) Open Jaw Trip means any trip which is essentially of a round trip or circle trip nature but the outward point of departure and inward point of arrival or the actual point of arrival and inward point of departure of which are not the same,

EXAMPLE OF OPEN JAW TRIP



Origin means the initial starting place of the journey as shown on the ticket.

Other Charges means charges such as taxes, fees, etc. not to be shown in the fare construction box of the ticket excluding excess baggage charges.

Passenger means any person, except members of the crew, carried or to be carried in an aircraft with the consent of carrier.

Passenger Coupon means that portion of the passenger ticket constituting the passenger's written evidence of the contract of carriage.

Passenger Ticket means those portions of the ticket issued by the carrier that provide for the carriage of the passenger.

Person with a Disability means any person who has a physical or mental impairment that, on a permanent or temporary basis, substantially limits one or more major life activities, has a record of such an impairment, or is regarded as having such an impairment. This term shall be further defined as required by applicable law, including 14 C.F.R. 382.3.

Personal Attendant means the travel companion of a person with a disability that is attending to the personal needs of the passenger with a disability.

Prepaid Ticket Advice means:

- a) (Not applicable between Canada and Puerto Rico/Virgin Islands.) the notification between offices of a carrier by teletype, commercial wire or mail that a person in one city has purchased and requested issuance of prepaid transportation to a person in another city.

- b) (Applicable between Canada and Puerto Rico/Virgin Islands) the notification between offices of a carrier or between carriers that a person in one location has purchased and requested issuance of prepaid transportation as described in the authority to another person in another location.

Proportional Fare: See "Arbitrary"

Rate of Exchange (ROE) is rate based on the IATA Clearing House Rate which will be revised at least 4 times yearly and is to be used for conversion of local currency fares to NUC's and vice versa.

Rebooking means a change of reservations to a different date.

Related Charges means those charges to be shown in the fare construction box of the ticket, cancellation penalties, nonrefundable amounts, rebooking and rerouting charges and excess baggage charges.

Reroute means to issue a new ticket covering transportation to the same destination as, but via a different routing than, that designated on the ticket, or portion thereof, than held by the passenger, or to honor the ticket, or portion thereof, then held by the passenger for transportation to the same destination as, but via a different routing than, that designated thereon.

Rerouting means a change of routing (including origin, destination, or stopover points), fare, carrier(s), class of service, flight, or date from that originally provided for on the ticket. (Not applicable to open tickets).

A Resident means a person normally living in a country.

Round Trip means a journey entirely by air from a point of origin to another point and return to the point of origin, comprising two fare components only, for which the applicable normal half round trip fare for each component, measured from the point of origin, is the same for the routing traveled; provided that this definition shall not apply to journeys for which the same all year through one way fare is established, between two points, in either direction around the world.

NOTE: If the fares to be used differ through class of service/seasonality/midweek/weekend/carrier variations, the outbound fare shall be used also for the inbound fare component for the purpose of determining if the journey is a round trip.

Routing means the carrier(s) and/or the cities and/or class of service and via which transportation is provided between two points.

Safety Assistant means a person required by GLOBAL GHANA AIRLINES to travel with a person with a disability, pursuant to Rule 33 C): to attend to the person with a disability's in-flight medical needs; to assist the person with a disability's communication with crewmembers; or to assist the person with a disability's evacuation from the aircraft in the event of an emergency.

Self-reliant means that a person does not require services related to a disability beyond that normally provided by the carrier or beyond that which applicable law requires the carrier to provide.

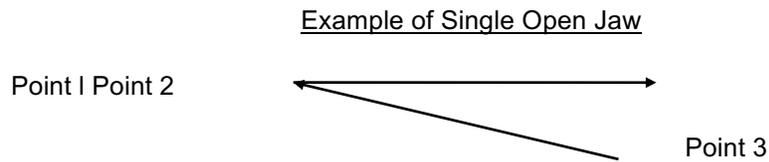
Scandinavia means the area comprising Denmark, Norway and Sweden.

School Year means a period of 12 consecutive months less whatever interruptions for vacations are normally granted by the education establishment at which the student is enrolled; provided that where the official scholastic year is less than 12 months, "School Year" shall mean not less than 6 months period less whatever interruptions for vacations are normally granted at the educational establishment at which the student is enrolled.

Sector means that portion of a journey covered by a single flight coupon.

Side Trip means travel not necessarily performed entirely by air from and/or to an en-route point of a fare component.

Single Open Jaw Trip means travel that is essentially of a round trip nature, except that the outward point of arrival and inward point of departure are not the same or the outward point of departure and inward point of arrival are not the same.



EXCEPTION: (Applicable between Canada and Puerto Rico/Virgin Islands.) Single Open-Jaw means any trip which is essentially of a round or circle trip nature, but the outward point of arrival and the inward point of departure are not the same.

SITI - Means tickets which are sold and issued in the country of commencement of transportation.

SITO - Means tickets which are sold inside but issued outside the country of commencement of transportation.

SOTI - Means tickets which are sold outside but issued inside the country of commencement of transportation.

SOTO - Means tickets which are sold and issued outside the country of commencement of transportation.

South America means Argentina, Bolivia, Brazil, Chile, Colombia, Ecuador, French Guiana, Guyana, Panama, Paraguay, Peru, Suriname, Uruguay, Venezuela.

South East Asia means Brunei, China (People's Republic of), Guam, Hong Kong, Indonesia, Kampuchea, Kazakhstan, Kyrgyzstan, Laos, Malaysia, Mongolian Republic Myanmar, Philippines, Russian Federation (East of the Ural Mountains), Singapore, Taiwan, Thailand, Tajikistan, Turkmenistan, Uzbekistan, Viet Nam.

South Pacific means the area comprising of all routes between points in the U.S./Canada on the one hand and points in the Southwest Pacific on the other hand via the Pacific Ocean.

Southern Africa means points within Africa comprised of Botswana, Lesotho, Mozambique, Namibia Southwest Africa, South Africa and Swaziland.

Southwest Pacific means that area comprised of Australia, Cook Islands, Fiji Islands, French Polynesia, Gilbert and Ellice Islands, Loyalty Islands, New Caledonia, New Hebrides, New Zealand, Papua New Guinea, Samoan Islands, Society Islands, Solomon Islands, Tonga and intermediate islands.

Special Drawing Right means a special unit of currency, the currency values of which fluctuate and are recalculated each banking day. These values are known to most commercial banks and are reported in some newspapers and in the IMF Survey, published weekly by the International Monetary Fund, Washington, D.C.2043l.

Special Fare means a fare other than a normal fare.

Stopover

- 1) Not applicable to travel between Canada and Puerto Rico/Virgin Islands) A stopover will occur when a passenger arrives at an intermediate point and is not scheduled to depart within 24 hours of arrival.

- 2) (Applicable to travel between Canada and Puerto Rico/Virgin Islands only) A stopover will occur when a passenger arrives at an intermediate or junction transfer point on a flight of the carrier and fails to depart from such intermediate or junction transfer point on:
- a) the first flight on which space is available or
  - b) the flight that will provide for the passenger's earliest arrival at intermediate or junction transfer point(s) or destination point, via the class of service and carrier as shown on the passenger's ticket; provided, however, that in no event will a stopover occur when the passenger departs from the intermediate or junction transfer point on a flight shown in carrier's official general schedules and/or service patterns as departing within four hours after his arrival at such point.

Ticket means the "Passenger Ticket and Baggage Check," including all flight, passenger and other coupons therein, issued by carrier, which provide for the carriage of the passenger and his baggage.

Ticketed Point means points shown in the "good for passage" section of the passenger ticket plus any other points used for fare construction and shown in the fare construction box of the ticket; provided that two flight numbers or two carriers such as for an interchange flight will not be permitted on one flight coupon.

Transfer means a change from the flight on one carrier to the flight of another carrier; or a change from the flight of a carrier to another flight of the same carrier bearing the same flight number; or a change from the flight of a carrier to another flight (that is) a service bearing a different flight number of the same carrier, irrespective of whether or not a change of aircraft occurs.

Transfer Point means any point at which the passenger transfers from the services of one carrier to another service of the same carrier (bearing a different flight number) or to the service of another carrier.

Transit Point means any stop at an intermediate point on the route to be traveled (whether or not a change of planes is made) which does not fall within the definition of a stopover.

Transpacific Sector means the portion of travel covered by a single flight coupon from the point of departure in Area I to the point of arrival in Area 3 and vice versa.

Trust Territory means the area comprising the Caroline Islands, Mariana Islands and Marshall Islands.

Unchecked Baggage which is equivalent to hand luggage, is baggage other than checked baggage.

United Kingdom or U.K. means England, Scotland, Wales and Northern Ireland.

"United States of America" or the "United States" or the "U.S.A." each means, unless otherwise specified, the area comprising the 48 contiguous Federated States; The Federal District of Columbia; Alaska, Hawaii, Puerto Rico, The U.S. Virgin Islands.

United States Department of Defense means the U.S. Departments of the Army, Navy, and Air Force and the U.S. Marine Corps

U.S. Territories means the overseas territories of the United States of America including: American Samoa, Baker Islands, Guam, Howland Island, Jarvis Island, Johnston Atoll, Kingman Reef, Midway Island, Northern Mariana Island, Puerto Rico, Saipan, Swains Island, Pacific Trust Territories, Palmyra Island, Panama Canal Zone, U.S. Virgin Islands and Wake Islands.

Validate means to stamp or write on the passenger ticket an indication that the passenger ticket has been officially issued by carrier.

Virgin Islands (Applicable between Canada and Puerto Rico/Virgin Islands) means the Virgin Islands of the U.S.

Westbound means travel from a point in Area Nos. 2 or 3 to a point in Area No. 1 via the Atlantic Ocean or travel from a point in Area No. 1 to a point in Area Nos. 2 or 3 via the Pacific Ocean.

Western Africa means the area comprised of Angola, Benin, Burkina Faso, Cameroon, Cape Verde, Central African Republic, Chad, Congo, Cote d'Ivoire, Equatorial Guinea, Gabon, Gambia, Ghana, Guinea, Guinea Bissau, Liberia, Mali, Mauritania, Niger, Nigeria, Sao Tome & Principe, Senegal, Sierra Leone, Togo and Zaire.

Western Hemisphere means the United States of America, Canada, Greenland, Mexico, Central and South America, Bermuda, Bahamas and the islands of the Caribbean Sea.

#### **RULE 15 ELECTRONIC SURVEILLANCE OF PASSENGERS AND BAGGAGE**

Passengers and their baggage are subject to inspection with an electronic detector with or without the passenger's consent or knowledge.

#### **RULE 25: REFUSAL TO TRANSPORT**

GLOBAL GHANA AIRLINES may refuse to transport any passenger, and may remove any passenger from its aircraft at any time, for any of the following reasons:

A) **Government Request or Regulations**

Whenever such action is necessary to comply with any government regulations, directives, or instructions; or to comply with any governmental request for emergency transportation in connection with the national defense, or whenever such action is necessary or advisable by reason of weather or other conditions beyond its control (including but without limitation, acts of God, force majeure, strikes, civil commotions, embargoes, wars, hostilities, or disturbances) actual, threatened, or reported.

B) **Search of Passenger or Property**

When a passenger refuses to permit search of his person or property for explosives, weapons, dangerous materials, or other prohibited items.

C) **Proof of Identity**

When a passenger refuses on request to produce positive identification; provided, however, that GLOBAL GHANA AIRLINES shall have no obligation to require positive identification of persons purchasing tickets and/or presenting tickets for the purpose of boarding aircraft.

D) **Travel Across International Boundaries**

When a passenger is traveling across any international boundary if:

- 1) the travel documents of such passenger are not in order; or
- 2) such transportation would be unlawful

E) **Failure to Comply with GLOBAL GHANA AIRLINES' Rules or Contract of Carriage**

When a passenger fails or refuses to comply with any of GLOBAL GHANA AIRLINES' rules or regulations or any term of the contract of carriage.

F) **Passenger's Conduct or Condition**

GLOBAL GHANA AIRLINES will not refuse to provide transportation to a passenger with a disability, as defined in 14 C.F.R. § 382.5 and 382.31, based upon the passenger's disability, except as allowed or required by law. GLOBAL GHANA AIRLINES will not refuse to provide

transportation based upon race, color, national origin, religion, sex, or ancestry. Subject to those qualifications, GLOBAL GHANA AIRLINES may refuse to transport any passenger, or may remove any passenger from its aircraft, when refusal to transport or removal of the passenger is reasonably necessary in GLOBAL GHANA AIRLINES' sole discretion for the passenger's comfort or safety, for the comfort or safety of other passengers or GLOBAL GHANA AIRLINES employees, or for the prevention of damage to the property of GLOBAL GHANA AIRLINES or its passengers or employees. By way of example, and without limitation, GLOBAL GHANA AIRLINES may refuse to transport or may remove passengers from its aircraft in any of the following situations:

- 1) When the passenger's conduct is disorderly, abusive or violent;
- 2) When the passenger is barefoot;
- 3) When the passenger appears to be intoxicated or under the influence of drugs;
- 4) When the passenger attempts to interfere with any member of the flight crew in the pursuit of his or her duties, or fails to obey the instruction of any member of the flight crew;
- 5) When the passenger has a contagious disease that may be transmissible to other passengers during the normal course of the flight;
- 6) When the passenger has a malodorous condition;
- 7) When the passenger is unable to sit in a seat with the seatbelt fastened;
- 8) When the passenger's behavior may be hazardous to himself/herself, the crew, or other passengers;
- 9) When the passenger is seriously ill, and fails to provide a physician's written permission to fly.
- 10) When the passenger's conduct creates an unreasonable risk of offense or annoyance to other passengers;
- 11) When the passenger's conduct creates a risk of harm or damage to the carrier's aircraft and/or property, or the property of other passengers.

#### H. Recourse of Passenger

All passengers are prohibited from engaging in any conduct that would authorize GLOBAL GHANA AIRLINES to refuse transport under this Rule. The sole recourse of any person refused carriage or removed en route for any reason specified in this Rule shall be recovery of the refund value of the unused portion of his or her ticket as provided in Rule 90(B).

### **RULE 26 CARRIAGE OF CHILDREN**

#### A. Accompanied Children

##### **(1) General Rule**

Except as set forth in this Rule, children under the age of 15 will not be accepted for transportation unless they are accompanied on the same flight in the same compartment by a parent, legal guardian, or other passenger at least 18 years of age

##### **(2) Accompanied Children Less Than 2 Years Old.**

One child less than 2 years old not occupying a seat may travel with an adult fare-paying passenger at least 18 years old or parent/legal guardian upon payment of the applicable fare as defined in Rule 200 of this tariff or in the adult fare rules. Additional infants and infants occupying a seat must pay the applicable fare. A maximum of 2 infants is permitted for each adult. GLOBAL GHANA AIRLINES recommends that any child occupying a seat be placed in an approved safety seat. Infants who will reach their second birthday during a journey will be required to occupy a seat, paying the lowest applicable fare for the entire journey.

#### B. Unaccompanied Children Under the age of 15.

Children under the age of 15 may travel unaccompanied on GLOBAL GHANA AIRLINES only under the following conditions:

**(1) Children under the age of 5**

No child under the age of 5 will be accepted for unaccompanied travel.

**(2) Children aged 5 through 14**

Children ages 5 through 7 may travel unaccompanied on non-stop flights only and may not connect to other airlines. Children ages 8 through 14 may travel unaccompanied on GLOBAL GHANA AIRLINES' non-stop flights.

C. Unaccompanied Minor Service

**(1) When Unaccompanied Minor Service is Required**

Except as otherwise provided in this Rule, Unaccompanied Minor Service is required for all passengers under the age of 15 that GLOBAL GHANA AIRLINES accepts for transportation.

**(2) Unaccompanied Minor Service Defined**

Unaccompanied Minor Service means that GLOBAL GHANA AIRLINES will provide supervision for the child from the time of boarding until the child is met at the stop over point or destination. GLOBAL GHANA AIRLINES will assume no financial or guardianship responsibilities for unaccompanied children beyond those applicable to an adult passenger. GLOBAL GHANA AIRLINES has the right, but is not obligated to require identification of the responsible party meeting the child at a transfer point or final destination. An unaccompanied minor must be confirmed to destination and may not be confirmed on the last connecting flight of the evening (with the exception of markets where there is only one connection and it is the last flight of the day), nor may an unaccompanied minor travel on a flight expected to terminate short of, or bypass, the child's destination. GLOBAL GHANA AIRLINES may rebook the child on an alternate flight if there is a possibility that weather, irregular operations, or other conditions may cause a flight to be diverted. GLOBAL GHANA AIRLINES requires that a parent or responsible adult accompany the child until boarding, and this adult must provide the name, telephone number, and address of the party meeting the child at the transfer point or final destination. GLOBAL GHANA AIRLINES reserves the right to refuse to release an unaccompanied child to anyone other than the pre-designated party. GLOBAL GHANA AIRLINES representatives cannot administer medicine to children flying alone. An unaccompanied minor may not travel on any domestic flight greater than 2 hrs in length which departs between 9 PM and 5 AM ("red-eye flight"). This restriction does not apply for red-eye flights to/from Hawaii and Alaska; however, an unaccompanied minor on a red-eye flight from Hawaii or Alaska may not connect to a domestic red-eye flight or to the last flight of the day.

D. **Unaccompanied Children Ages 15-17**

Although not required, a parent or guardian may request Unaccompanied Minor Service for unaccompanied minors ages 15-17. The applicable unaccompanied minor service charge will apply.

E. Unaccompanied Minor Service Charge

In addition to the applicable fare, unaccompanied minors for whom Unaccompanied Minor Service is required or has been requested must pay an unaccompanied minor service charge in the amounts

set forth below. GLOBAL GHANA AIRLINES reserves the right to refuse to transport any unaccompanied minor for whom Unaccompanied Minor Services are required or requested but for whom the applicable unaccompanied minor service fee has not been paid: If 2 or more unaccompanied minors who are members of the same immediate family and ticketed together are traveling together, only one service charge will be assessed.

The unaccompanied minor service charge will be USD 150/CAD 150/EUR 150\* each way for non-stop travel and USD 150/CAD 150/EUR 150\* each way for connecting travel.

\*Brazil and Japan – subject to government approval.

\*CAD amount will be charged exit Canada and EUR amount charged exit Europe.

F. Proof of Permission to Travel

Minors at least (12) years of age but under (18) years of age traveling unaccompanied by their parents or guardians, although paying the adult fare, will be required to satisfy the office or agency booking such passage of the fact that their parents or guardians are aware of their intent to travel and have given their permission for such travel and to leave their country of origin if the travel being undertaken so requires. If time permits prior to departure, a statement in writing to that effect will be required from parents or guardian and if the travel is international, the statement must also say that the minor(s) will be visiting and in the charge of responsible person(s) while in the country of destination. If reservation has been made so near departure time that written statement is not obtainable, then oral assurance will be required.

**RULE 30 GROUND TRANSFER SERVICE**

A) GENERAL

Except as otherwise specified below, GLOBAL GHANA AIRLINES does not operate or provide ground transfer service between airports or between airports and city centers. Any such service is performed by independent operators who are not and shall not be deemed to be agents or servants of GLOBAL GHANA AIRLINES. Although GLOBAL GHANA AIRLINES may assist you in making arrangements for such ground transfer service, you agree that GLOBAL GHANA AIRLINES is not liable for any act or omission of any such independent operator. If we issue you a voucher to cover the cost of services provided by any such independent contractor and you decide not to use the services, the voucher for such services will have no refund value.

**RULE 33: CARRIAGE OF PERSONS WITH DISABILITIES**

A) Acceptance for Carriage

GLOBAL GHANA AIRLINES will make every effort to accommodate a person with a disability and will not refuse to transport a person solely based on the person's disability, except as permitted or required by law.

B) Acceptance of Declaration of Self-Reliance

Unless GLOBAL GHANA AIRLINES determines a Safety Assistant is essential for safety, pursuant to Rule 33 C), GLOBAL GHANA AIRLINES will accept the determination made by or on behalf of a person with a disability as to self-reliance. Once advised that the person is "self-reliant", GLOBAL GHANA AIRLINES shall not refuse such passenger transportation on the basis that the person with a disability is not accompanied by a Personal Attendant or based on the assumption that the passenger may require extraordinary assistance from airline employees in meeting the passenger's needs.

#### C) Accompanying Safety Assistant Required for Certain Passengers

GLOBAL GHANA AIRLINES may require that a Safety Assistant accompany a person with a disability as a condition of providing transportation if GLOBAL GHANA AIRLINES determines that such an assistant is essential for safety, such as in, but not limited to, the following circumstances:

- 1) A passenger is unable to comprehend or respond appropriately to safety related instructions due to a mental disability;
- 2) A passenger is unable to physically assist in the passenger's own evacuation from the aircraft due to a severe mobility impairment; or
- 3) A passenger is unable to establish a means of communication with GLOBAL GHANA AIRLINES personnel sufficient to receive the safety briefing due to having both severe hearing and vision impairments.

#### D) Medical Clearance

GLOBAL GHANA AIRLINES will not require a medical clearance for a person with a disability as a condition of travel, except as permitted by law. GLOBAL GHANA AIRLINES may require a medical certificate when, in good faith and using its reasonable discretion, GLOBAL GHANA AIRLINES determines there is reasonable doubt that a passenger can complete the flight safely without requiring extraordinary medical assistance.

#### E) Seating Restrictions and Assignments

When a person identifies the nature of his or her disability, GLOBAL GHANA AIRLINES will, to the extent possible, accommodate the passenger with a seat assignment that suits the passenger's needs, including seating the passenger together with any Safety Attendant or Personal Attendant traveling with the passenger. Passengers with a disability will not be prohibited from occupying seats in designated emergency exit rows, except to the extent required by law.

#### F) Acceptance of Aids

In addition to the regular baggage allowance, GLOBAL GHANA AIRLINES will accept, without charge, as priority checked baggage, mobility aids, including but not limited to:

- 1) an electric wheelchair, a scooter or a manually operated rigid-frame wheelchair;
- 2) a manually operated, folding wheelchair;
- 3) a walker, a cane, crutches or braces;
- 4) any device that assists the person to communicate; and 5) any prosthesis or medical device.

Where space permits, GLOBAL GHANA AIRLINES will, without charge, permit the passenger to store a manually operated, folding wheelchair and other small mobility aids in the passenger cabin during the flight. The assembling and disassembling of mobility aids will be provided by GLOBAL GHANA AIRLINES, without charge. Wheelchairs and mobility aids will be the last items to be stowed in the aircraft hold and the first items to be removed.

#### G) Manually Operated Wheelchair Access

To the extent permitted by space and facilities, GLOBAL GHANA AIRLINES will permit a passenger using a manually operated wheelchair to remain in the wheelchair:

- 1) until the passenger reaches the boarding gate;
- 2) while the passenger is moving between the terminal and the aircraft door; and 3) while the passenger is moving between the terminal and the aircraft.

## H) Service Animals

GLOBAL GHANA AIRLINES will accept for transportation, without charge, a service animal required to assist a person with a disability. To the extent possible, GLOBAL GHANA AIRLINES will assign a seat to the person that provides sufficient space for the person and the service animal. GLOBAL GHANA AIRLINES will permit the service animal to accompany the person onboard the aircraft and to remain on the floor at the person's seat. The service animal will not be permitted to occupy a passenger seat. To the extent permitted or required by law, GLOBAL GHANA AIRLINES reserves the right to deny transportation to any service animal when reasonably necessary, in GLOBAL GHANA AIRLINES' sole discretion, for the comfort or safety of passengers or crewmembers or for the prevention of damage to the property of GLOBAL GHANA AIRLINES or its passengers or employees.

## I) Services to be Provided to Persons with Disabilities

Upon request, GLOBAL GHANA AIRLINES will provide the following services to a person with a disability:

- 1) assistance with registration at the check-in counter;
- 2) assistance in proceeding to the boarding area;
- 3) assistance in boarding and deplaning;
- 4) assistance in stowing and retrieving carry-on baggage and retrieving checked baggage;
- 5) assistance in moving to and from an aircraft lavatory;
- 6) assistance in proceeding to the general public area or, in some cases, to a representative of another carrier;
- 7) transfer between the person's own mobility aid and a mobility aid provided by GLOBAL GHANA AIRLINES;
- 8) transfer between a mobility aid and the passenger's seat;
- 9) limited assistance with meals, such as opening packages, identifying items, and cutting large food portions;
- 10) inquiring periodically during a flight about a passenger's needs; and
- 11) briefing individual passengers with disabilities and any attendant on emergency procedures and the layout of the cabin.

## J) Advance Notice for Special Services

To the extent permitted by law, GLOBAL GHANA AIRLINES may require advance notice for certain special services desired by a person with a disability. Services applicable under this rule include but are not limited to:

- 1) transportation of an electric wheelchair on an aircraft of less than 60;
- 2) provision of hazardous materials packaging for batteries or other assistive device that are required to have such packaging;
- 3) accommodation for a group of 10 or more passengers with disabilities traveling as a group;
- 4) provision of an onboard wheelchair on an aircraft of 60 seats or more;
- 5) transportation of an emotional support or psychiatric service animal in the cabin;
- 6) transportation of a service animal on a flight segment scheduled to take 8 or more hours; or 7) accommodation of a passenger with both severe vision and hearing impairments.

Such requests should be made by the passenger at the time of reservation and as far in advance as possible. If a passenger requests a special service at least 48 hours prior to departure, GLOBAL GHANA AIRLINES will, to the extent possible, provide the service. If a passenger requests a service less than 48 hours prior to departure, GLOBAL GHANA AIRLINES will make a reasonable effort to provide the service.

## K) Boarding and Deplaning

Where a person with a disability requests assistance in boarding or seating or in stowing carry-on baggage, GLOBAL GHANA AIRLINES will allow the passenger to board the aircraft in advance of other passengers where time permits.

L) Communication and Confirmation of Information

GLOBAL GHANA AIRLINES will insure that announcements to passengers concerning stops, delays, schedule changes, connections, on-board services, and claiming baggage are communicated to any person with a disability in a manner sufficient for the person to understand the communication.

M) Inquire Periodically

When passengers in wheelchairs that are not independently mobile are waiting to board an aircraft, GLOBAL GHANA AIRLINES will inquire periodically about their needs and shall attend to those needs where the services required are usually provided by GLOBAL GHANA AIRLINES.

**RULE 36 PASSENGER EXPENSES EN ROUTE**

A) MEALS, HOTEL ACCOMMODATIONS, GROUND TRANSPORTATION

Except as specifically provided to the contrary in any of our regulations that may govern a particular itinerary or fare, your fare does not include the cost of any expenses you may incur en route, including, for example, hotel expenses, charges for ground transportation service, or meals other than those served aloft. Meal service is not provided on all flights but may be available for an additional charge.

B) TAXES & OTHER GOVERNMENT OR AIRPORT-IMPOSED FEES OR CHARGES

Except as specifically provided to the contrary in any of our regulations that may govern a particular itinerary or fare, your fare excludes any taxes, or other government or airport-imposed service charges or transit taxes. Any tax or other charge imposed by government or airport authority and collectable from a passenger will be in addition to the published fares and charges.

C) HOTEL RESERVATIONS

If you request that we do so, GLOBAL GHANA AIRLINES may request hotel reservations for your convenience, but we do not guarantee the availability or quality of accommodations. Any expenses we incur in arranging, or attempting to arrange, for reservations will be chargeable to you, except as otherwise provided in this contract of carriage or in our regulations.

D) ARRANGEMENTS MADE BY CARRIER

If we assist you in making arrangements for hotel, meals, excursion trips on the ground, or other similar incidental arrangements, whether or not we pay the cost of these arrangements, GLOBAL GHANA AIRLINES acts only as your agent. The third parties providing these services are neither the agents nor employees of GLOBAL GHANA AIRLINES, and GLOBAL GHANA AIRLINES is not liable for loss, damage or expense of any nature whatsoever that you may incur as a result of or in connection with your use of these services or the denial of such services by any other person.

**RULE 45 ADMINISTRATIVE FORMALITIES - PASSPORTS, VISAS AND TOURIST CARDS**

A) COMPLIANCE WITH REGULATIONS

The passenger shall comply with all laws, regulations, orders, demands, or travel requirements of countries to be flown from, into, or over, and with all rules, regulations, and instructions of carrier. Carrier shall not be liable for any aid or information given by any agent or employee of carrier to any passenger in connection with obtaining necessary documents or complying with such laws, regulations, orders, demands, requirements, or instructions, whether given orally, in writing, or otherwise, or for the

consequences to any passenger resulting from his failure to obtain such documents or to comply with such laws, regulations, orders, demands, requirements, or instructions.

#### **B) PASSPORTS AND VISAS**

- 1) Each passenger desiring transportation across any international boundary will be responsible for obtaining all necessary travel documents and for complying with all government travel requirements. The passenger must present all exit, entry and other documents required by the laws, and, unless applicable laws provide otherwise, shall indemnify the carrier for any loss, damage, or expense suffered or incurred by such carrier by reason of such passenger's failure to do so. Carrier is not liable to the passenger for loss or expense due to the passenger's failure to comply with this provision. Carrier reserves the right to refuse carriage to any passenger who has not complied with applicable laws, regulations, orders, demands, or requirements or whose documents are not complete. No carrier shall be liable for any aid or information given by any agent or employee of such carrier to any passenger in connection with obtaining such documents or complying with such laws, whether given orally or in writing or otherwise.
- 2) Subject to applicable laws and regulations, the passenger agrees to pay the applicable fare whenever carrier, on government order, is required to return a passenger to his point of origin or elsewhere due to the passenger's inadmissibility into or deportation from a country, whether of transit or of destination. The fare applicable will be the fare that would have been applicable had the original ticket designated the revised destination on the new ticket. Any difference between the fare so applicable and the fare paid by the passenger will be collected from or refunded to the passenger as the case may be. Carrier may apply to the payment of such fares any funds paid by the passenger to carrier for unused carriage, or any funds of the passenger in the possession of carrier. The fare collected for carriage to the point of refusal or deportation will not be refunded by the carrier, unless the law of such country requires that such fare be refunded.
- 3) Passenger Transiting Without VISA (TRWOV) - Service Charge (Applicable to passengers traveling under the Transit Without Visa Agreement A) passenger transiting a point in the U.S.A. without a Visa will be assessed a service charge of USD 25.00 or its equivalent converted at the applicable Banker's Rate when DL is the carrier providing the passenger with transportation to the U.S.A.  
NOTE: The service charge will be collected upon passenger check in at the last stopover point prior to arrival in the U.S.A. or if there is no stopover, the point of origin.

#### **C) CUSTOMS INSPECTION**

If required, the passenger must attend inspection of his baggage, checked or unchecked, by customs or other government officials. Carrier accepts no responsibility toward the passenger if the latter fails to observe this condition. If damage is caused to carrier because of the passenger's failure to observe this condition, the passenger shall indemnify carrier therefor.

#### **D) GOVERNMENT REGULATION**

No liability shall attach to carrier if carrier in good faith determines that what it understands to be applicable law, government regulation, demand, order or requirement, requires that it refuse and it does refuse to carry a passenger.

#### **RULE 47 SMOKE FREE SERVICE**

GLOBAL GHANA AIRLINES prohibits smoking and the use of all smokeless tobacco products on all flights operated by DL worldwide.

EXCEPTION: This rule does not apply to codeshare flights operated by another airline.

#### **RULE 50 PASSENGER MEDICAL OXYGEN**

- A) Portable Oxygen Concentrators

On flights operated by GLOBAL GHANA AIRLINES carrier's passengers may use Portable Oxygen Concentrators (POCs) that have been approved for use by GLOBAL GHANA AIRLINES upon meeting the requirements listed below. The current list of approved POC devices is available on flygga.com or may be obtained by calling GLOBAL GHANA AIRLINES Reservations.

1) Advance Notice Required

Passengers must provide written notice of their plans to use a POC to GLOBAL GHANA AIRLINES or its designee at least 48 prior to the scheduled departure time of the first flight in their itinerary

2) Medical Screening

GLOBAL GHANA AIRLINES requires that passengers who wish to use a POC on a GLOBAL GHANA AIRLINES flight must receive medical screening prior to their flight. This service is provided by GLOBAL GHANA AIRLINES at no cost to the passenger. If the passenger makes any voluntary change to his/her itinerary after completion of the medical screening and the change results in a longer flight time than the original itinerary, re-screening will be required.

3) Medical Certificate Required

All passengers using medical oxygen on a GLOBAL GHANA AIRLINES flight must possess a written statement or a medical certificate indicating:

- a) A signature by a licensed physician certifying the need for in-flight oxygen.
- b) The passenger is able to fly without physical risk to herself/himself or to other passengers.
- c) The amount of oxygen required per hour and the maximum flow rate in liters per minute required at 8000 ft. altitude.

B) Seating Restrictions

Passengers using medical oxygen on a GLOBAL GHANA AIRLINES flight must be seated in a row other than an emergency exit or bulkhead.

**RULE 55 LIABILITY OF CARRIERS**

**A) LAWS AND PROVISIONS APPLICABLE**

1)The Carrier shall be liable under Article 17 of the Warsaw Convention or Montreal Convention, whichever may apply, for recoverable compensatory damages sustained in the case of death or bodily injury of a passenger, as provided in the following paragraphs:

- a) The Carrier shall not be able to exclude or limit its liability for damages not exceeding 113,100 Special Drawing Rights for each passenger.
- b) The Carrier shall not be liable for damages to the extent that they exceed 113,100 Special Drawing Rights for each passenger if the Carrier proves that:
  - 1) such damage was not due to the negligence or other wrongful act or omission of the Carrier or its servants or agents; or
  - 2) such damage was solely due to the negligence or other wrongful act or omission of a third party.

- c) The Carrier reserves all other defenses and limitations available under the Warsaw Convention or the Montreal Convention, whichever may apply, to such claims including, but not limited to, the exoneration defense of Article 21 of the Warsaw Convention and Article 20 of the Montreal Convention except that the Carrier shall not invoke Articles 20 and 22(1) of the Warsaw Convention in a manner inconsistent with paragraphs (1) and (2) hereof.
- d) With respect to third parties, the Carrier reserves all rights of recourse against any other person, including without limitation, rights of contribution and indemnity.
- e) The Carrier agrees that, subject to applicable law, recoverable compensatory damages for such claims may be determined by reference to the laws of the country of the domicile or country of permanent residence of the passenger.

2) In cases of personal injury or death, the Carrier shall make an advance payment where the Carrier determines it is necessary to meet the immediate economic needs of, and hardship suffered by, a passenger as provided in the following paragraphs:

- a) Unless a dispute arises over the identity of the person to whom an advance payment shall be made, the Carrier shall, without delay, make the advance payment to the passenger in an amount or amounts determined by the Carrier in its sole discretion. In the event of death of a passenger, the amount of the advance payment shall not be less than 16,000 Special Drawing Rights, which shall be paid to a representative of the passenger's next of kin eligible to receive such advance payment as determined by the Carrier in its sole discretion.
- b) The Carrier shall make the advance payment as an advance against the Carrier's liability under the Warsaw Convention, or the Montreal Convention, whichever may apply. An advance payment shall not constitute recognition of liability. An advance payment shall be offset against, or deducted from the payment of, any settlement or judgment with respect to any claim for compensation on behalf of the passenger.
- c) The Carrier, in making an advance payment, does not waive any rights, defenses, or limitations available under the Warsaw Convention, or the Montreal Convention, whichever may apply, to any claim on behalf of the passenger, nor shall acceptance of an advance payment constitute a release of any claim, whatsoever, by any person.
- d) The Carrier, in making an advance payment, preserves its right to seek contribution or indemnity from any other person for such payment, which shall not be deemed to be voluntary contribution or contractual payment on the part of the Carrier.
- e) The Carrier may recover an advance payment from any person where it is proven that the Carrier is not liable for any damage sustained by the passenger, or where it is proven that the person was not entitled to receive the payment, or where and to the extent that it is proven that the person who received the advance payment caused, or contributed to, the damage.

3) The Carrier shall be liable for damage occasioned by delay in the carriage of passengers by air, as provided in the following paragraphs:

- a) The Carrier shall not be liable if it proves that it and its servants and agents took all measures that could reasonably be required to avoid the damage, or that it was impossible for it or them to take such measures.
- b) Airport, air traffic control, security, and other facilities or personnel, whether public or private, not under the control and direction of the Carrier are not servants or agents of the Carrier, and the Carrier is not liable to the extent the delay is caused by these kinds of facilities or personnel.
- c) Damages occasioned by delay are subject to the terms, limitations and defenses set forth in the Warsaw Convention and the Montreal Convention, whichever may apply. They include foreseeable compensatory damages sustained by a passenger and do not include mental injury damages.
- d) The Carrier reserves all defenses and limitations available under the Warsaw Convention or the Montreal Convention, whichever may apply, to claims for damage occasioned by delay, including, but not limited to, the exoneration defense of Article 21 of the Warsaw Convention and Article 20 of the Montreal Convention. Under the Montreal Convention, the liability of the Carrier for damage caused by delay is limited to 4,694 Special Drawing Rights per passenger. The

limits of liability shall not apply in cases described in Article 25 of the Warsaw Convention or Article 22(5) of the Montreal Convention, whichever may apply.

- 4) The Carrier is liable for damages sustained in the case of destruction or loss of, damage to, or delay of checked and unchecked baggage, as provided in the following paragraphs:
  - a) Except as provided below, the liability of the Carrier is limited to 1131 Special Drawing Rights for each passenger in the case of destruction, loss, damage, or delay of baggage, whether checked or unchecked, under the Warsaw Convention or the Montreal Convention, whichever may apply. Unless the passenger proves otherwise:
    - 1) all baggage checked by a passenger shall be considered to be the property of that passenger;
    - 2) a particular piece of baggage, checked or unchecked, shall not be considered to be the property of more than one passenger; and
    - 3) unchecked baggage, including personal items, shall be considered to be the property of the passenger in possession of the baggage at the time of embarkation.
  - b) If a passenger makes, at the time checked baggage is handed to the Carrier, a special declaration of interest and has paid a supplementary sum, if applicable, the Carrier will be liable for destruction, loss, damage, or delay of such checked baggage in an amount not exceeding the declared amount, unless the Carrier proves that the declared amount is greater than the passenger's actual interest in delivery at destination. The declared amount, and the Carrier's liability, shall not exceed the total amount of declaration permissible under the Carrier's regulations, inclusive of the limitation of paragraph D.(1) hereof. In the case of transportation under the Warsaw Convention, no supplementary sum shall apply unless the declared amount exceeds 19 Special Drawing Rights per kilogram of the total recorded weight of the checked baggage at the time the baggage is handed to the Carrier. Nevertheless, the Carrier may impose charges for pieces of baggage in excess of any free allowance the Carrier may provide.
  - c) In the case of unchecked baggage, the Carrier is liable only to the extent the damage resulted from its fault, or that of its servants or agents.
  - d) The Carrier is not liable for destruction, loss, damage, or delay of baggage not in the charge of the Carrier, including baggage undergoing security inspections or measures not under the control and direction of the Carrier.
  - e) The Carrier reserves all defenses and limitations available under the Warsaw Convention, and the Montreal Convention, whichever may apply to such claims including, but not limited to, the defense of Article 20 of the Warsaw Convention and Article 19 of the Montreal Convention, and the exoneration defense of Article 21 of the Warsaw Convention and Article 20 of the Montreal Convention, except that the Carrier shall not invoke Article 22(2) and (3) of the Warsaw Convention in a manner inconsistent with paragraph 4(a) hereof. The limits of liability shall not apply in cases described in Article 25 of the Warsaw Convention or Article 22(5) of the Montreal Convention, whichever may apply.
- 5) Under the Warsaw Convention and the Montreal Convention, whichever may apply, an action for damages must be brought within two years, and a complaint must be made to the carrier within seven calendar days in the case of damage to baggage, and 21 calendar days in the case of delay thereof.

**C) LIMITATION OF LIABILITY-** Except as the applicable Convention or other law may otherwise require:

- 1) Carrier is not liable for any death, injury, delay, loss, or other damage of whatsoever nature (hereinafter in this tariff collectively referred to as "damage") to passengers or unchecked baggage arising out of or in connection with carriage or other services performed by carrier incidental thereto, unless such damage is caused by the negligence of carrier. Assistance rendered to the passenger by carrier's employees in loading, unloading, or transshipping baggage shall be considered as gratuitous service to the passenger. Carrier is not liable for damage to such unchecked baggage incurred during, or as a result of such service, irrespective of the negligence of carrier's employees.

- 2) Carrier is not liable for any damage directly and solely arising out of its compliance with any laws, government regulations, orders, or requirements or from failure of passenger to comply with same, or out of any cause beyond carrier's control.
- 3) Carrier is not to be liable for damage to a passenger's baggage caused by property contained in the passenger's baggage. Any passenger whose property caused damage to another passenger's baggage or to the property of carrier shall indemnify carrier for all losses and expenses incurred by carrier as a result thereof.
- 4) GLOBAL GHANA AIRLINES assumes no liability for preexisting damage, including minor cuts, scratches, and broken zippers as a result of over packing, or for wear and tear resulting from ordinary handling of baggage.
- 5) When carrier has exercised the ordinary standard of care, it shall not be liable for spoilage resulting from delay in delivery of any perishables described in Rule 116 (BAGGAGE REGULATIONS), nor for damage to, or damage caused by, fragile articles described in Rule 116 which are unsuitably packed and which are included in a passenger's checked baggage without carrier's knowledge. Carrier shall not be liable for the damage, or delay in delivery of a passenger's checked baggage and property accepted pursuant to the execution of a release as set forth in Rule 116, to the extent that such release relieves carrier of liability.
- 6) Carrier may refuse to accept any articles that do not constitute baggage as such term is defined herein, but if delivered to and received by carrier, such articles shall be deemed to be within the baggage valuation and limit of liability, and shall be subject to the published rates and charges of carrier.
- 7)
  - a) Liability of carrier for damages shall be limited to occurrences on its own line, except in the case of checked baggage as to which the passenger also has a right of action against the first or last carrier.
  - b) A carrier issuing a ticket or checking baggage for carriage over the lines of another carrier does so only as agent.
  - c) Carrier shall not be liable for death or injury of a passenger not occurring on its own line.
- 8) Carrier shall not be liable in any event for any consequential or special damage arising from carriage subject to this tariff, whether or not carrier had knowledge that such damages might be incurred.
- 9) Any exclusion or limitation of liability of carrier under this tariff or the ticket shall apply to agents, servants, or representatives of the carrier acting within the scope of their employment and also to any person whose aircraft is used by the carrier and its agents, servants or representatives acting within the scope of their employment.
- 10) The owner of a pet shall be responsible for compliance with all governmental regulations and restrictions, including furnishing valid health and rabies vaccination certificates when required. Carrier will not be liable for loss or expense due to the passenger's failure to comply with this provision, and carrier will not be responsible if any pet is refused passage into or through any country, state, or territory.

#### D) TIME LIMITATIONS ON CLAIMS AND ACTIONS

- 1) No action shall lie in the case of damage to baggage unless the person entitled to delivery complains to the carrier forthwith after the discovery of the damage, and, at the latest, within seven days from the date of receipt; and in the case of delay, or loss, complaint must be made at the latest within 21 days from the date on which the baggage has been placed at his disposal (in the case of delay), or should have been placed at his disposal (in the case of loss). Every complaint must be made in writing and dispatched within the time aforesaid. Where carriage is not "international carriage" as defined in the applicable Convention, failure to give notice shall not be a bar to suit where claimant proves that
  - a) it was not reasonably possible for him to give such notice, or
  - b) that notice was not given due to fraud on the part of carrier, or
  - c) the management of carrier had knowledge of damage to passenger's baggage.
- 2) Any right to damages against carrier shall be extinguished unless an action is brought within two years reckoned from the date of arrival at the destination, or from the date on which the aircraft ought to have arrived, or from the date on which the carriage stopped.

E) OVERRIDING LAW- Insofar as any provision contained or referred to in the ticket or in this tariff may be contrary to a law, government regulation, order or requirement which severally cannot be waived by agreement of the parties, such provisions shall remain applicable and be considered as part of the contract of carriage to the extent only that such provision is not contrary thereto. The invalidity of any provision shall not affect any other part.

F) MODIFICATION AND WAIVER- No agent, servant, or representative of carrier has authority to alter, modify, or waive any provisions of the contract of carriage or this tariff.

G) GRATUITOUS TRANSPORTATION

- 1) Gratuitous transportation by carrier of persons as hereinafter described shall be governed by all the provisions of this rule, except subparagraph (2) below and by all other applicable rules of this tariff.
  - a) Transportation of persons injured in aircraft accidents on the lines of carrier and physicians and nurses attending such persons.
  - b) Transportation of persons, the object of which is that of providing relief in general epidemics, pestilence or other calamitous visitation.
  - c) Transportation of persons, which is required by and authorized pursuant to Part 223 of the Economic Regulations of the Department of Transportation of the United States of America.
  - d) Transportation of persons which is subject to the Convention.
  - e) Transportation of officers, employees and servants of carrier traveling in the course of their employment and in the furtherance of carrier's business.
- 2) Except in respect of gratuitous transportation of persons described in paragraph (G) (1) above, carrier in furnishing gratuitous transportation shall not be liable (the provisions of Rule 55(B) and (C) to the contrary notwithstanding) under any circumstances whether of its own negligence or that of its officers, agents, representatives or employees, or otherwise, and the person using such free transportation on behalf of himself, his heirs, legal representative, defendants and other parties in interest, and their representatives, assignees, releases and agrees to indemnify carrier, its officers, agents, representatives and employees from all liability (including cost and expenses), for any and all delay, and for failure to complete passage, and from any and all loss or damage to the property of such person.
- 3) Except in respect of gratuitous transportation of persons described in paragraph (G)(1) above, carrier in furnishing gratuitous transportation shall not be liable under any circumstances whether of its own negligence or that of its officers, agents, representatives or employees, or otherwise, and the person using such free transportation, on behalf of himself, his heirs, legal representatives, defendants and other parties in interest, and their representatives, assignees, releases and agrees to indemnify Carrier, its officers, agents, representatives and employees from all liability (including cost and expenses) for any and all death or injury, to such person (See NOTE below).

NOTE: Rules stating any limitation on, or conditions relating to, the liability of carriers for personal injury or death are not permitted to be included in tariffs filed pursuant to the laws of the United States, except to the extent provided in Rule 55 (B)(1). Insofar as this rule states any such limitation or condition it is included herein; except to the extent provided in Rule 55 (B)(1), as part of the tariff filed with governments other than the United States and not as part of this tariff filed with the Department of Transportation of the United States.

## 1. **Baggage**

For itineraries in which at least one segment is operated by a GLOBAL GHANA AIRLINES, only standard sized baggage (not to exceed a maximum outside linear dimension of 62 inches or a maximum weight of 50 lbs.) will be accepted. These more restrictive rules apply throughout the itinerary, including flights

operated by GLOBAL GHANA AIRLINES. Only the first checked bag will be accepted free of charge. One carry-on bag not exceeding 11 pounds and 46 linear inches is also permitted.

## **2. Unaccompanied Minors**

No unaccompanied minors will be accepted.

## **3. Carriage of Animals**

No animals (other than service animals, emotional support animals, and animals owned by members of the U.S. military and their families who are traveling on active transfer orders) will be accepted.

## **4. Check-In Requirements**

Minimum Check-in time of 2 hours will apply.

## **RULE 60 RESERVATIONS**

A) GENERAL- A ticket will be valid only for flight(s) for which reservation(s) shall have been made, and only between the points named on the ticket or applicable flight coupons. A passenger holding an unused open-date ticket or portion thereof or exchange order for onward travel, or who wishes to change his ticketed reservations to another date, shall not be entitled to any preferential right with respect to the obtaining of reservations.

### **B) CONDITIONS OF RESERVATIONS**

- 1) A reservation for space on a given flight is valid when the availability and allocation of such space is confirmed by a reservations agent of the carrier and entered in the carrier's electronic reservations system. Subject to payment or satisfactory credit arrangements, a validated ticket will be issued by the carrier indicating such confirmed space, provided passenger applies to carrier for such ticket at least 60 minutes (30 minutes within Area I) prior to scheduled flight departure time of the flight to which such reservation applies. Such reservation of space is subject to cancellation by the carrier without notice if the passenger has not obtained a validated ticket specifying thereon his confirmed reserved space at least 60 minutes (30 minutes within Area I) prior to the scheduled departure time of the flight to which such reservation applies.

EXCEPTION 1: If the passenger agrees to obtain a validated ticket issued by the carrier indicating such confirmed space at a time greater than 60 minutes (30 minutes within Area I) prior to scheduled departure time of the flight to which such reservation applies, such earlier time limit will be entered into the carrier's electronic reservations system. The reservation for such passenger is subject to cancellation by the carrier without notice if the passenger has not obtained a validated ticket specifying thereon his confirmed reserved space prior to the agreed time in advance of the scheduled departure of the flight to which such reservation applies.

EXCEPTION 2: Where other rules contained herein provide for issuance, validation or purchase of a ticket more than 60 minutes (30 minutes within Area I) prior to the scheduled departure time of the flight to which a reservation applies, the advance ticketing limit specified in such other rules will apply.

- 2) Overbooking: All of the carrier's flights are subject to overbooking which could result in the carrier's inability to provide previously confirmed space for a given flight or for the class of service reserved. In that event, the carrier's obligation to the passenger is governed by Rule 87 (DENIED BOARDING COMPENSATION). The term overbooking as used in this rule means the limited acceptance of more confirmed reservations for a class of service on a given flight than the seating capacity of that class of service on the aircraft.
- 3) Seat Allocation: Carrier does not guarantee allocation of any particular space in the aircraft.

### C) CANCELLATION OF RESERVATIONS

- 1) Carrier will cancel the reservation of any passenger whenever such action is necessary to comply with any governmental regulation, or to comply with any governmental request for emergency transportation in connection with the national defense, or whenever such action is necessary or advisable by reason of weather or other conditions beyond its control.
- 2) The Transportation Security Agency's (TSA) Secure Flight Program requires that GLOBAL GHANA AIRLINES collect the following additional information from passengers when making a reservation to fly within, into or out of the United States and reservations for point-to-point international flights operated by U.S.-based airlines:
  - (1) Full Name (required), as it appears on government-issued I.D. approved for use when traveling.
  - (2) Date of Birth (required)
  - (3) Gender (required)
  - (4) Redress number (optional)

GLOBAL GHANA AIRLINES may cancel your reservation if the reservation does not include the required Secure Flight Passenger Data (full name, date of birth, and gender) at least 72 hours prior to your scheduled departure. This cancellation policy applies to all GLOBAL GHANA AIRLINES tickets, including tickets for possible/future codeshare partners' flights.

- 3) Failure to Occupy Space: If the passenger fails to occupy space which has been reserved for him on a flight of any carrier and such carrier fails to receive notice of the cancellation of such reservation prior to the departure of such flight, or if any carrier cancels the reservation of any passenger in accordance with paragraphs of this rule, such carrier will cancel all reservations held by such passenger on the flights of any carrier for continuing or return space, provided such carrier originally reserved the space.
  - 4) Carrier is not liable when it cancels the reservation of any passenger in accordance with this rule, but
    - a) if such reservation was canceled pursuant to paragraph (C)(I) of this rule, such carrier will take such action as is provided in Rule 80.
    - b) if such reservation was canceled pursuant to other paragraphs of this rule, such carrier will refund in accordance with Rule 90-(E) (REFUND).
  - 5) Multiple bookings of a fictitious nature are prohibited by GLOBAL GHANA AIRLINES. In the event GLOBAL GHANA AIRLINES determines that an individual has confirmed such bookings to one or more destination(s) on or about the same date(s), the carrier reserves the right to cancel all confirmed space associated with the multiple reservations without notice to the passenger or the person making the booking.
- D) TIME LIMIT FOR TICKET ISSUANCE/PAYMENT- Passenger must apply for a validated ticket at least 30 minutes prior to the scheduled departure time of the flight within the Continental U.S. to which reservations apply, or at least 60 minutes prior to the departure time of a flight to/from a point outside the Continental U.S.
- E) COMMUNICATION CHARGES- The passenger will be charged for any communication expense paid or incurred by carrier for telephone, telegraph, radio, or cable arising from a special request of the passenger concerning a reservation.

### F) CHECK IN TIME LIMITS

- 1) Reservations and seat assignments are subject to cancellation if the passenger is not at the airport and checked-in for his or her flight prior to the applicable check-in deadlines, and at the gate and ready for boarding prior to the applicable boarding deadlines. The check-in and boarding deadlines in effect on the date of travel will apply. Current check-in and boarding deadlines are posted at [www.flygga.com/international-travel-rules-and-regulations.html](http://www.flygga.com/international-travel-rules-and-regulations.html). It is the passenger's responsibility to arrive at the airport with sufficient time to complete all ticketing, baggage check, and security clearance procedures and to arrive at the gate ready to board by these deadlines. The deadlines

posted on flygga.com refer to the number of minutes prior to the scheduled departure of the flight on which the reservation was made. Failure to comply with these deadlines will subject the entire itinerary to cancellation.

- 2) Passengers must arrive at the airport sufficiently in advance of a flight departure time to permit completion of government formality and departure procedures. Departures will not be delayed for passengers who are either improperly documented, or are not ready to travel at the time of scheduled departure. Carrier is not liable to the passenger for lost or expense to due passenger's failure to comply with this provision.

#### **Rule 61 CAPACITY LIMITATIONS**

- 1) A reservation for space on a given flight is valid only when the availability and allocation of that space is confirmed at such fares by a reservation agent of the carrier.
- 2) Carrier may limit the number of passengers carried on any one flight at fares governed by this rule and fares will not necessarily be available on all flights or in all markets. The number of seats which the carrier shall make available on a given flight will be determined by carrier's best judgment as to the anticipated total passenger load on each flight.

#### **Rule 65 TICKETS**

##### **A) GENERAL**

- 1) A ticket will not be issued and in any case carrier will not be obligated to transport the passenger has paid the applicable fare or has complied with credit arrangements established by carrier.
- 2) No person shall be entitled to transportation except upon presentation of a valid ticket. Such ticket shall entitle the passenger to transportation only between points of origin and destination and via the routing designated thereon.  
EXCEPTION: The fare paid shall only be applicable when international travel actually commences in the country of the point of origin shown on the ticket. If international travel actually commences in a different country, the fare must be reassessed from such country. For example, if the ticket was issued at the Hong Kong Dollar fare for travel HKGTYO-PDX and the passenger actually commences travel in Tokyo instead of Hong Kong, the fare must be reassessed at the TYO-PDX, Japanese Yen fare level.
- 3) A ticket is not valid if it has not been validated, or if it has been altered, mutilated or improperly issued.
- 4) Tickets are not transferable. However, the carrier is not liable to the owner of a ticket for honoring or refunding such ticket when presented by another person.
- 5) The purchaser of a GLOBAL GHANA AIRLINES ticket and the passenger intending to use such ticket are responsible for ensuring that the ticket accurately states the passenger's name. No change may be made to the name shown on a ticket or in a confirmed reservation with the exception of three characters in the last name and/or changes to the first name. Any other change to the name shown in a confirmed reservation renders the reservation void and subject to cancellation by GLOBAL GHANA AIRLINES without notice. Any other change to the name shown on a ticket renders the ticket void. Presentation of a ticket for transportation on GLOBAL GHANA AIRLINES by someone other than the passenger named thereon also renders the ticket void. Such void tickets are/will be subject to confiscation and will be ineligible for any refund.
- 6) Unless otherwise provided, purchase of a Prepaid Ticket Advice (PTA) will constitute purchase and issuance of ticket.
- 7) An electronic ticket (E-Ticket/ET) is the record of agreement maintained and processed within the carrier's electronic reservation system. A written receipt is provided to the purchaser of the electronic ticket which contains a reference for retrieving the record within the carrier's reservation system and summary of the ticket information.

GLOBAL GHANA AIRLINES may mandate the issuance of an electronic ticket (ET) regardless of market, carrier, form of payment, and customer type (including participating carrier frequent flyer members).

**Rule 65 TICKETS (continued)**A) GENERAL

9) Electronic Tickets (E-Ticket/ET) (continued):

NOTE: GLOBAL GHANA AIRLINES, or its authorized agent, will assess a USD50.00/CAD50.00 non-refundable service charge when a passenger voluntarily requests the conversion of an electronic ticket (ET) to paper.

**Paper Ticket Fee is USD50 (or equiv converted at the BSR) except as noted below:**

| <b>Country</b>        | <b>Currency Fares Filed In</b> | <b>Local Currency Fee</b> |
|-----------------------|--------------------------------|---------------------------|
| <b>Australia</b>      | AUD                            | 29                        |
| <b>Austria</b>        | EUR                            | 16                        |
| <b>Bahrain</b>        | BHD                            | 8                         |
| <b>Belgium</b>        | EUR                            | 16                        |
| <b>Canada</b>         | CAD                            | 50                        |
| <b>Croatia</b>        | EUR                            | 16                        |
| <b>Czech Republic</b> | CZK                            | 517                       |
| <b>Denmark</b>        | DKK                            | 450                       |
| <b>Egypt</b>          | EGP                            | 130                       |
| <b>Finland</b>        | EUR                            | 55                        |
| <b>France</b>         | EUR                            | 16                        |
| <b>Germany</b>        | EUR                            | 16                        |
| <b>Greece**</b>       | EUR                            | 16                        |
| <b>Hong Kong</b>      | HKD                            | 160                       |
| <b>India**</b>        | INR                            | 920                       |
| <b>Ireland</b>        | EUR                            | 16                        |
| <b>Italy</b>          | EUR                            | 16                        |
| <b>Japan</b>          | JPY                            | 2,300                     |
| <b>Jordan</b>         | JOD                            | 15                        |
| <b>Korea</b>          | KRW                            | 23,000                    |
| <b>Kuwait</b>         | KWD                            | 6                         |
| <b>Latvia</b>         | LVL                            | 11                        |
| <b>Malaysia</b>       | MYR                            | 76                        |
| <b>Netherlands</b>    | EUR                            | 16                        |
| <b>New Zealand</b>    | NZD                            | 31                        |
| <b>Norway</b>         | NOK                            | 450                       |

|                     |     |       |
|---------------------|-----|-------|
| <b>Oman</b>         | OMR | 8     |
| <b>Portugal</b>     | EUR | 16    |
| <b>Qatar</b>        | QAR | 80    |
| <b>Saudi Arabia</b> | SAR | 75    |
| <b>Singapore</b>    | SGD | 34    |
| <b>Slovakia</b>     | SKK | 656   |
| <b>South Africa</b> | ZAR | 140   |
| <b>Spain</b>        | EUR | 16    |
| <b>Sri Lanka</b>    | LKR | 2,100 |
| <b>Sweden</b>       | SEK | 490   |
| <b>Switzerland</b>  | CHF | 26    |
| <b>Taiwan</b>       | TWD | 677   |
| <b>Thailand</b>     | THB | 830   |

**United Arab**

|                       |     |    |
|-----------------------|-----|----|
| <b>Emirates</b>       | AED | 80 |
| <b>United Kingdom</b> | GBP | 12 |

**Rule 65 TICKETS (continued)**

10) In addition to the otherwise applicable fare, for tickets purchased directly from GLOBAL GHANA AIRLINES in the locations identified below, GLOBAL GHANA AIRLINES will collect at the time of ticketing an additional ticketing fee. This additional charge is not refundable and shall be included in the total fare quoted to the passenger at the time of ticketing. These additional charges do not apply to tickets purchased directly from GLOBAL GHANA AIRLINES at flygga.com.

| Point of Sale - Country | Channel                       | Ticketing Fee |
|-------------------------|-------------------------------|---------------|
| AUSTRIA                 | Telephone                     | EUR15.00      |
|                         | Airport or City Ticket Office | EUR25.00      |
| BELGIUM                 | Telephone                     | EUR15.00      |
|                         | Airport or City Ticket Office | EUR25.00      |
| CZECH REPUBLIC          | Telephone                     | CZK1000       |
|                         | Airport or City Ticket Office | CZK1000       |
|                         | Groups                        | CZK 400       |
| DENMARK                 | Telephone                     | DKK110        |
|                         | Airport or City Ticket Office | DKK200        |
| FINLAND                 | Telephone                     | EUR15.00      |
|                         | Airport or City Ticket Office | EUR25.00      |

|                      |   |                      |
|----------------------|---|----------------------|
| FRANCE<br>(SEE NOTE) | Telephone   | EUR15.00             |
|                      | Airport or City Ticket Office:<br><br>For tickets issued in<br>J/D/I/Y/B/M/H Class of Service | EUR70.00             |
|                      | For all other tickets issued:   | EUR35.00             |
| GERMANY              | Telephone   | EUR19.00             |
|                      | Airport or City Ticket Office   | EUR25.00             |
| GREECE               | Telephone   | EUR15.00             |
|                      | Airport or City Ticket Office   | EUR25.00             |
| IRELAND              | Telephone   | EUR15.00             |
|                      | Airport or City Ticket Office   | EUR25.00             |
| ITALY                | Telephone   | EUR15.00             |
|                      | Airport or City Ticket Office   | EUR25.00             |
| LUXEMBOURG           | Telephone   | EUR15.00             |
|                      | Airport or City Ticket Office   | EUR25.00             |
| NETHERLANDS          | Telephone   | EUR15.00             |
|                      | Airport or City Ticket Office   | EUR25.00             |
| NORWAY               | Telephone   | NOK130               |
|                      | Airport or City Ticket Office   | NOK200               |
| PORTUGAL             | Telephone   | EUR15.00             |
|                      | Airport or City Ticket Office   | EUR25.00             |
| RUSSIA               | Telephone   | RUB1105              |
|                      | Airport or City Ticket Office   | RUB1105              |
| SPAIN                | Telephone   | EUR15.00             |
|                      | Airport or City Ticket Office   | EUR25.00             |
| SWEDEN               | Telephone   | SEK160               |
|                      | Airport or City Ticket Office   | SEK270               |
| SWITZERLAND          | Telephone   | CHF20                |
|                      | Airport or City Ticket Office   | CHF40                |
| TURKEY               | Telephone   | EUR45.00             |
|                      | Business Class  | EUR90.00             |
|                      | Airport or City Ticket Office<br>Business Class   | EUR45.00<br>EUR90.00 |

|                |                               |       |
|----------------|-------------------------------|-------|
| UNITED KINGDOM | Telephone                     | GBP13 |
|                | Airport or City Ticket Office | GBP20 |

NOTE: For tickets issued with mixed classes of service the lowest ticketing fee will apply.

#### 11) External Reissue Charge

Except as set forth in this rule, GLOBAL GHANA AIRLINES will collect a nonrefundable fee of USD 50.00/CAD 52.00 for reissue by GLOBAL GHANA AIRLINES of tickets originally issued in the United States or Canada by any ticketing source other than GLOBAL GHANA AIRLINES. This fee applies to all changes to tickets issued at the request of the passenger. The charge does not apply to same day confirmed transactions, IROP or schedule change situations, tickets reissued on flygga.com, or tickets issued at military or government fares.

#### B) VALIDITY FOR CARRIAGE

- 1) General- When validated, the ticket is good for carriage from the airport at the place of departure to the airport at the place of destination via the route shown therein and for the applicable class of service and is valid for the period of time specified or referred to in paragraph (2) below. Each flight coupon will be accepted for carriage on the date and flight for which accommodation has been reserved. When flight coupons are issued on an "open date" basis, accommodations will be reserved upon application, subject to the availability of space. The place and date of issue are set forth on the flight coupons.
- 2) Period of Validity- ***A ticket is valid for 90 days from the original date of issuance and travel must commence within this validity period.*** Once travel has commenced then all travel must be completed within one year from the date on which travel commenced. If a ticket is exchanged or reissued-
  - a) A wholly unused ticket must be exchanged within the original validity period of one year and will be given a new ticket issue date based on the date of exchange.
  - b) If travel has commenced, then the ticket must be reissued and all travel completed within one year from the date on which travel commenced.

Note – certain fares may have different periods of validity, in which case the specific rules associated with the fare will take precedence.

- 3) "Open Exchange Order"/Miscellaneous Charges Order-An exchange order or miscellaneous charges order issued without definite date of passage must be presented for a ticket within one year from the date of issue; otherwise it will not be honored for a ticket.
- 4) Computation of Validity -When determining ticket validity, return limits and all other calendar periods specified herein, the first day to be counted shall be the day following that upon which the ticket is issued or the transportation commenced.
- 5) Expiration of Validity-Tickets expire at midnight on the date of expiration of ticket validity.

#### C) EXTENSION OF TICKET VALIDITY

- 1) If a passenger is prevented from traveling within the period of validity of his ticket because carrier:
  - a) cancels the flight upon which the passenger holds confirmed space;
  - b) omits a scheduled stop, provided this is the passenger's place of departure, place of destination, or place of stopover;
  - c) fails to operate a flight reasonably according to schedule;
  - d) causes the passenger to miss a connection;
  - e) substitutes a different class of service, or

- f) is unable to provide previously confirmed space; carrier will, without additional collection of fare, extend the validity of such passenger's ticket until the first service of carrier, on the class for which the fare has been paid, on which space is available, but not for more than 30 days. Lack of Space- If the passenger is prevented from using the ticket, or a portion of the ticket, during the period of validity specified in paragraph B)2) above due to lack of space, the ticket will remain valid until space can be provided on a schedule comparable to the schedule that the passenger has requested.

D) WAIVERS FOR DEATH If the passenger dies before using the ticket a full refund of the ticket will be issued upon the request. When a passenger is unable to travel due to the death of a member of his/her immediate family (traveling or not) or traveling companion. GLOBAL GHANA AIRLINES will waive fare restrictions (As specified below). A death certificate/obituary notice to support the request must be submitted in all cases and is subject to verification by GLOBAL GHANA AIRLINES.

NOTE: Immediate Family, as used herein, means spouse, domestic partner, children, step-children parents, step parents, brothers, step-brothers, sisters, step-sisters, grandparents, grandchildren, fathers in-law, mothers-in-law, brothers-in-law, sisters-in-law, sons-in-law, daughters-in-law, aunts, uncles, nieces, nephews.

- 1) Any waiver will also apply to associates with whom the passenger is traveling.
- 2) Once passenger's travel has commenced, the minimum stay will be waived or the maximum stay will be extended in the event of the death of any member of the passenger's immediate family as defined in Rule 5 (definitions) occurring after commencement of travel. In the event the minimum stay requirement is waived; the ticket must be endorsed "earlier" return on account of the death of... (name of passenger's immediate family/relationship).
- 3) The validity of the ticket will be extended up to 45 days beyond the original limit. (See original limit).
- 4) If the passenger has not started travel they may travel at a later date, GLOBAL GHANA AIRLINES will waive the service charge (if applicable) and any advance reservations/ticketing requirements. If the passenger has to change destination, or travel on earlier flights than originally ticketed, then GLOBAL GHANA AIRLINES will waive the service charge and apply the value of the ticket to a bereavement fare or lowest applicable fare. See exception for passengers traveling in a group using group fares.
- 5) Group travel exception - for passengers traveling in groups and are ticketed as a group fare, then the passenger may travel later with a group traveling with the same type of fare. Advance reservations/ticketing requirements and service charges (if applicable) will be waived. Individual travel will be permitted only if the group fare allows it. 6) The waiver is also subject to the following conditions:
  - a) If a satisfactory death certificate/obituary notice is not submitted, the passenger must pay the applicable fare for transportation used. The passenger may later submit a refund application with the supporting death certificate/obituary notice.
  - b) If the circumstances necessitate that the passenger stop en route, one additional stopover will be permitted free of charge.
  - c) An upgrade in class of service (i.e., from Coach Class to First Class) will be permitted when the difference in fare is collected from the passenger.

E) WAIVERS FOR ILLNESS If the passenger is unable to travel due to his/her illness or physical incapacity. GLOBAL GHANA AIRLINES will waive fare requirements as specified below. This also applies to the immediate family (traveling or not) and traveling companion. The illness or physical incapacity must be certified in writing by a physician on his/her letterhead stationery verifying that the passenger could not travel on the date of travel because of illness or physical incapacity. This statement may not be on a doctor's prescription pad.

NOTE: Immediate Family, as used herein, means spouse, domestic partner, children, step-children parents, step parents, brothers, step-brothers, sisters, step-sisters, grandparents, grandchildren, fathers in-law, mothers-in-law, brothers-in-law, sisters-in-law, sons-in-law, daughters-in-law, aunts, uncles, nieces, nephews

- 1) Any waiver will also apply to associates with whom the passenger is traveling.

- 2) The validity of the ticket will be extended up to 3 months beyond the original limit.
- 3) Once passenger's travel has commenced, the minimum stay will be waived or the maximum stay requirement will be extended up to 3 months beyond the original limit, without service charge/penalty if applicable. In the event the minimum stay is waived; the ticket must be endorsed "earlier return on account of illness of (name of passenger's immediate family/relationship)".
- 4) If the passenger has not started travel they may travel at a later date, GLOBAL GHANA AIRLINES will waive the service charge (if applicable) and any advance reservations/ticketing requirements. If the passenger has to change destination, or travel on earlier flights than originally ticketed, then GLOBAL GHANA AIRLINES will waive the service charge and apply the value of the ticket towards the lowest applicable fare. See exception for passengers traveling in a group using group fares.
- 5) Group travel exception - for passengers traveling in groups and are ticketed as a group fare, then the passenger may travel later with a group traveling with the same type of fare. Advance reservations/ticketing requirements and service charges (if applicable) will be waived. Individual travel will be permitted only if the group fare allows it.
- 6) The waiver is also subject to the following conditions:
  - a) If a satisfactory written document is not submitted, the passenger must pay the applicable fare for transportation used. The passenger may later submit a refund application with the supporting written document.
  - b) If the circumstances necessitate that the passenger stop en route, one additional stopover will be permitted free of charge.
  - c) An upgrade in class of service (i.e., from Coach Class to First Class) will be permitted only when the difference in fare is collected from the passenger.

F) WAIVER OF MINIMUM/MAXIMUM STAY PROVISIONS Not Applicable

G) COUPON SEQUENCE AND PRODUCTION OF THE TICKET

Flight coupons must be used in sequence from the place of departure as shown on the passenger coupon. The passenger throughout his journey must retain the passenger coupon and all flight coupons of the ticket not previously surrendered to carrier. He must, when required, produce the ticket and surrender any applicable portion to carrier.

**Rule 65 TICKETS (continued)**

H) ABSENCE, LOSS, OR IRREGULARITIES OF TICKET-

- 1) Carrier is not obligated to accept a ticket if any part of it is mutilated or if it has been altered by other than carrier or if it is presented without the passenger coupon and all unused flight coupons.
- 2) Carrier will refuse carriage to any person not in possession of a valid ticket. In case of loss or no presentation of the ticket or the applicable portion thereof, carriage will not be furnished for that part of the trip covered by such ticket or portion thereof until the passenger purchases another ticket at the current applicable fare for the carriage to be performed.
- 3) Notwithstanding the foregoing, carrier will issue at the passenger's request a new ticket to replace the lost paper one upon receipt of proof of loss satisfactory to carrier, and if the circumstances of the case in carrier's opinion warrant such action; provided that the passenger agrees, in such form as may be prescribed by carrier, to indemnify carrier for any loss or damage that carrier may sustain by reason thereof.

I) NONTRANSFERABILITY- A ticket is not transferable, but carrier shall not be liable to the person entitled to be transported or to the person entitled to receive such refund for honoring or refunding such ticket when presented by someone other than the person entitled to be transported thereunder or to a refund in connection therewith. If a ticket is in fact used by any person other than the person to whom it was issued, carrier will not be liable for the destruction, damage, or delay of such unauthorized person's baggage or other personal property or the death or injury of such unauthorized persons arising from or in connection with such unauthorized use.

J) ISSUANCE OF TICKET STOCK

- 1) The carrier will issue to a person a stock of tickets and validating stamp for the purpose of issuing tickets for transportation, subject to (1) reasonable credit requirements and (2) entering into a written agreement authorizing the issuance of tickets and providing for accounting, reservations, and ticketing procedures and provisions protecting the carrier from loss or misuse of the tickets.
- 2) Carrier will arrange for the issuance of a ticketing machine to a person for the purpose of issuing tickets for transportation, subject to (1) reasonable credit requirements and (2) entering into a written agreement providing for accounting, reservation and ticket procedures and provisions protecting the carrier from loss or misuse of the tickets. The carrier will make no charge for the ticket machine or related communication services. The ticketing machine and related communication services will be provided by an independent company, which is not an agent or servant of the carrier, and at the person's expense.

NOTE: For the purpose of this rule, "person" means any individual, firm, co-partnership, corporation, company, association, joint-stock association, or body politic and includes any trustee, receiver, assignee, or other similar representative thereof.

K) TELETICKET- Tickets may be transmitted by mechanical means (such as teletype) provided such transmission is in accordance with the ticketing time limit specified in the rule governing the applicable fare.

L) TELEMAIL- Arrangements may be made for the carrier to mail tickets to the passenger either at the time reservations are made or subsequent to making the reservations, provided that there is sufficient time for the carrier to issue and validate tickets in accordance with the ticketing time limit specified in the rule governing the applicable fare. The mutually agreed upon ticket issue date established when payment is made by credit card, or the ticket invoice date established when payment is made by check, will constitute ticket purchase and issuance for the purpose of this rule.

M) PREPAID TICKET ADVICE

- 1) Unless otherwise provided, purchase of a Prepaid Ticket Advice (PTA) will constitute purchase and issuance of ticket.

**Rule 65 TICKETS (continued)**

- 1) Carrier will impose a service charge as indicated below for each Prepaid Ticket Advice (PTA) issued by the carrier. This service charge is not subject to any discount and cannot be refunded.

EXCEPTION: When prepaid ticket advice (PTA) service is requested by authorized travelers for contract fares (YCA, -CA, -DG) governed by rules 3475, 6755 and 9058, or a combination of contract and non-contract legs, the airline may charge a fee ONLY IF BOTH of the following conditions apply:

- a) The reservation is booked at least twenty-four hours prior to departure (exclusive of weekends and federal holidays); and

| <b>FOR SALES MADE IN:</b>            | <b>PTA CHARGE</b> | <b>FOR SALES MADE IN:</b> | <b>PTA CHARGE</b> |
|--------------------------------------|-------------------|---------------------------|-------------------|
| Area 1 (See NOTE 1)<br>Except Canada | USD 100.00        | Korea, Republic of        | KRW 40000         |
| Aruba                                | AWG 45            | Kuwait                    | KWD 10            |
| Argentina                            | USD 40.00         | Lebanon                   | LBP 20000         |
| Australia                            | AUD 65.00         | Libyan Arab Jamahiriya    | LYD 14            |
| Austria                              | EUR 35.00         | Luxembourg                | EUR 40.00         |
| Belgium                              | EUR 40.00         | Macau                     | MOP 300           |
| Belize                               | USD 40.00         | Malta                     | MTL 15            |
| Brazil                               | USD 35.00         | Mexico                    | USD 40.00         |
| Bulgaria                             | EUR 35.00         | Morocco                   | MAD 100           |
| Canada                               | CAD 146.00        | Namibia                   | NAD 70            |

|                     |           |  |   |
|---------------------|-----------|--|---|
| Chile               | USD 40.00 | Netherlands                                      | EUR 35.00                                 |
| Colombia            | USD 40.00 | Netherlands Antilles                             | ANG 65                                    |
| Costa Rica          | USD 40.00 | New Caledonia                                    | XPF 4000                                  |
| Cyprus              | CYP 18    | New Zealand and Cooks Islands                    | NZD 60.00                                 |
| Czech Republic      | CZK 1000  | Norway   | NOK 300                                   |
| Denmark             | DKK 250   | Pakistan   | PKR 2110                                  |
| Egypt               | EGP 100   | Panama   | USD 40.00                                 |
| El Salvador         | USD 40.00 | Peru   | USD 25.00                                 |
| Fiji                | FJD 65    | Poland   | PLN 100.00                                |
| Finland             | EUR 35.00 | Portugal   | EUR 35.00                                 |
| France (See NOTE 5) | EUR 35.00 | Romania  | EUR 35.00                                 |
| French Polynesia    | XPF 4000  | Russian Federation                               | EUR 35.00                                 |
| Germany             | EUR 35.00 | Saudi Arabia                                     | SAR 132                                   |
| Gibraltar           | GIP 25    | South Africa                                     | ZAR 70                                    |
| Greece              | EUR 18.00 | Spain  | EUR 35.00                                 |
| Guatemala           | USD 40.00 | Sweden   | SEK 300                                   |
| Hong Kong           | HKD 280   | Switzerland                                      | CHF 80                                    |
| Hungary             | HUF 7000  | Thailand   | THB 1400                                  |
| India (see NOTE 2)  | INR 1700  | Turkey   | EUR35                                     |
| Iran, Islamic       | IRR 80000 | United Kingdom                                   | GBP 25.00                                 |
| Republic of Ireland | EUR 35.00 | United States                                    | USD 100.00                                |
| Israel              | USD 35.00 | Venezuela  | USD 40.00                                 |
| Italy               | EUR 35.00 | Western Africa (See NOTE 3)                      | XAF 18000                                 |
| Japan               | JPY 4500  | Western Africa (See NOTE 4)                      | XOF 18000                                 |
| Jordan              | JOD 25    | Yemen, Republic of                               | YER 6800                                  |
| Kenya               | USD 15.00 | All other countries or local not listed currency | USD 35.00 equivalent converted at the BSR |

- b) The ticket can be delivered by any other means (including via overnight express delivery) in time for the traveler to receive and utilize the ticket.

## **Rule 65 TICKETS (continued)**

NOTE 1: For sales in Anguilla, Antigua and Barbuda, Aruba, Barbados, Bahamas, Bermuda, British Virgin Islands, Cayman Island, Dominica, Dominican Republic, Grenada, Haiti, Jamaica, Montserrat, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Trinidad and Tobago, Turks and Caicos Islands

NOTE 2: The charge for issuance of a PTA for travel within the South Asian Subcontinent shall be INR 100.

NOTE 3: Cameroon, Central African Republic, Chad, Congo, Equatorial Guinea, Gabon.

NOTE 4: Benin, Burkina Faso, Cote D'Ivoire, Mauritania, Niger, Senegal, Togo.

NOTE 5: The charge for issuance of a PTA in France for travel originating in France shall be EUR20.00.

- N) RETURNED CHECK CHARGE- GLOBAL GHANA AIRLINES will collect USD 15.00/CAD 19.00 for each returned check. This charge is non-refundable and is not subject to any discount.
- O) BACK TO BACK/THROWAWAY/HIDDEN CITY TICKETING- GLOBAL GHANA AIRLINES specifically prohibits the practices commonly known as: "BACK TO BACK TICKETING" - the issuance, purchase or usage of flight coupons from two or more tickets issued at round trip fares, or the combination of two or more round-trip fares end to end on the same ticket for the purpose of circumventing minimum stay requirements; "THROWAWAY TICKETING" - the issuance, purchase or usage of round trip fares for one-way travel; "HIDDEN CITY TICKETING" - the issuance, purchase or usage of a fare from a point before the passengers' actual origin or to a point beyond the passenger's actual destination.

## **RULE 80 FLIGHT DELAYS/CANCELLATIONS**

### **A. Flight Schedules are Not Guaranteed**

GLOBAL GHANA AIRLINES will exercise reasonable efforts to carry passengers and their baggage according to GLOBAL GHANA AIRLINES' published schedules and the schedule reflected on the passenger's ticket, but published schedules, flight times, aircraft type, seat assignments, and similar details reflected in the ticket or GLOBAL GHANA AIRLINES' published schedules are not guaranteed and form no part of this contract. GLOBAL GHANA AIRLINES may substitute alternate carriers or aircraft, delay or cancel flights, change seat assignments, and alter or omit stopping places shown on the ticket at any time. Schedules are subject to change without notice. Except as stated in this rule and as provided in Rule 55, GLOBAL GHANA AIRLINES will have no liability for making connections, failing to operate any flight according to schedule, changing the schedule for any flight, changing seat assignments or aircraft types, or revising the routings by which GLOBAL GHANA AIRLINES carries the passenger from the ticketed origin to destination.

### **B. GLOBAL GHANA AIRLINES' Liability in the Event of Schedule Changes, Delays and Flight Cancellations**

In the event of flight cancellation, diversion, delays of greater than 90 minutes, or delays that will cause a passenger to miss connections, GLOBAL GHANA AIRLINES will (at passenger's request) cancel the remaining ticket and refund the unused portion of the ticket and unused ancillary fees in the original form of payment in accordance with Rule 90(b) of these conditions of carriage. If the passenger does not request a refund and cancellation of the ticket, GLOBAL GHANA AIRLINES will transport the passenger to the destination on GLOBAL GHANA AIRLINES next flight on which seats are available in the class of service originally purchased. At GLOBAL GHANA AIRLINES sole discretion and if acceptable to the passenger, GLOBAL GHANA AIRLINES may arrange for the passenger to travel on another carrier or via ground transportation. If acceptable to the passenger, GLOBAL GHANA AIRLINES will provide transportation in a

lower class of service, in which case the passenger may be entitled to a partial refund. If space on the next available flight is available only in a higher class of service than purchased, GLOBAL GHANA AIRLINES will transport the passenger on the flight, although GLOBAL GHANA AIRLINES reserves the right to upgrade other passengers on the flight according to its upgrade priority policy to make space in the class of service originally purchased.

C. GLOBAL GHANA AIRLINES Liability For Additional Amenities in the Event of Schedule Changes, Delays and Flight Cancellations

1. Except as provided above, GLOBAL GHANA AIRLINES shall have no liability if the flight cancellation, diversion or delay was due to force majeure. As used in this rule, "force majeure" means actual, threatened or reported:

(a) Weather conditions or acts of God

(b) Riots, civil unrest, embargoes, war, hostilities, or unsettled international conditions

(c) Strikes, work stoppages, slowdowns, lockout, or any other labor-related dispute

(d) Government regulation, demand, directive or requirement

(e) Shortages of labor, fuel, or facilities

(f) Any other condition beyond GLOBAL GHANA AIRLINES' control or any fact not reasonably foreseen by GLOBAL GHANA AIRLINES

2. However, when for reasons other than force majeure, a passenger's travel is interrupted for greater than 4 hours after the scheduled departure time as a result of flight cancellation or delay on the date of travel GLOBAL GHANA AIRLINES will provide the passenger with the following additional amenities during the delay:

**(a) Hotels**

If overnight accommodations are available at GLOBAL GHANA AIRLINES contracted facilities, GLOBAL GHANA AIRLINES will provide the passenger with a voucher for one night's lodging when the delay is during the period of 10:00 pm to 6:00 am. GLOBAL GHANA AIRLINES will provide free public ground transportation to the hotel if the hotel does not offer such service. If accommodations are not available, GLOBAL GHANA AIRLINES will provide the passenger with a voucher that may be applied to future travel on Global Ghana Airlines equal in value to the contracted hotel rate.

**(b) Ground Transportation**

In lieu of lodging or other amenities, if a passenger's flight is diverted to an alternative airport, Global Ghana Airlines will furnish ground transportation to the destination airport if the destination on the ticket and the diverted airport destination are within the following city groups:

O'Hare – Chicago, IL (ORD)/ Midway – Chicago, IL (MDW)

**(c) Additional Amenities**

GLOBAL GHANA AIRLINES will provide such additional amenities as are necessary to maintain the safety and/or welfare of customers with special needs such as unaccompanied children and customers with disabilities. Such amenities will be furnished consistent with special needs and/or circumstances.

**(d) Extended Tarmac Delays – Codeshare Services**

In the event of extended tarmac delays on flights operated by a GLOBAL GHANA AIRLINES codeshare partner, the contingency plan for lengthy tarmac delays of the operating carrier will apply.

## **RULE 81 – REROUTING**

### **I. General Provisions**

#### **A. Fare Applicable To Rerouting Or Change in Destination**

1. Unless otherwise specified in the fare rule, a passenger may change the routing, destination, carrier(s), class of service, or dates of travel specified on an unused ticket or flight coupon(s) in accordance with paragraph 2 below, provided that, after transportation has commenced, a one-way ticket will not be converted into a round-trip, circle-trip or open-jaw trip ticket.
2. Except as otherwise provided in Rule 80 (flight delays/cancellations), the fares and charges applicable, when a rerouting or change in ultimate destination is made at passenger's request prior to arrival at the ultimate destination named on the original ticket, shall be the applicable fare and charges for the entire revised itinerary in effect on the date that the rerouting or change in ultimate destination is entered on the passenger's new ticket.
3. For partly used tickets when, as a result of a rerouting an additional collection is required, the additional amount to be collected will be assessed as follows:
  - a. The difference between the fare for the original journey and the fare for the new journey will be assessed in the currency of the country of commencement of transportation.
  - b. When collection is in a country other than the country of commencement of transportation, the amount to be collected will be the amount in the currency of the country of commencement of transportation, converted to the currency of the country of collection at the bankers selling rate in effect at the time of rerouting.
4. Expiration Date - See Rule 65 in this tariff for validity of voluntarily exchanged/reissued tickets.

#### **5. Fare Applicable To Upgrading Class of Service While In Flight**

When a passenger moves from one class of service to another while in flight, an additional collection will be made in an amount equal to the difference between:

- a. The one-way fare from passenger's point of origin on such flight to the last scheduled stop prior to the passenger's change in class of service, applicable to the class of service used, plus the one-way fare from such stop to the passenger's destination on such flight, applicable to transportation in the class of service to which the passenger is moving, and
- b. The fare paid for transportation from the passenger's origin to destination on such flight.

NOTE: When the amount described in 5.a. above is less than the amount described in 5.b. above, no additional collection will be made. The acceptance of such passenger in the class of service to which he/she is moving for travel beyond the next scheduled stopping point in the flight will be subject to the availability of space. Discounts will not apply.

### **II. Ticket reissue procedures**

-Unless otherwise specified in a fare rule, the following procedures will apply to GLOBAL GHANA AIRLINES ticket reissues.

-The value of the new ticket can be lower than, equal to, or higher than the original ticket.

For nonrefundable fares:

- If the value of the new ticket is lower than the ticket being reissued, the difference in fare, less the change fee, will be provided to the passenger in the form of a non-refundable GLOBAL GHANA AIRLINES travel voucher at the time of reissue.

- If the value of the new ticket is equal to or higher than the ticket being reissued, the change fee and any difference in fare will be collected at the time of reissue.

For refundable fares:

- If the value of the new ticket is lower than the ticket being reissued, any difference in fare will be refunded to the original form of payment at the time of reissue.

- If the value of the new ticket is higher than the ticket being reissued, the difference in fare will be collected at the time of reissue.

-Flights must be rebooked and the ticket reissued at the time of the change.

**A. Wholly unused tickets**

1. When making changes to the outbound portion of an unused ticket, GLOBAL GHANA AIRLINES will cancel the itinerary and start over, issuing a new ticket using current fares subject to all applicable fare rules. If the unused fare is nonrefundable, the value of the original ticket, less the change fee, may be applied toward the purchase of the new ticket. If the unused fare is refundable, the value of the original ticket may be applied toward the purchase of a new ticket.

2. When making changes to the continuing/return portion of unused tickets, GLOBAL GHANA AIRLINES will apply one of the following procedures resulting in the lowest fare:

a. Reprice the itinerary using historical fares in effect on the date of the original ticket issue date, validating all fare rules and booking code provisions at the time of reissue with no changes to the first fare component.

-OR-

**B. Cancel the itinerary and start over, issuing a new ticket using current fares with all fare rules validated. If the unused fare is nonrefundable, the value of the original ticket less the change fee may be applied toward the purchase of a new ticket. For refundable fares, the value of the original ticket may be applied toward the purchase of a new ticket.**

**B. Partially used tickets**

1. When making changes to partially used tickets, GLOBAL GHANA AIRLINES will apply one of the following procedures resulting in the lowest fare:

a. Reprice the itinerary using historical fares in effect on the date of the original ticket issue date, validating all fare rules and booking code provisions at the time of reissue with no changes to fully flown fare components.

The new ticket may be a lower or equal or higher value than the previous ticket

-OR-

b. Reprice the itinerary, replacing the fares of the flown fare components with historical fares in an equal or the next available higher booking class and replacing the unflown fare components using historical fares. No changes are permitted to the fare break points of the fully flown fare components and the historical fares are those in effect on the date of the original ticket issue date. GLOBAL GHANA AIRLINES will validate all fare rules at the time of reissue. The new ticket may be a lower or equal or higher value than the previous ticket. The carrier will use the following booking class hierarchy (displayed from highest to lowest) when replacing fares for flown fare components:

First class – F P A G  
Business Class – J C D I Z  
Premium Economy Class – W  
Economy Class – Y B M S H Q K L U T X V E  
-OR-

- c. Issue a new ticket using current fares and validating all fare rules at the time of reissue. If the original fare is nonrefundable, the carrier will apply the remaining value for the unflown segments of the partially used ticket, if any, less the change fee, toward the purchase of a new ticket. For refundable fares, GLOBAL GHANA AIRLINES will apply the remaining value from the partially used ticket, if any, toward the purchase of a new ticket.

## **RULE 87 DENIED BOARDING COMPENSATION**

### **A) OVERBOOKING OF FLIGHTS**

Because passengers with confirmed reservations on a flight sometimes fail to show, GLOBAL GHANA AIRLINES reserves the right to sell more tickets for travel on each flight than there are seats available on the aircraft. In some cases, this may result in a flight in which GLOBAL GHANA AIRLINES cannot accommodate one or more passengers with confirmed reservations (an “oversold flight”). Global Ghana Airlines may deny boarding to passengers with confirmed reservations on an oversold flight as set forth in this rule. The rights of passengers who are denied boarding shall be governed by this rule.

### **B) REQUEST FOR VOLUNTEERS**

Before denying boarding to any passenger holding a confirmed reservation on an oversold flight, GLOBAL GHANA AIRLINES will ask other passengers on the flight to voluntarily give up their seat in exchange for compensation in an amount and form to be determined by GLOBAL GHANA AIRLINES in its sole discretion. If a sufficient number of volunteers agree to give up their seats in response to GLOBAL GHANA AIRLINES offer, then no passenger with a confirmed reservation will be involuntarily denied boarding due to the over sale of the flight. If there are more volunteers than required, selection of the volunteer(s) to receive compensation shall be subject to GLOBAL GHANA AIRLINES sole discretion.

### **C) INVOLUNTARY DENIED BOARDING**

If an insufficient number of passengers volunteer to give up their seats in response to GLOBAL GHANA AIRLINES offer, GLOBAL GHANA AIRLINES may involuntarily deny boarding to one or more passengers on the oversold flight according to the boarding priority rules.

Passengers holding tickets for confirmed space in the First or Business class cabin, status designation, and passengers holding tickets purchased under a GLOBAL GHANA AIRLINES corporate travel agreement will be accommodated before other passengers holding tickets and/or boarding passes for confirmed space in the coach cabin.

#### **2. Passengers With Boarding Passes**

Subject to the terms set forth in Rule 87(C)(1) and (4), passengers holding boarding passes who check in and present themselves at the departure gate in compliance with Rule 60(F) will be accommodated before passengers traveling in the same cabin who have not been issued boarding passes or whose reservations or seat assignments are cancelled for failure to comply with applicable check-in requirements. Subject to the availability of seats on the aircraft, boarding passes may be obtained by passengers who hold tickets for confirmed reserved space in the following manner:

- a) for passengers traveling on electronic tickets, through the Online Check-in feature on flygga.com within 24 hours of scheduled departure
- b) for passengers traveling on electronic tickets, through a GLOBAL GHANA AIRLINES airport kiosk within four hours of scheduled departure
- c) from a GLOBAL GHANA AIRLINES airport ticket counter and/or the check-in desk located in the departure area.

### 3. Passengers Without Boarding Passes

Passengers, who are not governed by Rule 87(C)(1) or (4), with confirmed reservations who have not been issued a boarding pass and present themselves at the departure gate in compliance with Rule 60(F) will be accommodated according to the following priority rules:

- a) Passengers who have been rebooked to the present flight as a result of an irregular operation (e.g., delay, cancellation) of a previously booked flight.

Within each of the foregoing groups, passengers are prioritized first by class of service and then by time of check-in.

### 4. Special Needs Passengers

Because of the special needs of passengers with disabilities, unaccompanied children, aged or infirmed passengers, and active members of the U.S. Armed Forces on travel orders, GLOBAL GHANA AIRLINES reserves the right to accommodate such passengers without regard to the boarding priorities established by this provision.

## D) TRANSPORTATION FOR PASSENGERS DENIED BOARDING

GLOBAL GHANA AIRLINES will provide transportation to passengers who volunteer to relinquish their seats or who are denied boarding involuntarily due to the over sale of a flight as follows:

### 1. Next Available Flight

GLOBAL GHANA AIRLINES will transport the passenger on its next flight on which space is available to the passenger's next stopover, or if none, to the passenger's destination, at no additional cost to the passenger.

### 2. Transportation on Other Airlines

At GLOBAL GHANA AIRLINES, sole discretion, GLOBAL GHANA AIRLINES may instead arrange for transportation on any other carrier or combination of carriers to the passenger's next stopover, or if none, to the passenger's destination, at no additional cost to the passenger.

### 3. Overnight Stay Required

If the transportation provided to a passenger pursuant to this section requires that the passenger stay overnight before continuing his/her travel, GLOBAL GHANA AIRLINES will provide hotel accommodations to the passenger at no additional cost. If hotel accommodations are unavailable, GLOBAL GHANA AIRLINES will compensate the passenger with a credit voucher valid for future purchases from GLOBAL GHANA

AIRLINES in an amount commensurate in value with the local average contracted hotel rate, to be determined by GLOBAL GHANA AIRLINES.

#### E) COMPENSATION FOR PASSENGERS INVOLUNTARILY DENIED BOARDING

When a passenger with a confirmed reservation is involuntarily denied boarding on an oversold flight pursuant to this rule, GLOBAL GHANA AIRLINES sole liability to the passenger shall be to provide alternative transportation as provided in paragraph D, above, and to pay denied boarding compensation, if applicable, pursuant to the terms and conditions of this rule.

##### 1. Conditions for Payment of Involuntary Denied Boarding Compensation

The passenger shall not be entitled to any compensation for involuntary denied boarding if:

##### a. Passenger's Failure to Comply with Contract of Carriage

The passenger has not complied fully with GLOBAL GHANA AIRLINES contract of carriage or tariff provisions regarding ticketing, reconfirmation, check-in, or acceptability for transportation.

##### b. Substitution of Equipment

The flight for which the passenger holds confirmed space is unable to accommodate that passenger because of substitution of equipment of lesser capacity when required by operational or safety reasons; or, on an aircraft with a designed passenger capacity of 60 or fewer seats, the flight for which the passenger holds confirmed reserved space is unable to accommodate that passenger due to weight/balance restrictions when required by operational or safety reasons.

##### c. Carriage in Alternative Cabin

GLOBAL GHANA AIRLINES offers the accommodations, or seats the passenger in a section of the aircraft other than that specified on his/her ticket at no extra charge; provided however that if a passenger is seated in a section for which a lower fare applies, the passenger will be entitled to a refund of the difference in fare.

##### d. Alternative Transportation

GLOBAL GHANA AIRLINES arranges comparable air transportation, or other transportation used by the passenger, at no extra cost to the passenger, that at the time such arrangements are made, is scheduled to arrive at the passenger's next stopover, or, if none, final destination within one hour after the planned arrival time of the passenger's original flight or flights.

#### F) Amount of Involuntary Denied Boarding Compensation

If all conditions for compensation are met, then GLOBAL GHANA AIRLINES shall pay compensation to passengers involuntarily denied boarding in an amount to be calculated as follows:

##### 1. Where GLOBAL GHANA AIRLINES arranges Qualifying Alternative Transportation

If Global Ghana Airlines arranges Qualifying Alternative Transportation, then GLOBAL GHANA AIRLINES will pay denied boarding compensation in an amount equal to 100% of the fare (including any surcharges and air transportation taxes) to the passenger's next stopover, or if none, to his/her final destination, but not more than USD 675.00. Qualifying Alternative Transportation means comparable air transportation, or other transportation used by the passenger, at no extra cost to the passenger, that at the time such arrangements

are made, is scheduled to arrive at the passenger's next stopover, or, if none, final destination within two hours after the planned arrival time of the passenger's original flight or flights.

## 2. Where GLOBAL GHANA AIRLINES cannot arrange Qualifying Alternative Transportation

If GLOBAL GHANA AIRLINES cannot arrange Qualifying Alternative Transportation, then GLOBAL GHANA AIRLINES will pay denied boarding compensation in an amount equal to 200% of the fare (including any surcharges and air transportation taxes) to the passenger's next stopover, or if none, to his/her final destination, but not more than USD 1350.00.

### G) Time Of Payment for Involuntary Denied Boarding Compensation

If all conditions for compensation are met, GLOBAL GHANA AIRLINES will pay any involuntary denied boarding due under this Rule on the day and at the place where the denial of boarding occurred, in cash or immediately negotiable check; provided, however, that if the alternative transportation arranged for the passenger's convenience departs before the payment can be made to the passenger, then payment will be made by mail or other means within 24 hours after the denied boarding occurs.

### H) Codeshare Services

When involuntary denied boarding occurs on a flight operated by a GLOBAL GHANA AIRLINES codeshare partner (an Operating Carrier), any passenger holding a ticket on such flight governed by these Rules pursuant to Rule 1(C)(2) is entitled to denied boarding compensation in accordance with this Rule (the Rules of the Marketing Carrier). Such compensation will generally be paid by the Operating Carrier at the time of denied boarding; provided however that the operating carrier may elect to reimburse the passenger in accordance with local laws, regulations or procedures that may differ from these guidelines in some cases. If the compensation actually paid is less than that required by this Rule, the passenger will be entitled upon request to GLOBAL GHANA AIRLINES Customer Care department to payment from GLOBAL GHANA AIRLINES in the amount of the difference between the compensation due under this rule and the amount reimbursed by the Operating Carrier at the time of the denial of boarding.

### I) Other Applicable Law

In the event that an involuntary denial of boarding governed by this Rule occurs outside the United States of America, and local law applicable at the location of the denied boarding requires a payment of compensation for denied boarding in excess of that set forth in this Rule, GLOBAL GHANA AIRLINES will pay the minimum compensation required and in the manner prescribed by local law.

## **RULE 90 REFUNDS**

### **A) GENERAL RULES**

GLOBAL GHANA AIRLINES will issue refunds on unused tickets or portions of tickets, subject to the provisions of this rule. Refunds will be issued through GLOBAL GHANA AIRLINES general accounting offices of regional sales or accounting offices.

#### **1) Surrender of All Unused Coupons**

Unless otherwise provided in this rule, any person requesting a refund must surrender all unused flight coupon(s) of the ticket, exchange order or miscellaneous charges order at the time of the refund request.

#### **2) No Refund on Tickets Used as Evidence of Return Travel**

GLOBAL GHANA AIRLINES will not issue a refund on any ticket which has been presented to government officials of a country or to any carrier as evidence of intention to depart from that country unless the passenger establishes to GLOBAL GHANA AIRLINES satisfaction that he has permission to remain in the country or that he will depart via another carrier or conveyance.

**3) Time Limit for Requesting Refunds**

No refunds will be issued on any ticket unless GLOBAL GHANA AIRLINES receives a request for the refund and any unused coupons are surrendered to GLOBAL GHANA AIRLINES prior to the expiration date of the ticket as defined in Rule 65.

**4) Currency**

All refunds will be subject to government laws, rules, regulations, or orders of the country in which the ticket was originally purchased and of the country in which the refund is being made. The currency in which the refund will be issued shall be governed by the following provisions:

- a) Voluntary refunds of tickets, miscellaneous charges orders, or deposit receipts purchased in currency other than U.S. dollars shall be made in the currency of the original purchase and in the country where such purchase was made.
- b) Voluntary refunds of tickets, miscellaneous charges orders, or deposit receipts purchased in U.S. dollars may be made in U.S. dollars or local currency in any country provided such refund is not prohibited by local governmental exchange control regulations at point of refund.
- c) Involuntary refunds of tickets, miscellaneous charges orders, or deposit receipts shall be made in the currency used for such purchase and in the country where such purchase was made, whenever possible. Under extenuating circumstances (based upon the request of the passenger), GLOBAL GHANA AIRLINES may issue the involuntary refund in USD currency or the currency of the country where the passenger is located at time of request. However, this exception is subject to the control regulations of the local government of the countries controlling the currency. Certain countries prohibit the conversion/exchange of their currency to/from USD or other currencies. In these cases, GLOBAL GHANA AIRLINES is required by governmental regulations to issue the refund in the currency used for such purchase and in the country where such purchase was made.
- d) Notwithstanding the foregoing provisions, GLOBAL GHANA AIRLINES reserves the right to refuse to make any refund authorized by this tariff in a currency other than that used in the purchase of the ticket to be refunded or at a place other than that at which payment for such ticket was made.

**5) Person to Whom Refund Is Made**

GLOBAL GHANA AIRLINES will refund in accordance with this rule to the person named as the passenger on the ticket, except as provided below:

- a) Ticket refund will be made for tickets issued as described in Column A and only to the purchaser described in Column B below:

| <b>COLUMN A</b>   | <b>COLUMN B</b>  |
|---|--|
| In exchange for a Prepaid Ticket Advice Under a Universal Air Travel Plan                   | The purchaser of the Prepaid Ticket Advice<br>The subscriber against whose account the ticket was charged. |
| Against a Transportation issued by a government agency, other than a U.S Government Agency. | The government agency Transportation Request.  |

|   |  |
|---|--|
| Against a U.S. Government Transportation Request.       | The U.S. Government Agency that issued the U.S. Government Transportation Request with a check payable to the "Treasurer of the United States" |
| Tickets for transportation issued against a credit card | The account of the person to whom such credit card has been issued   |

b) If, at the time of purchase, the purchaser designates on the ticket another person to whom refund shall be made, refund will be made to the person so designated. A refund made in accordance with this procedure to a person representing himself as the person so designated in the ticket, exchange order or Miscellaneous Charges Order will be deemed a valid refund and the carrier will not be liable to the true passenger for another refund.

c) If, at the time of application for refund, evidence is submitted that a company purchased the ticket on behalf of its employee or the travel agent has made refund to its client, such refund will be made directly to the employee's company or the travel agent.

## **C) VOLUNTARY REFUNDS**

Voluntary Refunds, which include any refund made at the request of the passenger for any reason other than those specified in the preceding section, will be processed subject to the provisions of this section.

### **1) Fully Refundable Tickets**

If your ticket was purchased at a fare that is fully refundable in whole or in part, GLOBAL GHANA AIRLINES will issue a refund of the refundable portion of your ticket at your request, subject to the provisions of this rule. No request for a refund will be processed unless a request for the refund is received by GLOBAL GHANA AIRLINES on the written or electronic forms provided by GLOBAL GHANA AIRLINES within the time limits specified by this rule. The amount of your refund will be calculated as follows:

- a) If no portion of the ticket has been used, GLOBAL GHANA AIRLINES will refund the total fare and all taxes, fees or charges paid.
- b) If any portion of the ticket has been used, the amount of refund will be an amount equal to the difference between the fare and charges applicable to the ticket issued to the passenger and the fare and charges applicable to the transportation of the passenger covered by the used portion of the ticket less the applicable communication expenses.
- c) When the refunding of any portion of a ticket would result in the use of such ticket between any points where the carriage of traffic is prohibited, the refund, if any, will be determined as if such ticket had been used to a point beyond which would not result in the violation of carrier's operating rights or privileges. The passenger will be refunded the difference between the fare paid from the point of origin to such farther point and the total fare paid, less any applicable charges.

### **2) Nonrefundable Tickets**

#### **a) General Rule**

GLOBAL GHANA AIRLINES will not refund any portion of a fare or surcharge that is nonrefundable.

**b) Refund of Taxes, Fees or Charges**

GLOBAL GHANA AIRLINES will refund taxes, fees or charges collected upon nonrefundable tickets for international transportation only where required by law or where such taxes were collected in error and the passenger submits evidence of exemption from the tax, fee or charge to GLOBAL GHANA AIRLINES in connection with a timely refund request. No request for a refund of taxes, fees, or charges will be processed unless a request for the refund is received by GLOBAL GHANA AIRLINES on the written or electronic forms provided by GLOBAL GHANA AIRLINES within the time limits specified by this rule.

**c) Application of Unused Ticket toward Future Purchases**

GLOBAL GHANA AIRLINES may permit a portion of the fare paid for an unused nonrefundable ticket to be applied toward the purchase of future travel on GLOBAL GHANA AIRLINES, as set forth in the applicable fare rule and in the ticket reissue procedures in Rule 81 Section II of this tariff.

**d) Upgrade/Downgrade of Nonrefundable Tickets**

GLOBAL GHANA AIRLINES may permit passengers purchasing certain nonrefundable fares to upgrade or downgrade those tickets after purchase, as set forth in the applicable fare rule.

**e) Refund of Taxes, Fees or Charges**

Notwithstanding the general rule, in the event of death of the passenger prior to the date of travel, tickets issued at nonrefundable fares will be refunded to the deceased passenger's estate.

**f) Administrative Service Charge**

GLOBAL GHANA AIRLINES may charge an administrative service charge for processing any permitted changes to nonrefundable tickets. If so, this fee will be deducted from any refunded portion or collected at the time the change is processed.

**g) Cancellations Due To Tariff Changes**

A penalty for voluntary cancellation shall not apply and the total amount paid shall be refunded if, between the time of ticket issuance and the date of commencement of travel, an increase in air fare occurs for which the passenger is liable due to provisions governing ticket sales either in or outside the country of origin.

**D) LOST OR STOLEN DOCUMENTS**

GLOBAL GHANA AIRLINES will issue refunds on lost, fully refundable paper tickets, miscellaneous charges orders, deposit receipts, and excess baggage tickets, or unused portions thereof, only if a claim for refund is received in the form required by GLOBAL GHANA AIRLINES no later than one month after the expiration date of the ticket. Unless otherwise provided for in specific fare types, carrier will impose a service charge in U.S. or Canadian Dollars as indicated in the table below or the equivalent in other than U.S. or Canadian Dollars converted by the Bankers' Buyers Rate, per ticket, for handling such request for refund or replacement of a lost ticket or exchange order.

**SERVICE CHARGE**

|                       |                       |
|-----------------------|-----------------------|
| LOST TICKET           | REPLACEMENT TICKET    |
| USD 100.00/CAD 146.00 | USD 100.00/CAD 146.00 |

The amount of the refund shall be calculated as follows:

- 1) If no portion of the ticket has been used, refund will be an amount equal to the fare and charges paid.
- 2) If a portion of the ticket has been used, and
  - a) the passenger has purchased a new ticket covering the same transportation as that covered by the unused portion of the lost ticket, refund will be an amount equal to the fare and charges paid for such new ticket.
  - b) the passenger has not purchased a new ticket covering the same transportation as that covered by the unused portion of the lost ticket, refund will be an amount equal to the difference between the fare and charges paid and the fare and charges applicable to the transportation of the passenger covered by the used portion of the ticket.

#### **E) REFUND OF INTERLINE TICKETS**

Notwithstanding the provisions of this rule, carrier will not accept for any purposes under this rule passenger tickets or related transportation documents issued by any carrier which is in substantial default of its interline obligations or which voluntarily or involuntarily has become the subject of bankruptcy proceedings.

#### **RULE 107: SPECIALLY TRAINED SERVICE DOGS**

GLOBAL GHANA AIRLINES accepts for transportation, without charge, dogs trained: (1) to lead the blind, when the dog accompanies a passenger with impaired vision dependent upon such dog; (2) to assist the deaf, when the dog accompanies a passenger with impaired hearing dependent upon such dog; or (3) in explosive detection or search and rescue, when the dog is accompanied by its handler. In the cases of (1) and (2) above, GLOBAL GHANA AIRLINES will also accept such dogs when accompanied by the dog's trainer and is en-route to the domicile of the owner for completion of training. In all cases, the service dog will be permitted to accompany such passenger into the cabin but will not be permitted to occupy a seat.

**RULE 115: INTERLINE BAGGAGE ACCEPTANCE (effective for travel to/from Canada for tickets issued on/after 01APR15)**

Definitions

**"Airline Designator Code"**

an identification code comprised of two-characters which is used for commercial and traffic purposes such as reservations, schedules, timetables, ticketing, tariffs and airport display systems. Airline designators are assigned by IATA. When this code appears on a ticket, it reflects the carrier that is marketing the flight, which might be different from the carrier operating the flight.

**"Baggage Rules"** the conditions associated with the acceptance of baggage, services incidental to the transportation of baggage, allowances and all related charges. For example, baggage rules may address the following topics:

- The maximum weight and dimensions of passenger bags, if applicable, both checked and unchecked;
- The number of checked and unchecked passenger bags that can be transported and the applicable charges;
- Excess and oversized baggage charges;
- Charges related to check-in, collection and delivery of checked baggage;
- Acceptance and charges related to special items, e.g. surf boards, pets bicycles, etc;
- Baggage provisions related to prohibited or unacceptable items, including embargoes;
- Terms or conditions that would alter or impact the baggage allowances and charges applicable to passengers (e.g. frequent flyer status, early check-in, pre-purchasing baggage allowances with a particular credit card); and,
- Other rules governing treatment of baggage at stopover points, including passengers subject to special baggage allowances or charges, etc. **Carrier Definitions (Various)**

**"Down Line Carrier"**

any carrier, other than the selecting carrier, who is identified as providing interline transportation to the passenger by virtue of the passenger's ticket.

**"Marketing Carrier"**

the carrier that sells flights under its code.

**"Most Significant Carrier (MSC)"** is determined by a methodology, established by IATA (Resolution 302), which establishes, for each portion of a passenger's itinerary where baggage is checked through to a new stopover point, which carrier will be performing the most significant part of the service. For travelers under the Resolution 302 system, the baggage rules of the MSC will apply. For complex itineraries involving multiple checked baggage points, there may be more than one MSC, resulting in the application of differing baggage rules through an itinerary.

**"Most Significant Carrier (MSC) – IATA Resolution 302 as conditioned by the CTA"** in this instance, the MSC is determined by applying IATA Resolution 302 methodology as conditioned by the CTA. The CTA's reservation has stipulated that only a single set of baggage rules may apply to any given interline itinerary. The aim of the Agency's reservation is to allow the selecting carrier to use the MSC methodology to determine which carrier's baggage rules apply to an international interline itinerary to or from Canada, while reinforcing the role of tariffs in the determination of which carrier's rules apply.

**"Operating Carrier"**

the carrier that operates the actual flight.

**"Participating Carrier(s)"**

includes both the selecting carrier and down line carriers who have been identified as providing interline transportation to the passenger by virtue of the passenger's ticket.

**"Selected Carrier"** the carrier whose baggage rules apply to the entire interline itinerary.

**"Selecting Carrier"**

the carrier whose designator code is identified on the first flight segment of the passenger's ticket at the beginning of an interline itinerary issued on a single ticket whose origin or ultimate destination is in Canada.

**"Interline agreement"** an agreement between two or more carriers to co-ordinate the transportation of passengers and their baggage from the flight of one air carrier to the flight of another air carrier (through to the next point of stopover).

**"Interline itinerary"**

all flights reflected on a single ticket involving multiple air carriers. Only travel on a single ticket is subject to the Agency's approach provided the origin or the ultimate ticketed destination is a point in Canada.

**"Interline travel"** travel involving multiple air carriers listed on a single ticket that is purchased via a single transaction.

**"Single ticket"**

a document that permits travel from origin to destination. It may include interline/code-share and intra-line segments. It may also include end-to-end combinations (i.e., stand alone fares that can be bought separately but combined together to form one price).

**"Summary page at the end of an online purchase"**

a page on a carrier's Web site which summarizes the details of a ticket purchase transaction just after the passenger has agreed to purchase the ticket from the carrier and has provided a form of payment.

**"Ultimate ticketed destination"**

In situations where a passenger's origin is a non-Canadian point and the itinerary includes at least one stop in Canada, as well as at least one stop outside of Canada. If the stop in Canada is the farthest checked point and the stop is more than 24 hours, the Agency would consider the ultimate ticketed destination to be Canada.

**(A) Applicability**

This rule is applicable to all interline itineraries issued on a single ticket whose origin or ultimate ticketed destination is in Canada.

It establishes how the carrier will determine which carrier's baggage rules apply to any passenger's entire interline itinerary.

**(B) General**

For the purposes of interline baggage acceptance:

- i. the carrier whose designator code is identified on the first segment of the passenger's interline ticket will be known as the selecting carrier.
- ii. any carrier who is identified as providing interline transportation to the passenger by virtue of the passenger's ticket will be known as a participating carrier.

**(C) Baggage Rule Determination by Selecting Carrier**

Checked Baggage

The selecting carrier will:

- a) Select and apply its own baggage rules as set out in its tariff to the entire interline itinerary.

OR

- b) Select the Most Significant Carrier, as determined by IATA Resolution 302 and conditioned by the Canadian Transportation Agency, in order for that carrier's baggage rules, as established in its tariff, to apply to the entire interline itinerary.

The carrier identified by means of a) or b) will be known as the selected carrier.

When GLOBAL GHANA AIRLINES is the selecting carrier, GLOBAL GHANA AIRLINES will select the Most Significant Carrier, as determined by IATA Resolution 302 and conditioned by the Canadian Transportation Agency, in order for that carrier's baggage rule, as established in its tariff, to apply to the entire interline itinerary.

#### Carry-On Baggage

Each operating carrier's carry-on baggage allowances will apply to each flight segment in an interline itinerary. Notwithstanding, the carry-on baggage charges that will apply to the entire interline itinerary will be those of the selected carrier.

#### (D) Baggage Rule Application by Participating Carrier

Where GLOBAL GHANA AIRLINES is not the selected carrier on an interline itinerary but is a participating carrier that is providing transportation to the passenger based on the ticket issued, GLOBAL GHANA AIRLINES will apply as its own the baggage rules, with the exception of rules as to the acceptance of pets as checked baggage, of the selected carrier throughout the interline itinerary. As to the acceptance of pets as checked baggage, GLOBAL GHANA AIRLINES rules will apply.

#### (E) Disclosure of Baggage Rules

##### **Summary Page at the end of an Online Purchase and E-Ticket Disclosure**

1. For baggage rules provisions related to a passenger's 1<sup>st</sup> and 2<sup>nd</sup> checked bag and the passenger's carry-on baggage (i.e., the passenger's "standard" baggage allowance), when GLOBAL GHANA AIRLINES sells and issues a ticket for an interline itinerary, it will disclose to the passenger on any summary page at the end of an online purchase and on the passenger's itinerary/receipt and e-ticket at the time of ticketing the baggage information relevant to the passenger itinerary as set out in paragraph 2.  
below. The disclosed information will reflect the baggage rules of the selected carrier.
2. The carrier will disclose the following information:
  - a) name of the carrier whose baggage rules apply;
  - b) passenger's free baggage allowance and/or applicable fees;
  - c) size and weight limits of the bags, if applicable;
  - d) terms or conditions that would alter or impact a passenger's standard baggage allowances and charges (e.g. frequent flyer status, early check-in, pre-purchasing baggage allowances with a particular credit card);
  - e) existence of any embargoes that may be applicable to the passenger's itinerary; and,
  - f) application of baggage allowances and charges (i.e., whether they are applied once per direction or if they are applicable at each stopover point).
3. The carrier will provide this information in text format on the passenger's e-ticket confirmation. Any fee information provided for carry-on bags and the first and second checked bag will be expressed as specific charges (i.e., not a range).

## **Web site Disclosure**

The carrier will disclose on its Web site, in a convenient and prominent location, a complete and comprehensive summary of all of the carrier's own baggage rules, including information concerning:

- a) The maximum weight and dimensions of passenger bags, if applicable, both checked and unchecked;
- b) The number of checked and unchecked passenger bags that can be transported and the applicable charges;
- c) Excess and oversized baggage charges;
- d) Charges related to check in, collection and delivery of checked baggage;
- e) Acceptance and charges related to special items, e.g. surf boards, pets, bicycles, etc.;
- f) Baggage provisions related to prohibited or unacceptable items, including embargoes;
- g) Terms or conditions that would alter or impact the baggage allowances and charges applicable to passengers (e.g. frequent flyer status, early check in, pre-purchasing baggage allowances with a particular credit card); and,
- h) Other rules governing treatment of baggage at stopover points, including passengers subject to special baggage allowances or charges, etc.

## **RULE 116 BAGGAGE REGULATIONS**

Ticketed passengers may check baggage for carriage in the cargo compartment of the aircraft and/or may carry baggage on board the aircraft, subject to the provisions of this rule.

### **A. Baggage Allowance**

#### **1. Basic Allowance**

GLOBAL GHANA AIRLINES will accept a maximum of one carry-on item for each ticketed passenger free of charge. Customers who purchased a ticket for travel in First or Business Class may check two bags up to 70 lbs for each bag. Lower limits may apply on some flights in GLOBAL GHANA AIRLINES sole discretion. GLOBAL GHANA AIRLINES may accept additional, larger, or heavier items as checked baggage when space is available. Fees may apply for checked baggage as set forth in this rule.

#### **2. One Personal Item**

In addition to the carry-on item included within the baggage allowance, passengers may carry one personal item on to the aircraft. This may include:

- A purse
- A briefcase
- A laptop computer
- A camera case
- A diaper bag, or
- An item of a similar or smaller size to those listed above.

#### **3. Personal Assistance Devices and Medical Equipment/Supplies**

Subject to the availability of space on the aircraft, passengers may also check or carry on personal assistive devices such as wheelchairs or crutches, provided the passenger is dependent on them, and medical supplies or equipment, provided the item meets the applicable size and weight restrictions. Such items do not count towards the free baggage allowance. Wheelchair availability at the airport.

#### **4. Additional Items Which Do Not Count Towards Free Baggage Allowance**

Subject to the availability of space on the aircraft, the following items may also be carried on board and do not count towards the baggage allowance:

- Food item for immediate consumption
- One box or bag of duty free items
- Coat or jacket

- Umbrella
- One item of reading material
- For transportation from points in Hawaii, one box or mesh bag of pineapples.

#### **5. Children Traveling on Reduced Fare Tickets**

Children traveling free of charge receive no free baggage allowance. Children paying 10 percent of the normal adult fare will be allowed one piece of checked baggage with a maximum weight of 20lbs and an outside linear dimension of 45 inches plus one checked fully collapsible child's stroller or push-chair. Children paying 50 percent or more of the normal adult fare receive the same free baggage allowance as a passenger paying the adult fare.

### **B. General Rules for Acceptance of Baggage**

#### **1. Subject to Inspection**

All baggage is subject to inspection. GLOBAL GHANA AIRLINES will not transport baggage that the passenger refuses to submit for inspection.

#### **2. Suitable for Transport**

GLOBAL GHANA AIRLINES may refuse to accept for transport as baggage any item that, in Global Ghana Airlines's sole judgment:

- Creates a risk of harm or annoyance to other passengers
- Poses a risk to other baggage or cargo
- GLOBAL GHANA AIRLINES is prohibited from carrying by any law, regulation or government directive
- Is in a condition which creates an unreasonable risk of damage to the baggage under normal handling conditions; or
- Is otherwise unsuitable for transportation.

#### **3. Restricted Articles**

GLOBAL GHANA AIRLINES will not accept as baggage any article which is listed in the DOT hazardous materials regulations (49 CFR 171-177); the International Civil Aviation Organization Technical Instruction for the Safe Transport of Dangerous Goods by air and/or the IATA Dangerous Goods Regulations.

Notwithstanding the foregoing, on flights other than those operated by GLOBAL GHANA AIRLINES Connection carriers, GLOBAL GHANA AIRLINES will accept a maximum of 5.5lbs/2.5kg of dry ice in checked or carry-on baggage. The passenger must declare such dry ice at the initial point of check-in.

### **C. Carry-On Baggage**

The following additional conditions apply to the acceptance of carry-on baggage.

#### **1. Subject to Space Availability**

Acceptance of carry-on baggage is subject to space availability on the aircraft at the time the passenger boards. If adequate space is not available, GLOBAL GHANA AIRLINES may require that the baggage be checked.

#### **2. Stowage During Flight**

All carry-on baggage must be retained in the passenger's custody and stored under a seat or in an overhead compartment approved for the carriage of such baggage.

#### **3. Size for Carry-On Baggage**

Carry-on baggage may not exceed a maximum outside linear dimension of 45 inches.

#### **4. Responsibility for Carry-On Baggage**

Carry-on baggage which remains in the custody of the passenger is the sole responsibility of the passenger. GLOBAL GHANA AIRLINES will not accept claims for lost, forgotten, or stolen carry-on baggage unless such baggage is tendered to GLOBAL GHANA AIRLINES' in-flight personnel for storage during flight or otherwise delivered into the custody of GLOBAL GHANA AIRLINES. Storage in overhead bins or under a seat shall not be construed as delivery into GLOBAL GHANA AIRLINES' custody.

#### **D. Cabin Seat Baggage**

As an alternative to checking baggage, passengers may request that items of baggage which do not qualify as carry-on luggage be transported as cabin seat baggage, subject to the provisions of this rule.

##### **1. Stowage of Cabin Seat Baggage**

Cabin seat baggage must be carried aboard the aircraft by the passenger and properly secured in a seat available for stowage of cabin seat baggage. On GLOBAL GHANA AIRLINES -operated flights, seats available for cabin seat baggage stowage include any seat within a passenger compartment, provided that a physical bulkhead or divider is present at the front of the compartment. On flights operated by GLOBAL GHANA AIRLINES Connection carriers, cabin seat baggage may be located only in the first row of seats behind the bulkhead row of seats or in a row forward of the most forward-seated passenger. Acceptance of cabin seat baggage is subject to space availability on the aircraft, and is not available on all flights.

##### **2. Fee for Cabin Seat Baggage**

The fee for carriage of cabin seat baggage is the full applicable fare for that portion of the trip on which the extra seat is used. Cabin seat baggage will not be included in determining the free baggage allowance or excess baggage charges.

##### **3. Restrictions on Acceptance of Cabin Seat Baggage**

The following additional restrictions apply:

- Baggage must not exceed 100lbs./45 kg unless otherwise set forth in this rule.
- The passenger and baggage must occupy the same compartment.
- Baggage must not contain dangerous goods.
- Baggage must be packaged or covered in a manner to avoid possible injury to passengers.
- Baggage must be properly secured by a seat belt to eliminate the possibility of shifting during ground and flight operations.
- The location of the baggage must not restrict access to or the use of any required emergency or regular exit, or the aisle in the cabin.
- The location of the baggage must not obscure any passenger's view of the seat belt, no smoking or required exit signs.

#### **E. Checked Baggage**

The following additional conditions apply to the acceptance of checked baggage.

##### **1. Proper Identification**

Each piece of checked baggage must have a current identification tag or label on the outside containing the passenger's name, address and telephone number.

##### **2. Routing of Checked Baggage**

Except as otherwise provided in this rule, baggage will be checked only to the passenger's destination or next point of stopover. Baggage will be carried in the same aircraft as the passenger unless GLOBAL GHANA AIRLINES determines in its sole discretion that such carriage is impracticable, in which case GLOBAL GHANA AIRLINES will carry the baggage on the next preceding or subsequent flight on which space is available. Baggage may be reclaimed at an intermediate point only if:

**a) Connection Time Exceeding Four Hours**

Passengers making connections to the first available GLOBAL GHANA AIRLINES flight departing from an intermediate point may reclaim their baggage at the intermediate point if the connection exceeds six hours, but is less than twelve hours. If the connection time exceeds twelve hours, the passenger must reclaim his baggage at the intermediate point.

**b) Transfer Between Airports**

For passengers connecting to flights scheduled to depart from an airport different from the one at which the passenger is scheduled to arrive, baggage will be checked to the airport from which the passenger will transfer to the connecting airport.

**3. Delivery of Checked Baggage**

At the time of check-in, GLOBAL GHANA AIRLINES will issue a baggage check to the passenger identifying each item of baggage accepted for transport as checked baggage. GLOBAL GHANA AIRLINES will deliver checked baggage to the bearer of the baggage check at the baggage claim area of the airport destination shown in the baggage check. It is the passenger's responsibility to claim the checked baggage at the baggage claim area and to present the baggage check, if requested, when doing so. GLOBAL GHANA AIRLINES assumes no obligation to verify the identity of the bearer at the destination airport.

**4. Time Limits for Baggage Check-In**

GLOBAL GHANA AIRLINES may refuse to accept for checking any baggage that is not tendered to GLOBAL GHANA AIRLINES at the airport curbside or ticket counter acceptance positions by the check-in deadlines specified in Rule 60.

**5. Size and Weight Limits for Checked Baggage**

Except as otherwise provided in this rule, checked baggage may not exceed a maximum outside linear dimension of 62 inches or a maximum weight of 50 lbs. GLOBAL GHANA AIRLINES may in its discretion accept larger or heavier baggage, but may require payment of an excess baggage fee, as set forth below.

**6. Additional Restrictions on Checked Baggage for Certain Countries**

**a) Shipment of Boxes to/from Central/South America**

With the exception of original, factory-sealed boxes, up to 70lbs and 62 linear inches, (which may be accepted on a space available basis), boxes will not be accepted as checked baggage on flights to/from any countries in Central or South America except Brazil, Chile, and Mexico.

**b) Baggage Embargos**

**1) Year-Round Embargo**

A maximum of two checked pieces allowed; baggage fees may apply. Checked baggage weighing 51-70lbs will be subject to excess baggage charges. No baggage over 70 lbs. or 62 linear inches will be accepted for travel to/from the following points at any time throughout the year.

|   |
|---|
| Caracas, Venezuela (CCS)                |
| Santo Domingo, Dominican Republic (SDQ) |
| Santiago, Dominican Republic (STI)      |

A maximum of three checked pieces allowed; baggage fees may apply. Checked baggage weighing 51-70lbs will be subject to excess baggage charges. No baggage over 70 lbs. or 62 linear inches will be accepted for travel to/from the following points at any time throughout the year.

|                             |
|-----------------------------|
| Port Au Prince, Haiti (PAP) |
|-----------------------------|

**2) 3 JUN through 31AUG**

A maximum of two checked pieces allowed during this period; baggage fees may apply. No overweight or oversize baggage will be accepted for travel to/from the following points during the period from 3 Jun through 31 Aug.

|                                 |
|---------------------------------|
| San Salvador, El Salvador (SAL) |
| Quito, Ecuador (UIO)            |
| Tegucigalpa, Honduras (TGU)     |

3) 01 OCT through 16 JAN

A maximum of two checked pieces allowed during this period; baggage fees may apply. Checked baggage weighing 51–70lbs is subject to excess baggage charges. No baggage over 70 lbs or 62 linear inches will be accepted for travel to/from the following points during the period from 01 Oct through 16 Jan:

|                                 |
|---------------------------------|
| San Salvador, El Salvador (SAL) |
|---------------------------------|

4) 16 NOV through 16 JAN

A maximum of two checked pieces allowed during this period; baggage fees may apply. Checked baggage weighing 51–70lbs is subject to excess baggage charges. No baggage over 70 lbs or 62 linear inches will be accepted for travel to/from the following points during the period from 16 Nov through 16 Jan:

|                                 |
|---------------------------------|
| Bogota, Colombia (BOG)          |
| Cartagena, Colombia (CTG)       |
| Guatemala City, Guatemala (GUA) |
| Manila, Philippines (MNL)       |
| Medellin, Colombia (MDE)        |
| Montego Bay, Jamaica (MBJ)      |
| Quito, Ecuador (UIO)            |
| San Pedro Sula, Honduras (SAP)  |
| Tegucigalpa, Honduras (TGU)     |

A maximum of two checked pieces allowed during this period; baggage fees may apply. No overweight or oversize baggage will be accepted for travel to/from the following points in Mexico during the period from 16 Nov through 16 Jan:

|                           |
|---------------------------|
| Mexico City, Mexico (MEX) |
|---------------------------|

7) 01 DEC through 15 JAN

A maximum of two checked pieces allowed during this period; baggage fees may apply. No overweight or oversize baggage will be accepted for travel to/from the following points in Mexico during the period from 01Dec through 15 Jan:

|                           |
|---------------------------|
| Guadalajara, Mexico (GDL) |
|---------------------------|

A maximum of one checked piece allowed during this period; baggage fees may apply. No overweight or oversize baggage will be accepted for travel to/from the following points in Mexico during the period from 01Dec through 15 Jan:

|                    |
|--------------------|
| Leon, Mexico (BJX) |
|--------------------|

8) For travel to/from LOS: two excess bags will be allowed per passenger year round subject to excess baggage charges; no bags over 62 linear inches will be accepted.

**7. Excess Baggage Fees**

GLOBAL GHANA AIRLINES may, in its sole discretion, accept for transport baggage in excess of the maximum number, size and/or weight allowances described above. Such baggage will be accepted for transportation only upon the payment of the excess baggage fees specified in this rule. The excess baggage fees set forth below apply each way, and are cumulative, i.e., a single item of baggage may be subject to additional item, oversize, and overweight charges if applicable. In addition to these charges, baggage connecting to other airlines may be subject to the connecting airline's charges for additional, oversize, and/or overweight baggage.

**a) Additional Items of Baggage**

Each item of checked baggage in excess of the free baggage allowance, if accepted, is subject to an excess baggage piece fee as set forth in the table below. Subject to space availability, GLOBAL GHANA AIRLINES may accept up to 10 total checked bags per passenger (including the free allowance) on flights operated by GLOBAL GHANA AIRLINES.

| International Baggage Fees | Except as otherwise provided in this rule | Transatlantic travel (excluding Brazil) to/from Europe/North Africa <sup>1</sup> | Transatlantic travel originating Western Hemisphere (excluding Brazil) to/from India | Travel between Europe and India    | Transatlantic travel (excluding Brazil) to/from Israel | Transatlantic travel between US/CA/MX and Iraq/Jordan/Syria | Transatlantic travel between South America (excluding Brazil)/Central America/Caribbean to/from the Middle East |
|----------------------------|---|--|--|------------------------------------|--|---|---|
| 1st Bag                    | No Fee                                    | No Fee   | No Fee   | No Fee                             | No Fee   | No Fee  | No Fee  |
| 2nd Bag                    | No Fee                                    | USD100/<br>CAD 120/<br>EUR85   | USD75/<br>CAD75  | USD75/<br>EUR75                    | USD100/<br>CAD100                                      | USD75/CAD75   | USD75   |
| Extra Piece                | 3-10 –<br>USD200/<br>CAD200<br>Per Bag    | 3-10 -<br>USD285/<br>CAD330/<br>EUR240<br>Per Bag                                | 3-10 –<br>USD200/<br>CAD200<br>Per Bag   | 3-10 –<br>USD200/EUR200<br>Per Bag | 3-10 -<br>USD200/<br>CAD200<br>Per Bag                 | 3-10 -<br>USD200/CAD200<br>Per Bag                          | 3-10 -<br>USD200/CAD200<br>Per Bag  |

| International Baggage Fees | Travel to/from Brazil   | Between Los Angeles and El Salvador                         | Between Los Angeles and Guatemala                      | Western Hemisphere travel (excluding South America) to/from Panama City (Panama), El Salvador (except as otherwise noted in this rule) | Western Hemisphere travel (excluding South America) to/from Central America/ Panama (except as otherwise noted in this rule) |
|----------------------------|-------------------------|---|--|--|--|
| 1st Bag                    | No Fee                  | No Fee  | No Fee   | No Fee   | USD25/CAD25  |
| 2nd Bag                    | No Fee                  | No Fee  | USD40/CAD40  | USD40/CAD40  | USD40/CAD40  |
| Extra Piece                | 3-10<br>USD75/<br>CAD75 | 3 USD150/<br>CAD150<br>4-10<br>USD200/<br>CAD200<br>Per Bag | 3<br>USD150/CAD150<br>4-10<br>USD200/CAD200<br>Per Bag | 3 USD150/CAD150<br>4-10 USD200/CAD200 Per<br>Bag   | 3 USD150/CAD150<br>4-10 USD200/CAD200<br>Per Bag   |

| International Baggage Fees | Western Hemisphere travel (excluding South America) to/from Mexico City, Guadalajara, Leon, Monterrey (Mexico), Santo Domingo, Santiago (Dominican Republic), Port Au Prince, Kingston | Western Hemisphere travel (excluding South America) to/from the Caribbean/Mexico (except as otherwise noted in this rule) | Western Hemisphere travel to/from South America (excluding Brazil) | Travel between Japan and Guam/Palau/Mariana Islands | Transpacific travel (excluding Brazil) to/from French Polynesia |
|----------------------------|--|---|--|---|---|
| 1st Bag                    | No Fee   | USD25/CAD25   | No Fee   | No Fee  | No Fee  |
| 2nd Bag                    | USD40/CAD40  | USD40/CAD40   | No Fee   | USD40   | USD100/CAD120/EUR85   |
| Extra Piece                | 3 USD125/CAD125<br>4-10 USD200/CAD200<br>Per Bag   | 3 USD125/CAD125<br>4-10<br>USD200/CAD200<br>Per Bag   | 3-10 – USD200/<br>CAD200<br>Per Bag                                | 3-10 -<br>USD200/CAD200<br>Per Bag                  | 3-10 -<br>USD285/ CAD330/<br>EUR240<br>Per Bag                  |

<sup>1</sup>North Africa includes Algeria, Libya, Morocco, and Tunisia

**b) Oversize Baggage**

GLOBAL GHANA AIRLINES may accept baggage with a maximum outside linear dimension exceeding 62 inches, but not exceeding 80 inches, as oversize baggage. Except as otherwise set forth in this rule, each item of such baggage, if accepted, is subject to the following oversize baggage fees:

For items exceeding 62 inches, but not exceeding 80 inches – USD175/CAD175. For transatlantic travel to/from Europe/North Africa, a fee of USD300/CAD345/EUR250 applies. For transpacific travel to/from French Polynesia, a fee of USD300/CAD345/EUR250 applies. For travel between the United States/Canada and Mexico/Central America/South America/Caribbean, a fee of USD150/CAD150 applies. For travel to/from Brazil, a fee of USD100/CAD100 applies.

Except as otherwise set forth in this rule, baggage with a maximum outside linear dimension exceeding 80 inches will not be accepted as checked baggage.

**c) Overweight Baggage**

GLOBAL GHANA AIRLINES may accept baggage weighing more than 50 lbs. but not exceeding 100 lbs., as overweight baggage. Each item of such baggage, if accepted, is subject to an overweight baggage fee as set forth in the following table:

| Baggage Weight  |                     |
|---|---------------------|
| Exceeding 50 lbs., but not exceeding 70 lbs.  | USD100/CAD100       |
| Exceeding 50 lbs., but not exceeding 70 lbs. for transatlantic travel to/from Europe/North Africa | USD100/CAD120/EUR85 |
| Exceeding 50 lbs., but not exceeding 70 lbs. for transpacific travel to/from French Polynesia     | USD100/CAD120/EUR85 |
| Exceeding 50 lbs., but not exceeding 70 lbs. for travel to/from Brazil                            | No charge           |
| Exceeding 70 lbs., but not exceeding 100 lbs.*  | USD200/CAD200*      |
| Exceeding 70 lbs., but not exceeding 100 lbs. for travel to/from Brazil                           | USD100/CAD100       |

\* Bags exceeding 70 lbs (31.75 kg.) are not allowed to/from/through Europe, South Africa, Australia, New Zealand or United Arab Emirates.

Except as otherwise set forth in this rule, baggage weighing more than 100 lbs. will not be accepted as checked baggage.

**d) Exception for Active Duty Military Personnel**

Active duty U.S. military personnel traveling on orders to or from duty stations and active U.S. military dependents traveling on relocation orders are allowed up to four checked bags in GLOBAL GHANA AIRLINES Economy Class (regardless of cabin), and up to five checked bags in First and Business Class on GLOBAL GHANA AIRLINES aircraft only, at no charge. Each bag may weigh up to 70 lbs. (32 kg) and measure up to 80 linear inches (203 cm).

Additionally, military personnel traveling on personal business will be allowed two checked bags up to 50 lbs (23 kg) and 62 linear inches (158 cm) at no charge.

**e) Exception for Media**

Camera, film, video tape, lighting, and sound equipment will be accepted when tendered by representatives of network or local television broadcasting companies or commercial film-making companies, upon payment of USD70/CAD70 per article with the maximum weight allowed of 100 lbs and up to 115 linear inches. For transatlantic travel to/from Europe/North Africa, the fee is USD70/CAD70/EUR60.

**F. Acceptance of Fragile, Perishable, or Precious Items**

**1. Items Deemed to Be Fragile, Perishable, or Precious**

The classes of items listed below are deemed to be fragile, perishable, precious, or otherwise unsuitable as checked baggage and will not be accepted as baggage, except as set forth in subsection, F.2., below.

**a) Artistic Items**

Vases, figurines, ceramic articles, trophies, paintings, sculpture, antique furniture, and similar objects of art.

**b) Electronic and Mechanical Items**

Television sets, radios, amplifiers, speakers, tape recorders, video recorders, DVD players, digital music or video devices, electronic communications devices, calculators, computers, typewriters, dictation equipment, and similar electronic or mechanical items.

**c) Glass**

Terrariums, mirrors, crystal, china and glass containers for liquors, wines, beer, liqueurs, and perfumes, and similar items fabricated from glass or similar materials.

**d) Infant Items**

Fragile items for infant care, including without limitation strollers and car seats.

**e) Jewelry or Precious Metals**

Jewelry, silverware, precious metals, and similar highly valuable items.

**f) Musical Instruments And Equipment**

Guitars, violins, trombones, drums, and other musical instruments or equipment.

**g) Perishable Items**

Fresh or frozen foodstuffs such as fruits, vegetables, meats, fish, poultry, and bakery products; floral and nursery stock such as flower, fruit, and vegetable plants; cut flowers and foliage such as floral displays; and similar items of a perishable nature.

**h) Photographic/Cinematographic Equipment**

Cameras, lenses, flash bulbs, projectors, video cameras, and other photographic or cinematographic equipment

**i) Precision Items**

Microscopes, oscilloscopes, meters, counters, polygraphs, scales, and similar precision equipment.

**j) Recreational and Sporting Goods**

Fragile recreational or sporting goods of any kind, including without limitation archery equipment, golf clubs, tennis rackets, skis, fishing rods, sculls, surfboards, scuba diving masks and pressure gauges, scopes, sporting trophies such as animal horns and antlers, skin diving gear, model airplanes, bicycles, backpacks, knapsacks, sleeping bags, and tents made of plastic, vinyl, or other easily tearable material with aluminum frames, outside pockets, or protruding straps and buckles.

**k) Toys**

Dolls, dollhouses, model trains and airplanes, and similar toys of a fragile nature.

**l) Valuable or Fragile Papers**

Cash, cash equivalents, securities, negotiable instruments, irreplaceable documents, advertising displays, models, sketches, blueprints, maps, and other valuable or fragile paper materials.

**m) Other Fragile or Perishable Items**

Any item not otherwise listed above which, by its nature or packaging, is subject to damage or spoilage during its carriage as checked baggage, despite exercise by the carrier of ordinary care in its handling.

**2. Acceptance of Fragile, Perishable or Precious Items**

**a) Duty to Identify Fragile, Perishable, or Precious Items**

The passenger must identify all fragile, perishable, or precious items contained in any baggage tendered to GLOBAL GHANA AIRLINES for carriage at the time of check-in.

**b) Precious or Highly Valuable Items**

Precious or other highly valuable items, including without limitation cash, cash equivalents, securities, negotiable instruments, irreplaceable documents, jewelry, silverware, precious metals, works of art,

computers, electronic equipment, photographic equipment, and any other items that cannot be easily replaced if lost or damaged may not be transported in checked baggage.

**c) Acceptance of Properly Packaged Fragile Items**

Except as provided below, fragile items will be accepted as checked baggage only if, in GLOBAL GHANA AIRLINES sole determination, the items are appropriately packaged in an original factory-sealed carton, cardboard mailing tube, a container or case designed for shipping such items, or packed with protective internal material sufficient to protect the items from damage during ordinary handling, and are otherwise suitable for transport under these rules.

**d) Acceptance of Other Fragile or Perishable Items**

Perishable items and fragile items not accepted by GLOBAL GHANA AIRLINES pursuant to the preceding section may be accepted upon the condition that the passenger agree in advance and in writing to release the carrier of liability for loss or damage resulting from the unsuitability of such items as checked baggage and/or the inadequacy of their packaging, in a Limited Liability Release form to be provided by GLOBAL GHANA AIRLINES.

**G. Acceptance of Animals**

**1. Acceptance of Pets as Checked or Cabin Baggage**

Subject to the exceptions specified in this rule, GLOBAL GHANA AIRLINES does not accept animals for transportation as checked baggage. The limited exceptions to this general prohibition are as follows: on certain flights, GLOBAL GHANA AIRLINES will accept pets and animals for transportation as checked baggage for (1) members of the U.S. military and their family members who are traveling on active transfer orders, and (2) passengers traveling with emotional-support animals. As to animals that fall within those exceptions, GLOBAL GHANA AIRLINES will accept cats and dogs as checked baggage.

GLOBAL GHANA AIRLINES does not accept snub-nosed or pug-nosed pets as checked baggage under any circumstances.

Carriage of any other pets as checked baggage will be determined on a case-by-case basis at GLOBAL GHANA AIRLINES sole discretion. Animals that do not fall within the aforementioned exceptions may be shipped as air cargo. Please contact GLOBAL GHANA AIRLINES or visit Global Ghana Airlines.com for rules applicable to cargo shipments. This rule does not apply to the transportation of service animals pursuant to Rule 107.

**a) Advance Arrangements Required**

Advance arrangements must be made with GLOBAL GHANA AIRLINES to transport pets as checked or carry-on baggage. Animals are accepted on a first-come, first-serve basis.

**b) Compliance with Applicable Laws and Regulations**

The passenger is solely responsible for compliance with any applicable laws, customs, and/or other governmental regulations, requirements, or restrictions of the country, state, or territory to which the animal is being transported.

**c) Financial Responsibility**

The passenger is responsible for all financial obligations involved in transporting the animal, including but not limited to the cost of obtaining vaccinations, health certificates, and quarantine charges.

**d) Embargoed Jurisdictions**

GLOBAL GHANA AIRLINES does not accept pets in cabin or pets as checked baggage to/from the following jurisdictions:

|           |
|-----------|
| Australia |
| Barbados  |
| Hong Kong |
| Iceland   |

|                      |
|----------------------|
| Jamaica              |
| New Zealand          |
| Republic of Ireland  |
| Senegal              |
| South Africa         |
| United Arab Emirates |
| United Kingdom       |

**e) Interline Carriage**

Animals will not be accepted for transportation as baggage for interline carriage except when the connection is to or from one or more of the following carriers:

|                    |
|--------------------|
| Air France         |
| AeroMexico         |
| Alitalia           |
| CSA Czech Airlines |
| Korean Air         |

**2. Special Conditions for Acceptance of Animals As Checked Baggage** The following additional conditions apply to acceptance of animals as checked baggage.

**a) Environmental Conditions**

GLOBAL GHANA AIRLINES will not accept animals as checked baggage when, in GLOBAL GHANA AIRLINES' sole discretion, environmental conditions may pose a hazard to the safety or comfort of the animal. In particular, and without limitation of the foregoing, animals will not be accepted during the following periods or on the following flights:

**(1) Maximum temperature**

Warm-blooded live animals will not be accepted as checked baggage if the temperature is expected to be above 85F/ 29C at any point during the animal's journey. Maximum for snub-nosed cats and dogs is 75F/ 24C.

**(2) Minimum temperature**

GLOBAL GHANA AIRLINES will not accept warm-blooded live animals as checked baggage when the temperature is expected to be below 10F/ -12C. The minimum temperature does not apply to sled dogs or other animals that normally live outdoors and are naturally acclimated to cold temperatures.

**b) Transfer to Another Carrier**

Animals will not be checked beyond a point of transfer to another carrier.

**c) Approved Container Required**

**(1) Compliance with USDA Requirements**

Animals accepted as checked baggage must be confined in a shipping kennel approved by the U.S. Department of Agriculture (USDA). The passenger is responsible for insuring that the container meets all governmental requirements for the safe and humane transportation of the animal being transported. Without limitation of the foregoing, containers must be large enough to allow the animal to stand upright and turn around and must be leak proof. GLOBAL GHANA AIRLINES may refuse to accept any animal as checked baggage if, in its sole discretion, the animal is not properly confined in an approved container.

**(2) Size and Weight Limitations**

Size and weight limitations for containers that will be accepted as checked baggage also apply, and vary depending upon the aircraft and operating carrier. For current information on the size and weight limitations that apply to specific flights, contact Global Ghana Airlines or visit Global Ghana Airlines.com.

**(3) Number of Animals per Container**

No more than one adult dog or cat may occupy a single container. Two puppies or kittens may occupy a single container provided they are less than 6 months of age and weigh less than 20 lbs. each. Two household birds will be permitted in the same container.

**(4) Number of Containers per Passenger**

GLOBAL GHANA AIRLINES will accept no more than two containers per passenger as checked baggage on most flights.

**3. Special Conditions for Acceptance of Animals as Baggage in the Passenger Compartment**

In addition to the general baggage rules set forth above, the following special conditions apply to acceptance of personal pets as carry-on baggage in the passenger compartment.

**a) Animals Accepted as Baggage in the Passenger Compartment**

Personal pets that may be accepted as baggage in the passenger compartment include dogs and cats. Other pets or animals are not accepted. The pet must be small enough to fit comfortably in a kennel under the seat directly in front of the passenger, and must be at least ten weeks old. On flights to countries within the European Union, the pet must be at least 15 weeks old. On flights to the United States from any other country, the pet must be at least 16 weeks old. Pets will not be accepted as carry-on baggage on flights to Hawaii. Pets will not be accepted as carry-on baggage in GLOBAL GHANA AIRLINES international business class.

**b) Size and Weight Limitations**

Maximum carry-on kennel dimensions apply and vary depending upon the aircraft and operating carrier. For current information on the size limitations that apply to specific flights, contact GLOBAL GHANA AIRLINES or visit flygga.com.

**c) Container and Animal Storage**

The container must be stored under the seat directly in front of the passenger. The animal will not be carried in the first (bulkhead) row or adjacent to an emergency exit. The animal must remain in the container while in the boarding area or GLOBAL GHANA AIRLINES airport lounge, during boarding or deplaning, and at all times while on board the aircraft.

**d) Removal of Offensive or Disruptive Animals**

In the event the animal becomes offensive or causes a disturbance during transit, the animal may be removed, at the captain's discretion, at the first en route stop and placed in the cargo compartment for continuing transportation.

**e) Maximum Number of Animals Accepted Per Passenger**

A passenger may not carry on more than one pet.

**f) Maximum Number of Animals Accepted Per Flight**

GLOBAL GHANA AIRLINES limits the number of pets that will be accepted for carriage in the passenger compartment on each flight as follows:

- one pets in the First-Class cabin, if applicable
- one pets in the Business Elite cabin, if applicable

**g) Unaccompanied Minors**

Animals may travel in the cabin with unaccompanied minors, but will not be accepted as checked baggage unless one of the exceptions specified in this rule applies. Pet in cabin fees apply in addition to the UMNR service charge.

**4. Charges for Animals Accepted as Carry-On Baggage**

The fee for carriage of animals accepted in the passenger cabin is USD200/CAD200/EUR200 one way. For travel to/from Brazil, the fee is USD75/CAD75 one way. Acceptance of the animal for carriage in the passenger compartment will be in lieu of one piece of carry-on baggage.

**H. Acceptance of Other Special Items**

Special baggage rules apply to certain categories of items, as set forth below. Except as stated below, the general baggage rules, including fees for excess, overweight, and oversize baggage and the restrictions on acceptance of fragile or perishable items, apply to the carriage of these special items.

**1. Antlers and Game Meat**

**a) Antlers**

Antlers may be accepted as checked baggage. These items will be subject to a charge of USD150/CAD150/EUR125 each way. For transatlantic travel to/from Europe/North Africa, the charge is USD150/CAD175/EUR125 each way. For transpacific travel to/from French Polynesia, the charge is USD150/CAD175/EUR125 each way. For travel to/from Brazil, the fee is USD75/CAD75 each way. Antlers must be as free of residue as possible. The skull must be wrapped and tips protected. Linear dimensions must not exceed 115 inches; no oversize fees apply. Applicable overweight fee applies for antlers weighing more than 70 lbs; antlers weighing over 100 lbs will not be accepted. Antlers that do not arrive with the passenger will be held at the local baggage service office for pick up or will be delivered at the passenger's expense.

**b) Game Meat**

On most flights, GLOBAL GHANA AIRLINES will accept game meat for transportation subject to the rules for carriage of perishable items. Game meat is not permitted in checked baggage on flights.

**2. Bicycles**

Bicycles will be accepted as checked baggage and will be subject to a charge of USD150/CAD150 each way. For transatlantic travel to/from Europe/North Africa, the charge is USD150/CAD175/EUR125 each way. For transpacific travel to/from French Polynesia, the charge is USD150/CAD175/EUR125 each way. For travel to/from Brazil, the charge is USD75/CAD75 each way. Bicycles with linear dimensions exceeding 115 inches will not be accepted. Applicable overweight fee applies for bicycles weighing more than 70 lbs; bicycles weighing over 100 lbs will not be accepted. Non-motorized touring or racing bicycles with single seats may be accepted as checked baggage on most flights: Bicycles must be packaged in a cardboard or canvas container with handlebars fixed sideways and pedals removed, or with handlebars and pedals encased in plastic, Styrofoam, or other similar material. Limits on the total number of bicycles that may be accepted apply for some flights. For those flights, advance reservations are required.

**3. Child restraint seat**

A DOT-approved child restraint seat will be accepted for transportation in the passenger compartment when an additional seat is reserved, a ticket is purchased, and the restraint seat can be properly secured by the

seat belt. If no ticket for the infant is purchased, GLOBAL GHANA AIRLINES may, at its discretion, accept the seat for transportation in the passenger compartment if space is available. If no space is available, the child seat restraint must be checked as baggage at the gate, and will not count against the passenger's checked baggage allowance. Child carrier devices without DOT approval labels may not be used to secure the child when the seat belt sign is illuminated.

#### **4. Fishing Equipment**

Fishing poles (if properly encased) may be accepted if the maximum outside linear dimensions exceed 62 inches but do not exceed 115 inches; however, standard excess size charges apply.

#### **5. Golfing Equipment**

One piece of golf equipment may be accepted as checked baggage. Standard checked baggage fees apply. Overweight baggage fees will apply to bags that exceed 50 lbs. Oversized baggage fees will be waived for golf bags that exceed 62 linear inches and are less than or equal to 115 linear inches. Bags exceeding 115 linear inches will not be accepted.

One item of golfing equipment is defined as:

1. one golf bag containing one set of golf clubs
2. golf balls and tees; and
3. one pair of golf shoes

Golf clubs will be accepted as checked baggage under the following conditions:

Golf bag is packaged within a hard-shell case

Golf bag is packaged within a soft-sided golf club travel bag after a limited release has been signed

GLOBAL GHANA AIRLINES is not responsible for damage noted at the time of check-in or damage due to over-packing the bag.

#### **6. Hockey/Lacrosse Equipment**

Items of hockey/lacrosse equipment may be accepted as checked baggage and one such item maybe included within the free baggage allowance. One item of hockey/lacrosse equipment is defined as one equipment bag plus two hockey or lacrosse sticks (taped together). The combined weight of the equipment bags and hockey sticks may not exceed 50lb or excess weight charges will apply. The maximum linear dimensions up to 80 inches will be accepted with no excess size charges applied; oversize charges will apply to items with linear dimensions over 80 inches but less than 115 inches.

#### **7. Musical Instruments**

Subject to the rules for carriage of fragile items and the other rules set forth above, GLOBAL GHANA AIRLINES may accept musical instruments or equipment provided, including case, the outside linear dimensions do not exceed 150 inches and the weight, including case, does not exceed 165 lbs. Standard overweight, oversize and piece baggage charges or cabin seat baggage charges apply. Musical instruments exceeding 100lbs will be subject to the overweight fee applied to baggage weighing between 70 and 100lbs. Musical instruments exceeding 80 linear inches will be subject to the oversize fee applied to baggage measuring between 62 and 80 linear inches.

#### **8. Scuba-Diving Equipment**

One dive bag containing scuba equipment, other than an empty dive tank, may be accepted as checked baggage. An empty dive tank will be accepted as checked baggage and will be subject to a charge of USD150/CAD150 each way. For transatlantic travel to/from Europe/North Africa, the charge is USD150/CAD175/EUR125 each way. For transpacific travel to/from French Polynesia, the charge is USD150/CAD175/EUR125 each way. For travel to/from Brazil, the charge is USD100/CAD100 each way. The outside linear dimensions may be between 62 and 115 inches, but standard excess size charges apply. Tanks with linear dimensions exceeding 115 inches will not be accepted. Tanks weighing over 70lbs will be subject to excess weight charges. (70 lbs. maximum for travel to/from Europe, South Africa, and United Arab Emirates)

## **9. Shooting Equipment (Sporting Firearms)**

Items of shooting equipment will be accepted as checked baggage only subject to the conditions and charges specified below.

### **a) Shooting Equipment Defined**

One item of shooting equipment is defined as:

- one bow and quiver of arrows and maintenance kit enclosed in a case or container of sufficient strength to protect the bow and quiver from accidental damage
- one gun case containing up to four rifles/shotguns/shooting material/tools
- one gun case containing up to five handguns/one scope/tools

### **b) Conditions of Acceptance**

Firearms must be unloaded and packed in a locked, hard side case with a key or combination in possession of the passenger only. Small arms ammunition must be packed in the manufacturer's original package or securely packed in fiber, wood or metal boxes, or other packaging specifically designed to carry small amounts of ammunition. Ammunition with explosive or incendiary projectiles, gun powder, propellant charges for muzzle loading firearms such as Pyrodex, and black powder will not be accepted. Ammunition exceeding 5 kg. (11 lb.) gross weight per passenger will not be accepted and may not be combined into one or more packages. For transportation via GLOBAL GHANA AIRLINES flights, the maximum amount of ammunition accepted is 10 lbs. Ammunition and gun powder will not be accepted as carry-on baggage.

### **c) Compliance with Applicable Law**

It is the passenger's sole responsibility to comply with government laws, regulations or restrictions dealing with the possession or prohibition of firearms or other dangerous items. Disclosure of checking a firearm or prohibited item must be made at the first point of contact with a GLOBAL GHANA AIRLINES Representative and prior to the security check point.

### **d) Charges**

Each item of shooting equipment will be included in determining the free baggage allowance, and when in excess, each item is charged the applicable excess baggage charge.

## **10. Ski/Snowboard Equipment**

Items of skiing/snowboard equipment may be accepted as checked baggage. One item of skiing equipment is defined as one pair of skis/ski poles or one snowboard, and one boot bag. The combined weight of the ski/snowboard bag and the boot bag may not exceed 50lb or excess weight charges will apply. The maximum outside linear dimensions may exceed 62 inches, and no excess size charges apply. Equipment exceeding 115 linear inches will not be accepted.

## **11. Surfboards/Boogie Boards/Skimboards**

Surfboards/boogie boards/skimboards must be checked in a case designed to protect them. If not presented in an appropriate protective case, the item will be accepted only if the passenger executes a Limited Liability Release for fragile items as set forth above. Surfboards will be subject to a charge of USD150/CAD150 each way up to 70 lbs. For transatlantic travel to/from Europe/North Africa, the charge is USD150/CAD175/EUR125 each way. For transpacific travel to/from French Polynesia, the charge is USD150/CAD175/EUR125 each way. For travel to/from Brazil, the charge is USD100/CAD100 each way. Surfboards are limited to two (2) boards per bag container. Surfboards over 70lbs will be charged the applicable excess weight charges in addition to the flat rate fee. The maximum outside linear dimensions may not exceed 115 inches. Surfboards are not accepted on flights operated by ExpressJet. Boogie boards/skimboards not exceeding 43in/109 cm in length will be accepted as standard checked baggage; a fee of USD150/CAD150 each way applies to boogie boards/skimboards exceeding 43in/109cm in length.

For transatlantic travel to/from Europe/North Africa, the charge is USD150/CAD175/EUR125 each way. For transpacific travel to/from French Polynesia, the charge is USD150/CAD175/EUR125 each way. For travel to/from Brazil, the charge is USD100/CAD100 each way.

**12. Windsurfing Equipment**

Windsurfing equipment consisting of up to two (2) windsurfing boards with a wooden boom, and one mast and sail contained in one bag will be accepted on most Global Ghana Airlines-operated flights, subject to the rules governing acceptance of fragile items set forth above. This equipment will be subject to a charge of USD150/CAD175/EUR125 each way up to 70lbs allowed at this rate. For travel to/from Brazil, the charge is USD75/CAD75. Windsurfing equipment is per container; additional containers will be charged the excess bag rate per container. Windsurfing equipment over 70 lbs will be charged the applicable excess weight charge in addition to the flat rate fee. Windsurfing equipment over 115 inches will not be accepted.

**13. Pole Vault/Javelin Equipment**

GLOBAL GHANA AIRLINES will accept Pole Vault/Javelin Equipment as checked baggage provided it does not exceed 80” in length. If the item exceeds 80” in length or the allotted weight limit then excess baggage fees apply. Pole Vault equipment is not accepted for travel to/from/via Dublin, Ireland.

**I. Governing Rules for Codeshare Flights**

For codeshare services, each customer will be entitled to the free baggage allowance and charged the excess baggage charges (when applicable) of the Marketing Carrier, regardless of who the Operating Carrier is. If the need arises for operational or safety related reasons, the Operating Carrier may require that carryon baggage be checked at the gate, but no additional excess baggage charges will apply.

**Rule 125 EXCESS VALUE CHARGES FOR BAGGAGE**

**A) EXCESS VALUE CHARGES**

- 1) Under the Warsaw Convention a passenger may declare a value for baggage in excess of USD 20.00/CAD 28.00 or its equivalent per kilogram in the case of checked baggage and USD 400.00/CAD 560.00 or its equivalent per passenger in the case of unchecked baggage or other property.
- 2) Under the Montreal Convention a passenger may declare a value in excess of 1,000 SDR per passenger for checked or unchecked baggage.
- 3) A passenger may, when checking in for a flight and presenting property for transportation, pay an additional charge as indicated below and declare a value higher than the maximum amounts specified in paragraph (A)(1) or (A) (2) above, up to the maximum specified in (B) below, in which event GLOBAL GHANA AIRLINES liability shall not exceed such higher declared value. When a passenger holds connecting space from GLOBAL GHANA AIRLINES to another carrier and declares excess valuation, baggage will be checked to the final GLOBAL GHANA AIRLINES destination only.

| CHARGE              | TOTAL AMOUNT OF DECLARED VALUE                          |
|---------------------|---|
| USD 10.00/CAD 14.00 | Declared value up to and including USD 1000.00/CAD 1400 |
| USD 20.00/CAD 28.00 | Declared value up to and including USD 2000.00/CAD 2800 |
| USD 30.00/CAD 42.00 | Declared value up to and including USD 3000.00/CAD 4200 |
| USD 40.00/CAD 56.00 | Declared value up to and including USD 4000.00/CAD 5600 |
| USD 50.00/CAD 70.00 | Declared value up to and including USD 5000.00/CAD 7000 |

- B) VALUATION LIMIT OF BAGGAGE- The declared value for personal property, including baggage, shall not exceed USD 5000.00/CAD 7000.00.
- C) COLLECTION OF EXCESS VALUE CHARGES- Excess value charges will be payable at the point of origin for the entire journey to final destination; provided, that, if at a stopover en route, a passenger declares a higher excess value than that originally declared, additional value charges for the increased value from the stopover at which the higher excess value was declared to final destination will be payable.  
EXCEPTION: Excess value charges will be payable only to the point to which the baggage is checked or to the point of transfer to another carrier if such point precedes the point to which baggage is checked.
- D) EXCESS VALUE CHARGES ON REROUTINGS OR CANCELLATIONS- When a passenger is rerouted or his carriage canceled, the provisions which govern with respect to the payment of additional fares or the refunding of fares shall likewise govern the payment of excess value charges. No refund of value charges will be made when a portion of the carriage has been completed.

## **RULE 126 ACCEPTANCE OF IN-BOND BAGGAGE**

### **(A) GENERAL**

Subject to advance arrangements being made with the carrier, in-bond baggage transported at passenger request for their convenience, will be subject to a processing fee of USD 50.00 or its equivalent converted at the applicable Banker's Rate for each piece

### **(B) DEFINITIONS**

For the purpose of this rule, in-bond baggage will be defined as baggage transported into the U.S. from a point outside the country that:

- (1) Is placed in GLOBAL GHANA AIRLINES custody by custom for:
  - (a) transport to the passenger's U.S. airport of destination of the nearest custom's facility for customs inspection, or
  - (b) transport to the passenger's U.S. port of departure from a point outside the U.S., or (c) export to a point outside the U.S. from the passenger's port of entry.
- (2) must remain inaccessible to the passenger.
- (3) must be delivered into customs, custody for clearance to the passenger
- (4) normal baggage/liability rules apply.