

Finnair Notice on Passenger Rights (Canada)



This Notice is based on the Air Passenger Protection Regulations (SOR/2019-150) made under the Canada Transportation Act. The Canadian Transportation Agency is responsible for the administration and enforcement of the Air Passenger Protection Regulations. In the event of denied boarding, flight delay, or flight cancellation, Finnair will assist passengers in the following manner if the passenger is traveling to or from Canada:

Denied Boarding

When the number of passengers who have checked in by the required time, hold a confirmed reservation and valid travel documentation, and are present at the boarding gate at the required boarding time exceeds the number of available seats on a flight, Finnair will first ask passengers if any of them are willing to give up their seat. A passenger who is already on board the aircraft will not be denied boarding unless safety requires it.

If an insufficient number of volunteers come forward, Finnair will select the passengers who will be denied boarding. Finnair will give priority for boarding, provided it is informed of this fact, to unaccompanied minors, persons with disabilities and their support person or service animal, passengers travelling with family members, and passengers who were previously denied boarding on the same ticket. Passengers who are denied boarding against their will are entitled to the following minimum compensation:

- CAD 900 if the arrival at the destination indicated on the original ticket is delayed by less than six hours;
- CAD 1,800 if the arrival at the destination indicated on the original ticket is delayed by six hours or more, but less than nine hours;
- CAD 2,400 if the arrival at the destination indicated on the original ticket is delayed by nine hours or more.

Finnair will provide the compensation as soon as operationally feasible, but no later than 48 hours after the time of the denial of boarding. If the compensation is paid before the arrival of the alternate flight, it will be determined based on the expected arrival time and adjusted if necessary upon actual arrival.

If a passenger is denied boarding, Finnair will inform the passenger of the reason for the denial of boarding.

For more detailed information on conditions of carriage, passengers may consult www.finnair.com/ca-en/info/conditions-of-carriage-and-notice.

A passenger who has already received denied boarding compensation is not entitled to receive additional compensation for a delay or cancellation in connection with the same flight.

In the event of a denied boarding, Finnair will provide the following, unless this would further delay the passenger:

- food and refreshments according to the waiting time; access to a means of communication; and, if an overnight stay is required, accommodation, including transportation between the airport and the place of accommodation;
- alternate travel arrangement: Finnair will book the passenger onto the next available Finnair or partner airline flight departing within 9 hours. If that is not possible, the passenger will be confirmed on any available flight within 48 hours. As a last resort, Finnair will transport the passenger to a nearby airport and book the passenger a flight from there; or a refund of the unused portion of the ticket if the alternate travel arrangements do not accommodate the passenger's travel needs. If the passenger is no longer at the point of origin and the travel no longer serves a purpose, Finnair will refund the ticket and provide a confirmed reservation for a return flight to the point of origin, free of charge.

Flight Delays

Delays Within Finnair's Control

If a flight delay is within Finnair's control, Finnair will provide passengers with information regarding the reason for the delay, applicable compensation, standards of treatment and available recourse. If the passenger is informed of the delay less than 12 hours before the departure time indicated on the original ticket and has waited two hours or more,

Finnair will provide, food and refreshments according to the waiting time, access to a means of communication, and, if an overnight stay is required, accommodation including transportation. If the delay is three hours or more, Finnair will offer alternate travel arrangements or a refund as described under paragraph "Denied Boarding" upon passenger's request.

If the delay is within Finnair's control and not required for safety purposes and the passenger is informed 14 days or less before the departure time on the original ticket that the arrival will be delayed, the passenger is entitled to the following minimum compensation:

- CAD 400 if the arrival is delayed by three hours or more, but less than six hours;
- CAD 700 if the arrival is delayed by six hours or more, but less than nine hours;
- CAD 1,000 if the arrival is delayed by nine hours or more.

To receive compensation, the passenger must file a request with Finnair within one year from the date of the delay. Finnair will, within 30 days after receiving the request, provide compensation or an explanation as to why compensation is not payable. Compensation received under other applicable legislation may reduce or preclude compensation under the Air Passenger Protection Regulations.

Delays Outside Finnair's Control

If a flight delay is due to situations outside Finnair's control, Finnair will provide passengers with information regarding the delay and, in the case of a delay of three hours or more, a confirmed reservation for the next available flight operated by Finnair or a partner carrier departing within 48 hours upon passenger's request. If Finnair cannot provide such a reservation, the passenger may choose a refund of any unused portion of the ticket or alternate travel arrangements on any carrier. No monetary compensation for inconvenience is payable in these circumstances.

Flight Cancellation

If a flight is cancelled and the cancellation is within Finnair's control, Finnair will provide passengers with information regarding the reason for the cancellation, applicable compensation, standards of treatment and available recourse. If the passenger is informed of the cancellation less than 12 hours before the departure time on the original ticket, Finnair will provide food and refreshments according to the waiting time, access to a means of communication, and, if an overnight stay is required, hotel or comparable accommodation including transportation. Finnair will offer alternate travel arrangements or a refund as described under paragraph "Denied Boarding".

If the cancellation is within Finnair's control and not required for safety purposes and the passenger is informed 14 days or less before the departure time on the original ticket, the passenger is entitled to the same minimum compensation as for delays, based on the length of the delay in arrival at the final destination.

If the cancellation is due to situations outside Finnair's control or is within Finnair's control but required for safety purposes, Finnair will provide alternate travel arrangements or a refund but no monetary compensation for inconvenience is payable.

If a passenger is faced with a situation described in this Notice and feels that Finnair has not acted in accordance with the Air Passenger Protection Regulations, the passenger may contact Finnair Customer Relations after the journey. Contact information and a contact form are available at www.finnair.com/feedback. If the passenger cannot reach a satisfactory resolution with Finnair Customer Relations, the passenger may file a complaint with the Canadian Transportation Agency: Website: otc.cta.gc.ca Tel. 1-888-222-2592.

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