



For any inquiries regarding the Isaruuk Program, please refer yourself to the Isaruuk Program section of the Air Inuit website or contact our customer service at [isaruuk@airinuit.com](mailto:isaruuk@airinuit.com).

Since January 2024, physical cards are no longer available. Each Isaruuk member receives an individual number associated with their Isaruuk account which they can use to collect or claim their points.

## I. GENERAL CONDITIONS OF THE PROGRAM

Isaruuk Rewards is a reward program (hereafter referred to as the "Isaruuk Program") which is operated by Air Inuit Ltd. (hereafter referred to as "Air Inuit"). In accepting to join or continue your Isaruuk membership, you acknowledge that Air Inuit assumes no contractual or legal responsibility to you and has specifically limited its legal obligations in its arrangements with the partners to whom Air Inuit sells Isaruuk points. The accumulation of Isaruuk points does not entitle members to any vested rights and, in accumulating points, members may not rely upon the continued availability of any award, award level, premium or other benefit. Air Inuit specifically reserves the right to amend, alter, withdraw or terminate the Isaruuk Program (in whole or in part), any program, benefit or award or these rules either with or without notice. Any such changes may affect Isaruuk points which a member has already earned as well as any future accumulation of points. The launch date of the Isaruuk program, was officially July 8<sup>th</sup>, 2013.

In particular, a member acknowledges as a condition of continued membership:

1. Isaruuk points have no monetary value whatsoever and cannot under any circumstances form the basis of a monetary claim against Air Inuit;
2. Isaruuk membership is limited to natural persons (personal accounts) and no corporation, trust, partnership or other entity may hold a membership in the Isaruuk Program;
3. Isaruuk points or rewards are personal and cannot be assigned, traded, willed or otherwise transferred other than with the consent of Air Inuit and in accordance with the Terms and Conditions of the Isaruuk Program. Any assignment or transfer in violation of these rules will be void and may, at the discretion of Air Inuit, result in the loss of membership or the cancellation of the affected reward or Air Inuit points, as the case may be;
4. The Isaruuk member will earn points on the basis of one (1) dollar spent (limited to the ticket base fare of scheduled regular flights) allows for one (1) point for any class fare. Fees, surcharges and taxes do not allow to earn points. All other expenses such as excess baggage fees, cargo shipping fees, ticket change fees, um fees, onboard service fees or any other expense paid out to Air Inuit do not allow to earn points;

5. A reward ticket obtained by the Isaruuk program, courtesy and travel tickets (A and B type), "P-pass", "SP-pass" or "C-pass", as well as non-revenue tickets do not allow to earn points;
6. Isaruuk points are considered earned and logged in the member's profile once the ticket for which these points were obtained has been consumed. For example, a flight reservation allows adding points to a member file but these points will only appear in the member's account when the member will have flown;
7. Air Inuit assumes no liability to members whatsoever, including without limitation, liability by reason of the termination of or amendment to the Isaruuk program in whole or in part, the addition or deletion of reward partners with or without notice, changes to black-out dates, limitations on the availability of flights or seats, any change to rewards or reward levels or to redemption point levels;
8. Air Inuit assumes no liability in respect to rewards claimed and in particular shall have no responsibility for delay or cancellation of flights. The member agrees that Air Inuit and any of its affiliates, subsidiaries or representatives are not responsible for, and you release Air Inuit and them from any and all liability arising as a result of, any accident, loss, injury or damage caused by any rewards supplied or requested in connection with the Isaruuk Program.;
9. Isaruuk membership is a privilege which can be revoked by Air Inuit at its discretion at any time and without compensation including without limitation, abuse by the member of any of the Terms and Conditions of the Isaruuk program or any other actions deemed by Air Inuit, acting in its sole discretion, to be deleterious to Air Inuit, to the Isaruuk program or to the interests of its partners;
10. Air Inuit shall be under no obligation to continue the Isaruuk Program or to provide any notice of its modification or termination;
11. The member of the Isaruuk Program shall be responsible for any taxes, departure fees, security charges, levies or other charges imposed by or with the authority of any government or governmental authority in respect to any rewards or reward travel; any surcharge (fuel) and any service fee imposed by Air Inuit;
12. Air Inuit and all companies affiliated will not be responsible for correspondence lost or delayed in the mail or otherwise;
13. In the case of reciprocal agreements between Air Inuit and partners, this may allow Isaruuk members to earn and redeem Isaruuk points with participating partners. However, points may be earned for only one reward program. Points will not be earned in more than one program. A partner list (if applicable) will be available on the Isaruuk program's website. Air Inuit cannot be held responsible if the list is not up to date. The partner list may be modified without prior notice;
14. An Isaruuk member must enroll individually, only once, and in his/her full legal name. Membership is solely for the benefit of the individual; therefore it will be maintained in the name of an individual only;
15. Isaruuk points in an account belong to the account holder, and not to the person or company who paid for the passenger ticket;
16. Each member is responsible for keeping up to date on the Isaruuk program Terms and Conditions and the amount of Isaruuk points in his/her account. Air Inuit shall forward electronically (via email) to the member his/her statement and/or other program

- information and/or promotional information. Air Inuit shall have no liability for miscommunicating any information if the program administrator has not been informed of a change of a member's contact information;
17. Each member shall be responsible for advising Air Inuit of any change of mailing or email address. Air Inuit shall not be liable for misdirected communications such as mail or email, or any consequences thereof;
  18. Points, reward tickets (including airline tickets), premiums or other rewards from the Isaruuk Program cannot be redeemed for cash and will be declared void if sold, bartered or transferred. As a result, the member may be subject to loss of his/her Isaruuk program privileges;
  19. A member's profile will become inactive if the Isaruuk member has not earned or redeemed Isaruuk points for a period of 24 consecutive months. Points lifespan may be modified by Air Inuit without prior notice;
  20. In all cases, points can only be added and or accumulated once the Isaruuk program account is created. Indeed, no points can be collected for flights flown before the date of creation of the Isaruuk program. An individual who is not a member of the Isaruuk program or who has an inactive account will not be able to claim points for completed flight segments.
  21. Points for a flown segment that has not been credited automatically to a member's account has to be claimed by the member no later than 150 days following the flown segment for which the points have not been awarded;
  22. Your account information may only be given to you or a person designated by you in writing to Air Inuit, or pursuant to a court order or request from a government agency holding legislative power to compel such disclosure;
  23. Proper legal documentation will be required from all members requesting a name change;
  24. Isaruuk membership terminates upon death of the member. No points may be bequeathed under a will;
  25. Children (2 years and older) traveling on a revenue ticket holding their own seat may earn Isaruuk points in their individual accounts. Their membership is subject to all Isaruuk Terms and Conditions;
  26. Air Inuit will be the final authority as to whether any itinerary qualifies under the Terms and Conditions of the Isaruuk Program;
  27. Air Inuit will be the final authority as to the interpretation of the Terms and Conditions of the Isaruuk program;
  28. The Isaruuk program shall be governed by the laws of Quebec and the laws of Canada applicable therein, without giving effect to their conflict of laws principles. The member expressly consents to the exclusive forum, jurisdiction, and venue of the courts of Quebec and/or the Federal Court of Canada in Quebec, or any other judicial district or jurisdiction as Air Inuit may determine in any and all actions, disputes, or controversies relating hereto. Any disputes regarding the Isaruuk program or in any way arising out of the Isaruuk membership, including Isaruuk points accumulated or rewards claimed or

received shall be submitted to the courts of Quebec whose courts shall have exclusive jurisdiction to hear such disputes;

29. No waiver by either Air Inuit or the member of any breach or default hereunder shall be deemed to be a waiver of any preceding or subsequent breach or default. If any provisions contained herein shall be determined to be void, invalid, or otherwise enforceable by a court of competent jurisdiction, such termination shall not affect the remaining provisions contained herein;
30. By accepting the terms and conditions of this reward, the member acknowledges and agrees that Air Inuit, its Service Providers, and their respective servants, agents and employees are not liable for any injuries, death or damages suffered by or incurred upon the member and/or any guest(s) during the reward experience, including (as applicable) any such incident which occurs while traveling to or from such reward experience and whether due or not to the negligence of Air Inuit. Also, the member releases and discharges Air Inuit from all manner of actions, causes of action, suits, demands, damages and all other claims whatsoever which may arise in any way from such activities.

## **II. TERMS AND CONDITIONS FOR AIRLINE RESERVATIONS**

The following Terms and Conditions apply to airline rewards of Air Inuit's Isaruuk Program:

1. The use of a reward ticket obtained by the Isaruuk program does not allow to earn points;
2. A reward ticket obtained by the Isaruuk program must be reserved at least 7 days prior to the departure date. Air Inuit reserves the right to refuse ticket issuance if this delay is not respected;
3. A reward ticket obtained by the Isaruuk program can be issued to any person's name as per the ticket request form submitted by the member. The member remains responsible for managing the ticket;
4. The itineraries and reservations of Air Inuit reward tickets are subject to G class availability and approval by Air Inuit;
5. Payment of all applicable fees, surcharges and taxes is the sole responsibility of the Isaruuk member. All pre-collected applicable fees, surcharges and taxes must be paid by credit card when issuing a reward ticket;
6. The issuance of a reward ticket requires a confirmed status reservation;
7. Reward tickets are valid for one year from the date of issuance, unless otherwise specified;
8. Reward tickets cannot be exchanged for cash and will be declared void if sold, bartered or transferred; and as a result, a member may be subject to suspension and/or loss of program privileges;
9. The amount of points required for a reward ticket is valid at the time you redeem your Isaruuk points and is applicable only for the itinerary booked. Changes to your reward itinerary may incur incremental points if the price of the revised itinerary changes. This may be due to space availability, time of flight, day of travel, seasonality, advance purchase or minimum / maximum stay required;

10. Capacity controls apply. This means there are a limited number of reward seats available on a given flight. There may be instances when flights are not completely booked but all available reward seats have been claimed;
11. It is the sole responsibility of the passenger to obtain and have in possession upon departure, all appropriate travel documents required by law. Passengers who do not have the necessary documentation to travel will be denied boarding by Air Inuit;
12. When requesting a reward ticket from the Isaruuk program, the names given on the reservation must be the full legal names of each person intended to use it, as it appears on the passenger's official identification documents. Proof of identity will be required at check-in;
13. Children aged 2 and older must have a ticket to travel;
14. If an infant (under two years of age) is travelling with an adult, Air Inuit must be advised at the time of the reward ticket request. Infants not occupying a seat travel free of charge on Air Inuit. Only one infant (not occupying a seat) may accompany an adult travelling on a reward ticket. Taxes may apply for infants not occupying a seat. If the infant occupies a seat, reward tickets conditions apply normally;
15. Isaruuk members must keep their Isaruuk account information up to-date. To verify or modify account information, please visit your online profile;
16. To maintain the security of the member's account, the member is the only person who can request reward tickets in exchange of points from his/her Isaruuk account, unless he/she formally requests that this privilege be extended to one other specific person (i.e.: spouse, assistant, travel agent). Such requests should be directed to the customer service center in writing;
17. A member should ensure sufficient Isaruuk points in his/her account to claim any reward ticket. If the account does not hold sufficient points, the reward ticket will be denied. Point verification can be done via the online account or by contacting our team at [isaruuk@airinuit.com](mailto:isaruuk@airinuit.com);

#### **Reward tickets delivery method**

18. Reward tickets will be issued as electronic tickets;

#### **Modification of a reward ticket**

To modify a reward ticket reservation, members must call the reservation center at 1 800 361-2965.

19. Voluntary changes of a reward ticket itinerary are allowed. The changes may require additional Isaruuk points or the payment of additional fees. If the itinerary is modified by the carrier following a schedule change or an operational change, no fee will apply;
20. For CA\$50 per ticket (plus applicable taxes), a member may make changes to the flight date(s), flight number(s) and/or itinerary by calling the reservation center at 1 800 361-2965. The \$50 fee may not be paid with Isaruuk points, does not allow to earn points and must be paid by credit card at the time the changes are requested;
21. Additional Isaruuk points may be needed when requesting a change to a reward ticket. In such cases, the member will need to authorize the debiting of the additional points from

- his/her account. A written authorization (by email or fax) may be requested to allow the debiting of points of the member's account;
22. Name changes are not permitted once the reservation has been made or if a reward ticket has been issued;
  23. A reward ticket that has been issued cannot be voided or refunded. The points used to redeem that ticket will not be credited towards the member's account. The ticket will have to be used in accordance with the change rules stated in rule #20. The ticket will remain valid for one (1) year from issuance date in accordance with Air Inuit's tariff;
  24. No points will be reinstated on unused portions of tickets nor if your travel with a reward ticket has begun;
  25. Service fees (dollars or points) charged by the Isaruuk program for changes are non-refundable, do not allow to earn points and are subject to change with or without notice.

### **III. REWARD CERTIFICATE TERMS & CONDITIONS**

1. Reward certificates issued by the Isaruuk program are valid for 12 months from date of issuance or valid as per specifications noted by the partner issuing such a certificate. Certificates are considered as used when validated by the service provider, are not transferable once booked with service providers, cannot be replaced if lost or stolen, and are void if altered. These may not be exchanged for cash nor can they be combined with other offers or services;
2. Reservations made with reward certificates at program partners or service providers are subject to these partners' and providers' policies and availability;
3. Non-consumed or expired bookings at program partners or service providers are non-refundable. For certain rewards, rescheduling may be possible, subject to the partner or service provider's policies and availability and the specified validity dates. Additional service fees may apply;
4. Taxes are included in the cost of all rewards. Any additional costs for products and services outside of those specified for the rewards must be paid for by the Isaruuk member.

### **IV. TERMS AND CONDITIONS GOVERNING THE TRANSFER OF POINTS**

1. Isaruuk point transfers are possible and may be only completed by communicating with our customer service team at [isaruuk@airinuit.com](mailto:isaruuk@airinuit.com). Air Inuit call center agents are not empowered to complete point transfers;
2. To transfer Isaruuk points from one account to another, the member who wishes to transfer points must make the request in their own name. In their email request they have to first identify themselves using their Isaruuk program member number and their first and last name. The email address used to make the request must be identical to the one in the member's Isaruuk account program. The donating member must then indicate the receiving members' number, name, surname and the amount of points to be transferred;
3. A transfer fee of 500 points per transfer, per account, will be debited from the donating member's account as an administration fee;

4. The Isaruuk points will be credited to the receiving member's account immediately. A member may visualize his/her new points balance by consulting his/her online account;
5. Any transaction exceeding the number of points available in the donating member account will not be processed;
6. For each transfer transaction, a minimum of 1000 points per transfer per account is applicable;
7. All fees pertaining to a point transfer (including points debited as fees) are non-refundable, the transaction is therefore irrevocable. No points will be refunded once a transfer transaction is complete;
8. Transferred points do not count towards a member status change, if multiple tiers are available;
9. Any abusive or faulty use of Isaruuk points may lead to immediate suspension of those points, of all earned points in the member's account or a loss of program membership;
10. Air Inuit and its promotional agencies cannot be held responsible for data entry errors pertaining but not limited to: number of points, name of member, member number, etc.;
11. The Terms and Conditions may be modified without prior notice.