

Flair Airlines' strong reliability continues to impress in October

- **The airline is focused on perfecting the ultra-low-cost airline model in Canada**
- **2,092 flights operated as scheduled with only four cancellations — a Canadian airline industry success**
- **More than 354,000 customers flew with the airline in the month, representing a 90.1% load factor**

EDMONTON, Alberta, November 3, 2023 - Flair Airlines, Canada's leading low fare airline, announced continued improvements in operational performance in October.

"I am very proud of our teams across Canada who delivered for our customers with Canada's best reliability in October. Flights can be canceled for a variety of reasons — including for weather conditions — but we had very few this past month," said Stephen Jones, CEO of Flair Airlines.

On-Time Performance

Flair's on time performance was very high with 74.8% of flights arriving within 15 minutes of the scheduled arrival time (referred to in the airline industry as A14). This result puts Flair several points ahead of Air Canada, WestJet, and Lynx, according to industry data — and second only in Canada to Porter Airlines.

Completion Factor

Only four flights were canceled out of 2,092 scheduled flights, which represents a Completion Factor of 99.9%. Completion Factor measures flights actually flown compared to those originally scheduled. This an excellent result in the Canadian airline industry and the best reliability among all Canadian carriers for the month.

Load Factor and Passengers

Load factor remained strong at 90.1%. This metric measures the network-wide share of seats sold to paying passengers. More than 354,000 benefitting from Flair's affordable fares.

"Our on-time performance can improve, but is still in the top two in Canada," Jones said. "That result will motivate everyone at Flair to do everything we can to improve on this result in November. Being on-time and reliable are key drivers of customer satisfaction, and drive down our costs. Those cost savings directly translate to affordable travel for Canadians."

Flair Airlines remains committed to transparency through the release of monthly operational metrics through its channels, by mid-month of the following month. Flair began releasing its operational metrics in April 2023.

About Flair Airlines

Flair Airlines is Canada's most trusted low-fare airline and its greenest airline, on a mission to provide affordable air travel that connects Canadians to the people and experiences they love. With an expanding fleet of Boeing 737 aircraft, Flair is growing to serve over 35 cities across Canada, the U.S., Mexico, the Dominican Republic, and Jamaica. For more information, please visit www.flyflair.com.

Media Contacts

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