

FAQs

Question: When will Ravn Alaska begin service to St. Paul?

Answer: Beginning March 3, 2019, Ravn will operate three roundtrip flights from Anchorage to St. Paul on Tuesday, Thursday and Sunday. All flights will be aboard Ravn’s fleet of Bombardier Dash-8 (de Havilland DHC-8) aircraft operated by our highly-experienced pilots.

Flight number	Frequency	Departure Airport	Arrival Airport	Departure Time	Arrival Time	Stops
970	Tue, Thu, Sun	Anchorage	St. Paul	11:40 am	3:30 pm	Fuel Stop Bethel
971	Tue, Thu, Sun	St. Paul	Anchorage	4:20 pm	7:20 pm	

Question: What services will you have on board?

Answer: On board, passengers are provided Ravn’s signature beverage and snack service, which includes fresh baked cookies, non-alcoholic beverages, and for purchase a selection of beer from the Alaskan Brewing Company, wine and GoPicnic snacks.

Question: Is my current ticket on PenAir valid on Ravn? Who do I contact to change my flight?

Answer: Yes, contact PenAir reservations at 800-448-4226.

Question: What is your baggage policy?

Answer: First bag and one personal bag are free. There is a charge of \$15.00 for second bag with additional fees for excess baggage.

Question: What is your change fee policy?

Answer: Any changes made after a non-refundable ticket is issued is subject to a \$100.00 fee. The customer has the option to book the lowest available fare and pay the difference plus change fee. Refundable

Question: How many passengers does the Dash-8 accommodate?

Answer: The aircraft will seat 25 passengers. However, at times, less based on weight and balance.

Question: What is the routing of the Ravn Alaska flight?

Answer: Anchorage to St Paul with a fuel stop in Bethel.

Question: What is your frequent flier program?

Answer: FlyAway Rewards is Alaska’s most generous frequent flyer program. You’ll earn 10 FlyAway Rewards points for every Ravn Alaska flight segment flown. You can earn a one-way trip for as few as 50 points! Plus, earn an additional 2-point bonus per segment on top of your 10 when you book your

reservations online at www.flyravn.com! Fly more than 30 segments a year? More perks are available!

Question: Will I get FlyAway Rewards for a ticket issued by PenAir?

Answer: Yes, if not a current member, visit www.flyravn.com to sign up.

Question: Is it possible to earn and redeem Alaska Airlines Mileage Points when flying Ravn Alaska?

Answer: Yes, you can use Alaska Airlines Mileage points to redeem and book on Ravn. We are currently under discussions with Alaska Airlines on earning points on the St Paul route.

Question: What is the cost of a roundtrip ticket on Ravn Alaska?

Answer: Please visit www.flyravn.com for current pricing information.

Question: What is considered excess baggage?

Answer: Please visit <https://www.flyravn.com/flying-with-ravn/baggage-information/> for complete information on our baggage policy.

Question: If a passenger has two bags and one is freeze, how does Ravn prioritize baggage?

Answer: A priority is currently not defined in our baggage policies of what would be loaded first as this would be considered 3 bags in all. I would not include on an FAQ as stated, but refer the customer to the checking fish and game meat section of the website for policy of freeze items:

<https://www.flyravn.com/flying-with-ravn/baggage-information/sporting-equipment/>

Ravn Alaska does not accept wet ice packaging. We recommend freezing or chilling meat or fish thoroughly before transporting for best results. These items are checked at your own risk for spoilage. Gel ice is recommended and up to 5 lbs of dry ice is acceptable. Dry ice must be declared at check in, and properly labeled on the package(s). Please read more about [dry ice restrictions](#).

Question: Does Ravn have a freezer in Anchorage to hold delayed bags (after departure, or for pickup)?

Answer: We do but it is small and is not meant for passenger storage as normal business but for bags that may have been left unclaimed. It will only hold 4 fix boxes.

The ANC airport does have a baggage storage business just down the way on the baggage level for storage of freeze and chill for passengers for a small fee.

Question: Will Ravn have a freezer on St. Paul for freeze hold?

Answer: The facility on St. Paul does not have freeze hold capability.

Question: What will a third bag cost (excess baggage)? A fourth?

Answer: Refer customers to the web site the breakdown of fees:

Please visit <https://www.flyravn.com/flying-with-ravn/baggage-information/> for information on Baggage Fees

Question: Will Ravn try to do extra sections if a plane cancels? Or if there is a large passenger wait list?

Answer: Ravn will do all possible to ensure that customers are flown and where possible will rearrange flights when cancelled. Ravn will continually look at market demand to assess if there is regular demand for additional flights, as it does with all its routes in Alaska.

