



Stephen White
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April 5, 2013

VIA FAX (819.953.5686) & EMAIL (sylvie.giroux@otc-cta.gc.ca)

**CANADIAN TRANSPORTATION AGENCY
AIR AND ACCESSIBLE TRANSPORTATION BRANCH**

15, rue Eddy/15 Eddy Street
Gatineau, QC K1A 0N9

Attention: Ms. Sylvie Giroux

Dear Ms. Giroux:

Re: Complaint by the Nawrot Family against Sunwing Airlines Inc.

Your File: M 4120-3/13-01696; Complaint dated March 21, 2013

Our File: 100-006

We acknowledge receipt of your fax communication in respect of the above-noted complaint (the "Complaint").

We note that the Complaint consists of two parts: (1) a request that the Canadian Transportation Agency ("CTA") direct Sunwing Airlines Inc. ("Sunwing Airlines") pay monetary compensation to the complainants on account of alleged out-of-pocket expenses and denied boarding, plus costs and interest; and (2) a request that the CTA substitute certain language in Sunwing Airlines' scheduled international tariff Rule 18(g) and disallow tariff Rule 20.

We have retained external counsel in respect of item 1 above, and shall file our response within the prescribed timeline (April 17, 2013).

With respect to item 2, please be advised that Sunwing Airlines is currently in the process of internally reviewing its Tariff Rules in light of recent decisions of the CTA respecting denied boarding compensation and, pursuant to this review, expects to be revising certain of its Tariff Rules shortly. In this regard, Sunwing Airlines is hereby respectfully requesting an additional two (2) weeks from April 17, 2013, to file its response to item 2 of the Complaint.

We look forward to hearing from you as soon as possible with respect to this request.

Lastly, as an administrative matter, please note that all future facsimile correspondence from the Agency to



Sunwing Airlines should be sent to the following number (in order to avoid delays in correspondence reaching the appropriate persons): (416) 907-3404. We ask that the Agency update its records accordingly.

Yours truly,

SUNWING AIRLINES INC.

Stephen White

- c. Louis Beliveau, Barrister and Solicitor (lbeliveau@loogol.ca)
Clay Hunter, Barrister and Solicitor (chunter@pmlaw.com)
Mark Williams, President, Sunwing Airlines Inc.
Sabah Mirza, Vice President Legal and General Counsel, Sunwing Travel Group