

WITNESSED STATEMENT OF DR. HYMIE RUBENSTEIN

(May 16, 2016)

I, **DR. HYMIE RUBENSTEIN**, of the City of Winnipeg, in the Province of Manitoba, DO SOLEMNLY DECLARE THAT:

1. The present statement concerns my own travel with Air Canada. As such, I have personal knowledge of the information set out below, which is to my knowledge true, accurate, and complete.
2. I am providing the present statement in support of the application of Col. Christopher Johnson and Dr. Gábor Lukács against Air Canada. I consent to the disclosure of my personal information for the purpose of adjudication of the application.

THE ITINERARY

3. My wife and I held the following confirmed itinerary on flights of Air Canada:

Flight	Date	Depart		Arrive	
AC 268	Nov 24, 2015	Winnipeg (YWG)	17:30	Toronto (YYZ)	20:57
AC 966	Nov 25, 2015	Toronto (YYZ)	13:00	Bridgetown (BGI)	15:05
AC 1965	Mar 24, 2016	Bridgetown (BGI)	15:10	Toronto (YYZ)	21:05
AC 273	Mar 24, 2016	Toronto (YYZ)	22:55	Winnipeg (YWG)	00:37 (+1)

A copy of the electronic ticket is attached and marked as **Exhibit "A"**.

4. Subsequently, our return flights were changed at our request as follows:

Flight	Date	Depart		Arrive	
AC 1965	Apr 1, 2016	Bridgetown (BGI)	15:10	Toronto (YYZ)	20:55
AC 273	Apr 1, 2016	Toronto (YYZ)	23:05	Winnipeg (YWG)	00:45 (+1)

A copy of the "Notice of Change in Itinerary" is attached and marked as **Exhibit "B"**.

FLIGHT DELAY AND EXPENSES INCURRED

5. On April 1, 2016, at the Bridgetown Airport, I was informed that the departure of Flight AC 1965 to Toronto was delayed by 5 hours 40 minutes, to 20:50, which would result in missing my connecting to Winnipeg. A copy of an email from Air Canada confirming the flight delay is attached and marked as **Exhibit "C"**.

6. On April 1, 2016, I received a "Notice of Change in Itinerary" from Air Canada, a copy of which is attached and marked as **Exhibit "D"**, indicating that my wife and I were rebooked on the following flights:

Flight	Date	Depart	Arrive
AC 440	Apr 4, 2016	Toronto (YYZ) 07:10	Ottawa (YOW) 08:13
AC 8525	Apr 4, 2016	Ottawa (YOW) 09:00	Winnipeg (YWG) 10:41

7. While still in Barbados, upon realizing that we would be stranded in Toronto for two nights, I booked a room for my wife and myself at the Sheraton Gateway Hotel in Toronto, which is located at the airport.

8. We arrived in Toronto on April 2, 2016 at approximately 3 am. We had to wait until 5 am to speak to an Air Canada customer service and/or ticket agent, who provided us with:

- (a) a printout of the alternative Toronto-Winnipeg itinerary, via Ottawa, a copy of which is attached and marked as **Exhibit "E"**; and
- (b) a "we are sorry" card, offering a promotion code, a copy of which is attached and marked as **Exhibit "F"**.

9. We were not offered accommodation by Air Canada. I advised the Air Canada agent I had booked accommodation for us in Toronto at the Sheraton Gateway Hotel. The agent advised me that this hotel was on the list of accommodations approved by Air Canada,

and advised us to submit a claim for our expenses to Air Canada. A copy of a “Customer Relations” card that was provided to us by the agent is attached and marked as **Exhibit “G”**.

10. I paid the Sheraton Gateway Hotel \$561.28 for two nights of accommodation and \$72.63 for meals for my wife and myself, for a total of \$633.91. A copy of the invoices, showing payment with my MasterCard, is attached and marked as **Exhibit “H”**.

11. As a result of the delay of Flight AC 440 on April 4, 2016, we missed Flight AC 8525, and were rebooked on the following flight:

Flight	Date	Depart	Arrive
AC 8527	Apr 4, 2016	Ottawa (YOW) 16:00	Winnipeg (YWG) 17:41

In total, our return to Winnipeg was delayed by more than two and a half days (65 hours).

AIR CANADA’S REFUSAL TO REIMBURSE EXPENSES

12. On April 6, 2016, I submitted to Air Canada the invoices for the expenses my wife and I incurred at the Sheraton Gateway Hotel, as I had been previously instructed by Air Canada’s agent in Toronto on April 2, 2016.

13. On or around April 21, 2016, I spoke to an Air Canada Customer Relations agent who falsely claimed that my wife and I were offered accommodation by Air Canada’s agent in Toronto but we declined, and who attempted to convince me to seek reimbursement for our out-of-pocket expenses from my insurance, rather than from Air Canada.

14. Subsequently, on April 21, 2016, I received an email from Air Canada’s Customer Relations, stating that “as goodwill,” Air Canada would contribute \$200 toward our out-of-pocket expenses.

15. On April 23, 2016, I responded to Air Canada by stating, among other things, that:

You are reminded that our travel was subject to the Montreal Convention. Article 19 of the convention renders Air Canada liable for delays of passengers, up to approximately \$9,000 per passenger.

Accordingly, we request that Air Canada comply with its legal obligation by reimbursing us for the accommodation expenses we incurred as a result of delay in transportation by air, in the amount of \$633.81.

A copy of my email correspondence with Air Canada between April 6, 2016 and April 23, 2016 is attached and marked as **Exhibit "I"**.

16. On April 29, 2016, I received a further email from Air Canada's Customer Relations, which ignored my claim under the Montreal Convention, and instead stated that:

The compensation offered as a measure of goodwill was based on guidelines that are used consistently. We believe these guidelines are fair and respectfully, we are unable to offer additional compensation.

A copy of my correspondence with Air Canada between April 29, 2016 and April 30, 2016 is attached and marked as **Exhibit "J"**.

17. Subsequently, I received from Air Canada a cheque for the amount of CAD\$200.00. I have received no further payment from Air Canada in relation to our claim.

SIGNED in the City of Winnipeg,
in the Province of Manitoba,
on May 16, 2016, in the presence of:

DR. HYMIE RUBENSTEIN

Witness signature

Print Witness Name:

LIST OF EXHIBITS

- A. Booking confirmation sent by Air Canada on August 21, 2015
- B. Notice of Change in Itinerary, received on March 25, 2016
- C. Email from Air Canada, dated April 1, 2016
- D. Notice of Change in Itinerary, received on April 1, 2016
- E. Alternative itinerary, printed by Air Canada agent on April 2, 2016
- F. A “we are sorry” card, offering a promotion code, provided by Air Canada agent on April 2, 2016
- G. “Customer Relations” card, provided by Air Canada agent on April 2, 2016
- H. Invoices from the Sheraton Gateway Hotel, dated April 4, 2016
- I. Correspondence between Dr. Rubenstein and Air Canada between April 6, 2016 and April 23, 2016
- J. Correspondence between Dr. Rubenstein and Air Canada between April 29, 2016 and April 30, 2016

This is **Exhibit “A”** to the
Witnessed Statement
of Dr. Hymie Rubenstein
dated May 16, 2016.

From: **Air Canada** confirmation@aircanada.ca
Subject: Air Canada - 24-Nov: Winnipeg - Bridgetown (booking ref: LNADJI)
Date: August 21, 2015 at 7:17 PM
To: hymie_rubenstein@icloud.com



***** PLEASE DO NOT REPLY TO THIS E-MAIL *****

AIR CANADA Itinerary/Receipt

Your booking is confirmed. Please print/retain this page for your financial records (e.g. for taxation, expense claim or payment card reconciliation purposes). We thank you for choosing Air Canada and look forward to welcoming you on board.

[Scan this barcode to check in at any Air Canada check in kiosk.](#)



Access your personalized Air Canada travel information

[View your planner >](#)

Booking Information

Booking Reference: **LNADJI**

Electronic Ticketing confirmed. This is your official itinerary/receipt.

Main Contact:

Mr Hymie Rubenstein
hymie_rubenstein@icloud.com
Mobile: 1-204-8874550
Home: 1-204-2697006

Online Services

- [Manage](#) my booking online (view/change my booking; select seats*).
- [Select Seats](#)
- [Maple Leaf Lounge](#) | [Meal Vouchers](#) | [On My Way](#)
- [Alert me](#) of flight status changes directly to my mobile phone or email.
- [Flight Arrivals & Departures](#) - check online if my flight is on time.
- [Check-in online](#) and print my boarding pass.

* [Can my booking be changed online?](#)

Additional passenger information is required

Your current flight itinerary includes travel to a country that requires additional passenger information.

Customer Care

Air Canada
1-888-247-2262

Flight Arrivals and Departures
1-888-422-7533

We strongly encourage you to provide this information ahead of time from the comfort of your home or office with our secure online form.

[Provide passenger information](#)

Flight Itinerary

Flight	From	To	Stops	Duration	Aircraft	Fare Type	Meal
AC268	Winnipeg (YWG) Tue 24-Nov 2015 17:30	Toronto, Pearson Int'l (YYZ) Tue 24-Nov 2015 20:57 - Terminal 1	0	19hr35	320	Tango, S	YIS F
AC966	Toronto, Pearson Int'l (YYZ) Wed 25-Nov 2015 08:45 - Terminal 1	Bridgetown (BGI) Wed 25-Nov 2015 15:05	0		319	Tango, S	YIS F
AC1965¹	Bridgetown (BGI) Thu 24-Mar 2016 15:10	Toronto, Pearson Int'l (YYZ) Thu 24-Mar 2016 21:05 - Terminal 1	0	10hr27	763	Tango, S	YIS F
AC273	Toronto, Pearson Int'l (YYZ) Thu 24-Mar 2016 22:55 - Terminal 1	Winnipeg (YWG) Fri 25-Mar 2016 00:37	0		320	Tango, S	YIS F

Flight AC1965:

This flight is operated by Air Canada rouge. You'll want to [learn more](#) about Air Canada rouge's in-flight services and amenities, as these differ from those of Air Canada.

AIR CANADA 

 F: [Food for purchase on board](#) All Air Canada Café purchases made on board Air Canada and Air Canada rouge flights, as well as on Air Canada Express flights operated by Jazz, are payable only with Visa, MasterCard and American Express credit cards.

Operated by:

¹ Air Canada rouge

Passenger Information

1: Mr Hymie Rubenstein : Adult (16+), Ticket Number: 0142152065663			
Air Canada - Aeroplan :	135286847	Meal Preference :	None
Payment Card:	xxxx-xxxx-xxxx-1345	Special Needs:	None
Seat Selection:	None		
2: Mrs Nopsie Carnetta Rubenstein : Adult (16+), Ticket Number: 0142152065664			
Air Canada - Aeroplan :	116509134	Meal Preference :	None
Payment Card:	xxxx-xxxx-xxxx-1345	Special Needs:	None
Seat Selection:	None		

Purchase Summary

Purchase Summary

Fare Summary

Passenger Type	Adult
Air Transportation Charges	
Departing Flight - <u>Tango</u>	307.00
Return Flight - <u>Tango</u>	326.99
<u>Surcharges</u>	15.01
<u>Carrier surcharges</u>	24.00
Taxes, Fees and Charges	
<u>Canada Airport Improvement Fee</u>	33.00
Canada Goods and Services Tax (GST/HST # 10009-2287 RT0001)	1.25
Canada Harmonized Sales Tax (GST/HST # 10009-2287 RT0001)	1.04
<u>Air Travellers Security Charge (ATSC)</u>	25.91
Airport facilitation fee	1.96
Barbados - Passenger Service Charge	35.96
Security Fee	4.18
Total before options (per passenger)	776.30
Number of passengers	x 2
Total with options	1552.60
Travel Insurance (declined)	0.00
Grand Total - Canadian dollars	\$1552.60

Payment Information

Credit/Debit Card xxxx-xxxx-xxxx-1345 - Amount paid: **\$1552.60**

The following amount (tax inclusive) will appear on your credit card or debit card statement:

- Air Canada: \$776.30 (Air Transp. Charges - per adult)

Ticket number(s): 0142152065663, 0142152065664

Fare Rules

Departing Flight Winnipeg (YWG) To Bridgetown (BGI) - Tango

- **Changes:**
 - Prior to day of departure - **Change fee** per direction, per passenger, is \$75 CAD plus applicable taxes and any additional fare difference. **Changes** can be made up to 2 hours prior to departure.
 - Day of departure, at check-in or at the airport - \$150 CAD per direction, per passenger, plus applicable taxes (no charge for fare difference) for same-day flights only.
 - Flights can only be used in sequence from the place of departure specified on the itinerary.
 - **Minimum/maximum stay** and other conditions may apply.
- **Cancellations:**
 - Tickets are **non-refundable and non-transferable**.
 - **Cancellations** can be made up to 45 minutes prior to departure.
 - Provided the original booking is cancelled prior to the original flight departure, the value of the unused ticket can be applied within a one year period from date of issue of the original ticket to the value of a new ticket subject to a change fee per direction, per passenger, plus applicable taxes and any additional fare difference, subject to availability and advance purchase requirements. The new outbound travel date must commence within a one year period from the original date of ticket issuance. If the fare for the new journey is lower, any residual amount will be forfeited.
- **Paid Advance Seat Selection** is available on Air Canada, Air Canada rouge and Air Canada Express, subject to availability.

This is **Exhibit “B”** to the
Witnessed Statement
of Dr. Hymie Rubenstein
dated May 16, 2016.

Notice of Change in Itinerary

****PLEASE CONTACT US IMMEDIATELY AT THE RESERVATIONS NUMBER BELOW IF YOU HAVE ANY QUESTIONS CONCERNING THIS SCHEDULE CHANGE NOTICE.****

Thank you for choosing Air Canada.

Please print this new itinerary and keep your original for your reference.

Main Contact Information

Booking reference: **LNADJI**

Name: [Mr Hymie Rubenstein](#)
 E-mail: HYMIE_RUBENSTEIN@ICLOUD.COM

Customer Care

Air Canada Reservations
 1-888-247-2262

Air Canada Flight Information
 1-888-422-7533

[International Reservations](#)

Alert me of flight changes
[Flight notification](#)

Updated Flight Itinerary

Flight	From	To	Aircraft	Cabin (Booking class)	Status
AC1965	Bridgetown (BGI)	Toronto Pearson (YYZ)	763	Economy (M)	Confirmed
<i>Operated by:</i>	Fri 01-Apr 2016	Fri 01-Apr 2016			
<i>Air Canada rouge</i>	15:10	20:55 - TERMINAL T1			
AC273	Toronto Pearson (YYZ)	Winnipeg (YWG)	320	Economy (M)	Confirmed
	Fri 01-Apr 2016	Sat 02-Apr 2016			
	23:05 - TERMINAL T1	00:45			

Previous Flight Itinerary

Flight	From	To	Aircraft	Cabin (Booking class)	Status
AC268	Winnipeg (YWG) Tue 24-Nov 2015	Toronto Pearson (YYZ) Tue 24-Nov 2015		Economy (S)	Confirmed
	17:25	20:53			
AC966	Toronto Pearson (YYZ) Wed 25-Nov 2015	Bridgetown (BGI) Wed 25-Nov 2015		Economy (S)	Confirmed
	8:45	15:05			
AC1965	Bridgetown (BGI) Thu 24-Mar 2016	Toronto Pearson (YYZ) Thu 24-Mar 2016	763	Economy (S)	Confirmed
	15:10	21:05			

Passenger Information

Passenger 1
 Name: Mr Hymie Rubenstein Ticket number: 014 2160 481816

Frequent Flyer Pgm: Air Canada Aeroplan Program number: [AC0135286847](#)

Passenger 2
 Name: Mrs Nopsie Rubenstein Ticket number: 014 2160 481817

Frequent Flyer Pgm: Air Canada Aeroplan Program number: [AC0116509134](#)

If the flight for which you have a confirmed upgrade has been cancelled and we were not able to rebook you in the Business Class cabin, any eUpgrade Credits or frequent flyer miles/points that were used for the initial upgrade will be returned to your account.

You can change your new seat assignment by going to the Manage My Bookings tab on aircanada.com. If you wish to change your new flight, please contact Air Canada Reservations.

You can check in for your flight within 24 hours of departure through our convenient Web check-in or Mobile check-in options, or within 12 hours at one of our self-service check-in kiosks located in most of the airports Air Canada serves.

You must obtain your boarding pass and check in any baggage by the check-in deadline shown below.

Additionally, you must be available for boarding at the boarding gate by the boarding gate deadline shown below. Failure to respect check-in and boarding gate deadlines may result in the reassignment of any pre-reserved seats, the cancellation of reservations, and/or ineligibility for denied boarding compensation.

Travel	Recommended Check-in Time	Check-in Deadline	Boarding Gate Deadline
Within Canada	90 min.	45 min.	20 min.
To/from the US	120 min.	60 min.	20 min.
International (incl. Mexico & Caribbean)	120 min.	60 min.	30 min.
From Toronto City Airport, Ontario Canada	60 min.	20 min.	20 min.
From Tel Aviv, Israel	180 min.	75 min.	60 min.

Note: If your itinerary now includes a flight operated by another airline, please refer to the [code share flights](#) page as baggage allowance and fees may vary with other carriers.

Comments, Compliments and Complaints

Would you like to comment on a past travel experience? Your comments, compliments and complaints will help us improve the services we offer. Send us an e-mail (aircanada.com/customerrelations) or write to us at: Air Canada - Customer Relations, PO Box 64239, RPO Thorncliffe, Calgary, AB, Canada T2K 6J7.

Schedules and Timetables

Time and aircraft type shown in timetables or elsewhere are approximate and not guaranteed, and form no part of the contract. Schedules are subject to change without notice and carrier assumes no responsibility for passenger making connections not included as part of the itinerary set out in the ticket. Carrier is not responsible for changes, errors or omissions either in timetables or in other representations of schedules.

This is **Exhibit “C”** to the
Witnessed Statement
of Dr. Hymie Rubenstein
dated May 16, 2016.

From: **Air Canada** Notification@aircanada.ca
Subject: Air Canada: FLIGHT DISRUPTION (Booking ref: LNADJI)
Date: April 1, 2016 at 7:15 PM
To: hymie_rubenstein@icloud.com



Booking Reference: LNADJI

ZX1965
Bridgetown to Toronto Pearson
Departing: Fri Apr-1, 2016 at 20:50 PM
Arriving: Fri Apr-1, 2016 at 2:44 AM

Dear Valued Customer:

Please accept our sincere apologies for the disruption to your flight. We recognize that we have upset your travel plans.

Our goal and responsibility is to ensure that your travel with us is reliable and on time. Considerable effort is made to keep these promises on a consistent basis and we are sorry that we were not able to do so on this occasion.

As a gesture of goodwill, we are pleased to offer you a one-time use promotion code to use on your next booking at aircanada.com. You have 60 days to retrieve your code, which can be applied to new tickets purchased for travel completed within the next 13 months.

About your Promotion Code:

- Your Promotion Code allows 2 customers per booking and applies to any flight operated by Air Canada, Air Canada Rouge, Air Canada Express or one of our codeshare partners.
- Promotion Code discounts apply only to new bookings made on aircanada.com for published fares.
- Promotion Codes cannot be applied to Flight Pass purchases or combined with other discount codes.
- Please note the fare displayed on the Select Flights screen will reflect the discount rounded to the nearest dollar.
- Promotion Codes apply to undiscounted published fares. Some of our previously discounted fares, while not eligible for the promotion, may be lower than the final price of the undiscounted fare to which the promotion applies.

Retrieve your promotion code now
<http://aircanada.com/flight/promocode>

To check the status of your flights, please use our Flight Status tool (<http://aircanada.com/flightstatus>) or call Air Canada's automated flight information system at 1-888-422-7533.

For more information on our policies or to contact us, please refer to the URLs below:

Flight Delay Policy: <http://aircanada.com/delaypolicy>
Flight Cancellation Policy: <http://aircanada.com/cancellationpolicy>
Customer Relations: <http://aircanada.com/customerrelations>

Thank you for flying with Air Canada. We truly hope we will have another opportunity to welcome you on board.

Sincerely,

Air Canada

This service email was sent by Air Canada to you and contains important information that must be communicated to you regarding an Air Canada Product or Service that you have requested. This service email is not a promotional email.

Your privacy is important to us. To learn how Air Canada collects, uses, and protects the personal information you provide, please view our Privacy Policy (<http://www.aircanada.com/en/about/legal/privacy/policy.html>).

Please do not reply to this email, as this inbox is not monitored. If you have any questions regarding other Air Canada product or service please visit aircanada.com (<http://www.aircanada.com/en/customercare/index.html>).

Air Canada, PO Box 64239, RPO Thornccliffe, Calgary, Alberta, T2K 6J7

This is **Exhibit “D”** to the
Witnessed Statement
of Dr. Hymie Rubenstein
dated May 16, 2016.

Notice of Change in Itinerary

****PLEASE CONTACT US IMMEDIATELY AT THE RESERVATIONS NUMBER BELOW IF YOU HAVE ANY QUESTIONS CONCERNING THIS SCHEDULE CHANGE NOTICE.****

Thank you for choosing Air Canada.

Please print this new itinerary and keep your original for your reference.

Main Contact Information

Booking reference: LNADJI

Name: Mr Hymie Rubenstein
E-mail: HYMIE_RUBENSTEIN@ICLOUD.COM

Customer Care

Air Canada Reservations
1-888-247-2262

Air Canada Flight Information
1-888-422-7533

[International Reservations](#)

Alert me of flight changes
[Flight notification](#)

Updated Flight Itinerary

Flight	From	To	Aircraft	Cabin (Booking class)	Status
AC1965	Bridgetown (BGI)	Toronto Pearson (YYZ)	763	Economy (M)	Confirmed
<i>Operated by:</i>	Fri 01-Apr 2016	Fri 01-Apr 2016			
<i>Air Canada rouge</i>	15:10	20:55 - TERMINAL T1			
Seat number(s) requested:	40D 40E				
AC440	Toronto Pearson (YYZ)	Ottawa (YOW)	321	Economy (B)	Confirmed
	Mon 04-Apr 2016	Mon 04-Apr 2016			
	07:10 - TERMINAL T1	08:13			
Seat number(s) requested:	29B 29C				
AC8525	Ottawa (YOW)	Winnipeg (YWG)	CRA	Economy (B)	Confirmed
<i>Operated by:</i>	Mon 04-Apr 2016	Mon 04-Apr 2016			
<i>Air Canada Express-Jazz</i>	09:00	10:41			
Seat number(s) requested:	21A 21C				

Previous Flight Itinerary

Flight	From	To	Aircraft	Cabin (Booking class)	Status
AC1965	Bridgetown (BGI) Fri 01-Apr 2016 15:10	Toronto Pearson (YYZ) Fri 01-Apr 2016 20:55	763	Economy (M)	Confirmed

Passenger Information

Passenger 1
 Name: **Mr Hymie Rubenstein** Ticket number: **014 2160 731170**

Frequent Flyer Pgm: Air Canada Aeroplan Program number: AC0135286847

Passenger 2
 Name: **Mrs Nopsie Rubenstein** Ticket number: **014 2160 731171**

Frequent Flyer Pgm: Air Canada Aeroplan Program number: AC0116509134

If the flight for which you have a confirmed upgrade has been cancelled and we were not able to rebook you in the Business Class cabin, any eUpgrade Credits or frequent flyer miles/points that were used for the initial upgrade will be returned to your account.

You can change your new seat assignment by going to the Manage My Bookings tab on aircanada.com. If you wish to change your new flight, please contact Air Canada Reservations.

You can check in for your flight within 24 hours of departure through our convenient Web check-in or Mobile check-in options, or within 12 hours at one of our self-service check-in kiosks located in most of the airports Air Canada serves.

You must obtain your boarding pass and check in any baggage by the check-in deadline shown below.

Additionally, you must be available for boarding at the boarding gate by the boarding gate deadline shown below. Failure to respect check-in and boarding gate deadlines may result in the reassignment of any pre-reserved seats, the cancellation of reservations, and/or ineligibility for denied boarding compensation.

Travel	Recommended Check-in Time	Check-in Deadline	Boarding Gate Deadline
Within Canada	90 min.	45 min.	20 min.
To/from the US	120 min.	60 min.	20 min.
International (incl. Mexico & Caribbean)	120 min.	60 min.	30 min.
From Toronto City Airport, Ontario Canada	60 min.	20 min.	20 min.
From Tel Aviv, Israel	180 min.	75 min.	60 min.

Note: If your itinerary now includes a flight operated by another airline, please refer to the [code share flights](#) page as baggage allowance and fees may vary with other carriers.

Comments, Compliments and Complaints

Would you like to comment on a past travel experience? Your comments, compliments and complaints will help us improve the services we offer. Send us an e-mail (aircanada.com/customerrelations) or write to us at: Air Canada - Customer Relations, PO Box 64239, RPO Thorncliffe, Calgary, AB, Canada T2K 6J7.

Schedules and Timetables

Time and aircraft type shown in timetables or elsewhere are approximate and not guaranteed, and form no part of the contract. Schedules are subject to change without notice and carrier assumes no responsibility for passenger making connections not included as part of the itinerary set out in the ticket. Carrier is not responsible for changes, errors or omissions either in timetables or in other representations of schedules.

This is **Exhibit “E”** to the
Witnessed Statement
of Dr. Hymie Rubenstein
dated May 16, 2016.

PASSENGER ITINERARY FOR
HYMIE RUBENSTEIN
NOPSIE RUBENSTEIN

AIR CANADA
TORONTO
CANADA
2 APRIL 16

BOOKING REFERENCE
LNADJI

WE ARE PLEASED TO CONFIRM THE FOLLOWING TRAVEL ARRANGEMENTS

AIR CANADA	AC440	B ECONOMY	CONFIRMED
DEPART	MON 4 APRIL 16	TORONTO PEARSON INTL	0710
ARRIVE	MON 4 APRIL 16	OTTAWA	0813

LATEST CHECK IN IS 60 MINUTES BEFORE DEPARTURE
DEPARTS FROM TERMINAL T1
THE FOLLOWING SEATS HAVE BEEN PRE-ASSIGNED FOR YOU
29B 29C

AIR CANADA	AC8525	B ECONOMY	CONFIRMED
DEPART	MON 4 APRIL 16	OTTAWA	0900
ARRIVE	MON 4 APRIL 16	WINNIPEG	1041

THIS FLIGHT IS OPERATED BY JAZZ
THE FOLLOWING SEATS HAVE BEEN PRE-ASSIGNED FOR YOU
21A 21C

FREQUENT TRAVELLER
FREQUENT TRAVELLER

THANK YOU FOR CHOOSING AIR CANADA

This is **Exhibit “F”** to the
Witnessed Statement
of Dr. Hymie Rubenstein
dated May 16, 2016.



We are sorry for any inconvenience this disruption may have caused.

To show our concern and appreciation, we are pleased to offer you a **one time Promotion Code** that entitles you to a discount on a future booking at aircanada.com.

To claim your code, please go to aircanada.com/flight/promocode. You have **60 days** to retrieve your code which can be applied to new tickets purchased for travel completed within the next **13 months**.

You will be required to enter the following information, as well as your name, exactly as it appears on your booking. Please take a moment to write this down for your reference:

Flight No. Flight Date

Any one of the following:

Booking Reference

Aeroplan / Frequent Flyer No.

Ticket No.

About your Promotion Code:

- Your Promotion Code allows 2 customers per booking and applies to any flight operated by Air Canada, Air Canada rouge, Air Canada Express™, or one of our codeshare partners.
- Your Promotion Code is fully transferable.
- All travel must be completed within 13 months of retrieving your code. Please retrieve your code within 60 days of your affected flight.
- Promotion Code discounts apply only to new bookings made on aircanada.com for published fares. Please note that promotional codes apply to undiscounted published fares. Some of our previously discounted fares, while not eligible for the promotion, may be lower than the final price of the undiscounted fare to which the promotion applies.
- Promotion Codes cannot be applied to Flight Pass purchases or combined with other discount codes.
- Please note the fare displayed on the Select Flights screen will reflect the discount rounded to the nearest dollar.

For more information about Air Canada's Customer Service policies, go to aircanada.com or visit the following pages:

Flight Delay Policy: aircanada.com/delaypolicy
 Flight Cancellation Policy: aircanada.com/cancellationpolicy
 Customer Relations: aircanada.com/customerrelations
 To check the status of your flights, use our Flight Status tool, aircanada.com/flightstatus or call Air Canada's automated flight information system at 1-888-422-7533.

We look forward to seeing you soon and thank you for



We are sorry for any inconvenience this disruption may have caused.

To show our concern and appreciation, we are pleased to offer you a **one time Promotion Code** that entitles you to a discount on a future booking at aircanada.com.

To claim your code, please go to aircanada.com/flight/promocode. You have **60 days** to retrieve your code which can be applied to new tickets purchased for travel completed within the next **13 months**.

You will be required to enter the following information, as well as your name, exactly as it appears on your booking. Please take a moment to write this down for your reference:

Flight No. Flight Date

Any one of the following:

Booking Reference

Aeroplan / Frequent Flyer No.

Ticket No.

About your Promotion Code:

- Your Promotion Code allows 2 customers per booking and applies to any flight operated by Air Canada, Air Canada rouge, Air Canada Express™, or one of our codeshare partners.
- Your Promotion Code is fully transferable.
- All travel must be completed within 13 months of retrieving your code. Please retrieve your code within 60 days of your affected flight.
- Promotion Code discounts apply only to new bookings made on aircanada.com for published fares. Please note that promotional codes apply to undiscounted published fares. Some of our previously discounted fares, while not eligible for the promotion, may be lower than the final price of the undiscounted fare to which the promotion applies.
- Promotion Codes cannot be applied to Flight Pass purchases or combined with other discount codes.
- Please note the fare displayed on the Select Flights screen will reflect the discount rounded to the nearest dollar.

For more information about Air Canada's Customer Service policies, go to aircanada.com or visit the following pages:

Flight Delay Policy: aircanada.com/delaypolicy
 Flight Cancellation Policy: aircanada.com/cancellationpolicy
 Customer Relations: aircanada.com/customerrelations
 To check the status of your flights, use our Flight Status tool, aircanada.com/flightstatus or call Air Canada's automated flight information system at 1-888-422-7533.

We look forward to seeing you soon and thank you for

This is **Exhibit “G”** to the
Witnessed Statement
of Dr. Hymie Rubenstein
dated May 16, 2016.

AIR CANADA 

**Customer Relations
Contact Information**

Air Canada, Air Canada Express and Air Canada rouge:
P.O. Box 64239, RPO Thorncliffe
Calgary, AB T2K 6J7 Canada
Toll-free fax: 1-866-584-0380
www.aircanada.com/customerrelations

Baggage:

Call Center: 1-888-689-2247 (Canada and USA only)

Lost and Found: <http://www.aircanada.com/en/travelinfo/airport/baggage/lost-and-found-form.html>

Baggage Claims: PO Box 8000, Station Airport, Dorval, H4Y 1C3
www.aircanada.com/customerrelations

All claims for delay of baggage must be made in writing within 21 days from the date on which the baggage has been placed at passenger's disposal.

All claims for damage (including missing items) must be made forthwith after the discovery of the damage, and in writing, at the latest, within 7 days from the date of receipt of the checked baggage.

Refund Services

(Passenger Ticket Inquiry - Past Travel Refunds):

P.O. Box 6475, Winnipeg, MB R3C 3V2 Canada
<http://www.aircanada.com/en/customercare/index.html>

Call Centres

(Current/Future Travel Inquiries):

1-888-247-2262 (Canada and USA only)

ACF008 (2014-10)

A STAR ALLIANCE MEMBER
MEMBRE DU RÉSEAU STAR ALLIANCE



This is **Exhibit “H”** to the
Witnessed Statement
of Dr. Hymie Rubenstein
dated May 16, 2016.

Sheraton Gateway Hotel
 PO Box 3000
 Toronto AMF
 Toronto, ON L5P 1C4
 Canada
 Tel: 905-672-7000 Fax: 905-672-7100



Dr. Hymie Rubenstein
 197 AUGUSTA DR
 WINNIPEG, MB R3T 4H3
 Canada

Page Number : 1 Invoice Nbr : 293807
 Guest Number : 2267435
 Folio ID : A
 Arrive Date : 02-APR-16 05:35
 Depart Date : 04-APR-16 03:57
 No. Of Guest : 2
 Room Number : 892
 Club Account : SPG - Axxxxxxx5934

Copy Tax Invoice

Tax ID : 140047879
 Sheraton Gateway 05-APR-16 03:10 9999

Date	Time	Reference	Description	Charges (CAD)	Credits (CAD)
02-APR-16	05:35	DEPOSIT	Deposit-MC-1345		-531.28
02-APR-16	07:01	S794	Telecom	15.00	
02-APR-16	07:52	7271	Club Lounge	5.00	
02-APR-16	03:01	RT892	Room Revenue	229.00	
02-APR-16	03:01	RT892	Rooms HST	29.77	
02-APR-16	03:01	RT892	Destination Marketing Program	6.09	
02-APR-16	03:01	RT892	HST Destination Marketing Prog	0.78	
03-APR-16	09:43	7292	Club Lounge	5.00	
03-APR-16	18:00	7295	Club Lounge	5.00	
03-APR-16	03:05	RT892	Room Revenue	229.00	
03-APR-16	03:05	RT892	Rooms HST	29.77	
03-APR-16	03:05	RT892	Destination Marketing Program	6.09	
03-APR-16	03:05	RT892	HST Destination Marketing Prog	0.78	
04-APR-16	04:55	MC	MasterCard-1345		-30.00

For Authorization Purpose Only

xxxxxx1345

Date	Code	Authorized
02-APR-16	03784Z	100
02-APR-16	05424Z	100
03-APR-16	01385Z	100

** Total 561.28 -561.28
 *** Balance -0.00

Continued on the next page

Sheraton Gateway Hotel
 PO Box 3000
 Toronto AMF
 Toronto, ON L5P 1C4
 Canada
 Tel: 905-672-7000 Fax: 905-672-7100



Dr. Hymie Rubenstein
 197 AUGUSTA DR
 WINNIPEG, MB R3T 4H3
 Canada

Page Number : 1 Invoice Nbr : 293935
 Guest Number : 2267435
 Folio ID : B
 Arrive Date : 02-APR-16 05:35
 Depart Date : 04-APR-16 03:57
 No. Of Guest : 2
 Room Number : 892
 Club Account : SPG - Axxxxxxx5934

Copy

Tax ID : 140047879
 Sheraton Gateway 05-APR-16 03:10 9999

Date	Time	Reference	Description	Charges (CAD)	Credits (CAD)
02-APR-16	19:46	3828	Mahogany Grill	129.13	
02-APR-16	00:11	adj	Service Promise Rooms		-56.50
05-APR-16	03:10	MC	MasterCard		-72.63
** Total				129.13	-129.13
*** Balance				0.00	

For your convenience, we have prepared this zero-balance folio indicating a \$0 balance on your account. Please be advised that any charges not reflected on this folio will be charged to the credit card on file with the hotel. While this folio reflects a \$0 balance, your credit card may not be charged until after your departure. You are ultimately responsible for paying all of your folio charges in full.

HST Summary for your stay:	Amount (CAD)
Room Revenue HST	-6.50
Food & Beverage HST	13.13
Photo/Fax/Copy Services HST	0.00
Other Revenue HST	0.00
Total HST for your stay:	6.63

Visit the Sheraton Store and take home our signature bedding, bath and more. Shop now at www.sheraton.com/store

Tell us about your stay www.sheraton.com/reviews for billing please connect with us at 00692guestinquiries@sheraton.com

Sheraton Gateway Hotel
PO Box 3000
Toronto AMF
Toronto, ON L5P 1C4
Canada
Tel: 905-672-7000 Fax: 905-672-7100



Dr. Hymie Rubenstein
197 AUGUSTA DR
WINNIPEG, MB R3T 4H3
Canada

Page Number	:	2	Invoice Nbr	:	293935
Guest Number	:	2267435			
Folio ID	:	B			
Arrive Date	:	02-APR-16	05:35		
Depart Date	:	04-APR-16	03:57		
No. Of Guest	:	2			
Room Number	:	892			
Club Account	:	SPG - Axxxxxxx5934			

Tell us about your stay. www.sheraton.com/reviews. For billing, please connect with us at 00692guestinquiries@sheraton.com

This is **Exhibit “I”** to the
Witnessed Statement
of Dr. Hymie Rubenstein
dated May 16, 2016.

Re: Issue#:ABDA-17SIW9R:04/06/2016
13:18:25:hymie_rubenstein@icloud.com

Hymie Rubenstein <hymie_rubenstein@icloud.com>
To: support@help-aircanada.com

Sat, Apr 23, 2016 at 4:56 PM

Dear Prab Grewal,

You are mistaken in believing that we were offered accommodation by an Air Canada agent in Toronto. As I clearly told you on three occasions during our conversation on Thursday, April 21, this was not the case. We were not offered any accommodation, and instead were told to submit a claim to Air Canada later based on the approval of the agent of the on-line reservation I made at the Pearson airport Sheraton Hotel while we were stranded for over six hours in Barbados following an Air Canada e-mail with a new itinerary indicting that we would again be stranded in Toronto, this time for two days, before a connecting flight to Winnipeg was available.

I do not understand the basis for you referring to your reimbursement of expenses as "goodwill" when you obliged us to take three day to travel from Barbados to Winnipeg. If this is "goodwill," I wonder what your airline would define as "bad will."

You are reminded that our travel was subject to the Montreal Convention. Article 19 of the convention renders Air Canada liable for delays of passengers, up to approximately \$9,000 per passenger.

Accordingly, we request that Air Canada comply with its legal obligation by reimbursing us for the accommodation expenses we incurred as a result of delay in transportation by air, in the amount of \$633.81.

Sincerely yours,

Hymie Rubenstein

Hymie Rubenstein, M.A., Ph.D.
197 Augusta Drive
Winnipeg, Manitoba R3T 4H3
Landline: (204) 269-7006
Moblie: (204) 887-4550
magicJack (613) 699-0390
SVG: (784) 528-4489
hymie_rubenstein@icloud.com

On Apr 21, 2016, at 2:59 PM, support@help-aircanada.com wrote:

=====
Please do not change the Subject Line - Veuillez ne pas modifier le Sujet de ce courriel
=====

Dear Dr. Hymie,

It was a pleasure speaking with you today. As discussed on the phone here is the follow up email.

In accordance with our tariff Air Canada will provide a hotel room. Air Canada booked and blocked hotel rooms for customers on flight AC1965 on April 1 2016. You were offered accommodation by our agent

and declined.

However, as goodwill we will contribute \$200 toward the cost you incurred on your own. Please allow 2-3 weeks for the draft to reach your home address.

As a gesture of goodwill, we are pleased to offer you a one time saving of 25% off of the base fare on your next booking at aircanada.com.

To receive your discount, enter the one time use Promotion Codes:

B8BPNTQ1
BX6GYJ81

in the Promo Code box at www.aircanada.com when you make your booking. This offer is valid for one year from today. Please review instructions below.

We hope you will not lose confidence in us and we may have the opportunity to show you that this was not a typical experience with Air Canada. Once again, we apologize.

Customers can purchase travel insurance as a compliment to their travel plans. If you took out trip interruption/cancellation insurance, we respectfully suggest contacting your insurance provider with your expense concerns.

We appreciate your patronage and hope to be of service to you in the future.

Sincerely,
Prab Grewal
Customer Relations

This means the booking and travel must be completed within the year. It is available on a new booking only and applies to a maximum of two passengers, provided both passengers are booked at the same time.

The promo code applies exclusively to undiscounted published fares on Air Canada, Air Canada Express and Air Canada rouge. Flight pass purchases are not eligible for the discount and promo codes cannot be combined with other discount codes.

Please note the fare displayed on the Select Flights screen will reflect the discount rounded to the nearest dollar.

----- Original Message -----

From: hymie_rubenstein@icloud.com
Sent: 06/04/2016 11:18 AM
Subject: hymie_rubenstein@icloud.com

Flight 1965 late leaving Barbados so missed connecting flight to Winnipeg and therefore required to layover in Toronto for two nights at the Pearson Sheraton Hotel. Please see attached receipt for accommodation and receipts for April 2-4.

This is **Exhibit “J”** to the
Witnessed Statement
of Dr. Hymie Rubenstein
dated May 16, 2016.

From: Hymie Rubenstein <hymie_rubenstein@icloud.com>
Subject: Re: Issue#:ABDA-17SIW9R:04/06/2016 13:18:25:hymie_rubenstein@icloud.com
Date: April 30, 2016 at 9:00:39 AM CDT
To: support@help-aircanada.com

Dear Prab, i can assure you that I will be taking this matter further.

Hymie Rubenstein

On Apr 29, 2016, at 4:32 PM, support@help-aircanada.com wrote:

=====
Please do not change the Subject Line - Veuillez ne pas modifier le Sujet de ce courriel
=====

Dear Dr. Hymie,

Thank you again for your follow-up email.

Please be assured we truly regret your dissatisfaction. The compensation offered as a measure of goodwill was based on guidelines that are used consistently. We believe these guidelines are fair and respectfully, we are unable to offer additional compensation.

While we wish to assure you that we value your patronage, we are unable to offer further consideration to this matter. Our previous correspondence has provided our explanations and the continual exchange of emails will not alter our position.

We regret we did not conclude this matter to your satisfaction.

Sincerely,
Prab

----- Previous Message -----

From: support@help-aircanada.com
To: hymie_rubenstein@icloud.com;
Sent: 21/04/2016 01:59:21 PM
Subject: Issue#:ABDA-17SIW9R:04/06/2016 13:18:25:hymie_rubenstein@icloud.com

=====
Please do not change the Subject Line - Veuillez ne pas modifier le Sujet de ce courriel
=====

Dear Dr. Hymie,

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To receive your discount, enter the one time use Promotion Codes:

B8BPNTQ1
BX6GYJ81

in the Promo Code box at www.aircanada.com when you make your booking. This offer is valid for one year from today. Please review instructions below.

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We appreciate your patronage and hope to be of service to you in the future.

Sincerely,
Prab Grewal
Customer Relations

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Please note the fare displayed on the Select Flights screen will reflect the discount rounded to the nearest dollar.

----- Original Message -----

From: hymie_rubenstein@icloud.com
Sent: 06/04/2016 11:18 AM
Subject: hymie_rubenstein@icloud.com

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