

Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 24, 2020 11:22 PM
To: Info
Subject: Refund complaint

Attention Canadian Travel Agency:

I was planning a trip to Toronto and was to leave on April 22, 2020. The event I was planning to go to was cancelled because of the pandemic we are facing. Due to this unfortunate situation I had to cancel my flight with Westjet. The money that I paid has now been returned to my travel bank account with Westjet.

I phoned this evening to see if it was possible to put the \$583.96 in my travel bank account and put it back on my [REDACTED] credit card. The agent told me that she could not do that for me. I told her that I am not a frequent traveller and that at the moment the money would be more useful to buy food and pay bills as I will be struggling to do this since the Covid19 pandemic has put much stress on me and my situation. She said I would have to make a complaint to your agency.

I look forward to hearing from you to see if Westjet would make an exception and transfer the money from the travel bank and put on my credit card in this situation. I would really appreciate if this could be done.

Kind regards

Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 24, 2020 10:14 PM
To: Info
Subject: RE: EXTERNAL: RE: WestJet Not Refunding Customers

Hello,

WestJet is consistently refusing me a refund, and they are only offering travel credits for a future date. Which is AGAINST THE LAW.

I am not asking for any extra compensation for inconvenience like you've outlined they are exempt from below. All I need is a full refund to my credit card.

As you have stated, WestJet still must complete the passenger's itinerary. As they are not able to do so due to COVID-19, they must provide the customer a full refund in the method of payment originally used.

Please see below an excerpt from an article on [Airpassengerrights.ca](http://airpassengerrights.ca), and I've also included the link to the full article for you to view.

"The agent may tell a caller that they do not have a right to a refund - when what has been reduced is the kind of compensation we used to expect if a flight was changed. Some passengers are told that due to a Canadian Transportation Agency (CTA) Determination, the airline does not need to issue a refund and that the obligation to offer a full refund was cancelled by the CTA.

Which is untrue. What has changed is the option to receive extra compensation on top of a refund. Once upon a time, if the airline delayed your flight, you would be able to receive some compensation.

The CTA Determination also means passengers cannot expect to be placed on the flight of another carrier that the original airline does not have a commercial agreement with.

Which does not mean that passengers are not able to ask for a full refund and to reject a credit, if the airline changes your original reservation flight times. You are eligible to receive a refund."

<https://airpassengerrights.ca/en/covid19/covid-19-you-lost-your-vacation-have-you-lost-your-right-to-a-refund>

Please advise. Clearly by law, WestJet must provide a full refund in the method of payment I used.

Regards,

[REDACTED]

From: Info <Info@otc-cta.gc.ca>
Sent: Wednesday, March 18, 2020 1:34 PM
To: [REDACTED]
Subject: EXTERNAL: RE: WestJet Not Refunding Customers

CAUTION: This email came from outside Smiths Group. Be cautious with the contents unless you can confirm the sender is genuine.

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations provide a list of situations considered 'outside the air carrier's control', including medical emergencies and orders or instructions from state officials. The CTA has identified a number of situations related to this pandemic that are considered 'outside of the air carrier's control'. These include flight disruptions to locations that are covered by a government advisory against travel or unnecessary travel due to COVID-19.

In these situations, air carriers would not be required to provide standards of treatment or compensation for inconvenience. However, they would have to make sure the passenger completes their itinerary.

Until April 30th, the time at which passengers will be entitled to compensation for inconvenience related to flight cancellations or delays will be adjusted, to provide air carriers with more flexibility to modify schedules and combine flights. Air carriers will be allowed to make schedule changes without owing compensation to passengers until 72 hours before a scheduled departure time (instead of 14 days), and air carriers will be obligated to compensate passengers for delays on arrival that are fully within the air carrier's control once those delays are 6 hours or more in length (instead of 3 hours).

The CTA has also exempted air carriers from offering alternative travel arrangements that include flights on other air carrier's with which they have no commercial agreement.

If you would like to file a complaint with the CTA, you can do so here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Wednesday, March 18, 2020 2:27 PM
To: Info <Info@otc-cta.gc.ca>
Subject: WestJet Not Refunding Customers

Hello,

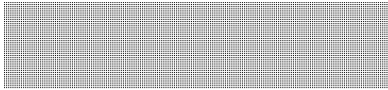
My name is [REDACTED] I live [REDACTED] and had booked a trip with Westjet through Expedia, to Mexico from March 19th to 26th, 2020.

Obviously due to Coronavirus, Justin Trudeau shutting down international flights, and Westjet cancelling all International/Transborder flights after March 22nd, 2020 I had to cancel my trip.

However, Westjet is now refusing to provide me a refund in the method which I paid (Credit Card) and are only offering a travel credit. However, they are legally obligated to provide full compensation in the original form of payment under the Air Passenger Protection Regulations.

I do not want a travel credit as their future is uncertain as well as international travel being very uncertain. I cannot afford to lose over \$2300 on this. How do I go about getting the refund and what steps do I have to take next?

Thanks.



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Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 24, 2020 8:56 PM
To: Info
Subject: Sunwing Cancellation Policy Changes

To whom it may concern,

I am writing this letter to voice my frustration, disappointment and confusion around our recent travel plans and cancellation process.

Listed below are the facts:

- We booked a trip to Cuba online through Sell Off Vacations on Saturday, March 7th
- We purchased an all inclusive package including the “Worry free” insurance leaving on March 27th and returning on April 1, 2020. Booking # [REDACTED] for \$3090.00
- We also purchased Elite Plus seating for 2 for the outbound and returning flight at \$200.00 total.
- We called Sell Off Vacations on March 12th (spoke to [REDACTED] at 416-679-2369). We requested details on the “Worry free” insurance and were told the entire package was covered and a refund would be available in a voucher or returned to our credit card upon cancellation.
- We visited the Sell Off Vacations Barrie office in Park Place on March 14th to again confirm the “Worry free” insurance and how and when we should cancel trip. At this time, we were informed to wait to cancel the trip as the lines were overloaded with calls, and those leaving in the next couple of days were taking priority. We were told not to worry, we had plenty of time as long as we canceled 3 days before the flight leaving.
- On March 17th we received the following email from Sell Off Vacations

We understand that the current COVID-19 outbreak may mean you have additional questions about travelling, which is why we are reaching out to you to provide information about your booking. Sunwing Vacations has updates on current travel policies. For the most up to date information, click here.

Please fill out our form and we will begin to process your request. Your claim will be processed based on the current policy provided by the supplier. Please note we are experiencing an extremely high volume of requests and if you have already contacted our office about your booking then you do not need to fill out this form. Those customers travelling within the next 72 hours will be priority.

Thank you for your cooperation and we appreciate your patience during this time.

[REDACTED]
SellOff Vacations

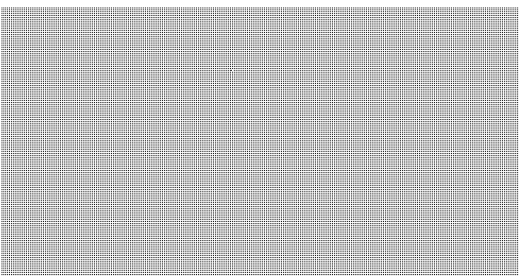
- On March 17th we read the Cancellation Policy which stated that any trips between March 20 and April 1st could cancelled with a full refund in voucher (for 12 months) or the **original payment method. All we had to do was complete and submit the form provided in the link.**
- We completed and submitted the request on March 17th
- On March 18th we received confirmation of the forms submission from SmartSheet Forms.

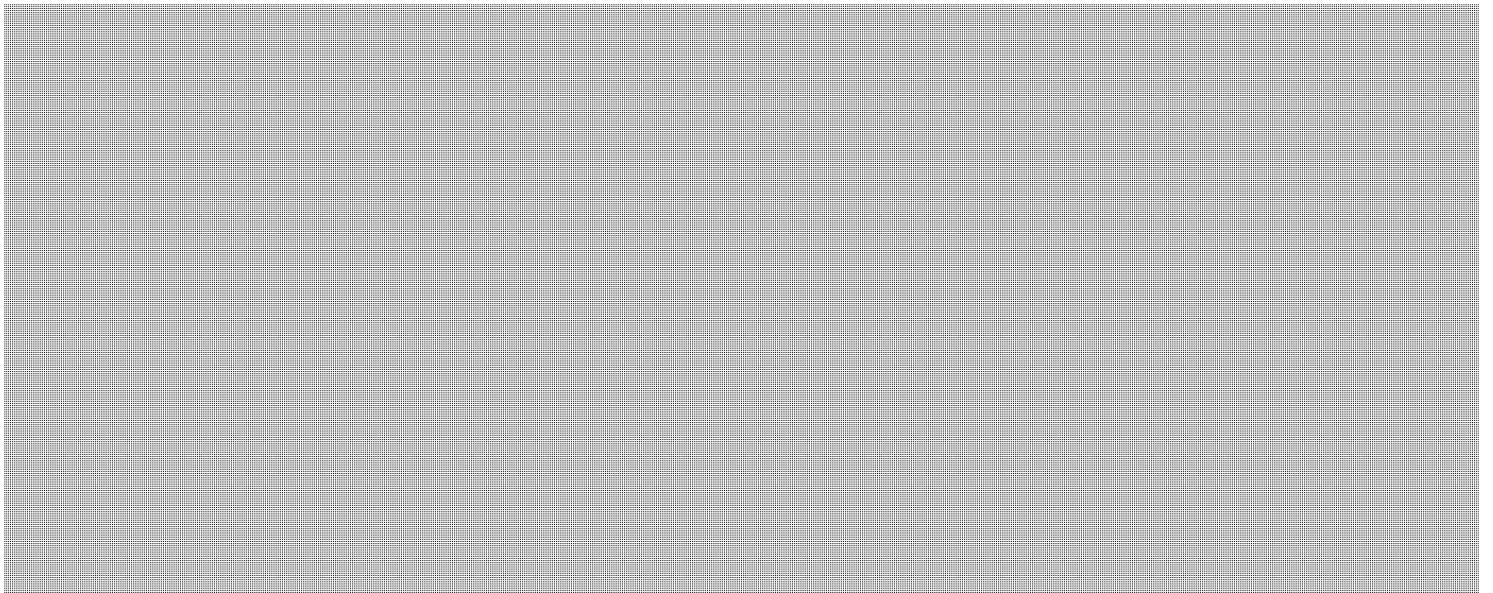
- On March 20th we received a call from Sell Off Vacations informing us that they had canceled our trip and we would receive a voucher for \$3090 to be used within the next 24 months. At this time, we informed them that we had filled out the required form and our understanding was that we had the option of receiving our refund in the original payment method. **We were then informed that this Cancellation Policy had been changed on March 19th but if we had submitted the form before that date, there was no problem and we would receive the refund to our credit card.**
- On March 21st we received another call from Sell Off Vacations informing us that they had cancelled our trip and we would receive a voucher for \$3090 to be used within the next 24 months. Again, we went through the same discuss about the Cancellation Policy providing a refund in the original method and reiterated that we had submitted the form before the Policy had changed on March 19th. This agent [REDACTED] informed us that cancellations were still being processed and it did not matter that we had submitted our cancellation form before the Policy changed. According to her, It now depended on when Sell Off Vacations processed my form. She had no idea when the Cancellation Policy changed, we had to inform her of the date and she continued to insist that none of this mattered and we had no other option than to receive our refund via a voucher.
- Needless to say, It was a very frustrating conversation and unsatisfactory phone call for several reasons
 - She was unable to explain when or why the Policy changed
 - She was unsure what the voucher would cover (\$3090 plus \$200) although she finally spoke to someone who confirmed the voucher would be for \$3290.
 - We had enquired as to the possibility that either of us would be unwell or unable to travel over the next 24 months or after the travel ban was lifted. She insisted that the voucher would be only for those names on the booking.

In summary, we are extremely frustrated and disappointed with the service provide by Sell Off Vacations and Sunwing. We did everything that was outlined in the Cancellation Policy expecting the option of receiving a refund to our credit card. **We were assured that we would receive a refund to our credit card.** This story changed along with Sunwings Policy. We were never notified of this change in the Cancellation Policy. We were never told that it would change, in fact, quit the opposite, we were instructed to wait until the cancellations slowed down and we had no worries as long as we completed and submitted the form before March 19th.

We have booked numerous vacation packages with Sell Off Vacations in the past, but after this atrocious customer service we will definitely not book any travel plan for the future with Sell Off Vacation. Not honouring your Cancellation Policy is a disgrace and we would like to have this situation reviewed and a have our **refund processed as guaranteed in the original payment method.** If we do not hear back from you within the next 21 days we feel we have no other option than to seek legal council and to reach out to social and other media outlets.

In closing, please advise if there is a Sunwing Customer Contact email address which I was instructed to send my compliant to, which I have been unable to find on the website.





Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 24, 2020 8:54 PM
To: Info
Subject: Re: unable to file a complaint on CTA website
Attachments: AC 5.16 PM.pdf; AC 5.20 PM.pdf; AC 7.17 PM.pdf; AC 9.44 PM.pdf; AC 10.23 PM.pdf; AC Email 1.pdf; AC Email 2.pdf; Boarding Pass.pdf; Itinerary.pdf

Hello,

I have been trying to write and include as much details as I could. This was not an easy experience as I relived these experiences again and again.

Below is the information in detail. Please contact me if you require any further information.

Passengers – [REDACTED] and [REDACTED]

Confirmation [REDACTED]

Tickets # [REDACTED]

YWG – YYZ –LHR

Departure (YWG) – 5 p.m. Tuesday, 17 December 2019, Winnipeg AC270 (2hrs.30 min.)

Arrival (YYZ) – 8:30 p.m. Tuesday, 17 December 2019

Departure (YYZ) – 11:50 p.m. Tuesday, 17 December 2019 YYZ – LHR (7 hrs.)

Arrival (LHR) – 11:50 a.m. Wednesday, 18 December 2019 (U.K. time) AC858

[REDACTED] and I travelled to the U.K. to spend Christmas with our family, from 17 December 2019 – 3 January 2020.

[REDACTED] my doctor asks me to get Airport Assistance for the upcoming travel plans. I call and ensure this with Air Canada before my travel plans. At the same time, I pay an additional \$330 to reserve two seats for [REDACTED] and me on AC858 from YYZ to make our travel easier for us.

17th December AC270, YWG 5 p.m.

We boarded AC270 AT 4:30 p.m. and the flight was to take-off at 5 p.m. The flight didn't took off at 5 p.m. We receive a notification that our flight was going to be delayed to 5:20 p.m., then again to 6:20 p.m. then to 7:20 p.m., then to 9:20 p.m. and then to finally at 9:40 p.m.

17th December – AC858 YYZ – LHR 11:50 p.m.

This delay made us nervous as our connecting flight from YYZ to LHR was supposed to be at 11:50 p.m. This delay of 4 hours and 40 minutes caused us to miss our connecting flight AC858 from YYZ – LHR

18th December YYZ 12:40 a.m.

We arrived at the YYZ at 12:40 a.m., on 18th December 2019. The next flight was booked for 18th December 2019 at 8:30 a.m.

18th December YYZ 1:45 a.m.

We shuttled to the hotel, where we finally got our hotel room at 3 a.m.

We slept for 3 hours so we could get ready and catch the shuttle bus to the airport, which was to leave at 6:00 a.m.

18th December YYZ 6:30 a.m.

We reached the YYZ at 6:30 a.m. and first went through the long line-up at the disability services desk. The lady at the counter was rude and told me I don't have the right ticket and that she can't help me. I decided to go through the regular line-up at the security check.

At this point, I am completely exhausted mentally and physically. I have not had proper sleep and proper food. [REDACTED] and this episode made my condition worse than it ever needed to be.

18th December YYZ 7:30 a.m.

We finally boarded our plane at 7:30 am and I couldn't wait to rest, have some peace and eat some food.

The plane finally began moving to leave for the runway when it was announced that the plane needed to be de-iced and washed. We sat in the plane for another hour and watched from inside the plane being washed.

18th December YYZ inside AC858 at 10:45 a.m.

11 hours into our delay from the 11:50 p.m. flight 17th December

As we are waiting for the aircraft to take-off, an announcement is made that the aircraft cannot take off at this moment and asked to return to the airport where we will have to wait for the next scheduled flight until 4 p.m. We were given lunch vouchers and asked to return at the same gate and the same flight AC858.

*"In this instance, the compensation you are requesting does not apply because the delay was caused by an event outside of our control. **Specifically, the weather conditions prevented the safe operation of the airplane.** However, the other flights were not cancelled from the same airports if it was the reason of weather related.*

This is a fact that there were no weather-related conditions either in Winnipeg or Toronto on 17th or 18th of December, which caused any flight delays or cancellations in any of the other aircraft.

I reached my final destination in 32 hours, originally 12 hours and 50 minutes including layovers.

Due to the multiple delays and stressful travel with Air Canada, I slept for 3 days to recuperate and return to some normalcy on top of the jet-lag. It further cut into our already limited time of visitation with our family. This delay not only stressed me and [REDACTED] but our family in the U.K by disrupting their work schedules in order to pick us up from the airport.

Aircraft maintenance is the carrier's responsibility. In this instance, Air Canada is only trying to find any excuse to not have to pay. The proof of this lies in their baseless excuse of weather-related delay, which never happened.

I also request that you examine if any of the passengers from AC270 and AC858 17-18 December 2019, were compensated? If even one passenger was issued a compensation, then all passengers on those flights must also be compensated.

I am requesting that you will fully investigate Air Canada in this matter and find that Air Canada has indeed wrongfully issued unsubstantiated excuses to not pay the appropriate compensation and has found a loophole to disregard the laws and regulations.

I, therefore, urge you to find an appropriate compensation for myself and [REDACTED]

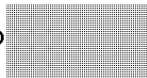
Please contact if there are any other documents and information you require.

Thank you,

[REDACTED]
Winnipeg, MB

On Friday, February 28, 2020, 07:22:14 a.m. CST, Info <info@otc-cta.gc.ca> wrote:

Hello



Thanks for contacting the Canadian Transportation Agency.

If you wish to file a complaint with the CTA, try again to use the online complaint form on a different browser or attach a separate document with the details of your complaint to the complaint form.

Alternatively, you may respond to this email outlining your complaint. Please include a flight number, dates of travel, destination of travel, your contact information including a day-time phone number. Also, kindly attach any correspondence you have had with the airline and tickets.

Best,

info@ Team

Office des transports du Canada / Gouvernement du Canada

info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575

Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada

info@otc-cta.gc.ca / Telephone 1-888-222-2592

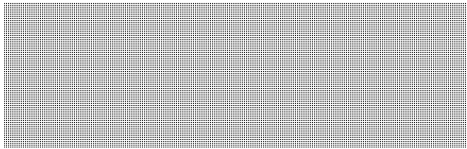
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Thursday, February 27, 2020 8:19 PM
To: Info <Info@otc-cta.gc.ca>
Subject: unable to file a complaint on CTA website

Hello,

I am trying to file my complaint regarding the Flight Delays compensation on the CTA website since Sunday, but after I hit submit, nothing happens and asks me to check the character count, which is below 4000 characters including spaces.

Can you please let me know whats happening and why I cant submit my complaint?



Subject Air Canada - REVISED TIME -
AC270/Dec 17, 2019

From Air Canada Notification
<flightnotification@aircanada.ca>

To: [Redacted]

Date Dec 17, 2019 at 5:16 PM

Please note the revised time for your flight to Toronto

AC270

Departing Winnipeg, J A Richardson Intl (YWG) on
December 17, 2019 @ 17:20 (previously 17:00)
Arriving in Toronto, Lester B. Pearson Intl (YYZ) on @
(previously 20:27)

Reason for delay: The reason for this flight delay is still
under investigation.

Booking Reference [Redacted]

This is an automated message - Please do not reply to
this email. Should you have questions concerning the
booking or require assistance for alternative travel
options, please contact us at
<http://www.aircanada.com/contact>. If you have booked
your flight with Aeroplan, you may refer to
<https://www.aeroplan.com/helpcenter/contact-us>, or
with a travel agency, please call them directly. If your
flight is departing in the next 48 hours, please contact
Air Canada for assistance.

We've sent you this email about an Air Canada product
or service that you've requested - this is not a
promotional email. Your privacy is very important to us.
To see how we're protecting your personal information,
please take a look at our Privacy Policy
(<http://www.aircanada.com/privacy>).

Si le présent courriel n'est pas dans la langue de votre
choix (français ou anglais), appelez les Réservations
d'Air Canada au 1 888 247-2262 et nous serons

neureux de mettre a jour votre reservation et de vous
envoyer une nouvelle copie de l'itinéraire.

Subject Air Canada - REVISED TIME -
AC270/Dec 17, 2019

From Air Canada Notification
<flightnotification@aircanada.ca>

To: [REDACTED]

Date Dec 17, 2019 at 7:17 PM

Please note the revised time for your flight to Toronto

AC270

Departing Winnipeg, J A Richardson Intl (YWG) on
December 17, 2019 @ 21:20 (previously 18:20)
Arriving in Toronto, Lester B. Pearson Intl (YYZ) on
December 17, 2019 @ 21:53 (previously 20:38)

Reason for delay: This flight is delayed due to a
technical issue with aircraft systems.

Booking Reference: [REDACTED]
[REDACTED]

This is an automated message - Please do not reply to
this email. Should you have questions concerning the
booking or require assistance for alternative travel
options, please contact us at
<http://www.aircanada.com/contact>. If you have booked
your flight with Aeroplan, you may refer to
<https://www.aeroplan.com/helpcenter/contact-us>, or
with a travel agency, please call them directly. If your
flight is departing in the next 48 hours, please contact
Air Canada for assistance.

We've sent you this email about an Air Canada product
or service that you've requested - this is not a
promotional email. Your privacy is very important to us.
To see how we're protecting your personal information,
please take a look at our Privacy Policy
(<http://www.aircanada.com/privacy>).

Si le présent courriel n'est pas dans la langue de votre
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neureux de mettre a jour votre reservation et de vous
envoyer une nouvelle copie de l'itinéraire.

Subject Air Canada - REVISED TIME -
AC858/Dec 18, 2019

From Air Canada Notification
<flightnotification@aircanada.ca>

To: [REDACTED]

Date Dec 17, 2019 at 10:23 PM

Please note the revised time for your flight to London

AC858

Departing Toronto, Lester B. Pearson Intl (YYZ) on
December 18, 2019 @ 00:10 (previously Dec 17 @
23:50)

Arriving in London, Heathrow (LHR) on December 18,
2019 @ 12:02 (previously 11:50)

Reason for delay: This flight is delayed due to a
technical issue affecting the inbound aircraft.

Booking Reference: [REDACTED]

This is an automated message - Please do not reply to
this email. Should you have questions concerning the
booking or require assistance for alternative travel
options, please contact us at
<http://www.aircanada.com/contact>. If you have booked
your flight with Aeroplan, you may refer to
<https://www.aeroplan.com/helpcenter/contact-us>, or
with a travel agency, please call them directly. If your
flight is departing in the next 48 hours, please contact
Air Canada for assistance.

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or service that you've requested - this is not a
promotional email. Your privacy is very important to us.
To see how we're protecting your personal information,
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(<http://www.aircanada.com/privacy>).

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heureux de mettre à jour votre réservation et de vous
envoyer une nouvelle copie de l'itinéraire.

s.19(1)
s.20(1)(b)
s.20(1)(c)
s.20(1)(d)

Subject Flight Disruption (CLAIM ONLY) / S5DXYE /
[REDACTED] / 2020/01/17 4:56 PM
[REDACTED]

From Customer Care
<CustomerCare.serviceclient@aircanada.ca>

To: [REDACTED]
[REDACTED]

Date Jan 24 at 10:55 AM

Your case number is: [REDACTED]

Dear [REDACTED]

We are in receipt of your claim under the Air Passenger Protection Regulations for your flight. We are sorry for the delay you experienced at arrival to your final destination.

In this instance, the compensation you are requesting does not apply because the delay was caused by an event outside of our control. Specifically, the weather conditions prevented the safe operation of the airplane.

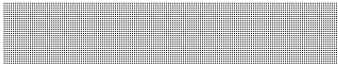
If a delay or cancellation of a flight is for reasons outside our control, we do not have to compensate customers and the minimum standards of treatment (such as hotels, meals, means of communication) do not apply.

[REDACTED]

We hope to have the opportunity to welcome you on board in the future.

Sincerely,

00020

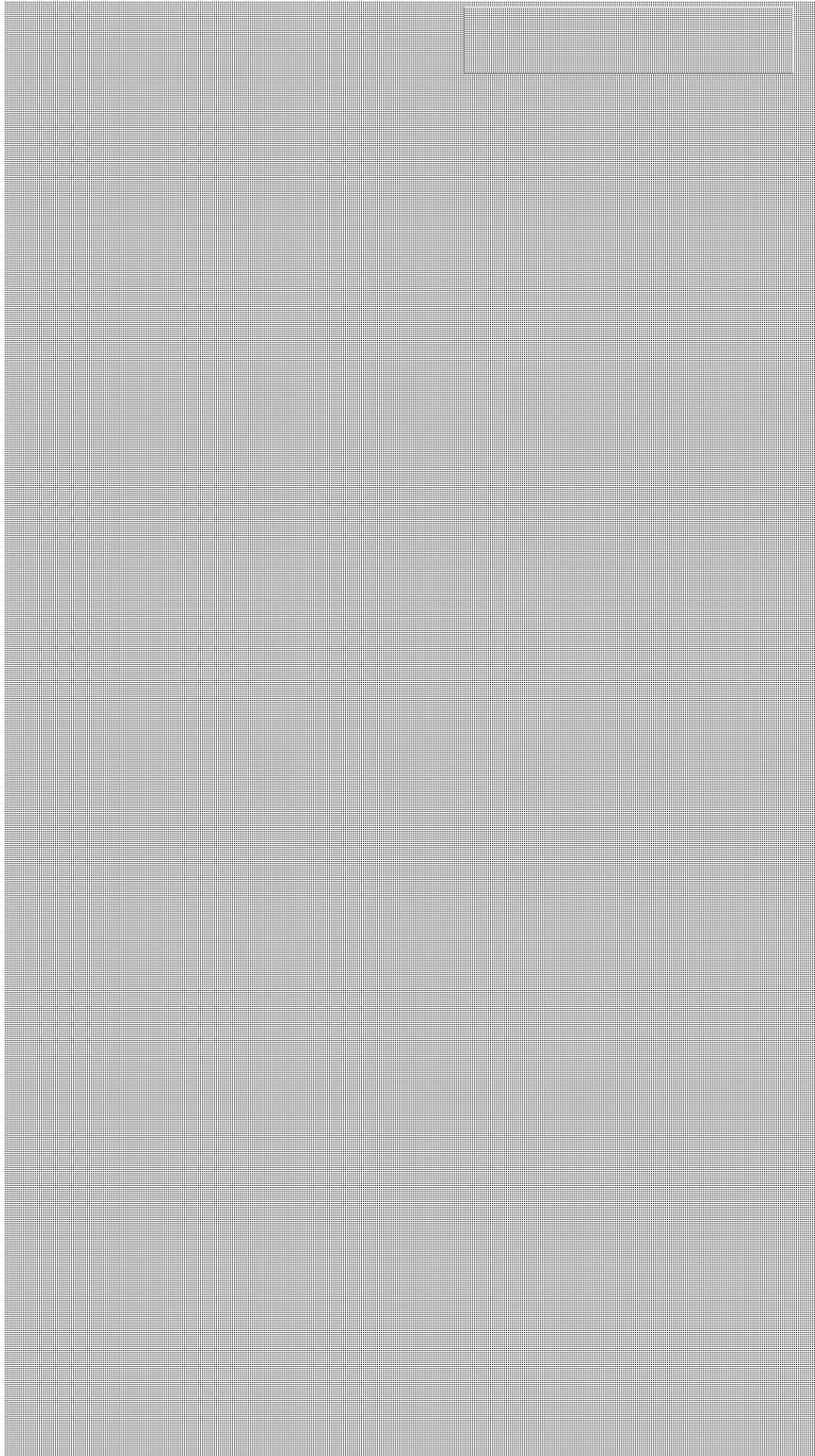


Customer Relations

s.19(1)
s.20(1)(b)
s.20(1)(c)
s.20(1)(d)



To serve you best, I kindly ask that you do not change the subject line if responding to this email.



vacation packages.

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

From: [REDACTED]
Sent: 2020/01/17 2:56 PM
Subject: Flight Disruption (CLAIM ONLY) /
S5DXYE / [REDACTED] / 2020/01/17 4:56
PM

Subject Travelocity travel confirmation - 17 Dec - (^_Itinerary^_ # [redacted])
From Travelocity Canada <TravelocityCanada@e.travelocity.com>
To: [redacted]
Date Oct 8, 2019 at 8:45 PM



Thanks!

Your reservation is booked and confirmed. There is no need to call us to reconfirm this reservation.

London

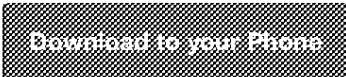
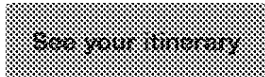
17 Dec 2019 - 2 Jan 2020

Because you booked a flight, you qualify for up to 53% off London hotels.

Expires Tue, 29 Oct



See live updates to your itinerary, anywhere and anytime.



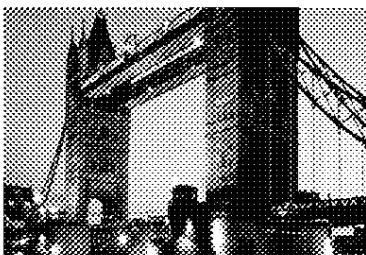
Before you go

E-ticket: This email can be used as an E-ticket. Proof of citizenship is required for international travel. Be sure to bring all necessary documentation (e.g. passport, visa, transit permit). To learn more, visit our [Visa and Passport page](#) (Opens a new window) . Remember to bring your itinerary and government-issued photo ID for airport check-in and security.

Contact the airline to confirm:

specific seat assignments special meals frequent flyer point awards special assistance requests

Flight overview



Travel dates
17 Dec 2019 - 2 Jan 2020
Itinerary #
[redacted]

Your reservation is booked and confirmed. There is no need to call us to reconfirm this reservation.

Confirmation:

(Air Canada)

(Lufthansa)

Ticket #

Change or cancel this reservation

You still have time to protect your trip.

Insurance is only available to travelers 65 years old and below

Protect My Trip

Add Protection Plan up until Wed, 23 Oct, 12:45a

Departure Tue, 17 Dec

Web Fare

Air Canada 270

Winnipeg (YWG)

5:00p



Toronto (YYZ)

6:00p

Terminal: 1

Cabin: Economy (G)

2h 30m duration

3h 20m stop Toronto (YYZ)

Air Canada 858

Toronto (YYZ)

11:00p

Terminal: 1



London (LHR)

11:00a +1 day

Terminal: 2

Arrives on 18 Dec 2019

Cabin: Economy (S)

7h duration

Total duration

(2h 50m)

Return Thu, 2 Jan

Web Fare

Lufthansa 521

London (LHR)

6:00a



Frankfurt (FRA)

9:00a

Terminal: 2

Terminal: 1

Cabin: Economy (T)
1h 25m duration

1h stop Frankfurt (FRA)

Lufthansa 575 operated by Air Canada

Frankfurt (FRA) → Montreal (YUL)
10:00a → 12:00p
Terminal: 1

Cabin: Economy (T)
5h duration

6h 50m stop Montreal (YUL)

Lufthansa 373 operated by Air Canada

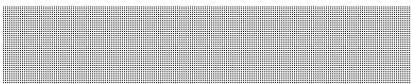
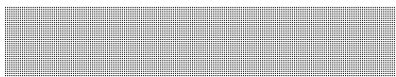
Montreal (YUL) → Winnipeg (YWG)
6:55p → 9:03p

Cabin: Economy (T)
3h 8m duration

Total duration

10h 03m

Travelier(s)



Update traveler details and make special requests. Please confirm all requests with your airline.

Price summary

| | |
|-------------------|--------------------|
| Traveler 1: Adult | C\$1,556.64 |
| Flight | C\$887.00 |
| Taxes & Fees | C\$669.64 |
| Traveler 2: Adult | C\$1,556.64 |
| Flight | C\$887.00 |
| Taxes & Fees | C\$669.64 |
| Total | C\$3,113.28 |

All prices are quoted in CAD.

Additional information

Additional fees

The airline may charge additional fees for checked baggage or other optional services.

Additional fees for your flight to London. Additional fees for your flight to Winnipeg.

Additional fees for your flight to London Additional fees for your flight to Winnipeg

Airline rules + restrictions

We understand that sometimes plans change. We do not charge a cancel or change fee. When the airline charges such fees in accordance with its own policies, the cost will be passed on to you.

Please read the complete penalty rules for changes and cancellations applicable to this fare.

Tickets are non-refundable, non-transferable and name changes are not allowed.

Please read important information regarding airline liability limitations.

More help

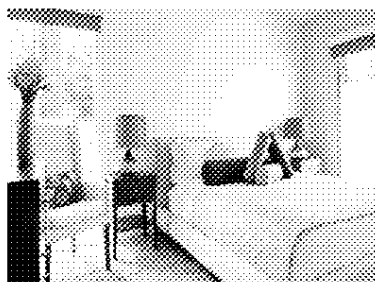
Change or cancel this reservation.

Visit our Customer Support page.

Call Travelocity customer care at 1-855-222-6739

For faster service, mention **itinerary #** [redacted]

Complete your trip



Rooms are filling up quick!

Check out popular hotels in London before they sell out!

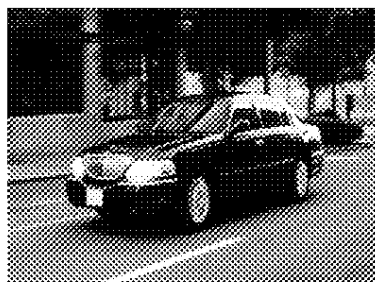
Find a hotel



Tickets sell out fast!

Book your London activities now.

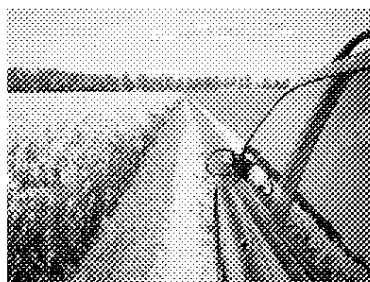
Get Activities



Avoid the stress of traffic!

Let someone else do the driving

Get a ride



How will you get around London?

Explore London with your own set of wheels.

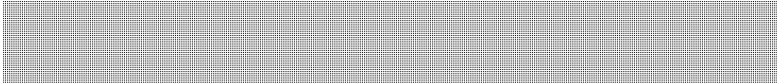
Rent a car

Please do not reply to this message. This email was sent from a notification-only email address that cannot accept incoming email.

You are receiving this transactional email based on a recent booking or account-related update on Travelocity.ca.

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Subject Air Canada - REVISED TIME -
AC270/Dec 17, 2019

From Air Canada Notification
<flightnotification@aircanada.ca>

To: [REDACTED]

Date Dec 17, 2019 at 5:20 PM

Please note the revised time for your flight to Toronto

AC270
Departing Winnipeg, J A Richardson Intl (YWG) on
December 17, 2019 @ 18:20 (previously 17:20)
Arriving in Toronto, Lester B. Pearson Intl (YYZ) on
December 17, 2019 @ 20:38 (previously 20:27)

Reason for delay: This flight is delayed due to a
technical issue with aircraft systems.

Booking Reference: [REDACTED]
[REDACTED]

This is an automated message - Please do not reply to
this email. Should you have questions concerning the
booking or require assistance for alternative travel
options, please contact us at
<http://www.aircanada.com/contact>. If you have booked
your flight with Aeroplan, you may refer to
<https://www.aeroplan.com/helpcenter/contact-us>, or
with a travel agency, please call them directly. If your
flight is departing in the next 48 hours, please contact
Air Canada for assistance.

We've sent you this email about an Air Canada product
or service that you've requested - this is not a
promotional email. Your privacy is very important to us.
To see how we're protecting your personal information,
please take a look at our Privacy Policy
(<http://www.aircanada.com/privacy>).

Si le présent courriel n'est pas dans la langue de votre
choix (français ou anglais), appelez les Réservations
d'Air Canada au 1 888 247-2262 et nous serons

neureux de mettre a jour votre reservation et de vous
envoyer une nouvelle copie de l'itinéraire.

Subject Air Canada - REVISED TIME -
AC270/Dec 17, 2019

From Air Canada Notification
<flightnotification@aircanada.ca>

To: [REDACTED]

Date Dec 17, 2019 at 9:44 PM

Please note the revised time for your flight to Toronto

AC270
Departing Winnipeg, J A Richardson Intl (YWG) on
December 17, 2019 @ 21:40 (previously 21:20)
Arriving in Toronto, Lester B. Pearson Intl (YYZ) on
December 18, 2019 @ 00:38 (previously Dec 17 @
21:53)

Reason for delay: This flight is delayed due to a
technical issue with aircraft systems.

Booking Reference: [REDACTED]
[REDACTED]

This is an automated message - Please do not reply to
this email. Should you have questions concerning the
booking or require assistance for alternative travel
options, please contact us at
<http://www.aircanada.com/contact>. If you have booked
your flight with Aeroplan, you may refer to
<https://www.aeroplan.com/helpcenter/contact-us>, or
with a travel agency, please call them directly. If your
flight is departing in the next 48 hours, please contact
Air Canada for assistance.

We've sent you this email about an Air Canada product
or service that you've requested - this is not a
promotional email. Your privacy is very important to us.
To see how we're protecting your personal information,
please take a look at our Privacy Policy
(<http://www.aircanada.com/privacy>).

Si le présent courriel n'est pas dans la langue de votre
choix (français ou anglais), appelez les Réservations

d'Air Canada au 1 888 247-2262 et nous serons
heureux de mettre à jour votre réservation et de vous
envoyer une nouvelle copie de l'itinéraire.

Subject Flight Disruption (CLAIM ONLY) / S5DXYE /
[REDACTED] // 2020/01/17 4:56 PM
[REDACTED]

From Customer Care
<CustomerCare.serviceclient@aircanada.ca>

To: Naomi Alexander
[REDACTED]

Date Jan 20 at 4:00 PM

s.19(1)
s.20(1)(b)
s.20(1)(c)
s.20(1)(d)

Case Number: [REDACTED]

Dear [REDACTED]

We are in receipt of your claim under the Air Passenger Protection Regulations. We are sorry for the delay you experienced at arrival to your final destination.

In this instance, the compensation you are requesting does not apply because the delay was caused by a safety-related issue.

Air Canada airplanes are maintained in accordance with the required maintenance program but not all malfunctions, such as this one, can be foreseen or prevented through regular maintenance. The technical fault for your flight was unexpected and all reasonable measures were taken to avoid the flight disruption.

In accordance with the Air Passenger Protection Regulations, compensation does not apply under these circumstances. Unexpected airplane malfunctions may compromise safety and flight disruptions caused by unexpected aircraft malfunctions would be within a carrier's control, but required for safety.

[REDACTED]

[Redacted]

s.19(1)
s.20(1)(b)
s.20(1)(c)
s.20(1)(d)

Sincerely,

[Redacted]

Customer Relations



[Large redacted area]

s.19(1)
s.20(1)(b)
s.20(1)(c)
s.20(1)(d)

To serve you best, I kindly ask that you do not change the subject line if responding to this email.

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

From: [REDACTED]
Sent: 2020/01/17 2:56 PM
Subject: Flight Disruption (CLAIM ONLY) /
S5DXYE / [REDACTED] / / 2020/01/17
4:56 PM

Subject Winnipeg to London Lhr Electronic Boarding Pass

From Air Canada
<confirmation@aircanada.ca>

To: [REDACTED]

Date Dec 16, 2019 at 5:57 PM

Click the link below from your mobile device to retrieve your electronic boarding pass. You could also be asked to display this message to airport security.

* PLEASE NOTE: A printable version of your boarding pass is also available. The print version of your boarding pass **MUST** be printed and cannot be displayed on a mobile device. You can also print your boarding pass at an airport kiosk (where available) or by visiting an airport agent.

AC270 - WINNIPEG to TORONTO
Boarding Time: 16:20
Date: 17DEC, Ref: WD2ZWO
BASIC ECONOMY/ECONOMIQUE DE BASE

[REDACTED]

Seat: [REDACTED]

Airline Usage [REDACTED]

** ELECTRONIC Boarding Pass:

[REDACTED]

** PRINTABLE Boarding Pass:

[REDACTED]

AC858 - TORONTO to LONDON LHR
Boarding Time: 23:05
Date: 17DEC, Ref: WD2ZWO
BASIC ECONOMY/ECONOMIQUE DE BASE

[REDACTED]

Seat: [REDACTED]

Airline Usage: [REDACTED]

** ELECTRONIC Boarding Pass:

[REDACTED]

** PRINTABLE Boarding Pass:

[REDACTED]

** Access ALL of your Electronic Boarding Passes here:

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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 (<https://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](https://www.aircanada.com) (<https://www.aircanada.com/en/customercare/index.html>).

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

Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 24, 2020 8:41 PM
To: Info
Subject: Flight cancellation without refund-SWOOP airline

Hello, I have been advised to contact you, as recently Swoop airlines have cancelled my upcoming flights on May 23 to FLL and return May 30 for our family of 7. They only offered us a credit, not a refund, and I will not be able to use the credit, as it was for a cruise for those specific dates.

Please advise,

Thank you.

[REDACTED]

Nadine Landry

From: Customer Care <CustomerCare.serviceclient@aircanada.ca>
Sent: Tuesday, March 24, 2020 8:03 AM
To: [REDACTED] Customer Care
Cc: [REDACTED]
Subject: Re: Flight Disruption (CLAIM ONLY) / KDN57Q / [REDACTED] / / 2020/02/21 8:29 PM / [REDACTED]

[REDACTED]

Je vous remercie de donner suite à notre correspondance.

L'indemnité sur le règlement sur la protection des passagers aériens, s'applique uniquement aux clients qui arrivent à leur destination trois heures ou plus après l'heure d'arrivée prévue en raison d'une situation dont nous sommes responsables. L'indemnité ne s'applique pas lorsque des problèmes de sécurité imprévisibles surviennent, tels que des problèmes mécaniques qui ne font pas partie de l'entretien prévu ou qui n'ont pas été détectés lors de l'entretien prévu. Les dysfonctionnements inattendus des avions peuvent compromettre la sécurité et les perturbations de vol causées par des dysfonctionnements inattendus des avions seraient sous le contrôle d'un transporteur, mais nécessaires pour la sécurité.

En ce qui concerne les informations que vous avez reçues par notre équipage, les annonces et la communication font référence au statut et à la raison du retard et non à la question de savoir si les passagers ont droit à une indemnisation en vertu de la loi.

À l'heure actuelle, le service postal fonctionne normalement, indépendamment du Covid-19. Nous attendons votre décision dans les plus brefs délais afin de pouvoir tenir compte de votre préférence.

Bien à vous,

[REDACTED]
Relations Clientèle

**AIR CANADA**

Afin de mieux vous servir, je vous prie de ne pas modifier l'objet du courriel si vous y répondez.

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

From: [REDACTED]
Received: Fri Mar 20 2020 22:38:29 GMT-0400 (Eastern Daylight Time)
To: Customer Care;
Cc: [REDACTED];
Subject: Re: Flight Disruption (CLAIM ONLY) / KDN57Q / [REDACTED] / /
 2020/02/21 8:29 PM AC: [REDACTED]

Bonjour!

Merci pour le retour. Par contre, nous devons vous avouer que nous sommes surpris de l'indemnité qui nous est offerte. Par conséquent, nous avons quelques questions:

1. Pourquoi notre demande d'indemnisation n'est pas en vertu du Règlement sur la protection des passagers aériens (Canada)? En quoi la raison n'est pas attribuable à Air Canada alors que c'est le pilote de l'avion, lui même, qui a dit clairement à tous les passagers (entre 250 et 260 personnes) au micro dans la salle d'attente qu'il était le seul responsable de l'annulation du vol en question? Les agents de bord qui nous ont remis en mains propres la brochure Avis de retard important ou d'annulation de vol ont pris la peine de nous aviser que considérant les faits entourant l'ANNULATION du vol AC 1727, nous avons droit à l'indemnité de 1000\$ par personne (Voir mes courriels en lien avec AC [REDACTED], AC [REDACTED]). Donc, si nous vous dites que nous n'avons pas droit en vertu du RPPA nous aimerions bien comprendre pourquoi puisque ce n'est pas l'information que nous avons reçu de la part de vos employés d'Air Canada?
2. Est-ce que le 400 EUR ou 600 EUR est converti en argent Canadien? Plus précisément, est-ce que l'indemnité est versée soit avec un chèque en argent canadien ou avec un crédit voyage en argent canadien ?
3. Est-ce qu'il est possible de signer le reçu du passager et de vous l'envoyer par courriel au lieu de vous l'envoyer par la poste si nous optons pour le crédit vacances? Considérant la situation actuelle avec COVID-19, nous craignons que le service postal puisse rencontrer certaines difficultés.
4. Quel délai avons-nous pour signer et vous envoyer le reçu du passager si nous décidons de prendre le crédit voyage?

Comme vous pouvez le constater, nous avons mis en copie conforme du présent courriel l'OTC car il se peut qu'en fonction des réponses que vous nous fournirez que nous validions quelques points avec ces derniers. Nous voulons nous assurer que notre dossier est traité conformément en fonction des règles en vigueur.

Dans l'attente d'un retour rapide de votre part, nous vous souhaitons une excellente journée!

[REDACTED] et [REDACTED]

Le ven. 20 mars 2020 à 14:26, Customer Care
 <CustomerCare.serviceclient@aircanada.ca> a écrit :

Votre numéro de dossier est le : [REDACTED]

[REDACTED]

Nous nous excusons sincèrement pour le retard pris dans la réponse à votre demande initiale et sommes heureux de revoir tous les détails relatifs à votre dossier.

s.19(1)

s.20(1)(b)

s.20(1)(c)

Dans ce cas-ci, l'indemnité que vous demandez ne s'applique pas au titre du Règlement sur la protection des passagers aériens (Canada) pour le vol AC1727 du 16 février 2020.

s.20(1)(d)

Par contre dans cette circonstance, selon l'article 7 du règlement (UE) 261/2004, vous avez droit à une indemnité. Plus particulièrement, vous recevrez une indemnité équivalant à 400 EUR (départ de la Guadeloupe), conformément à la distance du vol et au réacheminement qui est de plus de quatre heures de retard comparé à votre vol initial.

La compensation sera payée par chèque.

[REDACTED]

[REDACTED]

Au plaisir de vous lire prochainement et de confirmer votre préférence.

Cordialement,

Relations Clientèle



AIR CANADA

Afin de mieux vous servir, je vous prie de ne pas modifier l'objet du courriel si vous y répondez.

Nadine Landry

From: [REDACTED]
Sent: Monday, March 23, 2020 5:31 PM
To: Info
Subject: Sunwing

Good afternoon,

Due to the covid19 my flight was cancelled. Travelling to Cuba April 20th, they are offering vouchers which I don't want. Is it not my right to get a refund?? We can't travel next year this was a family vacation and [REDACTED]

No insurance was bought as I was planning on going away, how is this far that I will be out \$4000. Who can help with this or do I need to contact a lawyer?

Thanks,

[REDACTED]

Sent from my iPhone

Nadine Landry

From: [REDACTED]
Sent: Monday, March 23, 2020 5:22 PM
To: Info
Subject: Assistance with Managing Air Canada Refund Request

Canadian Transportation Agency
Ottawa, Ontario
K1A 0N9
info@otc-cta.gc.ca

To Whom It May Concern:

I am writing you today to seek your assistance in obtaining a refund for airline tickets purchased on Sept 24, 2019 for the following flights:

Departure March 11, 2020 on **Air Canada flight AC1646** from Toronto to Miami
Returning on March 21, 2020 on **Air Canada flight AC1643** from Miami to Toronto

Tickets purchased for the following guests:

[REDACTED]

A price of \$805.23, for each of the four above mentioned return air fares, was charged to my [REDACTED] Visa Card [REDACTED] by Air Canada on Sept 24th, 2019. My travel agent [REDACTED] a representative with Expedia Cruise Ship Centres, purchased these flight tickets on behalf of the above mentioned guest travellers. Record Locating number [REDACTED]

On September 24, 2019 seats on both the departing and return flights were pre selected. Air Canada posted 4 charges of \$47.25 for each of the 4 seats selected on both the departing and returning flights. These charges were posted to [REDACTED] Visa Account [REDACTED]

Total charges per guest including flight and preselected seats amounted to \$852.48. **Cummulative total** charged to [REDACTED] Visa Account [REDACTED] **\$3,409.92.**

The above mentioned flights were booked to ensure advance arrival in Miami for our cruise departing from Miami on March 14, 2019. The cruise was scheduled to return to Miami on March 21, 2020 and our return flights were booked to coincide with same.

As I am certain you are undoubtedly aware, the Minister of Health for the Government of Canada, strongly recommended on March 10, 2020 (at approx.. 12 :30 p.m.) that all Canadians scheduled to depart on a cruise refrain from so doing effective immediately.

So began the frantic attempt by myself and my travel agent to cancel the cruise bookings, hotel accommodations and the flights with Air Canada. As the Air Canada flights were scheduled to depart on March 11, 2020 cancellation of these flights became the priority for both my travel agent and myself. After my travel agent had held on through her respective connection for 6 hours, to no avail, we elected to see if I would have more success connecting with Air Canada while she continued to hold in an attempt to cancel via Expedia.

So began my attempts to connect with an Air Canada Representative. I would dial the number as provided on the Air Canada Web site only to be cut off after holding for a half hour or more. I repeated this process of call and call fail for approximately 5.5 hours.....giving up at 1:00 a.m. on March 11, 2020. My travel agent ceased her attempts to cancel the flights at this time as well. It was agreed we would resume our efforts the morning of March 11, 2020.

It was extremely important to me to cancel the flights and not be recorded as a "no show". I had hoped that this would afford Air Canada the opportunity to fill the seats prior to departure.

On the morning of March 11th, I began my attempts to contact Air Canada at approximately 3 a.m. Unfortunately I was unsuccessful in reaching an Agent.

At 6 am on March 11th, my agent who was attempting to cancel the flights via an Expedia representative, provided me with another Expedia number to see if I might have more success. She held on one line, I held on another line. At approximately 8:30 a.m. a representative from the Expedia Support Team answered my call.

The representative indicated that two options were available to mecancel my flight or rebook for another day and time, immediately and at a cost. The later option was not an acceptable alternative given the ever increasing uncertainty related to the Corona Virus and future travel. [REDACTED] who had never travelled and had saved for years for this trip....additional costs were not an option. I am now [REDACTED] [REDACTED] another traveler in our group, [REDACTED] The Expedia Rep advised me that he had cancelled the flights with Air Canada and that I or my travel agent, would receive a confirmation email within 1 hour. Given the number of hours my agent and I collectively were on hold to cancel these Air Canada flights I requested a Confirmation Email prior to ending the call. This email was provided. Neither I, nor my Travel Agent ever received official confirmation that the flights were cancelled.

I would at this time like to request that Air Canada provide me with a full refund in the amount of **\$3,409.92**.

My travel agent and myself cumulatively attempted to cancel the scheduled Air Canada flights and discuss alternative arrangements for a period equating to approximately **29 hours!!!!** While the circumstances were exceptional the wait time remains unacceptable. I do not know definitively if the flights were cancelled with Air Canada. On this basis alone, I believe that a full refund should be accommodated. I was not given this option. I was basically told 'sorry for your luck'....no refund. However for a fee if you tell us when you want to change your flight to....we may be able to assist you.

To be required to make immediate travel arrangements in a time of world wide uncertainty is unreasonable. No one knows when our world will ever return to normal and the Governments of the world will remove existing restrictions. How can Air Canada ask guests to provide them with dates for rescheduling under the circumstances in which we now find ourselves.....particularly since they wanted flights to be rescheduled on or before Dec 31st, 2020. I was also told that I would be required to pay to reschedule each of the respective flights but I understand now that this requirement has been removed by Air Canada. This was NOT the case at the time of my conversation. And, despite the best efforts of both myself and my travel agent I do not know definitively if my flight was ever cancelled. Expedia has no formal record of cancellation from Air Canada. Frustrationan understatement.

I believe that the Government/ Public health authorities' directives, the moral obligation not to propagate the virus, and the risks involved for travellers are more than valid reasons for reimbursement. Myself and my party made the right decision to cancel our flights with Air Canada. My hope now is that Air Canada will make the "right" decision and reimburse us for the cancelled flights and frustration experienced.

I look forward to your assistance in resolving this matter. Should you have any additional questions or concerns please feel free to contact me at [REDACTED] or alternatively by email at [REDACTED]

Sincerely,

[REDACTED]

p.s. I attempted to contact Air Canada directly regarding this matter today but after i held for 4 plus hours (and no email address is available to forward complaints of this nature) i have elected to seek your assistance

Nadine Landry

From: [REDACTED]
Sent: Monday, March 23, 2020 5:04 PM
To: Info
Subject: Please help me

Good afternoon

On jan 10th we booked 2 air tickets to Manila then iloilo through Philippines airlines. Due to coronavirus manilla and iloilo airports were locked down I called my travel agency to cancel and asked for refund for the tickets . They contacted the airline and come back to me to say no refund only change . Now [REDACTED] and I got [REDACTED] we need the money. Also not our responsibility the their airport is locked down

I was hoping if you can help me

Thank you very much

[REDACTED]
Mississauga ON

Sent from my Samsung Galaxy smartphone.

Nadine Landry

From: [REDACTED]
Sent: Monday, March 23, 2020 3:37 PM
To: Info
Subject: Flight Cancelations Due to Covid 19

To whom it may concern,

If a carrier cancels my flight from the US to Canada due to Covid 19 am I entitled to a monetary refund if I want that and not future credit?

Thank you for your help,

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Monday, March 23, 2020 3:30 PM
To: Info
Subject: Sunwing Vacation cancelled flight

Trying to figure out if I am entitled to a full refund for my all inclusive travel to Cabo San Lucas to attend [REDACTED] - our group was scheduled to leave on march 28 and return on April 4 of this year / we booked and paid \$2000 each in December 2019

Sent from my iPhone

Nadine Landry

From: [REDACTED]
Sent: Monday, March 23, 2020 3:30 PM
To: Info
Subject: Sunwing Vacation cancelled flight

Trying to figure out if I am entitled to a full refund for my all inclusive travel to Cabo San Lucas to attend [REDACTED] our group was scheduled to leave on march 28 and return on April 4 of this year / we booked and paid \$2000 each in December 2019

Sent from my iPhone

Nadine Landry

From: [REDACTED]
Sent: Monday, March 23, 2020 3:17 PM
To: Info
Subject: Sunwing vacations
Attachments: Screenshot_20200323-160609_Messenger.jpg; Screenshot_20200323-160633_Messenger.jpg

Good day,

We had a group vacation of 12 people, from 8 April till the 22 April 2020 Bought in September 2019, and paid in full by their deadline. We are talking about well over \$40,000.00 in total. We booked through [REDACTED] at Expedia [REDACTED]

On the 14 March we received an email from our agent [REDACTED] stating that our trip was still a go. But Sunwing was offering us an option for those of us that wanted to cancel could do so. Even those that didn't have travel cancellation insurance. If you didnt have insurance it would be 100.00 each and a travel voucher good till 31 March 2021.

We all chose to go forward with the trip, as at that time we were still 3.5 weeks out.

On 16 March at 857pm. We again received an email from [REDACTED] stating that all flights were now canceled from 17 March to 9 April and sunwing was offering anyone that fell in these dates a choice of a full cash refund or a travel voucher, plus an additional 100.00 each for those that chose the travel voucher. This would be good till 21 March 2021.

We all had to have our answers to Rachel by noon on 17 March. We all provided our answers to [REDACTED] within the timeframe as stipulated. Everyone choose to have a full and complete cash refund.

On 19 March at 357 we received another email from [REDACTED] stating that Sunwing once again changed their policy and now we would all be receiving a future travel voucher good until 31 March 2022.

We have sent [REDACTED] numerous emails and we are all adamant about getting our cash refund as stated in the 14 March email.

Found out after the fact that we could of went on to Sunwings site and cancelled this ourselves for a full cash refund. [REDACTED] never informed us of this, nor did [REDACTED] send us the link.

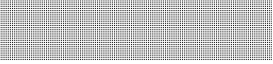
Now all of our money \$40,000.00 plus is being held hostage by them. We all know that their travel vouchers always comes with stipulations on them.

We are hoping you are able to help us get our cash refund. We have emails stating that we could get a refund if we so choose.

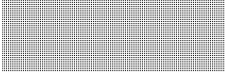
Also please find screen shots from the 16 March stating the same in regards to our vacation being cancelled and cash refunds. Then for them to refuse to give us our cash refund 3 days later.

We trust that you will hold Expedia and Sunwing accountable, and ensure that we are treated properly and with respect.

Thanx

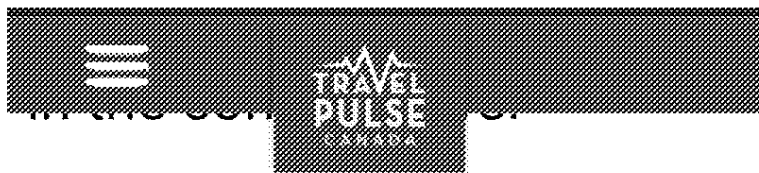


Thanx



Sent from my Samsung Galaxy smartphone.

Sent from my Samsung Galaxy smartphone.



In addition to these immediate repatriation measures, Sunwing is temporarily suspending all outgoing flights to most of its sun destinations from March 17th to April 9th inclusive. This decision is essential to the company's



focus on containing the spread of COVID-19 and ensuring all customers return safely. All customers within this window will be eligible for a full cash refund or future travel credit. Customers who opt for the latter, can receive an additional \$100 per person

Nadine Landry

From: [REDACTED]
Sent: Monday, March 23, 2020 2:26 PM
To: Info
Subject: Fwd: Charges for rescheduling my flight during COVID19 crisis

Sent from my iPhone

Begin forwarded message:

From [REDACTED]
Date: March 23, 2020 at 3:36:19 PM NDT
To: refunds@aircanada.ca
Subject: Charges for rescheduling my flight during COVID19 crisis

Dear Sir/Madam:

My reservation number is [REDACTED]
I booked a flight from Orlando (MCO) to Deer Lake NL (YDF)
on Jan 26,2020. I rescheduled the trip because of the COVID19 pandemic. My flight was
scheduled for March 20th. On March 17, I rescheduled again from Toronto to Deer Lake for a
March 21st flight.

I was charged an additional charge of \$522.85 plus a seat charge of \$18.00. I was also charge
\$18.00 for the original booking plus another \$18 .00 for the first rebooking for March 20th.

I was advised I would not be charged for rebooking my flight during this time of crisis.

Please refund the \$522.88 plus the \$ 36.00 for the two seats I paid for and never sat in.

For additional information please call at [REDACTED]

Sincerely yours,

[REDACTED]

Sent from my iPhone

Nadine Landry

From: Info
Sent: Monday, March 23, 2020 11:34 AM
To: [REDACTED]
Subject: RE: Case #20-79244

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

In light of the extraordinary circumstances resulting from the Covid-19 pandemic, the CTA is temporarily pausing all dispute resolution activities involving air carriers until April 30, 2020, to permit them to focus on immediate and urgent operational demands. All air passenger complaints will be processed in due course. On or before April 30, 2020, the Agency will determine if the pause should end on that date or be extended to a later date.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

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

From: [REDACTED]
Sent: Sunday, March 1, 2020 12:46 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Case #20-79244

Good Afternoon,

There is nothing on your website other than confirmation you've received my complaint emailed February 22, 2020 so I thought I should check with you directly.

Thanks.

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Monday, March 23, 2020 11:23 AM
To: Info
Subject: airlines giving people run around

I have been following the discussion on the air passengers right Facebook forum. Airlines are telling customers that they have no legal right for a refund on flights they have cancelled due to the closing of Canada's borders. Canadian passenger rights advocates are claiming this is not true since air canada has breached the original contract and can't provide the service in a reasonable amount of time.

The airlines are pressuring people to take a travel credit which means giving the airlines a personal interest free loan for up to two years with no guarantee that one will be able to use the credit in the time limit or may not be able to afford the increased air fares that are certainly coming.

Despite this stonewalling by the airline reps on their customer service centres, some people who get a sympathetic call rep or go up the line to a supervisor have been able to get full refunds. This is unfair to arbitrarily grant some full refunds on cancelled flights while others less assertive get brow beaten to accept a travel credit instead.

The Canada Transport Agency needs to order the airlines to follow law. And if it is true that the airlines have no legal obligation to refund cancelled flights due to the pandemic than the Canadian government needs to announce this publicly and quit this practice of treating so e passengers differently than others.

people are dealing with enough stress without worrying about getting their money back for a service not delivered, money they may badly need if they are unable to work or have to self isolate.

Thank you for your prompt action on this matter,

[REDACTED]
Nova Scotia

Sent from my iPad

Nadine Landry

From: Vincent Turgeon
Sent: Monday, March 23, 2020 11:21 AM
To: Info
Subject: FW: Covic 19 response by airlines

Importance: High

Park this one for now.

From: [REDACTED]
Sent: Monday, March 23, 2020 11:17 AM
To: media <media@otc-cta.gc.ca>
Subject: Covic 19 response by airlines

Hi,

I just spend over an hour on hold and then something with an agent of Swoop Airlines.

I have been offered a 24-month credit note vs. a refund as set out in the air carriers published Tariffs under rule 90 (h). Swoop claims that the CTA supports this position and they have refused to issue me a refund.

Additionally, they insist on issuing the credit note, which I did not want, in the name of the first listed passenger on the itinerary. I reserved and paid for this trip for [REDACTED] and [REDACTED]. I happened to list [REDACTED] as the 1 passenger and am told the credit note can only be used by [REDACTED] must be travelling. This may not be possible in the future [REDACTED]. A credit note should be issued to the payee not a passenger name.

Please clarify the CTA rules around this issue and confirm that there CTA is onside with Swoop airlines to not issue refunds as their Tarrif dictates?

Kindest regards,

[REDACTED]

[REDACTED]

Nadine Landry

From: Info
Sent: Mondav. March 23, 2020 11:17 AM
To: [REDACTED]
Subject: RE:

Bonjour,

Merci d'avoir communiqué avec l'Office des transports du Canada.

Je vous invite à communiquer avec Voyage Canada, l'autorité compétente en la matière. Vous pouvez visiter le <https://travel.gc.ca/assistance/emergency-assistance> et <https://www.canada.ca/fr/sante-publique/services/maladies/2019-nouveau-coronavirus/derniers-conseils-sante-voyageurs.html> pour obtenir de plus amples renseignements.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Monday, March 23, 2020 8:35 AM
To: Info <Info@otc-cta.gc.ca>
Subject:

Bjr [REDACTED] a un vol mercredi 25 mars départ de Québec/Montréal/Charles de Gaulle et atterrissage à Douala au Cameroun.Or l'aéroport de Douala et Yaoundé au Cameroun sont fermés à cause du virus ! Le vol est AC8727 de air Canada n est toujours pas annuler et ce 3 jour avant le départ, que doit on faire svp ?

Téléchargez [Outlook pour Android](#)

Nadine Landry

From: Info
Sent: Monday, March 23, 2020 10:54 AM
To: Info
Subject: RE: Call on the Media Line - 2020/03/20

Highlighted ones completed

From: Maxime Vézina Laprise <Maxime.VezinaLaprise@otc-cta.gc.ca>
Sent: Friday, March 20, 2020 12:24 PM
To: Info <Info@otc-cta.gc.ca>
Cc: Vincent Turgeon <Vincent.Turgeon@otc-cta.gc.ca>
Subject: Call on the Media Line - 2020/03/20

Hi Mamta,

Please find below calls received on our Media line this morning.

Could these calls kindly be returned?

- [redacted] - Booking with Emirates Airlines/COVID-19 (told to file complaint, told about delay)
- [redacted] (left message)
- [redacted] - COVID-19/Billets pour les USA/remboursement?
- [redacted] - question on cancellation/COVID-19
- [redacted] - Complaint with Air Canada/APPR, no communication(follow-up for ATC case)
- [redacted] - Question concerning Air Canada
- [redacted] - Refund with Westjet
- [redacted] - COVID-19/Refund trip to China

Thank you,

Maxime Vézina Laprise
Communications Officer | Agent de communication
Canadian Transportation Agency | Office des transports du Canada
613 410-3228


Nadine Landry

From: Info
Sent: Monday, March 23, 2020 9:49 AM
To: [REDACTED]
Subject: RE: Disappointed with Air Canada Response

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Passengers have new rights under the CTA's Air Passenger Protection Regulations when they travel by air.

If you would like to file a complaint with the CTA you can fill out our complaint form at <https://rppa-appr.ca/eng/file-air-travel-complaint>

Please note, in light of the extraordinary circumstances resulting from the Covid-19 pandemic, the CTA is temporarily pausing all dispute resolution activities involving air carriers until April 30, 2020, to permit them to focus on immediate and urgent operational demands. All air passenger complaints will be processed in due course. On or before April 30, 2020, the Agency will determine if the pause should end on that date or be extended to a later date.

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Saturday, March 21, 2020 1:17 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Disappointed with Air Canada Response

Hi There,

I am writing to you today as a very disappointed passenger with Air Canada. I have sent them an email twice (which they took one month each time to respond to me). I just received my second response this

morning and I am very very disappointed with the outcome. Attached below will be the email as well and photos that I sent Air Canada regarding mine and [REDACTED]'s experience with them with our flight to Honolulu in January 2020. What we went through during that flight with them was absolutely terrible and they are doing absolutely nothing for us. My understanding is that as of December 2019 if your flight is delayed by three to six hours you are entitled to \$400. Needless to say by their response (will attach) I feel as if they are not honouring that policy and just making excuses as a way to get around not compensating [REDACTED] and I. I kindly ask that you take the time to review my whole e-mail and photographs and let me know your opinion and what can be done. Thank you in advance.

MY EMAIL TO AIR CANADA:

Hi There,

I am writing today to express a few complaints and disappointments in my most recent trip to Hawaii through Air Canada.

On January 17 , 2020 my boyfriend and I travelled to Honolulu , Hawaii which what we thought was through Air Canada. The very moment we were leaving our house to drive to the airport is when we got our first text message alert that our flight had been delayed by 2 hours and 15 minutes. Regardless of the change we continued on our way to Vancouver International Airport as we had already left our home. It was extremely annoying because we we're headed to the airport for 2 hours ahead of our original departure time and once we got the change we ended up being at the airport (at that time) for over 4 hours early before our new departure time. Once we killed some time at the airport we received yet another text that our flight had been delayed another 30 minutes. About 3 hours later we got ANOTHER text stating that our flight would now be delayed another 30 minutes. Not too long after we received yet another text that the flight was delayed another 15 minutes. In total our flight time changed six times and was delayed by three hours (that they had notified us about) but by the time the plane actually left it was well over three hours. Attached below is the text message alerts that I received for our flight from that day.

My next complaint is comments made by the Air Canada staff at our gate before boarding. As everyone at our gate was very eager and impatient by that time - I sent [REDACTED] up to the desk to ask what was going on and why there were so many changes in our flight. When [REDACTED] came back [REDACTED] told me that the staff member had told [REDACTED] that the plane that we were about to fly to Hawaii on had (quote on quote) "Hit a bird during one of its earlier flights today and had to be repaired before it was able to fly from Vancouver to Hawaii". When [REDACTED] came back with this information you could probably imagine how terrified I than was. Yes , maybe the staff was just being completely honest but should they REALLY be telling people that the plane that we are about to fly on hit a bird earlier and had to be repaired before it could fly us to Hawaii? We all know the damage a bird can do to a plane which is why I was so shocked that they would be telling people that information.

We had a rental car scheduled to pick up for when we arrived in Hawaii which was suppose to be picked up at 11:00 PM. Obviously that didn't happen due to the six time changes and delays that happened. We spent over an hour trying to figure out what to do about our car and contact the company. We were not able to contact the company because all they had was a 1800 phone number and no number for each individual rental car location. We ended up getting to Hawaii around 3-3:30 AM and obviously the car rental counters were closed by that point. We took an Uber we costed us \$50 one way and then had to wake up the next morning and take another Uber back to the airport to get our rental car. All in all we spent over \$100 on Uber because we didn't have the car we thought we would have that night because of the delay.

As we boarded the plane , I immediately noticed that is was not an Air Canada plane. I am not exaggerating when I say this was THE WORST AND DIRTIEST plane I have ever seen or been on. It's

no secret that planes are not the most sanitary but this was absolutely disgusting. When we sat down in our seats there was liquid substance splattered all over both of our TV screens , the cabin ceilings had splatter all over them and there was garbage left in our seat pocket left over from the previous flight. We were told that we were on an “Omni Air” plane. It is pathetic that Air Canada wouldn’t even notify any of their passengers that another airline would be operating their flight. I choose to fly with Air Canada for most of my trips and this time was more than disappointing. We should have at least been made aware that it was a different airline that was going to be flying us. We didn’t pay to fly with this old , dirty , crappy airline- we paid to fly with Air Canada. On the way back home from Hawaii , we had the exact same plane and sat in the exact same row/seats. How did we know it was the exact same plane? The dirty splatters on the cabin ceiling above us was the exact same dirty splatter that was there when we were on our way to Hawaii 9 days prior. I will attach photos below. Absolutely disgusting.

My last complaint is that once we arrived in Hawaii and picked up our luggage from the luggage carousel- I immediately noticed that my luggage was broke. One of the wheels and the suitcase around the wheels was so cracked that I couldn’t even wheel my luggage out of the airport. When I returned back home I contacted the company where I purchased the luggage (Hey’s Luggage) because I remembered that it was under warranty for 5 years. Of course once emailing them they told me that the damage was caused by the airline and that the warranty doesn’t cover that. The one piece of luggage is worth \$189.97. I will attach the email from them below.

I have seen that Air Canada’s compensation policy changed in 2019 and for a flight that is delayed by three hours or more , they are entitled to \$400 each.

\$400: If the arrival of the passenger’s flight at the destination that is indicated on the original ticket is delayed by three hours or more, but less than six hours.

I am quite sure that after reading this very long detailed email and seeing my proof of photographs you can probably tell that I am not very impressed with Air Canada. What was suppose to be a nice relaxing trip to start 2020 turned into a nightmare before we even reached the airport. I think that we have a right to be compensated for our tickets at the very least. I will tell you that if nothing is done for us for this nightmare of a flight - we will never even think about travelling with Air Canada again. The whole entire experience and everything that we went through was more than unacceptable.

I will wait to hear back from you.

Thank you,

AIR CANADA’s RESPONSE:

Your case number is:

Dear

We are in receipt of your claim under the Air Passenger Protection Regulations for flight AC2411 from Vancouver to Honolulu on 17th January.from Fort Myers to Toronto on 27th December. We are sorry for the delay you experienced at arrival to your final destination.

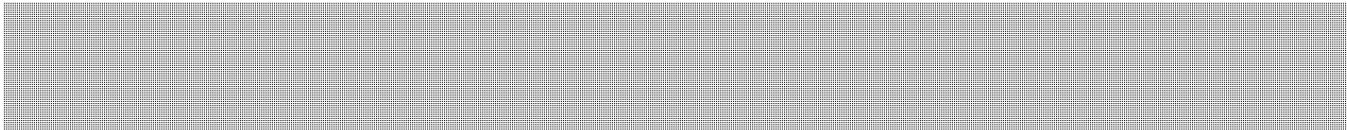
We know our customers are eager to arrive at their destinations, and it’s inconvenient when you have to wait. In this case, a bird-strike to the airplane may have caused damage, so immediate checks were required in case we needed to complete repairs. For safety reasons, we had to delay the flight. In this

s.19(1)
s.20(1)(b)
s.20(1)(c)
s.20(1)(d)

instance, the compensation you are requesting does not apply because the delay was caused due to uncontrollable reasons.

We apologise that the grooming of the aircraft was not done properly. Please be assured your feedback will be forwarded internally.

We understand that baggage department has handled your damaged bag concerns.

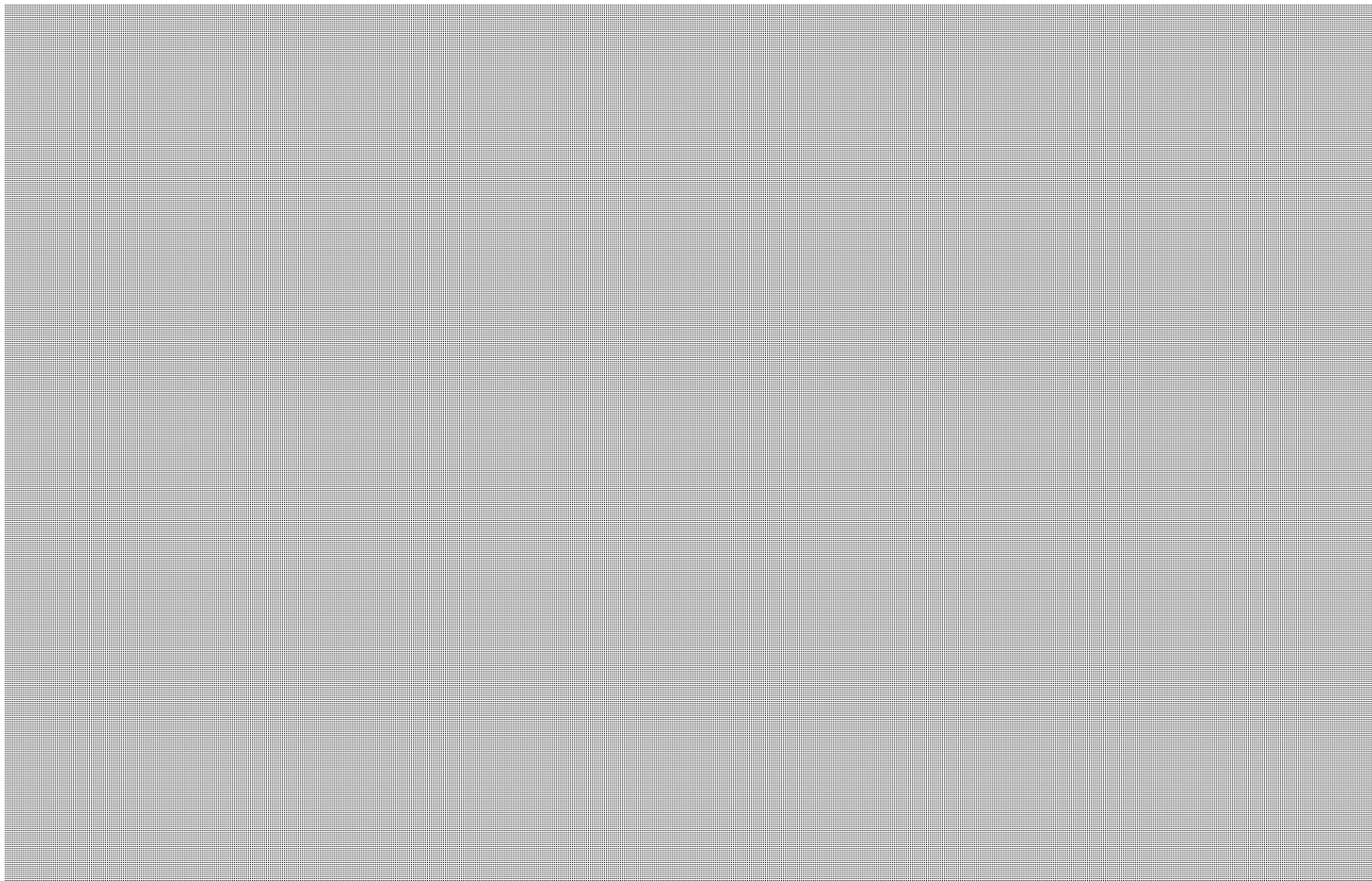


We appreciate the opportunity to review this matter with you and hope to provide you both with a more positive travel experience in the future.

Sincerely,



Customer Relations





+1 (778) 200-2846 >

Fri, Jan 17, 2:00 PM

Departing flight AC2411 update:
estimated time changed to
2020-01-17 18:35:00, status is
delayed.

Departing flight AC2411 update:
estimated time changed to
2020-01-17 18:55:00.

Departing flight AC2411 update:
estimated time changed to
2020-01-17 19:15:00.

Fri, Jan 17, 4:40 PM

Departing flight AC2411 update:
estimated time changed to
2020-01-17 19:45:00.

Fri, Jan 17, 7:34 PM

Departing flight AC2411 update:
estimated time changed to
2020-01-17 20:15:00

2:42



+1 (778) 200-2846 >

Departing flight AC2411 update:
estimated time changed to
2020-01-17 19:15:00.

Fri, Jan 17, 4:40 PM

Departing flight AC2411 update:
estimated time changed to
2020-01-17 19:45:00.

Fri, Jan 17, 7:34 PM

Departing flight AC2411 update:
estimated time changed to
2020-01-17 20:15:00.

Departing flight AC2411 update:
status is PreBoarding.

Departing flight AC2411 update:
status is boarding.

Departing flight AC2411 update:
status is Final Call.











Sent from my iPhone

Nadine Landry

From: Info
Sent: Monday, March 23, 2020 8:59 AM
To: [REDACTED]
Subject: RE: Assistance needed - Damaged luggage by airline China Southern

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Passengers have new rights under the CTA's Air Passenger Protection Regulations when they travel by air.

If you would like to file a complaint about your baggage issue with the CTA you can fill out our complaint form at <https://rppa-appr.ca/eng/file-air-travel-complaint>

Please note, in light of the extraordinary circumstances resulting from the Covid-19 pandemic, the CTA is temporarily pausing all dispute resolution activities involving air carriers until April 30, 2020, to permit them to focus on immediate and urgent operational demands. All air passenger complaints will be processed in due course. On or before April 30, 2020, the Agency will determine if the pause should end on that date or be extended to a later date.

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Saturday, March 21, 2020 8:37 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Assistance needed - Damaged luggage by airline China Southern

Hi there,

I am writing to get your assistance in getting compensation for my luggage being damaged after traveling on China Southern.

For your reference, I have included my email exchanges with them along with pictures of the damage that was done.

I would appreciate your assistance.

Thank you.



----- Forwarded Message -----

From: CZ YYZ <czvvz@cs-air.ca>

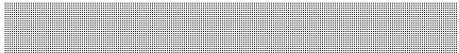
To: [Redacted]

Sent: Saturday, February 8, 2020, 12:26:12 a.m. EST

Subject: Re: [Redacted]

Hello,

Again, we are so sorry for the damage that happened to your luggage. However, any damage found or claimed behind the airport area was hard for us to define the responsibility and report and claim for compensation for the damage. As you claimed your damaged bags at home, so it is very difficult for us to deal with it and get compensation for you. We are sorry for the inconvenience and thank you for your understanding.



China Southern Airlines Toronto Station

Airport Operation Tel: 905-673-3777 (EST 1800-0200)

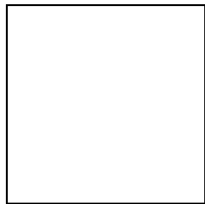
Ticket & Marketing: czyyzsa@cs-air.ca

Baggage: vyzapcz@gmail.com

Toronto Pearson Airport, Terminal 3 J304

6301 Silver Dart Dr., Mississauga, ON L59 1B2

Thank You for choosing China Southern Airlines, Your First Choice to China



On Fri, Jan 31, 2020 at 4:20 PM [Redacted] wrote:

That is definitely not an acceptable response as you are indirectly saying that I could've done this myself because I left the airport.

Should you not provide any compensation, I will be taking legal action as per the Passenger Rights regulations, I am entitled for a compensation as my luggage was damaged.

On Saturday, January 25, 2020, 01:24:41 a.m. EST, CZ YYZ <czyyz@cs-air.ca> wrote:

Hello there,

Once again, we apologized for the inconvenience, but you already leave the airport and found out the damage at home, it is difficult to define the responsibility of discovering the damage after leaving the airport.

Best regards

China Southern Airlines Toronto Station

Airport Operation Tel: 905-673-3777 (EST 1800-0200)

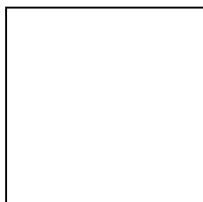
Ticket & Marketing: czyyzsa@cs-air.ca

Baggage: yyzapcz@gmail.com

Toronto Pearson Airport, Terminal 3 J304

6301 Silver Dart Dr., Mississauga, ON L59 1B2

Thank You for choosing China Southern Airlines, Your First Choice to China



On Thu, Jan 23, 2020 at 4:05 PM [REDACTED] wrote:

I disagree with your decision mentioned below as you can not expect every passenger after a long 15 hrs flight to check their luggage right away when they pick it up.

I am requesting that China Southern Airline compensates for the damage as I am entitled to it based on the Air Passenger Protection Regulations (see below).

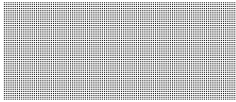
Lost or damaged baggage

Under the Montreal Convention, an international air transport treaty to which Canada is a party, airlines can be held liable for baggage that is damaged or lost during international travel, up to approximately \$2300. To provide better protection to passengers travelling within Canada, the airlines will be held liable for up to the same amount for baggage that is lost or damaged during domestic flights.

A passenger must file a claim for expenses with the airline. For damaged baggage, the claim must be submitted within seven days after the passenger

receives the baggage. For potentially lost baggage, the claim must be submitted within 21 days after the day it was supposed to arrive.

In addition, the regulations require airlines to reimburse passengers for any baggage fees paid if their baggage is damaged or lost.

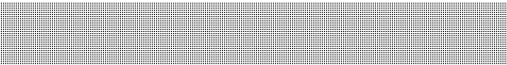


On Sunday, January 19, 2020, 09:55:44 p.m. EST, CZ YYZ <czyyz@cs-air.ca> wrote:

Dear 

Hello. This is China Southern Airline Toronto Station, and we have received your letter about compensation for your damaged bag. First of all, we apologized for the inconvenience caused to you by the damaged bag. Secondly, sorry that we cannot help you to claim the damaged bag because you did not report the damage right away at the baggage room when you got your luggage. Therefore, it was hard for us to define the damaged bag.

The procedure of claiming the damaged bag would be when a passenger gets bags from the belt and find the damage at the baggage room, the passenger should report the damage right away to China Southern agents. Then passengers need to get ready with all the documents like passport, boarding pass, luggage tag and also have to fill out some forms. Since you took the damaged luggage and claimed outside of the airport, we could not accept it. Sorry for that and thank you for your understanding.



China Southern Airlines Toronto Station

Airport Operation Tel: 905-673-3777 (EST 1800-0200)

Ticket & Marketing: czyyzsa@cs-air.ca

Baggage: yyzapcz@gmail.com

Toronto Pearson Airport, Terminal 3 J304

6301 Silver Dart Dr., Mississauga, ON L59 1B2

Thank You for choosing China Southern Airlines, Your First Choice to China



Nadine Landry

From: Info
Sent: Monday, March 23, 2020 8:53 AM
To: [REDACTED]
Subject: RE: Air Canada denying proper compensation for denied boarding

Hello [REDACTED]

Thank you for contacting the Canadian Transportation Agency.

Passengers have new rights under the CTA's Air Passenger Protection Regulations when they travel by air.

If you would like to file a complaint about your compensation issue and have your concerns addressed with the CTA, you can fill out our complaint form at <https://rppa-appr.ca/eng/file-air-travel-complaint>

Please note, in light of the extraordinary circumstances resulting from the Covid-19 pandemic, the CTA is temporarily pausing all dispute resolution activities involving air carriers until April 30, 2020, to permit them to focus on immediate and urgent operational demands. All air passenger complaints will be processed in due course. On or before April 30, 2020, the Agency will determine if the pause should end on that date or be extended to a later date.

Best,

info@ Team
 Office des transports du Canada / Gouvernement du Canada
 info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
 Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
 info@otc-cta.gc.ca / Telephone 1-888-222-2592
 Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Friday, March 20, 2020 11:24 PM
To: Info <Info@otc-cta.gc.ca>; meredith.dellandrea@cbc.ca; victoria.king@cbc.ca
Subject: Air Canada denying proper compensation for denied boarding

Good evening,

I would just like to bring this to your attention as I have been following your news stories regarding passenger compensation and the ordeals AirCanada customers are being put through.

Here is my experience. I had to travel from St John's to Toronto for a family emergency. This was to be a straight forward flight, which would depart at 5 am (NL time) and arrive at around

9:30 am (EST Time). We were booked to make a connector in Montreal. At a price of \$1000 (which was what we had to pay AFTER changing our original tickets to fly back to Goose Bay at the end of the holidays). This was a big financial purchase for both me and [REDACTED]

The morning of the the flight we get an update that we were delayed an hour and a half in St. John's due to "Crew Availability", which would mean that our connector in Montreal would be tight. However, we thought we'd be able to make it because the flight from Montreal to Toronto was also delayed by a half hour. When we arrived in Montreal and de-boarded the plane the gate agent handed us a new ticket with a new time that we were going to be arriving in Toronto. The new time was 1 pm. There was also 2 voucher attached for \$15. On the voucher the reason it was issued was "misconnect controllable". We went to Air Canada customer service to try and find out what happened and if we could get on an earlier flight. Customer service did not answer the questions of why, rather told us to call a number or email. The number turned out to not take any calls just repeat a recording about how busy they were. When waiting for the customer service agent to finish processing us, I asked again why our flight wasn't going and she reply that flights at this time of year may be overbooked. To my knowledge this was the main reason for the Canadian Transport Agency being forced by public outcry to set up a passenger bill of rights.

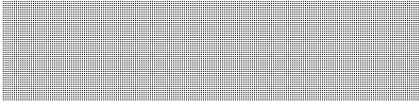
Me and [REDACTED] immediately filed a claim for our delays. We filled 2 each (one for St. Johns to Montreal and one from Montreal to Toronto). After even more delays in Montreal we finally arrived our destination of Toronto at 4:20 pm (EST).

We waited about 21 days for AC to process our claim. They emailed me and [REDACTED] to indicate that we would be receiving two \$400 cheques for each of the flights. When the cheques arrived [REDACTED] was issued two \$400 cheques but I was only issued 1 \$400. Remember, these were the exact same flights that were delayed.

I made contact with Air Canada through email (because of the difficulty getting through to a human at the company). I asked why I only received 1 cheques and [REDACTED] received 2. I also questioned why they indicate the flight was a cancellation when the reason given on paper is "misconnect controllable" and informally the gate agent said it was an overbooked flight. They just got back to me today saying that the issuing of 2 cheques to [REDACTED] was an error and there will be an internal investigation. The Representative wrote "we state that we are sorry for the delay in you reaching your destination. We do understand that this flight was indeed cancelled. The amount of money issued, \$400.00CAD, has been done so to recognize the delay in the time it took for you to reach your final destination. Regrettably, as this was indeed a cancellation, denied boarding compensation does not apply."

I would not reach out to you ordinarily if this had happened on any other day. But the family emergency was that [REDACTED]. Every hour that we were delayed due to Air Canada's practices of overbooking as an hour I did not get to spend with [REDACTED]. I share my story because there are many other Canadians that travel every day for various reasons and I would hate for them to go through what I had to go through just to make it to my destination. In my opinion AC views me as a case number and not [REDACTED]

Thank you for taking the time to read my email. If you would like more information feel free to email me back or call me at [REDACTED] Have a nice day,



Nadine Landry

From: [REDACTED]
Sent: Monday, March 23, 2020 8:35 AM
To: Info

Bjr [REDACTED] a un vol mercredi 25 mars départ de Québec/Montréal/Charles de Gaulle et atterrissage à Douala au Cameroun.Or l aéroport de Douala et Yaoundé au Cameroun sont fermés à cause du virus ! Le vol est AC8727 de air Canada n est toujours pas annuler et ce 3 jour avant le départ, que doit on faire svp ?

Téléchargez [Outlook pour Android](#)

Nadine Landry

From: Info
Sent: Monday, March 23, 2020 8:28 AM
To: [REDACTED]
Subject: RE: Cancel one reservation

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Please contact your airline as only they can cancel your reservation.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Friday, March 20, 2020 5:14 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Cancel one reservation

Hi there,

I have a reservation and with [REDACTED] cases from the covid 19 I will no longer be bringing [REDACTED] with me on the flight.

Looking to cancel the [REDACTED] passenger please let me know if I can make changes and how go about getting money back.

Respectfully
[REDACTED]

Sent from my MetroPCS 4G LTE Android Device

Nadine Landry

From: [REDACTED]
Sent: Monday, March 23, 2020 3:52 AM
To: Special
Cc: Info
Subject: RE: Pacific Coastal Airlines - Reservation [REDACTED] Itinerary ***IMPORTANT INFORMATION***

Hello, anonymous author of the latest email missive from Pacific Coastal Airlines. (PCA).

Your original email (Mar.21) regarding your decision to cancel my reservation stated "due to a rapid decrease in demand." as one reason for the cancellation.

Additionally, I am not aware of any government or regulatory agency curbing or advising against airline operation within Canada due to pandemic.

Contrary to your most recent reply to me which infers I am claiming compensation, over and above my fare paid, for the cancellation, I am not. I previously stated only that I am reserving that right, to pursue redress with CTA. I trust if such a claim is actually registered with that regulatory agency, the adjudication may not be as you opine below.

I am requesting you waive/amend the confidentiality notice at bottom of your emails to me, so that I may refer to them and copy them to various parties in the subsequent due process I am reluctantly commencing in order to reclaim my \$145.77 paid you for a service that you decided to cancel.

Please be advised that one such possible due process includes Small Claims Court of B.C.

Frankly I am shocked and dismayed by your "hard-ball" attitude and intransigence in insisting I will not get my requested refund for a service not provided by PCA.

This Odyssey to reclaim my paid fare has now taken on a 'life of its own'; therefore instilling in me a determination to pursue relentlessly a just and fair resolution - which consists of a refund of \$145.77, and a determination to communicate this sordid event to any interested individual in this small town, and elsewhere - I believe consumers of any business or company are entitled to be informed of that company's customer relations and actions. Business should be held accountable.

(I've bought a house in less time than I've had to devote so far to this venture!)

Respectfully,

[REDACTED]

On Mar 22, 2020 9:00 PM, Special Care wrote: >> Hello, >> A carriers obligation to provide customers monetary compensation as outlined by the Canadian Transportation Agency (CTA) in the Air Passenger Protection Regulation (APPR) is not applicable in your situation. As a result, your request for \$125 compensation as a result of the flight cancelled is denied. The CTA has identified situations related to this pandemic considered 'outside of the air carrier's control'. Which as a result, air carriers are not be required to provide standards of treatment or compensation for inconvenience. >> Monetary compensation is only due when the reason for the travel disruption is categorized as within the carriers control, also known as controllable. In addition, even if this was categorized as controllable, passengers are only entitled to

compensation if they are informed 14 days or less before the original departure time indicated on their ticket. As contact was made greater than 14 days you would not be entitled to compensation. >> I can appreciate your frustration so as an alternative, may I suggest contacting your credit card company or travel insurance provider for further reimbursement. Often credit card company's offer travel disruption insurance as a feature to their customers. Should you action this option you may require formal documentation stating the temporary service suspension. I have attached such document for your convenience. >> Thank you, > Pacific Coastal Airlines > South Terminal > 4440 Cowley Crescent Unit 217 > Richmond BC V7B 1B8 > > Confidentiality Notice: The information in this e-mail is directed in confidence and is intended for the use only by the individual(s) to whom it is specifically addressed. > Any other distribution, copy, or disclosure is strictly prohibited. If you have received this e-mail in error, please notify the sender immediately by telephone and delete this message from your system. >> Please consider the environment before printing this e-mail. >>> -----Original Message----- > From: [REDACTED] > Sent: March 22, 2020 5:22 PM > To: Special Care > Cc: info > Subject: RE: Pacific Coastal Airlines - Reservation [REDACTED] Itinerary ***IMPORTANT INFORMATION*** > > Hello [REDACTED] > I will be contacting Mastercard to reverse the charge of \$145.77 dated 2020.02.14. This fee is for a service cancelled by you, and not provided to me. >> I hereby reserve the right also to claim \$125.00 compensation pursuant to Air Passenger Protection Regulation under the auspices of Canadian Transportation Agency. >> Regards, >> [REDACTED] > On Mar 22, 2020 4:08 PM, Special Care wrote: >>> Hello, >> > Thank you for taking the time to contact Pacific Coastal Airlines. >> Pacific Coastal Airlines is not processing refunds to original form of payment at this time for reservations effected by the temporary service suspension. Typically, our travel credits files are valid for one (1) year from the original date of purchase; however, given the circumstances we have extended the period they are valid for, offering customers (2) two years from date of purchase to utilize the credits. In addition, this credit is also transferable to another person. >> We are appreciative of all the support we have received from our customers over the years, and look forward to seeing you on board a Pacific Coastal flight sometime in the future. >> All the best, >> Claire >> South Terminal > > 4440 Cowley Crescent Unit 217 >> Richmond BC V7B 1B8 >> >> Confidentiality Notice: The information in this e-mail is directed in >> confidence and is intended for the use only by the individual(s) to whom it is specifically addressed. Any other distribution, copy, or disclosure is strictly prohibited. If you have received this e-mail in error, please notify the sender immediately by telephone and delete this message from your system. >>>> Please consider the environment before printing this e-mail. >>>>>> -----Original Message----- >> From: [REDACTED] > Sent: March 22, 2020 3:52 PM >> To: Special Care >> Cc: info >> Subject: Re: Pacific Coastal Airlines - Reservation [REDACTED] Itinerary ***IMPORTANT INFORMATION*** >>>>>>>> Hello. >>>>> Please be advised that I am requesting a full refund of the amount \$145.77 paid by me on 2020.02.14, for the above subject reservation, which was cancelled by your airline via email and phone calls to me on 2020.03.21. >>>>> The credit offered to me for future use is not feasible for me. >>>>> As an indication of my goodwill and understanding of these challenging times, I am waiving the \$125.00 compensation to me mandated by the Air Passenger Protection Regulation of the Canadian Transportation Agency, (copied recipient of this email), in circumstances of cancellation of a flight by an airline. >>>>> Please remit the above \$145.77 via refund to my credit card used to make the reservation. >>>>> Thank you for your attention to this matter, and to your local representative, Sue, who was gracious and diplomatic in patiently explaining the situation to me. >>>>> Respectfully, >>>>> [REDACTED] On Mar 21, 2020 2:13 PM, specialcare@pacificcoastal.com wrote: >>>>>>>>> Hello, >>>>>>>>>>> As a result of the recent global outbreak of the COVID-19, Pacific Coastal Airlines is temporarily suspending operations effective March 25 to May 2, 2020, inclusive. This decision was made based on the need to be socially responsible during this State of Emergency to help prevent the spread and due to a rapid decrease in demand. >>>>>>>>>>>> >> As you have an existing booking with Pacific Coastal Airlines we are contacting you to advise your flight has been cancelled. The flight value will be held as a travel credit that can be applied towards a future flight with Pacific Coastal Airlines. Travel credits are available for use for travel completed within 24 months from the date of original purchase. >>>>>>>>>>>> Should this not work for your travel plans you can change your reservation without penalty. To make a change please reply to this email before March 24, 2020 stating so. >> >>>>>>>>>>>> We apologize for any disruption to your travel plans. >>>>>>>>>>>> Best Regards, >>> Pacific Coastal Airlines

Nadine Landry

From: Luke LeBrun <llebrun@pressprogress.ca>
Sent: Sunday, March 22, 2020 10:54 AM
To: media
Subject: Media Inquiry re: airline refunds during coronavirus pandemic

Hello,

I'm reaching out in hopes of getting clarification about what the rules are around airlines issuing refunds to passengers whose flights were cancelled due to the coronavirus pandemic / closure of borders to travel, etc.

I've heard that some passengers calling Air Canada are being told that they cannot receive an actual refund, they can only receive a credit to rebook again sometime in the next 24 months.

I've also heard Air Canada may be pointing to the CTA's recent announcement re: "temporary exemptions" to some regulations, thereby implying to passengers that this practice of keeping passenger's money and offering a credit to rebook is explicitly sanctioned by CTA / the federal government (I don't see anything in the ruling relating to passengers being denied refunds, only that airlines will not face additional penalties for inconveniencing passengers).

<https://www.otc-cta.gc.ca/eng/ruling/a-2020-42>

<https://otc-cta.gc.ca/eng/content/canadian-transportation-agency-issues-temporary-exemptions-certain-air-passenger-protection>

I had just two questions:

1. Can you clarify for me what the current rules stipulate re: refunds from airlines for cancelled flights and/or passengers who do not wish to travel due to the public health emergency?
2. Let's say a passenger suddenly finds themselves in a tough financial situation and they badly need their \$600 ticket for a trip they were taking in April refunded so they can pay for food and essential supplies. They call the airline, and the airline tells them they won't give them a refund but can rebook any time in the next 24 months. What options do passengers have in that situation?

Thanks, can you let me know when you could get me back a response? Would sometime Monday be possible?

--

Luke LeBrun
Editor, *PressProgress*
llebrun@pressprogress.ca

PressProgress »

Nadine Landry

From: [REDACTED]
Sent: Sunday, March 22, 2020 12:21 AM
To: Info
Subject: Flight issues

Very bad experience with FlightHub.

Very bad experience with FlightHub..

Every single day I am calling them after spending hours in que. did not got any satisfactory answer.

All of the flights and flights booking sites are issuing refund or exchanging the dates. But in my case customer service is not helping me .. they are not cancelling the flight and also they are not changing flight dates. Tomorrow is my flight . I am not able to do check - in and also when I call FlightHub for the exchange or cancellation they told me they can not do anything they are transferring the call to alternative departments..

booking status as per today is processing

Airline told me that they cancelled the flight because of government restrictions due to coronavirus..and they advise me to call FlightHub to change the dates as they are offering free exchanging of dates.

FlightHub is not changing my travel dates.

One of the FlightHub agent told me that there is a pin mark on my account so definetely I will get a call from from Superiors but I did not got any answer.

Flight from YYZ to ATQ

Again no respond from FlightHub

Please review my complaint and reply me back.

Thanks.

Sent from my iPhone

Nadine Landry

From: [REDACTED]
Sent: Sunday, March 22, 2020 12:16 AM
To: Info
Subject: Sunwing Airlines

Good evening,

I would like to start off by saying thank-you so much for taking the time to read this. I know with all the scary virus going on in the world. This is the least important, however this is actually very sad & trying time.

[REDACTED] had planned there dream wedding. This [REDACTED] couple who have both worked very hard and to make this destination wedding a dream come true. They had family & friends that paid for there own tickets with sunwing. The destination wedding was [REDACTED]

Now I couldn't afford to take my family.

However when the virus came out. Sunwing will not refund all the people there money. As well they are no longer wanting to come to a solution, except offer travel vouchers. [REDACTED]

When I heard about this that sunwing will not refund all the people there money, I needed to reach out and help. Especially in hard times right now I know all the people that have booked for this special trip. It's not like they can just throw money around. To top things off [REDACTED]

[REDACTED] Now [REDACTED] so in my opinion all these people could use that money [REDACTED] could plan a wedding at home now. Without those funds back to the family and friends. So please could you call me to discuss further or you can reach out to [REDACTED] if you need there number I can get it for you.

Thank-you again for your Time

Sent from my iPhone

Nadine Landry

From: [REDACTED]
Sent: Sunday, March 22, 2020 12:14 AM
To: Info
Subject: crédit d'un vol annulé

Bonjour

j'ai reçu un courriel pour modifier ou annuler le vol de [REDACTED] et [REDACTED]. [REDACTED] ne veut plus venir à cause du COVID19, et moi non plus. En essayant d'annuler leur vol, par erreur, j'ai tout annuler au lieu de me faire créditer l'argent pour un voyage ultérieur. J'aimerais grandement me faire créditer et non perdre le 2000\$ mis afin que [REDACTED] et [REDACTED] puissent voir [REDACTED] une autre fois.

J'ai essayé d'avoir la ligne téléphonique plusieurs fois et la 5e fois, j'ai réussi à avoir la ligne et [REDACTED] (l'employé) m'a dit que la seule façon d'avoir un crédit était de vous envoyer un courriel. Je comprends amplement que vous êtes débordé, mais j'aimerais vraiment que vous traiter ma demande. [REDACTED] aimeraient voir [REDACTED] un moment de bonheur après cette pandémie.

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 21, 2020 11:48 PM
To: media
Subject: Flight cancellation by Aeromexico

Dear Sirs,

I highly appreciate your help to know if we can report the bad actions and behavior of Aeromexico that decided to cancel the flight no 601 on the 21st of March 3:45 pm from Vancouver to Mexico City without previous advice or warning and give any options to take a new flight with no additional cost, after 4 hours of trying by phone and that we could get in contact with them they wanted to charge us double the price and rates in order to be able to take an available flight, [REDACTED] and 2 more people were extremely surprised by this situation, after 4 hrs and strongly complain to Aeromexico decided to give us the flight with no additional charges, but we have spent all day long from 11 am to 24 hrs of today, and it is very sad situation how they tried to cheat on us since during the time in the phone they gave us a price range from 115 up to 745 CAD.

If you can take measures to try to review their conduct will be highly appreciated, because the passengers ourselves have been surprised by this bad actions to take advantage on the Covid situation. Instead we expected an apologize from they they just wanted to take monetary advantage and even they cause the cancellation issues.

We were properly in time but they did the cancellation.

Our flight reservation number is [REDACTED]

Thanks in advance

[REDACTED]
[REDACTED]
Mobile [REDACTED]
[REDACTED]

Sent from my iPhone

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 21, 2020 8:34 PM
To: Info
Subject: Urgent WestJet flight booked to Hawaii

Flight has been cancelled my Flight(s) departing March 25, 2020 due to Covid-19. Westjet is offering me WestJet dollars good for 24 months. I am retired and want my money back not Westjet dollars.

What are my options?

My reasons are:

I have a contract and they are cancelling but due to Government travel blockades.

I am retired and may not live long enough to get use of the "Westjet dollars".

Westjet could go bankrupt and I would lose my money.

West jet has cut their operational costs through layoff and have not put any real monetary costs into my flights yet other than booking costs and therefore should refund my cost in Canadian dollar.

I am prepared to get legal aid in resolving this but would appreciate if the government could help in this issue.

Please respond ASAP as I am being pressured to accept their Westjet dollars in return for my money.

Thank you,

[REDACTED]
Cobourg, ON

[REDACTED] home
[REDACTED] cell

Sent from Mail for Windows 10

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 21, 2020 5:53 PM
To: Info
Subject: Passenger rights

Hello,

I have recently read you have made exceptions to the various regulations that airlines will not have to refund passengers for cancellations due to Covid-19. I'm sure this was done after lobbying from the industry. Do you not have a duty to Canadians to protect them as well? Do you think in these uncertain times Canadians can afford to carry vacation vouchers when we need are worried about our next paycheque. I respectfully request that you turn your attention to us regular Canadians who cannot afford to have thousands of dollars tied up with the airlines.

I'm sure the federal government is already looking at advancing tax payers money to help the airlines, but nothing will be coming to my family to compensate us to get through the next few months.

How can you assist me in this matter?

[REDACTED]

Sent from my high tech thingyabobber

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 21, 2020 4:02 PM
To: Info
Subject: My airline suspended flights - please advise re. what actions I should/could take?

Hi,

I'm having difficulties figuring out what I should and could do, based on all the information out there right now. I'm hoping you can provide me with some direction.

I was in the UK, scheduled to come back to YYC on WestJet from LGW on March 24. I tried to contact WestJet in several ways to try and reschedule my flight, but wasn't able to. Then when the Canadian government announced Canadians were to repatriate as soon as possible, I purchased a new flight on Air Canada and am now back in Canada. I spoke to WestJet at a counter in YVR on my way back, and was basically told it was my choice whether or not I cancelled my flight scheduled for March 24 and if I did, I likely wouldn't be charged a cancellation fee. I'm obviously not in the UK now to get on that flight and even if I was, WestJet announced it's suspending operations before that flight is scheduled. And I can't manage my flight online (I'm told that's because I bought a basic fare) and I can't get through via WestJet's call centre. I know this is a time of many extraneous circumstances, but I feel that they left me stranded and without options and surely I have some rights. (Especially given that as soon as I heard my country was saying to come home, I started making arrangements and did so at great financial expense with another airline. And the multiple-connections route I had to take home put me potentially in greater exposure to COVID-19 than if I had been able to take my original, direct WestJet flight that was suspended.)

Would you be able to please advise me of my rights and responsibilities? I would appreciate any advice you can offer.

Thanks, [REDACTED]

Sent from iPhone, please excuse typos.

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 21, 2020 3:11 PM
To: Info
Subject: KLM travel voucher versus refund

Dear CTA,
I would like to receive a refund for my cancelled flight with KLM, but the only option they are offering on their website is a non-refundable travel voucher for one year. Can they do that? Given the current circumstances, I can't even reach them.
Regards
[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 21, 2020 2:32 PM
To: Info
Subject: Complaint - Travel Agency Regarding Corona Virus Ticket Cancellation
Attachments: Itenary.pdf

Hello

I would like to launch a complaint about a travel agents- "Flight Hub" . I had booked 5 tickets for flight to Al Najaf in Iraq. I had to cancel the tickets due to corona Virus travel advisory and safety of my family. The agency charged my \$500 for cancellation fee. The airport in najaf and all the sites in Iraq were closed due to corona Virus advisory and advisory from Canadian Government to isolate. The agency and Airline Qatar Airway had charged my a total of \$1500 , \$500 by travel agent Flight Hub and \$1000 by the airline (Qatar airways).

This is not fair considering the travel advisories and safety of my self and my family.

I would like to receive by full refund from the agency and Airline . I have also launched a complaint with the Airline.

However the agency is not accepting my complaint.

My itenary and ticket numbers are attached with this Email

Please check and advise

Thanks

Regard

[REDACTED]

Sent from [Mail](#) for Windows 10



Your Trip to Al-Najaf, Iraq (NJF)

FlightHub Booking Number: [REDACTED]
 Qatar Airways Confirmation Number: [REDACTED]
 Booking Status: Confirmed



Pack your bags, you're all set to travel! Check in for your flight will be available only 24 hours before departure. When it's time, go to the [Westjet](#) website, where you can use your Airline Confirmation Number to get your mobile or printable boarding pass.

ITINERARY

Departure

Airline confirmation: [REDACTED]

Calgary, AB (YYC) to Al-Najaf, Iraq (NJF)

2 Stops

| | | | | | |
|----------------------------|---------------|--------|------------|----------------------|---------------------|
| | Westjet | 9:20am | Sun Mar 22 | Calgary, AB (YYC) | Duration: 4h 12m |
| | Flight 214 | 3:32pm | Sun Mar 22 | Montreal, QC (YUL) | |
| Layover: 5h 28m | | | | | |
| | Qatar Airways | 9:00pm | Sun Mar 22 | Montreal, QC (YUL) | Duration: 12h 5m |
| | Flight 764 | 4:05pm | Mon Mar 23 | Doha, Qatar (DOH) | |
| Layover: 2h 40m | | | | | |
| | Qatar Airways | 6:45pm | Mon Mar 23 | Doha, Qatar (DOH) | Duration: 2h 0m |
| | Flight 480 | 8:45am | Mon Mar 23 | Al-Najaf, Iraq (NJF) | |
| ⌚ Total Trip Time: 26h 25m | | | | | |

Return

Airline confirmation: [REDACTED]

Al-Najaf, Iraq (NJF) to Calgary, AB (YYC)

2 Stops

| | | | | | |
|----------------------------|---------------|---------|------------|----------------------|----------------------|
| | Qatar Airways | 10:20pm | Tue Mar 31 | Al-Najaf, Iraq (NJF) | Duration: 1h 50m |
| | Flight 481 | 12:18am | Wed Apr 1 | Doha, Qatar (DOH) | |
| Layover: 6h 20m | | | | | |
| | Qatar Airways | 8:00am | Wed Apr 1 | Doha, Qatar (DOH) | Duration: 10h 10m |
| | Flight 763 | 2:40pm | Wed Apr 1 | Montreal, QC (YUL) | |
| Layover: 2h 50m | | | | | |
| | Westjet | 5:30pm | Wed Apr 1 | Montreal, QC (YUL) | Duration: 4h 41m |
| | Flight 217 | 8:11pm | Wed Apr 1 | Calgary, AB (YYC) | |
| ⌚ Total Trip Time: 30h 51m | | | | | |

E-TICKETS

| Traveler | E-Ticket |
|------------|------------|
| [REDACTED] | [REDACTED] |

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 21, 2020 2:16 PM
To: Info
Subject: Denied refunds from airlines

Importance: High

Hello,

Are you able to help in getting a refund for flights from Air Canada and Alaska Airlines?

As the government talks about keeping money in Canadian's pockets during this pandemic, can you instate rules that make the airlines provide refunds to travellers who had flights booked?

I am one of thousands of Albertans who had spring break travel plans, which have now been cancelled due to the COVID-19 outbreak. When borders are closing and airlines are cancelling flights, it is wrong that the airlines get to keep travellers money and only offer a credit for a few months for future travel. With the uncertainty relating to the economy and job layoffs as the province shuts down in self-isolation mode, Canadians could use the thousands of dollars currently being held hostage by the airlines to pay their bills and feed their families.

Air Canada refuses to even provide a refund for seat selection.

How can I get my money back?

Thank you for your assistance in this matter.

Sincerely,

[REDACTED]



Virus-free. www.avg.com

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 21, 2020 1:17 PM
To: Info
Subject: Disappointed with Air Canada Response

Hi There,

I am writing to you today as a very disappointed passenger with Air Canada. I have sent them an email twice (which they took one month each time to respond to me). I just received my second response this morning and I am very very disappointed with the outcome. Attached below will be the email as well and photos that I sent Air Canada regarding mine and my boyfriend's experience with them with our flight to Honolulu in January 2020. What we went through during that flight with them was absolutely terrible and they are doing absolutely nothing for us. My understanding is that as of December 2019 if your flight is delayed by three to six hours you are entitled to \$400. Needless to say by their response (will attach) I feel as if they are not honouring that policy and just making excuses as a way to get around not compensating [REDACTED] and I. I kindly ask that you take the time to review my whole e-mail and photographs and let me know your opinion and what can be done. Thank you in advance.

MY EMAIL TO AIR CANADA:

Hi There,

I am writing today to express a few complaints and disappointments in my most recent trip to Hawaii through Air Canada.

On January 17, 2020 [REDACTED] and I travelled to Honolulu, Hawaii which what we thought was through Air Canada. The very moment we were leaving our house to drive to the airport is when we got our first text message alert that our flight had been delayed by 2 hours and 15 minutes. Regardless of the change we continued on our way to Vancouver International Airport as we had already left our home. It was extremely annoying because we we're headed to the airport for 2 hours ahead of our original departure time and once we got the change we ended up being at the airport (at that time) for over 4 hours early before our new departure time. Once we killed some time at the airport we received yet another text that our flight had been delayed another 30 minutes. About 3 hours later we got ANOTHER text stating that our flight would now be delayed another 30 minutes. Not too long after we received yet another text that the flight was delayed another 15 minutes. In total our flight time changed six times and was delayed by three hours (that they had notified us about) but by the time the plane actually left it was well over three hours. Attached below is the text message alerts that I received for our flight from that day.

My next complaint is comments made by the Air Canada staff at our gate before boarding. As everyone at our gate was very eager and impatient by that time - I sent [REDACTED] up to the desk to ask what was going on and why there were so many changes in our flight. When [REDACTED] came back [REDACTED] told me that the staff member had told [REDACTED] that the plane that we were about to fly to Hawaii on had (quote on quote) "Hit a bird during one of its earlier flights today and had to be repaired before it was able to fly from Vancouver to Hawaii". When [REDACTED] came back with this information you could probably imagine how terrified I than was. Yes, maybe the staff was just being completely honest but should they REALLY be telling people that the plane that we are about to fly on hit a bird earlier and had to be repaired before it could fly us to Hawaii? We all know the

damage a bird can do to a plane which is why I was so shocked that they would be telling people that information.

We had a rental car scheduled to pick up for when we arrived in Hawaii which was suppose to be picked up at 11:00 PM. Obviously that didn't happen due to the six time changes and delays that happened. We spent over an hour trying to figure out what to do about our car and contact the company. We were not able to contact the company because all they had was a 1800 phone number and no number for each individual rental car location. We ended up getting to Hawaii around 3-3:30 AM and obviously the car rental counters were closed by that point. We took an Uber we costed us \$50 one way and then had to wake up the next morning and take another Uber back to the airport to get our rental car. All in all we spent over \$100 on Uber because we didn't have the car we thought we would have that night because of the delay.

As we boarded the plane , I immediately noticed that is was not an Air Canada plane. I am not exaggerating when I say this was THE WORST AND DIRTIEST plane I have ever seen or been on. It's no secret that planes are not the most sanitary but this was absolutely disgusting. When we sat down in our seats there was liquid substance splattered all over both of our TV screens , the cabin ceilings had splatter all over them and there was garbage left in our seat pocket left over from the previous flight. We were told that we were on an "Omni Air" plane. It is pathetic that Air Canada wouldn't even notify any of their passengers that another airline would be operating their flight. I choose to fly with Air Canada for most of my trips and this time was more than disappointing. We should have at least been made aware that it was a different airline that was going to be flying us. We didn't pay to fly with this old , dirty , crappy airline- we paid to fly with Air Canada. On the way back home from Hawaii , we had the exact same plane and sat in the exact same row/seats. How did we know it was the exact same plane? The dirty splatters on the cabin ceiling above us was the exact same dirty splatter that was there when we were on our way to Hawaii 9 days prior. I will attach photos below. Absolutely disgusting.

My last complaint is that once we arrived in Hawaii and picked up our luggage from the luggage carousel- I immediately noticed that my luggage was broke. One of the wheels and the suitcase around the wheels was so cracked that I couldn't even wheel my luggage out of the airport. When I returned back home I contacted the company where I purchased the luggage (Hey's Luggage) because I remembered that it was under warranty for 5 years. Of course once emailing them they told me that the damage was caused by the airline and that the warranty doesn't cover that. The one piece of luggage is worth \$189.97. I will attach the email from them below.

I have seen that Air Canada's compensation policy changed in 2019 and for a flight that is delayed by three hours or more , they are entitled to \$400 each.

\$400: If the arrival of the passenger's flight at the destination that is indicated on the original ticket is delayed by three hours or more, but less than six hours.

I am quite sure that after reading this very long detailed email and seeing my proof of photographs you can probably tell that I am not very impressed with Air Canada. What was suppose to be a nice relaxing trip to start 2020 turned into a nightmare before we even reached the airport. I think that we have a right to be compensated for our tickets at the very least. I will tell you that if nothing is done for us for this nightmare of a flight - we will never even think about travelling with Air Canada again. The whole entire experience and everything that we went through was more than unacceptable.

I will wait to hear back from you.

Thank you.

s.19(1)
s.20(1)(b)
s.20(1)(c)
s.20(1)(d)

AIR CANADA's RESPONSE:

Your case number is: [REDACTED]

Dear [REDACTED]

We are in receipt of your claim under the Air Passenger Protection Regulations for flight AC2411 from Vancouver to Honolulu on 17th January, from Fort Myers to Toronto on 27th December. We are sorry for the delay you experienced at arrival to your final destination.

We know our customers are eager to arrive at their destinations, and it's inconvenient when you have to wait. In this case, a bird-strike to the airplane may have caused damage, so immediate checks were required in case we needed to complete repairs. For safety reasons, we had to delay the flight. In this instance, the compensation you are requesting does not apply because the delay was caused due to uncontrollable reasons.

We apologise that the grooming of the aircraft was not done properly. Please be assured your feedback will be forwarded internally.

We understand that baggage department has handled your damaged bag concerns.

[REDACTED]

We appreciate the opportunity to review this matter with you and hope to provide you both with a more positive travel experience in the future.

Sincerely,

[REDACTED]
Customer Relations

[REDACTED]



+1 (778) 200-2846 >

Fri, Jan 17, 2:00 PM

Departing flight AC2411 update:
estimated time changed to
2020-01-17 18:35:00, status is
delayed.

Departing flight AC2411 update:
estimated time changed to
2020-01-17 18:55:00.

Departing flight AC2411 update:
estimated time changed to
2020-01-17 19:15:00.

Fri, Jan 17, 4:40 PM

Departing flight AC2411 update:
estimated time changed to
2020-01-17 19:45:00.

Fri, Jan 17, 7:34 PM

Departing flight AC2411 update:
estimated time changed to
2020-01-17 20:15:00

2:42



+1 (778) 200-2846 >

Departing flight AC2411 update:
estimated time changed to
2020-01-17 19:15:00.

Fri, Jan 17, 4:40 PM

Departing flight AC2411 update:
estimated time changed to
2020-01-17 19:45:00.

Fri, Jan 17, 7:34 PM

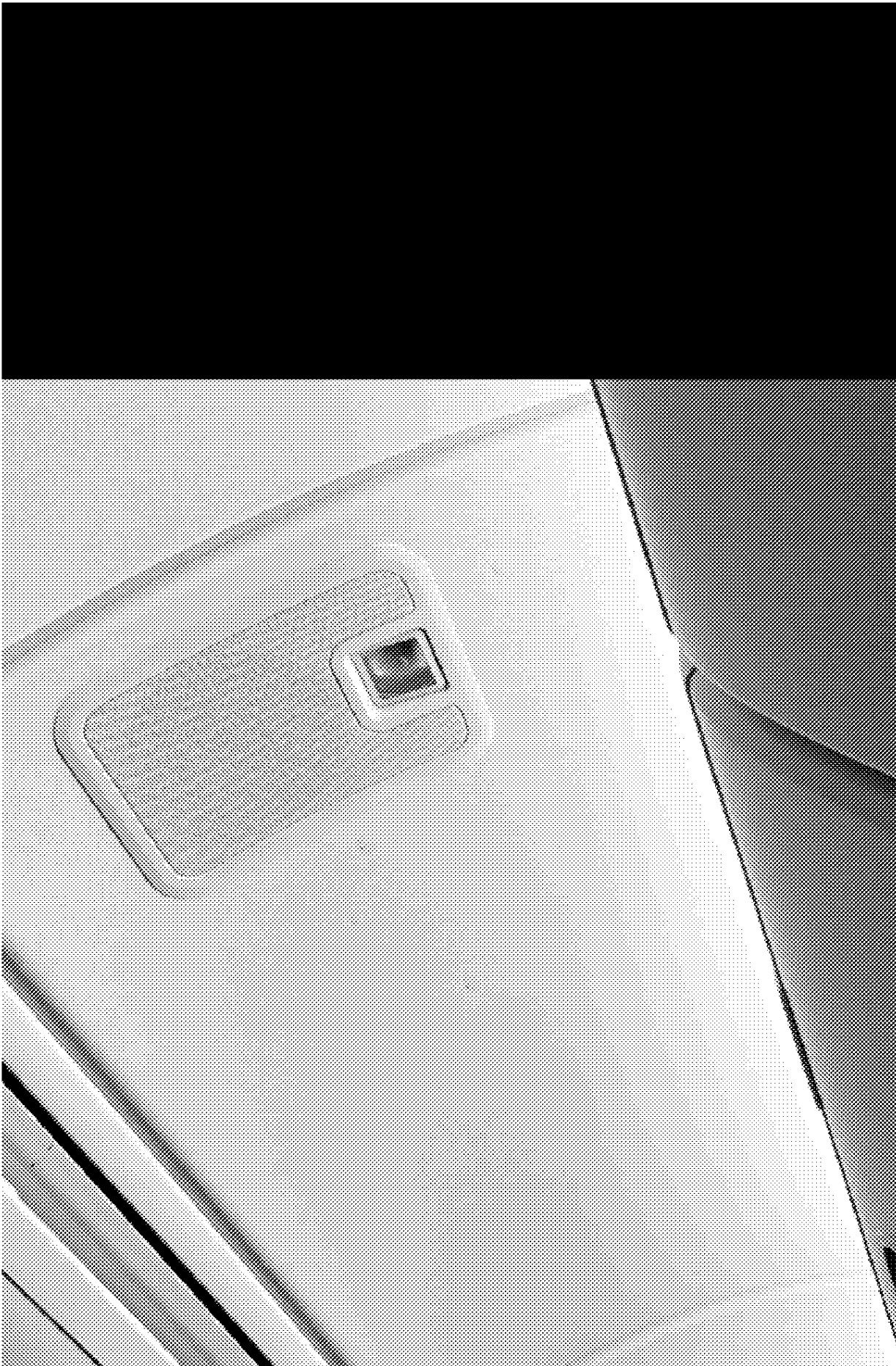
Departing flight AC2411 update:
estimated time changed to
2020-01-17 20:15:00.

Departing flight AC2411 update:
status is PreBoarding.

Departing flight AC2411 update:
status is boarding.

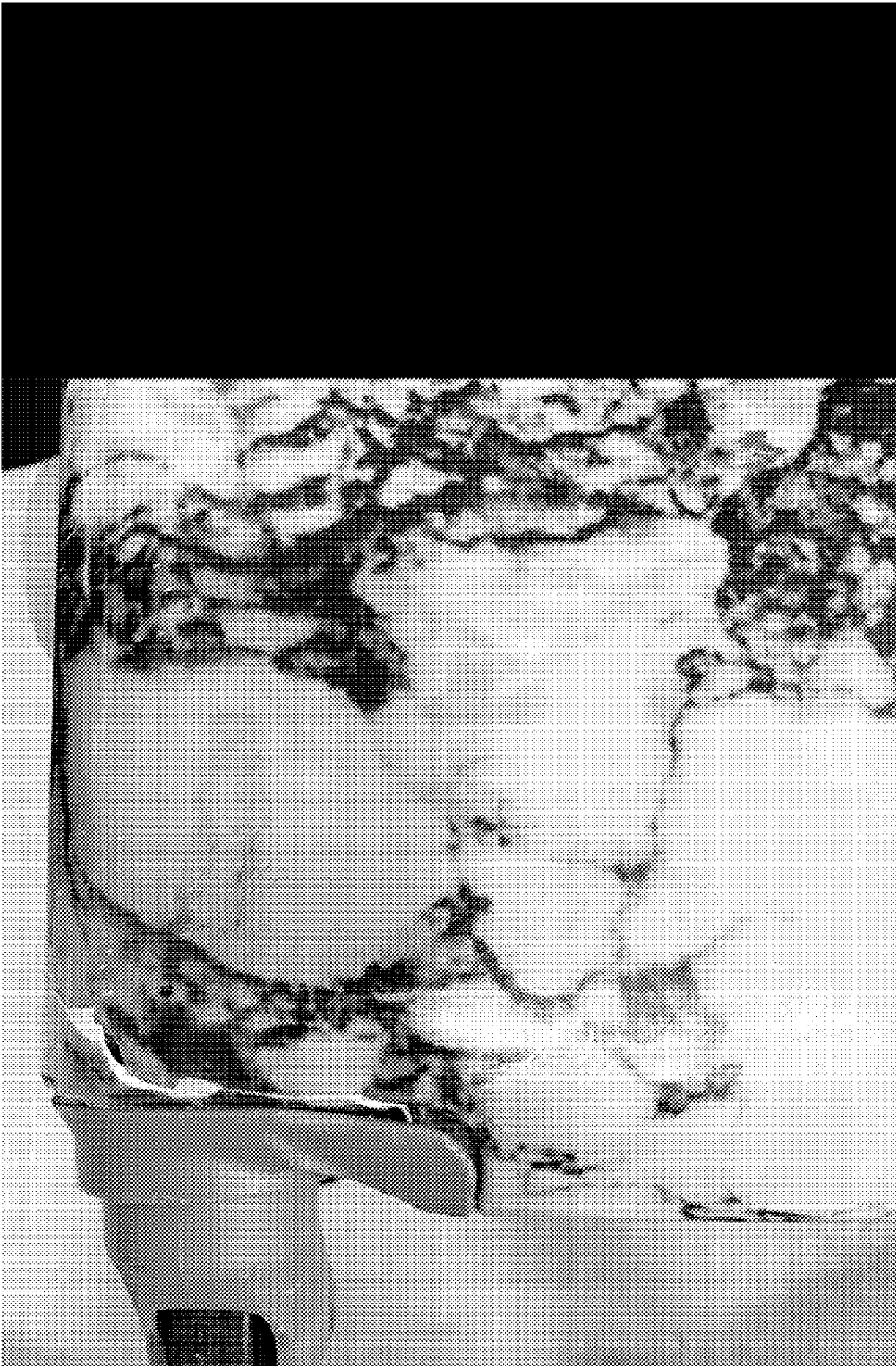
Departing flight AC2411 update:
status is Final Call.











Sent from my iPhone

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 21, 2020 11:58 AM
To: groupe@corsair.fr
Cc: Info
Subject: Annulation du vol SS900 et SS901

Bonjour,

J'ai fait une réservation d'un vol aller-retour entre Montreal et Paris durant le mois d'Avril pour une personne (Numéros de reservation [REDACTED] au nom de [REDACTED])

Ce vol a été annulé par votre compagnie suite a la situation du COVID-19.

Selon service-public.fr, si la compagnie aérienne annule ses vols en raison d'un "évènement exceptionnel et inévitable", elle doit rembourser l'intégralité du prix du billet lorsque le vol est soumis à la réglementation européenne (l'aéroport de départ se trouve dans l'Union européenne, ou l'aéroport d'arrivée et le siège de la compagnie aérienne se trouvent au sein de l'UE).

Votre siège social étant dans l'Union Européenne tout comme ma destination, je vous demande un **remboursement** de mes billets d'avion. Cependant à travers votre site web, nous ne pouvons uniquement faire un changement de date ou un avoir pour un prochain voyage.

Pour être honnête, j'avais pris ces billets pour rejoindre ma femme française, qui était à Paris. Cependant, elle avait déjà pris ses billets de retour vers Montreal pour cet été. Cela ne m'intéresse absolument pas d'avoir un avoir pour partir seul à Paris dans l'année à venir, comme ma femme va me rejoindre. Ces billets étaient liés à une situation unique.

Je vous remercie d'avance pour votre compréhension, et je reste à votre disposition,

Merci d'avance,

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 21, 2020 10:54 AM
To: Info
Subject: Annulation d'un vol

Bonjour

Compte tenu du covid 19
Air Canada annule tous ses vols ..
je devais partir pour le Costa Rica en avril
La cie aérienne nous offre un crédit ..
Est-ce que je peux exiger un remboursement?

Merci de me renseigner et merci de votre travail sûrement très occupé ces temps-ci

[REDACTED]

Nadine Landry

From: [Redacted]
Sent: Saturday, March 21, 2020 10:43 AM
To: marc.garneau@parl.gc.ca; Kate.Young@parl.gc.ca
Cc: mintc@tc.gc.ca; media
Subject: Fwd: Flight Disruptions

Sirs/Madams,

Air Canada's corporate behaviour at this time of crisis is despicable. As evidenced by our experience detailed below and the Facebook page of the Air Passengers Rights Group.

Not only are they refusing to fly out Canadians when possible, they are refusing to compensate customers for their abandonment.

The EU is legislating all airlines reimburse customers whose flight is cancelled/ delayed due to the Corona virus. Unlike our CTA that has apparently water down our airline responsibilities at the expense of the travelling public.

If AC has any hope of getting public taxpayer support for any bailout they had best step up to the plate and treat their Canadian customers with respect and decency. As is, their previous policies of abusing customers seems to still hold sway.

They will inevitably ask for taxpayer dollars. At this point let them go into bankruptcy and have another carrier assume the mantle of our national carrier.

They do not deserve taxpayer support.

Respectfully Yours

[Redacted Signature]

Sent from my iPad

Begin forwarded message:

From: [Redacted]
Date: March 16, 2020 at 6:25:41 PM EDT
To: Kate.Young.A2@parl.gc.ca
Subject: Re: Flight Disruptions

Hi again,

Our unanimous opinion is that AC could have honoured their obligation to remove Canadian citizens. The Ecuadorian government made it totally clear that planes could fly in empty and remove their citizens. They also made it clear that airlines we're not because of cost of flying empty planes.

That cost has now been down loaded to their customers, now scrambling for exorbitantly price replacement flights. The simple solution of requiring them to fly exit flights and possibly even compensating them for the cost was missed.

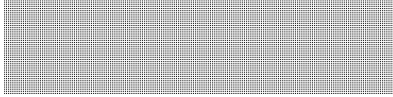
American Airlines are now asking for bailouts. Canadians should not ever bailout AC based on

current & past behaviours and blatant attempts to avoid their obligations under our new passenger rights reqs.

We are now sitting in the Bogotá airport for 8 hours waiting for a flight to NY then hopefully a flight to TO.

The airline lobby was successful in watery our passenger rights legislation. The government has failed in protecting its citizens from capricious greed.

Bailing out this pathetic example of corporate citizenship/responsibility would not wash well with 8 of your constituents.



Sent from my iPhone

On Mar 16, 2020, at 3:25 PM, Kate.Young.A2@parl.gc.ca wrote:

Good Afternoon 

Thank you for taking the time to contact our office regarding your concerns surrounding COVID-19. As of this morning, the Prime Minister has asked all Canadians outside of Canada to return home. At this time many commercial airlines are eliminating numerous amounts of flights, most likely why yours was cancelled. We suggest that you register as a Canadian abroad here (<https://travel.gc.ca/travelling/registration>) to keep informed of the latest updates relevant to travelling Canadians. This will also help you in getting in contact with someone from Foreign Affairs to plan your return to Canada.

Until this time it is imperative that you take all precautions in social distancing until your eventual flight as those exuding symptoms may not be allowed to board their flights or enter Canada.

I hope this information has answered your questions. Please do not hesitate to ask if you have any further questions.

Regards,

Mack McGee
Parliamentary Assistant
Office of Kate Young, M.P.
London West
House of Commons
617-180 Wellington St.
Ottawa, Ontario K1A 0A6

Tel: 613-996-6674

Fax: 613-996-6772

Cell: [REDACTED]

Kate.Young.A2@parl.gc.ca

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

From: [REDACTED]

Sent: March 15, 2020 8:44 PM

To: Young, Kate - M.P.

Subject: Flight Disruptions

Dear Ms. Young

We are [REDACTED] part of your constituency. [REDACTED]
[REDACTED]

We are currently stranded in Cuenca Ecuador due to the governments Corona virus lock down and the incompetency of Air Canada.

Ecuador is restricting all incoming flights but is allowing outgoing flights for removal of foreign nationals. Our out bound AC flight out of Quito for this Thursday was just cancelled today. Our understanding is AC had the opportunity to enter with an empty plane and remove us as per the tariff agreement.

In addition our new passenger rights legislation must offer some protection from this customer neglect. AC customer service lines are inoperative and on line information is dated and non responsive.

We would appreciate any assistance or insight you can provide in how to contact AC or what plans our government has to assist stranded Canadians.

Perhaps Government pressure might persuade AC to honour commitments and assist Canadian citizens.

Anticipating your comments and response.

[REDACTED]

London, Ont.

And

Sent from my iPad

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 21, 2020 10:20 AM
To: privacy@flyswoop.com; Info
Subject: Fw: Important: Your Swoop flight has changed - [REDACTED]

Good Morning:

Please be advised that the flight change arrangements offered by Swoop do not meet our travel need therefore there is no longer any purpose to the travel because of the disruption (Canadian Transportation Agency (CTA) - Air Passenger Protection Regulations).

I request that you kindly arrange to have a refund credited in full to my Visa account as this was the original method of payment.

Please confirm by return email this credit has taken place together with confirmation number of same

Thank you

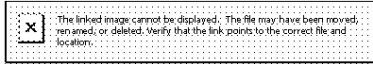
From: [REDACTED]
Sent: March 20, 2020 8:17 AM
To: privacy@flyswoop.com <privacy@flyswoop.com>
Subject: Re: Important: Your Swoop flight has changed - [REDACTED]

Good morning - I have received the email below. The time and date change is not suitable for us and we ask that you kindly refund our money for these flights. We have commitments that only the original date and time bookings would work.

Kindly confirm by return email the refund has taken place - thank you for your help regarding this matter.

Enjoy your day

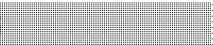
From: Swoop <info@update.flyswoop.com>
Sent: March 20, 2020 7:17 AM
To: [REDACTED]
Subject: Important: Your Swoop flight has changed

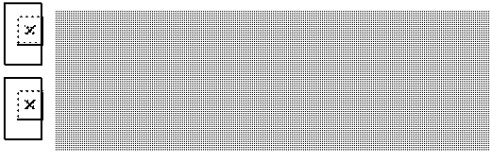


One or more of your flights has been affected by a schedule change

Due to the rapidly changing COVID-19 situation, we have had to make some changes to our flight network. Unfortunately, this has resulted in changes to your upcoming flight.

Please review your new itinerary carefully and accept changes or access your booking to review other options.

Your reservation code is 

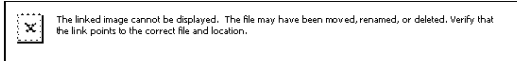


Your new itinerary



WO239

YXU  **YEG**



DEPARTS:
07 May 2020
2:30PM

London, ON (YXU)

**ARRIVES:
07 May 2020**

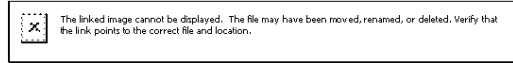
4:30PM

Edmonton, AB (YEG)



WO208

YEG  **YXU**



**DEPARTS:
11 May 2020**

5:45AM

Edmonton, AB (YEG)

**ARRIVES:
11 May 2020**

11:17AM

London, ON (YXU)

Cancelled flights

Please note that the following details are no longer valid.



WO539

YXU  **YEG**

**DEPARTS:
06 May 2020**

10:40PM

London, ON (YXU)


**ARRIVES:
07 May 2020**

12:40AM

Edmonton, AB (YEG)



WO208

YEG  **YXU**

**DEPARTS:
12 May 2020**

7:30AM

Edmonton, AB (YEG)

**ARRIVES:
12 May 2020**

1:02PM

London, ON (YXU)

What's next?

We know flight changes can be frustrating and we sincerely apologize for the inconvenience.

If the new flight times work for you, please choose **Accept changes** below. Please note that all Extras, such as seats, baggage and special services, will automatically be transferred over.

If you would like to make adjustments to your flights, please choose **Change my flights** to access **Manage my bookings**.

Accept changes

Change my flights

You have received this notification because you have booked a flight with Swoop. This email was sent to lbloxam@hotmail.com in order to provide information related to your flight. Replies to this email will not be received. Check out our [privacy policy](#) for more details.

If you are denied boarding or your baggage is lost or damaged, you may be entitled to certain standards of treatment and compensation under the *Air Passenger Protection Regulations*. For more information about your passenger rights please contact your air carrier or visit the Canadian Transportation Agency's website.

Si l'embarquement vous est refusé ou si vos bagages sont perdus ou endommagés, vous pourriez avoir droit au titre du *Règlement sur la protection des passagers aériens*, à certains avantages au titre des normes de traitement applicables et à une indemnité. Pour de plus amples renseignements sur vos droits, veuillez communiquer avec votre transporteur aérien ou visiter le site Web de l'Office des transports du Canada.

For further information on the treatment of passengers and minimum compensation owed by Swoop and the recourse against Swoop available to passengers, including their recourse to the Agency, please refer to our [tariff page](#).



Nadine Landry

From: [REDACTED]
Sent: Saturday, March 21, 2020 9:35 AM
To: Info
Subject: Reimbursement of Purchase in Light of COVID-19 Disruption

Good morning,

I would like to clarify what the obligation is of airlines to reimburse customers who have purchased flight tickets and/or hotel accommodations from them but the flight and/or hotel is no longer able to be utilized due to the COVID-19 restrictions.

We are in a situation where the airline is only offering a 24-month credit instead of a full refund. It is our opinion that this is unnecessarily tying up money in the company's services due to the typical price fluctuations in of air travel and hotels, as well as the fact that travel prices are likely to significantly increase in the months following the re-opening of travel.

Please feel free to call to discuss further.

Thanks,

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 21, 2020 8:48 AM
To: cheapoair@cheapoair.ca; feedback@CheapOair.com; [REDACTED]
support@cheapoair.ca
Cc: Info; support@qatarairways.com; support@aircanada.com; gopublic@cbc.ca
Subject: Re: Important - Notice of a Schedule Change was Received - Your Booking #
[REDACTED]

Hi Onetravel.ca/Cheapoair,

I am receiving these emails saying that my booking has been changed. When I call no one responds. Below email says **"Please call us at +1 646-738-4818 between the hours of 4:30am - Midnight EST to speak to one of our representative."**

I tried calling on the following times:

- March 20th: 10 PM ET - I was hold for 25 min and then I gave up
- March 21st: 6:50 AM ET - I was on hold for 1 hour, no one answered I had to hang up
- Previously I called on March 17th 6:12 AM ET and I was on hold for 1 hour but no one answer. On March 16th I called at 10 AM and 4 PM ET, same thing no answer and I had to hangup.

What kind of service you guys are providing? This is very frustrating in these difficult times.

In addition I am receiving email from you saying that if I do not accept changes to my travel plan I can lose all value of my tickets:

"If you chose not accept any new option, there is no guarantee that the airline will offer you another option and you may lose the entire value of your non-refundable ticket(s)." I find it very intimidating. In these difficult times instead of helping

you are intimidating your customers. This is not acceptable. If you do not respond and clarify I will take this issue to the government of Canada.

Government of Canada is advising people to avoid international travel and you guys instead of canceling flights and refunding customers you are intimidating customers.

We are a family of 5 and I have about \$9,500 worth of tickets on stake.

Please call me and tell me status of my tickets. You can reach me at [REDACTED]

Cheapoair/Onetravel.ca booking# [REDACTED]

Qatar Airways booking# [REDACTED]

Air Canada booking# [REDACTED]

[REDACTED]

On Friday, March 20, 2020, 08:44:43 a.m. ADT, cheapoair@cheapoair.ca <cheapoair@cheapoair.ca> wrote:



Dear [REDACTED]

We have received notification from the airline that there has been a schedule change to your upcoming flight, booking [REDACTED]

Please call us at +1 646-738-4818 between the hours of 4:30am - Midnight EST to speak to one of our representative.

Thank You,
CheapOair
Schedule Change Department

Access our Self-Help Tools:



Customer Support



My Bookings

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 21, 2020 3:11 AM
To: Info
Subject: Flight Refund

Hello, I cancelled our flight to Costa Rica and would like to have our money back NOT as a travel bank. How do we do this? We bought insurance for cancellation. BUT insurance saying the travel bank is a refund. The reason we got insurance so we could get our money back. Thank you for your help, [REDACTED]

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 21, 2020 1:52 AM
To: Info
Cc: [REDACTED]
Subject: Essential travel only and flight cancelled

Hello,

I have 2 upcoming trips, and with the current Canadian guidelines of essential travel only, I want to know and understand my rights.

Trip 1: Toronto to London round trip. Flight is scheduled to leave on April 3rd with British Airways and return with American. These flights are still scheduled and are not cancelled. However with the essential travel only policy right now, do I have a right to a full refund? Currently, the airlines are only offering travel credits which I must use by Dec 31st, 2020.

Trip 2: Toronto to Miami one way and another one way back home. Flight was scheduled to leave on April 16th and return on April 19th. However these flights have been cancelled (both with air canada). Again, the airline is only offering travel credits which must be used by Mar 30, 2021. I would like a full refund, but the Air Canada is refusing.

Thank you,

[REDACTED]

Sent from my iPhone

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 21, 2020 1:30 AM
To: customerservice@evaair.com
Cc: [REDACTED] Info
Subject: URGENT HELP REQUIRED FOR [REDACTED] PASSENGER STUCK IN OTTAWA
Attachments: EVA Air Electronic Ticket-EMD Receipt for [REDACTED].pdf;
 PHOTO-2020-03-21-05-08-37.jpg

Dear EVA Air,

Passenger Name: [REDACTED]
 Booking Ref No [REDACTED]
 Travel Schedule:
 20th Mar 2020 AC463 (Ottawa - Toronto)
 21st Mar 2020 BR35 (Toronto - Taipei)
 22nd Mar 2020 BR237 (Taipei - Jakarta)

1. The above [REDACTED] **passenger** has confirmed ticket from Ottawa to Jakarta and has **checked in for the flight on 20th Mar 2020.**
2. Counter staff later called [REDACTED] and informed that since **"Taipei border is closed & all flights are cancelled"** the travel is rerouted via Japan on 21st 11am using ANA air
3. [REDACTED] has requested for **hotel accommodation, which was denied over 12 hours waiting**
4. As per the original booking [REDACTED] has requested for **Premium Economy class, which is also denied by the airline**

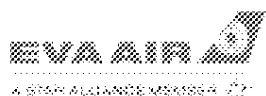
We have learned that the **original flight from Toronto BR35 is flying as per the original schedule** and [REDACTED] was misguided by the airline staff in Ottawa!

NEED YOUR URGENT INTERFERENCE TO PROVIDE ASSISTANCE TO THE PASSENGER WHO IS MISGUIDED BY YOUR AIRLINE STAFF!

Kind Regards

[REDACTED]
 For [REDACTED]

Cc to: Canadian Transport Agency



班機起飛前 1.5-48 小時前請放線路報到，歡迎多加使用
Check in online and save time. (1.5 to 48 hrs before departure)

Passenger: [REDACTED] (ADT)
Booking ref: [REDACTED]
Ticket number: [REDACTED]

Issuing office:
EVA AIRWAYS, 200 NORTH PACIFIC COAST HIGHWAY, SUITE
1600, EL SEGUNDO CA 90245, U.S.A., LOS ANGELES,
Telephone: 1-310-362-6600
Date: 15Mar2020

ELECTRONIC TICKET RECEIPT

1. Please present the following for check-in.

- (1) Ticket number or booking reference
- (2) Form of identification, e.g.
 - Passport
 - The credit card
 - The Infinity MileageLands membership card

2. Remind you that the selected seat will be reserved until one hour before flight scheduled departure time.

Please do check-in via web/mobile service 1.5 to 48 hours before flight scheduled departure time to make your trip more comfortable.

| From | To | Flight | Departure | Arrival | Remarks |
|---------------------------------------|--|--------|--------------------|--------------------|---|
| OTTAWA MACDONALD CARTIER INTL | TORONTO LESTER B. PEARSON INTL Terminal: 1 | AC463 | 18:00 20Mar2020 | 19:15 20Mar2020 | |
| Class: V | Operated by: AIR CANADA Marketed by: AIR CANADA | | | | NVB (2): 20Mar2020 NVA (3): 20Mar2020 Duration: 01:15 |
| Baggage (4): 2PC Fare basis: LLX13 | Booking status (1): OK | | | | |
| TORONTO LESTER B. PEARSON INTL | TAIPEI TAIWAN TAOYUAN INTL Terminal: 2 | BR35 | 01:20 21Mar2020 | 05:10 22Mar2020 | |
| Class: L | Operated by: EVA AIR Marketed by: EVA AIR | | | | NVB (2): 21Mar2020 NVA (3): 21Mar2020 Duration: 15:50 |
| Baggage (4): 2PC Fare basis: LLX13 | Booking status (1): OK | | | | |
| TAIPEI TAIWAN TAOYUAN INTL | JAKARTA SOEKARNO HATTA INTL Terminal: 3 | BR237 | 09:00 22Mar2020 | 13:20 22Mar2020 | |
| Class: Y | Operated by: EVA AIR Marketed by: EVA AIR | | | | NVB (2): 22Mar2020 NVA (3): 22Mar2020 Duration: 05:20 |
| Baggage (4): 2PC Fare basis: LLX13 | Booking status (1): OK | | | | |

(1) OK = Confirmed ; RQ = Requested but not confirmed, or waitlisted; SA = Subject to space being available; NS = Infant not occupying a seat; Blank = Denotes an open segment (2) NVB = Not valid before (3) NVA = Not valid after (4) Each passenger can check in a specific amount of baggage at no extra cost as indicated above in the column baggage.

ELECTRONIC TICKET REMARKS

This receipt is treated as confirmation of ticket purchased. Carriage and other services provided by the carrier are subject to conditions of contract, which are hereby incorporated by reference. These conditions may be obtained from the issuing carrier.

Baggage Policy

YOWCGK

1st Checked Bag: Free of Charge UPTO50LB 23KG AND62LI 158LCM
2nd Checked Bag: Free of Charge UPTO50LB 23KG AND62LI 158LCM

Name of the carrier whose baggage rules apply: AIR CANADA

CARRY-ON BAG:

YOWYYZ: MAX 2PC Free of Charge CARRY ON HAND BAGGAGE
 YYZTPE: MAX 1PC Free of Charge CARRY7KG 15LB UPTO45LI 115LCM
 TPEGK: MAX 1PC Free of Charge CARRY7KG 15LB UPTO45LI 115LCM

LB = Weight In Pounds, KG = Weight In Kilos, LI = Linear Inches, LCM = Linear Centimeters, MAX = Maximum Allowed, PC = Number of Pieces

Baggage allowance and charges are provided for information only. Additional discounts may apply depending on advance purchase or Flyer-specific factors (e.g. Frequent flyer status, military, Credit card used for purchase, early purchase over the internet, etc.) Most carriers' e-tickets have expiration dates and conditions of use. Check the carrier's fare rules for more information.

CANCEL NOTICE

Cancellation and no show fee are collected subject to the related fare rule conditions.

PAYMENT DETAILS

Fare Calculation: JKT BR X/TPE BR X/YVR AC YOW Q
 JKT YOW 11.23 1034.43 AC X/YTO BR X/TPE BR JKT Q
 YOW JKT 11.23 1017.79 NUC 2074.68 END ROE 14158.00000
Form of payment: MS
Form of payment: CC VI

Endorsements: WAIVEACCHGFEEEXTG - /C1-3 NONEND/
 PENALTY APPLY/ PE SVC TRPC ONLY -BG BR

FARE DETAILS

Fare: IDR 29374000
Taxes: IDR PD 275800CA
 IDR PD 230000D5
 IDR PD 37400RC
 IDR PD 287400SQ
Carrier Imposed Fees: IDR PD 2439200YQ
 IDR PD 212900YQ
Total Amount: USD 214.00A
Grand Total: USD 214.00

INVOICE REMARKS

Contact the original issuing office for the invoice.

The carriage of certain hazardous materials, like aerosols, fireworks, and flammable liquids, aboard the aircraft is forbidden. If you do not understand these restrictions, further information may be obtained from your airline.

Download EVA APP | Seat Selection | Enjoy discount for prepaid Baggage (Available for EVA Air flights only)

LEGAL AND PASSENGER NOTICES

ELECTRONIC TICKET

Carriage and other services provided by the carrier are subject to conditions of carriage, which are hereby incorporated by reference. These conditions may be obtained from the issuing carrier or from the official website of the issuing carrier (for EVA Airways, please refer to <http://www.evaair.com/en-global/conditions-of-carriage/>). The itinerary/receipt constitutes the passenger ticket for the purposes of article 3 of the Warsaw convention, except where the carrier delivers to the passenger another document complying with the requirements of article 3. Passengers on a journey involving an ultimate destination or a stop in a country other than the country of departure are advised that international treaties known as the Montreal convention, or its predecessor, the Warsaw convention, including its amendments (the Warsaw convention system), may apply to the entire journey, including any portion thereof within a

country. For such passengers, the applicable treaty, including special contracts of carriage embodied in any applicable tariffs, governs and may limit the liability of the carrier. These conventions govern and may limit the liability of air carriers for death or bodily injury or loss of or damage to baggage, and for delay.

Data Protection Notice:

Your personal data will be processed in accordance with the applicable carrier's privacy policy and, if your booking is made via a reservation system provider ("GDS"), with its privacy policy. These are available at <http://www.iatatravelcenter.com/privacy> or from the carrier or GDS directly. You should read this documentation, which applies to your booking and specifies, for example, how your personal data is collected, stored, used, disclosed and transferred. (applicable for interline carriage)"

1. Your electronic ticket is stored in EVA Air computer system.
2. For electronic tickets purchased by credit card through our phone reservation service or internet booking, please note the following conditions:
 - To ensure credit card holder rights, passenger or one of the travel companions must be the credit card holder.
 - The credit card used for purchasing the ticket must be presented upon check-in. Passengers who fail to do so will be denied boarding, unless they purchase full fare tickets at the airport ticket counter.
3. Please kindly present this document or one of the following information for smooth check-in:
 - The electronic ticket number
 - The credit card number used for the purchase of the electronic ticket
 - The Infinity MileageLands membership card number or passenger identification card number
 - The flight and date of travel
4. Upon passenger's request, the electronic ticket passenger receipt (the coupon printed by check-in staff) may be provided for the immigration inspection.
5. To retain your pre-reserved seat on a confirmed flight and get through security with enough time, please check-in at least one hour before the scheduled departure time for international flights. For departing from airports in U.S.A., Canada and Europe, we suggest you to check in two hours prior to scheduled departure time. Please contact the airport office you're departing from for the exact operating hours.
6. The following baggage policy applies to flight sectors operated by EVA Air/UNI Air only.
 - *Free carry-on baggage
 - (1) EVA Air/UNI Air international flights
 - Allow two pieces of carry-on baggage for royal laurel/premium laurel/ business class and for premium economy/economy class only one piece of free carry-on baggage with dimension 56 x 36 x 23 cm (22 x 14 x 9 in) or total linear dimensions 115cm (45in) and weight 7kg max each.
 - One additional free piece of personal belonging is allowed for all cabins with dimension 40 x 30 x 10 cm (16 x 12 x 4 in) or total linear dimensions 80 cm (32 in).
 - (2) UNI Air domestic flights
 - Allow one piece of carry-on baggage with dimension 56 x 36 x 23 cm (22 x 14 x 9 in) and weight 7kg max each.

For more Baggage Information, e.g. Checked baggage, Extra baggage allowance for infinity MileageLands Diamond/Gold/Silver members and other Star Alliance members card tier (UNI Air is non-Star Alliance partner), Carry-on baggage, please visit [Baggage Information](#).

For any other applicable charges from excess baggage and optional services, please visit [Excess Baggage and Other Optional Fees](#). For transportation of fragile, dangerous items or carrying liquid, aerosol and gel on passengers or in their carry-on baggage, please visit [Restrictions](#).

During April to November for the northern hemisphere and October to March for the southern hemisphere every year, EVA Air/UNI Air suspends brachycephalic or snub-nosed dogs and cats including any cross-breeds in this period (Southeast Asian countries are prohibited for the whole year) , please visit [Travelling with Pets](#).

IMPORTANT INFORMATION- BAGGAGE COMPENSATION, LIMIT OF LIABILITY, please visit [Delayed/Missing/Damaged Baggage](#).
Checked Baggage:

Liability for checked baggage is limited in accordance with the relevant convention governing international air travel unless a higher value has been declared in advance and excess value charges have been paid. The relevant convention is subject to the provisions of the applicable Warsaw Convention or Montreal Convention, and the terms of the EVA Air General Conditions of Carriage.

7. For itinerary including flights operated by other airlines (including codeshare flights), the baggage rule of the most significant carrier (MSC), which is the marketing carrier may apply unless that carrier publishes a rule stipulating that it will be the operation carrier.

For passengers whose ultimate ticketed origin or destination is a U.S.A./Canada point, or journey involving interline carrier, according to U.S.A. department of transportation (US DOT)/Canadian transportation agency (CTA) requirement, carriers including code-share flights must apply the baggage allowances, the free baggage allowance and fees that apply the exceptional rules governed by US DOT/CTA and determined by the first carrier.

8. For more information about filing a complaint, please visit <http://www.evaair.com/en-global/contact-us-and-help/contact-us/> for our online feedback form.
For Mailing address:
EVA Airways customer service division customer relations department
376, Sec. 1, Hsin-Nan Rd., Luchu Dist., Taoyuan city, 33801, Taiwan
feedback@evaair.com

Aviation consumer protection division, US department of transportation contacts:

Website: <http://www.dot.gov/airconsumer>

Mailing address:

Aviation consumer protection division, c-75
US department of transportation
1200 New Jersey Ave, SE
Washington, DC 20590
United States

9. If you are the passenger on the flight to, from, or within Canada (including connecting flights), are denied boarding, or your baggage is lost or damaged, or the seating of children under age 14, you may be entitled to certain standards of treatment and compensation under Air Passenger Protection Regulations. For more information about your passenger rights please visit EVA Airways' website or Canada Transportation Agency's website.

10. As part of the world's largest airline grouping, star alliance, EVA Air now offers connections to more than 1,300 destinations. For more information about star alliance, please visit:
<http://www.evaair.com/en-global/booking-and-travel-planning/flight-information/star-alliance/>



 **Hotel Booking & Car Rental** 

NAME:

TKT: 014 21 29781131

REF:

| CP | CR | FLY | DL | DATE | ARR | OFF | TIME | ST | FARE | BASIS | DOB |
|----|----|------|-----|---------|---------|-----|------|------|--------|--------|----------|
| 1. | AC | 8548 | I | 21MAR20 | YOW | YUL | 1100 | OK | LLX113 | | SPC |
| 2. | X | AC | S | L | 21MAR20 | YUL | NRT | 1400 | OK | LLX113 | SPC |
| 3. | X | NH | 835 | L | 22MAR20 | NRT | CDK | 1755 | OK | LLX113 | SPC A799 |

NVA:1/20MAR21 2/20MAR21 3/20MAR21 4/

FR: 10R 25374800

CO: *****

TL: LAD NO ADD

FARE CALCULATION

I-21MAR20JKT BR X/TPE BK X/YVR AC YOW D JMTYOW11.23 1034.4700
 X/YUL BR X/TPE BK JKT Q YOWJKT11.23 1217.79NUC2074.58LND FEE
 14150.00000

FLY: NONE

END: INVAL RESULTS WAIN/ALCHG/ELTY

TS - /U1 3 NONIND/PENALTY APP

LVA BE SPC Y RND ONLY -BR BR

UNIG: 01/2447/46308/JMT/13MAY19/15355914

EX: 11 632451010366

37810M/20MAR20/ATL CANADA /04/2043

ADDRESS TWO

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 21, 2020 12:01 AM
To: Info
Cc: [REDACTED]
Subject: APRIL 4th - SUNWING CANCELATION

hello,

My name is [REDACTED] and I'm currently dealing with SUNWING offering a full cash refund and then retracting that statement a week later? Under the certain acts that have been dismissed for flights March - April 30th. Sunwing has offered a 2 year travel voucher.. where are the protection rights as to what would happen if Sunwing isnt around in 2 years? Then what would happen..

also under protection rights for travellers, passengers are required a refund if the vacation no longer serves a need. Which is no longer does. We had to cancel our wedding with Sunwing due to airports/airlines cancelling our flight. When this happened our government had not yet but a full travel ban on Mexico so in this case we were still going to go. So from my understanding this is the airline that has made us make different arrangements that can no longer be met with myself and my [REDACTED] guests.

I would like answers/information on help to go about this.

How is an airline not held responsible to honour these guests for the THOUSANDS of dollars. I have countless emails of proof between myself, sunwing and my travel agent.

Thanks.

Get [Outlook for iOS](#)

Nadine Landry

From: [REDACTED]
Sent: Friday, March 20, 2020 11:24 PM
To: Info; meredith.dellandrea@cbc.ca; victoria.king@cbc.ca
Subject: Air Canada denying proper compensation for denied boarding

Good evening,

I would just like to bring this to your attention as I have been following your news stories regarding passenger compensation and the ordeals AirCanada customers are being put through.

Here is my experience. I had to travel from St John's to Toronto for a family emergency. This was to be a straight forward flight, which would depart at 5 am (NL time) and arrive at around 9:30 am (EST Time). We were booked to make a connector in Montreal. At a price of \$1000 (which was what we had to pay AFTER changing our original tickets to fly back to Goose Bay at the end of the holidays). This was a big financial purchase for both me and [REDACTED]

The morning of the the flight we get an update that we were delayed an hour and a half in St. John's due to "Crew Availability", which would mean that our connector in Montreal would be tight. However, we thought we'd be able to make it because the flight from Montreal to Toronto was also delayed by a half hour. When we arrived in Montreal and de-boarded the plane the gate agent handed us a new ticket with a new time that we were going to be arriving in Toronto. The new time was 1 pm. There was also 2 voucher attached for \$15. On the voucher the reason it was issued was "misconnect controllable". We went to Air Canada customer service to try and find out what happened and if we could get on an earlier flight. Customer service did not answer the questions of why, rather told us to call a number or email. The number turned out to not take any calls just repeat a recording about how busy they were. When waiting for the customer service agent to finish processing us, I asked again why our flight wasn't going and she reply that flights at this time of year may be overbooked. To my knowledge this was the main reason for the Canadian Transport Agency being forced by public outcry to set up a passenger bill of rights.

Me and [REDACTED] immediately filed a claim for our delays. We filled 2 each (one for St. Johns to Montreal and one from Montreal to Toronto). After even more delays in Montreal we finally arrived our destination of Toronto at 4:20 pm (EST).

We waited about 21 days for AC to process our claim. They emailed me and [REDACTED] to indicate that we would be receiving two \$400 cheques for each of the flights. When the cheques arrived m partner was issued two \$400 cheques but I was only issued 1 \$400. Remember, these were the exact same flights that were delayed.

I made contact with Air Canada through email (because of the difficulty getting through to a human at the company). I asked why I only received 1 cheques and [REDACTED] received 2. I also questioned why they indicate the flight was a cancellation when the reason given on paper is "misconnect controllable" and informally the gate agent said it was an overbooked flight. They just got back to me today saying that the issuing of 2 cheques to [REDACTED] was an error and there will be an internal investigation. The Representative wrote "we state that we are sorry for the delay in you reaching your destination. We do understand that this flight was indeed cancelled. The amount of money issued,

\$400.00CAD, has been done so to recognize the delay in the time it took for you to reach your final destination. Regrettably, as this was indeed a cancellation, denied boarding compensation does not apply."

I would not reach out to you ordinarily if this had happened on any other day. But the family emergency was that [REDACTED] Every hour that we were delayed due to Air Canada's practices of overbooking as an hour I did not get to spend with [REDACTED]. I share my story because there are many other Canadians that travel every day for various reasons and I would hate for them to go through what I had to go through just to make it to my destination. In my opinion AC views me as a case number and not [REDACTED]

Thank you for taking the time to read my email. If you would like more information feel free to email me back or call me at [REDACTED] Have a nice day,

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Friday, March 20, 2020 10:38 PM
To: Customer Care
Cc: Info; [REDACTED]
Subject: Re: Flight Disruption (CLAIM ONLY) / [REDACTED] / [REDACTED] / / 2020/02/21 8:29 PM AC [REDACTED]

Bonjour!

Merci pour le retour. Par contre, nous devons vous avouer que nous sommes surpris de l'indemnité qui nous est offerte. Par conséquent, nous avons quelques questions:

1. Pourquoi notre demande d'indemnisation n'est pas en vertu du Règlement sur la protection des passagers aériens (Canada)? En quoi la raison n'est pas attribuable à Air Canada alors que c'est le pilote de l'avion, lui même, qui a dit clairement à tous les passagers (entre 250 et 260 personnes) au micro dans la salle d'attente qu'il était le seul responsable de l'annulation du vol en question? Les agents de bord qui nous ont remis en mains propres la brochure Avis de retard important ou d'annulation de vol ont pris la peine de nous aviser que considérant les faits entourant l'ANNULATION du vol AC 1727, nous avons droit à l'indemnité de 1000\$ par personne (Voir mes courriels en lien avec AC [REDACTED] AC: [REDACTED]). Donc, si nous vous dites que nous n'avons pas droit en vertu du RPPA nous aimerions bien comprendre pourquoi puisque ce n'est pas l'information que nous avons reçu de la part de vos employés d'Air Canada?
2. Est-ce que le 400 EUR ou 600 EUR est converti en argent Canadien? Plus précisément, est-ce que l'indemnité est versée soit avec un chèque en argent canadien ou avec un crédit voyage en argent canadien ?
3. Est-ce qu'il est possible de signer le reçu du passager et de vous l'envoyer par courriel au lieu de vous l'envoyer par la poste si nous optons pour le crédit vacances? Considérant la situation actuelle avec COVID-19, nous craignons que le service postal puisse rencontrer certaines difficultés.
4. Quel délai avons-nous pour signer et vous envoyer le reçu du passager si nous décidons de prendre le crédit voyage?

Comme vous pouvez le constater, nous avons mis en copie conforme du présent courriel l'OTC car il se peut qu'en fonction des réponses que vous nous fournirez que nous validions quelques points avec ces derniers. Nous voulons nous assurer que notre dossier est traité conformément en fonction des règles en vigueur.

Dans l'attente d'un retour rapide de votre part, nous vous souhaitons une excellente journée!

[REDACTED] et [REDACTED]

Le ven. 20 mars 2020 à 14:26, Customer Care <CustomerCare.serviceclient@aircanada.ca> a écrit :

Votre numéro de dossier est le : [REDACTED]

[REDACTED]

Nous nous excusons sincèrement pour le retard pris dans la réponse à votre demande initiale et sommes heureux de revoir tous les détails relatifs à votre dossier.

Dans ce cas-ci, l'indemnité que vous demandez ne s'applique pas au titre du Règlement sur la protection des passagers aériens (Canada) pour le vol AC1727 du 16 février 2020.

Par contre dans cette circonstance, selon l'article 7 du règlement (UE) 261/2004, vous avez droit à une indemnité. Plus particulièrement, vous recevrez une indemnité équivalant à 400 EUR (départ de la Guadeloupe), conformément à la distance du vol et au réacheminement qui est de plus de quatre heures de retard comparé à votre vol initial.

La compensation sera payée par chèque.

Au plaisir de vous lire prochainement et de confirmer votre préférence.

s.19(1)
s.20(1)(b)
s.20(1)(c)
s.20(1)(d)

Cordialement,

Relations Clientèle



Afin de mieux vous servir, je vous prie de ne pas modifier l'objet du courriel si vous y répondez.

Nadine Landry

From: [REDACTED]
Sent: Friday, March 20, 2020 10:35 PM
To: Customer Care
Cc: Info; [REDACTED]
Subject: Re: Demande d'indemnisation suite à l'annulation du vol AC1727 le 16 février 2020
 [REDACTED] AC [REDACTED]

Bonjour!

Merci pour le retour. Par contre, nous devons vous avouer que nous sommes surpris de l'indemnité qui nous est offerte. Par conséquent, nous avons quelques questions:

1. Pourquoi notre demande d'indemnisation n'est pas en vertu du Règlement sur la protection des passagers aériens (Canada)? En quoi la raison n'est pas attribuable à Air Canada alors que c'est le pilote de l'avion, lui même, qui a dit clairement à tous les passagers (entre 250 et 260 personnes) au micro dans la salle d'attente qu'il était le seul responsable de l'annulation du vol en question? Les agents de bord qui nous ont remis en mains propres la brochure Avis de retard important ou d'annulation de vol ont pris la peine de nous aviser que considérant les faits entourant l'ANNULATION du vol AC 1727, nous avons droit à l'indemnité de 1000\$ par personne (Voir mes courriels en lien avec AC [REDACTED] AC [REDACTED]). Donc, si nous vous dites que nous n'avons pas droit en vertu du RPPA nous aimerions bien comprendre pourquoi puisque ce n'est pas l'information que nous avons reçu de la part de vos employés d'Air Canada?
2. Est-ce que le 400 EUR ou 600 EUR est converti en argent Canadien? Plus précisément, est-ce que l'indemnité est versée soit avec un chèque en argent canadien ou avec un crédit voyage en argent canadien ?
3. Est-ce qu'il est possible de signer le reçu du passager et de vous l'envoyer par courriel au lieu de vous l'envoyer par la poste si nous optons pour le crédit vacances? Considérant la situation actuelle avec COVID-19, nous craignons que le service postal puisse rencontrer certaines difficultés.
4. Quel délai avons-nous pour signer et vous envoyer le reçu du passager si nous décidons de prendre le crédit voyage?

Comme vous pouvez le constater, nous avons mis en copie conforme du présent courriel l'OTC car il se peut qu'en fonction des réponses que vous nous fournirez que nous validions quelques points avec ces derniers. Nous voulons nous assurer que notre dossier est traité conformément en fonction des règles en vigueur.

Dans l'attente d'un retour rapide de votre part, nous vous souhaitons une excellente journée!

[REDACTED] et [REDACTED]

Le ven. 20 mars 2020 à 14:18, Customer Care <CustomerCare.serviceclient@aircanada.ca> a écrit :

Votre numéro de dossier est le : [REDACTED]

[REDACTED]

Nous nous excusons sincèrement pour le retard pris dans la réponse à votre demande initiale et sommes heureux de revoir tous les détails relatifs à votre dossier.

Dans ce cas-ci, l'indemnité que vous demandez ne s'applique pas au titre du Règlement sur la protection des passagers aériens (Canada) pour le vol AC1727 du 16 février 2020.

Par contre dans cette circonstance, selon l'article 7 du règlement (UE) 261/2004, vous avez droit à une indemnité. Plus particulièrement, vous recevrez une indemnité équivalant à 400 EUR (départ de la Guadeloupe), conformément à la distance du vol et au réacheminement qui est de plus de quatre heures de retard comparé à votre vol initial.

La compensation sera payée par chèque.

Au plaisir de vous lire prochainement et de confirmer votre préférence.

Cordialement,

Relations Clientèle



Afin de mieux vous servir, je vous prie de ne pas modifier l'objet du courriel si vous y répondez.

Nadine Landry

From: [REDACTED]
Sent: Friday, March 20, 2020 10:04 PM
To: Info
Subject: Flight Cancellation Policy Flip Flopping

Hi there,

I understand under the circumstance you are likely fielding a high volume of inquiries. February 13th I booked a trip departing March 23rd through Sunwing. As things with Covid-19 developed and spread within North America we made the decision to cancel our trip rather than risk getting stranded on the wrong side of a closed border, or should the airlines temporarily cease operation. We submitted a cancellation request using their online form and waited to be contacted. Monday March 16th Sunwing announced they were cancelling all southbound flights and that they would be issuing our choice of travel credit or refund. We made several attempts to get through to them via phone with no luck. They not 48 hours deleted this statement and are now refusing to refund us for a trip we couldn't even complete if we wanted to, because our flight has been cancelled.

Someone needs to hold them accountable, and hold them to their word. They insist they're keeping their policies in line with all of the major airlines but surely they're obligated by law to honour our refunds? Particularly given THEY have cancelled these flights.

Someone needs to hold these airlines accountable. We entered into a contract in good faith and for many of us there's no promise we'll be able to use our 'travel credit' in the future when all is said and done.

Nadine Landry

From: [REDACTED]
Sent: Friday, March 20, 2020 8:45 PM
To: Info
Subject: No cash refunds from Air Canada for a trip to Mexico due to Covid 19

I saw your site. I thought your agency would be on the side of the air line's customers but you are not. I know people are trying to get home and that air lines and insurers are blocked with their calls and calls from people like me who did not get to go. I did the right thing and did not go which helps by being 1 less person to risk bringing Covid 19 home. Now I clearly see that a legal contract between me and Air Canada was frustrated so I received no services for the money i paid to Air Canada. Air Canada could not fulfill our contract so under Contract Law the air line needs to give me a refund and not a future credit voucher. I want a refund. Air lines will be in financial trouble as Covid 19 wears on. I want my money before it gets tied up further.

What do you suggest and why suspend my rights as a customer at this time of crisis? I do not plan to give up on this. Contract law supports me even if my air passenger rights have been compromised.

[REDACTED]

[Get Outlook for Android](#)

Nadine Landry

From: [REDACTED]
Sent: Friday, March 20, 2020 8:01 PM
To: Info
Subject: Customer complaint
Attachments: Air Canada - 16 Apr St. John's, Newfoundland - Orlando (Booking Reference [REDACTED] - Your booking has been cancelled; [REDACTED] 16-Apr St Johns-Toronto.pdf; Air Canada - REVISED ITINERARY - [REDACTED] 2Apr 16, 2020; AC site snip.PNG

Good evening,

We have tried to resolve this concern at several levels and have had no luck. We were advised to avoid all non-essential international travel by the Prime Minister and our work. Please review the concern below and the outcome.

We booked a flight for our family with Air Canada on February 27, 2020 as part of a family Christmas gift. We booked April dates as these dates worked with school Easter break dates and both of us receiving approval for vacation time off work.

After searching several weeks we found a seat sale and used our 30% promotion code we had to get a further discount. (we rec'd this promo code after previous trip interruptions and delays)

For weeks we had been hearing about flight cancellations due to COVID 19 but decided to wait in hopes of everything working itself out and still being able to travel in April. As the news got worse and the virus spread and government put in travel bans we started to reconsider travel. Our employers were also recommending reconsidering travel and we were concerned there could be repercussions if we went ahead with travel.

On March 20th, 2020 we received an email about flight changes. The email stated that travel times had changed and if we were not in agreement with the revised itinerary that we could cancel with no change fees applying. I contacted the 1-800 number for air Canada, however due to the call volume it was suggested that we cancel or confirm through the air Canada website. We decided to cancel and based on the two options (refund or travel credits) we chose a refund thinking it would be a full refund of \$2500 (amount paid for the tickets). We thought it would be full refund as the website said a cancellation fee would be displayed, but it would be waived. We then received an email from air Canada advising we would receive a refund of \$495 that would be credited to our mastercard that we used. As you can imagine this was confusing and misleading as this was not what we requested or what the email we received from air Canada with the revised itinerary had stated. We would never have forfeited \$2000.00.

Upon receiving the email we immediately contacted Air Canada via telephone. After waiting 2 hours due to a high call volume we explained our situation. The person we spoke said she would follow up with someone to inquire about making the necessary changes and for us to wait while she did this. She said she spoke with ticket agents who advised this decision could not be reversed as it was done online. As you can imagine we again were quite shocked and stressed. We again explained the situation and were advised to email customer relations which is what we are doing now.

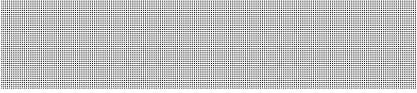
We hope you can rectify this situation for us and reduce some of the extra stress this has caused. WE WOULD NEVER HAVE AGREED TO FORFEIT \$2000.00 for a refund of \$495.00.

So to conclude and summarize we would like:

-a refund of the entire amount we paid \$2500. If this is not an option we can then discuss other possible options.

-we used our 30% promotion code for our tickets and would like this code back so that we can use it on other flights when we decide to travel again

As you can imagine the news of this virus is very shocking and stressful on everyone. We had hoped to travel with Florida with family but due to a travel ban this is not an option. This travel ban will possibly be in effect for months. Due to school April was the only options we had to travel as a family.



Nadine Landry

From: Air Canada <confirmation@aircanada.ca>
Sent: Thursday, March 19, 2020 7:46 PM
To: [REDACTED]
Subject: Air Canada - 16 Apr: St. John's, Newfoundland - Orlando (Booking Reference: [REDACTED]) - Your booking has been cancelled



AIR CANADA

Your booking has been cancelled.

Booking Reference: [REDACTED]

Date of issue: 19 Mar, 2020



Ticket number [REDACTED]



Ticket number [REDACTED]



Ticket number: [REDACTED]




Ticket number [REDACTED]

Please allow a minimum of three weeks (unless otherwise stated by applicable law) for your \$495 refund to be processed and credited to the original form of payment. You will receive an email confirmation once your refund has been processed. Non-refundable travel options such as paid seat selection, Maple Leaf Lounge access and Air Canada Bistro snack and meal vouchers may be applied to future flights, subject to availability.

SUMMARY

| | |
|--|----------------|
|  Air transportation charges | 1598.68 |
|  Taxes, fees and charges | 799.72 |
| Total amount paid | 2398.40 |


NON-REFUNDABLE FEES


| | |
|--|-----------------|
|  Air transportation charges | - |
|  Taxes, fees and charges | -304.72 |
| Total non-refundable fees | -1903.40 |





Total amount paid 2398.40

Total non-refundable fees -1903.40

Balance (refund) - Canadian dollars \$495⁰⁰

 CANADA, U.S.: 1 (888) 247-2262

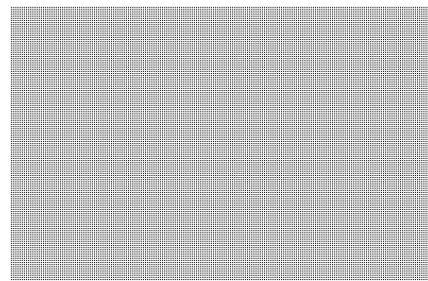
 The linked image cannot be displayed. The file may have been moved, renamed, or deleted. Verify that the link points to the correct file and location.

To ensure delivery to your inbox, please add confirmation@aircanada.ca to your address book's safe sender list. This service email was sent to you because you purchased an Air Canada flight. It provides important flight information that must be communicated to you. This service email is not a promotional email. Please do not reply to this email as this inbox is not monitored. If you have questions, please visit aircanada.com.

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](#).

Air Canada, P.O. Box 64239, RPO Thomcliffe, Calgary Alberta, T2K 6J7



Passenger: [REDACTED] (ADT)

Booking Reference: [REDACTED]

Ticket number [REDACTED]

Air Canada Reservations, 1-888-247-2262
Issuing date: Feb-27, 2020

ELECTRONIC TICKET RECEIPT

This is your Itinerary/Receipt. You must bring it with you to the airport for check-in and we recommend you keep a copy for your records. Please also take the time to review it as it contains the general conditions of carriage and applicable tariffs that apply to the tickets, bookings and air services detailed below, as well as baggage, dangerous goods and other important information related to your trip.

NOTE: You may be receiving this Itinerary Electronic Ticket Receipt due to a change in your itinerary. Please contact the Air Canada Contact Centre immediately if you have any questions concerning any schedule change.

| From | To | Flight | Departure | Arrival |
|---|--|--------|--------------------------------|---|
| ST JOHNS, International (YYT) | TORONTO, Lester B. Pearson Intl (YYZ) Terminal: 1 | AC1517 | 13:55 Thursday 16 Apr 2020 | 16:00 Thursday 16 Apr 2020 |
| Fare: Basic, K Fare basis: K7R5BA Booking status: OK | Operated by: AIR CANADA ROUGE Aircraft type: Boeing 767-300/300Er Number of stops: 0 | | | Cabin: Economy Rouge Duration: 03:35 |
| TORONTO, Lester B. Pearson Intl (YYZ) Terminal: 1 | ORLANDO, Orlando Intl (MCO) | AC1676 | 20:55 Thursday 16 Apr 2020 | 23:41 Thursday 16 Apr 2020 |
| Fare: Basic, K Fare basis: K7R5BA Booking status: OK | Operated by: AIR CANADA ROUGE Aircraft type: Boeing 767-300/300Er Number of stops: 0 | | | Cabin: Economy Rouge Duration: 02:46 |
| ORLANDO, Orlando Intl (MCO) | MONTREAL, Pierre E. Trudeau Intl (YUL) | AC1639 | 07:30 Wednesday 22 Apr 2020 | 10:29 Wednesday 22 Apr 2020 |
| Fare: Standard, T Fare basis: T10NR1TG Booking status: OK | Operated by: AIR CANADA ROUGE Aircraft type: Airbus Industrie A319 Number of stops: 0 | | | Cabin: Economy Rouge Duration: 02:59 |
| MONTREAL, Pierre E. Trudeau Intl (YUL) | ST JOHNS, International (YYT) | AC8014 | 12:45 Wednesday 22 Apr 2020 | 16:36 Wednesday 22 Apr 2020 |
| Fare: Standard, T Fare basis: T10NR1TG Booking status: OK | Operated by: AIR CANADA EXPRESS - JAZZ Aircraft type: Canadair Regional Jet 900 Number of stops: 0 | | | Cabin: Economy Duration: 02:21 |

OK = Confirmed

Carry-on Baggage

On flights operated by Air Canada, Air Canada Rouge or Air Canada Express, you may carry with you in the cabin 1 standard item (max. 23 x 40 x 55 cm [9 x 15.5 x 21.5]) and 1 personal item (max. size: 16x 33 x43 cm [6 x 13 x17 in]). Your carry-on baggage must be light enough that you can store in the overhead bin unassisted. See our complete carry-on baggage policy.

Checked Baggage

Please see below for details on the bags you plan on checking at the baggage counter.

YYTMC0

For Baggage Policy, Please Contact Your Agent

Name of the carrier whose baggage rules apply: AIR CANADA

MCOYYT

For Baggage Policy, Please Contact Your Agent

Name of the carrier whose baggage rules apply: AIR CANADA

For travel within Canada or between Canada and the United States, a Canadian tax of \$3.00 CAD may apply to baggage fees. For travel between Canada or the United States and Mexico, the Dominican Republic and Barbados, an applicable local sales tax of \$4.00 CAD may apply to baggage fees. For all other itineraries to/from Mexico, the Dominican Republic and Barbados as well as itineraries to/from South America, an applicable local sales tax of \$21.00 CAD may apply to baggage fees. All above tax amounts are based on the maximum applicable tax amounts per itinerary type. Actual amounts may vary and will be charged in the currency used in your departure airport. Tax amounts are subject to change without notice by local government.

Currency

Fee amounts are displayed in the currency of the first departure city on your ticket. On the day of travel, applicable fees will be assessed in the local currency of the country/region you are travelling from. Certain exceptions may apply where the departure airport does not charge in local currency. The currency exchange rate will be determined by the date of travel.

Stopovers

Checked baggage fees may be reassessed when itineraries include an enroute stopover of more than 24 hours.

Note: If you exceed your baggage allowance (in number, size and/or weight), additional checked baggage charges will apply. The policy and fees will be those of the carrier identified in the checked baggage information section.

[View Air Canada's checked baggage policy](#)

[View the checked baggage policies of Air Canada's codeshare and interline partners](#)

Baggage Allowance for Altitude and Star Alliance Members

Baggage check-in must occur with Air Canada, Air Canada Express (flights operated by Jazz, Sky Regional, Air Georgian, Exploits Valley Air) or Air Canada Rouge. Air Canada Altitude status level must be valid at time of check-in to qualify for waiver of charges related to baggage.

| Frequent Flyer Status | Economy Class | Premium Economy | Business Class |
|--|---|---|---|
| Altitude Super Elite 100k, Elite 75k, Elite 50k & Elite 35k | 3 bags 32kg (70lb) | 3 bags 32kg (70lb) | 3 bags 32kg (70lb) |
| Altitude Prestige 25k | 2 bags 23kg (50lb) | 2 bags 23kg (50lb) | 3 bags 32kg (70lb) |
| Star Alliance Gold | As per fare paid + 1 additional bag 23kg (50lb) | As per fare paid + 1 additional bag 23kg (50lb) | As per fare paid + 1 additional bag 32kg (70lb) |
| Star Alliance Silver | As per fare paid 23kg (50lb) | As per fare paid 23kg (50lb) | As per far paid 32kg (70lb) |

Fare rules Summary

Voluntary changes to your itinerary may require the payment of additional fees and fare upgrades. If you are travelling on a non-refundable ticket, Air Canada will be unable to make exceptions in the event of an unexpected trip cancellation or medical emergency. We recommend the purchase of travel insurance. Tickets are non transferable.

Seat selection charges are per passenger and apply to each individual one-way flight segment in your itinerary. Flight segments are identified by a change in flight number, with each new flight number representing a flight segment. Taxes are not included.

Please note that you may be moved from your selected seat without notice in the event of an involuntary schedule or airport change (e.g. flight disruption, cancellation), to accommodate a passenger with a disability, or for any other reason that requires Air Canada to move you prior to departure or during the flight. If you are moved from your seat for one of these reasons, you may request a refund for your seat charges. We invite you to read additional terms and conditions related to seat selection.

FARE DETAILS

| | | | |
|-------------------------|---------------------------------|---|-------------------|
| Form of payment: | CC CA | Air Transportation Charges: | CAD 399.67 |
| Endorsements: | AC ONLY/NONREF/CHGFEE -BG AC | Tour Code: | |
| Promotion Code: | | Taxes, Fees and Charges: | |
| | | Air Travellers Security Charge - Canada(CA) | CAD 24.21 |
| | | Goods and Services Tax - Canada - 100092287 RT0001(XG) | CAD 21.19 |
| | | Harmonized Sales Tax - Canada - 100092287 RT0001(RC) | CAD 3.25 |
| | | Harmonized Sales Tax - Canada - 100092287 RT0001(RC) | CAD 5.25 |
| | | Airport Improvement Fee - Canada(SQ) | CAD 25.00 |
| | | Airport Improvement Fee - Canada(SQ) | CAD 35.00 |
| | | Animal and Plant Health Inspection Service (APHIS) User Fee - United States(XA) | CAD 5.26 |
| | | Immigration User Fee - United States(XY) | CAD 9.30 |
| | | Customs User Fee - United States(YC) | CAD 7.83 |
| | | Transportation International/Domestic Tax - United States(US) | CAD 25.11 |
| | | Transportation International/Domestic Tax - United States(US) | CAD 25.11 |
| | | September 11th Security Fee - United States(AY) | CAD 7.44 |
| | | Passenger Facility Charge - United States(XF) | CAD 5.98 |
| | | Total Amount: | CAD 599.60 |

GENERAL CONDITIONS OF CARRIAGE

1. You must obtain your boarding pass and check in any baggage by the check-in deadline . Additionally, you must be available for boarding at the boarding gate by the boarding gate deadline. 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.

Within Canada

When you should check in: 90 minutes
 Check-in / baggage drop-off ends: 45 minutes
 Boarding Gate Deadline: 15 minutes

To/From the US

When you should check in: 120 minutes
 Check-in / baggage drop-off ends: 60 minutes
 Boarding Gate Deadline: 15 minutes

International (including Mexico and the Caribbean)

When you should check in: 120 minutes
 Check-in / baggage drop-off ends: 60 minutes
 Boarding Gate Deadline: 15 minutes

From Algiers (Algeria), Casablanca (Morocco) and Tel Aviv (Israel)

When you should check in: 180 minutes
 Check-in / baggage drop-off ends: 60 minutes
 Boarding Gate Deadline: 30 minutes

2. Although reconfirmation of flights is not required, we strongly recommend that you check your flight status online at aircanada.com or by calling our flight information system at 1-888-422-7533 prior to your departure.
3. Advance seat assignments are not guaranteed and may change without notice. If your pre-assigned seat is unavailable, we will try to accommodate you in a comparable seat in the same class of service and will refund any applicable fees.
4. Any travel credit banked for unused tickets is non-transferable: when the credit is redeemed, it must be used by the same person whose name appears on the original ticket.
5. Air Canada will cancel any purchased ticket and provide a full refund without penalty up to 24 hours after purchase. Beyond 24 hours, voluntary changes to your itinerary may require the payment of additional fees and fare upgrades. If you are travelling on a non-refundable ticket, Air Canada will be unable to make exceptions in the event of an unexpected trip cancellation or medical emergency. We recommend the purchase of travel insurance.

6. **Dangerous goods**

For safety reasons, dangerous goods must not be packed in checked or carry-on baggage, except as specifically permitted. Dangerous goods include, but are not limited to: compressed gases, corrosives, explosives, flammable liquids and solids, radioactive materials, oxidizing materials, poisons, infectious substances, and briefcases with installed alarm devices. For security reasons, other restrictions may apply. Please refer to the Restricted and Prohibited Items page on our website for more information.

7. Subject to the provisions of the Montreal Convention and the Warsaw Convention, as well as the provisions of its applicable tariffs, Air Canada may refuse carriage of property in checked luggage that is not suitable for transportation, such as fragile or perishable items and may refuse to carry valuable items (a valuable is deemed to be any item whose value is \$ 1,000 CAD or more, per Kilogram or \$1 CAD per gram). Air Canada may refuse claims based on the inherent nature of an item (e.g. its perishable nature), or for loss or delay of unsuitably or inadequately packed items, to the extent that the destruction, loss or damages resulted from the inherent defect, quality or vice of the baggage, or, in the case of delay, that the carrier, its agents, and servants took all measures that could reasonably be required to avoid the damage, or that it was impossible to take such measures.

8. **International travel**

Governments may require your carrier to provide information on or permit access to passenger data. You cannot travel if you do not have all required travel documents, such as a passport and visa (where applicable), to enter in or transit through each country on your itinerary. Please refer to the Travel Documents page on our website for more information.

9. **In-flight health**

Most people are fit to travel by air, but special attention is required for passengers whose health problems may be exacerbated by altitude, travel stress, hypoxia and other travel related difficulties. Our website offers important health tips and information for customers with special needs who may require medical approval before flying. Please also note that aircraft disinsection is carried out on certain routes, in compliance with the requirements of the World Health Organization (WHO), the International Civil Aviation Organization, Transport Canada and applicable foreign regulatory authorities. More information is available on our website.

10. **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 other representations of schedules.

11. **Overbooking notice**

Airline flights may be overbooked, and there is a slight chance that a seat will not be available on a flight for which a person has a confirmed reservation. If the flight is overbooked, no one will be denied a seat until airline personnel first ask for volunteers willing to give up their reservation in exchange for a payment of the airlines choosing. If there are not enough volunteers, the airline will deny boarding to other persons in accordance with its particular boarding priority. With few exceptions, persons denied boarding involuntarily are entitled to compensation. The complete rules for the payment of compensation and boarding priorities are available at all airport ticket counters and boarding locations.

Schedule and Itinerary Changes

- Please contact the Air Canada Contact Centre immediately if you have any questions concerning any schedule change.
- Any changes made to Air Canada bookings may affect other travel services you may have booked/reserved (i.e. car and/or hotel reservations). It is your responsibility to verify whether or not other travel services are affected as a result of such changes.
- 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 on aircanada.com. If you wish to change your new flight, please contact the Air Canada Contact Centre.

CONDITIONS OF CONTRACT AND OTHER IMPORTANT NOTICES

PASSENGERS ON A JOURNEY INVOLVING AN ULTIMATE DESTINATION OR A STOP IN A COUNTRY OTHER THAN THE COUNTRY OF DEPARTURE ARE ADVISED THAT INTERNATIONAL TREATIES KNOWN AS THE MONTREAL CONVENTION, OR ITS PREDECESSOR, THE WARSAW CONVENTION, INCLUDING ITS AMENDMENTS (THE WARSAW CONVENTION SYSTEM), MAY APPLY TO THE ENTIRE JOURNEY, INCLUDING ANY PORTION THEREOF WITHIN A COUNTRY. FOR SUCH PASSENGERS, THE APPLICABLE TREATY, INCLUDING SPECIAL CONTRACTS OF CARRIAGE EMBODIED IN ANY APPLICABLE TARIFFS, GOVERNS AND MAY LIMIT THE LIABILITY OF THE CARRIER.

Air Passenger Protection Regulations Notice (for flights to, from and within Canada, including connecting flights):

If you are denied boarding, your flight is cancelled or delayed for at least two hours, or your baggage is lost or damaged, you may be entitled to certain standards of treatment and compensation under the *Air Passenger Protection Regulations*. For more information about your passenger rights please contact your air carrier or visit the Canadian Transportation Agency's website.

Pursuant to these regulations, general terms and conditions pertaining to flight delays, cancellations, denied boarding, seating of children and lost or damaged baggage must be provided by your carrier. For Air Canada, this information can be found in Air Canada's General Conditions of Carriage and Tariffs.

NOTICE of Liability Limitations

The Montreal Convention or the Warsaw Convention system may be applicable to your journey and these Conventions govern and may limit the liability of air carriers for death or bodily injury, for loss of or damage to baggage, and for delay.

Where the Montreal Convention applies, the limits of liability are as follows:

1. There are no financial limits in respect of death or bodily injury.
2. In respect of destruction, loss of, or damage or delay to baggage, 1,288 Special Drawing Rights (approximately \$2,400 CAD) per passenger in most cases.
3. For damage occasioned by delay to your journey, 5,346 Special Drawing Rights (approximately \$9,800 CAD) per passenger in most cases

Where the Warsaw Convention system applies, the following limits of liability may apply:

1. 16,600 Special Drawing Rights (approximately EUR 20,000; US \$20,000) in respect of death or bodily injury if the Hague Protocol to the Convention applies, or 8,300 Special Drawing Rights (approximately EUR 10,000; US \$10,000) if only the Warsaw Convention applies. Many carriers have voluntarily waived these limits in their entirety, and US regulations require that, for journeys to, from or with an agreed stopping place in the US, the limit may not be less than US \$75,000.
2. 17 Special Drawing Rights (approximately EUR 20; US \$20) per kg for loss of or damage or delay to checked baggage and 332 Special Drawing Rights (approximately EUR 400; US \$400) for unchecked baggage.
3. The carrier may also be liable for damage occasioned by delay.

Where neither the Montreal Convention nor the Warsaw Convention system applies: For travel wholly between points in Canada, the liability limit for loss or delay of, or damage to baggage is 1,288 Special Drawing Rights (approximately \$2,400 CAD) per passenger.

Further information may be obtained from Air Canada as to the limits applicable to your journey. If your journey involves carriage by different carriers, you should contact each carrier for information on the applicable limits of liability.

Regardless of which Convention applies to your journey, you may benefit from a higher limit of liability for loss of, damage or delay to **00149**

baggage by making at check-in a special declaration of the value of your baggage and paying any supplementary fee that may apply. Alternatively, if the value of your baggage exceeds the applicable limit of liability, you should fully insure it before you travel.

Time limit for action: Any action in court to claim damages must be brought within two years from the date of arrival of the aircraft, or from the date on which the aircraft ought to have arrived. Baggage claims: Written notice to the carrier must be made within 7 days of the receipt of checked baggage in the case of damage, and, in the case of delay, within 21 days from the date on which it was placed at the disposal of the passenger.

Notice of Contract Terms Incorporated by Reference

1. Your contract of carriage with the carrier that provides you with carriage by air, whether international, domestic or a domestic portion of an international journey is subject to this notice; to any notice or receipt of the carrier; and to the carriers individual terms and conditions (Conditions), related rules, regulations and policies (Regulations) and any applicable tariffs.
2. If your carriage is by more than one carrier, different Conditions, Regulations and any applicable tariffs may apply for each carrier.
3. The Conditions, Regulations and any applicable tariffs of each carrier are, by this notice, incorporated by reference into and made part of your contract of carriage.
4. The Conditions may include, but are not restricted to:
 - o Conditions and limits on the carriers liability for the bodily injury or death of passengers.
 - o Conditions and limits on the carriers liability for the loss of, damage to or delay of goods and baggage, including fragile or perishable goods.
 - o Rules for declaring a higher value for baggage and for paying any supplementary fee that may apply.
 - o Application of the carriers Conditions and limits of liability to the acts of the carriers agents, servants and representatives, including any person providing either equipment or services to the carrier.
 - o Claims restrictions, including time limits by which passengers must file claims or bring actions against the carrier.
 - o Rules about reconfirmations or reservations; check in times; the use, duration and validity of air transportation services; and the carriers right to refuse carriage.
 - o Rights of the carrier and limits on the carriers liability for delay or failure to perform a service, including schedule changes, substitution of alternative carriers or aircraft and re-routing, and, when required by applicable law, the obligation of the carrier to notify passengers of the identity of the operating carrier or substituted aircraft.
 - o Rights of the carrier to refuse carriage to passengers who fail to comply with applicable laws or who fail to present all necessary travel documents.
5. You can obtain more information about your contract of carriage, and find out how to request a copy, at places where transportation on the carrier is sold. Many carriers also have this information on their websites. When required by applicable law, you have the right to inspect the full text of your contract of carriage at the carriers airport and sales offices, and upon request, to receive a copy by mail or other delivery service from each carrier free of charge.
6. If a carrier sells air transportation services or checks baggage specifying carriage on another carrier, it does so only as agent for the other carrier.

China departing flights only

1. Passenger notifications

In the event that a flight is delayed, cancelled or diverted due to an unforeseen problem, we will make every effort to keep you well informed at the airport and onboard the affected aircraft. Based on the information we have, we will promptly provide timely updates, within 30 minutes of becoming aware of such a cancellation, delay or diversion, and explain the reason for the delay, cancellation or diversion through various methods, such as:

- o onboard/gate announcements
- o our [Flight Status tool](#) on our website
- o the airport Flight Information Display Systems
- o calling [Air Canada Reservations](#)

You may also register for our [Flight Notification Service](#) to receive delay or cancellation information or gate change details for your flight.

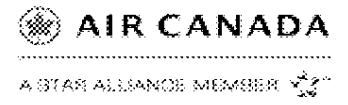
2. Flight delays and cancellations

If you are affected by a situation that causes a delay or flight cancellation, we provide the details of [how Air Canada will assist you](#).

3. Response plan for Tarmac Delays

Our [contingency plan for lengthy tarmac delays at Chinese airports](#) is intended to provide you with information regarding Air Canadas policies and procedures for handling your travel on our airline in the event of a lengthy ground delay, while you are

onboard our aircraft at a Chinese airport.



Nadine Landry

From: Air Canada Notification <flightnotification@aircanada.ca>
Sent: Thursday, March 19, 2020 3:31 PM
To: [REDACTED]
Subject: Air Canada - REVISED ITINERARY - [REDACTED] /Apr 16, 2020

One or more flights in your itinerary cannot be operated as planned. Please find your revised itinerary. We apologize for any inconvenience.

AC691

Departing St Johns, International (YYT) on April 16, 2020 @ 05:55*
Arriving in Toronto, Lester B. Pearson Intl (YYZ) on April 16, 2020 @ 08:00*
-- Arrival Terminal 1

AC1674

Departing Toronto, Lester B. Pearson Intl (YYZ) on April 16, 2020 @ 16:35*
-- Departure Terminal 1
Arriving in Orlando, Orlando Intl (MCO) on April 16, 2020 @ 19:21*

Reason: the impacts of COVID-19, government travel advisories and/or health and safety concerns

If the revised itinerary does not suit your travel plans, you can also look for alternative flight options using the link provided below, or cancel your itinerary. No change fees will apply**

[https://book.aircanada.com/bkgd?ref=\[REDACTED\]](https://book.aircanada.com/bkgd?ref=[REDACTED])

Booking Reference: [REDACTED]

This is an automated message - Please do not reply to this email. Should you have questions concerning the booking or require assistance for alternative travel options, please contact us at <http://www.aircanada.com/contact>. If you have booked your flight with Aeroplan, you may refer to <https://www.aeroplan.com/helpcenter/contact-us>, or with a travel agency, please call them directly. If your flight is departing in the next 48 hours, please contact Air Canada for assistance.

We've sent you this email about an Air Canada product or service that you've requested - this is not a promotional email. Your privacy is very important to us. To see how we're protecting your personal information, please take a look at our Privacy Policy (<http://www.aircanada.com/privacy>).

**More details: <http://www.aircanada.com/cancellationpolicy>

*Please also check airport information or online flight status.

<https://www.aircanada.com/ca/en/aco/home/fly/flight-information/flight-status-results.html>

Si le présent courriel n'est pas dans la langue de votre choix (français ou anglais), appelez les Réservations d'Air Canada au 1 888 247-2262 et nous serons heureux de mettre à jour votre réservation et de vous envoyer une nouvelle copie de l'itinéraire.



COVID-19 Updates

1 In **COVID-19** updates, we provide information about our flight operations. Please check your flight status here.

Thank you for your patience and understanding during these times of rapid change.

If you booked directly with Air Canada (including aircanada.com, Air Canada Mobile App, Air Canada for Business, or our Contact Centre), please follow the instructions below for help with your booking.

If you booked with Kayak, Google Flights, or SkyScanner, please follow the agreement below for help with your booking.

Otherwise, if you booked with a travel agent or any other online travel agency (for example, Expedia or Priceline), kindly contact them directly for changes or cancellations. Each partner has a unique booking system that we are unable to access in order to adjust your booking.

What do you want to do?

[I want to cancel an existing booking](#)

If you made a flight booking before March 31st, 2020 and you want to cancel it, you can do so with no cancellation fee. You will receive full credit which you can use towards future travel. This credit is valid for travel within 12 months of your flight cancellation date.

Here's how:

- If you booked on aircanada.com, the Air Canada mobile app through the Air Canada Contact Centre, or on Kayak, Google Flights or SkyScanner, you can go online for the fastest outcome:
 - Sign in to aircanada.com and select My Bookings
 - Enter the booking reference number and passenger information
 - Select Cancel Booking
 - **Waive your cancellation charges fee** (displayed as \$0 fee waived)
 - Please ensure that you tick on to your travel agent, which can be found in your original booking itinerary. When you are ready to travel again, please call us at [1-800-361-2202](tel:1-800-361-2202) with your ticket number to book your future flight. Future travel using your travel agent must be completed within 12 months from the date your flight was cancelled.

• If you booked your ticket through a travel agent or online travel agency (for example Expedia or Amex.com), kindly contact them for assistance. Remember, we are here to help you with any Air Canada flight.

Latest Updates

- Travelers who have missed the Feb. 1 flight suspension will fly on March 1
- Change your existing booking
- Flight substitution to/from Italy
- Book without change fees

A message from **Calin Rovinescu**, President and Chief Executive Officer, Air Canada

Our industry has never been a fast-changing one and these times are no different.

Read the full message.

Useful resources

We encourage our customers to stay informed about the facts surrounding COVID-19 and reviewing the following links to qualified authorities:

- Centers for Disease Control and Prevention (CDC)
- Checking ongoing information about COVID-19 and new test cases in the United States
- Read more

The World Health Organization (WHO) has the latest updates and a Q&A **00154**. Read more

Nadine Landry

From: [REDACTED]
Sent: Friday, March 20, 2020 6:56 PM
To: Info
Subject: please help my mother to cancel or travel date change of her Air ticket

Dear Sir/Madam,

[REDACTED] suppose to travel on Mar 29, 2020 from Toronto to Mumbai via Abu Dhabi through Etihad Airways. But due to Covid-19 pandemic situation and because of Canadian and Indian government's travel ban, [REDACTED] won't be able to travel on Mar 29. Moreover [REDACTED] is on high risk as well due to [REDACTED].

I tried my best to contact Etihad Airlines to cancel [REDACTED] air ticket with refund. But I am not able to reach out Etihad airlines neither on phone nor on Twitter or not through facebook. Etihad Airlines is not responding at all as well as they completely shut down their phone line.

If Cancellation is not possible then atleast [REDACTED] should be able to change [REDACTED] travel date.

Please help [REDACTED] to resolve this issue as soon as possible because [REDACTED] is panicking and this is not good for [REDACTED]
[REDACTED]

Please Help us in this difficult time.

Thank You

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Friday, March 20, 2020 5:14 PM
To: Info
Subject: Cancel one reservation

Hi there,

I have a reservation and with [REDACTED] cases from the covid 19 I will no longer be bringing [REDACTED] with me on the flight.

Looking to cancel the [REDACTED] passenger please let me know if I can make changes and how go about getting money back.

Respectfully

[REDACTED]
Sent from my MetroPCS 4G LTE Android Device

Nadine Landry

From: Khang Tran [REDACTED]
Sent: Friday, March 20, 2020 4:51 PM
To: Info; [REDACTED]
Subject: TAP portugal cancelled flight, and refused refund

Hi,

I have an upcoming trip on TAP Portugal from DUB to LIS to SFO. on April 4th.
The flight from LIS to SFO is cancelled.

I need TAP Portugal to cancel and refund the tickets, but TAP Portugal only allows for free cancellation and rebook at a later date. I don't even know when we can go at a later date. TAP Portugal cancelled the flight, TAP Portugal needs to refund the ticket.

Thanks,

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Friday, March 20, 2020 4:10 PM
To: Info
Subject: Sunwing

Bonjour,

J'ai une question à laquelle je ne suis pas capable de trouver de réponse à l'office de la protection du consommateur. Sunwing a annulé les vols du 17 mars au 9 avril. Lundi soir le 16 mars ils ont changé leur politique d'annulation. Ils ont offert un remboursement aux clients touchés ou un crédit de leur voyage plus \$100 par personne en crédit. J'ai donc rempli le formulaire en ligne demandant un remboursement complet. Une confirmation m'a été envoyée par courriel. Mais vos que jeudi le 19 mars ils changent leur politique pour une 3e fois et refuse de rembourser. Ils donnent un crédit à prendre dans les 24 mois. Je ne désire pas ce crédit puisque ma chance de voyager était maintenant.

Doivent ils honorer leur politique en place pendant le 48 heure qu'elle a été effective et rembourser ceux qui en avaient déjà fait la demande? Où doit on se conformer à leur politique qui est entrée en vigueur 2 jours plus tard? Si c'est le cas je trouve inacceptable cette pratique qui nous met aux prises avec leurs décisions changeantes sans aucun recours de leur faire honorer leurs décisions au moment qu'elles ont été prises.

Merci de bien vouloir m'éclairer

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Friday, March 20, 2020 3:59 PM
To: Info
Subject: Re: Cancelled Flight due to COVID-19 **FOLLOW UP QUESTION**

Thanks for the quick response.

My flight was booked April 5 to the US, returning to Canada April 12.
 With the cancellation of these flights, I will no longer be required to travel.
 I will not be rescheduling.
 I will not be rebooking.

I am not seeking compensation for inconvenience.
 I am not seeking to complete an itinerary that is no longer relevant.
 I AM seeking compensation for the cost of my ticket.

Am I entitled to a full refund from Westjet in the form of payment that I used, which is a credit card?
 If not, why not?
 If so, am I entitled to ask Westjet for that compensation immediately?

Thanks very much.
 Regards,
 [REDACTED]

From: "info" <Info@otc-cta.gc.ca>
To: [REDACTED]
Sent: Friday, March 20, 2020 7:58:58 AM
Subject: RE: Cancelled Flight due to COVID-19

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Air Passenger Protection Regulations provide a list of situations considered 'outside the air carrier's control', including medical emergencies and orders or instructions from state officials. The CTA has identified a number of situations related to this pandemic that are considered 'outside of the air carrier's control'. These include flight disruptions to locations that are covered by a government advisory against travel or unnecessary travel due to COVID-19; <https://rppa-appr.ca/eng/obligations-and-level-control>

In these situations, air carriers would not be required to provide standards of treatment or compensation for inconvenience. However, they would have to make sure the passenger completes their itinerary.

Until April 30th, the time at which passengers will be entitled to compensation for inconvenience related to flight cancellations or delays will be adjusted, to provide air carriers with more flexibility to modify schedules and combine flights. Air carriers will be allowed to make schedule changes without owing compensation to passengers until 72 hours before a scheduled departure time (instead of 14 days), and air carriers will be obligated to compensate passengers for delays on arrival that are fully within the air carrier's control once those delays are 6 hours or more in length (instead of 3 hours).

The CTA has also exempted air carriers from offering alternative travel arrangements that include flights on other air carrier's with which they have no commercial agreement.

Best,

s.19(1)

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
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-----Original Message-----

From: [REDACTED]
Sent: Thursday, March 19, 2020 9:29 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Cancelled Flight due to COVID-19

Good evening.

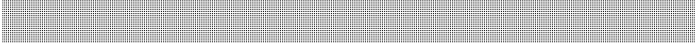
My April flight to the USA has been cancelled by Westjet due to government restrictions on travel. My trip was time sensitive. This means that I no longer have to travel i.e. there is no longer a purpose for a trip. I will not be rebooking this flight.

What options is Westjet legally required to offer w.r.t. refunding my flight cost?

Thank you.

[REDACTED]

Nadine Landry

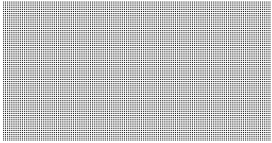
From: 
Sent: Friday, March 20, 2020 3:55 PM
To: Info
Subject: Information - cancelled vacation

Good day,

I just found out today, March 20, 2020 that my trip was cancelled with Sunwing Vacations.

I read the regulations and would like to know if I have the right to ask Sunwing, who cancelled my vacation package for April 11, 2020, has the right to only issue vouchers to its customers. I was under the impression that they must offer a voucher OR full refund on the credit card if they cancel your vacation package. I prefer a full refund due to my financial circumstance during this pandemic. Please let me know if this is correct.

Thanks,



Nadine Landry

From: Info
Sent: Friday, March 20, 2020 3:40 PM
To: [REDACTED]
Subject: RE: Modification date de vol à 2 reprises

Bonjour,

Merci d'avoir communiqué avec l'Office des transports du Canada.

Les passagers bénéficient dès aujourd'hui de nouveaux droits en vertu du Règlement sur la protection des passagers aériens de l'Office des transports du Canada (OTC) lorsqu'ils voyagent en avion.

Si vous voulez déposer une plainte concernant votre vol, vous pouvez remplir le formulaire de plainte relative au transport aérien de l'Office au <https://rppa-appr.ca/fra/deposer-plainte-relative-au-transport-aerien>

En vue d'aider les passagers aériens à se retrouver dans leurs nouveaux droits, l'OTC a lancé un service en ligne sur le site protectionpassagersaeriens.ca. Il s'agit d'un guichet unique où les passagers aériens peuvent se renseigner sur leurs droits, déposer une plainte relative au transport aérien et trouver des astuces pour voyager sans tracas.

À la lumière de la situation exceptionnelle découlant de la pandémie de la COVID-19, l'OTC suspend les instances de règlement des différends concernant les compagnies aériennes jusqu'au 30 avril 2020, afin de permettre à celles-ci de se concentrer sur leurs exigences opérationnelles immédiates et urgentes. Toute plainte aérienne reçue sera traitée en temps opportun. L'OTC déterminera, au plus tard le 30 avril 2020, si la suspension doit se terminer à cette date ou si elle doit être prolongée jusqu'à une date ultérieure.

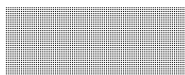
Cordialement,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Friday, March 20, 2020 11:31 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Modification date de vol à 2 reprises

Bonjour le 15 mars j'avais un retour de la Thaïlande mon & [REDACTED] à 2 reprises air china à changer notre billets d'avion le 13 mars après 1 semaines avant notre départ le 14 mars avec plus d'escale et escale beaucoup plus long , Je leurs est envoyé par courriel que nous étions pas satisfait mais ils nous ont donné aucun autre choix , et aucune réponse par texto, toujours au téléphone en Thaïlandais avec



car j'avais aucune compréhension de ce qu'ils disaient au téléphone, est'il possible d'être dédommager

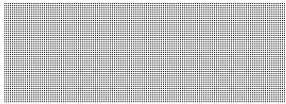
Nadine Landry

From: [REDACTED]
Sent: Friday, March 20, 2020 3:17 PM
To: Info
Subject: Plainte contre Air transat

Bonjour,

Est-il possible de forcer Air transat à rembourser les frais d'un voyage qui doit être annulé à cause du covid-19? La compagnie offre un crédit voyage pour la totalité du montant, bon pour 24 mois. Mes assurances refusent donc de rembourser les frais encouru pour le voyage, justifiant leur décision en disant qu'un crédit voyage est une forme de remboursement. Mais je ne peux pas payer mon hypothèque avec un crédit voyage! Nous n'avons plus la stabilité d'emploi nécessaire pour nous permettre de laisser en otage 3500\$ pendant deux ans!

Merci pour votre réponse rapide



Envoyé de mon iPad

Nadine Landry

From: Info
Sent: Friday, March 20, 2020 2:49 PM
To: [REDACTED]
Subject: RE: Retard de depart avec Tunisair

Bonjour [REDACTED]

Merci d'avoir communiqué avec l'Office des transports du Canada.

Les passagers bénéficient dès aujourd'hui de nouveaux droits en vertu du Règlement sur la protection des passagers aériens de l'Office des transports du Canada (OTC) lorsqu'ils voyagent en avion.

Si votre vol a été retardé ou annulé pour une raison **attribuable à la compagnie aérienne** qui ne concerne pas la sécurité, vous avez droit à des normes de traitement particulières, à une indemnité ainsi qu'à un réacheminement ou à un remboursement.

Si votre vol a été retardé ou annulé pour une **raison attribuable à la compagnie aérienne, mais nécessaire par souci de sécurité**, vous avez droit à des normes de traitement particulières ainsi qu'à un réacheminement ou à un remboursement.

Si votre vol a été retardé ou annulé pour une raison **indépendante de la volonté de la compagnie aérienne, vous avez droit à un**

Si vous voulez déposer une plainte concernant votre vol, vous pouvez remplir le formulaire de plainte relative au transport aérien de l'Office au <https://rppa-appr.ca/fra/deposer-plainte-relative-au-transport-aerien>

A la lumière de la situation exceptionnelle découlant de la pandémie de la COVID-19, l'OTC suspend les instances de règlement des différends concernant les compagnies aériennes jusqu'au 30 avril 2020, afin de permettre à celles-ci de se concentrer sur leurs exigences opérationnelles immédiates et urgentes. Toute plainte aérienne reçue sera traitée en temps opportun. L'OTC déterminera, au plus tard le 30 avril 2020, si la suspension doit se terminer à cette date ou si elle doit être prolongée jusqu'à une date ultérieure.

Cordialement,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Friday, March 20, 2020 12:50 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Retard de depart avec Tunisair

Bonjour a vous, je voulais savoir si j'ai droit a une indemnisation concernant mon depart de Tunis avec le transporteur Tunisair vol 233 ou 235 le samedi 22 fevrier, le vol qui était cédulé pour 10h30 le matin a été retarde a presque 15h00, on nous a fourni une sanwich pour le lunch .

Merci de votre attention [REDACTED] MONTreal

Provenance : Courrier pour Windows 10

Nadine Landry

From: Info
Sent: Friday, March 20, 2020 1:54 PM
To: [REDACTED]
Subject: RE: restrictions due to COVID-19

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Unfortunately, your request does not fall under the mandate of the Canadian Transportation Agency.

I would suggest you contact Transport Canada, which has authority on this matter. You can contact them here:
<https://www.tc.gc.ca/en/transport-canada/corporate/contact-transport-canada.html>

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

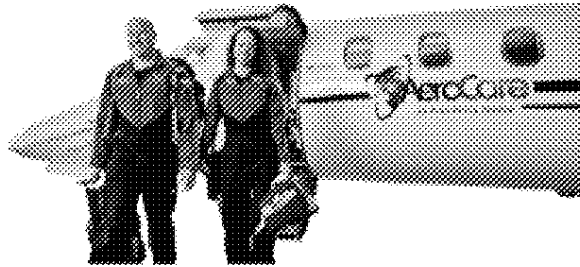
Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube


From: [REDACTED]
Sent: Thursday, March 19, 2020 5:05 PM
To: Info <Info@otc-cta.gc.ca>
Subject: restrictions due to COVID-19

I was wondering what restrictions are in place restricting travel for air ambulance operations into and out of Canada currently or expected soon.

[REDACTED]

Aerocare Medical Transport System Inc.
24 Hour Flight Request 800-823-1911
Mobile [REDACTED]
Email [REDACTED]



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"Your Care is Our Mission"™



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Nadine Landry

From: [REDACTED]
Sent: Friday, March 20, 2020 1:50 PM
To: Info
Subject: TAP Portugal

Please force TAP Portugal to refund flights that they have cancelled. They are steadfastly refusing to award refunds for flights they cancelled. I understand if it is the customers fault and has to move or cancel a flight, but TAP Portugal can not just take the money for a flight and then cancel the flight, thereby never providing services they promised at a certain time and place. No services provided and at no fault to the customer equals a refund, not a voucher that expires end of year...

Respectfully,

[REDACTED]

Nadine Landry

From: Info
Sent: Friday, March 20, 2020 1:48 PM
To: [REDACTED]
Subject: Follow-up 20-73727

Hello [REDACTED] and [REDACTED]

We got a call from our media line (rather than the call centre) from [REDACTED] regarding [REDACTED] case 20-73727.

I explained to [REDACTED] about the delays and the stay on disputes currently.

[REDACTED] main question was why [REDACTED] complaint isn't part of the "inquiry into complaints regarding reasons for flight delays or cancellations"

Would I be able to get messaging or would someone be able to contact [REDACTED] to explain? All I told [REDACTED] was someone would get back to [REDACTED]

Kindly let me know.

Best,
[REDACTED]

Nadine Landry

From: Info
Sent: Friday, March 20, 2020 1:35 PM
To: [REDACTED]
Subject: Canadian Transportation Agency - Inquiry

Hello,

This is in regard to the phone call from earlier today.

If you would like to file a complaint with the CTA, you can fill out our complaint form at <https://rppa-appr.ca/eng/file-air-travel-complaint>

As mentioned on the call, in light of the extraordinary circumstances resulting from the Covid-19 pandemic, the CTA is temporarily pausing all dispute resolution activities involving air carriers until April 30, 2020, to permit them to focus on immediate and urgent operational demands. All air passenger complaints will be processed in due course. On or before April 30, 2020, the Agency will determine if the pause should end on that date or be extended to a later date.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
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Nadine Landry

From: [REDACTED]
Sent: Friday, March 20, 2020 1:33 PM
To: Info
Subject: Aeromexico not honouring COVID policy changes

Hi submitting a complaint,

Aeromexico has recently updated their policy from Previous_policy.png to march_20_policy.png. But before this change they were not honouring the original policy. Part of our group has been able to rebook with a trip **beginning** before oct 30th, others agents would not let other members despite agent agreeing with what the old text said. And now they changed the policy online to cover their tracks.

We are unable to book with the policy as it was originally written, and the group members that did book successfully with the original policy are now 'locked in' and are not allowed to change their flights, so we are trapped with half the group scrapping flights.

Airlines should not be allowed to add more restrictions on a policy as more people use it.

Additionally, I have been hung up on twice while on hold, no fowl language was used, I did not yell.

Thanks,

[REDACTED]

International destinations

- ✓ The below policy is valid for original
- ✓ Effective dates: from March 01 to Ap
- ✓ Ticket issuing allowed until October
- ✓ The rescheduled trip must take place

International destinations

- ✓ The below policy is valid for origina
- ✓ Effective dates: from March 01 to A
- ✓ Ticket issuing allowed until Octobe
- ✓ The rescheduled trip must begin b

Nadine Landry

From: [REDACTED]
Sent: Friday, March 20, 2020 12:50 PM
To: Info
Subject: Retard de depart avec Tunisair

Bonjour a vous, je voulais savoir si j'ai droit a une indemnisation concernant mon depart de Tunis avec le transporteur Tunisair vol 233 ou 235 le samedi 22 fevrier, le vol qui était cédulé pour 10h30 le matin a été retarde a presque 15h00, on nous a fourni une sanwich pour le lunch .

Merci de votre attention [REDACTED] MOntréal

Provenance : Courrier pour Windows 10

Nadine Landry

From: Info
Sent: Friday, March 20, 2020 12:49 PM
To: licence
Subject: RE: restrictions due to COVID-19

Thanks Martin.
Best,
Mamta

From: licence <licence@otc-cta.gc.ca>
Sent: Friday, March 20, 2020 12:38 PM
To: Info <Info@otc-cta.gc.ca>
Subject: RE: restrictions due to COVID-19

Tc

Martin

Martin Dalpé

Gestionnaire, Licences et Affrètements
Direction générale des déterminations et de la conformité
Office des transports du Canada / Gouvernement du Canada
martin.dalpe@otc-cta.gc.ca / Tél.: 819 953-9788 Cel.: 819 635-6311
Règlement sur les transports aériens (DORS/88-58)

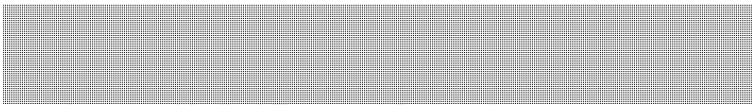
Manager, Licensing and Charters
Determinations and Compliance Branch
Canadian Transportation Agency / Government of Canada
martin.dalpe@otc-cta.gc.ca / Tel: 819 953-9788 Cel.: 819 635-6311
Air Transportation Regulations (SOR/88-58)

From: Info <Info@otc-cta.gc.ca>
Sent: Friday, March 20, 2020 12:13 PM
To: licence <licence@otc-cta.gc.ca>
Subject: FW: restrictions due to COVID-19

Hello,
I was wondering if the inquiry below is something we could answer and would fall under our jurisdiction or if it should go to TC?
Thanks,
Mamta

From: [REDACTED]
Sent: Thursday, March 19, 2020 5:05 PM
To: Info <Info@otc-cta.gc.ca>
Subject: restrictions due to COVID-19

I was wondering what restrictions are in place restricting travel for air ambulance operations into and out of Canada currently or expected soon.



Aerocare Medical Transport System Inc.
24 Hour Flight Request 800-823-1911
Mobile
Email



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Nadine Landry

From: Info
Sent: Friday, March 20, 2020 12:48 PM
To: Maxime Vézina Laprise
Subject: RE: Call on the Media Line - 2020/03/20

Thanks Maxime,
Just a question, are these callbacks being left as voicemails on the media line?
Best,
Mamta

From: Maxime Vézina Laprise <Maxime.VezinaLaprise@otc-cta.gc.ca>
Sent: Friday, March 20, 2020 12:24 PM
To: Info <Info@otc-cta.gc.ca>
Cc: Vincent Turgeon <Vincent.Turgeon@otc-cta.gc.ca>
Subject: Call on the Media Line - 2020/03/20

Hi Mamta,

Please find below calls received on our Media line this morning.

Could these calls kindly be returned?

- [REDACTED] Booking with Emirates Airlines/COVID-19
- [REDACTED]
- [REDACTED] - COVID-19/Billets pour les USA/remboursement?
- [REDACTED] - question on cancellation/COVID-19
- [REDACTED] - Complaint with Air Canada/APPR, no communication
- [REDACTED] - Question concerning Air Canada
- [REDACTED] Refund with Westjet
- [REDACTED] COVID-19/Refund trip to China

Thank you,

Maxime Vézina Laprise
Communications Officer | Agent de communication
Canadian Transportation Agency | Office des transports du Canada
613 410-3228


Nadine Landry

From: Maxime Vézina Laprise
Sent: Friday, March 20, 2020 12:24 PM
To: Info
Cc: Vincent Turgeon
Subject: Call on the Media Line - 2020/03/20

Hi Mamta,

Please find below calls received on our Media line this morning.

Could these calls kindly be returned?

- [REDACTED] Booking with Emirates Airlines/COVID-19
- [REDACTED]
- [REDACTED] - COVID-19/Billets pour les USA/remboursement?
- [REDACTED] - question on cancellation/COVID-19
- [REDACTED] - Complaint with Air Canada/APPR, no communication
- [REDACTED] Question concerning Air Canada
- [REDACTED] Refund with Westjet
- [REDACTED] COVID-19/Refund trip to China

Thank you,

Maxime Vézina Laprise

Communications Officer | Agent de communication
Canadian Transportation Agency | Office des transports du Canada
613 410-3228
☒ ☒ ☒

Nadine Landry

From: [REDACTED]
Sent: Friday, March 20, 2020 12:23 PM
To: 'Customer Care'
Cc: Info
Subject: FW: Thank you for your patience and understanding during these times of rapid change
Attachments: Mexico air canada.pdf

From: [REDACTED]
Sent: March 20, 2020 9:08 AM
To: 'Air Canada - Refund Services Web Site' <aircanadarefundservices.website@conduent.com>
Subject: RE: Thank you for your patience and understanding during these times of rapid change

RE: [REDACTED]

I understand the state of affairs now. Sad that you ride that wave in our case, two of us have been trying to resolve this since December 17 2019 when our flights were cancelled because of "staff constraints" I had no other alternative but to book with another service to get to Vancouver ON THAT DAY to catch our connecting flight to Mexico for a much needed holiday from an already stressful job I have held for close to 30 years. [REDACTED] seems to be left entirely out of the loop and [REDACTED] was affected too, because of your cancellation [REDACTED] car was stuck in Masset over 100 kilometres away for the winter and [REDACTED] lost a windshield rushing us up to catch the flight from that community, [REDACTED] had to make alternate vehicle plans to go to and from work when [REDACTED] returned. Sorry but after 4 months I am beyond the point of 'patience and understanding' in fact I certainly don't feel the same from you and most certainly do not feel like a valued customer. Attaching our case once again.

I DID NOT GET A RESPONSE TO THIS sent FEB 24th :

From: [REDACTED]
Sent: February 24, 2020 9:02 AM
To: 'Customer Care' <CustomerCare.serviceclient@aircanada.ca>
Subject: RE: Cancelled Flight # AC8522 Tuesday December 17th AC: [REDACTED]

Mr Stein,
I did NOT "opt" to find my own means, it was a necessity as notified in the letter, it would have means several cancellations for both of us, I had no other alternative but to take the flight that day because Air Canada had NO OTHER FLIGHTS. I want to know how I appeal the decision not to reimburse me for BOTH our flights, and what about compensation to [REDACTED]? Why I have had to wait this long to hear such an unfair response?
Is this where I now take alternative measures?
Extremely disappointed,

[REDACTED]
Skidegate Social Development
Phone: 250.559.2316 or 250.559.4496 ext [REDACTED]
Fax [REDACTED]

"We can't solve problems by using the same kind of thinking we used when we created them" ALBERT EINSTEIN

IMPORTANT: The information in this email together with any attachments is intended only for the use of the individual or entity named above, and may contain confidential and/or privileged material. All rights are expressly claimed and are not waived. Any form of review, disclosure, modification, distribution and/or publication of this email message is prohibited, unless as a necessary part of departmental business. If you are not the intended recipient or their employee or agent responsible for receiving the message on their behalf; your receipt of this message is in error, you are asked to inform the sender as quickly as possible and delete this message and any copies of this message from your computer and/or your computer system network. Thank you, **SKIDEGATE SOCIAL DEVELOPMENT**

From: Air Canada - Refund Services Web Site <aircanadarefundservices.website@conduent.com>

Sent: March 19, 2020 10:00 PM

To: [REDACTED]

Subject: Thank you for your patience and understanding during these times of rapid change

Dear Valued Customer,

We acknowledge that we are in receipt of your refund claim and our team will be reviewing it. Given the high volume of service requests related to COVID-19, we are currently experiencing longer than usual times in processing claims and we apologize for that. Rest assured that we are working hard to review your claim just as soon as possible.

We kindly remind customers that if you booked through a travel agent, an online agency such as Expedia or Priceline etc., Aeroplan or Air Canada Vacations, please contact them for assistance, including for refund claims.

For the most current information visit Aircanada.com:

- <https://www.aircanada.com/ca/en/aco/home/fly/flight-information/daily-travel-outlook.html>
 - Important COVID-19 updates
 - Route suspensions
 - Our rebooking flexibility for existing bookings and your options to either change flights to a different date or cancel your booking for credit towards a new ticket or a refund based on fare purchased
- Please refer to your fare purchased for information about refundability. **For fares which do not permit refunds** such as Basic Economy **you may cancel your booking and obtain a credit to be used towards a future ticket.**
- We understand that you may have tried to contact your Travel Service Provider to cancel your trip and were not successful. If this is the case, you will receive communication.

Thank you for your patience. We will be in contact with you as soon as we review your file.

Sincerely,
Air Canada Refund Services Team

January 13 2020

To Whom it may concern,

RE: Cancelled Flight # AC8522 Tuesday December 17th

The standard procedure is to catch the noon ferry to Alfred Bay then drive to the Sandspit Airport for the only daily flight to Vancouver.

We received a text from my sister at 9:21 in the morning with a screen shot from the usual driver of the airporter, it said the flight was cancelled due to "crew constraints". That screenshot is included in the package. We tried several times to call the numbers both on the ticket and on the Air Canada site to no avail. We had a flight booked from Vancouver to Puerto Vallarta at 8:35am the next morning. All the flights were booked by [REDACTED] as a Christmas gift to us. We were to meet [REDACTED] and [REDACTED] who were already there in San Blas where the wi-fi is less than dependable. [REDACTED] hired a driver to drive the 4 hours down to PV to pick us up. It took a few tries to get a hold of [REDACTED] because it was [REDACTED] bookings and we were not sure what was going to happen. Everyone was upset and everything was up in the air. [REDACTED] suggested we try to get the flight from Masset, 109 kms north of Queen Charlotte. We were at the bank and it was 10 am. We called *Pacific Coastal* in Masset who said the latest we had to be there was 11:30 in order to get the flight. We scrambled, grabbed our luggage and hit the highway. Luckily the traffic was not too bad and the roads were clear, however, [REDACTED]'s car received windshield damage in Masset but because we had to get to the Airport, we could not report it. Because of weather and road conditions, the car is still up in Masset. Upon return, because the vehicle is in Masset at the airport we had to take an airporter home from Sandspit; needless to say, [REDACTED] has been inconvenienced since. When we arrived in Vancouver, we landed at South Terminal and had to cab over to the Airport to talk to someone from Air Canada about our flight issues and to see what we could do because we were told in Masset that we were eligible to be reimbursed and compensated. At YVR, after waiting forever and telling our story 3X, we were given a photo copy of a pamphlet. Now, I [REDACTED]

[REDACTED] It is a stressful job. This once in a lifetime experience was something we were excited and eager for; because of how this went, it not only started out horrid, I was left over 1,000 out-of-pocket on the first day. Not to mention vehicle damage, several international calls, gas and needless stress. If we did not catch that flight, we would have had to re-book the flights to PV, cancel Vancouver hotels, and William would have had to possibly stay over in PV and make other arrangement to get back to San Blas.

Monetary expenses because of the cancellation: *Pacific Coastal Air*: \$971.77 & luggage: \$99.00 Richmond taxi to YVR: \$20.00 Airporter home upon return: \$54.00 TOTAL: \$1,124.77 in addition to the international calls & 109 km's return from Masset (218 kms) . I believe we are entitled to be compensated for the time and stress. All original receipts are enclosed.

Thank you.

[REDACTED]

AIR CANADA 



Passenger: 1

Ticket number:

Passenger: 2

Ticket number:

Tax and Fee Summary

| | |
|---|-----------------------------|
| Date of issue | 24-Sept 2019 |
| Aeroplan Flight Reward | Fixed Mileage Flight Reward |
| Taxes, fees and charges per passenger | |
| Air Travellers Security Charge (CA) | 14.25 |
| Carrier Surcharges (YQ) | 54.00 |
| Combined taxes, fees, charges and surcharges, see fare calculation below (XT) | 40.16 |
| Additional Charge in Canadian dollars : | 0.00 |
| Total in Canadian dollars : | 108.41 |

***Fare calculation:**

17DEC19YZP AC YVR R0.00AC YZP R0.00CAD0.00 END ROE1.00
XT5.16XG30.00YR5.00SQ

Canadian tax registration numbers:

XG Canada Goods and Service Tax (GST/HST #10009-2287 RT0001)
RC Canada Harmonized Sales Tax (GST/HST #10009-2287 RT0001)
XQ Quebec Sales Tax (QST #1000-043-172 TQ1991)

Aeroplan Rules

General Rules:

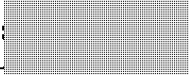
- In addition to the airline's terms and conditions, all reward bookings are subject to Aeroplan's [Flight Reward Terms and Conditions](#).
- Aeroplan service, change and cancellation fees are non-refundable and all fees are subject to change with or without notice.
- Some taxes and fees may be collected at your departure airport.
- Flight Reward mileage level quotes are valid at the time of redemption and only for the itinerary booked.
- Airlines may charge fees for checked bags for travel within North America. Please visit the airline's website directly as baggage allowance and fees vary by carrier.
- Aeroplan will cancel any purchased ticket and provide a full refund without penalty up to 24 hours after purchase. Please visit the Manage Your Bookings on the Aeroplan web site to cancel your booking. Beyond 24 hours, voluntary changes to your itinerary will incur additional fees. See Cancelling Flight Rewards and Refunding Mileage and Changing Flight Rewards sections for details.

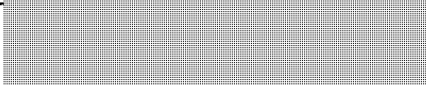


Changing Flight Rewards:

Itinerary / Receipt

We are pleased to confirm your airline reward booking. Thank you for letting Aeroplan take you where you want to go.
Please bring your itinerary-receipt to the airport.

Main Contact Information

Booking reference: 

Name: 
E-mail: 
Form of payment: NONREF. CC  *AEROPLAN TAX

Customer Care
Aeroplan Contact Centre
 1-800-361-5373

Air Canada Flight Information
 1-888-422-7533

Flight Reward Cancellation
www.aeroplan.com/managerewards
 or call the Aeroplan Contact Centre

Flight Change Alert
[Flight notification](#)

Manulife Travel Insurance
aeroplan.com/manulife
 1-844-891-1554

Flight Itinerary

| Flight | From | To | Aircraft | Cabin (Booking Class) | Status |
|-----------------------------------|--------------------------|--------------------------|-----------------|-----------------------|-----------|
| AC8523 | Sandspit (YZP) | Vancouver (YVR) | DH4 | Economy (X) | Confirmed |
| <i>Operated by:</i> | | Tue 17-Dec 2019 | Tue 17-Dec 2019 | | |
| <i>Air Canada Express-Jazz</i> | 14:50 | 16:46 - TERMINAL M -MAIN | | | |
| Seat number(s) requested: 18A 18C | | | | | |
| AC8522 | Vancouver (YVR) | Sandspit (YZP) | DH4 | Economy (X) | Confirmed |
| <i>Operated by:</i> | | Sat 11-Jan 2020 | Sat 11-Jan 2020 | | |
| <i>Air Canada Express-Jazz</i> | 12:00 - TERMINAL M -MAIN | | 14:02 | | |
| Seat number(s) requested: 18A 18C | | | | | |

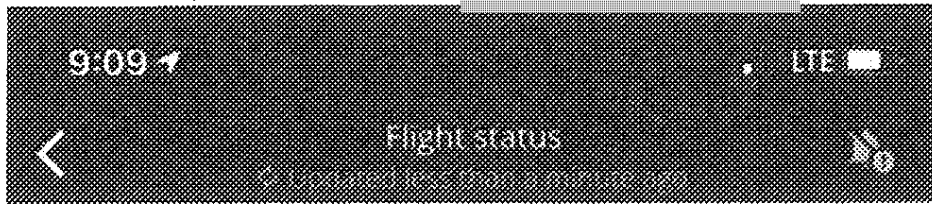
Passenger Information

9:21



Plane just cancelled

Text from [redacted] - hand out via



AC8522 - Tue, Dec 17

Cancelled

12:15

Vancouver YVR

Terminal DTB

Gate C34

14:17

Sandspit YZP

Gate

--

▲ Cancellation

We're sorry, this flight is cancelled due to crew constraints.
[Learn more about our flight interruption policy](#)

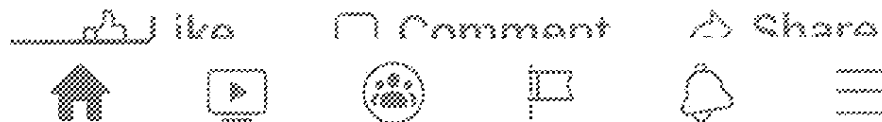
📍 Track inbound plane >

☰ Standby & upgrade list
No longer available

⌚ Duration
1h 27m

📏 Distance
737 km

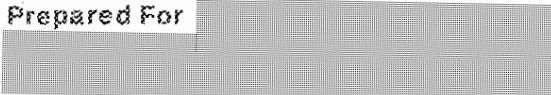
1 Comment



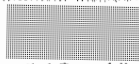


eTicket Receipt

Prepared For



RESERVATION CODE



ISSUE DATE

24 Sep19

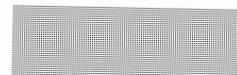
TICKET NUMBER



ISSUING AIRLINE

WESTJET

ISSUING AGENT



Itinerary Details

| TRAVEL DATE | AIRLINE | DEPARTURE | ARRIVAL | OTHER NOTES |
|-------------|--------------------|---|---|--|
| 18 Dec19 | WESTJET WS 2152 | VANCOUVER BC, CANADA Time 08:35 Terminal MAIN TERMINAL | PUERTO VALLARTA, MEXICO Time 15:29 | Cabin ECONOMY Seat Number CHECK-IN REQUIRED Baggage Allowance NIL Booking Status OK TO FLY Fare Basis Q10D2EHS Not Valid Before 18DEC19 Not Valid After 18DEC19 |
| 10 Jan20 | WESTJET WS 2153 | PUERTO VALLARTA, MEXICO Time 16:25 | VANCOUVER BC, CANADA Time 19:44 Terminal MAIN TERMINAL | Cabin ECONOMY Seat Number CHECK-IN REQUIRED Baggage Allowance NIL Booking Status OK TO FLY Fare Basis L10D0E21 Not Valid Before 10JAN20 Not Valid After 10JAN20 |

Allowances

Baggage Allowance

YVR to PVR - 0 Pieces WESTJET

Prices of additional baggage pieces:

1. 30.00 CAD up to 50 pounds/23 kilograms and up to 62 linear inches/158 linear centimeters
2. 50.00 CAD up to 50 pounds/23 kilograms and up to 62 linear inches/158 linear centimeters

PVR to YVR - 0 Pieces WESTJET

Prices of additional baggage pieces:

1. 30.00 CAD up to 50 pounds/23 kilograms and up to 62 linear inches/158 linear centimeters
2. 50.00 CAD up to 50 pounds/23 kilograms and up to 62 linear inches/158 linear centimeters

ADDITIONAL ALLOWANCES AND/OR DISCOUNTS MAY APPLY DEPENDING ON FLYER SPECIFIC FACTORS

/E.G. FREQUENT FLYER STATUS/MILITARY/ CREDIT CARD FORM OF PAYMENT/EARLY PURCHASE OVER INTERNET,ETC

Carry On Allowances

YVR to PVR , PVR to YVR - 1 Piece (WS - WESTJET)



eTicket Receipt

Prepared For

| | |
|------------------|------------|
| RESERVATION CODE | [REDACTED] |
| ISSUE DATE | 24 Sep19 |
| TICKET NUMBER | [REDACTED] |
| ISSUING AIRLINE | WESTJET |
| ISSUING AGENT | [REDACTED] |

Itinerary Details

| TRAVEL DATE | AIRLINE | DEPARTURE | ARRIVAL | OTHER NOTES |
|-------------|--------------------|---|---|--|
| 18 Dec19 | WESTJET WS 2152 | VANCOUVER BC, CANADA Time 08:35 Terminal MAIN TERMINAL | PUERTO VALLARTA, MEXICO Time 15:29 | Cabin ECONOMY Seat Number CHECK-IN REQUIRED Baggage Allowance NIL Booking Status OK TO FLY Fare Basis Q10D2EHS Not Valid Before 18DEC19 Not Valid After 18DEC19 |
| 10 Jan20 | WESTJET WS 2153 | PUERTO VALLARTA, MEXICO Time 16:25 | VANCOUVER BC, CANADA Time 19:44 Terminal MAIN TERMINAL | Cabin ECONOMY Seat Number CHECK-IN REQUIRED Baggage Allowance NIL Booking Status OK TO FLY Fare Basis L10D0EZ1 Not Valid Before 10JAN20 Not Valid After 10JAN20 |

Allowances

Baggage Allowance

YVR to PVR - 0 Pieces WESTJET

Prices of additional baggage pieces:

- 30.00 CAD up to 50 pounds/23 kilograms and up to 62 linear inches/158 linear centimeters
- 50.00 CAD up to 50 pounds/23 kilograms and up to 62 linear inches/158 linear centimeters

PVR to YVR - 0 Pieces WESTJET

Prices of additional baggage pieces:

- 30.00 CAD up to 50 pounds/23 kilograms and up to 62 linear inches/158 linear centimeters
- 50.00 CAD up to 50 pounds/23 kilograms and up to 62 linear inches/158 linear centimeters

ADDITIONAL ALLOWANCES AND/OR DISCOUNTS MAY APPLY DEPENDING ON FLYER-SPECIFIC FACTORS
/E.G. FREQUENT FLYER STATUS/MILITARY/ CREDIT CARD FORM OF PAYMENT/EARLY PURCHASE OVER
INTERNET,ETC

Carry On Allowances

YVR to PVR , PVR to YVR - 1 Piece (WS - WESTJET)

An amount preceded by a minus sign (-) is a credit or credit balance.

TRANSACTIONS

| Trans Date | Post Date | Description | Reference Number | Amount |
|--------------------------------|-----------|------------------------------------|------------------|----------|
| Account | | | | |
| 17/12 | 18/12 | PACIFIC COASTAL AIRLIN RICHMOND BC | | \$971.77 |
| FEES | | | | |
| TOTAL FEES FOR THIS PERIOD | | | | |
| INTEREST | | | | |
| TOTAL INTEREST FOR THIS PERIOD | | | | |

2019 TOTALS YEAR-TO-DATE

| | |
|--------------------------------|--|
| Total Fees Charged in 2019 | |
| Total Interest Charged in 2019 | |

INTEREST CHARGED

The total dollar amount of interest charged on purchases and fees and cash advances is indicated below. Any purchases made during a specified time period under promotional rates are broken out in the section below.

| Type of Balance | Annual Interest Rate | Interest Rate Expiration Date | Average Daily Balance Subject to Interest Rate | INTEREST CHARGED |
|-----------------|----------------------|-------------------------------|--|------------------|
| Purchases | | | | |
| Cash Advances | | | | |

Please detach this portion and return with your payment to ensure proper credit. Retain upper portion for your records.

Northern Savings
 C/O Collabria
 PO Box 82029 RPO Connaught
 Calgary, AB T2R 0X1



ACCOUNT NUMBER:
 New Balance
 Payment Due Date
 Minimum Payment Due

COLLABRIA
 PAYMENT PROCESSING
 CP 6300 SUCC CENTRE VILLE
 MONTREAL QC H3C 3L2

183
 CAN

WESTJET

18DEC19 FLT/VOL 2152

CABIN/CABINE: ECONOMY
DEP: VANCOUVER BC 8:35AM
ARR: PUERTO VALLARTA 3:29PM
BOARDING TIME /
HEURE D EMBARQUEMENT

ZONE

2

7:55AM

ELECTRONIC/ELECTRONIQUE

BOARDING PASS/ CARTE D EMBARQUEMENT

GATE /PRT D70 18DEC19
FLT/VOL 2152

SEQ 152 SEQ 152
PNR FLTJHY PNR FLTJHY

DEP: YVR
ARR: PVR

SEAT/PLACE

SEAT/PLACE

WESTJET

18DEC19 FLT/VOL 2152

CABIN/CABINE: ECONOMY
DEP: VANCOUVER BC 8:35AM
ARR: PUERTO VALLARTA 3:29PM
BOARDING TIME /
HEURE D EMBARQUEMENT

ZONE

2

7:55AM

ELECTRONIC/ELECTRONIQUE

BOARDING PASS/ CARTE D EMBARQUEMENT

GATE /PRT D70 18DEC19
FLT/VOL 2152

SEQ 151 SEQ 151
PNR FLTJHY PNR FLTJHY

DEP: YVR
ARR: PVR

SEAT/PLACE

SEAT/PLACE

Pacific Coastal
AIRLINES

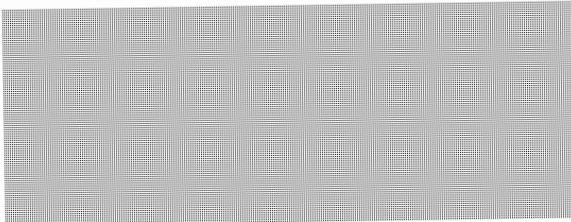
Name: [REDACTED]

Res # [REDACTED]
Departure: MASSET
Arrival: VANCOUVER - SOUTH

17 Dec 2019 11:50
17 Dec 14:10

CLASSIC FARE

Flight: 8P972
Gate:
Boarding Time: 11:20
Seat:



Pacific Coastal
AIRLINES

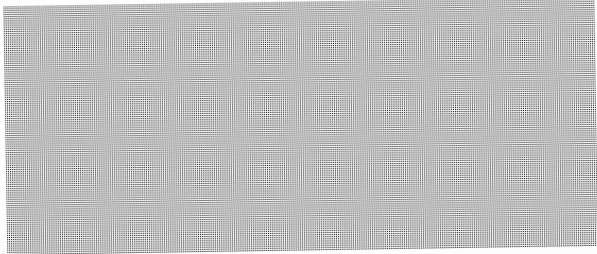
Name: [REDACTED]

Res # [REDACTED]
Departure: MASSET
Arrival: VANCOUVER - SOUTH

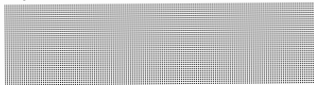
17 Dec 2019 11:50
17 Dec 14:10

ENCORE FARE

Flight: 8P972
Gate:
Boarding Time: 11:20
Seat:

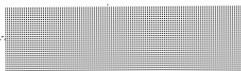


Pacific Coast



origin ZMT
17 Dec 2019 11:50
8P972
To: VANCOUVER - SOUTH
YVR
REGULAR
WT: 47.00
CONFIRMED

Pacific Coastal Air



origin ZMT
17 Dec 2019 11:50
8P972
To: VANCOUVER - SOUTH
YVR
REGULAR
WT: 32.00
CONFIRMED

EAGLE TRANSIT LTD.
250-559-4461
Airport Shuttle Cash Receipt

Jan 11/20

14.00 GST #895193969 RT

OC

Thank you for choosing Eagle Transit!

OFFICIAL RECEIPT
RICHMOND TAXI CO. LTD.
RICHMOND CABS LTD.

"For All Your Transportation Needs"
Please call Richmond Taxi at



604-272-1111

1-866-RMD-TAXI(763-8294)

www.richmondtaxi.ca

Car No. 23 7/24 HOUR SERVICE

Amount \$20.00

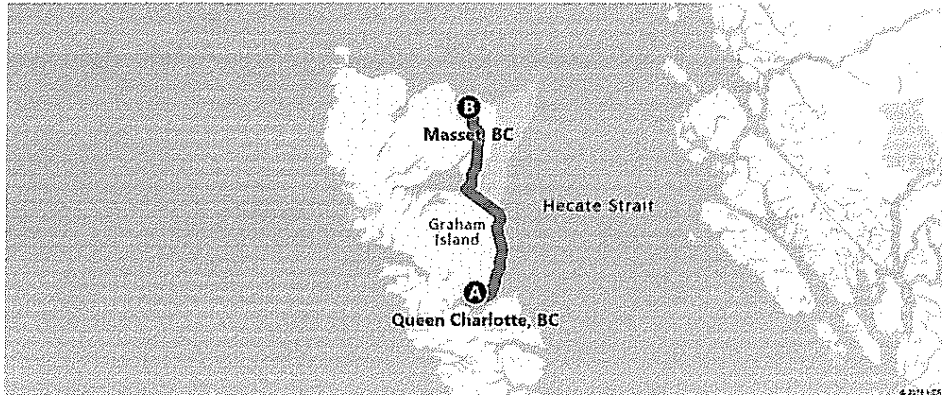
Taxi From 5 Terminal

To YVR

Date 17-12-19
GST # R19442536 RT 0001

109 km · Light traffic · 1 hr 36 min
Queen Charlotte, BC → Masset, BC

Search along the route ↘



109 km

1 hr 36 min
Light traffic
Via HWY-16 Local roads

Directions

* Air Malta flight status

Search by: Route Flight number

Origin

Airport code or city, state

Destination

ZMT - Masset

Airline

KM - Air Malta

Track flight

108 Km - Distance from Masset to Queen Charlotte city BC

<https://www.distancesfrom.com/ca/distance-from-Masset-to-Queen-Charlotte-city-BC...>

108 Km - Distance from Masset to Queen Charlotte city BC 108 Km - Distance from Masset to Queen Charlotte city BC. Direction Map Travel Time LatLong Flight D Flight T HowFar Route TripCost. CO2 Emission Calories. Planner; Trip Cost; Itinerary X 7.1 CO 2 Go ...

Distance from Masset, BC to Queen Charlotte, BC

<https://www.canadaab.com/distance/28143316-28122615>

Distance from Masset, British Columbia to Queen Charlotte, British Columbia by driving and walking routes. Fuel cost of driving from Masset to Queen Charlotte for ...

109 Km - Distance from Masset to Queen Charlotte City

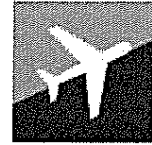
<https://www.distancesfrom.com/ca/distance-from-Masset-to-Queen...>

The distance between Masset to Queen Charlotte City is 109 Km by road. You can also find the distance from Masset to Queen Charlotte City using other ...

Distance Between Queen Charlotte British Columbia Canada ...

<https://disween.com/queen-charlotte-bc-ca/ZMT>

Total distance from Queen Charlotte to Masset Airport (ZMT) is 86.49 kms 86.49 kms equals to 53.75 miles and 46.68 nautical miles. Distance information is flight distance as a line. Flight time between Queen Charlotte to Masset Airport (ZMT) can change depending on many different conditions.



Reservation Confirmation
Your reservation is now confirmed

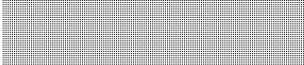
Reservation Number: [REDACTED]

*All charges and payments appear in: CAD

Passenger

| Name | Total Charges | GST | Total Amount | Total Payments | Balance Due |
|------------|---------------|---------|--------------|----------------|-------------|
| [REDACTED] | \$925.50 | \$46.27 | \$971.77 | \$971.77 | \$0.00 |

Additional Passengers



Flight Itinerary

| Leg | Flight Number | Date | Departure | Arrival | Aircraft | Status |
|-----|---------------|-------------|----------------|---------------------------|-----------|-----------|
| 1 | 8P972 | 17 Dec 2019 | 11:50 - MASSET | 14:10 - VANCOUVER - SOUTH | SAAB 340A | CONFIRMED |

8P flight numbers operated by Pacific Coastal Airlines.
Aircraft type and schedule subject to change without notice.

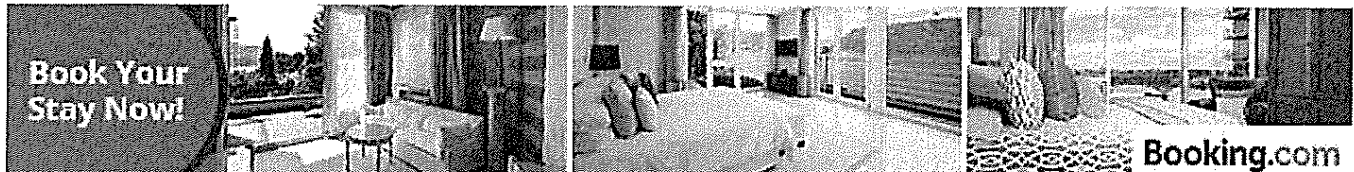
Purchase Summary

| Leg | Passenger | Description | Amount | GST | Total |
|--------------|------------|------------------|-----------------|----------------|-----------------|
| 1 | [REDACTED] | CLASSIC FARE | \$385.00 | \$19.25 | \$404.25 |
| 1 | [REDACTED] | Fuel Surcharge | \$22.00 | \$1.10 | \$23.10 |
| 1 | [REDACTED] | Nav Canada Fee | \$16.00 | \$0.80 | \$16.80 |
| 1 | [REDACTED] | Carbon Surcharge | \$10.25 | \$0.51 | \$10.76 |
| 1 | [REDACTED] | ENCORE FARE | \$444.00 | \$22.20 | \$466.20 |
| 1 | [REDACTED] | Fuel Surcharge | \$22.00 | \$1.10 | \$23.10 |
| 1 | [REDACTED] | Nav Canada Fee | \$16.00 | \$0.80 | \$16.80 |
| 1 | [REDACTED] | Carbon Surcharge | \$10.25 | \$0.51 | \$10.76 |
| Total | | | \$925.50 | \$46.27 | \$971.77 |

Payment Information

| Date | Payer's Name | Amount | Transaction Type | PO Number | Receipt | Authorization |
|------------------|--------------|----------|------------------|------------|------------|---------------|
| 17 December 2019 | [REDACTED] | \$971.77 | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

Tax Registration: 121386296 RT0001



Online Check-In

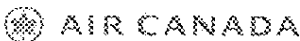
Pacific Coastal customers have the option of checking-in online anytime between 24 hours and up to 1 hour ahead of their scheduled departure time. After completing online check-in, you have the


AC 8522 Dec 17 cancelled until Dec. 18/19



Long Delay and Flight Cancellation Notice under the Canadian Air Passenger Protection Regulations (APPR)

This notice applies to flights operated by Air Canada, Air Canada Rouge and Air Canada Express.



A STAR ALLIANCE MEMBER 

1. INFORMATION

If your flight is delayed or cancelled, we'll inform you of the reason. See below for information on the compensation and standards of treatment to which you may be entitled, as well as the recourse you have available.

2. REBOOKING

If your flight is delayed three hours or more, or cancelled, we'll rebook you on an alternative flight to your destination at the earliest opportunity, if you desire such arrangements.

3. REFUND

If, due to a situation within Air Canada's or required for safety purposes, your flight is delayed three hours or more, or cancelled, and you refuse the alternate travel arrangements offered because travelling no longer serves a purpose, we'll refund the unused portion of the ticket or, if you aren't at your point of origin, refund your ticket and return you to your point of origin. If your flight is delayed three hours or more, or cancelled, because of a situation outside Air Canada's control, any refund is subject to applicable fare rules.

4. STANDARDS OF TREATMENT

If, due to a situation within Air Canada's control or required for safety purposes, (i) you have been informed of the delay or cancellation less than 12 hours before the departure time indicated on your ticket, and (ii) you have waited two hours after the departure time indicated on your ticket, we'll provide you with the following:

- Food and drink in reasonable quantities, considering the length of the wait, the time of day and location;
- Access to a means of communication; and
- Hotel or comparable accommodations within reasonable distance from the airport for overnight delays for out-of-town passengers, subject to availability.

5. COMPENSATION

If, due to a situation within Air Canada's control, your flight was delayed three hours or more, or cancelled, you'll be entitled to receive compensation, unless:

- a) You do not have a confirmed reservation or are travelling on a fare that isn't available, directly or indirectly, to the public;
- b) You are informed of the delay or cancellation at least 15 days before the scheduled time of departure;
- c) Your flight was delayed or cancelled due to situation outside of our control or required for safety purposes;
- d) You have already been paid denied boarding compensation;
- e) You have already been paid under another passenger rights regime for the same event;
- f) You failed to submit your claim within one year of the flight delay or cancellation.

Compensation for delays and cancellations is calculated based on your arrival time at final destination and is:

- 400 CAD for delays at arrival between 3 and 6 hours;
- 700 CAD for delays at arrival between 6 and 9 hours; and
- 1,000 CAD for delays at arrival of 9 hours and more.

6. RECOURSE

Please contact Air Canada Customer Relations to file a claim, or for any concerns and complaints at: www.aircanada.com/customerrelations

If you feel that we have not resolved your issue to your satisfaction, you may also contact the Canadian Transportation Agency (CTA). You can visit the website of the CTA to learn more about your rights at www.cta.gc.ca/eng or call the CTA for advice at 1-866-222-2592.

Complete details can be found at: www.aircanada.com/ca/en/aca/home/legal/conditions-carriage-tariffs.html

APPR-2019-01-01

Nadine Landry

From: Info
Sent: Friday, March 20, 2020 12:13 PM
To: licence
Subject: FW: restrictions due to COVID-19

Hello,

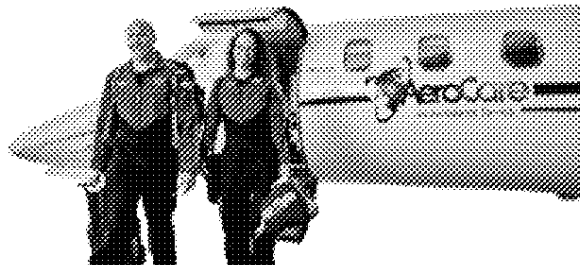
I was wondering if the inquiry below is something we could answer and would fall under our jurisdiction or if it should go to TC?


Thanks,
Mamta

From: [REDACTED]
Sent: Thursday, March 19, 2020 5:05 PM
To: Info <Info@otc-cta.gc.ca>
Subject: restrictions due to COVID-19

I was wondering what restrictions are in place restricting travel for air ambulance operations into and out of Canada currently or expected soon.

[REDACTED]
Aerocare Medical Transport System Inc.
24 Hour Flight Request 800-823-1911
Mobile [REDACTED]
Email [REDACTED]



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"Your Care is Our Mission"™



The information transmitted, including attachments, is intended only for the person(s) or entity to which it is addressed and may contain confidential and/or

privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and destroy any copies of this information.

Nadine Landry

From: [REDACTED]
Sent: Friday, March 20, 2020 11:58 AM
To: Info
Subject: Air Transat

Hello,

I have flights booked to Paris on Air Transat departing in April that are now cancelled. I wish to cancel the tickets, pay the tariffed penalty to Air Transat of \$300 per ticket and have my credit card credited with the balance. Air Transat are refusing, saying that the only option is to receive a voucher for travel in the next 24 months.

I am not looking for any compensation, I simply want to cancel, pay the tariffed penalty and get the balance of my money back. What they are doing is against the tariffs filed with your agency.

The emergency decision issued by your agency provides airlines with temporary relief from additional compensation only for such items as inconvenience etc., It does not provide relief from non-compensation related tariffs or contract law.

What is your agency's position on this please.

Thank you,

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Friday, March 20, 2020 11:50 AM
To: Info
Subject: Re : RE: Annulation vol air transat

Cela ne repond pas a ma question qui est : Sont ils dans l'obligation de me rembourser étant donné la situation? Merci

Envoyé à partir de Yahoo Courriel sur Android

Le ven., mars 20 2020 à 10:10 a.m., Info
<Info@otc-cta.gc.ca> a écrit :

Bonjour,

Merci d'avoir contacté l'Office des transports du Canada.

Le Règlement sur la protection des passagers aériens (RPPA) fixe les obligations des transporteurs envers les passagers selon que la situation est attribuable au transporteur, attribuable au transporteur mais nécessaire par souci de sécurité, ou indépendante de la volonté du transporteur.

Le Règlement fournit une liste des situations considérées indépendantes de la volonté du transporteur, y compris les urgences médicales et les ordres ou instructions des représentants de l'État. L'OTC a identifié un certain nombre de situations liées à cette pandémie qui sont considérées comme indépendantes de la volonté de la compagnie aérienne. Il s'agit notamment des interruptions de vol vers des lieux couverts par un avis du gouvernement contre les voyages ou les déplacements jugés non-essentiels en raison de COVID-19.

Dans ces situations, les transporteurs ne seraient pas tenus de fournir des normes de traitement ou d'indemnisation pour les inconvénients. Cependant, ils devraient s'assurer que le passager puisse terminer son itinéraire; <https://rppa-appr.ca/fra/obligations-et-degre-de-responsabilite-de-la-compagnie-aerienne>

Jusqu'au 30 avril, le moment auquel les passagers auront droit à une compensation pour les désagréments liés aux annulations ou retards de vol sera ajusté, afin de donner aux transporteurs aériens plus de flexibilité pour modifier les horaires et combiner les vols.

Les transporteurs seront autorisés à modifier les horaires sans payer d'indemnisation aux passagers jusqu'à 72 heures avant l'heure de départ prévue (au lieu de 14 jours), et seront tenus d'indemniser les passagers pour les retards à l'arrivée qui leur sont entièrement attribuables, une fois ces retards dépassant 6 heures ou plus (au lieu de 3 heures).

L'OTC exempte aussi les transporteurs de proposer des arrangements de voyage alternatifs qui incluent des vols avec d'autres compagnies aériennes avec lesquelles ils n'ont aucun accord commercial.

Cordialement,

Office des transports du Canada / Gouvernement du Canada

info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575

Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada

info@otc-cta.gc.ca / Telephone 1-888-222-2592

Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Thursday, March 19, 2020 9:16 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Annulation vol air transat

Mon vol pour le 12 avril a cuba a été annulé par air transat. Ceux ci m'offre un credit valide pour 2 ans au meme hotel. Moi je ne veux pas de crédit, je veux me faire rembourser. Sont ils dans l'obligation de me rembourser étant donné la situation? Merci

Envoyé à partir de Yahoo Courriel sur Android

Nadine Landry

From: [Redacted]
Sent: Friday, March 20, 2020 11:29 AM
To: 'Torontosales@pal.com.ph'; 'corpcomms@pal.com.ph'; 'onlinebooking@pal.com.ph'; 'wecare@pal.com.ph'
Cc: [Redacted]; media; 'sos@international.gc.ca'
Subject: Philippine Airline Booking #: [Redacted]
Importance: High

Dear Philippine Airline Sales/Customer Service:

I received email regarding flight changes for [Redacted] family members as indicated below, **We are not accepting this changes.** We cannot delay the schedule of their flight due to **Lock down situation in Manila.** They need to return to Toronto Canada **ASAP**, as mandated by our Canadian Government they need to go back soon. Secondly, you cannot book [Redacted] on separate flight as [Redacted] needs to travel with [Redacted] I also checked your website for this date of flight it is not cancelled impact it is showing "sold out". **I don't understand why you are bumping my family flight to a different dates?**

We've tried all the possible means of communications to contact your office and helpdesk both here in Canada and Manila but nobody is answering the phone. I even visited your office this morning in Toronto Pearson International airport and nobody is around to attend to our concerns.

Please do not change their flight schedule. I'm copying our **Canadian Transportation Agency Air Passenger Protection office** and **Canadian emergency assistance office** to assist us on this matter.

Flight Details:

- Booking Reference [Redacted] - **Original Schedule: March 27, 2020 PAL Suggested Flight Schedule: April 2, 2020**
- Booking Reference: [Redacted] - **Original Schedule: March 27, 2020 PAL Suggested Flight Schedule: April 3, 2020**
- Booking Reference [Redacted] **Original Schedule: March 27, 2020 PAL Suggested Flight Schedule: April 2, 2020**

Regards,

 Canada Technology Services

Wintel Server Support- [Redacted]
 Address: 5900 Hurontario St. Mississauga, Ontario, Canada L5R 0B8
 E-mail: [Redacted] | Tel #: [Redacted]
 Marketplace/Virtual Request Group: CTI NA ON CA SERVER WINTEL
 Virtual Changed Group: CTI NA CA CTI CANADA WINTEL SA GROUP
 ServiceNow Group: CTI NA ON CA SERVER-WINTEL-SA
 Quick Links - [Service Now](#) | [Marketplace](#) | [OneTouch](#) | [OneReset](#) | [One Approval](#) | [CitiWebmail](#)

Nadine Landry

From: [REDACTED]
Sent: Friday, March 20, 2020 11:25 AM
To: Info
Subject: Re: SWOOP AIRLINES
Categories: waiting for consult

Hello,

Thank you for your response, but I don't understand the answer.

"However, they would have to make sure the passenger completes their itinerary." If the carrier doesn't - what form of compensation am I entitled to? A refund in the form of a future credit or a refund in the original form of payment?

I have them my money in exchange for a service they are unable to provide. This is also outside of my control and a financial burden to me. All I want is my money returned.

Any info/clarification would be appreciated.

Thank you.

Sent from my iPhone

> On Mar 20, 2020, at 7:43 AM, Info <Info@otc-cta.gc.ca> wrote:

>

> Hello [REDACTED]

>

> Thanks for contacting the Canadian Transportation Agency.

>

> Air Passenger Protection Regulations provide a list of situations considered 'outside the air carrier's control', including medical emergencies and orders or instructions from state officials. The CTA has identified a number of situations related to this pandemic that are considered 'outside of the air carrier's control'. These include flight disruptions to locations that are covered by a government advisory against travel or unnecessary travel due to COVID-19; <https://rppa-appr.ca/eng/obligations-and-level-control>

>

> In these situations, air carriers would not be required to provide standards of treatment or compensation for inconvenience. However, they would have to make sure the passenger completes their itinerary.

>

> Until April 30th, the time at which passengers will be entitled to compensation for inconvenience related to flight cancellations or delays will be adjusted, to provide air carriers with more flexibility to modify schedules and combine flights. Air carriers will be allowed to make schedule changes without owing compensation to passengers until 72 hours before a scheduled departure time (instead of 14 days), and air carriers will be obligated to compensate passengers for delays on arrival that are fully within the air carrier's control once those delays are 6 hours or more in length (instead of 3 hours).

>
> The CTA has also exempted air carriers from offering alternative travel arrangements that include flights on other air carrier's with which they have no commercial agreement.

>
> Best,
>
> info@ Team
> Office des transports du Canada / Gouvernement du Canada
> info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
> Suivez-nous : Twitter / YouTube

>
> Canadian Transportation Agency / Government of Canada
> info@otc-cta.gc.ca / Telephone 1-888-222-2592
> Follow us: Twitter / YouTube

>
> -----Original Message-----
> From [REDACTED]
> Sent: Friday, March 20, 2020 1:08 AM
> To: Info <Info@otc-cta.gc.ca>
> Subject: SWOOP AIRLINES

>
> Hello,
>
> I booked a flight with Swoop Airlines for next month and they are cancelling the flight and only offering me a future credit. The flight is from Abbotsford, B.C. to Las Vegas, Nevada and return.

>
> Am I not entitled to a refund back to my card?

>
> Thank you,
>

[REDACTED]

Nadine Landry

From: Info
Sent: Friday, March 20, 2020 11:24 AM
To: [REDACTED]
Subject: RE: Voyage annulation le 12 avril 2020

Bonjour [REDACTED]

Merci d'avoir contacté l'Office des transports du Canada.

Le Règlement sur la protection des passagers aériens (RPPA) fixe les obligations des transporteurs envers les passagers selon que la situation est attribuable au transporteur, attribuable au transporteur mais nécessaire par souci de sécurité, ou indépendante de la volonté du transporteur.

Le Règlement fournit une liste des situations considérées indépendantes de la volonté du transporteur, y compris les urgences médicales et les ordres ou instructions des représentants de l'État. L'OTC a identifié un certain nombre de situations liées à cette pandémie qui sont considérées comme indépendantes de la volonté de la compagnie aérienne. Il s'agit notamment des interruptions de vol vers des lieux couverts par un avis du gouvernement contre les voyages ou les déplacements jugés non-essentiels en raison de COVID-19.

Dans ces situations, les transporteurs ne seraient pas tenus de fournir des normes de traitement ou d'indemnisation pour les inconvénients. Cependant, ils devraient s'assurer que le passager puisse terminer son itinéraire; <https://rppa-appr.ca/fra/obligations-et-degre-de-responsabilite-de-la-compagnie-aerienne>

Jusqu'au 30 avril, le moment auquel les passagers auront droit à une compensation pour les désagréments liés aux annulations ou retards de vol sera ajusté, afin de donner aux transporteurs aériens plus de flexibilité pour modifier les horaires et combiner les vols.

Les transporteurs seront autorisés à modifier les horaires sans payer d'indemnisation aux passagers jusqu'à 72 heures avant l'heure de départ prévue (au lieu de 14 jours), et seront tenus d'indemniser les passagers pour les retards à l'arrivée qui leur sont entièrement attribuables, une fois ces retards dépassant 6 heures ou plus (au lieu de 3 heures).

L'OTC exempte aussi les transporteurs de proposer des arrangements de voyage alternatifs qui incluent des vols avec d'autres compagnies aériennes avec lesquelles ils n'ont aucun accord commercial.

Cordialement,

Office des transports du Canada / Gouvernement du Canada

info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575

s.19(1)

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info@otc-cta.gc.ca / Telephone 1-888-222-2592

Follow us: Twitter / YouTube

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

From: [REDACTED]

Sent: Friday, March 20, 2020 10:45 AM

To: Info <Info@otc-cta.gc.ca>

Subject: Voyage annulation le 12 avril 2020

Bonjour j ai reserver mon voyage avec sunwing pour le 12 avril 2020 j ai demander un
remboursement mais pas de nouvelle mon nom [REDACTED] réservation [REDACTED] merci de m
aider

Envoyé de mon iPhone

Nadine Landry

From: [REDACTED]
Sent: Friday, March 20, 2020 10:45 AM
To: Info
Subject: Voyage annulation le 12 avril 2020

Bonjour j ai reserver mon voyage avec sunwing pour le 12 avril 2020 j ai demander un remboursement mais pas de nouvelle mon nom [REDACTED] réservation [REDACTED] merci de m aider

Envoyé de mon iPhone

Nadine Landry

From: Info
Sent: Friday, March 20, 2020 10:34 AM
To: [REDACTED]
Subject: RE: SWOOP AIRLINES

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Air Passenger Protection Regulations provide a list of situations considered 'outside the air carrier's control', including medical emergencies and orders or instructions from state officials. The CTA has identified a number of situations related to this pandemic that are considered 'outside of the air carrier's control'. These include flight disruptions to locations that are covered by a government advisory against travel or unnecessary travel due to COVID-19; <https://rppa-appr.ca/eng/obligations-and-level-control>

In these situations, air carriers would not be required to provide standards of treatment or compensation for inconvenience. However, they would have to make sure the passenger completes their itinerary.

Until April 30th, the time at which passengers will be entitled to compensation for inconvenience related to flight cancellations or delays will be adjusted, to provide air carriers with more flexibility to modify schedules and combine flights. Air carriers will be allowed to make schedule changes without owing compensation to passengers until 72 hours before a scheduled departure time (instead of 14 days), and air carriers will be obligated to compensate passengers for delays on arrival that are fully within the air carrier's control once those delays are 6 hours or more in length (instead of 3 hours).

The CTA has also exempted air carriers from offering alternative travel arrangements that include flights on other air carrier's with which they have no commercial agreement.

Best,

info@ Team

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

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

From [REDACTED]

Sent: Friday, March 20, 2020 1:08 AM

To: Info <Info@otc-cta.gc.ca>

Subject: SWOOP AIRLINES

Hello,

I booked a flight with Swoop Airlines for next month and they are cancelling the flight and only offering me a future credit. The flight is from Abbotsford, B.C. to Las Vegas, Nevada and return.

Am I not entitled to a refund back to my card?

Thank you,

[REDACTED]

Nadine Landry

From: Info
Sent: Friday, March 20, 2020 10:11 AM
To: [REDACTED]
Subject: RE: Annulation vol air transat

Bonjour,

Merci d'avoir contacté l'Office des transports du Canada.

Le *Règlement sur la protection des passagers aériens* (RPPA) fixe les obligations des transporteurs envers les passagers selon que la situation est attribuable au transporteur, attribuable au transporteur mais nécessaire par souci de sécurité, ou indépendante de la volonté du transporteur.

Le *Règlement* fournit une liste des situations considérées indépendantes de la volonté du transporteur, y compris les urgences médicales et les ordres ou instructions des représentants de l'État. L'OTC a identifié un certain nombre de situations liées à cette pandémie qui sont considérées comme indépendantes de la volonté de la compagnie aérienne. Il s'agit notamment des interruptions de vol vers des lieux couverts par un avis du gouvernement contre les voyages ou les déplacements jugés non-essentiels en raison de COVID-19.

Dans ces situations, les transporteurs ne seraient pas tenus de fournir des normes de traitement ou d'indemnisation pour les inconvénients. Cependant, ils devraient s'assurer que le passager puisse terminer son itinéraire; <https://rppa-appr.ca/fra/obligations-et-degre-de-responsabilite-de-la-compagnie-aerienne>

Jusqu'au 30 avril, le moment auquel les passagers auront droit à une compensation pour les désagréments liés aux annulations ou retards de vol sera ajusté, afin de donner aux transporteurs aériens plus de flexibilité pour modifier les horaires et combiner les vols.

Les transporteurs seront autorisés à modifier les horaires sans payer d'indemnisation aux passagers jusqu'à 72 heures avant l'heure de départ prévue (au lieu de 14 jours), et seront tenus d'indemniser les passagers pour les retards à l'arrivée qui leur sont entièrement attribuables, une fois ces retards dépassant 6 heures ou plus (au lieu de 3 heures).

L'OTC exempte aussi les transporteurs de proposer des arrangements de voyage alternatifs qui incluent des vols avec d'autres compagnies aériennes avec lesquelles ils n'ont aucun accord commercial.

Cordialement,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Thursday, March 19, 2020 9:16 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Annulation vol air transat

Mon vol pour le 12 avril a cuba a été annulé par air transat. Ceux ci m'offre un credit valide pour 2 ans au meme hotel. Moi je ne veux pas de crédit, je veux me faire rembourser. Sont ils dans l'obligation de me rembourser étant donné la situation? Merci

Envoyé à partir de Yahoo Courriel sur Android

Nadine Landry

From: Info
Sent: Friday, March 20, 2020 9:59 AM
To: [REDACTED]
Subject: RE: Cancelled Flight due to COVID-19

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Air Passenger Protection Regulations provide a list of situations considered 'outside the air carrier's control', including medical emergencies and orders or instructions from state officials. The CTA has identified a number of situations related to this pandemic that are considered 'outside of the air carrier's control'. These include flight disruptions to locations that are covered by a government advisory against travel or unnecessary travel due to COVID-19; <https://rppa-appr.ca/eng/obligations-and-level-control>

In these situations, air carriers would not be required to provide standards of treatment or compensation for inconvenience. However, they would have to make sure the passenger completes their itinerary.

Until April 30th, the time at which passengers will be entitled to compensation for inconvenience related to flight cancellations or delays will be adjusted, to provide air carriers with more flexibility to modify schedules and combine flights. Air carriers will be allowed to make schedule changes without owing compensation to passengers until 72 hours before a scheduled departure time (instead of 14 days), and air carriers will be obligated to compensate passengers for delays on arrival that are fully within the air carrier's control once those delays are 6 hours or more in length (instead of 3 hours).

The CTA has also exempted air carriers from offering alternative travel arrangements that include flights on other air carrier's with which they have no commercial agreement.

Best,

info@ Team

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

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

From: [REDACTED]
Sent: Thursday, March 19, 2020 9:29 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Cancelled Flight due to COVID-19

Good evening.

My April flight to the USA has been cancelled by Westjet due to government restrictions on travel. My trip was time sensitive. This means that I no longer have to travel i.e. there is no longer a purpose for a trip. I will not be rebooking this flight.

What options is Westjet legally required to offer w.r.t. refunding my flight cost?

Thank you.

[REDACTED]

Nadine Landry

From: Info
Sent: Friday, March 20, 2020 9:41 AM
To: [REDACTED]
Subject: RE: Need HELP in getting Refund or Credit for Trip Cancellation due to Coronavirus

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations does not address airline obligations **if a passenger wishes to change or cancel their flight reservation**. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Thursday, March 19, 2020 11:25 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Need HELP in getting Refund or Credit for Trip Cancellation due to Coronavirus

Hello,

Swoop Airline is refusing to issue a refund or credit due to the outbreak of Coronavirus.

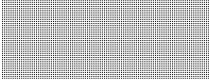
I am a frequent flyer between Alberta and British Columbia for work. Both Alberta and British Columbia Governments have declared a state of public emergency due to Coronavirus. The governments suggest to avoid going to places with more than 50 people, having a social distancing, and stay home when having symptoms. I am following the governments' recommendation to stay home and cancel the trip as a result.

However, my upcoming trip is not able to cancel or change due to the trip is within the next 7 days. Furthermore, I have booked all the trips for flying weekly from December 2019 until June 2020. All tickets were purchased in December 2019 and January 2020, which is before the outbreak of Coronavirus in Canada and Governments' emergency declaration. I am not able to cancel or get any refund or credit for the remaining trip from March to June.

I would like to ask for your help due to this special situation.

s.19(1)

Thanks,



Nadine Landry

From: Info
Sent: Friday, March 20, 2020 9:32 AM
To: [REDACTED]
Subject: RE: Cancelled Flights

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations do not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website; <https://www.otc-cta.gc.ca/eng/air-carrier-tariffs-posted-websites>

Best,

info@ Team
 Office des transports du Canada / Gouvernement du Canada
 info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
 Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
 info@otc-cta.gc.ca / Telephone 1-888-222-2592
 Follow us: Twitter / YouTube

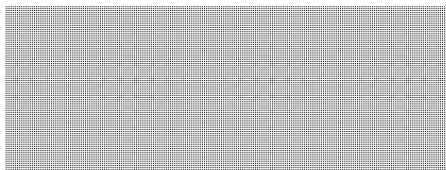
-----Original Message-----

From: [REDACTED]
Sent: Thursday, March 19, 2020 5:09 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Cancelled Flights

I had flights booked on Air Canada to and from Puerto Vallarta leaving March 27th returning April 3rd. Ticket [REDACTED] booking reference [REDACTED]. On March 17th because of the Coronavirus outbreak and the uncertainty of being able to return, I cancelled those flights. The best Air Canada would do is refund the taxes, fees and charges and give me a credit for the transportation charge, to be redeemed by Dec. 31st 2020.

Under the circumstances I don't think that is fair, especially, knowing that the government is going to have to support the airlines because of the Coronavirus. They will claim it was something beyond their

control that the drop in ridership is a financial disaster and they need support. Well it was something beyond my control as well and I am looking to you for support. I feel I am entitled to a full refund of all charges,taxes,and fees. I look forward to your reply.



Sent from my iPad

Nadine Landry

From: Info
Sent: Friday, March 20, 2020 9:12 AM
To: [REDACTED]
Subject: RE: Westjest Flight

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations do not address airline obligations **if a passenger wishes to change or cancel their flight reservation**. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Thursday, March 19, 2020 4:54 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Westjest Flight

Hello. On March 11 I purchased two tickets to fly from Lethbridge to Edmonton so that [REDACTED] and I could go to the West Edmonton Mall. With everything that has happened, all of the things in the mall are closed, also we cannot fly because [REDACTED] susceptible to getting sick. Additionally, [REDACTED] is now going to be home [REDACTED] and I cannot afford to travel whatsoever because all of my money will be going to pay [REDACTED] I tried to cancel my tickets with WestJet and they will only give me a travel credit. But I never fly- I never travel. I will not use this travel credit- they refuse to give me a refund. I really need that refund because I need the money now with everything that is happening. Is there some way that you can help me?

Also, my flight was for April 11th to return on April 16th.

Best regards [REDACTED]

Nadine Landry

From: Info
Sent: Friday, March 20, 2020 8:52 AM
To: [REDACTED]
Subject: RE: Air Canada Delayed Flight - Pursuing Compensation

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Passengers have new rights under the CTA's Air Passenger Protection Regulations when they travel by air.

A passenger has one year to make a compensation claim with the airline that operated the disrupted flight. The airline has 30 days to respond by issuing a payment or indicating why it believes compensation is not owed.

You may contact Air Canada here: <https://acc-prod.microsoftcrmporals.com/en-CA/air-canada-contact-us/>

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : [Twitter](#) / [YouTube](#)

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: [Twitter](#) / [YouTube](#)

From: [REDACTED]
Sent: Thursday, March 19, 2020 3:55 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Air Canada Delayed Flight - Pursuing Compensation

Good Afternoon,

I tried calling both of your CTA toll free numbers (1-888-222-2592 & 1-800-669-5575), and both numbers indicated they are out of service.

I have tried to contact Air Canada by phone, but it is impossible to get in touch with them during this busy time.

The situation:

- [REDACTED] and I had flights booked from Miami to Toronto on March 11.
- The original flight was AC1645, Departing Miami (MIA) at 16:45.
- At approximately 10:00 on March 11, we got an email that the flight was being cancelled.
- Our flight was automatically rebooked to March 11, at 20:50 - flight AC1647.
- Upon coming to the airport, the gentleman at the gate indicated that he suspected because the larger plane, that was to fly out later, was almost empty and he suspected they cancelled the earlier flight to consolidate the passengers.

I believe that the Passenger Bill of Rights covers us for compensation in this event. I had to be in the office the next day, and did not arrive back from the airport until 2:00am, and to sleep past 3:00am - and had to be at my office to report for work that morning - this was a disappointing situation, especially since it sounds like the airline did this to consolidate empty flights, and didn't indicate this to us at all.

Can you please contact me with details of how to proceed with a claim against the airline for both myself, and [REDACTED].

Thank you for your assistance.

Sincerely,

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Friday, March 20, 2020 8:48 AM
To: Info
Subject: Flight Cancellation Due To Covid19

Categories: waiting for consult

Hi,

I would like to know what is the policy for cancelled flights due to the Covid19 situation? Are passengers entitled to a full refund or atleast individual flight credits for cancelled flights? The airline that we bought a group ticket [REDACTED] initially stated they will be giving a refund or individual flight credits but they changed it to group credits that has to be used in 24 months. Also, it has to be used by all passengers at the same time. One person can't make it at the agreed day and time, he or she will lose their money/credits. Can you please advise? Thank you.

Regards,

[REDACTED]

Nadine Landry

From: Info
Sent: Friday, March 20, 2020 8:34 AM
To: [REDACTED]
Subject: RE: Request for clarification

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Passengers have new rights under the CTA's Air Passenger Protection Regulations when they travel by air.

The APPR provide clear and consistent air passenger rights by imposing certain minimum airline requirements for flights to, from and within Canada, including standards of treatment and, in some situations, compensation for passengers.

If your flight is delayed or cancelled and the reason is within the airline's control and not safety-related, you are entitled to a specific standard of treatment, compensation, and rebooking or a refund ; <https://rppa-appr.ca/eng/obligations-and-level-control>

If your flight is delayed or cancelled and the reason is within the airline's control and required for safety purposes, you are entitled to a specific standard of treatment and rebooking or a refund; <https://rppa-appr.ca/eng/obligations-and-level-control>

If your flight is delayed or cancelled and the reason is outside of the airline's control, you are entitled to rebooking; <https://rppa-appr.ca/eng/obligations-and-level-control>

To see what provisions of the APPR apply to your situation, consult our online service for air passengers at airpassengerprotection.ca.

If you would like to file a complaint about your flight delay with the CTA you can fill out our complaint form at <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

info@ Team

Office des transports du Canada / Gouvernement du Canada

info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575

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Canadian Transportation Agency / Government of Canada

info@otc-cta.gc.ca / Telephone 1-888-222-2592

Follow us: Twitter / YouTube

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

From: [REDACTED]

Sent: Thursday, March 19, 2020 3:35 PM

To: Info <Info@otc-cta.gc.ca>

Subject: Request for clarification

I had a flight cancelled/changed from 7:55pm on March 6 to 7:55pm March 7. Swoop is the airline. Las Vegas to Hamilton Ontario. original arrival at 6am March 7. Swoop could not be contacted to ask them to book me on a sooner flight on any airline, so I booked my own to a different city, farther away from my home that arrived at 10:40 am March 7 in Detroit. I then had a 2 hour drive home. They are only offering me compensation of a 3-6 hour delay (\$125.00) saying because I arrived within 3-6 hours...my ticket cost me \$286, swoop ticket was \$150. Are they correct in the compensation? Should they pay for my ticket on top of the \$125? Thank you

[REDACTED]

Sent from my iPhone

Nadine Landry

From: [REDACTED]
Sent: Friday, March 20, 2020 6:27 AM
To: Info
Subject: Air Transat Cancelled Flights

Categories: waiting for consult

Hi

A traveling group of [REDACTED] passengers were due to fly out to Toronto from Manchester on Friday 24th April 2020 to Monday 27th April 2020. For information the reason for our travel was to attend [REDACTED] Unfortunately due to the current situation regarding Covid-19 the flights have been cancelled.

Air Transat is currently offering credit onto the account but we would like a full cash refund as due to the cancellation we are unable to attend the event.

Could you please confirm whether we are entitled to a full cash refund? In this circumstance we would be entitled to a cash refund but I am unsure of the laws in Canada.

Thanks for your assistance in this matter.



For details of this company's registered number and address please follow this [link >>>](#)

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Nadine Landry

From: [REDACTED]
Sent: Friday, March 20, 2020 1:08 AM
To: Info
Subject: SWOOP AIRLINES

Hello,

I booked a flight with Swoop Airlines for next month and they are cancelling the flight and only offering me a future credit. The flight is from Abbotsford, B.C. to Las Vegas, Nevada and return.

Am I not entitled to a refund back to my card?

Thank you,

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Thursday, March 19, 2020 11:25 PM
To: Info
Subject: Need HELP in getting Refund or Credit for Trip Cancellation due to Coronavirus

Hello,

Swoop Airline is refusing to issue a refund or credit due to the outbreak of Coronavirus.

I am a frequent flyer between Alberta and British Columbia for work. Both Alberta and British Columbia Governments have declared a state of public emergency due to Coronavirus. The governments suggest to avoid going to places with more than 50 people, having a social distancing, and stay home when having symptoms. I am following the governments' recommendation to stay home and cancel the trip as a result.

However, my upcoming trip is not able to cancel or change due to the trip is within the next 7 days. Furthermore, I have booked all the trips for flying weekly from December 2019 until June 2020. All tickets were purchased in December 2019 and January 2020, which is before the outbreak of Coronavirus in Canada and Governments' emergency declaration. I am not able to cancel or get any refund or credit for the remaining trip from March to June.

I would like to ask for your help due to this special situation.

Thanks,

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Thursday, March 19, 2020 9:29 PM
To: Info
Subject: Cancelled Flight due to COVID-19

Good evening.

My April flight to the USA has been cancelled by Westjet due to government restrictions on travel. My trip was time sensitive. This means that I no longer have to travel i.e. there is no longer a purpose for a trip. I will not be rebooking this flight.

What options is Westjet legally required to offer w.r.t. refunding my flight cost?

Thank you.

[REDACTED]


Nadine Landry

From: [REDACTED]
Sent: Thursday, March 19, 2020 9:16 PM
To: Info
Subject: Annulation vol air transat

Mon vol pour le 12 avril a cuba a été annulé par air transat. Ceux ci m'offre un credit valide pour 2 ans au meme hotel. Moi je ne veux pas de crédit, je veux me faire rembourser. Sont ils dans l'obligation de me rembourser étant donné la situation? Merci

Envoyé à partir de Yahoo Courriel sur Android

Nadine Landry

From: 
Sent: Thursday, March 19, 2020 8:37 PM
To: Info
Subject: Air Canada - Flight Cancellations

Good evening,

I am seeking clarification on <https://otc-cta.gc.ca/eng/important-information-travellers-during-covid-19>

Air Canada cancelled numerous flights which is “out of their control”. As per contract law they are unable to fulfill their part of the contract and therefore, must provide a refund.

Air Canada is only offering a voucher which “must” be used within 24 months. They also conveniently added the following to terms and conditions:

- When booking a new flight with your flight credit, any fare difference will apply if the new flight is more expensive. If the new flight is less expensive, any residual value resulting from a lower fare will be lost.

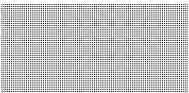
So this means, if the price of an itinerary rises, the customer must pay the difference.

This effectively proves they are not full filling the original itinerary. They in fact could be forcing customers to pay them more money for a flight they cancelled in the long run.

I don't know if the information you have on your website would be upheld in court if there was a class action lawsuit.

Can you please provide clarification on this as there are many Canadian's out of work, who could use that money right now.

Respectfully,



Sent from my iPhone

Nadine Landry

From: [REDACTED]
Sent: Thursday, March 19, 2020 7:05 PM
To: Fonseca Peter
Cc: marc.garneau@parl.gc.ca; tico@tico.ca; Info; consumer@ontario.ca
Importance: High

Hi Peter – For your personal info I have contacted 3 news agencies –2 of whom are going to investigate-about the Air Canada voucher only form of refund for travel aborted by the virus crisis.Obviously we customers are being used to maintain the bank account of Air Canada vacations until this terrible crisis is over.They have actually extended voucher use time to 2 years from one so as to appear generous when they are just using us or because they fear this crisis may outlive the voucher for large sums of money time.My travel agency OS travel has sat on the phone for hours and hours only to have Air Canada Vacations refuse any kind of cash refund for our trip that cost over \$4000.00.

Sunwing Vacations is offering a cash refund or a voucher plus\$100.00 plus they are flying people home free who were unable to get home from various sun destinations.They are being good corporate supporters.Air Canada is scamming people out of money.I realize there are many more significant, life issues involved right now but scammers need to be averted especially when it is our major airline. You will see that I have forwarded copies of this email to the the Federal Minister of Transportation,the Honourable Mr. Garneau ;Travel Industry Council of Ontario(TICO) and the Canadian Transportation Industry (CTA)as well as the Minister of Consumer Affairs for Ontario.

Surely one of these agents or the media will move Air Canada to a more acceptable honest position.

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Thursday, March 19, 2020 6:09 PM
To: Info
Subject: Re: westjet not refunding properly only travel credit when they have a travel ban.

Hello Im entitled to a refund however they don't want to lose a bunch of money so they just automatically have this set up as a credit. I clearly wanted a refund as Im entitled to this please look into this as they don't give an option to refund on a credit card just into a credit in their system which is not ethical nor legal. I paid extra for trip cancellation etc and I should be refunded on my credit card for the full amount.

From: Info <Info@otc-cta.gc.ca>
Sent: March 19, 2020 11:40 AM
To: [REDACTED]
Subject: RE: westjet not refunding properly only travel credit when they have a travel ban.

Hi [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Under the Air Passenger Protection Regulations (APPR), when an airline cancels or delays a flight, they have minimum obligations to passengers that could include standards of treatment, rebooking or refunds, and compensation for inconvenience. Their obligations depend on whether the disruption is within the control of the airline, within the airline's control but required for safety, or outside its control. These airline obligations are described in full on the CTA's [Know Your Rights](#) website.

Medical emergencies and related travel bans

If an airline cancels or delays flights to or from a **certain region because of a medical emergency** (such as a Public Health Emergency of International Concern declared by the World Health Organization) or a **related travel ban there**, this would generally be considered outside the airline's control.

If the airline cancels or delays flights to **nearby regions**, this may also be outside their control, for example, if the medical emergency was the primary reason for the disruption. However, if the airline's decision was primarily commercial or one made in its day-to-day operations, this could be considered within the airline's control. **Each situation would have to be assessed on its own merits.**

The APPR does not address airline obligations if a **passenger wishes to change or cancel their flight reservation**. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

As well, an airline may refuse to transport a passenger, for example, for health, safety or immigration reasons or if the passenger is not allowed to enter their destination country. Airlines set out in their tariffs under what circumstances they will refuse to transport a passenger.

The APPR provide clear and consistent air passenger rights by imposing certain minimum airline requirements for flights to, from and within Canada, including standards of treatment and, in some situations, compensation for passengers.

If your flight is delayed or cancelled and the reason is within the airline's control and not safety-related, you are entitled to a specific standard of treatment, compensation, and rebooking or a refund.

If your flight is delayed or cancelled and the reason is within the airline's control and required for safety purposes, you are entitled to a specific standard of treatment and rebooking or a refund.

If your flight is delayed or cancelled and the reason is outside of the airline's control, you are entitled to rebooking.

To see what provisions of the APPR apply to your situation, consult our online service for air passengers at airpassengerprotection.ca.

Best,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
 Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
 Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Wednesday, March 18, 2020 3:59 PM
To: Info <Info@otc-cta.gc.ca>
Subject: westjet not refunding properly only travel credit when they have a travel ban.

Hello my name is [REDACTED] I purchased a flight ticket from WestJet website from Toronto to Calgary. Both cities now have travel bans and Cancelled the ticket as it was for April 2nd 2020. The west jet website does not give me an option to refund me on my credit card it only goes to a travel bank or some form of holding of my money. I paid extra not a basic fare for trip cancelation for this specific reason as last time I got burned from west jet for \$2000 dollars and did not want this to happen again. Now after speaking with west jet on the phone they refuse to refund me on my credit card. This is unethical and should be clearly noted and stated in my receipt of purchase and when I book. The option I clicked was for trip cancelation and paid extra instead of a basic fare. Im hoping you can help as this isn't right and all I wish is to be refunded as both cities are in compete lock down now.

west jet flight was for [REDACTED]

WestJet WS 653Confirmation code: [REDACTED]
 Thu 2020-04-02 6:45 AM

second problem. I spoke to [REDACTED] and she hung up on me and forwarded me to [REDACTED] insurance when I did not want to go there as [REDACTED] also said west jet customer service should refund me. I then get a new travel booking that only [REDACTED] could have book for a flight in sept 1 that I did not book any travel just wanted to cancel all the bookings going back on to my credit card. I wanted a refund and have her recorded for a refund and gave her my credit card for flight [REDACTED] Calgary to Costa Rica. West jet has a 30 day ban on so I requested a full refund on my credit card.

I spoke to a manager and she could not give me the proper email to escalate the issue and I could not understand what she was saying as she clearly changed the email 3 times saying guest then gst then guest and I ask to have her spell the email and she hung up as she was clearly not communicating clearly and failed to provide me with proper response to solve this issue.

Please help all I want is to be refunded as I did not cancel the air line cancelled all travel I had to call in to get a refund and they don't have an option to refund on my credit card which is not legal.

Nadine Landry

From: [REDACTED]
Sent: Thursday, March 19, 2020 5:26 PM
To: marc.garneau@parl.gc.ca; justin.trudeau@parl.gc.ca; Info
Subject: Help your Canadian Constituents

Dear Marc Garneau,

I am writing to you to find out why you have not stepped in during this dire time in all Canadians lives. Why are you allowing these airlines to hold our money hostage on cancelled flights. You are aware some people who have had their vacations cancelled have worked hard for this money, some of these Canadians are now laid off, forced home because day care shut downs, school closures. Some of these Canadians are not receiving any income and I am sure they could use this money our air lines are holding hostage.

Air Transat for example sent me an email telling me I would receive a credit on file for 24 months however if the vacation I book is more money I must pay the surplus, but if it is cheaper there will be no refund. Who do they think they are, considering they will need our tax money to bail them out when the time comes.

I was a group booking of [REDACTED] people for [REDACTED] April 20 2020. We are being forced to rebook however [REDACTED] is not comfortable with that. [REDACTED] So [REDACTED] was very important to [REDACTED] But to assume [REDACTED] and hold [REDACTED] money hostage is unacceptable. And if our government does not step up for Canadians soon that is a disgrace. Stop making us fight this battle on our own during this trying time.

Regards,

[REDACTED]

Get [Outlook for Android](#)

Nadine Landry

From: [REDACTED]
Sent: Thursday, March 19, 2020 5:09 PM
To: Info
Subject: Cancelled Flights

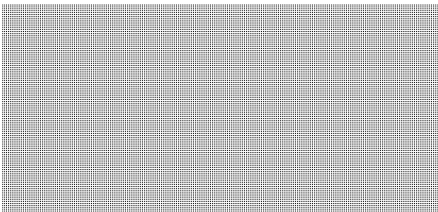
I had flights booked on Air Canada to and from Puerto Vallarta leaving March 27th returning April 3rd. Ticket # [REDACTED] booking reference [REDACTED]

On March 17th because of the Coronavirus outbreak and the uncertainty of being able to return, I cancelled those flights. The best Air Canada would do is refund the taxes,fees and charges and give me a credit for the transportation charge, to be redeemed by Dec. 31st 2020.

Under the circumstances I don't think that is fair, especially , knowing that the government is going to have to support the airlines because of the Coronavirus. They will claim it was something beyond their control that the drop in ridership is a financial disaster and they need support. Well it was something beyond my control as well and I am looking to you for support.

I feel I am entitled to a full refund of all charges,taxes,and fees.

I look forward to your reply.

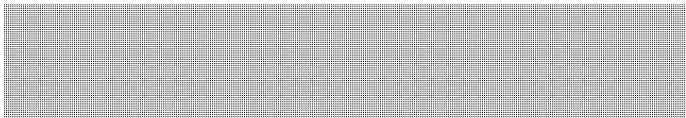


Sent from my iPad

Nadine Landry

From: [Redacted]
Sent: Thursday, March 19, 2020 5:05 PM
To: Info
Subject: restrictions due to COVID-19

I was wondering what restrictions are in place restricting travel for air ambulance operations into and out of Canada currently or expected soon.



Aerocare Medical Transport System Inc.
24 Hour Flight Request 800-823-1911
Mobile [Redacted]
Email [Redacted]



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Nadine Landry

From: [REDACTED]
Sent: Thursday, March 19, 2020 4:54 PM
To: Info
Subject: Westjest Flight

Hello. On March 11 I purchased two tickets to fly from Lethbridge to Edmonton so that my son and I could go to the West Edmonton Mall. With everything that has happened, all of the things in the mall are closed, also we cannot fly because [REDACTED] susceptible to getting sick. Additionally, [REDACTED] is now going to be home [REDACTED] and I cannot afford to travel whatsoever because all of my money will be going to pay [REDACTED] I tried to cancel my tickets with WestJet and they will only give me a travel credit. But I never fly- I never travel. I will not use this travel credit- they refuse to give me a refund. I really need that refund because I need the money now with everything that is happening. Is there some way that you can help me?

Also, my flight was for April 11th to return on April 16th.

Best regards [REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Thursday, March 19, 2020 3:55 PM
To: Info
Subject: Air Canada Delayed Flight - Pursuing Compensation

Good Afternoon,

I tried calling both of your CTA toll free numbers (1-888-222-2592 & 1-800-669-5575), and both numbers indicated they are out of service.

I have tried to contact Air Canada by phone, but it is impossible to get in touch with them during this busy time.

The situation:

- [REDACTED] and I had flights booked from Miami to Toronto on March 11.
- The original flight was AC1645, Departing Miami (MIA) at 16:45.
- At approximately 10:00 on March 11, we got an email that the flight was being cancelled.
- Our flight was automatically rebooked to March 11, at 20:50 - flight AC1647.
- Upon coming to the airport, the gentleman at the gate indicated that he suspected because the larger plane, that was to fly out later, was almost empty and he suspected they cancelled the earlier flight to consolidate the passengers.

I believe that the Passenger Bill of Rights covers us for compensation in this event. I had to be in the office the next day, and did not arrive back from the airport until 2:00am, and to sleep past 3:00am - and had to be at my office to report for work that morning - this was a disappointing situation, especially since it sounds like the airline did this to consolidate empty flights, and didn't indicate this to us at all.

Can you please contact me with details of how to proceed with a claim against the airline for both myself, and [REDACTED]

Thank you for your assistance.

Sincerely,

[REDACTED]
[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Thursday, March 19, 2020 3:35 PM
To: Info
Subject: Request for clarification

I had a flight cancelled/changed from 7:55pm on March 6 to 7:55pm March 7. Swoop is the airline. Las Vegas to Hamilton Ontario. original arrival at 6am March 7. Swoop could not be contacted to ask them to book me on a sooner flight on any airline, so I booked my own to a different city, farther away from my home that arrived at 10:40 am March 7 in Detroit. I then had a 2 hour drive home. They are only offering me compensation of a 3-6 hour delay (\$125.00) saying because I arrived within 3-6 hours...my ticket cost me \$286, swoop ticket was \$150. Are they correct in the compensation? Should they pay for my ticket on top of the \$125? Thank you

[REDACTED]

Sent from my iPhone

Nadine Landry

From: Info
Sent: Thursday, March 19, 2020 3:33 PM
To: [Redacted]
Subject: RE: Complaint Update

Hi [Redacted]

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: [Twitter](#) / [YouTube](#)

From: [Redacted]
Sent: Thursday, March 19, 2020 1:22 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Complaint Update

Good afternoon,

I filed a complaint over 30 days ago but haven't received a response, just wondering if there's a timeline to receive a response?

Thanks,

[Redacted] Rexel Canada Electrical Inc. | Atlantic Division | <https://atlantic.rexel.ca> |
1144 Topsail Rd. | Mount Pearl, NL | A1N 5E8 | Tel. 709 747 5300 | Cell. [Redacted]



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Nadine Landry

From: Info
Sent: Thursday, March 19, 2020 3:23 PM
To: Office des transports du Canada / Canadian Transportation Agency
Subject: Sunwing
Attachments: [redacted].pdf

From: [redacted]
Sent: March 19, 2020 2:54:37 PM (UTC-05:00) Eastern Time (US & Canada)
To: media
Subject: Fw: [Sunwing Vacations] Re: [redacted] / [redacted] / Cancun / SUNWING AIRLINES / 1/23/2020-1/30/2020

Good day CTA,

I believe that Sunwing are using this formal excuse to avoid paying any compensations; no one was notified about any flight cancellation or any technical issues with the cancelled flight. We were [redacted] families with [redacted] kids, we checked out and waited for the shuttle to transport us to the airport but it never showed up and no one at the hotel knew the reason.

From what it seemed, they combined 2 flights in 1 as they didn't fill many of the seats, there was a few empty seats on the 2nd flight actually.

We tried booking a room to spend those 4 hours but there was none available and the hotel staff were kind enough to allow us to eat in the restaurants free of charge.

On a side note; it was noticed that the sunwing site always shows the seats are all taken, forcing ppl to pay 50\$ per person per direction to be able to sit next to their own kids. They disperse all the families all over the plane making sure no family members are seated together, not even a toddler next to one of his parents which is against flight regulations.

There has to be an action taken to force sunwing to follow these regulations and to act in a more ethical way.

Flight details

[redacted]
Thu, 30 January 2020 3:45 PM
Passengers:

[redacted]

Thanks for your understanding

B.regards

[redacted]

From: Tracy S (Sunwing Vacations/Vacances Sunwing) <support@posttravel.zendesk.com>
Sent: March 19, 2020 9:42 AM
To: [REDACTED]
Subject: [Sunwing Vacations] Re: [REDACTED] / [REDACTED] / Cancun / SUNWING AIRLINES / 1/23/2020-1/30/2020

##- Please type your reply above this line -##
Your request [REDACTED] has been updated. To add additional comments, reply to this email.



Tracy S (Sunwing Vacations/Vacances Sunwing)
Mar 19, 09:42 EDT

Hello [REDACTED]

Thank you for your submission. I apologize for this flight disruption and any inconvenience this may have caused. The Airline has reviewed the details of this flight disruption and determined the delay that affected your flight was due to a technical defect that was identified during pre-flight preparations for the aircrafts previous flight which delayed your inbound aircraft causing your flight to be delayed. The delay was deemed INSIDE THE CONTROL OF THE CARRIER BUT TAKEN FOR SAFETY REASONS and as per the Air Passenger Protection Regulations, no compensation will be provided. If you had any out-of-pocket expenses related to this delay, please scan and attach your receipts to this email.

For more information about the Air Passenger Protection Regulations, please visit <https://rppa-appr.ca>

Regards,

[REDACTED] Sunwing Airlines
416-620-4955 ext. [REDACTED] f. 416-798-8760
27 Fasken Drive, Toronto, ON M9W 1K6



[REDACTED] Sunwing Vacations/Vacances Sunwing)
Mar 19, 09:40 EDT

-

Tracy S. | Sunwing Airlines
416-620-4955 ext. [REDACTED] f. 416-798-8760
27 Fasken Drive, Toronto, ON M9W 1K6

This email is a service from Sunwing Vacations/Vacances Sunwing. Delivered by [Zendesk](#) | [Privacy Policy](#)



eDocuments

Travel Itinerary

Booking Details

Booking [redacted]
Number of Passengers: 3
Issue Date: Tue, 14 January 2020
Departure Date: Thu, 23 January 2020

Agency Information

Agency: Luxor Tours-mississauga
Address: 1454 Dundas Street East Suite 106
Mississauga, ON
Phone: 9055665111

Passenger(s)

Table with 4 columns: Passenger, Gender, Seat(s), Seat(s). Rows 1, 2, 3 are redacted.

Flight Itinerary

Table with 7 columns: Flight, From, To, Via, Class, Aircraft, Passenger(s). Row 1: WG513 Sunwing Airlines, Toronto (YYZ) to Cancun (CUN), Thu, 23 January 2020.

Please call 1-877-978-6946 for flight arrival and departure information or visit www.sunwing.ca and select Flight Status. Enjoy Sunwing Airline's award winning inflight service...

Table with 7 columns: Flight, From, To, Via, Class, Aircraft, Passenger(s). Row 1: WG514 Sunwing Airlines, Cancun (CUN) to Toronto (YYZ), Thu, 30 January 2020.

Please visit www.sunwing.ca for flight arrival and departure information or the tour operator desk located in your hotel. For assistance, your Sunwing Vacations Representative in Cancun is available by phoning 01-800-070-0033.

Checked Baggage Allowance: 1 item per person with a maximum weight of 23kg

* Elite Plus passengers have a baggage allowance of 30kg if they have purchased an air and land package, or if they pre-purchased a checked bag on their air-only booking.

Product Information

| Hotel Name | Check In | Check Out | Room Type | Nights | Occupancy | Passenger(s) |
|---------------------------------------|---------------------------------|----------------------------------|---|--------|-----------|--------------|
| ROYALTON SUITES CANCUN RESORT AND SPA | Thu, 23 January 2020 3:00 PM | Thu, 30 January 2020 12:00 PM | Luxury Junior Suite Ocean View All Inclusive | 7 | Double | 1, 2, 3 |

The following passenger(s) are sharing this room:

- 1. [REDACTED]
- 2. [REDACTED]
- 3. [REDACTED]

s.19(1)

Confirmation number: [REDACTED]

Hotel Information for ROYALTON SUITES CANCUN RESORT AND SPA: * Les taxes et frais de service sont prepayes. * Veuillez presenter ce bon lors de l'enregistrement. * All taxes and service charges are prepaid. * Please present this voucher upon check-in. Effective for stays March 1,2019 and onwards, the hotel will be collecting an Environmental Sanitation Tax for the amount of \$25.35MXN Pesos per room per night. This will be payable directly to the hotel upon check in. Rates are subject to change

ROYALTON SUITES CANCUN RESORT AND SPA, Boulevard Kukulcan Km 9.7, Cancun, Mexico. Telephone: 9988685900

Land Excrs Cun Free Shopping Tour Cancun

Free Shopping Tour In Cancun - Zone 1

Booking: [REDACTED]

Passengers(s)
1. [REDACTED]

Expiry Date: **Thu, 30 January 2020**

Type:

EXCHANGE FOR SERVICE - NON TRANSFERABLE

Hotels not serviced by a NexusTours representative, please contact 01-800-070-0033

Please see your NexusTours representative at your hotel to redeem this voucher and confirm the date, time and meeting place for the excursion. NexusTours is the official destination representative of Sunwing Vacations and your local experts with over 20 years of experience providing competitively priced tours and transportation services. The excursion you have chosen and its inclusions were correct at time of booking and subject to change without prior notice. Excursions are non-transferable and non-refundable.

PICKUP CITY IS CANCUN

Length of excursion is approximately 4 hours

Departure Time: Times vary depending on hotel location - Hotel Lobby

Return Time: VARIES, Hotel Lobby

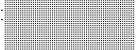
Inclusions: Roundtrip transportation, tequila tasting and coffee tasting. For participants over 21 years a small free gift is included. Bring money for shopping and refreshments. The guide will confirm the timings for each place and meeting point. The visit to Matis Jewellers will be approximately 45 minutes followed by free time (approx 2 hours). Timings are subject to change.

The tour is recommended for over 21 years old and free gift is only valid for those over 21 years. However, the tour is open to all ages. Please see representative in hotel to reconfirm pick up time and total number of participants.

For Groups: Please note that this free shopping tour operates on a shared basis with other customers.

Land Excurs Cun Free Shopping Tour Cancun

Free Shopping Tour In Cancun - Zone 1

Booking: 

Passengers(s)
2 

Expiry Date: **Thu, 30 January 2020**

Type:

s.19(1)

EXCHANGE FOR SERVICE - NON TRANSFERABLE

Hotels not serviced by a NexusTours representative, please contact 01-800-070-0033

Please see your NexusTours representative at your hotel to redeem this voucher and confirm the date, time and meeting place for the excursion. NexusTours is the official destination representative of Sunwing Vacations and your local experts with over 20 years of experience providing competitively priced tours and transportation services. The excursion you have chosen and its inclusions were correct at time of booking and subject to change without prior notice.

Excursions are non-transferable and non-refundable.

PICKUP CITY IS CANCUN

Length of excursion is approximately 4 hours

Departure Time: Times vary depending on hotel location - Hotel Lobby

Return Time: VARIES, Hotel Lobby

Inclusions: Roundtrip transportation, tequila tasting and coffee tasting. For participants over 21 years a small free gift is included. Bring money for shopping and refreshments. The guide will confirm the timings for each place and meeting point. The visit to Matis Jewellers will be approximately 45 minutes followed by free time (approx 2 hours). Timings are subject to change.

The tour is recommended for over 21 years old and free gift is only valid for those over 21 years. However, the tour is open to all ages. Please see representative in hotel to reconfirm pick up time and total number of participants.

For Groups: Please note that this free shopping tour operates on a shared basis with other customers.

Land Excrs Cun Free Shopping Tour Cancun

Free Shopping Tour In Cancun - Zone 1

Booking: 

Passengers(s)

3. 

Expiry Date: **Thu, 30 January 2020**

Type:

EXCHANGE FOR SERVICE - NON TRANSFERABLE

Hotels not serviced by a NexusTours representative, please contact
01-800-070-0033

Please see your NexusTours representative at your hotel to redeem this voucher and confirm the date, time and meeting place for the excursion. NexusTours is the official destination representative of Sunwing Vacations and your local experts with over 20 years of experience providing competitively priced tours and transportation services. The excursion you have chosen and its inclusions were correct at time of booking and subject to change without prior notice.

Excursions are non-transferable and non-refundable.

PICKUP CITY IS CANCUN

Length of excursion is approximately 4 hours

Departure Time: Times vary depending on hotel location - Hotel Lobby

Return Time: VARIES, Hotel Lobby

Inclusions: Roundtrip transportation, tequila tasting and coffee tasting. For participants over 21 years a small free gift is included. Bring money for shopping and refreshments. The guide will confirm the timings for each place and meeting point. The visit to Matis Jewellers will be approximately 45 minutes followed by free time (approx 2 hours). Timings are subject to change.

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For Groups: Please note that this free shopping tour operates on a shared basis with other customers.

Advice to International Passengers on Limitation of Liability

CONDITIONS OF CONTRACT

1. As used in this contract:

"Carriage" means "transportation";

"Carrier" means Sunwing Airlines Inc. ("Sunwing Airlines") or a carrier that carries, or undertakes to carry the passenger or his baggage hereunder or perform any other services incidental to such air Carriage;

"Electronic Ticket" means the itinerary/receipt issued by or on behalf of Carrier, the electronic coupons and, if applicable, a boarding document;

"Ticket" means this passenger ticket and baggage check, or this itinerary/receipt if applicable, in case of an electronic ticket, of which these conditions and notices form part;

"Montreal Convention" means the Convention for the Unification of Certain Rules for International Carriage by Air signed at Montreal, 28th May 1999;

"Warsaw Convention" means the Convention for the Unification of Certain Rules Relating to International Carriage by Air, signed at Warsaw, October 12, 1929, as amended.

2. Carriage hereunder is subject to the rules and limitations relating to liability established by the Warsaw Convention or the Montreal Convention, whichever is in law applicable, unless such Carriage is not "international carriage" as defined by the applicable Convention. To the extent not in conflict with the foregoing, Carriage and other services performed by Sunwing Airlines are also subject to: (i) provisions contained in this Ticket, (ii) Sunwing Airlines' applicable tariffs, and (iii) these Conditions of Carriage, notices and related regulations, which are all incorporated herein by reference and are available upon request at Sunwing Airlines' offices.

3. The agreed stopping places are those places set forth in this Ticket or as shown in the Carrier's timetables as scheduled stopping places on the passenger's route. If applicable, Carriage to be performed hereunder by several successive Carriers is regarded as a single operation.

4. The Carrier will be responsible for the furnishing of transportation only over its own lines. When any Carrier undertakes to issue a Ticket, check baggage, or make any other arrangements for transportation over the lines of any other carrier (whether or not such transportation is part of a through service), such Carrier will act only as agent for such other carrier and will assume no responsibility for the acts or omissions of such other carrier.

5. This Ticket is valid for Carriage only on the flights and dates shown thereon and are not refundable by Sunwing Airlines to the Passenger, except as provided by applicable fare conditions. Tickets are non-transferable. This Ticket will not be honoured and will lose its validity if all coupons are not used in the sequence provided for in the Ticket. Fare for Carriage hereunder is subject to change prior to commencement of Carriage. Sunwing Airlines may refuse transportation if the applicable fare has not been paid.

6. Sunwing Airlines undertakes to use its best efforts to carry the passenger and baggage with reasonable dispatch. Times shown in timetable or elsewhere are not guaranteed and form no part

of this contract. Sunwing Airlines may, without notice, substitute alternative Carriers or aircraft, and if necessary, may alter, add and/or omit stopping places shown on the Ticket. Schedules are subject to change with and Sunwing Airlines will make reasonable efforts to inform passengers of schedule changes. Sunwing Airlines assumes no responsibility for missed connections.

7. Checked baggage will be delivered to bearer of the baggage check. In case of damage to baggage, loss or delay of baggage, please visit www.sunwing.ca. See applicable tariffs for further information.

8. Passengers shall comply with all laws of each country from, through or to which the passengers travel and must comply with all Government travel requirements including, but not limited to, obtaining and presenting all necessary exit, entry or other required documents.

9. No agent, servant or representative of Sunwing Airlines has authority to alter, modify or waive any provisions of this contract.

CARRIER RESERVES THE RIGHT TO REFUSE CARRIAGE TO ANY PERSON WHO HAS ACQUIRED A TICKET IN VIOLATION OF APPLICABLE LAW OR VIOLATES CARRIER'S TARIFFS, RULES OR REGULATIONS.

THIS TICKET IS SOLD SUBJECT TO CARRIER'S APPLICABLE TARIFF.

NOTICE OF LIMITATION OF LIABILITY

The Montreal Convention or the Warsaw Convention, as applicable, may be applicable to your journey and these conventions govern and may limit the liability of Carriers for death or bodily injury, for loss or of damage to baggage and for delay. Any exclusion or limitation of liability of Carrier shall apply to, and be for, the benefit of agents, servants, and representatives of Carrier and any person whose aircraft is used by Carrier for Carriage and its agents, servants and representatives.

LIMITATION OF LIABILITY FOR DEATH OR PERSONAL INJURY: Liability for death or personal injury may be limited. For international travel, Sunwing Airlines' liability will be limited by either the Montreal Convention or the Warsaw Convention, as applicable. For travel governed by the Warsaw Convention, Sunwing Airlines' liability will be limited to proven damages of Special Drawing Rights 100,000 per passenger, excluding legal fees and costs.

For domestic travel, Sunwing Airlines' liability will be limited to proven damages of \$100,000 per passenger per incident, excluding legal fees and costs. In no case shall Sunwing Airlines' liability exceed the actual loss suffered by the passenger. All claims are subject to proof of amount of loss.

LIMITATION OF LIABILITY FOR BAGGAGE: Liability for loss, delay or damage to baggage is limited. For international travel, Sunwing Airlines' liability will be limited by either the Montreal Convention or the Warsaw Convention, as applicable. For travel governed by the Montreal Convention, Sunwing Airlines' liability for loss, damaged or delayed baggage is limited to 1,131 Special Drawing Rights for each passenger. For travel governed by the Warsaw Convention, Sunwing Airlines' liability for loss, damaged or delayed baggage is limited to the sum of 250 francs per kilogram.

For domestic travel only, Sunwing Airlines' liability as a result of damage and/or loss is 1,131 Special Drawing Rights per bag.

In no case shall Sunwing Airlines' liability exceed the actual loss suffered by the passenger. All claims are subject to proof of amount of loss.

Sunwing Airlines shall not be liable for damage to fragile, valuable or perishable items where such damage is the result of the inherent defect, quality or vice of the item in question. In the case of damaged checked baggage, Sunwing Airlines' liability shall be limited to repairing the damaged bag, paying the cost of the repair, if such were pre-approved by Sunwing Airlines on the basis of an estimate or replacing the bag if it is not repairable.

Passenger Information with regards to rights under the Air Passenger Protection Regulations: SOR/2019-150

If you are travelling to or from a Canadian airport and are denied boarding, your flight is cancelled or delayed for at least two hours, or your baggage is lost or damaged, you may be entitled to certain standards of treatment and compensation under the Air Passenger Protection Regulations. For more information about your passenger rights please ask a Sunwing Airlines Representative or visit the Canadian Transportation Agency's website.

If you are travelling on a flight operated by Sunwing Airlines, you can access this information by visiting www.sunwing.ca

If your journey involves Carriage by different Carriers, then you should contact each Carrier for information on their Conditions of Carriage and limits of liability.

Travel Information Guide

TERMS AND CONDITIONS

The complete Terms and Conditions for your holiday can be found online for Sunwing at www.sunwing.ca. Please remember that it is your responsibility to read these important terms before travelling because making a booking constitutes your acceptance of these terms and conditions.

TRAVEL DOCUMENTATION

It is your responsibility to determine what documentation is required for travel to your destination and for your return to Canada". Sunwing Vacations will assume no responsibility whatsoever for passenger(s) denied carriage by the airline or refused entry into any country. Sunwing Vacations strongly recommends that you carry a valid passport when travelling outside of Canada. Please note that several countries now require that your passport be valid for up to six months after the completion of your travel in order to be accepted by them as a valid travel document. If your passport is damaged in any way, you may be denied boarding and you will be responsible for all costs associated with a new passport and a replacement holiday.

*Returning to Canada: An Electronic Travel Authorization (eTA) is required for visa exempt foreign nationals entering Canada. Canadian citizens, holders of a valid Canadian Permanent Resident Card and U.S. citizens are exempt. The eTA will be required when boarding a flight to Canada. We strongly recommend that eligible travellers submit their applications prior to departure from Canada. For complete details, visit <http://Canada.ca/eTA>.

AIRPORT CHECK-IN

It is strongly recommended that all passengers arrive 3 hours prior to departure to allow check-in and to ensure adequate time to pass through airport security. For all airports within Canada and overseas, the check-in desk will be open 3 hours (4 hours for European flights) prior to departure and close 1 hour prior to departure. All passengers arriving after the check-in desk closes will be denied boarding. Remember to check your flight itinerary for your departure airport / terminal and reconfirm your flight(s).

FLIGHT SCHEDULE RECONFIRMATION

All flight schedules are subject to change with or without notice. As a result, you MUST reconfirm your flight time(s) 12 HOURS prior to departure (from Canada and destination). Please call 1-877-978-6946 or visit www.sunwing.ca and select "Flight Status".



As an added convenience you can sign up to receive our Flight Notification emails on your personal computer or mobile device allowing you to plan ahead should your flight itinerary change.

If you have purchased "flight only" it is your responsibility to provide your Travel Agent with your destination contact telephone number prior to your departure. This will allow us to contact you with any flight schedule changes however, it is still your responsibility to reconfirm your flight time 12 HOURS prior to departure.

FLIGHT INFORMATION

For additional flight information such as: check-in, baggage allowance, pets, in-flight services, pregnancy, children and infants and special needs, please visit www.sunwing.ca.

If you miss your first flight shown on this ticket, you must contact our office at 1-877-SUNWING (786-9464) immediately to avoid cancellation of remaining flights on your ticket. No refund will be issued for unused services.

Please be aware that in-flight entertainment varies across our fleet. Passengers travelling on our Boeing 737-800 aircraft can take advantage of in-flight audio/visual entertainment that typically includes recent TV shows depending on flight duration. Passengers on our Boeing 737 MAX 8 aircraft benefit from USB charging stations in their seatback; allowing them to watch their own personal viewing choices on their own devices during the flight. As not all airports offer free WI-FI, we strongly recommend that passengers come to the airport with their video content already downloaded.

Manulife Global Travel Insurance + Worry Free for Sunwing – PRE DEPARTURE CANCELLATIONS & CHANGES

If you have purchased insurance with Sunwing and need to change or cancel your booking last minute, please call our Sales Centre at 1-800-668-4224 between the hours of 0830 and 2100 EST. Outside of these hours please call 1-866-388-9387 and leave a message with your name, telephone number, Sunwing booking number, mailing address and dates of travel. Cancellation penalties as applicable will apply.

Quebec residents only – please visit <https://www.sunwing.ca/pages/en/be-worry-free> for a link to the Manulife distribution guide.

TRAVEL TIPS

Enhance your vacation by pre-booking excursions & upgrades by visiting Sunwing at www.sunwing.ca and selecting "My Booking".

The check-in time for most hotels is 3:00pm and check-out time can be as early as 11:00am, regardless of your arrival or departure times. The specific times for your hotel are indicated on your hotel accommodation voucher. Many hotels will offer hospitality areas for passengers who may be without their room for some time; however, this arrangement is solely based on the discretion of the hotel. You will be able to enjoy many facilities at your resort, such as the lobby, bar, restaurants or pool until such time your room is ready. We therefore suggest packing your bathing suit and shorts in your carry-on bag so you can commence with enjoying all that your resort has to offer.

For additional travel information, restrictions and advice, please visit Preparing for your Vacation under FAQ's at www.sunwing.ca.

PREBOOKED SEAT SELECTION

Seat Selection is available at a nominal fee and may be reserved up to 12 HOURS prior to departure. For your convenience, Seat Selection is available to be booked on-line at www.sunwing.ca. You can also speak with your Travel Agent or call Sunwing 1-877-SUNWING (786-9464) during opening hours.

YOUR IN-DESTINATION SUPPORT TEAM (Excluding Canada, U.S.A and Europe)

Your local Sunwing Representative will meet you outside the airport, at the bus loading area. They will be identifiable by their bright orange shirt and Sunwing sign*. You may be stopped by time-share agents as you exit the customs area. Please note these agents are not affiliated with Sunwing. If you choose to meet with these agents, you may miss the bus transfer.

*Not available for flight only or land only bookings unless transfer has been purchased.

We highly recommend you attend the Sunwing Rep's Welcome Briefing, even if you are a repeat visitor. During the briefing, you'll receive information that will help you get the most out of your vacation experience, such as excursions, restaurant hours and reservation information, tipping protocols etc., as well as confirming your departure schedule details. Please ensure you check the Sunwing Information Board/Binder (located in or near the hotel lobby) for transfer and departure times and the times your Sunwing Rep will be at your hotel during your stay. We know that sometimes, things may not go according to plan – your Sunwing Representative is there to assist. Download the free Sunwing app prior to leaving for your vacation – you can reach a Sunwing Representative 24/7 while in destination and you can call home for free*.

*Details on how to download the app can be found following the Travel Information Guide section.

PASSENGER BAGGAGE ALLOWANCE /CHECKED & CARRY-ON

Checked Baggage (Complimentary Baggage allowance does not apply to flight only bookings & luggage fees will apply.)

For packages to/from Mexico, Caribbean or Central America, the complimentary weight allowance per bag is 23 kg (30 kg for Elite Plus). Should a 2nd bag be checked, the fee will be \$37 (taxes included). Should any bag exceed 23 kg (50 lbs) in weight, and/or 158 linear cm in size, overweight/oversized bag fees apply, \$78 per bag (includes taxes). 2nd checked bag up to 23kg may be pre-purchased, at a reduced rate, up to 48 hours prior to departure by contacting the Sales Centre at 1-877-SUNWING or going to www.sunwing.ca and selecting My Booking.

For flight only bookings to/from Mexico, Caribbean or Central America and within Canada and the United States, checked baggage must be purchased. 1st and 2nd bags may be pre-purchased, at a reduced rate, up to 48 hours prior to departure by contacting the Sales Centre at 1-877-SUNWING or going to www.sunwing.ca and selecting My Booking.

Local transportation fees to and from your hotel may apply for oversized baggage and sporting equipment, including bikes, surfboards, kite-boards, golf clubs etc.

Carry-on Baggage

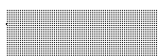
In accordance with the Transport Canada Carry-on Baggage Program, each fare-paying passenger is permitted one carry-on item and one personal item onboard. The weight of the carry-on item cannot exceed 5 kilograms and must be no larger than 23 cm x 40 cm x 51 cm (9" x 16" x 20"). Soft-sided carry-on baggage is recommended. Any bags that exceed the weight and/or size limit must be prepared for check-in and excess baggage fees will be applied. Carry-on items may include an overnight bag or backpack. A personal item may be one of the following: purse, messenger bag, laptop bag (holding a laptop and related items) or camera bag (holding photographic equipment only) Please note that due to mandatory passenger security screening or secondary passenger security screening, passengers may be required at an interim station stop to check their duty free items purchased onboard into their checked luggage.

Sunwing Airlines Elite Plus

Passengers who pre-purchase Elite Plus seating are permitted a bag allowance of 30 kg (65 lbs).

Dangerous goods

Please note that Sunwing Airlines does not accept the carriage of dangerous goods or live animals.



Infants

There is no baggage allowance for infants who do not have a paid seat.

Additional baggage information can be found online for Sunwing Airlines at www.sunwing.ca

Fly Smart. Know your rights and responsibilities. <https://www.otc-cta.gc.ca/eng/fly-smart>



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\$8.95 PER DAY
EVERY 6TH DAY FREE

PARK LONGER & SAVE MORE!
CASHED UP TO 20% OFF

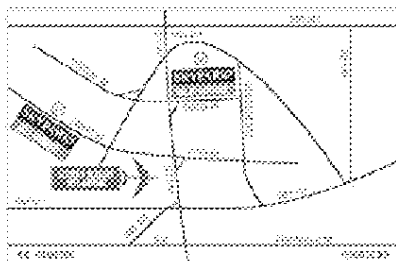
PAID ONLY **\$79.60** AND STAY **FREE** UP TO 30 DAYS

THAT WORKS OUT TO \$2 PER DAY

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*Times are subject to change without notice. Offer applicable rates. Coverages not included.

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TORONTO ONT M9W 1K5

1-800-969-8032

AIRPORT ROAD

5428 AIRPORT ROAD
MISSISSAUGA ON L4V 1E5

1-888-368-0605

CALL OR VISIT US ONLINE FOR MORE INFORMATION AND DRIVING DIRECTIONS

1-800-969-8032

WWW.SKYPARK.CA

PARK N FLY

[sunwing.ca](http://www.sunwing.ca)

Toronto Airport Parking Coupon

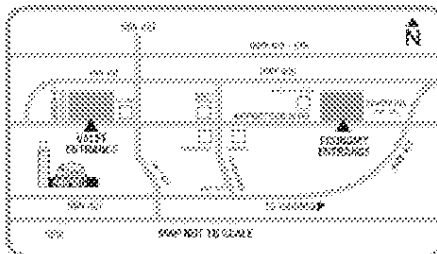
Valet

Driver Drop-off/Concessions. Just drop your car, we'll take it to you!

- ✓ We park while you fly
- ✓ It's fast & easy
- ✓ Plus get optional detailing or car charge

DAILY
\$19.99

WEEKLY
\$83.99



STATIONERY 428 Union Road, Mississauga, ON, 905-670-1143

DIRECTIONS
 FROM 401/404: 428 Union Road, turn left
 FROM 401/404: 428 Union Road, turn right
 FROM 401/404: 428 Union Road, turn left
 FROM 401/404: 428 Union Road, turn left

STATIONERY 5428 Airport Road, Mississauga, ON, 905-670-1143

DIRECTIONS
 FROM 401/404: 5428 Airport Road, turn left
 FROM 401/404: 5428 Airport Road, turn left
 FROM 401/404: 5428 Airport Road, turn left
 FROM 401/404: 5428 Airport Road, turn left

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- ✓ Minutes from the airport
- ✓ You park, keep the keys and we'll drop you off curbside at the terminal 24/7

DAILY
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This coupon must be presented at check out to receive this offer. **PARKING CONDITIONS:** Rates shown include discounts. Savings are based off of rack rates. Charge begins at time of check in and is based on a minimum 24-hour period. One week equals 7 consecutive 24-hour periods. Limit one coupon per parking transaction. Not valid with any other discount or promotion. Parking rates subject to surcharges. All taxes and surcharges are subject to applicable fees. Rates subject to change without notice. Expires May 31, 2020. Park N Fly is a registered trademark of 1-800-969-8032 Alberta Ltd.

PRINT THIS COUPON
Scan Barcode or Enter Code at check out to receive rates.



1048224

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BEFORE TRAVELLING

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 100710001

Visit dunfarn.ca for more information



Nadine Landry

From: Vincent Turgeon
Sent: Thursday, March 19, 2020 3:17 PM
To: Info
Subject: FW: [Sunwing Vacations] Re: [REDACTED] / [REDACTED] Cancun / SUNWING AIRLINES / 1/23/2020-1/30/2020
Attachments: [REDACTED].pdf

In case it didn't reach you the first time around

From: [REDACTED]
Sent: March 19, 2020 2:54:37 PM (UTC-05:00) Eastern Time (US & Canada)
To: media
Subject: Fw: [Sunwing Vacations] Re: [REDACTED] / [REDACTED] Cancun / SUNWING AIRLINES / 1/23/2020-1/30/2020

Good day CTA,

I believe that Sunwing are using this formal excuse to avoid paying any compensations; no one was notified about any flight cancellation or any technical issues with the cancelled flight. We were [REDACTED] families with [REDACTED] kids, we checked out and waited for the shuttle to transport us to the airport but it never showed up and no one at the hotel knew the reason.

From what it seemed, they combined 2 flights in 1 as they didn't fill many of the seats, there was a few empty seats on the 2nd flight actually.

We tried booking a room to spend those 4 hours but there was none available and the hotel staff were kind enough to allow us to eat in the restaurants free of charge.

On a side note; it was noticed that the sunwing site always shows the seats are all taken, forcing ppl to pay 50\$ per person per direction to be able to sit next to their own kids. They disperse all the families all over the plane making sure no family members are seated together, not even a toddler next to one of his parents which is against flight regulations.

There has to be an action taken to force sunwing to follow these regulations and to act in a more ethical way.

Flight details

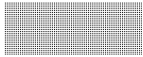
[REDACTED]
 Thu, 30 January 2020 3:45 PM

Passengers:

[REDACTED]

Thanks for your understanding

B.regards



From: [REDACTED] (Sunwing Vacations/Vacances Sunwing) <support@posttravel.zendesk.com>
Sent: March 19, 2020 9:42 AM
To: [REDACTED]
Subject: [Sunwing Vacations] Re: [REDACTED] / Cancun / SUNWING AIRLINES / 1/23/2020-1/30/2020

##- Please type your reply above this line -##

Your request [REDACTED] has been updated. To add additional comments, reply to this email.



[REDACTED] (Sunwing Vacations/Vacances Sunwing)

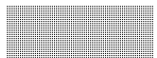
Mar 19, 09:42 EDT

Hello [REDACTED]

Thank you for your submission. I apologize for this flight disruption and any inconvenience this may have caused. The Airline has reviewed the details of this flight disruption and determined the delay that affected your flight was due to a technical defect that was identified during pre-flight preparations for the aircrafts previous flight which delayed your inbound aircraft causing your flight to be delayed. The delay was deemed INSIDE THE CONTROL OF THE CARRIER BUT TAKEN FOR SAFETY REASONS and as per the Air Passenger Protection Regulations, no compensation will be provided. If you had any out-of-pocket expenses related to this delay, please scan and attach your receipts to this email.

For more information about the Air Passenger Protection Regulations, please visit <https://rppa-appr.ca>

Regards,



| Sunwing Airlines

416-620-4955 ext. [REDACTED] f. 416-798-8760

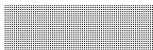

27 Fasken Drive, Toronto, ON M9W 1K6



[REDACTED] (Sunwing Vacations/Vacances Sunwing)

Mar 19, 09:40 EDT

-

 Sunwing Airlines
416-620-4955 ext.  f. 416-798-8760
27 Fasken Drive, Toronto, ON M9W 1K6

This email is a service from Sunwing Vacations/Vacances Sunwing. Delivered by [Zendesk](#) | [Privacy Policy](#)



eDocuments

Travel Itinerary

Booking Details

Booking: [REDACTED]
Number of Passengers: 3
Issue Date: Tue, 14 January 2020
Departure Date: Thu, 23 January 2020

Agency Information

Agency: Luxor Tours-mississauga
Address: 1454 Dundas Street East Suite 106
 Mississauga, ON
Phone: 9055665111

Passenger(s)

| Passenger | Gender | Seat(s) | Seat(s) |
|---------------|------------|---------|---------|
| 1. [REDACTED] | [REDACTED] | | |
| 2. [REDACTED] | [REDACTED] | | |
| 3. [REDACTED] | [REDACTED] | | |

Flight Itinerary

| Flight | From | To | Via | Class | Aircraft | Passenger(s) |
|---------------------------|--|---|-----|-------|----------|--------------|
| WG513 Sunwing Airlines | Toronto (YYZ) Thu, 23 January 2020 10:15 AM - Terminal 3 | Cancun (CUN) Thu, 23 January 2020 2:25 PM | | | 737 | 1, 2, 3 |

Please call 1-877-978-6946 for flight arrival and departure information or visit www.sunwing.ca and select Flight Status. Enjoy Sunwing Airline's award winning inflight service, featuring a buy on board menu of light meals, drinks, and snacks (including kid's choices). Inflight purchases on Sunwing Airlines must be paid via credit card. Sunwing Airlines accepts all major credit cards. RETURNING TO CANADA - An Electronic Travel Authorization (eTA) is required for visa exempt foreign nationals entering Canada. Canadian citizens, holders of a valid Canadian Permanent Resident Card and U.S. citizens are exempt. The eTA will be required when boarding a flight to Canada. We strongly recommend that eligible travellers submit their applications prior to departure from Canada. For complete details, visit <http://Canada.ca/eTA>.

| Flight | From | To | Via | Class | Aircraft | Passenger(s) |
|---------------------------|---|--|-----|-------|----------|--------------|
| WG514 Sunwing Airlines | Cancun (CUN) Thu, 30 January 2020 3:45 PM | Toronto (YYZ) Thu, 30 January 2020 7:35 PM | | | 737 | 1, 2, 3 |

Please visit www.sunwing.ca for flight arrival and departure information or the tour operator desk located in your hotel. For assistance, your Sunwing Vacations Representative in Cancun is available by phoning 01-800-070-0033. Enjoy Sunwing Airline's award winning inflight service, featuring a buy on board menu of light meals, drinks, and snacks (including kid's choices). Inflight purchases on Sunwing Airlines must be paid via credit card. Sunwing Airlines accepts all major credit cards. RETURNING TO CANADA - An Electronic Travel Authorization (eTA) is required for visa exempt foreign nationals entering Canada. Canadian citizens, holders of a valid Canadian Permanent Resident Card and U.S. citizens are exempt. The eTA will be required when boarding a flight to Canada. We strongly recommend that eligible travellers submit their applications prior to departure from Canada. For complete details, visit <http://Canada.ca/eTA>.

Checked Baggage Allowance: 1 item per person with a maximum weight of 23kg

* Elite Plus passengers have a baggage allowance of 30kg if they have purchased an air and land package, or if they pre-purchased a checked bag on their air-only booking.

Product Information

| Hotel Name | Check In | Check Out | Room Type | Nights | Occupancy | Passenger(s) |
|---------------------------------------|---------------------------------|----------------------------------|---|--------|-----------|--------------|
| ROYALTON SUITES CANCUN RESORT AND SPA | Thu, 23 January 2020 3:00 PM | Thu, 30 January 2020 12:00 PM | Luxury Junior Suite Ocean View All Inclusive | 7 | Double | 1, 2, 3 |

The following passenger(s) are sharing this room:

1. [REDACTED]
2. [REDACTED]
3. [REDACTED]

Confirmation number: [REDACTED]

Hotel Information for ROYALTON SUITES CANCUN RESORT AND SPA: * Les taxes et frais de service sont prepayes. * Veuillez presenter ce bon lors de l'enregistrement. * All taxes and service charges are prepaid. * Please present this voucher upon check-in. Effective for stays March 1, 2019 and onwards, the hotel will be collecting an Environmental Sanitation Tax for the amount of \$25.35MXN Pesos per room per night. This will be payable directly to the hotel upon check in. Rates are subject to change

ROYALTON SUITES CANCUN RESORT AND SPA, Boulevard Kukulcan Km 9.7, Cancun, Mexico. Telephone: 9988685900

Land Excrs Cun Free Shopping Tour Cancun**Free Shopping Tour In Cancun - Zone 1**

Booking [REDACTED]

Passengers(s)

1. [REDACTED]

Expiry Date: **Thu, 30 January 2020**

Type:

EXCHANGE FOR SERVICE - NON TRANSFERABLE

Hotels not serviced by a NexusTours representative, please contact 01-800-070-0033

Please see your NexusTours representative at your hotel to redeem this voucher and confirm the date, time and meeting place for the excursion. NexusTours is the official destination representative of Sunwing Vacations and your local experts with over 20 years of experience providing competitively priced tours and transportation services. The excursion you have chosen and its inclusions were correct at time of booking and subject to change without prior notice. Excursions are non-transferable and non-refundable.

PICKUP CITY IS CANCUN

Length of excursion is approximately 4 hours

Departure Time: Times vary depending on hotel location - Hotel Lobby

Return Time: VARIES, Hotel Lobby

Inclusions: Roundtrip transportation, tequila tasting and coffee tasting. For participants over 21 years a small free gift is included. Bring money for shopping and refreshments. The guide will confirm the timings for each place and meeting point. The visit to Matis Jewellers will be approximately 45 minutes followed by free time (approx 2 hours). Timings are subject to change.

The tour is recommended for over 21 years old and free gift is only valid for those over 21 years. However, the tour is open to all ages. Please see representative in hotel to reconfirm pick up time and total number of participants.

For Groups: Please note that this free shopping tour operates on a shared basis with other customers.

Land Excrs Cun Free Shopping Tour Cancun**Free Shopping Tour In Cancun - Zone 1**

Booking: [REDACTED]

Passengers(s)

2. [REDACTED]

Expiry Date: **Thu, 30 January 2020**

Type:

EXCHANGE FOR SERVICE - NON TRANSFERABLE

Hotels not serviced by a NexusTours representative, please contact
01-800-070-0033

Please see your NexusTours representative at your hotel to redeem this voucher and confirm the date, time and meeting place for the excursion. NexusTours is the official destination representative of Sunwing Vacations and your local experts with over 20 years of experience providing competitively priced tours and transportation services. The excursion you have chosen and its inclusions were correct at time of booking and subject to change without prior notice.

Excursions are non-transferable and non-refundable.

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Departure Time: Times vary depending on hotel location - Hotel Lobby

Return Time: VARIES, Hotel Lobby

Inclusions: Roundtrip transportation, tequila tasting and coffee tasting. For participants over 21 years a small free gift is included. Bring money for shopping and refreshments. The guide will confirm the timings for each place and meeting point. The visit to Matis Jewellers will be approximately 45 minutes followed by free time (approx 2 hours). Timings are subject to change.

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For Groups: Please note that this free shopping tour operates on a shared basis with other customers.

Land Excrs Cun Free Shopping Tour Cancun**Free Shopping Tour In Cancun - Zone 1**

Booking: [REDACTED]

Passengers(s)

3. [REDACTED]

Expiry Date: **Thu, 30 January 2020**

Type:

EXCHANGE FOR SERVICE - NON TRANSFERABLE

Hotels not serviced by a NexusTours representative, please contact
01-800-070-0033

Please see your NexusTours representative at your hotel to redeem this voucher and confirm the date, time and meeting place for the excursion. NexusTours is the official destination representative of Sunwing Vacations and your local experts with over 20 years of experience providing competitively priced tours and transportation services. The excursion you have chosen and its inclusions were correct at time of booking and subject to change without prior notice.

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Return Time: VARIES, Hotel Lobby

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Advice to International Passengers on Limitation of Liability**CONDITIONS OF CONTRACT**

1. As used in this contract:

"Carriage" means "transportation";

"Carrier" means Sunwing Airlines Inc. ("Sunwing Airlines") or a carrier that carries, or undertakes to carry the passenger or his baggage hereunder or perform any other services incidental to such air Carriage;

"Electronic Ticket" means the itinerary/receipt issued by or on behalf of Carrier, the electronic coupons and, if applicable, a boarding document;

"Ticket" means this passenger ticket and baggage check, or this itinerary/receipt if applicable, in case of an electronic ticket, of which these conditions and notices form part;

"Montreal Convention" means the Convention for the Unification of Certain Rules for International Carriage by Air signed at Montreal, 28th May 1999;

"Warsaw Convention" means the Convention for the Unification of Certain Rules Relating to International Carriage by Air, signed at Warsaw, October 12, 1929, as amended.

2. Carriage hereunder is subject to the rules and limitations relating to liability established by the Warsaw Convention or the Montreal Convention, whichever is in law applicable, unless such Carriage is not "international carriage" as defined by the applicable Convention. To the extent not in conflict with the foregoing, Carriage and other services performed by Sunwing Airlines are also subject to: (i) provisions contained in this Ticket, (ii) Sunwing Airlines' applicable tariffs, and (iii) these Conditions of Carriage, notices and related regulations, which are all incorporated herein by reference and are available upon request at Sunwing Airlines' offices.

3. The agreed stopping places are those places set forth in this Ticket or as shown in the Carrier's timetables as scheduled stopping places on the passenger's route. If applicable, Carriage to be performed hereunder by several successive Carriers is regarded as a single operation.

4. The Carrier will be responsible for the furnishing of transportation only over its own lines. When any Carrier undertakes to issue a Ticket, check baggage, or make any other arrangements for transportation over the lines of any other carrier (whether or not such transportation is part of a through service), such Carrier will act only as agent for such other carrier and will assume no responsibility for the acts or omissions of such other carrier.

5. This Ticket is valid for Carriage only on the flights and dates shown thereon and are not refundable by Sunwing Airlines to the Passenger, except as provided by applicable fare conditions. Tickets are non-transferable. This Ticket will not be honoured and will lose its validity if all coupons are not used in the sequence provided for in the Ticket. Fare for Carriage hereunder is subject to change prior to commencement of Carriage. Sunwing Airlines may refuse transportation if the applicable fare has not been paid.

6. Sunwing Airlines undertakes to use its best efforts to carry the passenger and baggage with reasonable dispatch. Times shown in timetable or elsewhere are not guaranteed and form no part

of this contract. Sunwing Airlines may, without notice, substitute alternative Carriers or aircraft, and if necessary, may alter, add and/or omit stopping places shown on the Ticket. Schedules are subject to change with and Sunwing Airlines will make reasonable efforts to inform passengers of schedule changes. Sunwing Airlines assumes no responsibility for missed connections.

7. Checked baggage will be delivered to bearer of the baggage check. In case of damage to baggage, loss or delay of baggage, please visit www.sunwing.ca. See applicable tariffs for further information.

8. Passengers shall comply with all laws of each country from, through or to which the passengers travel and must comply with all Government travel requirements including, but not limited to, obtaining and presenting all necessary exit, entry or other required documents.

9. No agent, servant or representative of Sunwing Airlines has authority to alter, modify or waive any provisions of this contract.

CARRIER RESERVES THE RIGHT TO REFUSE CARRIAGE TO ANY PERSON WHO HAS ACQUIRED A TICKET IN VIOLATION OF APPLICABLE LAW OR VIOLATES CARRIER'S TARIFFS, RULES OR REGULATIONS.

THIS TICKET IS SOLD SUBJECT TO CARRIER'S APPLICABLE TARIFF.

NOTICE OF LIMITATION OF LIABILITY

The Montreal Convention or the Warsaw Convention, as applicable, may be applicable to your journey and these conventions govern and may limit the liability of Carriers for death or bodily injury, for loss or of damage to baggage and for delay. Any exclusion or limitation of liability of Carrier shall apply to, and be for, the benefit of agents, servants, and representatives of Carrier and any person whose aircraft is used by Carrier for Carriage and its agents, servants and representatives.

LIMITATION OF LIABILITY FOR DEATH OR PERSONAL INJURY: Liability for death or personal injury may be limited. For international travel, Sunwing Airlines' liability will be limited by either the Montreal Convention or the Warsaw Convention, as applicable. For travel governed by the Warsaw Convention, Sunwing Airlines' liability will be limited to proven damages of Special Drawing Rights 100,000 per passenger, excluding legal fees and costs.

For domestic travel, Sunwing Airlines' liability will be limited to proven damages of \$100,000 per passenger per incident, excluding legal fees and costs. In no case shall Sunwing Airlines' liability exceed the actual loss suffered by the passenger. All claims are subject to proof of amount of loss.

LIMITATION OF LIABILITY FOR BAGGAGE: Liability for loss, delay or damage to baggage is limited. For international travel, Sunwing Airlines' liability will be limited by either the Montreal Convention or the Warsaw Convention, as applicable. For travel governed by the Montreal Convention, Sunwing Airlines' liability for loss, damaged or delayed baggage is limited to 1,131 Special Drawing Rights for each passenger. For travel governed by the Warsaw Convention, Sunwing Airlines' liability for loss, damaged or delayed baggage is limited to the sum of 250 francs per kilogram.

For domestic travel only, Sunwing Airlines' liability as a result of damage and/or loss is 1,131 Special Drawing Rights per bag.

In no case shall Sunwing Airlines' liability exceed the actual loss suffered by the passenger. All claims are subject to proof of amount of loss.

Sunwing Airlines shall not be liable for damage to fragile, valuable or perishable items where such damage is the result of the inherent defect, quality or vice of the item in question. In the case of damaged checked baggage, Sunwing Airlines' liability shall be limited to repairing the damaged bag, paying the cost of the repair, if such were pre-approved by Sunwing Airlines on the basis of an estimate or replacing the bag if it is not repairable.

Passenger Information with regards to rights under the Air Passenger Protection Regulations: SOR/2019-150

If you are travelling to or from a Canadian airport and are denied boarding, your flight is cancelled or delayed for at least two hours, or your baggage is lost or damaged, you may be entitled to certain standards of treatment and compensation under the Air Passenger Protection Regulations. For more information about your passenger rights please ask a Sunwing Airlines Representative or visit the Canadian Transportation Agency's website.

If you are travelling on a flight operated by Sunwing Airlines, you can access this information by visiting www.sunwing.ca

If your journey involves Carriage by different Carriers, then you should contact each Carrier for information on their Conditions of Carriage and limits of liability.

Travel Information Guide

TERMS AND CONDITIONS

The complete Terms and Conditions for your holiday can be found online for Sunwing at www.sunwing.ca. Please remember that it is your responsibility to read these important terms before travelling because making a booking constitutes your acceptance of these terms and conditions.

TRAVEL DOCUMENTATION

It is your responsibility to determine what documentation is required for travel to your destination and for your return to Canada". Sunwing Vacations will assume no responsibility whatsoever for passenger(s) denied carriage by the airline or refused entry into any country. Sunwing Vacations strongly recommends that you carry a valid passport when travelling outside of Canada. Please note that several countries now require that your passport be valid for up to six months after the completion of your travel in order to be accepted by them as a valid travel document. If your passport is damaged in any way, you may be denied boarding and you will be responsible for all costs associated with a new passport and a replacement holiday.

*Returning to Canada: An Electronic Travel Authorization (eTA) is required for visa exempt foreign nationals entering Canada. Canadian citizens, holders of a valid Canadian Permanent Resident Card and U.S. citizens are exempt. The eTA will be required when boarding a flight to Canada. We strongly recommend that eligible travellers submit their applications prior to departure from Canada. For complete details, visit <http://Canada.ca/eTA>.

AIRPORT CHECK-IN

It is strongly recommended that all passengers arrive 3 hours prior to departure to allow check-in and to ensure adequate time to pass through airport security. For all airports within Canada and overseas, the check-in desk will be open 3 hours (4 hours for European flights) prior to departure and close 1 hour prior to departure. All passengers arriving after the check-in desk closes will be denied boarding. Remember to check your flight itinerary for your departure airport / terminal and reconfirm your flight(s).

FLIGHT SCHEDULE RECONFIRMATION

All flight schedules are subject to change with or without notice. As a result, you MUST reconfirm your flight time(s) 12 HOURS prior to departure (from Canada and destination). Please call 1-877-978-6946 or visit www.sunwing.ca and select "Flight Status".



As an added convenience you can sign up to receive our Flight Notification emails on your personal computer or mobile device allowing you to plan ahead should your flight itinerary change.

If you have purchased "flight only" it is your responsibility to provide your Travel Agent with your destination contact telephone number prior to your departure. This will allow us to contact you with any flight schedule changes however, it is still your responsibility to reconfirm your flight time 12 HOURS prior to departure.

FLIGHT INFORMATION

For additional flight information such as: check-in, baggage allowance, pets, in-flight services, pregnancy, children and infants and special needs, please visit www.sunwing.ca.

If you miss your first flight shown on this ticket, you must contact our office at 1-877-SUNWING (786-9464) immediately to avoid cancellation of remaining flights on your ticket. No refund will be issued for unused services.

Please be aware that in-flight entertainment varies across our fleet. Passengers travelling on our Boeing 737-800 aircraft can take advantage of in-flight audio/visual entertainment that typically includes recent TV shows depending on flight duration. Passengers on our Boeing 737 MAX 8 aircraft benefit from USB charging stations in their seatback; allowing them to watch their own personal viewing choices on their own devices during the flight. As not all airports offer free WI-FI, we strongly recommend that passengers come to the airport with their video content already downloaded.

Manulife Global Travel Insurance + Worry Free for Sunwing – PRE DEPARTURE CANCELLATIONS & CHANGES

If you have purchased insurance with Sunwing and need to change or cancel your booking last minute, please call our Sales Centre at 1-800-668-4224 between the hours of 0830 and 2100 EST. Outside of these hours please call 1-866-388-9387 and leave a message with your name, telephone number, Sunwing booking number, mailing address and dates of travel. Cancellation penalties as applicable will apply.

Quebec residents only – please visit <https://www.sunwing.ca/pages/en/be-worry-free> for a link to the Manulife distribution guide.

TRAVEL TIPS

Enhance your vacation by pre-booking excursions & upgrades by visiting Sunwing at www.sunwing.ca and selecting "My Booking".

The check-in time for most hotels is 3:00pm and check-out time can be as early as 11:00am, regardless of your arrival or departure times. The specific times for your hotel are indicated on your hotel accommodation voucher. Many hotels will offer hospitality areas for passengers who may be without their room for some time; however, this arrangement is solely based on the discretion of the hotel. You will be able to enjoy many facilities at your resort, such as the lobby, bar, restaurants or pool until such time your room is ready. We therefore suggest packing your bathing suit and shorts in your carry-on bag so you can commence with enjoying all that your resort has to offer.

For additional travel information, restrictions and advice, please visit Preparing for your Vacation under FAQ's at www.sunwing.ca.

PREBOOKED SEAT SELECTION

Seat Selection is available at a nominal fee and may be reserved up to 12 HOURS prior to departure. For your convenience, Seat Selection is available to be booked on-line at www.sunwing.ca. You can also speak with your Travel Agent or call Sunwing 1-877-SUNWING (786-9464) during opening hours.

YOUR IN-DESTINATION SUPPORT TEAM (Excluding Canada, U.S.A and Europe)

Your local Sunwing Representative will meet you outside the airport, at the bus loading area. They will be identifiable by their bright orange shirt and Sunwing sign*. You may be stopped by time-share agents as you exit the customs area. Please note these agents are not affiliated with Sunwing. If you choose to meet with these agents, you may miss the bus transfer.

*Not available for flight only or land only bookings unless transfer has been purchased.

We highly recommend you attend the Sunwing Rep's Welcome Briefing, even if you are a repeat visitor. During the briefing, you'll receive information that will help you get the most out of your vacation experience, such as excursions, restaurant hours and reservation information, tipping protocols etc., as well as confirming your departure schedule details. Please ensure you check the Sunwing Information Board/Binder (located in or near the hotel lobby) for transfer and departure times and the times your Sunwing Rep will be at your hotel during your stay. We know that sometimes, things may not go according to plan – your Sunwing Representative is there to assist. Download the free Sunwing app prior to leaving for your vacation – you can reach a Sunwing Representative 24/7 while in destination and you can call home for free*.

*Details on how to download the app can be found following the Travel Information Guide section.

PASSENGER BAGGAGE ALLOWANCE /CHECKED & CARRY-ON

Checked Baggage (Complimentary Baggage allowance does not apply to flight only bookings & luggage fees will apply.)

For packages to/from Mexico, Caribbean or Central America, the complimentary weight allowance per bag is 23 kg (30 kg for Elite Plus). Should a 2nd bag be checked, the fee will be \$37 (taxes included). Should any bag exceed 23 kg (50 lbs) in weight, and/or 158 linear cm in size, overweight/oversized bag fees apply, \$78 per bag (includes taxes). 2nd checked bag up to 23kg may be pre-purchased, at a reduced rate, up to 48 hours prior to departure by contacting the Sales Centre at 1-877-SUNWING or going to www.sunwing.ca and selecting My Booking.

For flight only bookings to/from Mexico, Caribbean or Central America and within Canada and the United States, checked baggage must be purchased. 1st and 2nd bags may be pre-purchased, at a reduced rate, up to 48 hours prior to departure by contacting the Sales Centre at 1-877-SUNWING or going to www.sunwing.ca and selecting My Booking.

Local transportation fees to and from your hotel may apply for oversized baggage and sporting equipment, including bikes, surfboards, kite-boards, golf clubs etc.

Carry-on Baggage

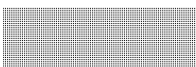
In accordance with the Transport Canada Carry-on Baggage Program, each fare-paying passenger is permitted one carry-on item and one personal item onboard. The weight of the carry-on item cannot exceed 5 kilograms and must be no larger than 23 cm x 40 cm x 51 cm (9" x 16" x 20"). Soft-sided carry-on baggage is recommended. Any bags that exceed the weight and/or size limit must be prepared for check-in and excess baggage fees will be applied. Carry-on items may include an overnight bag or backpack. A personal item may be one of the following: purse, messenger bag, laptop bag (holding a laptop and related items) or camera bag (holding photographic equipment only) Please note that due to mandatory passenger security screening or secondary passenger security screening, passengers may be required at an interim station stop to check their duty free items purchased onboard into their checked luggage.

Sunwing Airlines Elite Plus

Passengers who pre-purchase Elite Plus seating are permitted a bag allowance of 30 kg (65 lbs).

Dangerous goods

Please note that Sunwing Airlines does not accept the carriage of dangerous goods or live animals.



Infants

There is no baggage allowance for infants who do not have a paid seat.

Additional baggage information can be found online for Sunwing Airlines at www.sunwing.ca

Fly Smart. Know your rights and responsibilities. <https://www.otc-cta.gc.ca/eng/fly-smart>



SKYPARK

24 HOURS A DAY



TORONTO PEARSON AIRPORT'S BEST KEPT SECRET

OPEN 24 HRS / 7 DAYS A WEEK

ONLY 2 MINUTES FROM THE AIRPORT

FREE, FREQUENT SHUTTLE SERVICE TO AND FROM ALL TERMINALS

[sunwing.ca](http://www.sunwing.ca)

VALET PARKING
FASKEN DRIVE LOCATION
\$9.95 PER DAY

SELF PARKING
AIRPORT ROAD LOCATION
\$8.95 PER DAY

EVERY 6TH DAY FREE

PARK LONGER & SAVE MORE!
UNLIMITED PARKING & 24 HOUR SECURITY

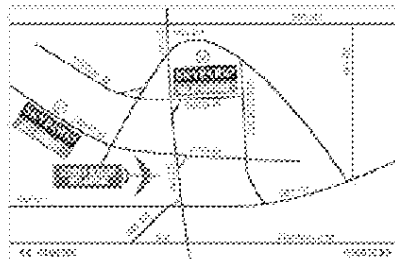
PAID ONLY \$79.60 AND STAY FREE UP TO 30 DAYS

THAT WORKS OUT TO \$2 PER DAY!

SKYPARK'S OPERATIONAL HOURS

*Times are subject to change without notice. Offer applicable to all Sunwing flights on our routes.

THIS OFFER IS SUBJECT TO OUR TERMS AND CONDITIONS. VISIT WWW.SKYPARK.CA



FASKEN DRIVE
50 FASKEN DRIVE
TORONTO ONT M9W 1K5
1-800-969-8032

AIRPORT ROAD
5428 AIRPORT ROAD
MISSISSAUGA ON L4V 1E5
1-888-358-0605

CALL OR VISIT US ONLINE FOR MORE INFORMATION AND DRIVING DIRECTIONS

1-800-969-8032

WWW.SKYPARK.CA

PARK N FLY

[sunwing.ca](http://www.sunwing.ca)

Toronto Airport Parking Coupon

Valet

Driver drops off passengers. Just drive your car into the lot & get on!

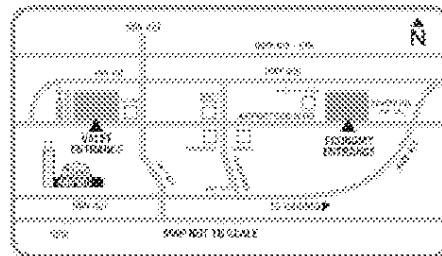
- ✔ We park while you fly
- ✔ It's fast & easy
- ✔ Plus get optional detailing or car charge

DAILY

\$19.99

WEEKLY

\$83.99



STATIONERY 4520 Union Road, Mississauga, ON, 905-670-1143

DIRECTIONS

- 11100 QUILT
- 11100 QUILT
- 11100 QUILT
- 11100 QUILT

STATIONERY 5428 Airport Road, Mississauga, ON, 905-670-1143

DIRECTIONS

- 11100 QUILT
- 11100 QUILT
- 11100 QUILT
- 11100 QUILT

Economy

Drop your car in the lot & get on!

- ✔ Minutes from the airport
- ✔ You park, keep the keys and we'll drop you off curbside at the terminal 24/7

DAILY

\$9.99

WEEKLY

\$42.99

This coupon must be presented at check out to receive this offer. **PARKING CONDITIONS:** Rates shown include discounts. Savings are based off of rack rates. Charge begins at time of check in and is based on a minimum 24-hour period. One week equals 7 consecutive 24-hour periods. Limit one coupon per parking transaction. Not valid with any other discount or promotion. Parking rates subject to surcharges. All taxes and surcharges are subject to applicable fees. Rates subject to change without notice. Expires May 31, 2020. Park N Fly is a registered trademark of 1-800-969-8032 Alberta Ltd.

PRINT THIS COUPON

Scan Barcode or Enter Code at check out to receive rates.



1048224

dungalcanada.com'."/>

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PROFESSIONAL ABOUT
DUNGAL
BEFORE TRAVELLING

valneva

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Visit dungalcanada.com for more information

Nadine Landry

From: [REDACTED]
Sent: Thursday, March 19, 2020 2:55 PM
To: media
Subject: Fw: [Sunwing Vacations] Re: [REDACTED] / [REDACTED] / Cancun / SUNWING AIRLINES / 1/23/2020-1/30/2020
Attachments: [REDACTED].pdf

Good day CTA,

I believe that Sunwing are using this formal excuse to avoid paying any compensations; no one was notified about any flight cancellation or any technical issues with the cancelled flight. We were [REDACTED] families with [REDACTED] kids, we checked out and waited for the shuttle to transport us to the airport but it never showed up and no one at the hotel knew the reason.

From what it seemed, they combined 2 flights in 1 as they didn't fill many of the seats, there was a few empty seats on the 2nd flight actually.

We tried booking a room to spend those 4 hours but there was none available and the hotel staff were kind enough to allow us to eat in the restaurants free of charge.

On a side note; it was noticed that the sunwing site always shows the seats are all taken, forcing ppl to pay 50\$ per person per direction to be able to sit next to their own kids. They disperse all the families all over the plane making sure no family members are seated together, not even a toddler next to one of his parents which is against flight regulations.

There has to be an action taken to force sunwing to follow these regulations and to act in a more ethical way.

Flight details

Thu, 30 January 2020 3:45 PM

Passengers:

[REDACTED]

Thanks for your understanding

B.regards

[REDACTED]

From: [REDACTED] (Sunwing Vacations/Vacances Sunwing)
Sent: March 19, 2020 9:42 AM
To: [REDACTED]
Subject: [Sunwing Vacations] Re: [REDACTED] / Cancun / SUNWING AIRLINES / 1/23/2020-1/30/2020

##- Please type your reply above this line -##

Your request ([REDACTED]) has been updated. To add additional comments, reply to this email.



[REDACTED] (Sunwing Vacations/Vacances Sunwing)

Mar 19, 09:42 EDT

Hello [REDACTED]

Thank you for your submission. I apologize for this flight disruption and any inconvenience this may have caused. The Airline has reviewed the details of this flight disruption and determined the delay that affected your flight was due to a technical defect that was identified during pre-flight preparations for the aircrafts previous flight which delayed your inbound aircraft causing your flight to be delayed. The delay was deemed INSIDE THE CONTROL OF THE CARRIER BUT TAKEN FOR SAFETY REASONS and as per the Air Passenger Protection Regulations, no compensation will be provided. If you had any out-of-pocket expenses related to this delay, please scan and attach your receipts to this email.

For more information about the Air Passenger Protection Regulations, please visit <https://rppa-appr.ca>

Regards,

[REDACTED] Sunwing Airlines
416-620-4955 ext. [REDACTED] f. 416-798-8760
27 Fasken Drive, Toronto, ON M9W 1K6



[REDACTED] (Sunwing Vacations/Vacances Sunwing)

Mar 19, 09:40 EDT

-

[REDACTED] Sunwing Airlines
416-620-4955 ext. [REDACTED] f. 416-798-8760
27 Fasken Drive, Toronto, ON M9W 1K6

This email is a service from Sunwing Vacations/Vacances Sunwing. Delivered by [Zendesk](#) | [Privacy Policy](#)



eDocuments

Travel Itinerary

Booking Details

Booking [REDACTED]
Number of Passengers: 3
Issue Date: Tue, 14 January 2020
Departure Date: Thu, 23 January 2020

Agency Information

Agency: Luxor Tours-mississauga
Address: 1454 Dundas Street East Suite 106
 Mississauga, ON
Phone: 9055665111

Passenger(s)

| Passenger | Gender | Seat(s) | Seat(s) |
|---------------|------------|---------|---------|
| 1. [REDACTED] | [REDACTED] | | |
| 2. [REDACTED] | [REDACTED] | | |
| 3. [REDACTED] | [REDACTED] | | |

Flight Itinerary

| Flight | From | To | Via | Class | Aircraft | Passenger(s) |
|---------------------------|--|---|-----|-------|----------|--------------|
| WG513 Sunwing Airlines | Toronto (YYZ) Thu, 23 January 2020 10:15 AM - Terminal 3 | Cancun (CUN) Thu, 23 January 2020 2:25 PM | | | 737 | 1, 2, 3 |

Please call 1-877-978-6946 for flight arrival and departure information or visit www.sunwing.ca and select Flight Status. Enjoy Sunwing Airline's award winning inflight service, featuring a buy on board menu of light meals, drinks, and snacks (including kid's choices). Inflight purchases on Sunwing Airlines must be paid via credit card. Sunwing Airlines accepts all major credit cards. RETURNING TO CANADA - An Electronic Travel Authorization (eTA) is required for visa exempt foreign nationals entering Canada. Canadian citizens, holders of a valid Canadian Permanent Resident Card and U.S. citizens are exempt. The eTA will be required when boarding a flight to Canada. We strongly recommend that eligible travellers submit their applications prior to departure from Canada. For complete details, visit <http://Canada.ca/eTA>.

| Flight | From | To | Via | Class | Aircraft | Passenger(s) |
|---------------------------|---|--|-----|-------|----------|--------------|
| WG514 Sunwing Airlines | Cancun (CUN) Thu, 30 January 2020 3:45 PM | Toronto (YYZ) Thu, 30 January 2020 7:35 PM | | | 737 | 1, 2, 3 |

Please visit www.sunwing.ca for flight arrival and departure information or the tour operator desk located in your hotel. For assistance, your Sunwing Vacations Representative in Cancun is available by phoning 01-800-070-0033. Enjoy Sunwing Airline's award winning inflight service, featuring a buy on board menu of light meals, drinks, and snacks (including kid's choices). Inflight purchases on Sunwing Airlines must be paid via credit card. Sunwing Airlines accepts all major credit cards. RETURNING TO CANADA - An Electronic Travel Authorization (eTA) is required for visa exempt foreign nationals entering Canada. Canadian citizens, holders of a valid Canadian Permanent Resident Card and U.S. citizens are exempt. The eTA will be required when boarding a flight to Canada. We strongly recommend that eligible travellers submit their applications prior to departure from Canada. For complete details, visit <http://Canada.ca/eTA>.

Checked Baggage Allowance: 1 item per person with a maximum weight of 23kg

* Elite Plus passengers have a baggage allowance of 30kg if they have purchased an air and land package, or if they pre-purchased a checked bag on their air-only booking.

Product Information

| Hotel Name | Check In | Check Out | Room Type | Nights | Occupancy | Passenger(s) |
|---------------------------------------|---------------------------------|----------------------------------|---|--------|-----------|--------------|
| ROYALTON SUITES CANCUN RESORT AND SPA | Thu, 23 January 2020 3:00 PM | Thu, 30 January 2020 12:00 PM | Luxury Junior Suite Ocean View All Inclusive | 7 | Double | 1, 2, 3 |

The following passenger(s) are sharing this room:

1. [REDACTED]
2. [REDACTED]
3. [REDACTED]

Confirmation number: [REDACTED]

Hotel Information for ROYALTON SUITES CANCUN RESORT AND SPA: * Les taxes et frais de service sont prepayes. * Veuillez presenter ce bon lors de l'enregistrement. * All taxes and service charges are prepaid. * Please present this voucher upon check-in. Effective for stays March 1,2019 and onwards, the hotel will be collecting an Environmental Sanitation Tax for the amount of \$25.35MXN Pesos per room per night. This will be payable directly to the hotel upon check in. Rates are subject to change

ROYALTON SUITES CANCUN RESORT AND SPA, Boulevard Kukulcan Km 9.7, Cancun, Mexico. Telephone: 9988685900

Land Excrs Cun Free Shopping Tour Cancun**Free Shopping Tour In Cancun - Zone 1**

Booking: [REDACTED]

Passengers(s)

1. [REDACTED]

Expiry Date: **Thu, 30 January 2020**

Type:

EXCHANGE FOR SERVICE - NON TRANSFERABLE

Hotels not serviced by a NexusTours representative, please contact
01-800-070-0033

Please see your NexusTours representative at your hotel to redeem this voucher and confirm the date, time and meeting place for the excursion. NexusTours is the official destination representative of Sunwing Vacations and your local experts with over 20 years of experience providing competitively priced tours and transportation services. The excursion you have chosen and its inclusions were correct at time of booking and subject to change without prior notice. Excursions are non-transferable and non-refundable.

PICKUP CITY IS CANCUN

Length of excursion is approximately 4 hours

Departure Time: Times vary depending on hotel location - Hotel Lobby

Return Time: VARIES, Hotel Lobby

Inclusions: Roundtrip transportation, tequila tasting and coffee tasting. For participants over 21 years a small free gift is included. Bring money for shopping and refreshments. The guide will confirm the timings for each place and meeting point. The visit to Matis Jewellers will be approximately 45 minutes followed by free time (approx 2 hours). Timings are subject to change.

The tour is recommended for over 21 years old and free gift is only valid for those over 21 years. However, the tour is open to all ages. Please see representative in hotel to reconfirm pick up time and total number of participants.

For Groups: Please note that this free shopping tour operates on a shared basis with other customers.

Land Excurs Cun Free Shopping Tour Cancun

Free Shopping Tour In Cancun - Zone 1

Booking: [REDACTED]

Passengers(s)

2 [REDACTED]

Expiry Date: **Thu, 30 January 2020**

Type:

EXCHANGE FOR SERVICE - NON TRANSFERABLE

Hotels not serviced by a NexusTours representative, please contact 01-800-070-0033

Please see your NexusTours representative at your hotel to redeem this voucher and confirm the date, time and meeting place for the excursion. NexusTours is the official destination representative of Sunwing Vacations and your local experts with over 20 years of experience providing competitively priced tours and transportation services. The excursion you have chosen and its inclusions were correct at time of booking and subject to change without prior notice.

Excursions are non-transferable and non-refundable.

PICKUP CITY IS CANCUN

Length of excursion is approximately 4 hours

Departure Time: Times vary depending on hotel location - Hotel Lobby

Return Time: VARIES, Hotel Lobby

Inclusions: Roundtrip transportation, tequila tasting and coffee tasting. For participants over 21 years a small free gift is included. Bring money for shopping and refreshments. The guide will confirm the timings for each place and meeting point. The visit to Matis Jewellers will be approximately 45 minutes followed by free time (approx 2 hours). Timings are subject to change.

The tour is recommended for over 21 years old and free gift is only valid for those over 21 years. However, the tour is open to all ages. Please see representative in hotel to reconfirm pick up time and total number of participants.

For Groups: Please note that this free shopping tour operates on a shared basis with other customers.

Land Excrs Cun Free Shopping Tour Cancun**Free Shopping Tour In Cancun - Zone 1**

Booking: [REDACTED]

Passengers(s)

3. [REDACTED]

Expiry Date: **Thu, 30 January 2020**

Type:

EXCHANGE FOR SERVICE - NON TRANSFERABLE

Hotels not serviced by a NexusTours representative, please contact
01-800-070-0033

Please see your NexusTours representative at your hotel to redeem this voucher and confirm the date, time and meeting place for the excursion. NexusTours is the official destination representative of Sunwing Vacations and your local experts with over 20 years of experience providing competitively priced tours and transportation services. The excursion you have chosen and its inclusions were correct at time of booking and subject to change without prior notice.

Excursions are non-transferable and non-refundable.

PICKUP CITY IS CANCUN

Length of excursion is approximately 4 hours

Departure Time: Times vary depending on hotel location - Hotel Lobby

Return Time: VARIES, Hotel Lobby

Inclusions: Roundtrip transportation, tequila tasting and coffee tasting. For participants over 21 years a small free gift is included. Bring money for shopping and refreshments. The guide will confirm the timings for each place and meeting point. The visit to Matis Jewellers will be approximately 45 minutes followed by free time (approx 2 hours). Timings are subject to change.

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For Groups: Please note that this free shopping tour operates on a shared basis with other customers.

Advice to International Passengers on Limitation of Liability**CONDITIONS OF CONTRACT**

1. As used in this contract:

"Carriage" means "transportation";

"Carrier" means Sunwing Airlines Inc. ("Sunwing Airlines") or a carrier that carries, or undertakes to carry the passenger or his baggage hereunder or perform any other services incidental to such air Carriage;

"Electronic Ticket" means the itinerary/receipt issued by or on behalf of Carrier, the electronic coupons and, if applicable, a boarding document;

"Ticket" means this passenger ticket and baggage check, or this itinerary/receipt if applicable, in case of an electronic ticket, of which these conditions and notices form part;

"Montreal Convention" means the Convention for the Unification of Certain Rules for International Carriage by Air signed at Montreal, 28th May 1999;

"Warsaw Convention" means the Convention for the Unification of Certain Rules Relating to International Carriage by Air, signed at Warsaw, October 12, 1929, as amended.

2. Carriage hereunder is subject to the rules and limitations relating to liability established by the Warsaw Convention or the Montreal Convention, whichever is in law applicable, unless such Carriage is not "international carriage" as defined by the applicable Convention. To the extent not in conflict with the foregoing, Carriage and other services performed by Sunwing Airlines are also subject to: (i) provisions contained in this Ticket, (ii) Sunwing Airlines' applicable tariffs, and (iii) these Conditions of Carriage, notices and related regulations, which are all incorporated herein by reference and are available upon request at Sunwing Airlines' offices.

3. The agreed stopping places are those places set forth in this Ticket or as shown in the Carrier's timetables as scheduled stopping places on the passenger's route. If applicable, Carriage to be performed hereunder by several successive Carriers is regarded as a single operation.

4. The Carrier will be responsible for the furnishing of transportation only over its own lines. When any Carrier undertakes to issue a Ticket, check baggage, or make any other arrangements for transportation over the lines of any other carrier (whether or not such transportation is part of a through service), such Carrier will act only as agent for such other carrier and will assume no responsibility for the acts or omissions of such other carrier.

5. This Ticket is valid for Carriage only on the flights and dates shown thereon and are not refundable by Sunwing Airlines to the Passenger, except as provided by applicable fare conditions. Tickets are non-transferable. This Ticket will not be honoured and will lose its validity if all coupons are not used in the sequence provided for in the Ticket. Fare for Carriage hereunder is subject to change prior to commencement of Carriage. Sunwing Airlines may refuse transportation if the applicable fare has not been paid.

6. Sunwing Airlines undertakes to use its best efforts to carry the passenger and baggage with reasonable dispatch. Times shown in timetable or elsewhere are not guaranteed and form no part

of this contract. Sunwing Airlines may, without notice, substitute alternative Carriers or aircraft, and if necessary, may alter, add and/or omit stopping places shown on the Ticket. Schedules are subject to change with and Sunwing Airlines will make reasonable efforts to inform passengers of schedule changes. Sunwing Airlines assumes no responsibility for missed connections.

7. Checked baggage will be delivered to bearer of the baggage check. In case of damage to baggage, loss or delay of baggage, please visit www.sunwing.ca. See applicable tariffs for further information.

8. Passengers shall comply with all laws of each country from, through or to which the passengers travel and must comply with all Government travel requirements including, but not limited to, obtaining and presenting all necessary exit, entry or other required documents.

9. No agent, servant or representative of Sunwing Airlines has authority to alter, modify or waive any provisions of this contract.

CARRIER RESERVES THE RIGHT TO REFUSE CARRIAGE TO ANY PERSON WHO HAS ACQUIRED A TICKET IN VIOLATION OF APPLICABLE LAW OR VIOLATES CARRIER'S TARIFFS, RULES OR REGULATIONS.

THIS TICKET IS SOLD SUBJECT TO CARRIER'S APPLICABLE TARIFF.

NOTICE OF LIMITATION OF LIABILITY

The Montreal Convention or the Warsaw Convention, as applicable, may be applicable to your journey and these conventions govern and may limit the liability of Carriers for death or bodily injury, for loss or of damage to baggage and for delay. Any exclusion or limitation of liability of Carrier shall apply to, and be for, the benefit of agents, servants, and representatives of Carrier and any person whose aircraft is used by Carrier for Carriage and its agents, servants and representatives.

LIMITATION OF LIABILITY FOR DEATH OR PERSONAL INJURY: Liability for death or personal injury may be limited. For international travel, Sunwing Airlines' liability will be limited by either the Montreal Convention or the Warsaw Convention, as applicable. For travel governed by the Warsaw Convention, Sunwing Airlines' liability will be limited to proven damages of Special Drawing Rights 100,000 per passenger, excluding legal fees and costs.

For domestic travel, Sunwing Airlines' liability will be limited to proven damages of \$100,000 per passenger per incident, excluding legal fees and costs. In no case shall Sunwing Airlines' liability exceed the actual loss suffered by the passenger. All claims are subject to proof of amount of loss.

LIMITATION OF LIABILITY FOR BAGGAGE: Liability for loss, delay or damage to baggage is limited. For international travel, Sunwing Airlines' liability will be limited by either the Montreal Convention or the Warsaw Convention, as applicable. For travel governed by the Montreal Convention, Sunwing Airlines' liability for loss, damaged or delayed baggage is limited to 1,131 Special Drawing Rights for each passenger. For travel governed by the Warsaw Convention, Sunwing Airlines' liability for loss, damaged or delayed baggage is limited to the sum of 250 francs per kilogram.

For domestic travel only, Sunwing Airlines' liability as a result of damage and/or loss is 1,131 Special Drawing Rights per bag.

In no case shall Sunwing Airlines' liability exceed the actual loss suffered by the passenger. All claims are subject to proof of amount of loss.

Sunwing Airlines shall not be liable for damage to fragile, valuable or perishable items where such damage is the result of the inherent defect, quality or vice of the item in question. In the case of damaged checked baggage, Sunwing Airlines' liability shall be limited to repairing the damaged bag, paying the cost of the repair, if such were pre-approved by Sunwing Airlines on the basis of an estimate or replacing the bag if it is not repairable.

Passenger Information with regards to rights under the Air Passenger Protection Regulations: SOR/2019-150

If you are travelling to or from a Canadian airport and are denied boarding, your flight is cancelled or delayed for at least two hours, or your baggage is lost or damaged, you may be entitled to certain standards of treatment and compensation under the Air Passenger Protection Regulations. For more information about your passenger rights please ask a Sunwing Airlines Representative or visit the Canadian Transportation Agency's website.

If you are travelling on a flight operated by Sunwing Airlines, you can access this information by visiting www.sunwing.ca

If your journey involves Carriage by different Carriers, then you should contact each Carrier for information on their Conditions of Carriage and limits of liability.

Travel Information Guide

TERMS AND CONDITIONS

The complete Terms and Conditions for your holiday can be found online for Sunwing at www.sunwing.ca. Please remember that it is your responsibility to read these important terms before travelling because making a booking constitutes your acceptance of these terms and conditions.

TRAVEL DOCUMENTATION

It is your responsibility to determine what documentation is required for travel to your destination and for your return to Canada". Sunwing Vacations will assume no responsibility whatsoever for passenger(s) denied carriage by the airline or refused entry into any country. Sunwing Vacations strongly recommends that you carry a valid passport when travelling outside of Canada. Please note that several countries now require that your passport be valid for up to six months after the completion of your travel in order to be accepted by them as a valid travel document. If your passport is damaged in any way, you may be denied boarding and you will be responsible for all costs associated with a new passport and a replacement holiday.

*Returning to Canada: An Electronic Travel Authorization (eTA) is required for visa exempt foreign nationals entering Canada. Canadian citizens, holders of a valid Canadian Permanent Resident Card and U.S. citizens are exempt. The eTA will be required when boarding a flight to Canada. We strongly recommend that eligible travellers submit their applications prior to departure from Canada. For complete details, visit <http://Canada.ca/eTA>.

AIRPORT CHECK-IN

It is strongly recommended that all passengers arrive 3 hours prior to departure to allow check-in and to ensure adequate time to pass through airport security. For all airports within Canada and overseas, the check-in desk will be open 3 hours (4 hours for European flights) prior to departure and close 1 hour prior to departure. All passengers arriving after the check-in desk closes will be denied boarding. Remember to check your flight itinerary for your departure airport / terminal and reconfirm your flight(s).

FLIGHT SCHEDULE RECONFIRMATION

All flight schedules are subject to change with or without notice. As a result, you MUST reconfirm your flight time(s) 12 HOURS prior to departure (from Canada and destination). Please call 1-877-978-6946 or visit www.sunwing.ca and select "Flight Status".

As an added convenience you can sign up to receive our Flight Notification emails on your personal computer or mobile device allowing you to plan ahead should your flight itinerary change.

If you have purchased "flight only" it is your responsibility to provide your Travel Agent with your destination contact telephone number prior to your departure. This will allow us to contact you with any flight schedule changes however, it is still your responsibility to reconfirm your flight time 12 HOURS prior to departure.

FLIGHT INFORMATION

For additional flight information such as: check-in, baggage allowance, pets, in-flight services, pregnancy, children and infants and special needs, please visit www.sunwing.ca.

If you miss your first flight shown on this ticket, you must contact our office at 1-877-SUNWING (786-9464) immediately to avoid cancellation of remaining flights on your ticket. No refund will be issued for unused services.

Please be aware that in-flight entertainment varies across our fleet. Passengers travelling on our Boeing 737-800 aircraft can take advantage of in-flight audio/visual entertainment that typically includes recent TV shows depending on flight duration. Passengers on our Boeing 737 MAX 8 aircraft benefit from USB charging stations in their seatback; allowing them to watch their own personal viewing choices on their own devices during the flight. As not all airports offer free WI-FI, we strongly recommend that passengers come to the airport with their video content already downloaded.

Manulife Global Travel Insurance + Worry Free for Sunwing – PRE DEPARTURE CANCELLATIONS & CHANGES

If you have purchased insurance with Sunwing and need to change or cancel your booking last minute, please call our Sales Centre at 1-800-668-4224 between the hours of 0830 and 2100 EST. Outside of these hours please call 1-866-388-9387 and leave a message with your name, telephone number, Sunwing booking number, mailing address and dates of travel. Cancellation penalties as applicable will apply.

Quebec residents only – please visit <https://www.sunwing.ca/pages/en/be-worry-free> for a link to the Manulife distribution guide.

TRAVEL TIPS

Enhance your vacation by pre-booking excursions & upgrades by visiting Sunwing at www.sunwing.ca and selecting "My Booking".

The check-in time for most hotels is 3:00pm and check-out time can be as early as 11:00am, regardless of your arrival or departure times. The specific times for your hotel are indicated on your hotel accommodation voucher. Many hotels will offer hospitality areas for passengers who may be without their room for some time; however, this arrangement is solely based on the discretion of the hotel. You will be able to enjoy many facilities at your resort, such as the lobby, bar, restaurants or pool until such time your room is ready. We therefore suggest packing your bathing suit and shorts in your carry-on bag so you can commence with enjoying all that your resort has to offer.

For additional travel information, restrictions and advice, please visit Preparing for your Vacation under FAQ's at www.sunwing.ca.

PREBOOKED SEAT SELECTION

Seat Selection is available at a nominal fee and may be reserved up to 12 HOURS prior to departure. For your convenience, Seat Selection is available to be booked on-line at www.sunwing.ca. You can also speak with your Travel Agent or call Sunwing 1-877-SUNWING (786-9464) during opening hours.

YOUR IN-DESTINATION SUPPORT TEAM (Excluding Canada, U.S.A and Europe)

Your local Sunwing Representative will meet you outside the airport, at the bus loading area. They will be identifiable by their bright orange shirt and Sunwing sign*. You may be stopped by time-share agents as you exit the customs area. Please note these agents are not affiliated with Sunwing. If you choose to meet with these agents, you may miss the bus transfer.

*Not available for flight only or land only bookings unless transfer has been purchased.

We highly recommend you attend the Sunwing Rep's Welcome Briefing, even if you are a repeat visitor. During the briefing, you'll receive information that will help you get the most out of your vacation experience, such as excursions, restaurant hours and reservation information, tipping protocols etc., as well as confirming your departure schedule details. Please ensure you check the Sunwing Information Board/Binder (located in or near the hotel lobby) for transfer and departure times and the times your Sunwing Rep will be at your hotel during your stay. We know that sometimes, things may not go according to plan – your Sunwing Representative is there to assist. Download the free Sunwing app prior to leaving for your vacation – you can reach a Sunwing Representative 24/7 while in destination and you can call home for free*.

*Details on how to download the app can be found following the Travel Information Guide section.

PASSENGER BAGGAGE ALLOWANCE /CHECKED & CARRY-ON

Checked Baggage (Complimentary Baggage allowance does not apply to flight only bookings & luggage fees will apply.)

For packages to/from Mexico, Caribbean or Central America, the complimentary weight allowance per bag is 23 kg (30 kg for Elite Plus). Should a 2nd bag be checked, the fee will be \$37 (taxes included). Should any bag exceed 23 kg (50 lbs) in weight, and/or 158 linear cm in size, overweight/oversized bag fees apply, \$78 per bag (includes taxes). 2nd checked bag up to 23kg may be pre-purchased, at a reduced rate, up to 48 hours prior to departure by contacting the Sales Centre at 1-877-SUNWING or going to www.sunwing.ca and selecting My Booking.

For flight only bookings to/from Mexico, Caribbean or Central America and within Canada and the United States, checked baggage must be purchased. 1st and 2nd bags may be pre-purchased, at a reduced rate, up to 48 hours prior to departure by contacting the Sales Centre at 1-877-SUNWING or going to www.sunwing.ca and selecting My Booking.

Local transportation fees to and from your hotel may apply for oversized baggage and sporting equipment, including bikes, surfboards, kite-boards, golf clubs etc.

Carry-on Baggage

In accordance with the Transport Canada Carry-on Baggage Program, each fare-paying passenger is permitted one carry-on item and one personal item onboard. The weight of the carry-on item cannot exceed 5 kilograms and must be no larger than 23 cm x 40 cm x 51 cm (9" x 16" x 20"). Soft-sided carry-on baggage is recommended. Any bags that exceed the weight and/or size limit must be prepared for check-in and excess baggage fees will be applied. Carry-on items may include an overnight bag or backpack. A personal item may be one of the following: purse, messenger bag, laptop bag (holding a laptop and related items) or camera bag (holding photographic equipment only) Please note that due to mandatory passenger security screening or secondary passenger security screening, passengers may be required at an interim station stop to check their duty free items purchased onboard into their checked luggage.

Sunwing Airlines Elite Plus

Passengers who pre-purchase Elite Plus seating are permitted a bag allowance of 30 kg (65 lbs).

Dangerous goods

Please note that Sunwing Airlines does not accept the carriage of dangerous goods or live animals.

Infants

There is no baggage allowance for infants who do not have a paid seat.

Additional baggage information can be found online for Sunwing Airlines at www.sunwing.ca

Fly Smart. Know your rights and responsibilities. <https://www.otc-cta.gc.ca/eng/fly-smart>



SKYPARK

24 HOURS A DAY



TORONTO PEARSON AIRPORT'S BEST KEPT SECRET

OPEN 24 HRS / 7 DAYS A WEEK

ONLY 2 MINUTES FROM THE AIRPORT

FREE, FREQUENT SHUTTLE SERVICE TO AND FROM ALL TERMINALS

[sunwing.ca](http://www.sunwing.ca)

VALET PARKING
FASKEN DRIVE LOCATION
\$9.95 PER DAY

SELF PARKING
AIRPORT ROAD LOCATION
\$8.95 PER DAY

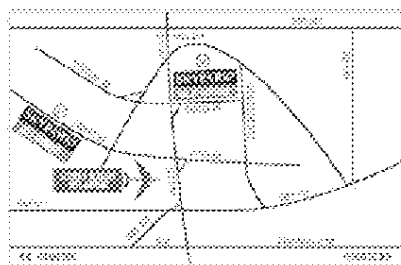
EVERY 6TH DAY FREE

PARK LONGER & SAVE MORE!
UNLIMITED PARKING & 24 HOUR SECURITY

PAY ONLY \$79.60 AND STAY FREE UP TO 30 DAYS

THAT WORKS OUT TO \$2 PER DAY!

SKYPARK'S OPERATIONAL HIGHLIGHTS
* Prices are subject to change without notice. Offer applicable rates. Coverages not included.
* This offer is subject to availability. © 2020 Sunwing Airlines. All rights reserved.



50 FASKEN DRIVE
TORONTO ONTARIO M1S 1K5
1-800-969-8032

5428 AIRPORT ROAD
MISSISSAUGA ONTARIO L4V 1E5
1-888-368-0605

CALL OR VISIT US ONLINE FOR MORE INFORMATION AND DRIVING DIRECTIONS

1-800-969-8032 WWW.SKYPARK.CA

PARK N FLY

[sunwing.ca](http://www.sunwing.ca)

Toronto Airport Parking Coupon

Valet
Driver drops off passengers. Just drive your car into the lot & get on with your day.

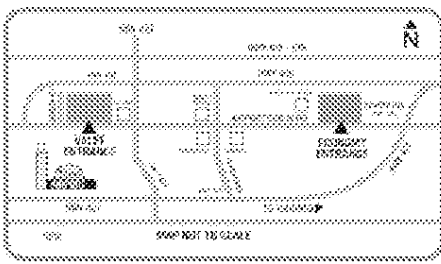
- ✓ We park while you fly
- ✓ It's fast & easy
- ✓ Plus get optional detailing or car charge

| | |
|----------------|----------------|
| DAILY | WEEKLY |
| \$19.99 | \$83.99 |

Economy
Drop your keys with us. Return to the car port.

- ✓ Minutes from the airport
- ✓ You park, keep the keys and we'll drop you off curbside at the terminal 24/7

| | |
|---------------|----------------|
| DAILY | WEEKLY |
| \$9.99 | \$42.99 |




STATIONERY 428 Union Road, Mississauga, ON, 905-670-1143

DIRECTIONS
 FROM 401: Take 401 to Hwy 10 West, turn left
 FROM 404: Take 404 to Hwy 10 West, turn left
 FROM 403: Take 403 to Hwy 10 West, turn left
 FROM 402: Take 402 to Hwy 10 West, turn left
 FROM 401: Take 401 to Hwy 10 West, turn left

This coupon must be presented at check out to receive this offer. **PARKING CONDITIONS:** Rates shown include discounts. Savings are based off of rack rates. Charge begins at time of check in and is based on a minimum 24-hour period. One week equals 7 consecutive 24-hour periods. Limit one coupon per parking transaction. Not valid with any other discount or promotion. Parking rates subject to surcharges. All taxes and surcharges are subject to applicable fees. Rates subject to change without notice. Expires May 31, 2020. Park N Fly is a registered trademark of 1-800-969-8032 Alberta Ltd.

PRINT THIS COUPON
Scan Barcode or Enter Code at check out to receive rates.





ASK YOUR HEALTHCARE
PROFESSIONAL ABOUT
DUNGAL
BEFORE TRAVELLING

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Visit dungalcanada.com for more information

Nadine Landry

From: Info
Sent: Thursday, March 19, 2020 2:45 PM
To: Office des transports du Canada / Canadian Transportation Agency
Subject: FW: Case Number 20-83166 -- Air Transat Refund Refusal -- Additional Documents
Attachments: Case Number 20-83166 -- Air Transat Refund Refusal -- Additional Documents

Nadine Landry

From: [REDACTED]
Sent: Thursday, March 19, 2020 2:24 PM
To: Info
Subject: Case Number 20-83166 -- Air Transat Refund Refusal -- Additional Documents
Attachments: Air Transat 2020 03 19.pdf

Please find a copy of the Expedia booking for the Air Transat flight

[REDACTED] & [REDACTED]

Sent from [Mail](#) for Windows 10



Fort Lauderdale

16 Apr 2020 - 16 Apr 2020 | Itinerary # [REDACTED]

s.19(1)

Important Information

- All passengers travelling to the US must provide valid travel documents and details of their full US destination address for US immigration.
- Proof of citizenship is required for international travel. Be sure to bring all necessary documentation (e.g. passport, visa, transit permit). To learn more, visit our [Visa and Passport page](#).

Toronto (YYZ) → Fort Lauderdale (FLL)

16 Apr 2020 - 16 Apr 2020 . 2 one way tickets

CONFIRMED
 Air Transat
 ExpediaForTD.com
 Booking ID [REDACTED]

Your reservation is booked and confirmed. There is no need to call us to reconfirm this reservation.

Price Summary

Traveller Information

| | | |
|------------|------------------------------------|---------------------|
| [REDACTED] | No frequent flyer details provided | Ticket # [REDACTED] |
| Adult | | |
| [REDACTED] | No frequent flyer details provided | Ticket # [REDACTED] |
| Adult | | |

| | |
|--------------------|-----------|
| Traveller 1: Adult | C\$224.20 |
| Flight | C\$130.00 |
| Taxes & Fees | C\$94.20 |
| Traveller 2: Adult | C\$224.20 |
| Flight | C\$130.00 |
| Taxes & Fees | C\$94.20 |

Total: C\$448.40

All prices quoted in Canadian dollars.

* Seat assignments, special meals, frequent flyer point awards and special assistance requests should be confirmed directly with the airline.

Additional Flight Services

16 Apr 2020 - Departure Nonstop Total travel time: 3 h 20 m

| | | |
|--|-----------------|----------|
| Toronto | Fort Lauderdale | 3 h 20 m |
| YYZ 7:40a | FLL 11:00a | |
| Terminal 3 | Terminal 4 | |
| Air Transat 738 | | |
| Economy (Q) ECO STANDARD Confirm seats with the airline* | | |

- The airline may charge additional fees for checked baggage or other optional services.

- Additional fees for your flight to Fort Lauderdale

Airline Rules & Regulations

- We understand that sometimes plans change. We do not charge a cancel or change fee. When the airline charges such fees in accordance with its own policies, the cost will be passed on to you.
- Tickets are non-refundable, non-transferable and name changes are not allowed.
- Please read the complete penalty rules for changes and cancellations applicable to this fare.

- Please read important information regarding airline liability limitations.
- For residents of Québec, prices include a contribution to the Indemnity Fund of C\$1.00 per C\$1,000 of travel services purchased.

Need help with your reservation?

- Visit our [Customer Support page](#).
- Alternatively, call us at 1-877-222-6492 or from outside of North America at 1-949-333-4946.
- For faster service, mention itinerary #7461939947620

Travel Industry Council of Ontario

In accordance with the Ontario Travel Industry Act, 2002, this page contains detailed information on the names, addresses and registration numbers applicable to the providers of travel and ticket fulfillment services.

Ticket fulfillment services provided by Tour East Holidays (Canada) Inc., 15 Kern Road, Suite 9, Toronto, Ontario M3B 1S9. TICO Registration No.: 50015827

Nadine Landry

From: [REDACTED]
Sent: Thursday, March 19, 2020 2:24 PM
To: Info
Subject: Case Number 20-83166 -- Air Transat Refund Refusal -- Additional Documents
Attachments: Air Transat 2020 03 19.pdf

Please find a copy of the Expedia booking for the Air Transat flight

[REDACTED] & [REDACTED]

Sent from [Mail](#) for Windows 10



Fort Lauderdale

16 Apr 2020 - 16 Apr 2020 | Itinerary # [REDACTED]

Important Information

- All passengers travelling to the US must provide valid travel documents and details of their full US destination address for US immigration.
- Proof of citizenship is required for international travel. Be sure to bring all necessary documentation (e.g. passport, visa, transit permit). To learn more, visit our [Visa and Passport page](#).

Toronto (YYZ) → Fort Lauderdale (FLL)

16 Apr 2020 - 16 Apr 2020 . 2 one way tickets

CONFIRMED
 Air Transat
 ExpediaForTD.com
 Booking ID [REDACTED]

Your reservation is booked and confirmed. There is no need to call us to reconfirm this reservation.

Traveller Information

Adult

No frequent flyer details provided

Ticket # [REDACTED]

Adult

No frequent flyer details provided

Ticket # [REDACTED]

Price Summary

| | |
|--------------------|------------------|
| Traveller 1: Adult | C\$224.20 |
| Flight | C\$130.00 |
| Taxes & Fees | C\$94.20 |
| Traveller 2: Adult | C\$224.20 |
| Flight | C\$130.00 |
| Taxes & Fees | C\$94.20 |
| Total: | C\$448.40 |

All prices quoted in Canadian dollars.

* Seat assignments, special meals, frequent flyer point awards and special assistance requests should be confirmed directly with the airline.

16 Apr 2020 - Departure Nonstop

Total travel time: 3 h 20 m

| | | |
|--|-----------------|----------|
| Toronto | Fort Lauderdale | 3 h 20 m |
| YYZ 7:40a | FLL 11:00a | |
| Terminal 3 | Terminal 4 | |
| Air Transat 738 | | |
| Economy (Q) ECO STANDARD Confirm seats with the airline* | | |

Additional Flight Services

- The airline may charge additional fees for checked baggage or other optional services.
- Additional fees for your flight to Fort Lauderdale

Airline Rules & Regulations

- We understand that sometimes plans change. We do not charge a cancel or change fee. When the airline charges such fees in accordance with its own policies, the cost will be passed on to you.
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- Please read the complete penalty rules for changes and cancellations applicable to this fare.

- Please read important information regarding airline liability limitations.
- For residents of Québec, prices include a contribution to the Indemnity Fund of C\$1.00 per C\$1,000 of travel services purchased.

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- For faster service, mention itinerary #7461939947620

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Ticket fulfillment services provided by Tour East Holidays (Canada) Inc., 15 Kern Road, Suite 9, Toronto, Ontario M3B 1S9. TICO Registration No.: 50015827

Nadine Landry

From: Info
Sent: Thursday, March 19, 2020 2:16 PM
To: Vincent Turgeon
Subject: FW: Enq about my right
Attachments: Enq about my right

Vincent, qu'est ce que je devrais repondre a ce gars la stp? Merci

Nadine Landry

From: [REDACTED]
Sent: Thursday, March 19, 2020 8:17 AM
To: Info
Subject: Enq about my right

Dear Sir/Madam

I am [REDACTED] citizen who has got Confirmation of permanent Residence document issued by ircc canada. I was going to board the air canada flight on 21st March. But travel ban was imposed on all non citizens and non permanent residents.

In that case I can not travel. So as I am denied entry by the Canada govt so I should get full refund of my booking amount.

But Air Canada is not agreeing on my point saying that Copr holder can travel. I have two request

Kindly update air canada airlines regarding copr holders as to whether they can travel or not.

Secondly if we are not allowed to travel, we should get full refund and no penalty should be charged.

Kindly advise me on my right related to this matter.

Thanks

[REDACTED]
Sent from Yahoo Mail on Android

Nadine Landry

From: Info
Sent: Thursday, March 19, 2020 2:06 PM
To: [REDACTED]
Subject: RE: COVID-19! CANADIANS STUCK ABROAD

s.19(1)

Hi [REDACTED]

Thanks for your inquiry.

Unfortunately, your request does not fall under the mandate of the Canadian Transportation Agency.

I would suggest they contact Global Affairs Canada, which has authority on this matter. You can contact them at https://www.international.gc.ca/gac-amc/contact-contactez/enquiry_service-service_reseignements.aspx?lang=eng or the local Canadian embassy for more information.

The Canadian Transportation Agency is an independent administrative body of the Government of Canada with three core mandates:

- We help ensure that the national transportation system runs efficiently and smoothly in the interests of all Canadians: those who work and invest in it; the producers, shippers, travellers and businesses who rely on it; and the communities where it operates.
- We protect the human right of persons with disabilities to an accessible transportation network.
- We provide consumer protection for air passengers.

I hope this helps.

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
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From: [REDACTED]
Sent: Wednesday, March 18, 2020 8:18 PM
To: travel@international.gc.ca; Info <Info@otc-cta.gc.ca>
Subject: COVID-19! CANADIANS STUCK ABROAD

Hello,

My name is [REDACTED] Citizen who is requesting EMERGENCY help for [REDACTED] Canadian [REDACTED] who are STUCK in [REDACTED] currently. Their names are [REDACTED]. They were traveling abroad BEFORE the outbreak of the Corona Virus. NOW, they are stuck there and have not

received any help from your embassy. PLEASE help them! All they want to do is go home and be with family during this difficult time. I will link their Youtube video here where they are explaining their situation. PLEASE HELP YOUR CITIZENS!!

<https://www.youtube.com/> [REDACTED]

<https://www.youtube.com/> [REDACTED]

[REDACTED]

Nadine Landry

From: Info
Sent: Thursday, March 19, 2020 1:57 PM
To: [REDACTED]
Subject: RE: Air Canada's Response to Covid -19

s.19(1)

Hi [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Under the Air Passenger Protection Regulations (APPR), when an airline cancels or delays a flight, they have minimum obligations to passengers that could include standards of treatment, rebooking or refunds, and compensation for inconvenience. Their obligations depend on whether the disruption is within the control of the airline, within the airline's control but required for safety, or outside its control. These airline obligations are described in full on the CTA's Know Your Rights website.

If an airline cancels or delays flights to or from a certain region because of a medical emergency (such as a Public Health Emergency of International Concern declared by the World Health Organization) or a related travel ban there, this would generally be considered outside the airline's control.

If the airline cancels or delays flights to nearby regions, this may also be outside their control, for example, if the medical emergency was the primary reason for the disruption. However, if the airline's decision was primarily commercial or one made in its day-to-day operations, this could be considered within the airline's control. Each situation would have to be assessed on its own merits.

The APPR does not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

As well, an airline may refuse to transport a passenger, for example, for health, safety or immigration reasons or if the passenger is not allowed to enter their destination country. Airlines set out in their tariffs under what circumstances they will refuse to transport a passenger.

[1] If your flight is delayed or cancelled and the reason is within the airline's control and not safety-related, you are entitled to a specific standard of treatment, compensation, and rebooking or a refund.

[2] If your flight is delayed or cancelled and the reason is within the airline's control and required for safety purposes, you are entitled to a specific standard of treatment and rebooking or a refund.

[3] If your flight is delayed or cancelled and the reason is outside of the airline's control, you are entitled to rebooking.

[4] To see what provisions of the APPR apply to your situation, consult our online service for air passengers at airpassengerprotection.ca.

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info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

s.19(1)

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

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

From: [REDACTED]
Sent: Wednesday, March 18, 2020 8:14 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Air Canada's Response to Covid -19

We are booked to fly Air Canada on March 31 to Tampa. Naturally this is being significantly impacted by Covid-19 issues, and now the Governments of Canada and the US have closed the border to travel.... a fully understandable response given the seriousness of this ever changing situation.

What is not understandable is AC's response to this latest event. They are now advising me that "I have to cancel" (I have not cancelled) and that my fare is non-refundable. AC is offering a credit for future use up to December 31, 2020. I appreciate that my class of booking was not refundable, but this is clearly intended for circumstances within my control, and that I understand. Covid-19 and it's fallout is clearly not within my (or any passenger's) control. We did not cancel as AC is asking ... we are being cancelled due to unprecedented conditions! Given this, I truly believe that the airlines should be offering full refunds vs some half measures that boxes passengers into a window or timeframe that, in many cases, may not or cannot work for the individuals.

I ask if we have any rights under such imposed conditions?

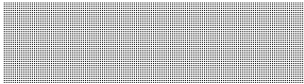
Thank you

[REDACTED]
Sent from my iPad

Nadine Landry

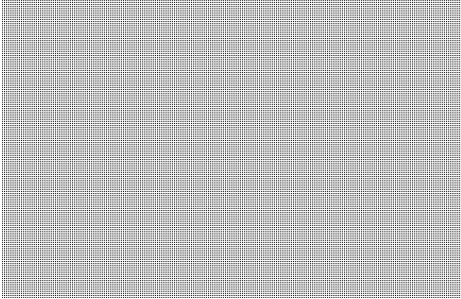
From: [REDACTED]
Sent: Thursday, March 19, 2020 1:55 PM
To: Info
Subject: Re: Flight cancellation

Thank you



> On Mar 19, 2020, at 2:52 PM, Info <Info@otc-cta.gc.ca> wrote:
>
> Hi [REDACTED]
>
> Thanks for contacting the Canadian Transportation Agency.
>
> If you would like to file a complaint with the CTA you can fill out our complaint form at <https://rppa-appr.ca/eng/file-air-travel-complaint>
>
> I hope this helps,
>
>
> Office des transports du Canada / Gouvernement du Canada
> info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
> Suivez-nous : Twitter / YouTube
>
> Canadian Transportation Agency / Government of Canada
> info@otc-cta.gc.ca / Telephone 1-888-222-2592
> Follow us: Twitter / YouTube
>
>
>
> -----Original Message-----
> From: [REDACTED]
> Sent: Wednesday, March 18, 2020 8:09 PM
> To: Info <Info@otc-cta.gc.ca>
> Subject: Flight cancellation
>
> Simply stated :
> I was booked to travel from a Canadian airport to a US Airport
> On April 11 returning May 3 ,2020

- > The flights were cancelled by the airline (WestJet)and I was given a credit. I require a refund to my Crefit card that was used to purchase the flights.
- > Having discussed with the airline a number of times with no suitable outcome I am asking how I can file a complaint with you the regulators. Please send me the form I need to complete to submit.
- > Thank you
- >



Nadine Landry

From: Info
Sent: Thursday, March 19, 2020 1:52 PM
To: [REDACTED]
Subject: RE: Flight cancellation

s.19(1)

Hi [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

If you would like to file a complaint with the CTA you can fill out our complaint form at <https://rppa-appr.ca/eng/file-air-travel-complaint>

I hope this helps,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

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

From: [REDACTED]
Sent: Wednesday, March 18, 2020 8:09 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Flight cancellation

Simply stated :

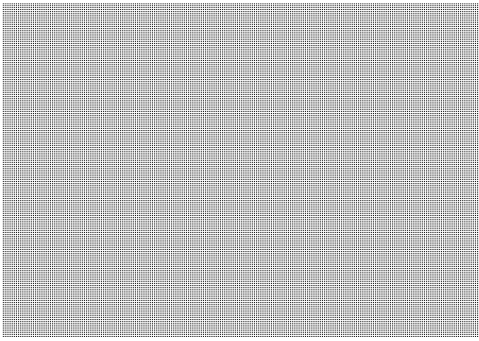
I was booked to travel from a Canadian airport to a US Airport

On April 11 returning May 3 ,2020

The flights were cancelled by the airline (WestJet)and I was given a credit. I require a refund to my Credit card that was used to purchase the flights.

Having discussed with the airline a number of times with no suitable outcome I am asking how I can file a complaint with you the regulators. Please send me the form I need to complete to submit.

Thank you



Nadine Landry

From: Info
Sent: Thursday, March 19, 2020 1:47 PM
To: [REDACTED]
Subject: RE: Air Transat

s.19(1)

Hi [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Under the Air Passenger Protection Regulations (APPR), when an airline cancels or delays a flight, they have minimum obligations to passengers that could include standards of treatment, rebooking or refunds, and compensation for inconvenience. Their obligations depend on whether the disruption is within the control of the airline, within the airline's control but required for safety, or outside its control. These airline obligations are described in full on the CTA's [Know Your Rights](#) website.

If an airline cancels or delays flights to or from a **certain region because of a medical emergency** (such as a Public Health Emergency of International Concern declared by the World Health Organization) or a **related travel ban there**, this would generally be considered outside the airline's control.

If the airline cancels or delays flights to **nearby regions**, this may also be outside their control, for example, if the medical emergency was the primary reason for the disruption. However, if the airline's decision was primarily commercial or one made in its day-to-day operations, this could be considered within the airline's control. **Each situation would have to be assessed on its own merits.**

The APPR does not address airline obligations **if a passenger wishes to change or cancel their flight reservation**. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

As well, an airline may refuse to transport a passenger, for example, for health, safety or immigration reasons or if the passenger is not allowed to enter their destination country. Airlines set out in their tariffs under what circumstances they will refuse to transport a passenger.

- [1] If your flight is delayed or cancelled and the reason is within the airline's control and not safety-related, you are entitled to a specific standard of treatment, compensation, and rebooking or a refund.
- [2] If your flight is delayed or cancelled and the reason is within the airline's control and required for safety purposes, you are entitled to a specific standard of treatment and rebooking or a refund.
- [3] If your flight is delayed or cancelled and the reason is outside of the airline's control, you are entitled to rebooking.
- [4] To see what provisions of the APPR apply to your situation, consult our online service for air passengers at airpassengerprotection.ca.

Best,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Wednesday, March 18, 2020 7:59 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Air Transat

Are you aware air transat is not allowing refunds after the cancellation of flights. They are giving credits to be used in 24 months from departure date. Is it not in the *Air Passenger Protection Act*. *That if the airline cancels their flight, they must offer a full refund.*

I however in a time like this can actually use that \$5000 refund.

Can you please explain to me why this is ok, they aren't offering refunds and obeying the law.

Thanks

[REDACTED]

Nadine Landry

From: Info
Sent: Thursday, March 19, 2020 1:26 PM
To: [REDACTED]
Subject: RE: Case 20-77341

s.19(1)

Hi [REDACTED]

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

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

From: [REDACTED]
Sent: Wednesday, March 18, 2020 4:49 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Case 20-77341

Dear Sir or Madam

I haven't received any update from Air China or CTA since the complaint issued. Can you take a look for me? Thank you.

[REDACTED]
[REDACTED] iPhone

Nadine Landry

From: Info
Sent: Thursday, March 19, 2020 1:22 PM
To: [REDACTED]
Subject: Follow up

Hi [REDACTED]

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

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Suivez-nous : Twitter / YouTube

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

Nadine Landry

From: Info
Sent: Thursday, March 19, 2020 1:16 PM
To: [REDACTED]
Subject: RE: URGENT: flight re-booking

Hi [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Under the Air Passenger Protection Regulations (APPR), when an airline cancels or delays a flight, they have minimum obligations to passengers that could include standards of treatment, rebooking or refunds, and compensation for inconvenience. Their obligations depend on whether the disruption is within the control of the airline, within the airline's control but required for safety, or outside its control. These airline obligations are described in full on the CTA's **Know Your Rights** website.

If an airline cancels or delays flights to or from a **certain region because of a medical emergency** (such as a Public Health Emergency of International Concern declared by the World Health Organization) or a **related travel ban there**, this would generally be considered outside the airline's control.

If the airline cancels or delays flights to **nearby regions**, this may also be outside their control, for example, if the medical emergency was the primary reason for the disruption. However, if the airline's decision was primarily commercial or one made in its day-to-day operations, this could be considered within the airline's control. **Each situation would have to be assessed on its own merits.**

The APPR does not address airline obligations **if a passenger wishes to change or cancel their flight reservation**. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

As well, an airline may refuse to transport a passenger, for example, for health, safety or immigration reasons or if the passenger is not allowed to enter their destination country. Airlines set out in their tariffs under what circumstances they will refuse to transport a passenger.

- [1] If your flight is delayed or cancelled and the reason is **within the airline's control** and not safety-related, you are entitled to a specific standard of treatment, compensation, and rebooking or a refund.
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Best,

Office des transports du Canada / Gouvernement du Canada
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 Suivez-nous : Twitter / YouTube

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
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From [REDACTED]
Sent: Wednesday, March 18, 2020 3:20 PM
To: Info <Info@otc-cta.gc.ca>
Subject: URGENT: flight re-booking

Hi,
I'm curious to know what your stance is on flights within Canada.
Back in January we booked a flight from Abbotsford BC to Edmonton AB with Swoop Airlines before COVID 19 was even being talked about. We are supposed to leave March 20th and return March 24th. Now, with the provincial and federal government asking people to participate in social distancing and staying home and avoiding non-essential travel...will the Canadian Air Transportation Agency be advising airlines (specifically Swoop, since WestJet and Flair are already complying and providing either refunds or credits) to those of us who would like to stay home and keep others healthy??

Thank you,
[REDACTED]

Nadine Landry

From: Info
Sent: Thursday, March 19, 2020 11:41 AM
To: [REDACTED]
Subject: RE: westjet not refunding properly only travel credit when they have a travel ban.

Hi [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Under the Air Passenger Protection Regulations (APPR), when an airline cancels or delays a flight, they have minimum obligations to passengers that could include standards of treatment, rebooking or refunds, and compensation for inconvenience. Their obligations depend on whether the disruption is within the control of the airline, within the airline's control but required for safety, or outside its control. These airline obligations are described in full on the CTA's [Know Your Rights](#) website.

Medical emergencies and related travel bans

If an airline cancels or delays flights to or from a **certain region because of a medical emergency** (such as a Public Health Emergency of International Concern declared by the World Health Organization) or a **related travel ban there**, this would generally be considered outside the airline's control.

If the airline cancels or delays flights to **nearby regions**, this may also be outside their control, for example, if the medical emergency was the primary reason for the disruption. However, if the airline's decision was primarily commercial or one made in its day-to-day operations, this could be considered within the airline's control. **Each situation would have to be assessed on its own merits.**

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As well, an airline may refuse to transport a passenger, for example, for health, safety or immigration reasons or if the passenger is not allowed to enter their destination country. Airlines set out in their tariffs under what circumstances they will refuse to transport a passenger.

The APPR provide clear and consistent air passenger rights by imposing certain minimum airline requirements for flights to, from and within Canada, including standards of treatment and, in some situations, compensation for passengers.

If your flight is delayed or cancelled and the reason is **within the airline's control** and not safety-related, you are entitled to a specific standard of treatment, compensation, and rebooking or a refund.

If your flight is delayed or cancelled and the reason is **within the airline's control and required for safety purposes**, you are entitled to a specific standard of treatment and rebooking or a refund.

If your flight is delayed or cancelled and the reason is **outside of the airline's control**, you are entitled to rebooking.

To see what provisions of the APPR apply to your situation, consult our online service for air passengers at airpassengerprotection.ca.

Best,

Office des transports du Canada / Gouvernement du Canada

info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575

Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada

info@otc-cta.gc.ca / Telephone 1-888-222-2592

Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Wednesday, March 18, 2020 3:59 PM
To: Info <Info@otc-cta.gc.ca>
Subject: westjet not refunding properly only travel credit when they have a travel ban.

Hello my name is [REDACTED] purchased a flight ticket from WestJet website from Toronto to Calgary. Both cities now have travel bans and Cancelled the ticket as it was for April 2nd 2020. The west jet website does not give me an option to refund me on my credit card it only goes to a travel bank or some form of holding of my money. I paid extra not a basic fare for trip cancelation for this specific reason as last time I got burned from west jet for \$2000 dollars and did not want this to happen again. Now after speaking with west jet on the phone they refuse to refund me on my credit card. This is unethical and should be clearly noted and stated in my receipt of purchase and when I book. The option I clicked was for trip cancelation and paid extra instead of a basic fare. Im hoping you can help as this isn't right and all I wish is to be refunded as both cities are in complete lock down now.

west jet flight was for [REDACTED]

WestJet WS 653Confirmation code: [REDACTED]
 Thu 2020-04-02 6:45 AM

second problem. I spoke to [REDACTED] and she hung up on me and forwarded me to [REDACTED] insurance when I did not want to go there as [REDACTED] also said west jet customer service should refund me. I then get a new travel booking that only wendy could have book for a flight in sept 1 that I did not book any travel just wanted to cancel all the bookings going back on to my credit card. I wanted a refund and have her recorded for a refund and gave her my credit card for flight [REDACTED] Calgary to Costa Rica. West jet has a 30 day ban on so I requested a full refund on my credit card.

I spoke to a manager and she could not give me the proper email to escalate the issue and I could not understand what she was saying as she clearly changed the email 3 times saying guest then gst then guest and I ask to have her spell the email and she hung up as she was clearly not communicating clearly and failed to provide me with proper response to solve this issue.

Please help all I want is to be refunded as I did not cancel the air line cancelled all travel I had to call in to get a refund and they don't have an option to refund on my credit card which is not legal.

Nadine Landry

From: Info
Sent: Thursday, March 19, 2020 11:32 AM
To: [REDACTED]
Subject: RE: westjet not refunding properly only travel credit when they have a travel ban.

From: [REDACTED]
Sent: Wednesday, March 18, 2020 3:59 PM
To: Info <Info@otc-cta.gc.ca>
Subject: westjet not refunding properly only travel credit when they have a travel ban.

Hello my name is [REDACTED]. I purchased a flight ticket from WestJet website from Toronto to Calgary. Both cities now have travel bans and Cancelled the ticket as it was for April 2nd 2020. The west jet website does not give me an option to refund me on my credit card it only goes to a travel bank or some form of holding of my money. I paid extra not a basic fare for trip cancelation for this specific reason as last time I got burned from west jet for \$2000 dollars and did not want this to happen again. Now after speaking with west jet on the phone they refuse to refund me on my credit card. This is unethical and should be clearly noted and stated in my receipt of purchase and when I book. The option I clicked was for trip cancelation and paid extra instead of a basic fare. Im hoping you can help as this isn't right and all I wish is to be refunded as both cities are in compete lock down now.

west jet flight was for [REDACTED]

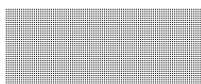
WestJet WS 653Confirmation code: [REDACTED]
 Thu 2020-04-02 6:45 AM

second problem. I spoke to [REDACTED] and she hung up on me and forwarded me to [REDACTED] insurance when I did not want to go there as [REDACTED] also said west jet customer service should refund me. I then get a new travel booking that only wendy could have book for a flight in sept 1 that I did not book any travel just wanted to cancel all the bookings going back on to my credit card. I wanted a refund and have her recorded for a refund and gave her my credit card for flight [REDACTED] Calgary to Costa Rica. West jet has a 30 day ban on so I requested a full refund on my credit card.

I spoke to a manager and she could not give me the proper email to escalate the issue and I could not understand what she was saying as she clearly changed the email 3 times saying guest then gst then guest and I ask to have her spell the email and she hung up as she was clearly not communicating clearly and failed to provide me with proper response to solve this issue.

Please help all I want is to be refunded as I did not cancel the air line cancelled all travel I had to call in to get a refund and they don't have an option to refund on my credit card which is not legal.

WestJet reservation code



WESTJET Flight Number **WS 155**
SPACE AVAILABLE

Tuesday, 01 September

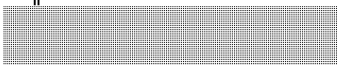
Departure: YYC CALGARY INTL AB, CANADA
21:00

Arrival: YEG EDMONTON INTL AB, CANADA
21:49

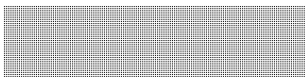
Please verify flight times prior to departure

Cabin: Economy
Aircraft: BOEING 737 800 JET

Duration: 0hour(s) and 49minute(s)
Distance (in Miles): 153



Seat(s): Check-In Required



Seat(s): Check-In Required

Frequent Flyer: WESTJET

[Add to Calendar](#)



OTHER
CONFIRMED

Wednesday, 16 September

Information: Westjet

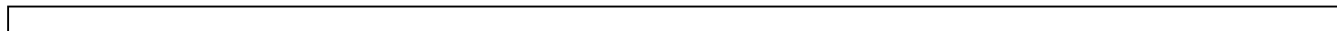


OTHER
CONFIRMED

Monday, 18 January

Information: Extended Pnr For Westjet Internal Operational Use

[Print Itinerary](#)



Arranger Remarks

YOUR REFUND HAS BEEN PROCESSED

Redeem WestJet vouchers and travel bank credits at WestJet.com. [Sign in](#) to your WestJet Rewards account to get started.

Manage trip

[Change flight](#) | [Cancel flight](#) | [Select seats](#) | [Guest info](#) | [Check-in](#)

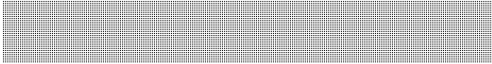
WestJet and the Canadian Transportation Agency want to make you aware of your rights as a traveller. Visit [Flight and service disruptions](#) for an in-depth explanation.

If you are denied boarding, your flight is cancelled or delayed for at least two hours, or your baggage is lost or damaged, you may be entitled to certain standards of treatment and compensation under the Air Passenger Protection Regulations. For more information about your passenger rights please contact your air carrier or visit the Canadian Transportation Agency's website.

[Passenger rights and flight interruptions.](#)

Payment details

Your eTicket receipt can be found here:



We recommend making note of this information for your records as WestJet is only able to access itinerary and purchase details for seven days following the completion of your last flight. If you add this eTicket to your TripCase profile, your reservation and payment detail for this itinerary will be accessible for 13 months after the last flight has been flown.

WestJet Mobile app



Whether you're on the go or ready to go, the WestJet app will get you there. Download the app today to enjoy WestJet Connect on your upcoming flight*. Enjoy hundreds of hours of free streaming content, right on your device.

[Download on the App Store](#)

[Get it on Google Play](#)

Helpful links

[Baggage fees](#)

[Baggage allowances](#)

[Children, infants and expectant mothers](#)

[Fare options](#)

[Guests with special needs](#)

[ID requirements](#)

[Inflight services](#)

[Seat selection](#)

Important details about your fare

Thank you for choosing WestJet!

Guests flying on WestJet can choose between a range of fares within the Economy, Premium and Business cabins. Each bundle has different inclusions and flexibility.

All guests have **24 hours from time of booking** to cancel without penalty.

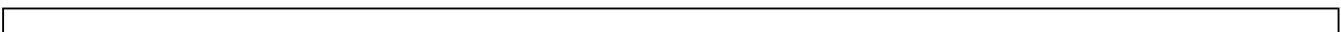
If you have purchased a [Basic fare](#) and your intention is to simply travel from A to B without the need to make itinerary changes, please review and understand the restrictions outlined below:

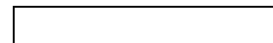
When you choose Basic you are NOT eligible to

- Change or cancel a flight outside the 24-hour window of the original booking, without a total loss of funds
- Make seat selections or changes at the time of booking or at check-in without an additional fee, regardless of status
- Upgrade to a higher cabin at check-in for a fee
- Earn WestJet dollars or apply your fare to qualifying spend

To take advantage of your WestJet Rewards earn and tier benefits with more choice and flexibility, book Econo or EconoFlex. Please refer to the complete [fare rules](#) to compare features of our all fare types.

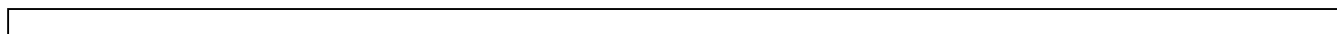
We look forward to welcoming you on board.



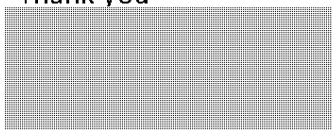


If you have questions regarding your reservation, please contact us at 1-888-937-8538 (1-888-WESTJET). We're available 24 hours a day, 7 days a week. Calling outside Canada and the U.S.?
You have received this notification because you have booked a flight with WestJet. Replies to this email will not be received.

*Not available on all aircraft
©WestJet. All rights reserved.
WestJet, 22 Aerial Place NE, Calgary, AB T2E 3J1, Canada



Thank you



Nadine Landry

From: Info
Sent: Thursday, March 19, 2020 11:22 AM
To: [REDACTED]
Subject: RE: Porter suspends operations March 21-May 31

Hi [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Under the Air Passenger Protection Regulations (APPR), when an airline cancels or delays a flight, they have minimum obligations to passengers that could include standards of treatment, rebooking or refunds, and compensation for inconvenience. Their obligations depend on whether the disruption is within the control of the airline, within the airline's control but required for safety, or outside its control. These airline obligations are described in full on the CTA's **Know Your Rights** website.

Medical emergencies and related travel bans

If an airline cancels or delays flights to or from a **certain region because of a medical emergency** (such as a Public Health Emergency of International Concern declared by the World Health Organization) or a **related travel ban there**, this would generally be considered outside the airline's control.

If the airline cancels or delays flights to **nearby regions**, this may also be outside their control, for example, if the medical emergency was the primary reason for the disruption. However, if the airline's decision was primarily commercial or one made in its day-to-day operations, this could be considered within the airline's control. **Each situation would have to be assessed on its own merits.**

The APPR does not address airline obligations **if a passenger wishes to change or cancel their flight reservation**. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

As well, an airline may refuse to transport a passenger, for example, for health, safety or immigration reasons or if the passenger is not allowed to enter their destination country. Airlines set out in their tariffs under what circumstances they will refuse to transport a passenger.

Best,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
 Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
 Follow us: Twitter / YouTube

From [Redacted]
Sent: Wednesday, March 18, 2020 4:30 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Porter suspends operations March 21-May 31

Hi there,


Porter has suspended services until June 1st which includes my ticket between Toronto-Ottawa May 9th. They have issued a credit to be used over the next 12 months but **I would like a refund** so I can purchase a ticket with another carrier so I am not stranded. I have a flight from Halifax to Toronto on May 6 and my return from Ottawa to Halifax May 10 with other carriers.


I have sent Porter an email but would like to know if they can suspend their services and keep my money, too.

I have read through your website but I cannot find an exact match to this scenario. I will have many clients in a similar situation so if you have suggestions on recourse it will be much appreciated and shared!

[Redacted]

Independent by Flight Centre

 Office: +1 902 497 3276

 Halifax NS

[Redacted]



Years in the industry: **20+**
Countries visited: **27+**
Favourite Destination: **Really??**
Next trip: **Cycling Puglia and Matera with Exodus Travel**

Nadine Landry

From: Info
Sent: Thursday, March 19, 2020 11:16 AM
To: [REDACTED]
Subject: RE: Compensation Eligibility

Hi [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Under the Air Passenger Protection Regulations (APPR), when an airline cancels or delays a flight, they have minimum obligations to passengers that could include standards of treatment, rebooking or refunds, and compensation for inconvenience. Their obligations depend on whether the disruption is within the control of the airline, within the airline's control but required for safety, or outside its control. These airline obligations are described in full on the CTA's [Know Your Rights](#) website.

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If your flight is delayed or cancelled and the reason is outside of the airline's control, you are entitled to rebooking.

To see what provisions of the APPR apply to your situation, consult our online service for air passengers at airpassengerprotection.ca.

Best,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575

Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From [REDACTED]
Sent: Wednesday, March 18, 2020 4:30 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Compensation Eligibility

Thank you for consideration of my request. We were in Mesa, Az and were scheduled to stay until March 31. We had flown to Mesa. via Westjet 1464 on March 1. Because of the Coronavirus situation in USA and Canada we were encouraged to come back to Canada early. We rescheduled our March 31 flight to March 12 and returned to Edmonton on flight Westjet 1463. This cost us \$252.32 for each ticket for [REDACTED] and me for a total of \$504.64. I am requesting reimbursement of this rescheduling fee as the concern re the border, loss of flights was our motivation which subsequently was a reality.

Nadine Landry

From: Info
Sent: Thursday, March 19, 2020 11:06 AM
To: [REDACTED]
Subject: RE: Air Travel Complaint

Hi [REDACTED]

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

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info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: [Twitter](#) / [YouTube](#)

From: [REDACTED]
Sent: Wednesday, March 18, 2020 4:08 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Air Travel Complaint

Hello,

I hate to be frustrating during such a trying time, but I submitted an air travel complaint over a late flight and heard nothing back. At this point it has almost been a month, and I'm wondering the status of my complaint. My case number is 20-79742.

Hope to hear back soon, though I understand the current situation may prevent that.

Thanks!

Nadine Landry

From: Info
Sent: Thursday, March 19, 2020 11:02 AM
To: [REDACTED]
Subject: RE: Air Canada Vacations

Hi [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Under the Air Passenger Protection Regulations (APPR), when an airline cancels or delays a flight, they have minimum obligations to passengers that could include standards of treatment, rebooking or refunds, and compensation for inconvenience. Their obligations depend on whether the disruption is within the control of the airline, within the airline's control but required for safety, or outside its control. These airline obligations are described in full on the CTA's Know Your Rights website.

If an airline cancels or delays flights to or from a certain region because of a medical emergency (such as a Public Health Emergency of International Concern declared by the World Health Organization) or a related travel ban there, this would generally be considered outside the airline's control.

If the airline cancels or delays flights to nearby regions, this may also be outside their control, for example, if the medical emergency was the primary reason for the disruption. However, if the airline's decision was primarily commercial or one made in its day-to-day operations, this could be considered within the airline's control. Each situation would have to be assessed on its own merits.

The APPR does not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

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Best,

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info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

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info@otc-cta.gc.ca / Telephone 1-888-222-2592

Follow us: Twitter / YouTube

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

From: [REDACTED]
Sent: Wednesday, March 18, 2020 4:05 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Air Canada Vacations

Good day. My name is [REDACTED] We have a trip planned to Las Vegas with a group [REDACTED] people. We are booked with Air Canada Vacations as a group vacation and are scheduled to depart from YEG on April 9, 2020.

In our party [REDACTED] we have a couple who are [REDACTED], another couple who are [REDACTED] and the remainder are between [REDACTED] years of age.

The [REDACTED] eldest do not wish to go on this trip now with everything going on and now with the borders closed and air travel being strongly advised no one does. None of us purchased travelers insurance.

With three weeks to go we are trying to work through our travel agent to cancel this trip. All that Air Canada Vacations has offered us is to reschedule this to another date at no charge but before December 31, 2020. Our group includes [REDACTED] who cannot make arraignments to go again until spring break, 2021. Air Canada Vacations is not going to move on the rebooking for us.

We cannot go on this trip, we have paid in full now and we cannot reschedule to a date that will work for us.

Do we just keep our original travel dates (departing April 9, 2020) and hope it gets cancelled and we will be refunded or are we just going to end up losing our money here? Air Canada Vacations is next to impossible for our travel against to get ahold of (understandable but we require assistance) and we are not sure what to do.

Is there anything here that you can provide help with? Can we file a complaint based on what is happening?

If someone could please advise.

Kindest Regards,

[REDACTED]

Nadine Landry

From: Info
Sent: Thursday, March 19, 2020 10:45 AM
To: [REDACTED]
Subject: RE: Porter Airlines follow-up, regarding case [REDACTED]

Hi [REDACTED]

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: [Twitter](#) / [YouTube](#)

From: [REDACTED]
Sent: Wednesday, March 18, 2020 3:25 PM
To: Info <Info@otc-cta.gc.ca>
Cc: [REDACTED]
Subject: Fw: Porter Airlines follow-up, regarding case [REDACTED]
Importance: High

Hi,

I have not received a response from Canada's Air Passenger Protection Regulations (CAPPR) on this case that occurred three months ago. I've submitted this complaint on your online portal. Also, I've called the hotline 1-888-222-2592 many times and it appears to be busy.

The email chain below are my attempts to contact Porter Airlines for the delay & diversion that occurred on December 30th, 2019 for [REDACTED] and I [REDACTED]

See details below.

From: [REDACTED]
Sent: January 7, 2020 3:21 PM
To: Porter Airlines <customer.relations@flyporter.com>
Subject: Re: Porter Airlines follow-up, regarding case [REDACTED]

Hi [REDACTED]

I have already reviewed the online form and checked the eligibility on the website.

Please re-read my email again below as I can tell you have not done so. To summarize, Porter Airlines told all passengers that we would be compensated for the delay.

From: Porter Airlines <customer.relations@flyporter.com>

Sent: January 7, 2020 2:25 PM

To: [REDACTED]

Subject: Porter Airlines follow-up, regarding case [REDACTED]

Dear [REDACTED]

Thank you for reaching out to Porter Airlines all passenger feedback is appreciated.

Please be redirected to this online form <https://www.flyporter.com/en/customer-service/help-contact/claims/compensation-eligibility-check>, to determine eligibility for compensation under the new regulations. Use your confirmation # and name and the system will determine what if any compensation is eligible for said flight.

Kind regards,

[REDACTED]
Customer Care Advocate
Porter Airlines Inc.
Billy Bishop Toronto City Airport
Toronto, Ontario
Canada M5V 1A1
www.flyporter.com

[REDACTED] 2020-01-02 | 10:21 AM EST

Further to case#: [REDACTED] I have videos from multiple Porter staff and passengers on my flight flying from Newark Airport, on the aircraft with the cabin crew and the pilots of the aircraft PD142 and staff at Hamilton Airport which had all said that we will be compensated.

Every person on the flight had been told that we will be compensated for the delay before we had departed from Newark Airport. I spoke to the Porter representatives and all passengers were given the option either receive compensation or to travel the next day without a charge on another flight for the following day (December 31, 2019).

I also don't agree that arriving at Hamilton Airport and using the arrival at Hamilton at 11:55 PM is a correct time stamp. When I spoke to a Porter representative at Hamilton Airport, the agent also agreed with me that the timestamp is until the final destination and for what is written on the boarding pass.

This is also clearly written here: "If your arrival at the destination airport that is indicated on the original ticket is delayed by 3 hours or more (Canada's Air Passenger Protection Regulations)" (This would be YTZ not YHM). By using Hamilton Airport as a timestamp, this basically means that you could land anywhere in Canada and use the timestamp of wherever the plane lands. I needed to get to Toronto not Hamilton. Hamilton isn't even part of the GTA.

I asked the shuttle staff from Hamilton Airport how long it would take to get to Toronto Airport and the staff estimated 1.5 hours drive. Because of this I had to take a Hamilton cab to my destination which costed me \$135.00. I arrived to Toronto at 1:15 AM. This should be the real timestamp.

If there are any details you need from me, please let me know asap or give me a call at [REDACTED]

Thanks,
[REDACTED]

[REDACTED] 2019-12-31 | 09:50 AM EST

As mentioned by the Porter staff on our flight to Toronto from Newark at Newark Liberty International Airport. Our flight PD142 was delayed by 3+ hours and so were other flights that were travelling to Toronto. Our flight departed at 10:35 PM (I have recorded footage of when we had left) and arrived to Hamilton Airport at 12:00 AM on December 31st, 2019. The aircraft was diverted to Hamilton Airport as Billy Bishop closes at 11:00 PM. We arrived to Billy Bishop at 1:15 AM which is already way past the 3 hours mark (4 hours) and based on the Canada's Air Passenger Protection Regulations (CAPPR) I believe [REDACTED] and I should be compensated per what the Porter staff had kept telling us. I was forced to take a cab to my house as my relatives were no longer able to pick us up from the airport which costed me \$115.00. Also, I had to get to work for 7:30 AM in Pickering out of which I had no sleep. Please let me know what the next steps should be. Thanks.


This message was sent in reference to Case # [REDACTED]

How satisfied were you with the support experience we provided today?

| | | | |
|--|--|--|--|
| | | | |
|--|--|--|--|

Nadine Landry

From: Info
Sent: Thursday, March 19, 2020 9:51 AM
To: Vincent Turgeon
Subject: FW: EXTERNAL: RE: WestJet Not Refunding Customers
Attachments: RE: EXTERNAL: RE: WestJet Not Refunding Customers

Vincent j'aurais besoin de ton aide pour répondre à cette personne. Entre le message rétracté et  j'ai nullement envie de m'aventurer sur ce terrain. Merci

Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 4:07 PM
To: Info
Subject: RE: EXTERNAL: RE: WestJet Not Refunding Customers
Attachments: EXTERNAL Re Air Passenger Rights WestJet Not Refunding Customers

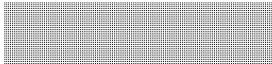
Hi,

Thanks for your response.

I am actually not asking for a "standard of treatment" or "compensation" from them, I am just asking them for a full refund in the same method of payment I originally used which was Credit Card.

I asked Airpassengerrights.ca about this and they confirmed that WestJet is still legally required to provide a REFUND (not just a travel credit).

Please see attached email and advise. Thanks.



From: Info <Info@otc-cta.gc.ca>
Sent: Wednesday, March 18, 2020 1:34 PM
To: [REDACTED]
Subject: EXTERNAL: RE: WestJet Not Refunding Customers

CAUTION: This email came from outside Smiths Group. Be cautious with the contents unless you can confirm the sender is genuine.

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations provide a list of situations considered 'outside the air carrier's control', including medical emergencies and orders or instructions from state officials. The CTA has identified a number of situations related to this pandemic that are considered 'outside of the air carrier's control'. These include flight disruptions to locations that are covered by a government advisory against travel or unnecessary travel due to COVID-19.

In these situations, air carriers would not be required to provide standards of treatment or compensation for inconvenience. However, they would have to make sure the passenger completes their itinerary.

Until April 30th, the time at which passengers will be entitled to compensation for inconvenience related to flight cancellations or delays will be adjusted, to provide air carriers with more flexibility to modify schedules and combine flights. Air carriers will be allowed to make schedule changes without owing compensation to passengers until 72 hours before a scheduled departure time (instead of 14 days), and air carriers will be obligated to compensate passengers for delays on arrival that are fully within the air carrier's control once those delays are 6 hours or more in length (instead of 3 hours).

The CTA has also exempted air carriers from offering alternative travel arrangements that include flights on other air carrier's with which they have no commercial agreement.

If you would like to file a complaint with the CTA, you can do so here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From [REDACTED]
Sent: Wednesday, March 18, 2020 2:27 PM
To: Info <Info@otc-cta.gc.ca>
Subject: WestJet Not Refunding Customers

Hello,

My name is [REDACTED] I live [REDACTED] and had booked a trip with Westjet through Expedia, to Mexico from March 19th to 26th, 2020.

Obviously due to Coronavirus, Justin Trudeau shutting down international flights, and Westjet cancelling all International/Transborder flights after March 22nd, 2020 I had to cancel my trip.

However, Westjet is now refusing to provide me a refund in the method which I paid (Credit Card) and are only offering a travel credit. However, they are legally obligated to provide full compensation in the original form of payment under the Air Passenger Protection Regulations.

I do not want a travel credit as their future is uncertain as well as international travel being very uncertain. I cannot afford to lose over \$2300 on this. How do I go about getting the refund and what steps do I have to take next?

Thanks.

[REDACTED]

PROPRIETARY: This e-mail contains proprietary information some or all of which may be legally privileged. It is intended for the recipient only. If an addressing or transmission error has misdirected this e-mail, please notify the author by replying to this e-mail. If you are not the intended recipient you must not use, disclose, distribute, copy, print, or rely on this e-mail.

CAUTION:THIS MESSAGE ORIGINATED FROM THE PUBLIC INTERNET AND WAS NOT SENT FROM THE SMITHS EMAIL SYSTEM

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Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 4:00 PM
To: [REDACTED]
Subject: EXTERNAL: Re: Air Passenger Rights: WestJet Not Refunding Customers

CAUTION: This email came from outside Smiths Group. Be cautious with the contents unless you can confirm the sender is genuine.

Dear [REDACTED]

Thank you for your message. The short answer is NO. They do not have to pay you COMPENSATION, but they still have to pay a REFUND.

Please read this carefully:

<https://airpassengerrights.ca/en/covid19/coronavirus-how-to-get-a-refund#cancellation>

For more discussion:

<https://www.facebook.com/groups/AirPassengerRights/>

Best,
[REDACTED]

On Wed, 18 Mar 2020, Air Passenger Rights wrote:

> This is an enquiry email via <https://airpassengerrights.ca/> from:
> [REDACTED]
>
> Hello,
>
> My name is [REDACTED] I live [REDACTED] and had booked a trip to Mexico March 19th-26th through Expedia, and WestJet was the air carrier. Obviously due to COVID-19 had to cancel, but WestJet is refusing to offer refunds and are only providing Travel Credits to customers. I was following your article "How To Get a Refund" when I tried multiple times to get a refund from them but they constantly refused. So I asked the CTA and below is their response.
>

> Do you think this now nullifies what you had written in the article and that passengers actually aren't entitled to a refund? I just want to confirm as there seems to be a lot of conflicting information going around as to what airline customers are actually entitled to now.

>
> "Hello [REDACTED]"

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> If you would like to file a complaint with the CTA, you can do so here: <https://rppa-appr.ca/eng/file-air-travel-complaint> "

CAUTION:THIS MESSAGE ORIGINATED FROM THE PUBLIC INTERNET AND WAS NOT SENT FROM THE SMITHS EMAIL SYSTEM

Nadine Landry

From: [REDACTED]
Sent: Thursday, March 19, 2020 8:17 AM
To: Info
Subject: Enq about my right

Dear Sir/Madam

I am [REDACTED] citizen who has got Confirmation of permanent Residence document issued by ircc canada. I was going to board the air canada flight on 21st March. But travel ban was imposed on all non citizens and non permanent residents.

In that case I can not travel. So as I am denied entry by the Canada govt so I should get full refund of my booking amount.

But Air Canada is not agreeing on my point saying that Copr holder can travel. I have two request

Kindly update air canada airlines regarding copr holders as to whether they can travel or not.

Secondly if we are not allowed to travel, we should get full refund and no penalty should be charged.

Kindly advise me on my right related to this matter.

Thanks

[REDACTED]
Sent from Yahoo Mail on Android

Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 8:18 PM
To: travel@international.gc.ca; Info
Subject: COVID-19! CANADIANS STUCK ABROAD

Hello,

My name is [REDACTED] I am an [REDACTED] Citizen who is requesting EMERGENCY help for [REDACTED] Canadian [REDACTED] who are STUCK in [REDACTED] currently. Their names are [REDACTED] They were traveling abroad BEFORE the outbreak of the Corona Virus. NOW, they are stuck there and have not received any help from your embassy. PLEASE help them! All they want to do is go home and be with family during this difficult time. I will link their Youtube video here where they are explaining their situation. PLEASE HELP YOUR CITIZENS!!

[https://www.youtube.com/\[REDACTED\]](https://www.youtube.com/[REDACTED])

[https://www.youtube.com/\[REDACTED\]](https://www.youtube.com/[REDACTED])

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 8:14 PM
To: Info
Subject: Air Canada's Response to Covid -19

We are booked to fly Air Canada on March 31 to Tampa. Naturally this is being significantly impacted by Covid-19 issues, and now the Governments of Canada and the US have closed the border to travel.... a fully understandable response given the seriousness of this ever changing situation.


What is not understandable is AC's response to this latest event. They are now advising me that "I have to cancel" (I have not cancelled) and that my fare is non-refundable. AC is offering a credit for future use up to December 31, 2020. I appreciate that my class of booking was not refundable, but this is clearly intended for circumstances within my control, and that I understand. Covid-19 and it's fallout is clearly not within my (or any passenger's) control. We did not cancel as AC is asking ... we are being cancelled due to unprecedented conditions! Given this, I truly believe that the airlines should be offering full refunds vs some half measures that boxes passengers into a window or timeframe that, in many cases, may not or cannot work for the individuals.

I ask if we have any rights under such imposed conditions?

Thank you

[REDACTED]
Sent from my iPad

Nadine Landry

From: 
Sent: Wednesday, March 18, 2020 8:09 PM
To: Info
Subject: Flight cancellation

Simply stated :

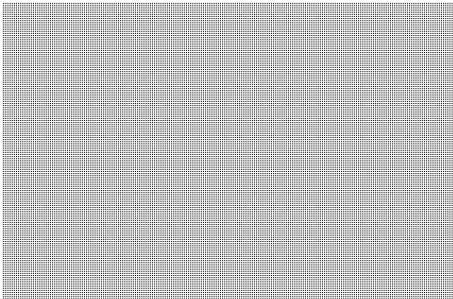
I was booked to travel from a Canadian airport to a US Airport

On April 11 returning May 3 ,2020

The flights were cancelled by the airline (WestJet)and I was given a credit. I require a refund to my Credit card that was used to purchase the flights.

Having discussed with the airline a number of times with no suitable outcome I am asking how I can file a complaint with you the regulators. Please send me the form I need to complete to submit.

Thank you



Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 7:59 PM
To: Info
Subject: Air Transat

Are you aware air transat is not allowing refunds after the cancellation of flights. They are giving credits to be used in 24 months from departure date. Is it not in the *Air Passenger Protection Act*. *That if the airline cancels their flight, they must offer a full refund.*

I however in a time like this can actually use that \$5000 refund.

Can you please explain to me why this is ok, they aren't offering refunds and obeying the law.

Thanks

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 4:30 PM
To: Info
Subject: Porter suspends operations March 21-May 31

Hi there,

Porter has suspended services until June 1st which includes my ticket between Toronto-Ottawa May 9th. They have issued a credit to be used over the next 12 months but **I would like a refund** so I can purchase a ticket with another carrier so I am not stranded. I have a flight from Halifax to Toronto on May 6 and my return from Ottawa to Halifax May 10 with other carriers.

I have sent Porter an email but would like to know if they can suspend their services and keep my money, too.

I have read through your website but I cannot find an exact match to this scenario. I will have many clients in a similar situation so if you have suggestions on recourse it will be much appreciated and shared!

[REDACTED]

Independent by Flight Centre



Office: +1 902 497 3276



Halifax NS

Independent
by FLIGHT CENTRE



Years in the industry: 20+

Countries visited: 27+

Favourite Destination: Really??

Next trip: Cycling Puglia and Matera with Exodus Travels



Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 4:07 PM
To: Info
Subject: RE: EXTERNAL: RE: WestJet Not Refunding Customers
Attachments: EXTERNAL Re Air Passenger Rights WestJet Not Refunding Customers
Categories: waiting for consult

Hi,

Thanks for your response.

I am actually not asking for a "standard of treatment" or "compensation" from them, I am just asking them for a full refund in the same method of payment I originally used which was Credit Card.

I asked Airpassengerrights.ca about this and they confirmed that WestJet is still legally required to provide a REFUND (not just a travel credit).

Please see attached email and advise. Thanks.

[REDACTED]

From: Info <Info@otc-cta.gc.ca>
Sent: Wednesday, March 18, 2020 1:34 PM
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Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From [REDACTED]
Sent: Wednesday, March 18, 2020 2:27 PM
To: Info <Info@otc-cta.gc.ca>
Subject: WestJet Not Refunding Customers

Hello,

My name is [REDACTED] live [REDACTED] and had booked a trip with Westjet through Expedia, to Mexico from March 19th to 26th, 2020.

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I do not want a travel credit as their future is uncertain as well as international travel being very uncertain. I cannot afford to lose over \$2300 on this. How do I go about getting the refund and what steps do I have to take next?

Thanks.

[REDACTED]

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SYSTEM

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Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 4:00 PM
To: [REDACTED]
Subject: EXTERNAL: Re: Air Passenger Rights: WestJet Not Refunding Customers

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Dear [REDACTED]

Thank you for your message. The short answer is NO. They do not have to pay you COMPENSATION, but they still have to pay a REFUND.

Please read this carefully:

<https://airpassengerrights.ca/en/covid19/coronavirus-how-to-get-a-refund#cancellation>

For more discussion:

<https://www.facebook.com/groups/AirPassengerRights/>

Best,
[REDACTED]

On Wed, 18 Mar 2020, Air Passenger Rights wrote:

> This is an enquiry email via <https://airpassengerrights.ca/> from:

> [REDACTED]
>
> Hello,
>
> My name is [REDACTED] I live [REDACTED] and had booked a trip to Mexico March 19th-26th through Expedia, and WestJet was the air carrier. Obviously due to COVID-19 had to cancel, but WestJet is refusing to offer refunds and are only providing Travel Credits to customers. I was following your article "How To Get a Refund" when I tried multiple times to get a refund from them but they constantly refused. So I asked the CTA and below is their response.
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> Do you think this now nullifies what you had written in the article and that passengers actually aren't entitled to a refund? I just want to confirm as there seems to be a lot of conflicting information going around as to what airline customers are actually entitled to now.

>
> "Hello [REDACTED]"
>

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>
>

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Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 4:05 PM
To: Info
Subject: Air Canada Vacations

Good day. My name is [REDACTED] We have a trip planned to Las Vegas with a group of [REDACTED] people. We are booked with Air Canada Vacations as a group vacation and are scheduled to depart from YEG on April 9, 2020.

In our party [REDACTED] we have a couple who are [REDACTED] another couple who are [REDACTED] and the remainder are between [REDACTED] years of age.

The [REDACTED] eldest do not wish to go on this trip now with everything going on and now with the borders closed and air travel being strongly advised no one does. None of us purchased travelers insurance.

With three weeks to go we are trying to work through our travel agent to cancel this trip. All that Air Canada Vacations has offered us is to reschedule this to another date at no charge but before December 31, 2020. Our group includes [REDACTED] who cannot make arraignments to go again until spring break, 2021. Air Canada Vacations is not going to move on the rebooking for us.

We cannot go on this trip, we have paid in full now and we cannot reschedule to a date that will work for us.

Do we just keep our original travel dates (departing April 9, 2020) and hope it gets cancelled and we will be refunded or are we just going to end up losing our money here? Air Canada Vacations is next to impossible for our travel against to get ahold of (understandable but we require assistance) and we are not sure what to do.

Is there anything here that you can provide help with? Can we file a complaint based on what is happening?

If someone could please advise.

Kindest Regards,

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 3:59 PM
To: Info
Subject: westjet not refunding properly only travel credit when they have a travel ban.
Attachments: Electronic ticket receipt, September 01 for [REDACTED].pdf; Electronic ticket receipt, September 01 for [REDACTED].pdf

Hello my name is [REDACTED] I purchased a flight ticket from WestJet website from Toronto to Calgary. Both cities now have travel bans and Cancelled the ticket as it was for April 2nd 2020. The west jet website does not give me an option to refund me on my credit card it only goes to a travel bank or some form of holding of my money. I paid extra not a basic fare for trip cancelation for this specific reason as last time I got burned from west jet for \$2000 dollars and did not want this to happen again. Now after speaking with west jet on the phone they refuse to refund me on my credit card. This is unethical and should be clearly noted and stated in my receipt of purchase and when I book. The option I clicked was for trip cancelation and paid extra instead of a basic fare. Im hoping you can help as this isn't right and all I wish is to be refunded as both cities are in complete lock down now.

west jet flight was for [REDACTED]

WestJet WS 653Confirmation code: [REDACTED]
Thu 2020-04-02 6:45 AM

second problem. I spoke to [REDACTED] and she hung up on me and forwarded me to [REDACTED] nsurance when I did not want to go there as [REDACTED] also said west jet customer service should refund me.

I then get a new travel booking that only wendy could have book for a flight in sept 1 that I did not book any travel just wanted to cancel all the bookings going back on to my credit card. I wanted a refund and have her recorded for a refund and gave her my credit card for flight [REDACTED] Calgary to Costa Rica. West jet has a 30 day ban on so I requested a full refund on my credit card.

I spoke to a manager and she could not give me the proper email to escalate the issue and I could not understand what she was saying as she clearly changed the email 3 times saying guest then gst then guest and I ask to have her spell the email and she hung up as she was clearly not communicating clearly and failed to provide me with proper response to solve this issue.

Please help all I want is to be refunded as I did not cancel the air line cancelled all travel I had to call in to get a refund and they don't have an option to refund on my credit card which is not legal.



eTicket Receipt

Prepared For

[TICKET REFUNDED]

RESERVATION CODE

ISSUE DATE

02Mar20

TICKET NUMBER

ISSUING AIRLINE

WEST JET

ISSUING AGENT

FREQUENT FLYER NUMBER

Itinerary Details

| TRAVEL DATE | AIRLINE | DEPARTURE | ARRIVAL | OTHER NOTES |
|----------------------|--------------------|---|---|---|
| 02Apr20 - 03Apr20 | WESTJET WS 2262 | CALGARY INTL AB, CANADA Time 23:15 | LIBERIA, COSTARICA Time 06:12 | Seat Number CHECK-IN REQUIRED Baggage Allowance 1PC Booking Status REFUNDED Fare Basis LI0D0FZK Not Valid Before 02APR20 Not Valid After 02APR20 |
| 12Apr20 | WESTJET WS 2261 | LIBERIA, COSTARICA Time 07:05 | CALGARY INTL AB, CANADA Time 14:17 | Seat Number CHECK-IN REQUIRED Baggage Allowance 1PC Booking Status REFUNDED Fare Basis NI0D0FHS Not Valid Before 12APR20 Not Valid After 12APR20 |

Allowances

Baggage Allowance

YYC to LIR - 1 Piece WESTJET , each piece up to 50 pounds/23 kilograms and up to 62 linear inches/158 linear centimeters

Prices of additional baggage pieces:

- 30.00 CAD up to 50 pounds/23 kilograms and up to 62 linear inches/158 linear centimeters

LIR to YYC - 1 Piece WESTJET , each piece up to 50 pounds/23 kilograms and up to 62 linear inches/158 linear centimeters

Prices of additional baggage pieces:

- 30.00 CAD up to 50 pounds/23 kilograms and up to 62 linear inches/158 linear centimeters

ADDITIONAL ALLOWANCES AND/OR DISCOUNTS MAY APPLY DEPENDING ON FLYER-SPECIFIC FACTORS /E.G. FREQUENT FLYER STATUS/MILITARY/ CREDIT CARD FORM OF PAYMENT/EARLY PURCHASE OVER INTERNET,ETC

Carry On Allowances

YYC to LIR , LIR to YYC - 1 Piece (WS - WESTJET)

Carry On Charges

YYC to LIR , LIR to YYC - (WS - WESTJET) - Carry-on fees unknown - contact carrier

Payment/Fare Details

| | |
|---|---|
| Form of Payment | CREDIT CARD - [REDACTED] |
| Fare Calculation Line | YYC WS LIR130.22WS YYC466.68NUC596.90END ROE1.32851 |
| Fare | CAD 793.00 |
| Taxes/Fees/Carrier-Imposed Charges | CAD 44.00 YQI (OTHER AIR TRANSPORTATION CHARGES) |
| | CAD 1.50 XG9 (GOODS AND SERVICES TAX (GST)) |
| | CAD 25.91 CA4 (AIR TRAVELLERS SECURITY CHARGE) |
| | CAD 30.00 SQ (AIRPORT IMPROVEMENT FEE (AIF)) |
| | CAD 6.08 FS (COMMON AREA USER CHARGE) |
| | CAD 2.64 IK (SECURITY FEE) |
| | CAD 2.64 IK2 (IK2) |
| | CAD 20.03 NW (TOURISM ARRIVAL TAX) |
| | CAD 2.67 A12 (A12) |
| | CAD 36.05 B12 (B12) |
| Total | CAD 964.52 |

Positive identification required for airport check in

Notice:

QST # 1202807956TQ0001 GST # 866112535

Baggage fees are charged in CAD or USD by direction depending on point of departure. Guests departing the United States, Latin America and the Caribbean will pay baggage fees in USD. Please see <https://www.westjet.com/en-ca/travel-info/fares/service-fees> for more information.

Passengers embarking upon a journey involving an ultimate destination or a stop in a country other than the country of departure are advised that the provisions of an international treaty (the Warsaw Convention, the 1999 Montreal Convention, or other treaty), as well as a carrier's own contract of carriage or tariff provisions, may be applicable to their entire journey, including any portion entirely within the countries of departure and destination. The applicable treaty governs and may limit

the liability of carriers to passengers for death or personal injury, destruction or loss of, or damage to, baggage, and for delay of passengers and baggage.

Additional protection can usually be obtained by purchasing insurance from a private company. Such insurance is not affected by any limitation of the carrier's liability under an international treaty. For further information please consult your airline or insurance company representative.

Data Protection Notice: Your personal data will be processed in accordance with the applicable carrier's privacy policy and, if your booking is made via a reservation system provider ("GDS"), with its privacy policy. These are available at <http://www.iatatravelcenter.com/privacy> or from the carrier or GDS directly. You should read this documentation, which applies to your booking and specifies, for example, how your personal data is collected, stored, used, disclosed and transferred. (applicable for interline carriage)

[Important Legal Notices](#)



eTicket Receipt

Prepared For

[TICKET REFUNDED]

RESERVATION CODE

ISSUE DATE

02Mar20

TICKET NUMBER

ISSUING AIRLINE

WEST JET

ISSUING AGENT

Itinerary Details

| TRAVEL DATE | AIRLINE | DEPARTURE | ARRIVAL | OTHER NOTES |
|----------------------|--------------------|---|---|---|
| 02Apr20 - 03Apr20 | WESTJET WS 2262 | CALGARY INTL AB, CANADA Time 23:15 | LIBERIA, COSTARICA Time 06:12 | Seat Number CHECK-IN REQUIRED Baggage Allowance 1PC Booking Status REFUNDED Fare Basis LI0D0FZK Not Valid Before 02APR20 Not Valid After 02APR20 |
| 12Apr20 | WESTJET WS 2261 | LIBERIA, COSTARICA Time 07:05 | CALGARY INTL AB, CANADA Time 14:17 | Seat Number CHECK-IN REQUIRED Baggage Allowance 1PC Booking Status REFUNDED Fare Basis NI0D0FHS Not Valid Before 12APR20 Not Valid After 12APR20 |

Allowances

Baggage Allowance

YYC to LIR - 1 Piece WESTJET , each piece up to 50 pounds/23 kilograms and up to 62 linear inches/158 linear centimeters

Prices of additional baggage pieces:

- 30.00 CAD up to 50 pounds/23 kilograms and up to 62 linear inches/158 linear centimeters

LIR to YYC - 1 Piece WESTJET , each piece up to 50 pounds/23 kilograms and up to 62 linear inches/158 linear centimeters

Prices of additional baggage pieces:

- 30.00 CAD up to 50 pounds/23 kilograms and up to 62 linear inches/158 linear centimeters

ADDITIONAL ALLOWANCES AND/OR DISCOUNTS MAY APPLY DEPENDING ON FLYER-SPECIFIC FACTORS /E.G. FREQUENT FLYER STATUS/MILITARY/ CREDIT CARD/FORM OF PAYMENT/EARLY PURCHASE OVER INTERNET,ETC

Carry On Allowances

YYC to LIR , LIR to YYC - 1 Piece (WS - WESTJET)

Carry On Charges

YYC to LIR , LIR to YYC - (WS - WESTJET) - Carry-on fees unknown - contact carrier

Payment/Fare Details

| | |
|---|---|
| Form of Payment | CREDIT CARD - [REDACTED] |
| Fare Calculation Line | YYC WS LIR130.22WS YYC466.68NUC596.90END ROE1.32851 |
| Fare | CAD 793.00 |
| Taxes/Fees/Carrier-Imposed Charges | CAD 44.00 YQI (OTHER AIR TRANSPORTATION CHARGES) |
| | CAD 1.50 XG9 (GOODS AND SERVICES TAX (GST)) |
| | CAD 25.91 CA4 (AIR TRAVELLERS SECURITY CHARGE) |
| | CAD 30.00 SQ (AIRPORT IMPROVEMENT FEE (AIF)) |
| | CAD 6.08 FS (COMMON AREA USER CHARGE) |
| | CAD 2.64 IK (SECURITY FEE) |
| | CAD 2.64 IK2 (IK2) |
| | CAD 20.03 NW (TOURISM ARRIVAL TAX) |
| | CAD 2.67 A12 (A12) |
| | CAD 36.05 B12 (B12) |
| Total | CAD 964.52 |

Positive identification required for airport check in

Notice:

QST # 1202807956TQ0001 GST # 866112535

Baggage fees are charged in CAD or USD by direction depending on point of departure. Guests departing the United States, Latin America and the Caribbean will pay baggage fees in USD. Please see <https://www.westjet.com/en-ca/travel-info/fares/service-fees> for more information.

Passengers embarking upon a journey involving an ultimate destination or a stop in a country other than the country of departure are advised that the provisions of an international treaty (the Warsaw Convention, the 1999 Montreal Convention, or other treaty), as well as a carrier's own contract of carriage or tariff provisions, may be applicable to their entire journey, including any portion entirely within the countries of departure and destination. The applicable treaty governs and may limit the liability of carriers to passengers for death or personal injury, destruction or loss of, or damage to, baggage, and for

delay of passengers and baggage.

Additional protection can usually be obtained by purchasing insurance from a private company. Such insurance is not affected by any limitation of the carrier's liability under an international treaty. For further information please consult your airline or insurance company representative.

Data Protection Notice: Your personal data will be processed in accordance with the applicable carrier's privacy policy and, if your booking is made via a reservation system provider ("GDS"), with its privacy policy. These are available at <http://www.iatatravelcenter.com/privacy> or from the carrier or GDS directly. You should read this documentation, which applies to your booking and specifies, for example, how your personal data is collected, stored, used, disclosed and transferred. (applicable for interline carriage)

[Important Legal Notices](#)

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 3:48 PM
To: [REDACTED]
Subject: RE: CANCELLATION and CONCERN AC [REDACTED]

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations do not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Saturday, March 14, 2020 1:08 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Fwd: CANCELLATION and CONCERN AC: [REDACTED]

Sent from my iPhone

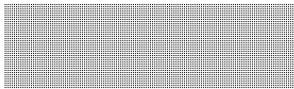
Begin forwarded message:

From: [REDACTED]
Date: March 14, 2020 at 1:03:07 PM EDT
To: info@otc.gc.ca
Subject: Fwd: CANCELLATION and CONCERN AC [REDACTED]

Hello - I am unsure if my problem is one that you would look into but here it is anyway. Air Canada refused to fairly help us return from Spain on March 9th citing Madrid was not considered a problem area for covid-19. They are telling us to go back to [REDACTED]

Rewards for resolution. Please read our submitted complaint and would appreciate hearing your input.

Thank you,



Sent from my iPhone

Begin forwarded message:

From: Customer Care <CustomerCare.serviceclient@aircanada.ca>

Date: March 14, 2020 at 10:34:15 AM EDT

To:

Subject: CANCELLATION and CONCERN AC

Case Number:

Dear

Thank you for writing to us.

Given the high volume of calls related to COVID-19, we kindly ask customers to contact their original booking source for inquiries. If you booked directly with us, we look forward to serving you as soon as we are able.

If you have questions about Air Canada's approach to your safety, and flexible options for travel, please visit:

<https://www.aircanada.com/ca/en/aco/home/book/travel-news-and-updates/2020/covid-19.htm>

You may be able to make changes to your booking online by visiting:

www.aircanada.com/ca/en/aco/home.html#/home:mngBook

If you prefer to call our Contact Centre, please refer to the numbers below.

Within Canada and the United States, please call: 1-888-247-2262

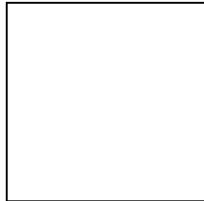
For Worldwide Reservations Contacts, please visit our web site:

www.aircanada.com/ca/en/aco/home/fly/customer-support/contact-us/contact-us-international

Please keep in mind during these exceptional times, call volumes are extremely high. Thank you for your understanding.

Sincerely,

Customer Relations



To serve you best, I kindly ask that you do not change the subject line if responding to this email.

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

From: [REDACTED]
Sent: 2020/03/12 5:47 AM
Subject: CANCELLATION and CONCERN

Air Canada Customer Care

cc. [REDACTED]
Subject: AC conf # [REDACTED], [REDACTED] Rewards conf # [REDACTED]
[REDACTED]

We want to bring to your attention and at the same time lodge a complaint regarding a fully paid-for travel ticket with Air Canada.

On March 9th while in Spain, [REDACTED] and I decided we needed to leave for home as the COVID-19 virus threat was mounting. I called [REDACTED] to request a change (asked for Wednesday, Mar 11th) and we were prepared to pay a change fee. After a considerable wait time to reach [REDACTED] then another very long time on-hold as the [REDACTED] representative talked direct with Air Canada we were advised our only option was to purchase one way tickets through Air Canada at an approximate cost of \$3100 or \$3200 each. Air Canada advised the [REDACTED] rep that Madrid was not considered a threatened area for COVID-19 and

therefore could not offer re-booking with a change fee.

Our concerns continued to mount as numbers in Spain were rising exponentially and at 3:30am March 10th [REDACTED] woke from [REDACTED] and purchased two one way tickets on TAP Airlines, Valencia-Lisbon-Toronto and we were on our way home at 8 hours later. These one-way tickets cost us \$1,080.80 USD in total. A drastic difference to Air Canada's proposal to us. During this time Air France was offering free changes to any flights during this crisis. Shame on Air Canada for not looking after their own stranded customers. We have been regular [REDACTED] members [REDACTED] since around [REDACTED]. From this point, Air Canada will not be part of our travel future. We are not only disappointed but aghast at the lack of care and concern for the welfare of travelers.

To Air Canada: please cancel our return flights for March 31st. We are home safe and sound thanks to TAP airlines. We believe we should be reimbursed for this leg of our journey considering the climate and "ongoing" crisis that is impacting the world.

[REDACTED] and [REDACTED]

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 3:43 PM
To: [REDACTED]
Subject: RE [REDACTED]

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Most complaints about travel agents and tour operators fall under provincial jurisdiction. Please consult your provincial or territorial government authority for consumers. Your travel agency or tour operator (including on-line reservations) must be registered with a provincial authority in Canada in order to help you.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

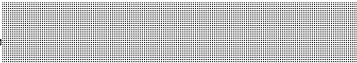
From: [REDACTED]
Sent: Wednesday, March 18, 2020 3:11 PM
To: Info <Info@otc-cta.gc.ca>
Subject: [REDACTED]

Sent from Mail for Windows 10

Dear Sir or Madam,

I would like to share my recent experience with you and seek your advice. I booked a ticket with Cheapoair on January 24. My plan was to fly to Bulgaria on February 26, 2020. On the day of my flight [REDACTED] told me to cancel my trip. [REDACTED] has foreseen what was coming and stopped me from traveling at that time. On this day the Covid - 19 was rapidly spreading in Italy. In the morning of February 26 I talked to the agent of Cheapoair and notified them that I was not flying. I wanted to get refund for my ticket. They told me that the ticket was not refundable and won't refund any money. The agent advised me to buy travel insurance and I did. The charge was CAD 75. I filed for refund with the [REDACTED] but the refund was denied. I called Cheapoair several times in the following weeks to complain why I have been advised to pay for insurance that would not work. They kind of felt guilty and agreed to refund the money I paid for the travel insurance. Now the pandemic is in full swing. I supposed to fly back to Canada on March 24. If I had flown to Europe, I would not have been able to come back to Toronto and reunite with [REDACTED] Because European Union shut its borders. I explained everything to Cheapoair agents, (several times), but they were adamant, No refund. So I don't know what to do next. I am willing to accept any advice that might help to get some refund, or at least a voucher that could cover some of my future travel plans.

s.19(1)

Sincerely,  Ontario



Virus-free. www.avg.com

Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 3:37 PM
To: Traveller Support
Cc: Info
Subject: Re: Re: Flight WO651

[REDACTED]

[REDACTED] sent me this today.

I have now had the opportunity to review the Air Passenger Protection Regulations which mandate how all Canadian operated airlines/flights must handle delays, cancellations, etc. In terms of timing for your claim with Swoop, you are required to file your request for compensation with Swoop within 1 year of the day on which your flight was cancelled or delayed (which you have done), and Swoop is required to either provide you with compensation or an explanation as to why compensation is not payable within 30 days (see s. 19 of the Regulation). They have clearly failed to do this. There is a legislated penalty for failure to comply with the 30 day response requirement.

I would suggest that you write to Swoop, cc'ing the Ministry of Transport (Commercial and Business Aviation), demanding that you receive compensation or an explanation as to why compensation is not payable for the outstanding portions of your claim forthwith, noting that they are already in contravention of the Regulation for failing to do so within 30 days and are subject to an administrative monetary penalty, which you will pursue is enforced against them

Please. Advise as to what steps our family should take next.

[REDACTED]

On Mar. 3, 2020 19:15, [REDACTED] com wrote:

[REDACTED]

You said this was sent for approval but I have yet to hear anything. This doesn't seem normal for this process to take this long. What is the issue? Did I not submit the proper paperwork?
Please advise.

[REDACTED]

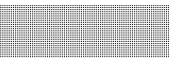
On Feb. 27, 2020 12:27, [REDACTED] wrote:

It has been at least a week since you have sent stuff for approval? It is ridiculous the amount of time this is taking. Please advise as to who to contact or speak to regarding this matter.
Thanks.

[REDACTED]

On Feb. 24, 2020 15:30, [REDACTED] wrote:

I have still yet to hear anything regarding approval for compensation. I have checked my junk email daily.



On Feb. 21, 2020 14:53, Traveller Support <travellersupport@flyswoop.freshdesk.com> wrote:

Hi

Thank you for submitting your receipts.

We have submitted your request for reimbursement for 1351.81 CAD. **Please note that amounts are not final until reviewed by our leadership team.**

We were not able to approve the requested reimbursement of alternate carrier baggage fees and food purchased after arrival back in Canada, as these are not approved expenses. Additionally of the Mexican receipts we are only able to compensate for the airport taxi as the other receipts are insufficiently itemized to approve. We recommend following up with your travel insurance provider for lost or additional expenses. If you did not purchase travel insurance, we recommend contacting the number on the back of your credit card as travel protection is often included in credit card plans.

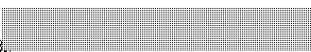
Once approved, you will receive an email from do.not.reply@pay.flyswoop.com. (Please check your spam folder in the event that an email is not received). Within the email you will be able to accept payment by clicking on a link titled "Claim Payment". It is important to note that the Claim Payment link will expire one year from the date of issue.

A few things you should know:

- To claim your funds you will need to enter the last 10 digits of the telephone number provided to Swoop.
- If you choose bank deposit you will need to provide your transit/routing number, account number and account type (e.g. chequing).
- If you choose PayPal payment and you already have a PayPal account, you must enter the email address you have set up with your PayPal account (if it differs from the email address provided to Swoop).
- If you choose prepaid virtual VISA, you will not receive a credit card in the mail and the virtual VISA may be used for online purchases only.

Thank you for your patience,

Kind regards,



Traveller Support
Swoop Inc. | FlySwoop.com



On Fri, 21 Feb at 7:20 AM , wrote:



Here is the invoice from sell off vacations for the flight home. I will attach our out of pocket expenses as well for baggage, food and transportation.

Thanks,



On Feb. 20, 2020 21:33, wrote:

[Redacted]

Ok. We purchased the tickets through our travel agent on the phone while in Mexico stranded. We just gave her our credit card and we got the e-ticket confirmations [Redacted] is at work until the morning and will get me the carrier receipts you need. Have a good night. I will attach the carrier receipts tomorrow.
Thanks for your help.

[Redacted]

On Feb. 20, 2020 21:20, Traveller Support <travellersupport@flyswoop.freshdesk.com> wrote:
Hi [Redacted]

Thank you for reaching out.

You've given us receipts that show the times but only online bank statements showing the alternate flight costs - we need the receipts from the carrier that show the costs.

Kind regards,



[Redacted]
Traveller Support
Swoop Inc. | FlySwoop.com



On Thu, 20 Feb at 7:09 PM , [Redacted] wrote:

[Redacted]

And what about out of pocket cost for flights and expenses.

[Redacted]

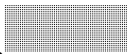
On Feb. 20, 2020 21:01, Traveller Support <travellersupport@flyswoop.freshdesk.com> wrote:
Hi [Redacted]

Thank you for reaching out.

The legislation actually requires all travellers over 18 to file their own claim.

Kind regards,

Kind regards,



Traveller Support
Swoop Inc. | FlySwoop.com



Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 3:34 PM
To: [REDACTED]
Subject: RE: WestJet Not Refunding Customers

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations provide a list of situations considered 'outside the air carrier's control', including medical emergencies and orders or instructions from state officials. The CTA has identified a number of situations related to this pandemic that are considered 'outside of the air carrier's control'. These include flight disruptions to locations that are covered by a government advisory against travel or unnecessary travel due to COVID-19.

In these situations, air carriers would not be required to provide standards of treatment or compensation for inconvenience. However, they would have to make sure the passenger completes their itinerary.

Until April 30th, the time at which passengers will be entitled to compensation for inconvenience related to flight cancellations or delays will be adjusted, to provide air carriers with more flexibility to modify schedules and combine flights. Air carriers will be allowed to make schedule changes without owing compensation to passengers until 72 hours before a scheduled departure time (instead of 14 days), and air carriers will be obligated to compensate passengers for delays on arrival that are fully within the air carrier's control once those delays are 6 hours or more in length (instead of 3 hours).

The CTA has also exempted air carriers from offering alternative travel arrangements that include flights on other air carrier's with which they have no commercial agreement.

If you would like to file a complaint with the CTA, you can do so here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Wednesday, March 18, 2020 2:27 PM
To: Info <Info@otc-cta.gc.ca>
Subject: WestJet Not Refunding Customers

Hello,

My name is [REDACTED] I live [REDACTED] and had booked a trip with Westjet through Expedia, to Mexico from March 19th to 26th, 2020.

Obviously due to Coronavirus, Justin Trudeau shutting down international flights, and Westjet cancelling all International/Transborder flights after March 22nd, 2020 I had to cancel my trip.

However, Westjet is now refusing to provide me a refund in the method which I paid (Credit Card) and are only offering a travel credit. However, they are legally obligated to provide full compensation in the original form of payment under the Air Passenger Protection Regulations.

I do not want a travel credit as their future is uncertain as well as international travel being very uncertain. I cannot afford to lose over \$2300 on this. How do I go about getting the refund and what steps do I have to take next?

Thanks.

[REDACTED]

PROPRIETARY: This e-mail contains proprietary information some or all of which may be legally privileged. It is intended for the recipient only. If an addressing or transmission error has misdirected this e-mail, please notify the author by replying to this e-mail. If you are not the intended recipient you must not use, disclose, distribute, copy, print, or rely on this e-mail.

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 3:29 PM
To: [REDACTED]
Subject: RE: Regarding the flight cancellation and change caused by COVID-19

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations do not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Wednesday, March 18, 2020 1:15 PM
To: Info <Info@otc-cta.gc.ca>
Cc: disabilityassistance@flyswoop.com
Subject: Regarding the flight cancellation and change caused by COVID-19

Dear CTA office,

I am here to fire an official complaint regarding SWOOP policy about the flight cancellation and change caused by COVID-19.

I Would like to cancel my flight on March 29th and April 4th as instructed by Health Canada and request a full refund. However, SWOOP does not allow that.

1. the SWOOP company does not allow free cancellation of the flight even this is not caused by passenger, and even when this is what Health Canada told us and even when they have staff infected by COVID-19.
2. the SWOOP only allow passenger to change the flight for much higher price, although they announce it is free. For example, my flight for two was \$250, but now the change cost all together is\$458.

Whenever Canada government from both federal and provincial are trying to help people, SWOOP is trying to make more money. That is unbelievable and make us furious.

I sincerely request you to investigate this to help people.

thanks



Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 3:25 PM
To: Info
Cc: [REDACTED]
Subject: Fw: Porter Airlines follow-up, regarding case [REDACTED]
Importance: High

Hi,

I have not received a response from Canada's Air Passenger Protection Regulations (CAPPR) on this case that occurred three months ago. I've submitted this complaint on your online portal. Also, I've called the hotline 1-888-222-2592 many times and it appears to be busy.

The email chain below are my attempts to contact Porter Airlines for the delay & diversion that occurred on December 30th, 2019 for [REDACTED] and I [REDACTED]

See details below.

[REDACTED]

From: [REDACTED]
Sent: January 7, 2020 3:21 PM
To: Porter Airlines <customer.relations@flyporter.com>
Subject: Re: Porter Airlines follow-up, regarding case [REDACTED]

Hi [REDACTED]

I have already reviewed the online form and checked the eligibility on the website.

Please re-read my email again below as I can tell you have not done so. To summarize, Porter Airlines told all passengers that we would be compensated for the delay.

[REDACTED]

From: Porter Airlines <customer.relations@flyporter.com>
Sent: January 7, 2020 2:25 PM
To: [REDACTED]
Subject: Porter Airlines follow-up, regarding case [REDACTED]

Dear [REDACTED]

Thank you for reaching out to Porter Airlines all passenger feedback is appreciated.

Please be redirected to this online form <https://www.flyporter.com/en/customer-service/help-contact/claims/compensation-eligibility-check>, to determine eligibility for compensation under the new regulations. Use your confirmation # and name and the system will determine what if any compensation is eligible for said flight.

Kind regards,

[REDACTED]
Customer Care Advocate
Porter Airlines Inc.
Billy Bishop Toronto City Airport
Toronto, Ontario
Canada M5V 1A1
www.flyporter.com

[REDACTED] 2020-01-02 | 10:21 AM EST

Further to case#: [REDACTED] I have videos from multiple Porter staff and passengers on my flight flying from Newark Airport, on the aircraft with the cabin crew and the pilots of the aircraft PD142 and staff at Hamilton Airport which had all said that we will be compensated.

Every person on the flight had been told that we will be compensated for the delay before we had departed from Newark Airport. I spoke to the Porter representatives and all passengers were given the option either receive compensation or to travel the next day without a charge on another flight for the following day (December 31, 2019).

I also don't agree that arriving at Hamilton Airport and using the arrival at Hamilton at 11:55 PM is a correct time stamp. When I spoke to a Porter representative at Hamilton Airport, the agent also agreed with me that the timestamp is until the final destination and for what is written on the boarding pass. This is also clearly written here: "If your arrival at the destination airport that is indicated on the original ticket is delayed by 3 hours or more (Canada's Air Passenger Protection Regulations)" (This would be YTZ not YHM). By using Hamilton Airport as a timestamp, this basically means that you could land anywhere in Canada and use the timestamp of wherever the plane lands. I needed to get to Toronto not Hamilton. Hamilton isn't even part of the GTA.

I asked the shuttle staff from Hamilton Airport how long it would take to get to Toronto Airport and the staff estimated 1.5 hours drive. Because of this I had to take a Hamilton cab to my destination which costed me \$135.00. I arrived to Toronto at 1:15 AM. This should be the real timestamp.

If there are any details you need from me, please let me know asap or give me a call at [REDACTED]

Thanks,

[REDACTED]

[REDACTED] 2019-12-31 | 09:50 AM EST

As mentioned by the Porter staff on our flight to Toronto from Newark at Newark Liberty International Airport.

Our flight PD142 was delayed by 3+ hours and so were other flights that were travelling to Toronto. Our flight departed at 10:35 PM (I have recorded footage of when we had left) and arrived to Hamilton Airport at 12:00 AM on December 31st, 2019. The aircraft was diverted to Hamilton Airport as Billy Bishop closes at 11:00 PM. We arrived to Billy Bishop at 1:15 AM which is already way past the 3 hours mark (4 hours) and based on the Canada's Air Passenger Protection Regulations (CAPPR) I believe [REDACTED] and I should be compensated per what the Porter staff had kept telling us. I was forced to take a cab to my house as my relatives were no longer able to pick us up from the airport which costed me \$115.00. Also, I had to get to work for 7:30 AM in Pickering out of which I had no sleep. Please let me know what the next steps should be.
Thanks.

.....
This message was sent in reference to Case # [REDACTED]

.....
How satisfied were you with the support experience we provided today?

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 3:22 PM
To: [REDACTED]
Subject: RE: WestJet vacations

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations provide a list of situations considered 'outside the air carrier's control', including medical emergencies and orders or instructions from state officials. The CTA has identified a number of situations related to this pandemic that are considered 'outside of the air carrier's control'. These include flight disruptions to locations that are covered by a government advisory against travel or unnecessary travel due to COVID-19.

In these situations, air carriers would not be required to provide standards of treatment or compensation for inconvenience. However, they would have to make sure the passenger completes their itinerary.

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The CTA has also exempted air carriers from offering alternative travel arrangements that include flights on other air carrier's with which they have no commercial agreement.

Best,

info@ Team
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Suivez-nous : Twitter / YouTube

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
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-----Original Message-----

From: [REDACTED]
Sent: Wednesday, March 18, 2020 12:43 PM
To: Info <Info@otc-cta.gc.ca>
Subject: WestJet vacations

Hi

My name is [REDACTED] booked a flight with WestJet vacations for an all inclusive vacation To Mexico leaving April 11, we booked this prior to the covid 19 . I also had purchased additional insurance which would refund my \$\$ in cases like this , however , because WestJet cancelled all international flights they announced credits to be booked before March 30th 2021 .

My issue ? - i want my \$\$ back , I have no idea how my situation will be a year from now ? My work ? Point is because of this uncertainty hovering over this epidemic & WJ not fulfilling their commitment I should have a choice to how I want my funds back not them telling us giving us deadlines

WestJet needs to comply with WestJet tariff international Act - rule 75 (c) (3)(E)

I am reaching out for someone to take action for us

Thanking you in advance

[REDACTED]

Sent from my iPhone

Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 3:20 PM
To: Info
Subject: URGENT: flight re-booking

Hi,
I'm curious to know what your stance is on flights within Canada.
Back in January we booked a flight from Abbotsford BC to Edmonton AB with Swoop Airlines before COVID 19 was even being talked about. We are supposed to leave March 20th and return March 24th.
Now, with the provincial and federal government asking people to participate in social distancing and staying home and avoiding non-essential travel...will the Canadian Air Transportation Agency be advising airlines (specifically Swoop, since WestJet and Flair are already complying and providing either refunds or credits) to those of us who would like to stay home and keep others healthy??

Thank you,
[REDACTED]

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 3:19 PM
To: [REDACTED]
Subject: RE: WestJet refund

Hello,

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations (APPR) does not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website; <https://www.otc-cta.gc.ca/eng/air-carrier-tariffs-posted-websites>

The APPR provide a list of situations considered 'outside the air carrier's control', including medical emergencies and orders or instructions from state officials. The CTA has identified a number of situations related to this pandemic that are considered 'outside of the air carrier's control'. These include flight disruptions to locations that are covered by a government advisory against travel or unnecessary travel due to COVID-19.

In these situations, air carriers would not be required to provide standards of treatment or compensation for inconvenience. However, they would have to make sure the passenger completes their itinerary.

Until April 30th, the time at which passengers will be entitled to compensation for inconvenience related to flight cancellations or delays will be adjusted, to provide air carriers with more flexibility to modify schedules and combine flights. Air carriers will be allowed to make schedule changes without owing compensation to passengers until 72 hours before a scheduled departure time (instead of 14 days), and air carriers will be obligated to compensate passengers for delays on arrival that are fully within the air carrier's control once those delays are 6 hours or more in length (instead of 3 hours).

The CTA has also exempted air carriers from offering alternative travel arrangements that include flights on other air carrier's with which they have no commercial agreement.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

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

From [REDACTED]
Sent: Wednesday, March 18, 2020 12:38 PM
To: Info <Info@otc-cta.gc.ca>
Subject: WestJet refund

Good Morning,

I recently cancelled a flight I had booked with westjet due to the virus and the downturn on our economy. When cancelling westjet informed me that I would not be getting a full cash refund but instead a "travel bank" that I could use within a 1 year time period.

I explained to them that the last and only time I have flown was [REDACTED] years ago and it was a very off chance that I was even going to fly on this trip I had booked so the credit they were giving me was basically useless to me.

They were not rude or anything but just explained that was the only available credit at this time but said if I was to contact you there might be a way to get a full cash refund.

Any information you could provide would be greatly appreciated. Thank you.

Sent from my iPhone

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 3:14 PM
To: [REDACTED]
Subject: RE: Flight Delay Compensation

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

If you wish to file a complaint with the CTA, you can do so here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Wednesday, March 18, 2020 12:22 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Flight Delay Compensation

On January 27, 2020 my scheduled Sunwing flight #356 was scheduled to depart at 0800 and never departed until 1115. I have applied for compensation under Transport Canada regulations from Sunwing and they have stated to contact CTA. I am applying for compensation under the guidelines of entitlements for flights delayed over 3 hours. I have attached a screenshot of the notification from Sunwing showing the flight was scheduled to depart on time and it did not.

[REDACTED]

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 3:11 PM
To: [REDACTED]
Subject: RE: remboursement billets d'avion

Bonjour [REDACTED]

Merci d'avoir communiqué avec l'Office des transports du Canada.

Le RPPA ne traite pas des obligations des compagnies aériennes dans le cas où un passager souhaiterait modifier ou annuler sa réservation de vol. Si un passager souhaite modifier ou annuler sa propre réservation de vol vers une certaine région en raison d'une catastrophe, d'une urgence sanitaire, ou d'avis aux voyageurs émis pour cette région ou une région avoisinante, le passager doit s'adresser directement à la compagnie aérienne ou consulter son tarif et les règles tarifaires sur son site Web; <https://www.otc-cta.gc.ca/fra/affichage-en-ligne-des-tarifs-des-transporteurs-aeriens>

Cordialement,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

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

From: [REDACTED]
Sent: Wednesday, March 18, 2020 12:13 PM
To: Info <Info@otc-cta.gc.ca>
Subject: remboursement billets d'avion

Moi et [REDACTED], [REDACTED] a réservé un billet d'avion pour l'Europe il y a quelques mois (1,250.00\$) et le départ prévu pour le 6 avril. Air Transat refuse de rembourser le billet, offre juste un crédit voyage pour le futur, ce que l'on ne veut pas. On a besoin de cette argent pour passer cette période difficile. Vous avez le pouvoir de faire appliquer la loi, c'est-à-dire d'exiger les compagnies aériennes de rembourser, la loi est claire sur ce point. Air Transat va peut-être tomber en faillite après cette crise. Avant de subventionner cette compagnie, exigez de cette compagnie le remboursement à leurs

clients. On a absolument besoin de cet argent.

 Qué.

--

L'absence de virus dans ce courrier électronique a été vérifiée par le logiciel antivirus Avast.

<https://www.avast.com/antivirus>

Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 3:11 PM
To: Info
Subject: [REDACTED]

Sent from Mail for Windows 10

Dear Sir or Madam,
I would like to share my recent experience with you and seek your advice. I booked a ticket with Cheapoair on January 24. My plan was to fly to Bulgaria on February 26, 2020. On the day of my flight [REDACTED] told me to cancel my trip. [REDACTED] has foreseen what was coming and stopped me from traveling at that time. On this day the Covid - 19 was rapidly spreading in Italy. In the morning of February 26 I talked to the agent of Cheapoair and notified them that I was not flying. I wanted to get refund for my ticket. They told me that the ticket was not refundable and won't refund any money. The agent advised me to buy travel insurance and I did. The charge was CAD 75. I filed for refund with the [REDACTED] but the refund was denied. I called Cheapoair several times in the following weeks to complain why I have been advised to pay for insurance that would not work. They kind of felt guilty and agreed to refund the money I paid for the travel insurance. Now the pandemic is in full swing. I supposed to fly back to Canada on March 24. If I had flown to Europe, I would not have been able to come back to Toronto and reunite with [REDACTED] Because European Union shut its borders. I explained everything to Cheapoair agents, (several times), but they were adamant, No refund. So I don't know what to do next. I am willing to accept any advice that might help to get some refund, or at least a voucher that could cover some of my future travel plans.

Sincerely, [REDACTED] Ontario



Virus-free. www.avg.com

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 3:05 PM
To: [REDACTED]
Subject: RE: Refund issue

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Most complaints about travel agents and tour operators fall under provincial jurisdiction. Please consult your provincial or territorial government authority for consumers. Your travel agency or tour operator (including on-line reservations) must be registered with a provincial authority in Canada in order to help you.

Additionally, you may contact the Better Business Bureau as they could advise you on this matter:
<https://www.bbb.org/consumer-complaints/file-a-complaint/get-started>

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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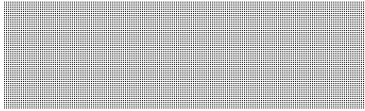
From: [REDACTED]
Sent: Wednesday, March 18, 2020 11:59 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Refund issue

Hi,

I am writing to ask who I can contact with regards to resolving a refund dispute for air travel booked through a 3rd party. I booked through Expedia for travel with Air Canada and was told ticket could only be changed or cancelled through Expedia. Expedia has been unresponsive for 8 days now and have not made any public statement on what it will do for passengers who were unable to get through to change their flights and forced to be no shows. I even went to the airport the night before departure and had an agent make a note under my booking that my efforts to contact the airline and Expedia were unsuccessful. I qualify for credit under Air Canada's new policies, except for the fact that I was unable to get through to Expedia to process a cancellation. At this point, most airlines have issued statements assuring travellers that they will still retain a credit on unused flights, but what recourse do people in my position have? Is this something I can pursue through you? I assume many people who

file complaints have booked through third parties. Is there another avenue we must take, and if so can you direct me? I have tried to dispute the Expedia charge with my credit card but was told my situation did not qualify under any of the 3 reasons allowed. However, a fellow traveller with a different card seems to be having more success with this. Incidentally, my credit card is [REDACTED] which might suggest a conflict of interest...

Any help or direction in this matter is greatly appreciated.



Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 2:59 PM
To: [REDACTED]
Subject: RE: Swoop Air [REDACTED] Reservation Codes [REDACTED] - March 17&18,2020

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations does not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website; <https://www.otc-cta.gc.ca/eng/air-carrier-tariffs-posted-websites>

Continuing to contact Swoop is the best course of action as they have the authority to change or cancel your reservation.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
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-----Original Message-----

From: [REDACTED]
Sent: Wednesday, March 18, 2020 11:54 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Swoop Air [REDACTED] Reservation Codes [REDACTED] March 17&18,2020

We had to cancel the above flights due to an illness to [REDACTED] who is now in [REDACTED] Hospital [REDACTED] I have tried to contact Swoop Air several times by their message system and e

mails. I asked them to cancel these flights and issue a credit to us. To date we have not had the courtesy of a reply from them. I advised them that I would get them a letter from the doctors involved if they want one. Please advise if you can assist me on this matter. Our phone# is [REDACTED] and e mail is [REDACTED]. Thanks for your consideration on this matter.

Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 2:55 PM
To: Hotwire Vacations
Cc: Hotwire; bookinghelp@hotwire.com; Info
Subject: Reminder: Cancellation request- Itin# [REDACTED]

Hi

I already tried calling 50 times on the hotwire customer care but everytime they put on waiting and then after sometime disconnect the call. My travel date is 21 March 2020 so its less than 72 hours now. Kindly cancel my flight immediately and process my refund.

- Hotwire itinerary number: [REDACTED]
- Six-digit airline confirmation code: [REDACTED]
- Email address tied to your account: [REDACTED]

Thanks

[REDACTED]
On Tuesday, March 17, 2020, 11:40:46 a.m. EDT, [REDACTED] > wrote:

Hi

Still waiting for cancellation to be done. I tried to call hotwire customer care also but no response. My travel date is 21 March 2020.

Request you to please cancel my bookings.

- Hotwire itinerary number: [REDACTED]
- Six-digit airline confirmation code: [REDACTED]
- Email address tied to your account: [REDACTED]

Thanks

[REDACTED]
On Sunday, March 15, 2020, 12:53:06 p.m. EDT, [REDACTED] > wrote:

Hi

I booked my vacation package through Hotwire and now decided to cancel this due to Coronavirus situation. Even after various calls and emails I am not getting any response from them. I could cancel my hotel bookings online but not the flight tickets. I contacted airlines also and they said they cannot do it because it is done through agent (Hotwire). I need

your intervention and support in getting my money back from Hotwire. My flight info is given below. Hope for a response from you.

Thanks



Sent from Yahoo Mail for iPhone

On Sunday, March 15, 2020, 9:31 AM, [redacted] wrote:

Kindly cancel my reservation and confirm.

- Hotwire itinerary number- [redacted]
- Six-digit airline confirmation code: [redacted]
- Email address tied to your account- [redacted]

Thanks



Sent from Yahoo Mail for iPhone

Begin forwarded message:

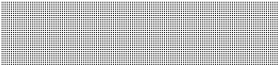
On Sunday, March 15, 2020, 12:03 AM, [redacted] wrote:

Hi

Request you to please cancel my bookings.

- Hotwire itinerary number [redacted]
- Six-digit airline confirmation code: [redacted]
- Email address tied to your account- [redacted]

Thanks



On Saturday, March 14, 2020, 12:33:35 a.m. EDT, [redacted] wrote:

Kindly cancel by booking and confirm.

- Hotwire itinerary number [redacted]
- Six-digit airline confirmation code: [redacted]
- Email address tied to your account [redacted]

Thanks

[Redacted]

Sent from Yahoo Mail for iPhone

On Friday, March 13, 2020, 7:18 AM,

[Redacted]

[Redacted]

wrote:

Hi

Even after various calls and emails my booking is not yet cancelled. Hotwire is not responding. Kindly confirm on priority.

Thanks

[Redacted]

Sent from Yahoo Mail for iPhone

On Thursday, March 12, 2020, 3:32 PM,

[Redacted]

[Redacted]

> wrote:

Hi

Due to rapid increase in corona virus cases and the risk of getting infected i have decided to cancel my trip for now. I was trying to contact Hotwire through phone for last 3 days but there was no response. I checked with airlines directly also but they said only the agent through which i booked can do the modifications/cancellations. My hotel and transport booking is refundable and now Westjet has also updated his policy for \$0 cancellation due to corona virus for the bookings done before 3 March 2020. Kindly confirm cancellation of my booking and return of my money.

Thanks

[Redacted]

Contact number

[Redacted]

----- Forwarded Message -----

From: Hotwire Vacations <noreply@hotwire.com>

To: [Redacted]

Sent: Saturday, February 29, 2020, 12:56:24 p.m. EST

Subject: Hotwire travel confirmation - Mar 21 - Itin#

[Redacted]

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 2:56 PM
To: [REDACTED]
Subject: RE: Flights

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations provide a list of situations considered 'outside the air carrier's control', including medical emergencies and orders or instructions from state officials. The CTA has identified a number of situations related to this pandemic that are considered 'outside of the air carrier's control'. These include flight disruptions to locations that are covered by a government advisory against travel or unnecessary travel due to COVID-19.

In these situations, air carriers would not be required to provide standards of treatment or compensation for inconvenience. However, they would have to make sure the passenger completes their itinerary.

Until April 30th, the time at which passengers will be entitled to compensation for inconvenience related to flight cancellations or delays will be adjusted, to provide air carriers with more flexibility to modify schedules and combine flights. Air carriers will be allowed to make schedule changes without owing compensation to passengers until 72 hours before a scheduled departure time (instead of 14 days), and air carriers will be obligated to compensate passengers for delays on arrival that are fully within the air carrier's control once those delays are 6 hours or more in length (instead of 3 hours).

The CTA has also exempted air carriers from offering alternative travel arrangements that include flights on other air carrier's with which they have no commercial agreement.

To learn more about travel advisories you can see here: <https://travel.gc.ca/travelling/health-safety/travel-health-notice/221>

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592

Follow us: Twitter / YouTube

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

From: [REDACTED]
Sent: Wednesday, March 18, 2020 11:43 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Flights

Good morning... We are currently in Puerto Vallarta Mexico, awaiting a flight home on March 25 to Hamilton Ontario. We have not been able to get in contact with our airline, Swoop, either by email or by phone. So far on their website it says that our flight is on time. It also said that we could register for model fly, which would allow us to change our reservation without charge, we have been trying to do that since last Saturday and the app does not let us do that. Futhermore, there have been no flights available prior to our home flight on their website.

We would just like to know if swoop will be able to fly into Hamilton from Puerto Vallarta and what we should be doing if it is not .

[REDACTED]

Sent from my iPad

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 2:49 PM
To: [REDACTED]
Subject: RE: Wesjet Refusing to Return Money after cancelling Flights

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations provide a list of situations considered 'outside the air carrier's control', including medical emergencies and orders or instructions from state officials. The CTA has identified a number of situations related to this pandemic that are considered 'outside of the air carrier's control'. These include flight disruptions to locations that are covered by a government advisory against travel or unnecessary travel due to COVID-19.

In these situations, air carriers would not be required to provide standards of treatment or compensation for inconvenience. However, they would have to make sure the passenger completes their itinerary.

Until April 30th, the time at which passengers will be entitled to compensation for inconvenience related to flight cancellations or delays will be adjusted, to provide air carriers with more flexibility to modify schedules and combine flights. Air carriers will be allowed to make schedule changes without owing compensation to passengers until 72 hours before a scheduled departure time (instead of 14 days), and air carriers will be obligated to compensate passengers for delays on arrival that are fully within the air carrier's control once those delays are 6 hours or more in length (instead of 3 hours).

The CTA has also exempted air carriers from offering alternative travel arrangements that include flights on other air carrier's with which they have no commercial agreement.

Best,

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info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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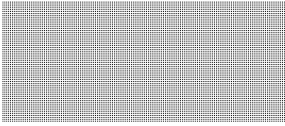
From: [REDACTED]
Sent: Wednesday, March 18, 2020 10:31 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Wesjet Refusing to Return Money after cancelling Flights

Hi there;

[REDACTED] and I booked a vacation package through Westjet Vacations. We were suppose to travel to Cancun on April 11, 2020. Due to the travel advisories, Wesjet has cancelled the

s.19(1)

flights. I understand why this has happened. The problem is that Westjet is refusing to reimburse any of our funds and is only offering credits to be used within a year. This is not right! Can they do this? How can I go about getting my money back? Thanks



Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 2:46 PM
To: [REDACTED]
Subject: RE: Demande d aide

Bonjour,

Le Règlement sur la protection des passagers aériens (RPPA) fixe les obligations des transporteurs envers les passagers selon que la situation est attribuable au transporteur, attribuable au transporteur mais nécessaire par souci de sécurité, ou indépendante de la volonté du transporteur;

Le Règlement fournit une liste des situations considérées indépendantes de la volonté du transporteur, y compris les urgences médicales et les ordres ou instructions des représentants de l'État. L'OTC a identifié un certain nombre de situations liées à cette pandémie qui sont considérées comme indépendantes de la volonté de la compagnie aérienne. Il s'agit notamment des interruptions de vol vers des lieux couverts par un avis du gouvernement contre les voyages ou les déplacements jugés non-essentiels en raison de COVID-19.

Dans ces situations, les transporteurs ne seraient pas tenus de fournir des normes de traitement ou d'indemnisation pour les inconvénients. Cependant, ils devraient s'assurer que le passager puisse terminer son itinéraire.

Le RPPA ne traite pas des obligations des compagnies aériennes dans le cas où un passager souhaiterait modifier ou annuler sa réservation de vol. Si un passager souhaite modifier ou annuler sa propre réservation de vol vers une certaine région en raison d'une catastrophe, d'une urgence sanitaire, ou d'avis aux voyageurs émis pour cette région ou une région avoisinante, le passager doit s'adresser directement à la compagnie aérienne ou consulter son tarif et les règles tarifaires sur son site Web; <https://www.otc-cta.gc.ca/fra/affichage-en-ligne-des-tarifs-des-transporteurs-aeriens>

Continuez à contacter votre compagnie aérienne car elle peut annuler ou modifier votre réservation.

Cordialement,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

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Follow us: Twitter / YouTube

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

From:

Sent: Wednesday, March 18, 2020 10:00 AM

To: Info <Info@otc-cta.gc.ca>

Subject: Demande d aide

Bonjour,

Svp, mon voyage était prévu le 17 mars, mais vu corona virus les vols sont annulés. J ai essayé d appelé beaucoup de fois la compagnie avec laquelle j ai payé mais soit il répond pas ,soit il répond après il me dit qu il vont me transférer au bon département et puis il accroche après 30 minutes d attente.

Svp j ai besoin d aide pour avoir une solution soit un remboursement soit qu il me reporte mon voyage à une date la plus proche .

Svp c est quoi la procédure à suivre .

Envoyé de mon iPhone

Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 2:27 PM
To: Info
Subject: Westjet Not Refunding Customers

Hello,

My name is [REDACTED] live [REDACTED] and had booked a trip with Westjet through Expedia, to Mexico from March 19th to 26th, 2020.

Obviously due to Coronavirus, Justin Trudeau shutting down international flights, and Westjet cancelling all International/Transborder flights after March 22nd, 2020 I had to cancel my trip.

However, Westjet is now refusing to provide me a refund in the method which I paid (Credit Card) and are only offering a travel credit. However, they are legally obligated to provide full compensation in the original form of payment under the Air Passenger Protection Regulations.

I do not want a travel credit as their future is uncertain as well as international travel being very uncertain. I cannot afford to lose over \$2300 on this. How do I go about getting the refund and what steps do I have to take next?

Thanks.

[REDACTED]

PROPRIETARY: This e-mail contains proprietary information some or all of which may be legally privileged. It is intended for the recipient only. If an addressing or transmission error has misdirected this e-mail, please notify the author by replying to this e-mail. If you are not the intended recipient you must not use, disclose, distribute, copy, print, or rely on this e-mail.

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 2:27 PM
To: [REDACTED]
Subject: Canadian Transportation Agency - Follow up

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Our air travel complaints team is still processing your complaint. Once that is finished you will be sent a case number and additional information.

For your information, the Air Passenger Protection Regulations (APPR) does not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

The APPR provide a list of situations considered 'outside the air carrier's control', including medical emergencies and orders or instructions from state officials. The CTA has identified a number of situations related to this pandemic that are considered 'outside of the air carrier's control'. These include flight disruptions to locations that are covered by a government advisory against travel or unnecessary travel due to COVID-19.

In these situations, air carriers would not be required to provide standards of treatment or compensation for inconvenience. However, they would have to make sure the passenger completes their itinerary.

Until April 30th, the time at which passengers will be entitled to compensation for inconvenience related to flight cancellations or delays will be adjusted, to provide air carriers with more flexibility to modify schedules and combine flights. Air carriers will be allowed to make schedule changes without owing compensation to passengers until 72 hours before a scheduled departure time (instead of 14 days), and air carriers will be obligated to compensate passengers for delays on arrival that are fully within the air carrier's control once those delays are 6 hours or more in length (instead of 3 hours).

The CTA has also exempted air carriers from offering alternative travel arrangements that include flights on other air carrier's with which they have no commercial agreement.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : [Twitter](#) / [YouTube](#)

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Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 1:15 PM
To: Info
Cc: disabilityassistance@flyswoop.com
Subject: Regarding the flight cancellation and change caused by COVID-19

Dear CTA office,

I am here to fire an official complaint regarding SWOOP policy about the flight cancellation and change caused by COVID-19.

I Would like to cancel my flight on March 29th and April 4th as instructed by Health Canada and request a full refund. However, SWOOP does not allow that.

1. the SWOOP company does not allow free cancellation of the flight even this is not caused by passenger, and even when this is what Health Canada told us and even when they have staff infected by COVID-19.
2. the SWOOP only allow passenger to change the flight for much higher price, although they announce it is free. For example, my flight for two was \$250, but now the change cost all together is\$458.

Whenever Canada government from both federal and provincial are trying to help people, SWOOP is trying to make more money. That is unbelievable and make us furious.

I sincerely request you to investigate this to help people.

thanks

Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 12:43 PM
To: Info
Subject: WestJet vacations

Hi

My name is [REDACTED] booked a flight with WestJet vacations for an all inclusive vacation To Mexico leaving April 11, we booked this prior to the covid 19 . I also had purchased additional insurance which would refund my \$\$ in cases like this , however , because WestJet cancelled all international flights they announced credits to be booked before March 30th 2021 .

My issue ? - i want my \$\$ back , I have no idea how my situation will be a year from now ? My work ? Point is because of this uncertainty hovering over this epidemic & WJ not fulfilling their commitment I should have a choice to how I want my funds back not them telling us giving us deadlines

WestJet needs to comply with WestJet tariff international Act - rule 75 (c) (3)(E)

I am reaching out for someone to take action for us

Thanking you in advance

[REDACTED]

Sent from my iPhone

Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 12:38 PM
To: Info
Subject: WestJet refund

Good Morning,

I recently cancelled a flight I had booked with westjet due to the virus and the downturn on our economy. When cancelling westjet informed me that I would not be getting a full cash refund but instead a "travel bank" that I could use within a 1 year time period.

I explained to them that the last and only time I have flown was 9 years ago and it was a very off chance that I was even going to fly on this trip I had booked so the credit they were giving me was basically useless to me.

They were not rude or anything but just explained that was the only available credit at this time but said if I was to contact you there might be a way to get a full cash refund.

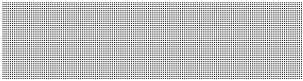
Any information you could provide would be greatly appreciated. Thank you.

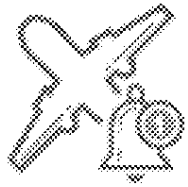
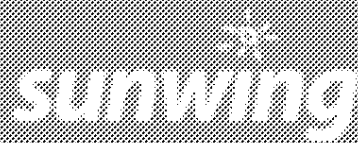
Sent from my iPhone

Nadine Landry

From: 
Sent: Wednesday, March 18, 2020 12:22 PM
To: Info
Subject: Flight Delay Compensation
Attachments: Screenshot_20200318-102211_Email.jpg

On January 27, 2020 my scheduled Sunwing flight #356 was scheduled to depart at 0800 and never departed until 1115. I have applied for compensation under Transport Canada regulations from Sunwing and they have stated to contact CTA. I am applying for compensation under the guidelines of entitlements for flights delayed over 3 hours. I have attached a screenshot of the notification from Sunwing showing the flight was scheduled to depart on time and it did not.





Flight Status and Alerts

Thank you for subscribing to Sunwing Airlines flight alerts. We will keep you updated on your flight status and any changes that may occur.

Flight # 356

Saskatoon (YXE)

Originally scheduled 8:00am
Monday, 27 January 2020

Santa Clara (SNU)

Originally scheduled 2:17pm
Monday, 27 January 2020

Created: Monday, 27 January 2020 - 7:05 AM EST | All times are shown in airport local time

Please note, This flight alert is accurate at the time this message was sent. If any changes occur hereafter, you will receive another flight alert.

Sign-up for SMS Alert

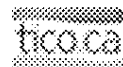
Remove Alert

Sunwing Vacations, a division of Sunwing Travel Group

27 Fasken, Toronto, Ontario, Canada, M9W 1K6

Copyright © 2019 Sunwing Vacations Inc. TICO Ont Reg #2476582 | #4276176

Outset Vacations, holder #202039 | Outset Vacations, holder #20204



Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 12:23 PM
To: [REDACTED]
Subject: RE: Air Transat

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations (APPR) does not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

The APPR provide a list of situations considered 'outside the air carrier's control', including medical emergencies and orders or instructions from state officials. The CTA has identified a number of situations related to this pandemic that are considered 'outside of the air carrier's control'. These include flight disruptions to locations that are covered by a government advisory against travel or unnecessary travel due to COVID-19.

In these situations, air carriers would not be required to provide standards of treatment or compensation for inconvenience. However, they would have to make sure the passenger completes their itinerary.

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The CTA has also exempted air carriers from offering alternative travel arrangements that include flights on other air carrier's with which they have no commercial agreement.

If you feel the a

Best,

info@ Team
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info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Wednesday, March 18, 2020 9:36 AM

To: media <media@otc-cta.gc.ca>

Subject: Air Transat

Importance: High

To whom it may concern,

I like many have worked all year to take a vacation during the March break.

Unfortunately we had to cancel due to the COVID-19. We strongly listened to our Prime Minister and did what we knew was the right thing and cancel this vacation.

Unfortunately reaching Air Transat during this stressful time is impossible.

I would like to understand why a airline such as Air Transat will not fully refund out expense as this cancellation was done

to avoid the spreading of the COVID-19 and the request of the Prime Minister.

I hope I will hear from someone regarding this issue.

You may reach me on my cell on [REDACTED]

Thank you,

[REDACTED]



[REDACTED]

Email [REDACTED]

Phone: 514-325-0660 ex [REDACTED]

Think Green. Please don't print unless absolutely necessary. Devez-vous vraiment imprimer ce courriel? Pensons à l'environnement.

Ce courriel pourrait contenir des renseignements confidentiels.
Veuillez nous aviser promptement en cas d'erreur de destinataire. Merci.

This e-mail may contain confidential information. If you are not the intended recipient, please notify us immediately. Thank you.

TP-Holiday Group Limited / Groupe Holiday

Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 12:13 PM
To: Info
Subject: remboursement billets d'avion

Moi et [REDACTED] a réservé un billet d'avion pour l'Europe il y a quelques mois (1,250.00\$) et le départ prévu pour le 6 avril. Air Transat refuse de rembourser le billet, offre juste un crédit voyage pour le futur, ce que l'on ne veut pas. On a besoin de cette argent pour passer cette période difficile. Vous avez le pouvoir de faire appliquer la loi, c'est-à-dire d'exiger les compagnies aériennes de rembourser, la loi est claire sur ce point. Air Transat va peut-être tomber en faillite après cette crise. Avant de subventionner cette compagnie, exigez de cette compagnie le remboursement à leurs clients. On a absolument besoin de cet argent.

[REDACTED] Qué.

--

L'absence de virus dans ce courrier électronique a été vérifiée par le logiciel antivirus Avast.
<https://www.avast.com/antivirus>

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 12:07 PM
To: [REDACTED]
Subject: RE: Current pandemic

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations (APPR) does not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

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To learn more about the assistance the Government of Canada is providing, please see here:

<https://www.canada.ca/en/global-affairs/news/2020/03/government-of-canada-to-provide-financial-assistance-to-canadians-abroad.html>

Best,

info@ Team

Office des transports du Canada / Gouvernement du Canada

info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575

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Canadian Transportation Agency / Government of Canada

info@otc-cta.gc.ca / Telephone 1-888-222-2592

Follow us: [Twitter](#) / [YouTube](#)

From: [REDACTED]
Sent: Wednesday, March 18, 2020 10:14 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Current pandemic
Importance: High

Hello,

Quick question in light of the current pandemic:

I have travelled outside Canada - overseas (prior to the imposed travel restrictions) and now have to cut the vacation short.

Keeping in mind, the Prime Minister has urged Canadians to return to Canada before all flights are stopped.

What type of reimbursement would I be entitled to and if so, what are the steps that I need to take.

Seeking reimbursement for additional flight costs and pre-booked excursions through a travel company.

Thanks in advance.

[REDACTED]

Sent from my BlackBerry — the most secure mobile device — via the TELUS Network

Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 11:59 AM
To: Info
Subject: Refund issue

Hi,

I am writing to ask who I can contact with regards to resolving a refund dispute for air travel booked through a 3rd party. I booked through Expedia for travel with Air Canada and was told ticket could only be changed or cancelled through Expedia. Expedia has been unresponsive for 8 days now and have not made any public statement on what it will do for passengers who were unable to get through to change their flights and forced to be no shows. I even went to the airport the night before departure and had an agent make a note under my booking that my efforts to contact the airline and Expedia were unsuccessful. I qualify for credit under Air Canada's new policies, except for the fact that I was unable to get through to Expedia to process a cancellation. At this point, most airlines have issued statements assuring travellers that they will still retain a credit on unused flights, but what recourse do people in my position have? Is this something I can pursue through you? I assume many people who file complaints have booked through third parties. Is there another avenue we must take, and if so can you direct me? I have tried to dispute the Expedia charge with my credit card but was told my situation did not qualify under any of the 3 reasons allowed. However, a fellow traveller with a different card seems to be having more success with this. Incidentally, my credit card is [REDACTED] which might suggest a conflict of interest...

Any help or direction in this matter is greatly appreciated.

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 11:54 AM
To: Info
Subject: Swoop Air - [REDACTED] - Reservation Codes [REDACTED] - March 17 & 18, 2020

We had to cancel the above flights due to an illness to [REDACTED] who is now [REDACTED] Hospital [REDACTED]. I have tried to contact Swoop Air several times by their message system and e mails. I asked them to cancel these flights and issue a credit to us. To date we have not had the courtesy of a reply from them. I advised them that I would get them a letter from the doctors involved if they want one. Please advise if you can assist me on this matter. Our phone# is [REDACTED] and e mail is [REDACTED]. Thanks for your consideration on this matter.

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 11:51 AM
To: [REDACTED]
Subject: RE: Flight cancellation due to covid 19

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations does not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or **check their tariff and the fare rules on their website.**

Best,

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
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From: [REDACTED]
Sent: Wednesday, March 18, 2020 9:15 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Flight cancellation due to covid 19

I had booked my flight to Barcelona thru an online travel agent. They are now telling me that I need to contact the airline direct. My flights were mostly with lufthansa but some were lufthansa operating as air canada.

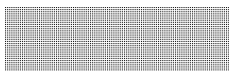
I have finally gotten thru to lufthansa but they are telling me to contact the online travel agency....

I am frustrated in being bounced back and forth....

Do you have any suggestions?

Sincerely

[REDACTED]

Phone 

Sent from my Samsung Galaxy smartphone.

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 11:45 AM
To: [REDACTED]
Subject: RE: Flighthub has scammed me out of my money

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Most complaints about travel agents and tour operators fall under provincial jurisdiction. Please consult your provincial or territorial government authority for consumers. Your travel agency or tour operator (including on-line reservations) must be registered with a provincial authority in Canada in order to help you.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Tuesday, March 17, 2020 9:21 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Flighthub has scammed me out of my money

Hi,

I received your email from an online community and was hoping you could help me out.

[REDACTED] and I were scheduled to take [REDACTED] trip to Mauritius this week. Our flight were scheduled from Thursday March 19 leaving from Toronto and returning Friday March 27. We booked our tickets on February 12 and paid almost \$2500.

Due to everything happening with COVID-19 we were looking into our flight options. I checked our booking on Flighthub and there was a message saying that there was a change in our flight, but it didn't say what the change was. I twice requested Flighthub to call me back and let me know about the change but neither time did they call.

I finally got through to them after 3 hours on hold on their customer support line, and this is where the customer support rep [REDACTED] told me to one of the connecting flights was cancelled. I said no problem, please refund us our money. She told me that I need to cancel the flight myself. I asked why I would

cancel the flight myself if that would charge me a cancellation fee. Because the connecting flights was cancelled, I should be refunded my money. She told me to disregard the cancellation fees and just to cancel the flight myself.

This went back and forth for a long time as she continuously repeated to disregard the cancellation charges. I knew she wanted me to cancel the flight myself so that they could take more money from me instead of doing the right thing and returning my money due to a cancelled flight.

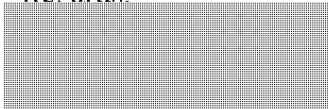
Eventually I gave in and cancelled the flight while still on the line. I was promptly charged \$400 and she hung up on me. The refund to be credited to my account would only be \$1400 out of the \$2500 I paid. Therefore, they scammed \$1500 out of me.

I'm writing to you to see if there's any way I can get my money back. There are a lot of people claiming the same thing and a company like this should not be functioning if all they do is scam people out of money.

Please let me know if there is any way you can help me and what I can do on my end.

Much appreciated!

Regards,



Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 11:35 AM
To: [REDACTED]
Subject: RE: CVOID-19 Flight Cancellation and Passenger Rights

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations provide a list of situations considered 'outside the air carrier's control', including medical emergencies and orders or instructions from state officials. The CTA has identified a number of situations related to this pandemic that are considered 'outside of the air carrier's control'. These include flight disruptions to locations that are covered by a government advisory against travel or unnecessary travel due to COVID-19.

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The CTA has also exempted air carriers from offering alternative travel arrangements that include flights on other air carrier's with which they have no commercial agreement.

Eligible Canadians currently outside Canada and needing help to return home can contact the nearest Government of Canada office or Global Affairs Canada's 24/7 Emergency Watch and Response Centre in Ottawa at +1 613-996-8885 (collect calls are accepted where available) or email sos@international.gc.ca.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Wednesday, March 18, 2020 2:34 PM
To: Info <Info@otc-cta.gc.ca>
Subject: CVOID-19 Flight Cancellation and Passenger Rights

Hello,

My family [REDACTED] are currently in Morocco (since Feb 12). The Government of Canada has urged Canadian to return home. On March 14 the Canadian Embassy in Morocco recommended to contact the airline or tour operator to make alternative arrangements.

We has since contacted Air Canada via email regarding our scheduled flight and we received a reply indicating someone will get back to us within 30 days.

Under the the Air Passenger Protection Regulations what are the requirements of the airline to get back to us in a timely manner regarding our flight status.

If the Air Canada cancels our scheduled flight on May 7 due to international flight restrictions (beyond their control), it is my understanding that they would need to find alternative travel arrangements for us to get back home even through other airlines (which may operate via third countries) as per the Air Passenger Protection Regulations. Is this correct? If the airline is unresponsive or unhelpful in providing alternative travel arrangements can the Canadian Transportation Agency intervene to assist and compel the airline to follow the regulations and/or provide timely updates on how they will return us back to Canada?

Regards,

[REDACTED]

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 11:30 AM
To: [REDACTED]
Subject: RE: Air travel complaint: 20-77143

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

info@ Team
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From: [REDACTED]
Sent: Wednesday, March 18, 2020 7:44 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Re: Air travel complaint: 20-77143

Hello,

Just looking for an update with regards to my complaint as the status of the complaint has not changed and I have not heard anything from the CTA in over a month. Can I be provided an update with regards to this complaint?

Thanks,

[REDACTED]

On Tue, Feb 11, 2020 at 8:28 PM Canadian Transportation Agency <otc.docs-docs.cta@otc-cta.gc.ca> wrote:

Thank you. We have successfully received your complaint. Your

case number is 20-77143.

You can check the status of your complaint online. Please note it can take up to 24 hours for your case to process before your status is available online.

Need immediate help during your trip?

If you need immediate assistance while travelling contact the airline directly.

**IMPORTANT
NOTICE FOR
BAGGAGE
COMPLAINTS –
TIME LIMITS IN
EFFECT**

- **7 day time limit for damaged baggage or missing items:**
You must submit a written claim with your airline within 7 days of receipt of your baggage if your claim relates to damaged baggage or missing items.
- **21 day time limit for lost baggage:**
You must submit a written claim with your airline within 21 days for baggage that is potentially lost.

Failure to submit a written claim to the airline within the set time limits could result in the carrier denying your claim. All claims are subject to proof of loss so be sure to include all out of pocket expenses.

Next Steps:

1. **Our expert staff will review your complaint and may ask you for more information.**

Please note due to an increase in the volume of complaints the Agency has received, there may be a delay before your case is assigned to an officer. Rest assured that this will not impact the outcome of your complaint.

2. **If you haven't written to the airline about your complaint, we'll do that for you.**

We will forward your complaint to the airline with a 30-day deadline for them to respond. Often the issue can be resolved directly with the airline.

3. **Not satisfied with the airline's response? We will try to resolve your complaint.**

We will work to resolve your complaint through facilitation or mediation.

This is an easy and informal dispute resolution process. The vast majority of complaints are resolved this way.

Where less formal processes don't prove successful, the Agency also offers a court-like process called adjudication, where a panel will make a decision based on the evidence provided. The adjudication process can also be used in more complex cases where

a passenger feels that the airline's contract is unclear, unjust, unreasonable or discriminatory.

We recognize that the complaint process can be frustrating and we are here to guide you through the process. Please be patient with our staff as we work to address your issues. Please note that there is zero tolerance for rude or abusive language.

You can update your case file by emailing otc.docs-docs.cta@otc-cta.gc.ca or faxing 819-997-6727.

Future travel plans?

Please visit www.AirPassengerProtection.ca for travel tips and to find out more about new regulations coming into effect December 15, 2019.

otc-cta.gc.ca | [Twitter](#) | [YouTube](#) | [News feeds](#) | info@otc-cta.gc.ca | [1-888-222-2592](tel:1-888-222-2592)

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 11:26 AM
To: [REDACTED]
Subject: RE: Flight Disruption Claim

Hello,

Thanks for contacting the Canadian Transportation Agency.

If you wish to file a complaint with the CTA, you may do so here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Wednesday, March 18, 2020 4:15 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Flight Disruption Claim

Dear Sir/Madam,

I am writing to complaint about a flight delay incidence by Air Canada. My original journey was from HKG to YVR on Mar 6, 2020 at 19:55 by flight no. AC8 and my flight was later cancelled due to technical issues after being boarded the flight. All passengers along with all our luggage have to be unloaded and we were arranged to stay at a near by hotel for a night. I was arranged to get on the next flight to continue on my journey to YVR on Mar 7, 2020 at 12:30. However, AC had changed

the flight number to AC2008 instead of the original flight no. AC8.

Since I had purchased travel insurance for this trip, I am eligible to make a claim for a certain monetary compensation. However, I need to acquire an official document from the airline to describe the reason for such delay in order to apply for such compensation from my travel insurance policy. Air canada was not helpful in issuing such document. And for some reason, AC kept on telling me that my original flight AC8 do not exist and that they were not able to provide any info about the cancellation.

I am hoping CTA can step-in to investigate this issue in pursuance of my official flight delay/cancellation explanation request. Please let me know if you require any further information regularising this case.

Please see below for my previous email between me and air Canada's customer care department for your reference.

My E-ticket #: [REDACTED]

My Flight Disruption Claim number issued by air canada: AC [REDACTED]

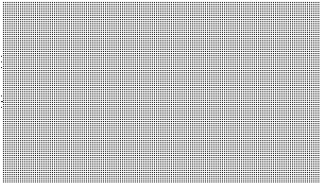
Your kind help for this matter is very much appreciated

Sincerely yours

[REDACTED]

AA

mail.google



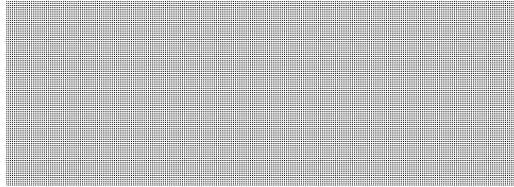
AIR CANADA

Thank you for contactin

The flight and date you
not match any of our fli
review the information
submitted:

AA

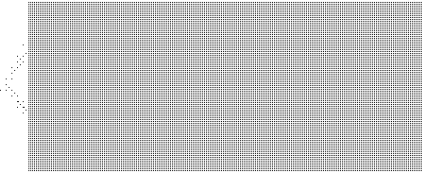
mail.google



We are in receipt
under the *Air Pas*
Regulations for fl
2020 02 07

AA

mail.google

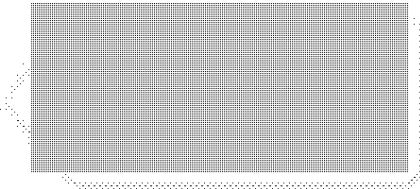


AIR CANADA

Thank you for con
insurance letter.

AA

mail.google

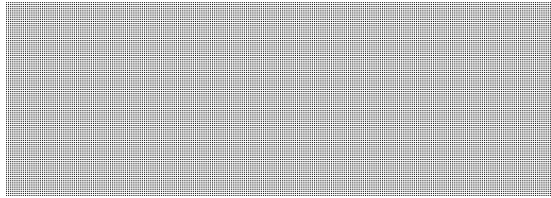


AIR CANADA

We have received y
the Air Passenger F
Regulations for fligl
on 2020-03-07. You

AA

mail.google



AIR CANADA

We are in receipt of the *Air Passenger Protection Regulations* for flight. We are sorry for the inconvenience experienced at arrival destination.

In this instance, the passenger is requesting does the delay compensation...

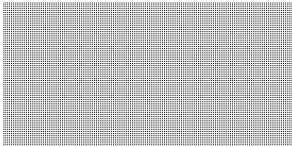
----- Forwarded message -----

From [REDACTED]
Date: Wed, 18 Mar 2020 at 12:14 AM
Subject: Re: Your Flight Disruption Claim AC: [REDACTED]
To: Customer Care <CustomerCare.serviceclient@aircanada.ca>

To whom it may concern,

Please read my previous email carefully, i was not asking for a compensation from air canada. I understand this compensation case is not valid for a claim for things that is beyond your company's control. However, I am able to make a compensation claim from the travel insurance which I purchased for any delay caused by either natural causes or by human, in this case, technical issues from the aircraft flight AC8 originally service from HKG to YVR on Mar 6, 2020 @19:55.

All I need is an official confirmation letter from air canada describing the reason for such flight cancellation. This letter is for my travel insurance compensation application purpose.

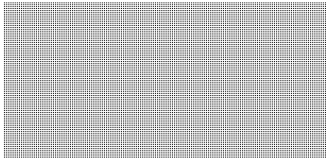


On Sun, 15 Mar 2020 at 2:54 AM, chim chim <musechim@gmail.com> wrote:

To whom it may concern,

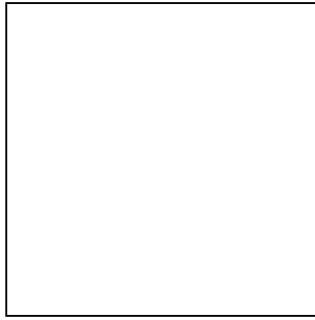
Please read my previous email carefully, i was not asking for a compensation from air canada. I understand this compensation case is not valid for a claim for things that is beyond your company's control. However, I am able to make a compensation claim from the travel insurance which I purchased for any delay caused by either natural causes or by human, in this case, technical issues from the aircraft flight AC8 originally service from HKG to YVR on Mar 6, 2020 @19:55.

All I need is an official confirmation letter from air canada describing the reason for such flight cancellation. This letter is for my travel insurance compensation application purpose.



On Sun, 15 Mar 2020 at 1:00 AM, Customer Care <CustomerCare.serviceclient@aircanada.ca> wrote:





We are in receipt of your claim under the *Air Passenger Protection Regulations* for flight 8 on 2020-03-06. We are sorry for the delay you experienced at arrival to your final destination.

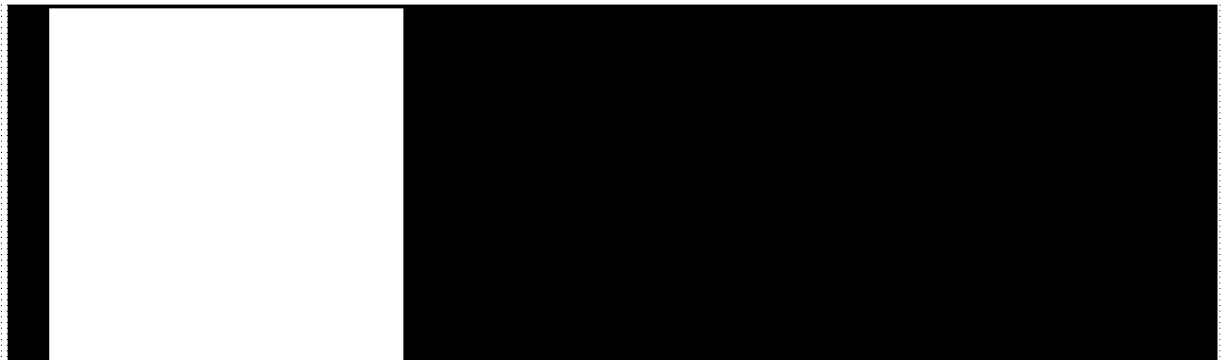
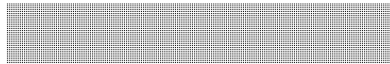
In this instance, the compensation you are requesting does not apply because the delay was caused by an event outside of our control.

Specifically:

| | | |
|---|----------------|--|
| AC 2008 HKG Hong Kong Intl, SAR China - YVR Vancouver Intl | 2020- 03-07 | This flight was delayed due to catering issues. |
|---|----------------|--|

We hope that we may have another opportunity to welcome you on board.

Your case number is:



Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 11:21 AM
To: [REDACTED]
Subject: RE: Air Canada - FLIGHT CANCELLATION - [REDACTED] AC8/Mar 26, 2020

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations provide a list of situations considered 'outside the air carrier's control', including medical emergencies and orders or instructions from state officials. The CTA has identified a number of situations related to this pandemic that are considered 'outside of the air carrier's control'. These include flight disruptions to locations that are covered by a government advisory against travel or unnecessary travel due to COVID-19.

In these situations, air carriers would not be required to provide standards of treatment or compensation for inconvenience. However, they would have to make sure the passenger completes their itinerary.

Until April 30th, the time at which passengers will be entitled to compensation for inconvenience related to flight cancellations or delays will be adjusted, to provide air carriers with more flexibility to modify schedules and combine flights. Air carriers will be allowed to make schedule changes without owing compensation to passengers until 72 hours before a scheduled departure time (instead of 14 days), and air carriers will be obligated to compensate passengers for delays on arrival that are fully within the air carrier's control once those delays are 6 hours or more in length (instead of 3 hours).

The CTA has also exempted air carriers from offering alternative travel arrangements that include flights on other air carrier's with which they have no commercial agreement.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Wednesday, March 18, 2020 3:39 AM
To: media <media@otc-cta.gc.ca>
Subject: Fw: Air Canada - FLIGHT CANCELLATION - [REDACTED] AC8/Mar 26, 2020

Hi,

I was booked a direct flight from Hong Kong to Toronto last year (2019) after the Air Passenger Protection Regulations passed.

However, Air Canada had already delayed on my return on March 26 and cancelled for second times with both times not given clear & what happen to my return (until I contacted Air Canada).

Currently, I am still not aware or sure what happened even after I emailed Air Canada few days ago (no reply yet).

I believe the Air Passenger Protection Regulations will protect travellers from getting clear informs, setup new flight (even using of difference Airlines), and compensation (I filed to Air Canada before the Canada Travel Advisory/Closed of broader - I am still getting this?) by original ticketing airline.

Could you able to clear some or all my questions/worries under the Air Passenger Protection since my ticket should be on March 26, 2020.

Thank You Sincerely,

From: Air Canada Notification
Sent: March 14, 2020 9:04 PM
To: [REDACTED]
Subject: Air Canada - FLIGHT CANCELLATION - [REDACTED] - AC8/Mar 26, 2020

We regret to inform you that AC8 from Hong Kong, International (HKG) to Vancouver, International (YVR) on March 26, 2020 has been cancelled due to a government travel advisory and health and safety concerns.

To request a refund, please visit <https://aircanada.com/refundrequest>

For alternative travel options:

- If you booked through a travel agency, please contact them directly
- If you booked your flight directly with Air Canada: within North America, call 1-888-247-2262 or for other numbers, visit <https://aircanada.com/othernumbers>
- If you booked your flight with Aeroplan: call 1-800-361-5373

Booking Reference [REDACTED]

This is an automated message - Please do not reply to this email.

We've sent you this email about an Air Canada product or service that you've requested - this is not a promotional email. Your privacy is very important to us. To see how we're protecting your personal information, please take a look at our Privacy Policy (<http://aircanada.com/privacy>).

Si le présent courriel n'est pas dans la langue de votre choix (français ou anglais), appelez les Réservations d'Air Canada au 1 888 247-2262 et nous serons heureux de mettre à jour votre réservation et de vous envoyer une nouvelle copie de l'itinéraire.

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 11:16 AM
To: [REDACTED]
Subject: RE: cancelled flight

Hello [REDACTED]

Thanks for contacting Canadian Transportation Agency.

The Air Passenger Protection Regulations provide a list of situations considered 'outside the air carrier's control', including medical emergencies and orders or instructions from state officials. The CTA has identified a number of situations related to this pandemic that are considered 'outside of the air carrier's control'. These include flight disruptions to locations that are covered by a government advisory against travel or unnecessary travel due to COVID-19.

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The CTA has also exempted air carriers from offering alternative travel arrangements that include flights on other air carrier's with which they have no commercial agreement.

If you feel an airline is not meeting its obligations, you can file a complaint with the CTA.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Tuesday, March 17, 2020 9:54 PM

To: Info <Info@otc-cta.gc.ca>

Subject: cancelled flight

Hey there

I have a issue we canceled our flight with westjet due to the coronavirus and they are refusing to refund my money. They gave me credits but I would like a full refund as I hardly ever travel and will end up losing 1400 dollars

[REDACTED]
Allan Potash

Box 301, Allan SK
Canada S0K 0C0
T: (306) 257-2230
C: [REDACTED]

www.nutrien.com

Nutrien

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<https://www.nutrien.com/important-notice>

Pour plus de renseignements sur la politique de courrier électronique de Nutrien ou pour vous désabonner, cliquez ici: <https://www.nutrien.com/avis-important>

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 11:13 AM
To: [REDACTED]
Subject: RE: Westjet cancellations

Hello,

Thanks for contacting Canadian Transportation Agency.

The Air Passenger Protection Regulations provide a list of situations considered 'outside the air carrier's control', including medical emergencies and orders or instructions from state officials. The CTA has identified a number of situations related to this pandemic that are considered 'outside of the air carrier's control'. These include flight disruptions to locations that are covered by a government advisory against travel or unnecessary travel due to COVID-19.

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Best,

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
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From: [REDACTED]
Sent: Tuesday, March 17, 2020 7:14 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Westjet cancellations

I understand the reasoning behind Westjet cancelling their flights. Not that tough of a decision though since they still have my money. Since they are cancelling the flights why can I not get a refund. They are offering a credit. What if when I go to bok my trip they dont have the flight that I need? This is wrong. They should be refunding money.

Sent from my Galaxy Tab® E

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 11:07 AM
To: [REDACTED]
Subject: RE: Case Number: 19-70542

Hello [REDACTED]

Thanks for contacting Canadian Transportation Agency.

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

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info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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info@otc-cta.gc.ca / Telephone 1-888-222-2592
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From: [REDACTED]
Sent: Tuesday, March 17, 2020 6:50 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Case Number: 19-70542

Hello,

I have submitted an investigation request through your website months ago, however I still haven't heard back. This is the only update I can see:

We have successfully received your complaint. Agency staff will review your complaint for completeness. We will either confirm that we have all the information required at this time or we will ask you for additional details or supporting documents in order to complete your application.

Kindly advise when I should be expecting to hear back from you with investigation results.

Thank you,

[REDACTED]

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 11:01 AM
To: [REDACTED]
Subject: RE: swoop airlines

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations (APPR) does not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

Continuing to contact Swoop is the best course of action as they have authority to rebook or cancel reservations.

The APPR provide a list of situations considered 'outside the air carrier's control', including medical emergencies and orders or instructions from state officials. The CTA has identified a number of situations related to this pandemic that are considered 'outside of the air carrier's control'. These include flight disruptions to locations that are covered by a government advisory against travel or unnecessary travel due to COVID-19.

In these situations, air carriers would not be required to provide standards of treatment or compensation for inconvenience. However, they would have to make sure the passenger completes their itinerary.

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Best,

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From: [REDACTED]
Sent: Tuesday, March 17, 2020 6:05 PM

To: Info <Info@otc-cta.gc.ca>

Subject: swoop airlines

I made reservations for [redacted] people on swoop airlines. 3 days ago I tried to contact them about cancelations because of covid19. There is no way of contacting them as the phone line goes dead as soon as it rings. Emails are useless as they don't go through. I am out \$1700.00 because I can't cancel or change my reservation. My reservations were made on Feb 25 and 26. Heard nothing about isolation at that time. Not looking for refund, just rebooking. Do I have any rights at all. [redacted]

Swoop says changes can only be made 7 days prior to departure. We didn't know any of this until today. Do we have options?

[redacted]

Sent from Mail for Windows 10

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 10:52 AM
To: [REDACTED]
Subject: RE: WestJet and flight cancellations

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations do not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website; <https://www.otc-cta.gc.ca/eng/air-carrier-tariffs-posted-websites>

Best,

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

From: [REDACTED]
Sent: Tuesday, March 17, 2020 5:15 PM
To: Info <Info@otc-cta.gc.ca>
Subject: WestJet and flight cancellations

Hello I don't know if you can help me. I purchased a airline ticket Dec 30 2019. The ticket WestJet. Kamloops to wpg leaving April 4 2020. April 5. Wpg to Fort Lauderdale. April 28 2020 Paris to Calgary. April 29 2020 Calgary to Kamloops. I paid 1233.06. Received a refund of 783.06 they say I booked before Jan. . And not entitled to a full refund.And cancelled Mar 11 2020. I feel that is not fair. Because come March 15 they don't want any one traveling and giving full refunds. Can you help. Thanks [REDACTED]
Sent from my iPad

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 10:49 AM
To: Office des transports du Canada / Canadian Transportation Agency
Subject: 20-82986 - Additional correspondence
Attachments: Fw: Your Flight PR2134 Mar 22, 2020 Bacolod (BCD) - Manila (MNL) Has Been Cancelled

Nadine Landry

From: [Redacted]
Sent: Tuesday, March 17, 2020 5:09 PM
To: Info
Subject: Fw: Your Flight PR2134 Mar 22, 2020 Bacolod (BCD) - Manila (MNL) Has Been Cancelled

Complaint Number: 20-82986

Further to my complaint, here is my wife's email cancelling the domestic portion of our flight back to Canada. Unfortunately, PAL is not answering their phones, so we cannot request a refund for my wife and I.

By Presidential Order, we only had 24 hours to return to Manila. There was going to be a lock down imposed on all of Manila. If we didn't get to Manila in time we would not be able to leave for Canada. Therefore we bought tickets from another airline.

Thanks,
Hugh

----- Forwarded Message -----

From: Philippine Airlines
To: [Redacted]
Sent: Monday, March 16, 2020, 06:31:46 AM PDT
Subject: Your Flight PR2134 Mar 22, 2020 Bacolod (BCD) - Manila (MNL) Has Been Cancelled



SORRY, YOUR FLIGHT HAS BEEN CANCELLED.

Booking reference: [Redacted]

Dear [Redacted]

We regret to inform you that your flight Bacolod (BCD) - Manila (MNL) has been cancelled due to adjustments in our flight operations.

Original Flight Details

| From | To | Departure | Arrival | Flight | Booking class |
|---------------------------------|------------------------------|-----------------------|-----------------------|--------|---------------|
| Bacolod BCD Silay International | Manila MNL Ninoy Aquino Intl | 14:20 Mar 22, 2020 | 15:40 Mar 22, 2020 | PR2134 | U |

We sincerely apologize for any inconvenience this may cause you. You may opt to:

- **Rebook to another flight**
- **Refund your Booking**
- **Reroute to another destination**

For assistance,

- Please call our Manila Hotline Number at (632) 8855 8888 or click on this [link](#) to view our directory for other areas.
- Visit any Philippine Airlines Ticket Office in your area. Click on this [link](#) to view our directory.
- Please contact your travel agents directly if your booking was issued through them.
- Please approach any of our ground staff if you are at the airport.

We apologize for the inconvenience this may cause you. Thank you for your patience and understanding.

Philippine Airlines

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Your Personal Data will be processed in accordance with our Data Privacy Policy which may be viewed at <https://www.philippineairlines.com/PrivacyPolicy> and/or the applicable carrier's privacy policy for flights operated by our partners. If your booking is made via a reservation system provider ("GDS"), their privacy policy may likewise apply.

These are available at <https://www.iatatravelcenter.com/privacy>, or from the carrier(s) or GDS directly. You should read the documents which apply to your booking as they specify how your Personal Data is collected, stored, used, disclosed and transferred.

The General Conditions of Carriage, and other legal notices, which may be viewed at <https://www.philippineairlines.com/LegalNotices> are incorporated herein by reference



[Reservations Hotline](#)

[PHILIPPINEAIRLINES.COM](https://www.philippineairlines.com)

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Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 10:46 AM
To: [REDACTED]
Subject: RE: Flight cancelled and rescheduled with no option canceled by Air Canada week before departure

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations (APPR) does not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website; <https://www.otc-cta.gc.ca/eng/air-carrier-tariffs-posted-websites>

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The CTA has also exempted air carriers from offering alternative travel arrangements that include flights on other air carrier's with which they have no commercial agreement.

Best,

info@ Team

Office des transports du Canada / Gouvernement du Canada

info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575

Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada

info@otc-cta.gc.ca / Telephone 1-888-222-2592

Follow us: Twitter / YouTube

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

From [REDACTED]

Sent: Tuesday, March 17, 2020 5:00 PM

To: Info <Info@otc-cta.gc.ca>

Subject: Flight cancelled and rescheduled with no option canceled by Air Canada week before departure

Hello

December booked directly flight to Tokyo with departure date 19 March . Air Canada send me email 13 March with information flight 19 March is canceled and rescheduled 20 March, link on web page air Canada not allowed canceled booking or rescheduled reservation, I tried canceled flight via web page with replying email from Air Canada flight is no option canceled because is before 15 days flight , however don't understand airlines allowed rescheduling flight week before departure and let passenger with no option. I appreciate if looking this matter and helping with information and solve problem. Thank you.

Best Regards

[REDACTED]
Te [REDACTED]
Email . [REDACTED]

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 10:40 AM
To: [REDACTED]
Subject: RE: Filed a complaint

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

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Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Tuesday, March 17, 2020 4:55 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Filed a complaint
Importance: High

Hi there, I filed a complaint and haven't heard back, should I have?
Thanks

[REDACTED]

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 10:36 AM
To: [REDACTED]
Subject: RE: AirCanada cancellation

Hello,

Thanks for contacting the Canadian Transportation Agency.

If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their [tariff](#) and the fare rules on their website. The Air Passenger Protection Regulations do not address airline obligations if a passenger wishes to change or cancel their flight reservation.

Continuing to contact Air Canada is the best course of action as they have the authority to cancel or change your reservation.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

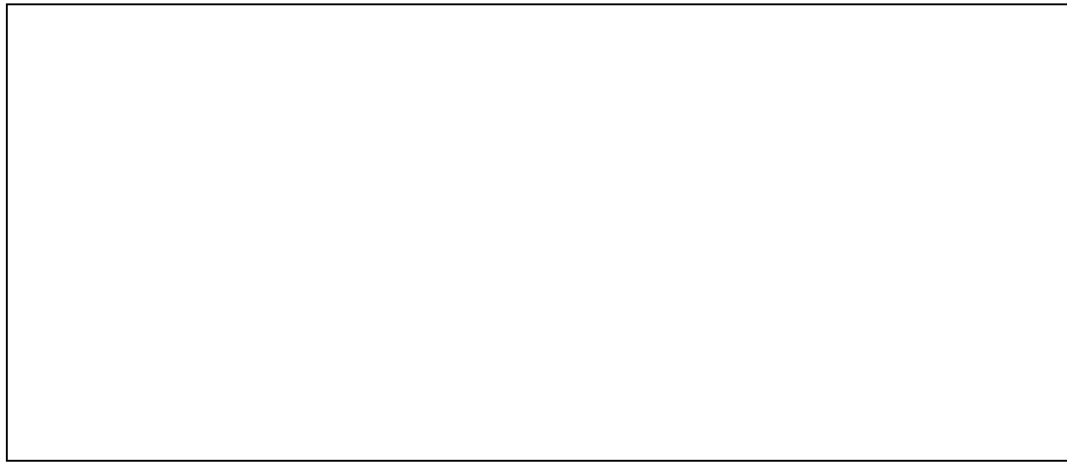
Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Tuesday, March 17, 2020 4:13 PM
To: Info <Info@otc-cta.gc.ca>
Subject: AirCanada cancellation

Dear Sirs/Madams,

I've been trying to cancel or change my flight for the past few days on AirCanada website but the website is broken with both options greyed out and asks me to call customer service. But the customer service line is also overloaded.

This is the same error that I get when I try to change or cancel:



My flight [REDACTED] was from Vancouver to Montreal. This has been reported by many customers but it is being ignored by Air Canada. What should I do? Many people are reporting the same issue: [https://twitter.com/\[REDACTED\]](https://twitter.com/[REDACTED])

Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 10:31 AM
To: Info
Subject: Wesjet Refusing to Return Money after cancelling Flights

Hi there;

[REDACTED] and I booked a vacation package through Westjet Vacations. We were suppose to travel to Cancun on April 11, 2020. Due to the travel advisories, Wesjet has cancelled the flights. I understand why this has happened. The problem is that Westjet is refusing to reimburse any of our funds and is only offering credits to be used within a year. This is not right! Can they do this? How can I go about getting my money back? Thanks

[REDACTED]

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 10:22 AM
To: [REDACTED]
Subject: L'Office des transports du Canada

s.19(1)

Bonjour [REDACTED]

Merci d'avoir communiqué avec l'Office des transports du Canada.

Votre numéro de dossier est 20-78251. Vous pouvez vérifier l'état de votre plainte en tout temps.

Veillez noter que, depuis l'entrée en vigueur du Règlement sur la protection des passagers aériens, nous observons une augmentation importante du nombre de plaintes déposées, ce qui entraîne un retard dans le traitement de celles-ci. Vous serez contacté une fois votre plainte attribuée à un de nos officiers. Nous nous excusons pour le retard.

Cordialement,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 10:14 AM
To: Info
Subject: Current pandemic

Importance: High

Hello,

Quick question in light of the current pandemic:

I have travelled outside Canada - overseas (prior to the imposed travel restrictions) and now have to cut the vacation short.

Keeping in mind, the Prime Minister has urged Canadians to return to Canada before all flights are stopped.

What type of reimbursement would I be entitled to and if so, what are the steps that I need to take.

Seeking reimbursement for additional flight costs and pre-booked excursions through a travel company.

Thanks in advance.

[REDACTED]

Sent from my BlackBerry — the most secure mobile device — via the TELUS Network

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 10:02 AM
To: [REDACTED]
Subject: RE: up-date case number 20-76235

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Tuesday, March 17, 2020 3:46 PM
To: Info <Info@otc-cta.gc.ca>
Subject: up-date case number 20-76235

Could you please give me an update on Case number 20-76235.. I submitted my complaint to you on February 6th/2020. [REDACTED]

For more information on Nutrien's email policy or to unsubscribe, click here:

<https://www.nutrien.com/important-notice>

Pour plus de renseignements sur la politique de courrier électronique de Nutrien ou pour vous désabonner, cliquez ici: <https://www.nutrien.com/avis-important>

Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 10:00 AM
To: Info
Subject: Demande d aide

Bonjour,

Svp, mon voyage était prévu le 17 mars, mais vu corona virus les vols sont annulés. J ai essayé d appelé beaucoup de fois la compagnie avec laquelle j ai payé mais soit il répond pas ,soit il répond après il me dit qu il vont me transférer au bon département et puis il accroche après 30 minutes d attente.

Svp j ai besoin d aide pour avoir une solution soit un remboursement soit qu il me reporte mon voyage à une date la plus proche .

Svp c est quoi la procédure à suivre .

Envoyé de mon iPhone

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 9:49 AM
To: [REDACTED]
Subject: RE: Qatar Airlines ignore Canadian travel advices travelling to Iran

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations do not address airline obligations **if a passenger wishes to change or cancel their flight reservation**. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

If you feel the airline is not meeting its obligations, you may file a complaint with the CTA here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Tuesday, March 17, 2020 2:06 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Qatar Airlines ignore Canadian travel advices travelling to Iran

Hello,

It has been 3 weeks that we have been struggling with Qatar Airways and SkyRoute Travel Services Inc. for cancelling our tickets to Iran (Flight Date March 20, 2020, booking ref. [REDACTED]). We knew that travelling to Iran will be dangerous for our family and the return would be a dangerous act threatening our fellow Canadian citizens health. So, at the beginning of the Covid-19 crisis and the outbreak in Canada, we called Qatar Airways Customer services (Friday 28 February 2020 at 04:18 p.m.) and they told us that the penalty fee in their system for cancellation is zero for our case.

We contacted Skyroute Travel Service agent asking her to cancel the tickets. She told us that cancellation fee is 525\$ for each ticket (we have three tickets). We have no idea where this amount comes from or even up to now, we don't have any idea until when we can cancel our tickets. They did mention nothing about cancellation terms in the tickets or invoice.

We would like to know how a travel agency could sell such a non-clear service and after having problems, issuing a penalty fee not mentioned in the invoice.

Since then, Qatar Airways has been changing their Covid-19-related policy many times on their website and since that date, they exclude the flight Montreal-Doha(Qatar)-Tehran(Iran) from any full refund. They are offering vouchers to passengers to reschedule their trip. But who can tell us when this crisis will come to the end in one year. We found cases before and after of our flight date who bought tickets directly or through travel agencies, all full refunded. In the case of travel agencies, it was the agent who called the clients letting them know that there is the possibility of cancellation with no penalty fee. Though, Qatar Airways continue their flights to and from Iran, Based on the new updates of Canadian Travel Advisory, avoiding all unnecessary trips to Iran, but up to now, Qatar Airways and the travel agency have not made any changes in their policy to support clients like us.

We are stocked between the travel agency and Qatar Airways. They are playing with us. They respond to our email with 2-3 days delay or at midnight. You can imagine how frustrating is this situation itself and how Qatar Airways and the agency treating us. The most important question is why Qatar Airways does not cancel these flights to reduce the risks and the propagation of the virus while here in Canada and other countries, we try to reduce the propagation?

We referred to the updates from Canadian Travel Advisory in our communications to Qatar Airways and the agency but apparently they ignored all these alerts.

I am writing to you to inform you about this situation that affects many Iranians planning travel to Iran for the new Iranian year and to ask you to help us and others to find the right place to contact.

Best Regards,


Montreal 2020/03/17

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 9:44 AM
To: [REDACTED]
Subject: RE: Flight cancellations

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations (APPR) does not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

The APPR provide a list of situations considered 'outside the air carrier's control', including medical emergencies and orders or instructions from state officials. The CTA has identified a number of situations related to this pandemic that are considered 'outside of the air carrier's control'. These include flight disruptions to locations that are covered by a government advisory against travel or unnecessary travel due to COVID-19.

In these situations, air carriers would not be required to provide standards of treatment or compensation for inconvenience. However, they would have to make sure the passenger completes their itinerary.

Until April 30th, the time at which passengers will be entitled to compensation for inconvenience related to flight cancellations or delays will be adjusted, to provide air carriers with more flexibility to modify schedules and combine flights. Air carriers will be allowed to make schedule changes without owing compensation to passengers until 72 hours before a scheduled departure time (instead of 14 days), and air carriers will be obligated to compensate passengers for delays on arrival that are fully within the air carrier's control once those delays are 6 hours or more in length (instead of 3 hours).

The CTA has also exempted air carriers from offering alternative travel arrangements that include flights on other air carrier's with which they have no commercial agreement.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
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From: [REDACTED]
Sent: Tuesday, March 17, 2020 7:45 AM
To: media <media@otc-cta.gc.ca>
Subject: Flight cancellations

Hello

Why is Airtransat only offering credits for cancellation of end of March 2020 south vacations. Wouldn't this right now be considered " frustration of contract ". Doesn't seem right as from Halifax they only fly til may 5th of this year. What good does a credit that expires dec 2020 do ? Appreciate your insite or advise on this matter. Regards [REDACTED] Stay healthy & safe

Get [Outlook for Android](#)

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 9:41 AM
To: [REDACTED]
Subject: RE: COVID-19 Recourse

Hello,

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations (APPR) does not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

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Best,

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info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Tuesday, March 17, 2020 12:53 PM
To: Info <Info@otc-cta.gc.ca>
Subject: COVID-19 Recourse

Hello,

We had cancelled our booking in the past couple days for our flight set to depart on March 18th. We had booked this trip on Feb 6th, prior to the COVID-19 pandemic. When we cancelled, Air Canada charged us a \$600 cancellation fee on the refund. With the situation, their phone lines are not working, but we have sent them an email and gone into the airport (the rep told us to call or email).

I'd also like to note that Westjet has just suspended international and trans-border flights for the next 30 days, even though this isn't the airline we booked with, it could be precedence?

I'm wondering what recourse do we have in these exceptional circumstances and what are the sections we can reference?

Thanks!

Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 9:36 AM
To: media
Subject: Air Transat

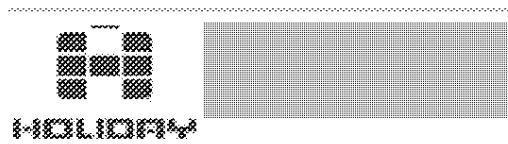
Importance: High

To whom it may concern,
I like many have worked all year to take a vacation during the March break. Unfortunately we had to cancel due to the COVID-19. We strongly listened to our Prime Minister and did what we knew was the right thing and cancel this vacation. Unfortunately reaching Air Transat during this stressful time is impossible. I would like to understand why a airline such as Air Transat will not fully refund out expense as this cancellation was done to avoid the spreading of the COVID-19 and the request of the Prime Minister. I hope I will hear from someone regarding this issue.

You may reach me on my cell on [REDACTED]

Thank you,

[REDACTED]



Email: [REDACTED]
Phone: 514-325-0660 ext [REDACTED]

Think Green. Please don't print unless absolutely necessary. Devez-vous vraiment imprimer ce courriel? Pensons à l'environnement.

Ce courriel pourrait contenir des renseignements confidentiels.
Veuillez nous aviser promptement en cas d'erreur de destinataire. Merci.

This e-mail may contain confidential information. If you are not the intended recipient, please notify us immediately. Thank you.

TP-Holiday Group Limited / Groupe Holiday

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 9:17 AM
To: [REDACTED]
Subject: Canadian Transportation Agency - Follow up

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
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Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 9:15 AM
To: Info
Subject: Flight cancellation due to covid 19

I had booked my flight to Barcelona thru an online travel agent. They are now telling me that I need to contact the airline direct. My flights were mostly with lufthansa but some were lufthansa operating as air canada.

I have finally gotten thru to lufthansa but they are telling me to contact the online travel agency....

I am frustrated in being bounced back and forth....

Do you have any suggestions?

Sincerely

[REDACTED]
Phone [REDACTED]

Sent from my Samsung Galaxy smartphone.

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 8:58 AM
To: [REDACTED]
Subject: RE: cancellation

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The CTA is an independent administrative body of the Government of Canada with three core mandates:

- We help ensure that the national transportation system runs efficiently and smoothly in the interests of all Canadians: those who work and invest in it; the producers, shippers, travellers and businesses who rely on it; and the communities where it operates.
- We protect the human right of persons with disabilities to an accessible transportation network.
- We provide consumer protection for air passengers.

Kindly contact your airline as they have the authority to process any cancellations or refunds.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Tuesday, March 17, 2020 10:41 AM
To: Info <Info@otc-cta.gc.ca>
Subject: cancellation

Unfortunately since our trip to Canada has been cancelled for March 26th, and I bought seats on my flights going to Canada and returning to Boston I am requesting a credit of the purchase of the seats both ways as well as the cost to check luggage both ways the flight going to Canada

Z3R2KY-two passengers-two seats-one bag

The flight to Boston

L5F1NC-two passengers-two seats-one bag

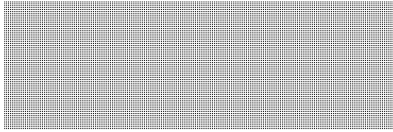
These were paid with [REDACTED] credit card

Please let me know when to expect a credit

Thank you

[REDACTED]

s.19(1)



Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 8:47 AM
To: [REDACTED]
Subject: RE: Change of email - Case Number: 20-73934

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

I have sent your updated contact information to our air travel complaints team. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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info@otc-cta.gc.ca / Telephone 1-888-222-2592
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From: [REDACTED]
Sent: Tuesday, March 17, 2020 8:38 AM
To: Info <Info@otc-cta.gc.ca>
Cc: [REDACTED]
Subject: Change of email - Case Number: 20-73934

Good morning,

I submitted a claim, Case number 20-73934 in January but have not received any update as of yet. The email I had put on file will be expiring March 31.
Please update my file with the new email address: [REDACTED]

Thanks
[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 2:34 PM
To: Info
Subject: CVOID-19 Flight Cancellation and Passenger Rights

Hello,

My family of [REDACTED] are currently in Morocco (since Feb 12). The Government of Canada has urged Canadian to return home. On March 14 the Canadian Embassy in Morocco recommended to contact the airline or tour operator to make alternative arrangements.

We has since contacted Air Canada via email regarding our scheduled flight and we received a reply indicating someone will get back to us within 30 days.

Under the the Air Passenger Protection Regulations what are the requirements of the airline to get back to us in a timely manner regarding our flight status.

If the Air Canada cancels our scheduled flight on May 7 due to international flight restrictions (beyond their control), it is my understanding that they would need to find alternative travel arrangements for us to get back home even through other airlines (which may operate via third countries) as per the Air Passenger Protection Regulations. Is this correct? If the airline is unresponsive or unhelpful in providing alternative travel arrangements can the Canadian Transportation Agency intervene to assist and compel the airline to follow the regulations and/or provide timely updates on how they will return us back to Canada?

Regards,

[REDACTED]

Nadine Landry

From: Info
Sent: Wednesday, March 18, 2020 8:19 AM
To: [REDACTED]
Subject: RE: Cancelled flight

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations provide a list of situations considered 'outside the air carrier's control', including medical emergencies and orders or instructions from state officials. The CTA has identified a number of situations related to this pandemic that are considered 'outside of the air carrier's control'. These include flight disruptions to locations that are covered by a government advisory against travel or unnecessary travel due to COVID-19.

In these situations, air carriers would not be required to provide standards of treatment or compensation for inconvenience. However, they would have to make sure the passenger completes their itinerary.

Until April 30th, the time at which passengers will be entitled to compensation for inconvenience related to flight cancellations or delays will be adjusted, to provide air carriers with more flexibility to modify schedules and combine flights. Air carriers will be allowed to make schedule changes without owing compensation to passengers until 72 hours before a scheduled departure time (instead of 14 days), and air carriers will be obligated to compensate passengers for delays on arrival that are fully within the air carrier's control once those delays are 6 hours or more in length (instead of 3 hours).

The CTA has also exempted air carriers from offering alternative travel arrangements that include flights on other air carrier's with which they have no commercial agreement.

You can learn more here: <https://otc-cta.gc.ca/eng/content/canadian-transportation-agency-issues-temporary-exemptions-certain-air-passenger-protection>

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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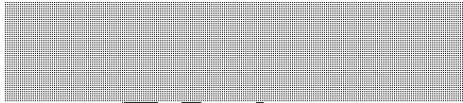
From [REDACTED]
Sent: Tuesday, March 17, 2020 7:51 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Cancelled flight

Hello,

Our flight was cancelled by WestJet in which we were to fly out on March 30th, however; there was an outbreak and all flights with this airline has been cancelled. Are we entitled to a full refund?

Thank you,

****Ontario Works Clients-Please ensure you provide your Member ID # each time that you send an email and reply to emails, this will help to authenticate and protect your identity and also avoid any delays-Thank you****



Community Access Division|Human Services|Region of Peel
7120 Hurontario Street, PO Box 3600 RPO Streetsville, Mississauga, ON L5M 5V2
Tel: (905) 793-9200 Ext. [REDACTED] Fax: (905) 826-9801

| |
|---|
| <p>MyBenefits - Access information about your case, report income, and change your address online. Register and access at Ontario.ca/MyBenefits</p> <p>Social Assistance Customer Service Survey - Complete this short survey on your experience with Ontario Works www.ontario.ca/socialassistancesurvey</p> |
|---|

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Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 7:44 AM
To: Info
Subject: Re: Air travel complaint: 20-77143

Hello,

Just looking for an update with regards to my complaint as the status of the complaint has not changed and I have not heard anything from the CTA in over a month. Can I be provided an update with regards to this complaint?

Thanks,

[REDACTED]

On Tue, Feb 11, 2020 at 8:28 PM Canadian Transportation Agency <otc.docs-docs.cta@otc-cta.gc.ca> wrote:

Thank you. We have successfully received your complaint. Your case number is 20-77143.

You can check the status of your complaint online. Please note it can take up to 24 hours for your case to process before your status is available online.

Need immediate help during your trip?

If you need immediate assistance while travelling contact the airline directly.

IMPORTANT NOTICE FOR BAGGAGE COMPLAINTS – TIME LIMITS IN EFFECT

- **7 day time limit for damaged baggage or missing items:**
You must submit a written claim with your airline within 7 days of receipt of your baggage if your claim relates to damaged baggage or missing items.
- **21 day time limit for lost baggage:**
You must submit a written claim with your airline within 21 days for baggage that is potentially lost.

Failure to submit a written claim to the airline within the set time limits could result in the carrier denying your claim. All claims are subject to proof of loss so be sure to include all out of pocket expenses.

Next Steps:

1. **Our expert staff will review your complaint and may ask you for more information.**

Please note due to an increase in the volume of complaints the Agency has received, there may be a delay before your case is assigned to an officer. Rest assured that this will not impact the outcome of your complaint.

2. **If you haven't written to the airline about your complaint, we'll do that for you.**

We will forward your complaint to the airline with a 30-day deadline for them to respond. Often the issue can be resolved directly with the airline.

3. **Not satisfied with the airline's response? We will try to resolve your complaint.**

We will work to resolve your complaint through facilitation or mediation. This is an easy and informal dispute resolution process. The vast majority of complaints are resolved this way.

Where less formal processes don't prove successful, the Agency also offers a court-like process called adjudication, where a panel will make a decision based on the evidence provided. The adjudication process can also be used in more complex cases where a passenger feels that the airline's contract is unclear, unjust, unreasonable or discriminatory.

We recognize that the complaint process can be frustrating and we are here to guide you through the process. Please be patient with our staff as we work to address your issues. Please note that there is zero tolerance for rude or abusive language.

You can update your case file by emailing otc.docs-docs.cta@otc-cta.gc.ca or faxing 819-997-6727.

Future travel plans?

Please visit www.AirPassengerProtection.ca for travel tips and to find out more about new regulations coming into effect December 15, 2019.

otc-cta.gc.ca | [Twitter](#) | [YouTube](#) | [News feeds](#) | info@otc-cta.gc.ca | [1-888-222-2592](tel:1-888-222-2592)

Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 4:15 AM
To: Info
Subject: Flight Disruption Claim
Attachments: IMG_2732.jpeg; IMG_2732.jpg

Dear Sir/Madam,

I am writing to complaint about a flight delay incidence by Air Canada. My original journey was from HKG to YVR on Mar 6, 2020 at 19:55 by flight no. AC8 and my flight was later cancelled due to technical issues after being boarded the flight. All passengers along with all our luggage have to be unloaded and we were arranged to stay at a near by hotel for a night. I was arranged to get on the next flight to continue on my journey to YVR on Mar 7, 2020 at 12:30. However, AC had changed

the flight number to AC2008 instead of the original flight no. AC8.

Since I had purchased travel insurance for this trip, I am eligible to make a claim for a certain monetary compensation. However, I need to acquire an official document from the airline to describe the reason for such delay in order to apply for such compensation from my travel insurance policy. Air canada was not helpful in issuing such document. And for some reason, AC kept on telling me that my original flight AC8 do not exist and that they were not able to provide any info about the cancellation.

I am hoping CTA can step-in to investigate this issue in pursuance of my official flight delay/cancellation explanation request. Please let me know if you require any further information regularising this case.

Please see below for my previous email between me and air Canada's customer care department for your reference.

My E-ticket #: [REDACTED]
My Flight Disruption Claim number issued by air canada: AC [REDACTED]

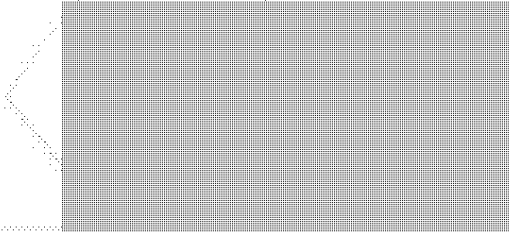
Your kind help for this matter is very much appreciated

Sincerely yours

[REDACTED]

AA

mail.google.c



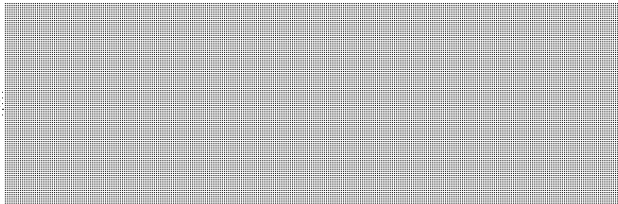
 AIR CANADA

Thank you for contacting u

The flight and date you su
not match any of our flight
review the information orig
submitted:

AA

mail.google.c

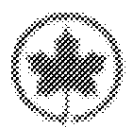
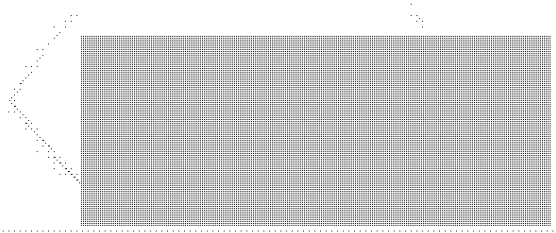


AIR CANADA

We are in receipt of
under the *Air Passe*.
Regulations for flight
2020 02 07

AA

mail.google.c

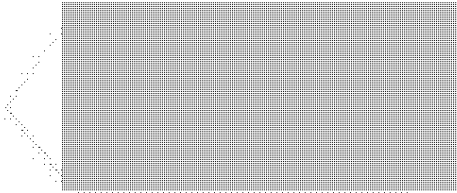


AIR CANADA

Thank you for conta
insurance letter.

AA

mail.google.c

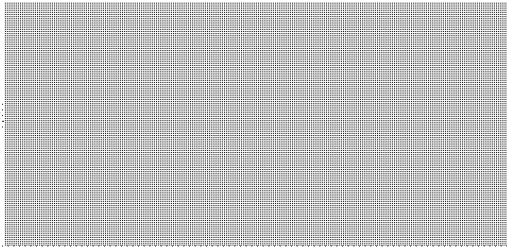



AIR CANADA

We have received you
the Air Passenger Pro
Regulations for flight
on 2020-03-07. You c

AA

mail.google.c



 AIR CANADA

We are in receipt of you
the *Air Passenger Prote*
Regulations for flight 8
We are sorry for the de
experienced at arrival t
destination.

In this instance, the co
are requesting does no

----- Forwarded message -----

From [REDACTED]
Date: Wed, 18 Mar 2020 at 12:14 AM
Subject: Re: Your Flight Disruption Claim AC: [REDACTED]
To: Customer Care <CustomerCare.serviceclient@aircanada.ca>

To whom it may concern,

Please read my previous email carefully, i was not asking for a compensation from air canada. I understand this compensation case is not valid for a claim for things that is beyond your company's control. However, I am able to make a compensation claim from the travel insurance which I purchased for any delay caused by either natural causes or by human, in this case, technical issues from the aircraft flight AC8 originally service from HKG to YVR on Mar 6, 2020 @19:55.

All I need is an official confirmation letter from air canada describing the reason for such flight cancellation. This letter is for my travel insurance compensation application purpose.

[REDACTED]

On Sun, 15 Mar 2020 at 2:54 AM, chim chim [REDACTED] wrote:
To whom it may concern,

Please read my previous email carefully, i was not asking for a compensation from air canada. I understand this compensation case is not valid for a claim for things that is beyond your company's control. However, I am able to make a compensation claim from the travel insurance which I purchased for any delay caused by either natural causes or by human, in this case, technical issues from the aircraft flight AC8 originally service from HKG to YVR on Mar 6, 2020 @19:55.

All I need is an official confirmation letter from air canada describing the reason for such flight cancellation. This letter is for my travel insurance compensation application purpose.

[REDACTED]

On Sun, 15 Mar 2020 at 1:00 AM, Customer Care <CustomerCare.serviceclient@aircanada.ca> wrote:



We are in receipt of your claim under the *Air Passenger Protection Regulations* for flight 8 on 2020-03-06. We are sorry for the delay you experienced at arrival to your final destination.

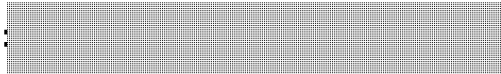
In this instance, the compensation you are requesting does not apply because the delay was caused by an event outside of our control.

Specifically:

| | | |
|---|----------------|--|
| AC 2008 HKG Hong Kong Intl, SAR China - YVR Vancouver Intl | 2020- 03-07 | This flight was delayed due to catering issues. |
|---|----------------|--|

We hope that we may have another opportunity to welcome you on board.

Your case number is:



A STAR ALLIANCE MEMBER 



Thank you for contacting us.

The flight and date you submitted does not match any of our flights. Please review the information originally submitted:

Passenger: [REDACTED]

Flight: Air Canada 8

Date: 2020/03/06

Departure: HKG Hong Kong Intl, SAR China

Arrival: YVR Vancouver Intl

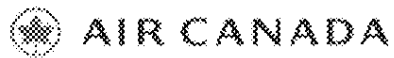
Booking Reference: [REDACTED]

Ticket Number:

You can reply to this email with the correct information and we will be happy to assist you as soon possible.

Sincerely,

Air Canada Customer Care



Thank you for contacting us.

The flight and date you submitted does not match any of our flights. Please review the information originally submitted:

Passenger: [REDACTED]

Flight: Air Canada 8

Date: 2020/03/06

Departure: HKG Hong Kong Intl, SAR China

Arrival: YVR Vancouver Intl

Booking Reference: [REDACTED]

Ticket Number: [REDACTED]

You can reply to this email with the correct information and we will be happy to assist you as soon possible.

Sincerely,
Air Canada Customer Care

Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 18, 2020 3:39 AM
To: media
Subject: Fw: Air Canada - FLIGHT CANCELLATION [REDACTED] - AC8/Mar 26, 2020

Hi,

I was booked a direct flight from Hong Kong to Toronto last year (2019) after the Air Passenger Protection Regulations passed.

However, Air Canada had already delayed on my return on March 26 and cancelled for second times with both times not given clear & what happen to my return (until I contacted Air Canada).

Currently, I am still not aware or sure what happened even after I emailed Air Canada few days ago (no reply yet).

I believe the Air Passenger Protection Regulations will protect travellers from getting clear informs, setup new flight (even using of difference Airlines), and compensation (I filed to Air Canada before the Canada Travel Advisory/Closed of broader - I am still getting this?) by original ticketing airline.

Could you able to clear some or all my questions/worries under the Air Passenger Protection since my ticket should be on March 26, 2020.

Thank You Sincerely,

[REDACTED]

From: Air Canada Notification
Sent: March 14, 2020 9:04 PM
To: [REDACTED]
Subject: Air Canada - FLIGHT CANCELLATION [REDACTED] - AC8/Mar 26, 2020

We regret to inform you that AC8 from Hong Kong, International (HKG) to Vancouver, International (YVR) on March 26, 2020 has been cancelled due to a government travel advisory and health and safety concerns.

To request a refund, please visit <https://aircanada.com/refundrequest>

For alternative travel options:

- If you booked through a travel agency, please contact them directly
- If you booked your flight directly with Air Canada: within North America, call 1-888-247-2262 or for other numbers, visit <https://aircanada.com/othernumbers>
- If you booked your flight with Aeroplan: call 1-800-361-5373

Booking Reference: [REDACTED]

This is an automated message - Please do not reply to this email.

We've sent you this email about an Air Canada product or service that you've requested - this is not a promotional email. Your privacy is very important to us. To see how we're protecting your personal information, please take a look at our Privacy Policy (<http://aircanada.com/privacy>).

Si le présent courriel n'est pas dans la langue de votre choix (français ou anglais), appelez les Réservations d'Air Canada au 1 888 247-2262 et nous serons heureux de mettre à jour votre réservation et de vous envoyer une nouvelle copie de l'itinéraire.

Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 17, 2020 9:54 PM
To: Info
Subject: cancelled flight

Hey there

I have a issue we canceled our flight with westjet due to the coronavirus and they are effusing to refund my money. They gave me credits but I would like a full refund as I hardly ever travel and will end up loosing 1400 dollars

[REDACTED]
Allan Potash

Box 301, Allan SK
Canada S0K 0C0
T: (306) 257-2230
C: [REDACTED]
[REDACTED]

www.nutrien.com



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Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 17, 2020 7:14 PM
To: Info
Subject: Westjet cancellations

I understand the reasoning behind Westjet cancelling their flights. Not that tough of a decision though since they still have my money. Since they are cancelling the flights why can I not get a refund. They are offering a credit. What if when I go to bok my trip they dont have the flight that I need? This is wrong. They should be refunding money.

Sent from my Galaxy Tab® E

Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 17, 2020 6:05 PM
To: Info
Subject: swoop airlines

I made reservations for [REDACTED] people on swoop airlines. 3 days ago I tried to contact them about cancelations because of covid19. There is no way of contacting them as the phone line goes dead as soon as it rings. Emails are useless as they don't go through. I am out \$1700.00 because I can't cancel or change my reservation. My reservations were made on Feb 25 and 26. Heard nothing about isolation at that time. Not looking for refund, just rebooking. Do I have any rights at all. [REDACTED]

Swoop says changes can only be made 7 days prior to departure. We didn't know any of this until today. Do we have options?

[REDACTED]

Sent from Mail for Windows 10

Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 17, 2020 5:15 PM
To: Info
Cc: [REDACTED], [REDACTED], vance.badawey@parl.gc.ca
Subject: Re: Additional concerns Re: CN Shunt Yard west of Thorold Ave, [REDACTED] Ontario

This is now my third letter. Today, the noise, banging and shaking of the house is out of control. [REDACTED] called CN to complain at 888-888-5909 and they were to check into it and never got back to us. Our understanding is CN is doing construction back there, installing more tracks. This issue is accelerating at an alarming rate. This issue needs to be addressed ASAP. Can you please advise of your intentions.

Regards,

[REDACTED]

On Sun, Mar 15, 2020 at 6:22 PM [REDACTED] wrote:

In addition to my first letter this morning, I have two additional items of concern.

Regarding noise, it should be noted that prior to our purchase and building of our home, a [REDACTED] foot solid wooden fence had been erected at [REDACTED]. This fence cannot act as a noise barrier as the elevation of the railway tracks is the same or higher than the top of the fence. It is also located some [REDACTED] meters east of the tracks and noise barriers need to be at the source of noise as noise travels upward. Even with a noise barrier at the tracks, the other health issues and vibrations would still wreak havoc on ones quality of life.

The other item of concern is far more serious than any others, which is the concern of the cargo being hauled into a residential area, [REDACTED] meters from residential property, and being shunted so many times in an area that is also wetlands, including a large ground water volume. We get that trains travel every day carrying hazardous materials, fuels and chemicals. Our concern is the frequency which leads to a greater risk of an occurrence. One knows that when frequency is elevated, risk directly follows. We are certain no one wants to accept responsibility for lives being placed in danger and the serious consequences that would follow should there be a derailment or damaged occurred to the containers during transport and shunting in our backyards. We also have concerns of inspections on these containers, how often are they inspected, are they inspected by a licensed government BODY SUCH as the TSSA, are they inspected on arrival and departure at every shunt yard or point of delivery, and how soon are they inspected and or the frequency of government inspections.

As you can see, these are serious issues that need serious attention. Again, thank you for your time and we look forward to working with you on these matters and resolving this issue permanently.

[REDACTED]

[REDACTED]

On Sunday, March 15, 2020, [REDACTED] wrote:
To whom it may concern;

I write today as we understand the Canadian Transportation Authority to be the governing body that can finally provide some action in regards to the many serious health issues, high level noise pollution, structural effects on homes and property, quality of life, and the financial and environmental impacts of the shunt yard located in [REDACTED] Ontario.

My name is [REDACTED] We also [REDACTED] the City of Thorold, Ontario. [REDACTED] There were railway tracks behind our property, I would guess some [REDACTED] meters away from a fence that had been erected parallel to the rail tracks, although you could see the tracks from the back door of our garage. Train traffic was there but very very light as trains basically passed through. In approximately 2007, the train tracks were now under construction as we had to constantly complain about the loud back up beepers from the construction equipment. It was long after that that the railway area behind our home now resembled an airport landing strip, lights beaming brightly in the dead of night. We had found out that the Niagara Falls train shunt yard had been closed and all train traffic had now been rerouted behind our homes. It wasn't long after and the Ft. Erie shunt yard was also closed and all traffic rerouted to behind our homes. As you can imagine, life with a train shunt yard behind one's home has serious impacts, let alone sending 2 other cities worth. We, as a community within our street, did our due diligence, contacted the City of Thorold, who contacted CN and the matter fell on deaf ears.

We have seen many good hard working middle class people whom built the foundation of starting a family here sell their home and move due to the trains. Our property values are far less than in neighbouring communities such as [REDACTED] and [REDACTED]...who wants to buy a house and live with a shunt yard behind it, and even when people do they feel trapped in fear of the financial impacts of selling and moving again. People have been afraid to speak up as they fear it will affect the resale value of their property so people have remained quiet as to not offend or affect their neighbours. This is wrong, it is time to change this and get things done so we can live our lives as do any other hard working tax payer does. Facts show that the shunt yard has been built up over the last 13 years, 2 other yards were closed and trains shipped here. We pointed out to the city and CN that their shunt yard could have been moved 1 KM north of the end of our street where there is an access road of Allanport Rd and plenty of land to build it. Mayor Dangelo at that time indicated the city would look at helping with the land. The shunt yard that was closed in Ft. Erie was in a commercial industrial area and did not affect tax paying home owners, yet CN spent money to build a large yard here where it affects everyone who lives here. Niagara Falls is still working on rerouting trains travelling out of their city and they no longer have a shunt yard, I wonder how they would like to live here. [REDACTED]

[REDACTED] I also have poured in excess of 1000 cubic meters in my day. I have stamped concrete around [REDACTED] which has a foundation consisting of sonitubes under it, 30 inches of compacted B-gravel stone at 6 inch intervals, and a layer of clear limestone for drainage that was consolidated. Most decks of this nature have 6 inches of stone as a base. I also ensured I cut control cuts every 100 sq. ft or less and at all changes in direction to ensure normal cracking would be controlled. I have cracks in my concrete running perpendicular to the control cuts which can only be caused by ground settling caused by constant vibration transferred through water veins in the earth. It also should be noted that the area behind both sides of our street and at the end of our street are protected wetlands, ponds are on east and west of the street clearly indicating wetlands. Add constant vibration from train shunting 24-7, even on Christmas Day, and you have a recipe for home foundation damage. I have been having problems with what I thought to be filtering issues in the swimming pool so I had professionals change the guts and

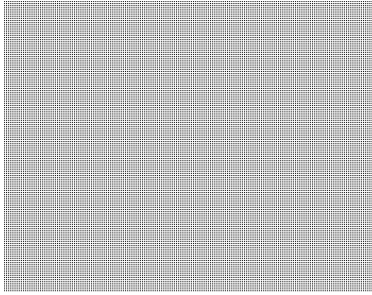
sand in [REDACTED] last spring. Yet the problem was still present. What I found was a residue had settled in the pool from the trains exhaust system. This became apparently by placing paper on the patio set table and checking the hood of our vehicles. We compared it to the very odd day when train pollution was low and the answer was clear. Entertaining family or friends in the backyard in constantly interrupted by the slamming of trains and hideous smelling diesel exhaust fumes. WE constantly have to wipe down and wash down our patio furniture, pool deck and vehicles from the fine particles of diesel engine soot. We also have to breathe in the excessive fumes from the diesel engine trains, when they are not moving or shunting, they are sitting there idling fumes, wasting fuel and polluting our environment that our own government reminds us constantly to protect. These trains are built so poorly, they are water cooled so the engine runs 24-7 in the winter to prevent freezing, and I can assure you they run pretty much 24-7 all summer as well. The shunting rarely stops, vibrating our foundations and walls usually throughout the entire night and most of the day. Glass in cabinets rattles, my eyeglasses vibrate on the bedside dresser, pictures shift on the walls, caulking around windows separates. 8 hours sleep is near impossible as the trains are shunting, running, or idling. We are woken up constantly through the night, going to work exhausted from the lack of a good nights sleep. Can you imagine not being able to open your windows because that is how we live. If you do open them in the small time frame that the trains are not hazardous, the train then returns, starts idling or shunting and now our home is full of diesel exhaust fumes. So we live with our windows closed all the time, somewhat comparable to being in prison as hard working taxpayers. What are the long term affects on our health, daily breathing in these fumes. We live in a small community, away from the hustle bustle, and we bought here for these reasons, a quiet place in the country to raise children, where kids can play outside without having to worry about traffic, large volumes of people, etc. What are the long term health affects on the children, only time will tell but it will be too late then. The last issue is public safety and public traffic delays. We have 2 main points of entry and exit to Pt. Robinson which are Canby Street and Allanport Rd. The tracks for all traffic cross both of these entry exit points. There are daily delays of 15 minutes or greater, accumulating large lineups of traffic backed up, people are late for work, and emergency services such as fire and ambulance can be delayed. This could result in life or death at some point. The interruptions to car travel are vastly increased due to all 3 shunt yards being consolidated into one new shunt yard behind our homes that we have to live with because CN chose us as the victims of their decisions. CN will telll you they will move off the road for emergency vehicles, yet how long does that take for the communication to get to the engine.....valuable time lost as they trains stopped dead across the road daily to shift track diversions over, I spoke with the workers who were recently on strike. They informed me that there is a 1200 limit on the trains yet the [REDACTED] supervisors push it over tp 1375 to make their numbers look good. this also results in more disturbances and longer traffic delays, causing the train to stop across main access/egress arteries. Trains stop across the road multiple times per day affecting everyone in the community. This is dangerous.

This issue has been ignored and left unaddressed for long enough. It has taken the people of this street some 13 years to finally find someone like yourselves who can act on changing this serious community issue. We have been patient and reasonable, but that now needs to change. We need someone to act on this, to work with us to enact the previous resolutions we have provided and or new resolutions. But we certainly do expect results now. I suggest three areas where the shunt yard can be relocated to and the [REDACTED] be shut down;

1. [REDACTED]
2. There are the current tracks at [REDACTED]
3. Renovate and reopen the [REDACTED]

These are suggestions only and I leave the resolution to this matter in your hands. We hope you will adhere to the oath placed upon you to serve the people. I hope to hear from you in the very near future and work with you to resolve this delicate yet serious matter.

Regards,



Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 17, 2020 5:15 PM
To: Info
Subject: WestJet and flight cancellations

Follow Up Flag: Follow up
Flag Status: Completed

Hello I don't know if you can help me. I purchased a airline ticket Dec 30 2019. The ticket WestJet. Kamloops to wpg leaving April 4 2020. April 5. Wpg to Fort Lauderdale. April 28 2020 Paris to Calgary. April 29 2020 Calgary to Kamloops. I paid 1233.06. Received a refund of 783.06 they say I booked before Jan. . And not entitled to a full refund.And cancelled Mar 11 2020. I feel that is not fair. Because come March 15 they don't want any one traveling and giving full refunds. Can you help. Thanks [REDACTED]
Sent from my iPad

Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 17, 2020 5:09 PM
To: Info
Subject: Fw: Your Flight PR2134 Mar 22, 2020 Bacolod (BCD) - Manila (MNL) Has Been Cancelled

Complaint Number: 20-82986

Further to my complaint, here is my wife's email cancelling the domestic portion of our flight back to Canada. Unfortunately, PAL is not answering their phones, so we cannot request a refund for [REDACTED] and I.

By Presidential Order, we only had 24 hours to return to Manila. There was going to be a lock down imposed on all of Manila. If we didn't get to Manila in time we would not be able to leave for Canada. Therefore we bought tickets from another airline.

Thanks,
[REDACTED]

----- Forwarded Message -----

From: Philippine Airlines <no-reply@philippineairlines.com>
To: [REDACTED]
Sent: Monday, March 16, 2020, 06:31:46 AM PDT
Subject: Your Flight PR2134 Mar 22, 2020 Bacolod (BCD) - Manila (MNL) Has Been Cancelled



SORRY, YOUR FLIGHT HAS BEEN CANCELLED.

Booking reference: [REDACTED]

Dear [REDACTED]

We regret to inform you that your flight Bacolod (BCD) - Manila (MNL) has been cancelled due to adjustments in our flight operations.

Original Flight Details

| From | To | Departure | Arrival | Flight | Booking class |
|---------------------------------|------------------------------|-----------------------|-----------------------|--------|---------------|
| Bacolod BCD Silay International | Manila MNL Ninoy Aquino Intl | 14:20 Mar 22, 2020 | 15:40 Mar 22, 2020 | PR2134 | U |

We sincerely apologize for any inconvenience this may cause you. You may opt to:

- **Rebook to another flight**
- **Refund your Booking**
- **Reroute to another destination**

For assistance,

- Please call our Manila Hotline Number at (632) 8855 8888 or click on this [link](#) to view our directory for other areas.
- Visit any Philippine Airlines Ticket Office in your area. Click on this [link](#) to view our directory.
- Please contact your travel agents directly if your booking was issued through them.
- Please approach any of our ground staff if you are at the airport.

We apologize for the inconvenience this may cause you. Thank you for your patience and understanding.

Philippine Airlines

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These are available at <https://www.iatatravelcenter.com/privacy>, or from the carrier(s) or GDS directly. You should read the documents which apply to your booking as they specify how your Personal Data is collected, stored, used, disclosed and transferred.

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[Reservations Hotline](#)

[PHILIPPINEAIRLINES.COM](https://www.philippineairlines.com)

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Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 17, 2020 4:13 PM
To: Info
Subject: AirCanada cancellation

Dear Sirs/Madams,

I've been trying to cancel or change my flight for the past few days on AirCanada website but the website is broken with both options greyed out and asks me to call customer service. But the customer service line is also overloaded.

This is the same error that I get when I try to change or cancel:



My flight [REDACTED] was from Vancouver to Montreal. This has been reported by many customers but it is being ignored by Air Canada. What should I do? Many people are reporting the same issue: [https://twitter.com/\[REDACTED\]](https://twitter.com/[REDACTED])

Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 17, 2020 2:06 PM
To: Info
Subject: Qatar Airlines ignore Canadian travel advices travelling to Iran

Hello,

It has been 3 weeks that we have been struggling with Qatar Airways and SkyRoute Travel Services Inc. for cancelling our tickets to Iran (Flight Date March 20, 2020, booking ref. [REDACTED]). We knew that travelling to Iran will be dangerous for our family and the return would be a dangerous act threatening our fellow Canadian citizens health. So, at the beginning of the Covid-19 crisis and the outbreak in Canada, we called Qatar Airways Customer services (Friday 28 February 2020 at 04:18 p.m.) and they told us that the penalty fee in their system for cancellation is zero for our case.

We contacted Skyroute Travel Service agent asking her to cancel the tickets. She told us that cancellation fee is 525\$ for each ticket (we have three tickets). We have no idea where this amount comes from or even up to now, we don't have any idea until when we can cancel our tickets. They did mention nothing about cancellation terms in the tickets or invoice.

We would like to know how a travel agency could sell such a non-clear service and after having problems, issuing a penalty fee not mentioned in the invoice.

Since then, Qatar Airways has been changing their Covid-19-related policy many times on their website and since that date, they exclude the flight Montreal-Doha(Qatar)-Tehran(Iran) from any full refund. They are offering vouchers to passengers to reschedule their trip. But who can tell us when this crisis will come to the end in one year. We found cases before and after of our flight date who bought tickets directly or through travel agencies, all full refunded. In the case of travel agencies, it was the agent who called the clients letting them know that there is the possibility of cancellation with no penalty fee. Though, Qatar Airways continue their flights to and from Iran, Based on the new updates of Canadian Travel Advisory, avoiding all unnecessary trips to Iran, but up to now, Qatar Airways and the travel agency have not made any changes in their policy to support clients like us.

We are stocked between the travel agency and Qatar Airways. They are playing with us. They respond to our email with 2-3 days delay or at midnight. You can imagine how frustrating is this situation itself and how Qatar Airways and the agency treating us. The most important question is why Qatar Airways does not cancel these flights to reduce the risks and the propagation of the virus while here in Canada and other countries, we try to reduce the propagation?

We referred to the updates from Canadian Travel Advisory in our communications to Qatar Airways and the agency but apparently they ignored all these alerts.

I am writing to you to inform you about this situation that affects many Iranians planning travel to Iran for the new Iranian year and to ask you to help us and others to find the right place to contact.

Best Regards,

[REDACTED]
Montreal 2020/03/17

Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 17, 2020 12:53 PM
To: Info
Subject: COVID-19 Recourse

Hello,

We had cancelled our booking in the past couple days for our flight set to depart on March 18th. We had booked this trip on Feb 6th, prior to the COVID-19 pandemic. When we cancelled, Air Canada charged us a \$600 cancellation fee on the refund. With the situation, their phone lines are not working, but we have sent them an email and gone into the airport (the rep told us to call or email).

I'd also like to note that Westjet has just suspended international and trans-border flights for the next 30 days, even though this isn't the airline we booked with, it could be precedence?

I'm wondering what recourse do we have in these exceptional circumstances and what are the sections we can reference?

Thanks!

Nadine Landry

From: Jacob Charbonneau [REDACTED]
Sent: Tuesday, March 17, 2020 10:47 AM
To: MinisterofTransport-MinistredesTransports.TC@tc.gc.ca; mintc@tc.gc.ca; Info; services@tc.gc.ca
Cc: Jacob Charbonneau; Yanouk Poirier
Subject: Lettre ouverte Vol en retard Canada
Attachments: lettre ouverte Vol en retard.pdf

L'honorable Marc Garneau, C.P., député
Ministre des Transports
TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca

Cher ministre des transports,

Nous vous faisons parvenir une lettre ouverte (en pièce-jointe) en mon nom et au nom de notre conseil d'administration, pour vous demander de prendre en charge de manière proactive le rapatriement des canadiens dans les pays étrangers où les frontières se referment.

En espérant que ce courriel trouvera une oreille favorable,
Cordialement,
Jacob

p.j. (1) Lettre ouverte pour le rapatriement des ressortissants canadiens.

Jacob Charbonneau, MBA, Adm.A,
Président Directeur Général
T [REDACTED]
T 1-844-863-9191 (sans frais)
C [REDACTED]



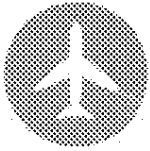
VOL EN RETARD

4905 boul. Lapinière, suite 3200
Brossard, Qc
J4Z 0G2
<http://volenretard.ca>

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VOL EN RETARD

LETTRE OUVERTE VOL EN RETARD au ministre Marc Garneau

L'honorable Marc Garneau, C.P., député

Ministre des Transports

IC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca

CC : Transports Canada et l'office des transports du Canada

Montréal, le 17 mars 2020 -Le COVID-19 amène chaque jour son lot de recommandations et de restrictions en termes de voyageant. Dans ce contexte, il est impératif que tous les acteurs qui peuvent avoir un impact positif sur la crise collaborent, soient agiles et s'assurent de faire le maximum afin que nous puissions traverser cette crise mondiale avec beaucoup d'humanité.

Dans la situation actuelle, nous croyons que la responsabilité du gouvernement du Canada est de rapatrier ses citoyens sains et saufs au pays. Cela étant dit, nous sommes consternés devant la montée du prix des vols, orchestrés par les compagnies aériennes partout au pays. Qu'on se le dise : les personnes qui ont à voyager ces jours-ci le font rarement par pur plaisir. La majorité d'entre elles ont une raison d'urgence qui les pousse à voyager malgré les recommandations claires des instances de santé publique : un parent qui rejoint sa famille, un décès, une personne malade...

Alors que nous mettons en place une panoplie de mesures pour nous protéger et nous assurer de notre bien-être collectif, nous dénonçons les hausses de prix des compagnies aériennes en cette période de crise et d'incertitude. Plus que jamais, il est temps de cesser de tirer profit du jeu de l'offre et de la demande au détriment des particuliers pour mettre la collectivité au premier plan. Déjà, les mesures mises en place exercent leur lot de pression financière sur les ménages, avec la fermeture des écoles et des garderies, les coupures d'emplois et l'arrêt de travail obligé faute de dispositifs permettant le télétravail. Nous réclamons donc que les compagnies aériennes fassent preuve d'éthique comme d'humanité et respectent les droits des voyageurs en cessant immédiatement de vendre des vols à des prix exorbitants.

Il est du devoir de chaque entreprise de revoir son rôle dans cette crise majeure et de reconsidérer toute manœuvre opportuniste. Dans les semaines à venir, les projecteurs seront braqués sur l'évolution de la crise, la fermeture des frontières et le rapatriement des citoyens dans leurs pays respectifs. L'occasion de jouer un rôle clé est là, il ne reste qu'à la saisir.

À PROPOS // Fondée en 2016, Vol En Retard Canada est la première entreprise au pays qui aide les voyageurs dont le vol a été retardé, annulé ou surservé à obtenir une compensation juste, en prenant en charge les démarches parfois longues et épineuses qui accompagnent ce désagrément. Volenretard.ca trouve aussi son origine dans la connaissance pointue de M. Charbonneau de l'industrie du transport aérien. La mission de la compagnie : Informer les consommateurs sur leurs droits, et aider les voyageurs lésés à obtenir une compensation juste de façon facile, rapide et sans risque. En trois ans, plusieurs dizaines de milliers de passagers ont fait confiance à Volenretard.ca.

(Signature)

Yanouk POIRIER,
Président du Conseil d'administration

(Signature)

Jacob CHARBONNEAU,
Président directeur général

Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 17, 2020 10:41 AM
To: Info
Subject: cancellation

Unfortunately since our trip to Canada has been cancelled for March 26th, and I bought seats on my flights going to Canada and returning to Boston I am requesting a credit of the purchase of the seats both ways as well as the cost to check luggage both ways the flight going to Canada

Z3R2KY-two passengers-two seats-one bag

The flight to Boston

L5F1NC-two passengers-two seats-one bag

These were paid with [REDACTED] credit card

Please let me know when to expect a credit

Thank you

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 17, 2020 10:29 AM
To: mail.customercare@airfranceklm.com
Cc: Info
Subject: Re: AIR FRANCE KLM SERVICE CLIENT: [REDACTED]

Cher Air France,

Je vous remercie pour votre courriel et votre négligence professionnel en ce qui concerne la situation courante

CheapOair/AirFrance

Le 3 Avril, je serai à l'aéroport de Montréal pour un vol qui sera annulé, par ce que il est interdit de voyages en Italie et autre pays concernant l'Europe. À ce moment nous allons faire appelé au autorité policier pour déposé une plaintes judiciaire qui sera acheminé au greffier [REDACTED] pour une enquête et autre. Tous ça aurais pue être évitée et de m offrir un bon de voyage d un ans.

Je suis désolé de vous informer que nous allons entamer les des marche judiciaire.

Salutations,

[REDACTED]
Sent from my iPhone

On Mar 17, 2020, at 10:07 AM, AIR France KLM <customercare@infos-airfrance.com> wrote:



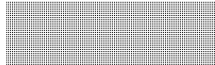
Je suis sincèrement navrée que vous soyez déçu de la réponse reçue du service Relations Clientèle concernant votre voyage du mois d'avril 2020 à destination de l'Italie.

Je regrette toutefois de devoir maintenir les termes de cette réponse et vous invite de nouveau à contacter Cheapoair.

Air France ne traite que les demandes concernant des billets achetés directement sur son site Internet ou auprès de ses services.

Je dois également vous mentionner que ce message constitue notre dernière communication concernant ce sujet et que notre position est finale.

Très cordialement,



Votre Assistante Service Clients Air France

Pour toute réponse ou pour le suivi de cette requête, merci d'utiliser la fonction « Répondre » de votre messagerie.

Cet e-mail et toute pièce jointe peuvent contenir du matériel confidentiel et privilégié destiné uniquement au destinataire. Si vous n'êtes pas le destinataire, vous êtes informé qu'aucune partie de cet e-mail ou de toute pièce jointe ne peut être divulguée, copiée ou distribuée, et que toute autre action liée à cet e-mail ou pièce jointe est strictement interdite et illégale. Air France, ses filiales et/ou ses employés ne seront en aucun cas responsables de la transmission incorrecte ou incomplète de cet e-mail ou de toute pièce jointe, ni responsable de tout retard dans la réception. Air France, société anonyme de droit français au capital de 126 748 775 euros, dont le siège social est situé 45 rue de Paris, 95747 Roissy CDG cedex, France, immatriculée au Registre du Commerce et des Sociétés de Bobigny sous le n° 420 495 178.



Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 17, 2020 9:21 AM
To: Info
Subject: Flighthub has scammed me out of my money
Attachments: Airline Chages Proof - Flight Changed.png; Airline Changes.png; Airline Changes 2.png

Hi,

I received your email from an online community and was hoping you could help me out.

[REDACTED] and I were scheduled to take [REDACTED] trip to Mauritius this week. Our flight were scheduled from Thursday March 19 leaving from Toronto and returning Friday March 27. We booked our tickets on February 12 and paid almost \$2500.

Due to everything happening with COVID-19 we were looking into our flight options. I checked our booking on Flighthub and there was a message saying that there was a change in our flight, but it didn't say what the change was. I twice requested Flighthub to call me back and let me know about the change but neither time did they call.

I finally got through to them after 3 hours on hold on their customer support line, and this is where the customer support rep [REDACTED] told me to one of the connecting flights was cancelled. I said no problem, please refund us our money. She told me that I need to cancel the flight myself. I asked why I would cancel the flight myself if that would charge me a cancellation fee. Because the connecting flights was cancelled, I should be refunded my money. She told me to disregard the cancellation fees and just to cancel the flight myself.

This went back and forth for a long time as she continuously repeated to disregard the cancellation charges. I knew she wanted me to cancel the flight myself so that they could take more money from me instead of doing the right thing and returning my money due to a cancelled flight.

Eventually I gave in and cancelled the flight while still on the line. I was promptly charged \$400 and she hung up on me. The refund to be credited to my account would only be \$1400 out of the \$2500 I paid. Therefore, they scammed \$1500 out of me.

I'm writing to you to see if there's any way I can get my money back. There are a lot of people claiming the same thing and a company like this should not be functioning if all they do is scam people out of money.

Please let me know if there is any way you can help me and what I can do on my end.

Much appreciated!

Regards,
[REDACTED]

s.19(1)

to Mauritius, Mauritius, (MRU)

Flight Number: [Redacted]

Reservation Number: [Redacted]

(Action required)

Print

Booked: February 12, 2020

Delta has made a change to your flight to Mauritius. This change affects your travel plans and requires your immediate attention. Please [click here](#) to view all your available options.

Check in with Delta | [Delta confirmation: MQ9955](#)

YYZ to Mauritius, Mauritius, (MRU)

1 Stop

| Class | Carrier | Flight Number | Origin | Destination | Duration |
|---------------------------|---------|---------------|------------------------------|------------------------------|----------|
| Y | DL | DL 700 | Toronto, ON (YYZ) Terminal 1 | Atlanta, GA (ATL) Terminal S | 1:45 |
| Y | DL | DL 700 | Atlanta, GA (ATL) Terminal S | Mauritius, Mauritius (MRU) | 11:45 |
| ORIGINAL ITINERARY | | | | | |
| Y | DL | DL 700 | Toronto, ON (YYZ) Terminal 1 | Atlanta, GA (ATL) Terminal S | 1:45 |
| Y | DL | DL 700 | Atlanta, GA (ATL) Terminal S | Mauritius, Mauritius (MRU) | 11:45 |

Check in with Lufthansa | [Delta confirmation: MQ9955](#)

Mauritius, (MRU) to Toronto, ON, (YYZ)

2 Stops

| Class | Carrier | Flight Number | Origin | Destination | Duration |
|---------------------------|---------|---------------|-------------------------------------|-------------------------------------|----------|
| Y | LH | LH 441 | Mauritius, Mauritius (MRU) | Frankfurt, Germany (FRA) Terminal 1 | 11:45 |
| Y | LH | LH 441 | Frankfurt, Germany (FRA) Terminal 1 | Atlanta, GA (ATL) Terminal S | 1:45 |
| Y | LH | LH 441 | Atlanta, GA (ATL) Terminal S | Toronto, ON (YYZ) Terminal 1 | 1:45 |
| ORIGINAL ITINERARY | | | | | |
| Y | LH | LH 441 | Mauritius, Mauritius (MRU) | Frankfurt, Germany (FRA) Terminal 1 | 11:45 |
| Y | LH | LH 441 | Frankfurt, Germany (FRA) Terminal 1 | Toronto, ON (YYZ) Terminal 1 | 11:45 |



The airline has made changes to your itinerary.

Unfortunately, the airline did not provide any online flight options for your itinerary.

We see that you have already requested a call back. We will contact you shortly!

Your Trip to Mauritius, Mauritius, (MRJ)

Flight Booking Number 119-753-201

Zone Confirmation Number 1878153

Booking Status Action Required

Booked: February 11, 2018



Swire has made a change to your flight to Mauritius. This change affects your travel plans and requires your immediate attention. Please [CLICK HERE](#) to view all your available options.



ITINERARY

Departure

Toronto, ON, (YTO) to Mauritius, (MRJ)

Check-in with Swire / Action Confirmation Required

| Class | Carrier | Flight | From | To | Status |
|-------|---------|--------|--------------------|--------------------|--------|
| Y | 3X | 801 | TORONTO, ON, (YTO) | MAURITIUS, (MRJ) | OK |
| Y | 3X | 802 | MAURITIUS, (MRJ) | TORONTO, ON, (YTO) | OK |

Check-in with Swire / Action Confirmation Required

Mauritius, Mauritius, (MRJ) to Toronto, ON, (YTO)

| Class | Carrier | Flight | From | To | Status |
|-------|---------|--------|--------------------|--------------------|--------|
| Y | 3X | 801 | TORONTO, ON, (YTO) | MAURITIUS, (MRJ) | OK |
| Y | 3X | 802 | MAURITIUS, (MRJ) | TORONTO, ON, (YTO) | OK |

Nadine Landry

From: Info
Sent: Tuesday, March 17, 2020 8:04 AM
To: [REDACTED]
Subject: RE: complaint case # 20-78376

Hi [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Sunday, March 15, 2020 6:41 AM
To: Info <Info@otc-cta.gc.ca>
Subject: complaint case # 20-78376

Hi

I put in a complaint on feb. 17 2020 but haven't heard anything back since. The experience I had with the trip I was trying to make from st. John's newfoundland to Kingston Ontario Took me from feb. 6 to feb. 8. Because of the experience I won't be travelling for a very Long time. Just would like to know someone was looking into this. Thank you

[REDACTED]

Nadine Landry

From: Info
Sent: Tuesday, March 17, 2020 7:57 AM
To: [REDACTED]
Subject: RE: Cancellation with Swoop

Hi [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

I would recommend you contact Swoop by phone to let them know about your issue.

Thanks,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

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

From: [REDACTED]
Sent: Sunday, March 15, 2020 6:05 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Cancellation with Swoop

Hi.
Hoping you can help. We are trying to cancel or flight coming up on Mar 23 to Florida from Hamilton on Swoop Airlines.
Reservation number is [REDACTED]
We have received the email from Swoop saying that cancelling is now possible but their link will not work as needed.
I have emailed them for resolution but no reply.
Please let me know if you can assist.
Thanks in advance.

[REDACTED]

Sent from my iPhone

Nadine Landry

From: [Redacted]
Sent: Tuesday, March 17, 2020 7:51 AM
To: Info
Subject: Cancelled flight

Hello,

Our flight was cancelled by WestJet in which we were to fly out on March 30th, however; there was an outbreak and all flights with this airline has been cancelled. Are we entitled to a full refund?

Thank you,

****Ontario Works Clients-Please ensure you provide your Member ID # each time that you send an email and reply to emails, this will help to authenticate and protect your identity and also avoid any delays-Thank you****



Community Access Division|Human Services|Region of Peel
7120 Hurontario Street, PO Box 3600 RPO Streetsville, Mississauga, ON L5M 5V2
Tel: (905) 793-9200 Ext. [Redacted] Fax: (905) 826-9801

MyBenefits - Access information about your case, report income, and change your address online. Register and access at Ontario.ca/MyBenefits

Social Assistance Customer Service Survey - Complete this short survey on your experience with Ontario Works www.ontario.ca/socialassistancesurvey

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Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 17, 2020 7:45 AM
To: media
Subject: Flight cancellations

Hello

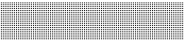
Why is Airtransat only offering credits for cancellation of end of March 2020 south vacations. Wouldn't this right now be considered " frustration of contract ". Doesn't seem right as from Halifax they only fly til may 5th of this year. What good does a credit that expires dec 2020 do ? Appreciate your insite or advise on this matter.

Regards [REDACTED] Stay healthy & safe

Get [Outlook for Android](#)

Nadine Landry

From: Simon Fecteau Labbé
Sent: Monday, March 16, 2020 2:29 PM
To: Info
Subject: Info



He would like info regarding Covid 9 and his passenger right. Can't hear his name.

Nadine Landry

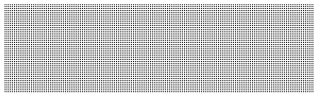
From: Simon Fecteau Labbé
Sent: Monday, March 16, 2020 2:24 PM
To: Info
Subject: Info



She would like info regarding Covid-19 and passenger rights.

Nadine Landry

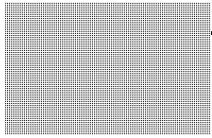
From: Simon Fecteau Labbé
Sent: Monday, March 16, 2020 2:17 PM
To: Info
Subject: Demande d'info



Deux annulations dans la même journée, pour le même vol.
Fort Lauderdale – Montreal.
Elle veut savoir à quoi elle peut s'attendre comme indemnisation

Nadine Landry

From: Simon Fecteau Labbé
Sent: Monday, March 16, 2020 2:13 PM
To: Info
Subject: Flight delay / missing baggage



called our media line

Barbados to Montreal – Flight delay / missing baggage

Would like to know her right / procedure to apply

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 12:16 PM
To: [REDACTED]
Subject: RE: cancellation question on multi flight

Hello,

Thanks for contacting the Canadian Transportation Agency.

Airlines must follow their terms and conditions of carriage in their domestic and international tariffs, and respect their obligations to passengers in the *Air Passenger Protection Regulations (APPR)*.

If you would like to file a complaint with the CTA regarding your flight disruption, you can do so here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : [Twitter](#) / [YouTube](#)

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: [Twitter](#) / [YouTube](#)

From: [REDACTED]
Sent: Saturday, March 14, 2020 9:56 PM
To: Info <Info@otc-cta.gc.ca>
Subject: cancellation question on multi flight

March 14, 2020

To whom it concerns

This is a list of the multi flight I booked through flightnetwork:

Mar 16 8:25 PM– Mtl – Brussels (SN 9552) Boeing 787-9

Mar 17 9:35 AM Brussels – Tel Aviv (SN 3289) Airbus A320

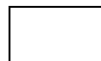
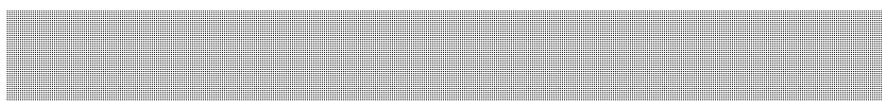
Apr 02- 4:05 PM Tel Aviv–Brussels SN 3290) Airbus A320

Apr02 9:20PM Brussels–Manchester(SN2183)AirbusA320

Apr 07-9:25AM Manchester-Newark(UA 80)Boeing 767-30

Apr 07 2:40PM Newark – Mtl (UA 3986) Embracer RJ145

Now on the 12 I received an email that the second flight Brussels to Tel Aviv was cancelled. I tried to get in touch with flightnetwork finally was told to send an email to skdchange@flightnetwork.com, but never received an answer. Therefore I had to cancel the whole trip, as to me, they broke their contract and could not deliver what they were suppose to. For the trip for 2 people I paid \$3100, now my refund is suppose to be \$2400, but they also charged me another \$800 for cancellation from them. My question is this normal, or do I place a complaint? Thank you in advance for your help.



Virus-free. www.avast.com

From: Info
Sent: Monday, March 16, 2020 12:12 PM
To: [REDACTED]
Subject: RE: Your Flight Disruption Claim [REDACTED] further information

Hello [REDACTED]

Thank you for contacting the Canadian Transportation Agency.

Passengers have new rights under the CTA's Air Passenger Protection Regulations when they travel by air. The regulations set out airlines' obligations to passengers in the following areas:

- Clear communication
- Denied boarding
- Tarmac delays
- Lost or damaged baggage
- Transportation of musical instruments.
- Flight delays and cancellations
- Seating of Children.

If you would like to file a complaint about your flight disruption with the CTA you can fill out our complaint form at <https://rppa-appr.ca/eng/file-air-travel-complaint>

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Saturday, March 14, 2020 10:36 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Fwd: Your Flight Disruption Claim [REDACTED] further information

Good afternoon.

I'm not sure if you can be of assistance, and I realise it's probably a busy time, but I've had no response to my 2 emails to Air Canada, since arriving back in Australia, a few weeks ago.

I've just looked on the Air Canada website and can't find an address you can actually email to get in contact with them.

There is an area that mentions your department as possibly being able to assist.

If so, could please look into this matter and advise if further information is required?

Thank you.

Regards,

[Redacted]

Sent from my iPad

Begin forwarded message:

From: [Redacted]
Date: 7 March 2020 at 11:56:36 am AEST
To: Customer Care <CustomerCare.serviceclient@aircanada.ca>
Subject: RE: Your Flight Disruption Claim [Redacted] - further information

Good morning.

I have had no response re the below, since sending it on 26/2/20.

Can you please advise or let me know, if you require further information.

Thank you.

Regards,

Mark C

Case number [Redacted]

Good afternoon, I arrived back home in Australia yesterday and am catching up on a few things, now I have time, including this matter.

Are you able to advise what the 'unforeseen maintenance' related to, please?

In the multiple emails I received from Air Canada on 14/2/20 advising of the continued delays, whilst we were sitting at Toronto Airport, some stated there were '*technical issue with aircraft systems*' and others stated '*this flight is delayed due to additional flight preparation time*'.

In addition to this, when we did eventually board, and prior to take off, the Captain mentioned something along the lines of *'having to rustle up a new crew'* etc, which further contributed to our delayed departure.

Not sure if there is any right of review or appeal re this but I wish to provide the following information, in support of this claim.

1. As you would be aware, the plane was originally scheduled to depart Toronto at 10:10am but, after the multiple delays/postponements, it didn't end up departing Toronto Airport until approximately 7:15pm. (This was after we arrived at the airport at about 7:30am, to ensure we were checked in etc, in plenty of time).
2. The main reason for our (myself and [REDACTED]) trip to Canada was to watch [REDACTED] (time) on 14/2/20. I booked our flight to Calgary to ensure plenty of time to allow this. The continued delays meant we didn't land in Calgary until closer to 9pm. So, we missed one of the very few opportunities to watch him, which was extremely disappointing for him and us.
3. The lateness of our flight also caused a number of issues relating to us being able to access our [REDACTED] accommodation in Calgary, which ultimately had to be cancelled, as a result. This left us out of pocket approximately \$111 due to fees associated with the late cancellation. We also had to fund the cost of alternative accommodation, for that night, at late notice. Again, this was a very frustrating end to what had already been a long and difficult day, to say the least.
4. This was the second incident with Air Canada in a week, resulting in a significant delay in arrival. As your records will show, we flew from Calgary to Toronto on 10/2/20 (I think it was AC 138?). After approximately 45 minutes in the air, we had to return to Calgary due to 2 'unknown' bags being detected on the flight, which had to be removed. We then sat on the tarmac for approximately 1 hour before we departed, again. This obviously delayed our arrival in Toronto, quite significantly. Again, I booked this flight to allow us plenty of time to arrive, get our bearings, catch the UP train to the city centre, walk from the train station to our hotel and get to the Raptors NBA game that night. However, the delayed arrival meant we had to rush to get to the stadium in time for tip

off. This was after urgently sourcing an Uber (an unforeseen expense) to locate and get us to locate our accommodation, where we had no time to change or shower; just basically check in and dump our bags. We then had to physically run the majority of the way to the Stadium. This impacted on our enjoyment of the full 'live' NBA experience. I had booked the flight with plenty of time to allow us to walk from the train station to our accommodation but this wasn't possible. I do certainly appreciate the safety of passengers and crew is the primary concern but the issues experienced on 10/2 and 14/2 impacted on us and the enjoyment of our holiday, as you can appreciate.

5. Whilst Air Canada staff at Toronto on 14/2 did their best to keep us updated re the delays, the information was not overly enlightening. Late in the day, one of the staff advised me we were entitled to \$20 each worth of meals to utilise at the Airport, as a result of the length of these delays but the eatery we went to would only allow \$15 each, due to the fact we were economy passengers. This was only a minor matter but didn't add to what was already a long and, ultimately, disappointing day.
6. The Air Canada staff member who was handing out the 'Long Delay and Flight Cancellation Notice' to advise us of our options, as we were eventually boarding said, 'you will be compensated for this'.

In conclusion, I wish to say I have utilised Air Canada on at least 3 occasions to fly from Australia to Canada (and return) as well as a trip to the USA from Vancouver without incident, especially anything like this.

The delay on 14/2/20, particularly, had a negative impact on our trip.

Forwarded for your consideration.

Thank you for your time and please advise if further information is required.

Sent from Mail for Windows 10

From: Customer Care
Sent: Friday, 21 February 2020 5:52 PM
To: [REDACTED]
Subject: Your Flight Disruption Claim, [REDACTED]

[Redacted]

We are in receipt of your claim under the *Air Passenger Protection Regulations* for flight 139 on 2020-02-14. We are sorry for the delay you experienced at arrival to your final destination.

In this instance, the compensation you are requesting does not apply because the delay was caused by a safety-related issue.

Specifically:

| | | |
|---|----------------|---|
| AC 36 BNE Brisbane Intl - YVR Vancouver Intl | 2020- 02-06 | |
| AC 202 YVR Vancouver Intl - YYC Calgary Intl | 2020- 02-06 | |
| AC 139 YYZ Toronto Pearson - YYC Calgary Intl | 2020- 02-14 | This flight was delayed due to unforeseen maintenance that does not include scheduled maintenance or mechanical problems identified during scheduled maintenance. |

We hope that we may have another opportunity to welcome you on board.

Your case number is:

[Redacted]

[Redacted]

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 12:10 PM
To: [REDACTED]
Subject: RE:

Hello,

Thanks for contacting the Canadian Transportation Agency.

If an airline cancels or delays flights to or from a **certain region because of a medical emergency** (such as a Public Health Emergency of International Concern declared by the World Health Organization) or a **related travel ban there**, this would generally be considered outside the airline's control.

If the airline cancels or delays flights to **nearby regions**, this may also be outside their control, for example, if the medical emergency was the primary reason for the disruption. However, if the airline's decision was primarily commercial or one made in its day-to-day operations, this could be considered within the airline's control. **Each situation would have to be assessed on its own merits.**

The Air Passenger Protection Regulations do not address airline obligations **if a passenger wishes to change or cancel their flight reservation**. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

Best,

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 info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
 Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
 info@otc-cta.gc.ca / Telephone 1-888-222-2592
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From: [REDACTED]
Sent: Saturday, March 14, 2020 10:34 PM
To: media <media@otc-cta.gc.ca>
Subject:

Can I get a refund with air Canada if the destination I am flying to does not allow air carriers to land due to the coronavirus outbreak. What are my options

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 12:04 PM
To: [REDACTED]
Subject: RE: Payment Dispute with TAP Airlines

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations does not address airline obligations **if a passenger wishes to change or cancel their flight reservation**. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

Best,

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From: [REDACTED]
Sent: Saturday, March 14, 2020 9:57 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Fwd: Payment Dispute with TAP Airlines

Good Evening

Given the recent developments, most airlines have been accommodating with rebooking travel. Unfortunately TAP airline is not one of them.

If you see TAPs Facebook page, many passengers such as myself are stuck in limbo, trying to find a solution to our cancelled bookings.

We request your help in providing some clarity and protection, as the airline itself is unable/unwilling to do so at this time.

I have contacted the airline, Portugal's Aviation Authority, my credit card company as well as your office.

Any assistance would be appreciated.

Thank you

[REDACTED]

Begin forwarded message:

From: [REDACTED]
Date: March 14, 2020 at 9:39:59 PM EDT
To: dre.pdc@anac.pt
Cc: reembolsosweb@tap.pt
Subject: **Fwd: Payment Dispute with TAP Airlines**

TAP Refund Request: [REDACTED]

Good Evening

[REDACTED] and I were booked on a flight tomorrow evening travelling from Toronto to Lisbon for a one week vacation. Attached to this email are details of our booking.

As you are probably aware the Canadian Government is not only discouraging Canadian from travelling abroad but is encouraging all Canadian abroad to return back to the country before they limit entry.

I have tried to contact TAP airlines for a credit or refund of our flight. Not only are they not responding to calls or emails, they have not provided any instruction on how they plan to handle this situation given that we are no longer able to fly.

I encourage you to please look into this matter, as there are many passengers such as myself that are in limbo due to TAP's non-action. Their stories can be found on TAP's official Facebook page.

I have taken the issue up with my bank to help secure the funds for this trip that had to be cancelled (email below). However I believe as a national carrier TAP should be held accountable to provide support for their customers and offer policies that are fair and transparent, especially considering the unique situation our nations our currently facing.

Thank you for your time. I look forward to your response.

[REDACTED]

Begin forwarded message:

From: [REDACTED]
Date: March 14, 2020 at 5:17:36 PM EDT
To: [REDACTED]
Subject: **Payment Dispute with TAP Airlines**

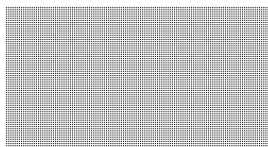
Hello

Thank you for taking my call today and looking into the situation. Attached are documents as requested.

I have attached our original tickets, ticket cancellation, email correspondence in regards to a refund/credit and social media message that are still unanswered at the time of this email.

I am also attaching a document illustrating the cancellation policies of other major airlines.

Please let me know if you need any further information.



5:07 ↗



TAP Air Portugal

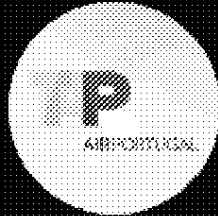
@tapairportug

Now that Can
against intern
you credit/ref
bookings?



5:07 ↗

◀ Search

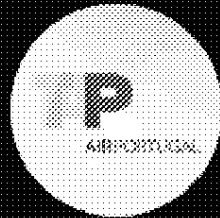


TAP Air Portugal

Thank you for your message.
Due to the high number of
messages, your contact was
replied as soon as possible.
Describe in detail how we can
help and let us know your
booking reference/ticket
number, if applicable.
the global escalation
Coronavirus (COVID-19)

5:07 ↗

◀ Search



TAP Air Portugal



TAP Air Portugal

Typically responds with

Travel Company

10:27 AM

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 11:58 AM
To: [REDACTED]
Subject: RE: Booking [REDACTED] Complaint

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations do not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website; <https://www.otc-cta.gc.ca/eng/air-carrier-tariffs-posted-websites>

If you feel the airline is not meeting its obligations, you may file a complaint with the CTA here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

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 Suivez-nous : Twitter / YouTube

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

From: [REDACTED]
Sent: Saturday, March 14, 2020 9:18 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Booking [REDACTED] Complaint

Hello.

I have a vacation booked with Sunwing from Winnipeg, Manitoba to Jamaica on March 23 (booked prior to declared Pandemic). I want my money back for this vacation and NOT a travel voucher. These are extenuating circumstances in light of COVID-19 and I'm not cancelling my trip for a "personal

reason". Sunwing can no longer honour my vacation itinerary. According to the Jamaican government, s.19(1) I would go into an automatic 14 day quarantine upon entry and I would no longer get to stay at my 'all-inclusive' resort which I have already paid for. I need my money back to provide for [REDACTED] during this time of pandemic. Schools are closed and social distancing along with travel avoidance is currently advised by the government. This is not my fault. I did not cause this pandemic. I should be entitled to my money back. I am not able to use this "travel voucher" in the allowable time frame given by Sunwing so I would automatically lose my money. There should be compassion for [REDACTED] that are now going to struggle financially by being forced to stay home due to school closures etc. I NEED that money back.

The travel vouchers are a scam. They can only be used in one transaction so even if I could use it within the time frame, I'd be suffering a loss. If my next vacation booking was for \$3000, then I automatically forfeit my remaining \$1400. I'm not ok with that. What's going to happen when you have 3000 people with travel vouchers that expire in one year? Prices will be so inflated that the vacation will cost more than the voucher and/or the planes will be so overbooked, we would not get what we paid for. Or the airline goes bankrupt and my voucher is void.

I paid for a service that I was expecting to get and it cannot be provided. I should be entitled to my money back. Sunwing also changed the flight from direct to now stopping in Toronto. I paid and booked for a direct flight; the only reason I chose Sunwing. I do not want to stop at multiple airports and I should be compensated for this change, regardless, so close to the departure date.

I shouldn't be forced to go on this trip because Sunwing will not refund my money. We shouldn't be forced to facilitate the spread of this infection. The virus is on an exponential rise and will continue to be. I should not be forced to accept a travel voucher for a cancellation of a trip that is not my fault. They can clean the plane all they want - their disinfectants and sanitizers will not prevent the infected people of Winnipeg from coughing on me.

I'm willing and ready to file a lawsuit. I want my money back. In my opinion, I consider this stealing and fraud by Sunwing. They can consider themselves lucky for the people who have accepted vouchers thus far. I'm not willing to take the risk. Sunwing knows that they cannot honour my vacation safely. That's not my fault. It should be my choice to book with Sunwing in the future if I want to. Isn't there a fiduciary responsibility when it comes to health and safety?? Should they not be acting in good faith in this respect?? All they have to do is refund my \$4400 to my credit card and turn the page on this. I do not want to fight, I want to focus on [REDACTED] at this difficult time. But I feel like I'm left with no choice. I need that money back and will do whatever I have to do.

Thank you for your time and I look forward to your response and guidance.

Please forward this email to the appropriate personnel to provide resolution.

[REDACTED]
Sent from my iPhone

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 11:54 AM
To: [REDACTED]
Subject: RE: Change of web cancellation

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations do not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website: <https://www.otc-cta.gc.ca/eng/air-carrier-tariffs-posted-websites>

If you feel the airline is not meeting its obligations, you can file a complaint here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

info@ Team

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Suivez-nous : Twitter / YouTube

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

From: [REDACTED]
Sent: Saturday, March 14, 2020 9:12 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Change of web cancellation

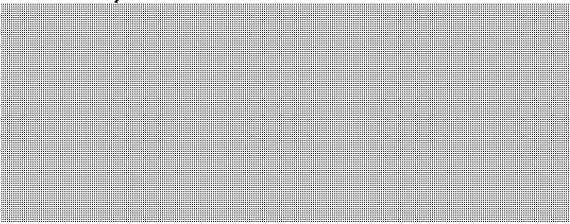
On March 14, 2020, I clicked the wrong button on the Air Canada website for cancelling a booking [REDACTED] Vancouver to Denver business class for 2. I clicked refund of the tax on a #2366.56 invoice paid, instead of the credit for the whole amount.

I immediately called customer service. After a 3 hour wait, I got through. I was informed that they could not change the web cancellation.

There is no way to contact them other than the phone number.

Can this be resolved? A mistake should be correctable if found within minutes, as I did.

Thank you.



Nadine Landry

From: Info
Sent: Monday, March 16, 2020 11:49 AM
To: [REDACTED]
Subject: RE: Air Transportation Refund Consultation

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations do not address airline obligations **if a passenger wishes to change or cancel their flight reservation**. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

Best,

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From: [REDACTED]
Sent: Saturday, March 14, 2020 6:34 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Air Transportation Refund Consultation

Dear Canadian Transportation Agency,

I am inquiring about information regarding airline ticket refunds and the rules and regulations regarding the events that are happening and how it has affected travel. I wanted to educate myself on what airlines are legally bound to comply with in regards to refunds for my particular situation.

I am [REDACTED] who planned to have a wedding in Batangas a city outside of Metro Manila. [REDACTED] booked flight from YVR to NAIA and were scheduled to leave Friday March 13th and arrive Sunday March 15th. On Thursday March 12th, we heard that the Philippine government will implement a lockdown to stop the spread of COVID-19 where people will be prohibited to leave and or enter Manila beginning March 15th - April 14th. In addition, they also mentioned that only those with Philippine passports will be allowed to enter Manila

which none of us have. This would've meant that we would've landed March 15th and been denied entry.

We tried to contact Philippine Airlines the same morning via phone but their lines were busy. We then decided to visit their ticketing office at YVR, and mentioned that we were not eligible for a refund regardless of the lockdown. The options we were given were:

1. Cancel with a \$300 fee to prevent a "no show" fee the day of the flight.
2. Rebooking with a \$300 fee at a later date.

Based on the scenario are there any regulations where the airlines should be providing a full refund without penalty?

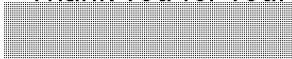
I looked into the CTA website and under the "Air Passenger Protection Regulations Highlights" the following was stated,

For disruptions other than those outside the airline's control, a passenger would be entitled to a refund instead of rebooking, if:

- the arrangements offered do not meet their travel needs; or
- there is no longer any purpose to the travel, because of the disruption.

However does this only apply to cancelled and or delayed flights?

Thank you for your time and I hope to hear back from you soon,



Nadine Landry

From: Info
Sent: Monday, March 16, 2020 11:46 AM
To: [REDACTED]
Subject: RE: SWOOP AIR CANCELLATION

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations does not address airline obligations **if a passenger wishes to change or cancel their flight reservation**. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

If you feel the airline is not meeting its obligations, you can file a complaint here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

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 Suivez-nous : Twitter / YouTube

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 info@otc-cta.gc.ca / Telephone 1-888-222-2592
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From: [REDACTED]
Sent: Saturday, March 14, 2020 6:27 PM
To: Info <Info@otc-cta.gc.ca>; Patty.Hajdu@parl.gc.ca
Subject: SWOOP AIR CANCELLATION

[REDACTED] has flights booked to fly from Winnipeg to Edmonton this Monday morning. As the government is urging the public to avoid travel we are cancelling the flights and staying home. All of the hotels we had booked have been very understanding offering full refunds. Swoop is telling us that they will not offer a refund unless the flight is more than 7 days away or is a new booking which does not make sense to me? Please let me know what if anything can be done. This makes it very difficult for people to do the right thing. It very much feels like this airline is going against the direction of the government and taking advantage of people. Our departing flight is WO509 and reservation code is [REDACTED]

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 11:37 AM
To: [REDACTED]
Subject: RE: unable to cancel booking with Air Canada

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations do not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

Best,

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 Suivez-nous : Twitter / YouTube

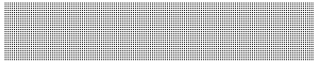
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 Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Saturday, March 14, 2020 4:30 PM
To: Info <Info@otc-cta.gc.ca>
Subject: unable to cancel booking with Air Canada

Dear Sirs

Following the advice to avoid unnecessary travel to foreign countries, [REDACTED] and I decided to cancel a booking with Air Canada. Since yesterday I am trying to cancel it, but the problem is, it has been impossible to contact Air Canada to do it. The flight was booked directly with Air Canada. When I tried to cancel calling 1-888-247-2262, I was told I should do it online. When I tried to do it online, I was told to call 1-888-247-2262! I even went to Vancouver International Airport in the hope of talking to someone from Air Canada, but I was informed by employees of the airline that nothing could be done at the airport, and that I should cancel online or by the phone. I tried again both ways with no success. I managed to send them a message through a "contact us" web page, but I did not receive even an automated response. The deadline for cancellation would be tomorrow, March 15, at 12:30 pm. Any suggestions how to proceed?

Best regards



Nadine Landry

From: Info
Sent: Monday, March 16, 2020 11:32 AM
To: [REDACTED]
Subject: RE: Complaint About WestJet and Flighthub

Hello,

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulation does not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

Best,

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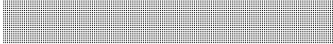
From: [REDACTED]
Sent: Saturday, March 14, 2020 3:31 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Complaint About WestJet and Flighthub

I have spent the last few days trying to cancel/reschedule my flight to Toronto from Victoria because of Covid. I cannot speak to anybody on the phone. The websites are not letting me cancel my flights and I am not getting any responses from the emails, Twitter DMs or chats online chat messages I have sent them. I am out \$700 on my flight because they don't have the infrastructure to help me honour their offer to give me a refund or exchange.

I am not flying in the midst of a global pandemic. Especially to a city is closing its services as a result of Covid. The fact that I would be penalized financially for not wanting to be exposed to Covid and to spread it around is extremely frustrating, especially given that WestJet sent out a statement that it would reimburse travellers.

Thank you for your help.

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 11:28 AM
To: Office des transports du Canada / Canadian Transportation Agency
Subject: 20-74375 Additional info/docs
Attachments: FW: Your Flight Disruption Claim 

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 11:22 AM
To: [REDACTED]
Subject: RE: Flight Cancellation Fees Not Refunded on Cancellation of 2 Airline Tickets with Air Canada

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations do not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

Best,

info@ Team
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From: [REDACTED]
Sent: Saturday, March 14, 2020 3:18 PM
To: media <media@otc-cta.gc.ca>
Subject: Flight Cancellation Fees Not Refunded on Cancellation of 2 Airline Tickets with Air Canada
Importance: High

Hi,

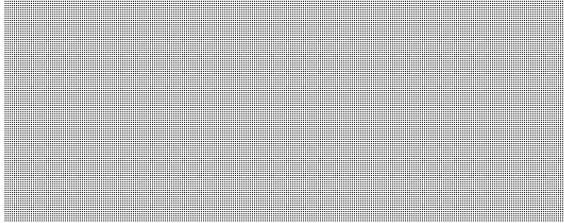
Hope you are doing well.

On Thursday, March 12th, We had to cancel our Air Canada Flights to the UK due to the Covid-19 virus. We decided not to put ourselves in harm's way by travelling during this pandemic. We cancelled our flights through Aeroplan and the refund from the flight taxes we had to pay to Air Canada shows that they are charging us a cancellation fee of \$300 each (for me and my husband) = \$600. This cancellation was made only because of the virus otherwise we would have gone on our trip. Is there any way that [REDACTED] could also get the \$600 cancellation fee back? We do intend rescheduling our flights later on in the year when it is once again safe to do so?

Anything you can do to help us would be very appreciated. Thank you.

I tried getting through to Air Canada but they are now allowing any call to be put on hold because of a very large number of calls they are experiencing so I really do not know how I will ever get through to try to speak to them about this money that we really cannot afford to be losing, especially since we will be re-booking later on. You would think that perhaps we could get a \$300 each credit voucher towards our next booking at least.

I look forward to your reply..



s.19(1)

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 11:09 AM
To: [REDACTED]
Subject: RE: Flight Delay on Sunwing Flight

Hello,

Thanks for contacting the Canadian Transportation Agency.

If you would like to file a complaint with the CTA, you can do so here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : [Twitter](#) / [YouTube](#)

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: [Twitter](#) / [YouTube](#)

From: [REDACTED]
Sent: Saturday, March 14, 2020 1:52 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Flight Delay on Sunwing Flight

On January 30, 2020 myself and my wife were delayed in Saskatoon for over 4 hours on a flight to Ixtapa Mexico.

We applied to Sunwing for compensation and just received a denial from Sunwing.

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 11:04 AM
To: [REDACTED]
Subject: RE: Refunds for cancelled vacations

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations do not address airline obligations **if a passenger wishes to change or cancel their flight reservation**. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

Best,

info@ Team
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info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Saturday, March 14, 2020 1:50 PM
To: media <media@otc-cta.gc.ca>
Subject: Refunds for cancelled vacations

Hi, I voluntarily cancelled my flights on Swoop and my vacation in response to the warnings regarding the spread of Covid19. Am I correct to assume from your statements that the airline has no obligation to refund me or offer me another date in the future to travel? I have not been able to contact Swoop but their policy clearly prevents any recourse for travellers whose vacation was to occur from Mar 13-21st. They have a system in place for travel beyond those dates. I booked and paid for my trip last August and am looking at a loss of \$3779. Could you please let me know if I have any recourse? Thanks [REDACTED]

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 11:00 AM
To: [REDACTED]
Subject: RE: Air flight to UK

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Please see here for information regarding travel advisories: <https://travel.gc.ca/travelling/health-safety/travel-health-notices/221>

For additional questions, please contact Travel Canada: <https://travel.gc.ca/assistance/questions>

Best,

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Suivez-nous : Twitter / YouTube

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Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Saturday, March 14, 2020 1:42 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Air flight to UK

[REDACTED] and I are booked on an Air Transat flight to the UK dated the 6th April 2020. We wish to cancel the flight because of Covid 19 issues and have been informed by Air Transat that if the Canadian government issues a risk 3 alert they will refund the full cost of the flight. Has the government yet issued a risk 3 alert and if not can you indicate what change of circumstances would be necessary for such alert to be issued.

Many thanks for your help, [REDACTED]

Sent from Mail for Windows 10

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 10:56 AM
To: [REDACTED]
Subject: RE: Flight

Hello,

Thanks for contacting the Canadian Transportation Agency.

Please contact Air Canada for your request: <https://www.aircanada.com/ca/fr/aco/home/fly/customer-support/refund-services.html>

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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From: [REDACTED]
Sent: Saturday, March 14, 2020 1:36 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Flight

Hi,
How can I cancel my flight to and from Switzerland March 16th
And return March 27th?
FLight#6820 air Canada
Swiss #86 zrh

[REDACTED]

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 10:52 AM
To: [REDACTED]
Subject: RE: Sunwing - COVID19 - Need your help!

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations do not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website; <https://www.otc-cta.gc.ca/eng/air-carrier-tariffs-posted-websites>

If you feel your airline is not meeting its obligations, you can file a complaint here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

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

From: [REDACTED]
Sent: Saturday, March 14, 2020 1:11 PM
To: media <media@otc-cta.gc.ca>
Subject: Sunwing - COVID19 - Need your help!

I booked a package on Jan 30,2020 for [REDACTED] and I from St.Johns NL to Cancun Mexico for March 20, 2020. In the events playing out this week in relations to Carona Virus the more apprehensive I was to taking this flight. On Thursday I contacted Allianz Travel Ins which is covered under my visa

that I used to book this package, I wanted to know if possible to cancel our package to Cancun and obtain a refund. The agent was very willing to cooperate and stated they are automatically opening claims for travellers in light of this weeks developments related to CaronaVirus. He opened a claim for me and sent me the forms to complete. Next step was to call Sunwing and cancel with them.

I spent another hour on hold with Sunwing, and then I got disconnected. I then called back and got the sales dept this lady put me back in the que. 40 mins later I finally get through, the lady advised no changes allowed did not matter about carona virus, I said oh really? Let's see what Transport Canada has to say about that. She put me on hold and came back to advise oh we just received an email and we are allowing changes but because your flight is next Friday You have to let us know by sat if you want to rebook, and that it has to be the same price as original booking and to call her back by Sat. I hung up and went to their website to check other dates and prices,I found a package for May 1st, 2020 same price (I had paid extra for ocean view and to upgrade our seat on the plane).

When I went to call them back (after Trump declared state of emergency and Canada advising not to travel) to rebook or cancel, their phone system was turned off, message said the customer you are calling is not valid or not available. I Continued trying calling all thurs and Friday may 13 same thing There phones turned off, could not get through. Also on their website the chat function was turned off.

Friday I finally found a Sunwing link on top of their webpage (barely visible) stating if you booked prior to March 4 they are offering free changes to the dep date and to click on the link to proceed which I did, I put in the new departure date of May 1, 2020 and I received a conf email. It asked for yiur contact info so they could contact you.

Since then I have received no contact fr them and I cannot get through to confirm my new departure date.

On their notice on line they also changed it starting on sat March 14 to say cancellations can be done but you will be rewarded in travel vouchers and there is a \$100 admin fee per person!! Again it offered changes and to click the link but now I noticed it says this link is not available.

All I want is someone to confirm my new travel dates . (My original flight is to depart this Friday.!) Their number today says they are experiencing high call volume and to call back later. I have been trying all day to no avail.

I am not confident about my flight date / pkg change and I am left on my own.

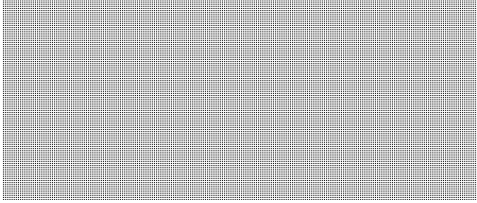
Added to this is the fact that SUNWING ONLY OFFERS SERVICE FROM ST JOHNS UP TO MAY!! So if I don't get this new flight eff May 1 I have no options, I cannot get refunded and I cannot travel after May with Sunwing.

We don't even know yet if COVID19 will be calmed down by May so I really hope someone can help me here.

s.19(1)

I spent \$3600 on this package! Please do not let Sunwing get away with this!

Thanks



Sent from my iPad

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 10:46 AM
To: [REDACTED]
Subject: RE: Flights out of Canada during Pandemic

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations do not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website; <https://www.otc-cta.gc.ca/eng/air-carrier-tariffs-posted-websites>

If you feel the airline is not meeting its obligations, you can file a complaint with the CTA here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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-----Original Message-----

From: [REDACTED]
Sent: Saturday, March 14, 2020 1:02 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Flights out of Canada during Pandemic

Hello,

We had a flight leaving from Canada to Las Vegas on March 13th at 12:20pm. Travel advisory wasn't issued until about twenty hours before flight. We then proceeded to try to get through to WestJet for the next four hours. When we were able to talk to them they said that we didn't cancel within the 72hr period. I said that the government didn't issue advisory until 4pm the day before. They refused to do anything about it and said we didn't qualify for a credit or transfer of dates. We proceeded to ask them what would happen if boarders were shut down and all we got was that they didn't have a protocol for that so she could say. When asked if there was anything that could recoup some kind of loss we were told to get on the flight or forfeit the money.

Before our flight happened the federal government announced their advisory as well. As responsible citizens who are also parents and children to seniors with health issues there is no way we could have done this.

Since the night of the 12th I've also been trying to reach them through the messenger app which was one of the ways they said was good to contact. It is now the 14th and no contact has been attempted by them.

Is there any recourse we can take through you in order to see if we could at least partially recoup some of our loss of \$2167.47 or transfer credit for a vacation at a different time? I feel that just because we were in the 24hr window should be a reason to not work with us on it and the people leaving four days later get accommodated to the fullest. Our insurance nor credit card does not cover this.

I can provide the messenger messages as well showing no contact.

If you need any more information please contact me at [REDACTED] or at this email address.

[REDACTED]

Sent from my iPhone

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 10:43 AM
To: [REDACTED]
Subject: RE: Flair airline

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations do not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website; <https://www.otc-cta.gc.ca/eng/air-carrier-tariffs-posted-websites>

If you feel the airline is not meeting its obligations you may file a complaint with the CTA:
<https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

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

From: [REDACTED]
Sent: Saturday, March 14, 2020 12:50 PM
To: media <media@otc-cta.gc.ca>
Subject: Flair airline

We are wanting to cancel our flights to Toronto , we are flying Flair Airlines. Our travel is none essential just pleasure. We are being asked to take measures to help not spread the Coronavirus from

our British Columbia government . Also I am a [REDACTED] Flair states on their web sight that we have to speak to a representative to change any flights . We cannot get a person on the phone there is no voice message and the phone call does not go through . They state all travel in Canada is fine only outside of Canada is there restrictions . Yet our government in [REDACTED] is asking us to not travel unless it is necessary . We would like our money back with out restrictions or the ability to travel with a credit for one year with no restrictions . I am a [REDACTED] [REDACTED] . If they put times of travel times when I am working I will not be able to use the ticket. Can you please help us . Our flight out us this Monday at 10:30 am. [REDACTED] and I are traveling . We have emailed them and got a electronic reply that does not really give us any answers to our flight being canceled and a credit or a unrestricted flying credit .

Thank you

Hoping to hear from you

[REDACTED]

Concerned citizens

Sent from my iPhone

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 10:38 AM
To: [REDACTED]
Subject: RE: flights

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations do not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website; <https://www.otc-cta.gc.ca/eng/air-carrier-tariffs-posted-websites>

Best,

info@ Team
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-----Original Message-----

From [REDACTED]
Sent: Saturday, March 14, 2020 12:25 PM
To: Info <Info@otc-cta.gc.ca>
Subject: flights

Good morning,

I am a bit confused by all that is going on with regard to flights and cancelling due to the corona virus and our rights as passengers.

I booked flights through Air Canada with [REDACTED] and have cancelled these. We were told that we must take a travel credit that is good only to December 31, 2020! I am not satisfied with this option but at the time of cancellation it was really my only option. Am I entitled to a full refund? Or must I take a travel credit I likely will not be able to use, given the current circumstances and the fact

s.19(1)

that [REDACTED] the two weeks I booked was for spring break travel. I don't have any other options until [REDACTED] What would you advise?

Thank you for your help,

[REDACTED]

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 10:33 AM
To: [REDACTED]
Subject: RE: Air France / Cheapoair wrongful business practices

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency

If an airline cancels or delays flights to or from a certain region because of a medical emergency (such as a Public Health Emergency of International Concern declared by the World Health Organization) or a related travel ban there, this would generally be considered outside the airline's control; <https://rppa-appr.ca/eng/obligations-and-level-control>

If the airline cancels or delays flights to nearby regions, this may also be outside their control, for example, if the medical emergency was the primary reason for the disruption. However, if the airline's decision was primarily commercial or one made in its day-to-day operations, this could be considered within the airline's control; <https://rppa-appr.ca/eng/obligations-and-level-control>. Each situation would have to be assessed on its own merits.

The Air Passenger Protection Regulations does not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website; <https://www.otc-cta.gc.ca/eng/air-carrier-tariffs-posted-websites>

If you feel the airline is not meeting its obligation, you can file a complaint with the CTA: <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

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

From: [REDACTED]

Sent: Saturday, March 14, 2020 10:57 AM

To: media <media@otc-cta.gc.ca>

Cc: [REDACTED]

Subject: Air France / Cheapoair wrongful business practices

Dear committee,

I have been man struggling with Ai France and Cheapoair a authorized agency of Air France. Since the travel ban in Italy due to corona virus affected countries, we were promised to delay our ticket of one year , or refunds .. None of this is happening.. Both parties are misleading us with no clear answer. I have paid à air fare ticket to fly to Rome back February 22nd. Delays, unanswered question of concerns and all kind of lies which make no sense. There are travel advisory for Italy and many other countries across Europe and the world.

I was suppose to attend to [REDACTED] All was postponed due to Italy shutting down the country.

[REDACTED]

Sent from my iPhone

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 10:30 AM
To: [REDACTED]
Subject: RE: Westjet - Flight # WS2652 & 2653 BookingVGAZUG

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website; <https://www.otc-cta.gc.ca/eng/air-carrier-tariffs-posted-websites>. The Air Passenger Protection Regulations do not address airline obligations if a passenger wishes to change or cancel their flight reservation.

I would recommend continuing to contact WestJet as they have authority over this matter.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
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-----Original Message-----

From: [REDACTED]
Sent: Saturday, March 14, 2020 12:20 PM
To: Info <Info@otc-cta.gc.ca>
Cc: [REDACTED]
Subject: Westjet - Flight # WS2652 & 2653 Booking [REDACTED]

Hi OTC,

I have been trying to reach Westjet since the Canadian Advisory to not travel to cancel my flight. Westjet advice they are waving cancellation fees but they are not reachable.

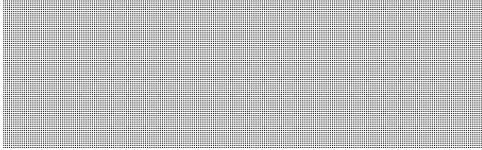
s.19(1)

They do not let me cancel on line, have not called back my number as promised on the automated call return (905)767-5354, or answer the supplied telephone as wait suggested even if you get an answer. Most times the number comes customer not available.

I have trying to cancel since way before the 24 hour prior cancel dead line.

What do you do now? They tell you on line not to go to the airport.

Can you help?



Sent from my iPad

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 10:19 AM
To: [REDACTED]
Subject: RE: Credit for cancelling flight to Mexico

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website; <https://www.otc-cta.gc.ca/eng/air-carrier-tariffs-posted-websites> The Air Passenger Protection Regulations do not address airline obligations if a passenger wishes to change or cancel their flight reservation.

Best,

info@ Team
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-----Original Message-----

From: [REDACTED]
Sent: Saturday, March 14, 2020 10:06 AM
To: media <media@otc-cta.gc.ca>
Subject: Credit for cancelling flight to Mexico

To Whom It May Concern,

Unfortunately due to the ban on non essential travel to international countries, I had to cancel a trip to Mexico for [REDACTED]. Despite arriving at the airport prior to the 24 hours of departure time, swoop was unwilling to assist in changing the reservation to a later date and was also unwilling to credit my account. Given I was following government orders, it was my expectation that Swoop would be made to compensate. I was not wishing for a refund and would be pleased with some credit (even if it's not the whole amount) to assist with my finances.

s.19(1)

I'm wondering if it would be helpful to discuss this issue through the media.
Thank you for your understanding and willingness to assist,



Nadine Landry

From: Info
Sent: Monday, March 16, 2020 10:04 AM
To: [REDACTED]
Subject: RE: Message sent to United airlines which cancelled our flight and did not sent us anything.

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Unfortunately, our regulations and jurisdiction apply to flights to, from and within Canada.

I would recommend you contact the U.S. Transportation Authority here:
<https://www.transportation.gov/airconsumer/fly-rights>

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
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-----Original Message-----

From: [REDACTED]
Sent: Saturday, March 14, 2020 12:17 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Message sent to United airlines which cancelled our flight and did not sent us anything.

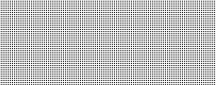
Hello,

This is a copy/paste from a message i sent to Unted airlines, with who we booked a two-way flight in last November to Bangkok. They recently cancelled our flight back from Tokyo to San Francisco, and from San Francisco to Montreal. We want to know what we can do, if we are gonna get our money back, will we be able to change our flight or book another one, etc... Can you help us?????

s.19(1)

« We had a complete flight from bangkok (BKK) to Montreal (YUL), with a stop at Tokyo and San Francisco, but we can not see our flight information from Tokyo to San Francisco, and we didnt receive any information concerning the cancelling of the flight. I already sent an email to the customer care but without answers, i would really like some help here. Are we gonna get our money back for this flight? Is it really cancelled? Can we book another flight without paying? How does this work? We booked in last november so i don't really understand why you did not contact us for a cancellation.... answer me as fast as possible please. »

Thank you for answering as fast as possible regarding the problems of the virus. We are safe, but would like to get home eventually.



Nadine Landry

From: Info
Sent: Monday, March 16, 2020 9:51 AM
To: [REDACTED]
Subject: RE: Swoop Airline

Hello,

Thanks for contacting the Canadian Transportation Agency.

If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their [tariff](#) and the fare rules on their website. The Air Passenger Protection Regulations do not address airline obligations if a passenger wishes to change or cancel their flight reservation.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

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From: [REDACTED]
Sent: Friday, March 13, 2020 11:18 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Swoop Airline

We are on a flight March 17,2020. We cannot change the flight because it is less than 7 days. Our flight is to Las Vegas. The MGM hotel in Vegas is telling us there is a travel ban and has no problem cancelling our rooms. Swoop will not cancel the flight or allow us to change to a later date. Also if we go on this trip we will not be able to return to work for 14 days. This means no wages for 14 days. All other airlines are allowing cancellation with refund or no fee to change the date.

Everyone using Swoop needs your help.

Please help.

Get [Outlook for Android](#)

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 9:45 AM
To: [REDACTED]
Subject: RE: Status

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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info@otc-cta.gc.ca / Telephone 1-888-222-2592
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-----Original Message-----

From: [REDACTED]
Sent: Friday, March 13, 2020 11:11 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Status

Just wondering why my case is taking so long, hoping for a status update. Case number 20-75900

Thanks!

Sent from my iPhone

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 9:36 AM
To: [REDACTED]
Subject: RE: Airline cancellation issue

Hello,

Thanks for contacting the Canadian Transportation Agency.

If a passenger wishes to cancel or change their own flight reservation because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website; <https://www.otc-cta.gc.ca/eng/air-carrier-tariffs-posted-websites>. The Air Passenger Protection Regulations does not address airline obligations if a passenger wishes to change or cancel their flight reservation.

If you feel the airline is not meeting its obligations, you may file a complaint with the CTA: <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

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

From: [REDACTED]
Sent: Friday, March 13, 2020 10:38 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Airline cancellation issue

Good morning

[REDACTED] and I currently have a flight on an swoop airline for March 15. Today on March 13 we received a email to avoid all nonessential travel outside of Canada until further notice.

We've tried to call, email and message this company to cancel but unable to Get a hold of anyone.

I understand due to this global epidemic it would be hard to reach everyone in time. My complaint is the lack online options to cancel flight or to get a hold of anyone. We have bought cancellation insurance but one of the policies is to get a hold of the airline to cancel, which were unable.

Can you give me some recommendations on what I should be doing next?

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 9:32 AM
To: [REDACTED]
Subject: RE: I need to cancel tickets due to COVID-19

Hello,

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations does not address airline obligations **if a passenger wishes to change or cancel their flight reservation**. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

Best,

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From: [REDACTED]
Sent: Friday, March 13, 2020 10:31 PM
To: Info <Info@otc-cta.gc.ca>
Subject: I need to cancel tickets due to COVID-19

I bought airlines tickets to fly to Managua, Nicaragua om March-17-2020. [REDACTED] got scare with the news about this Corona Virus and the news that El Salvador (one of the countries in our itinerary) closed its airport. I had been trying to contact the company that sold me the tickets Expedia.CA in order to try to make arrangements to get a refund or to change the date of our flight. I tried to contact them by phone but it is impossible as they answer to have technical difficulties and recommend their website to contact them.

In their website I have two options, cancel or change the tickets, both options implied a fee, which I'm not sure exactly how much it is as I have to paid the fee for each leg of my trip, since I have three legs: Ottawa-Toronto, Toronto-El Salvador and El Salvador-Nicaragua the cancelation fee would be almost half of the value of the tickets.

As I am cancelling the trip due to this special circumstance (The virus COVID-19) I would like to now if I have any option to get a refund.

Could you tell me which options I have. My trip is scheduled for Tuesday (in three days). And it is impossible to contact a company agent.

Thanks,

Sent from Mail for Windows 10

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 9:28 AM
To: [REDACTED]
Subject: RE: Status on case 20-74522

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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From: [REDACTED]
Sent: Friday, March 13, 2020 8:34 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Status on case 20-74522

My case #20-74522, has shown the same status for about two months. Can you let me know what is needed to move it along?

Thanks,

[REDACTED]

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 9:25 AM
To: [REDACTED]
Subject: RE: Swoop Airlines and Covid 19

Hello,

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations does not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website; <https://www.otc-cta.gc.ca/eng/air-carrier-tariffs-posted-websites>

If you feel the airline is not meeting its obligations, you may file a complaint with the CTA:
<https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

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

From: [REDACTED]
Sent: Friday, March 13, 2020 8:09 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Re: Swoop Airlines and Covid 19

Can you please advise now that Canada is saying no “non essential travel” if Swoop should be made to give us a credit to change our dates or reimburse ?? This was through Expedia travel and we should be getting some help!! They are passing this off like it’s NO BIG deal

Sent from my iPhone

> On Mar 12, 2020, at 11:01 AM, [REDACTED] wrote:

>

> Good day,

>

> I read an article on Westjet and Air Canada's stance on cancelling and refunding during this WHO pandemic, but don't see anything in SWOOP other than their strict non cancellation policy. Their lines are busy and impossible to get through.

>

> Shouldn't Swoop, abide by their written tariff agreement, and refund or give people a credit to rebook up to 1 year based on this global crisis?? Clearly this is something out of their control ?

>

> I have an Edmonton to Las Vegas flight booked for April 1-5th. I don't feel it's right nor enjoyable to follow through on non essential travel right now. My company is telling us not to take non essential travel.

>

> Can you please provide insight and course of action?? Will swoop have to follow their parent company, WestJet's standing on this crisis?

>

> Looking forward to a timely reply. Regards,

>

[REDACTED]

> Sent from my iPhone

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 9:18 AM
To: [REDACTED]
Subject: RE: Sunwing flight compensation

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Passengers have new rights under the CTA's Air Passenger Protection Regulations when they travel by air. The regulations set out airlines' obligations to passengers in the following areas:

- Clear communication
- Denied boarding
- Tarmac delays
- Lost or damaged baggage
- Transportation of musical instruments.
- Flight delays and cancellations
- Seating of Children.

If you would like to file a complaint about your flight delay with the CTA you can fill out our complaint form at <https://rppa-appr.ca/eng/file-air-travel-complaint>

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

Best,

info@ Team

Office des transports du Canada / Gouvernement du Canada

info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575

Suivez-nous : [Twitter](#) / [YouTube](#)

Canadian Transportation Agency / Government of Canada

info@otc-cta.gc.ca / Telephone 1-888-222-2592

Follow us: [Twitter](#) / [YouTube](#)

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

From: [REDACTED]
Sent: Friday, March 13, 2020 7:06 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Sunwing flight compensation

Hello my name is [REDACTED]
[REDACTED] and [REDACTED] that we were travelling with were denied compensation from Sunwing from a flight that was delayed 12 hours in Cuba. Sunwing claims it was due to poor weather conditions but this is very untrue. I was wondering if someone from your agency would be able to assist me in this matter. I appreciate any help you may be able to give.
Thank you so much

[REDACTED]

Sent from my iPhone

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 9:14 AM
To: [REDACTED]
Subject: RE: Covid-19

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations does not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website; <https://www.otc-cta.gc.ca/eng/air-carrier-tariffs-posted-websites>

Best,

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Suivez-nous : Twitter / YouTube

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

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

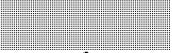
From: [REDACTED]
Sent: Friday, March 13, 2020 6:25 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Covid-19

I am sparking for clarification regarding travelling during Covid-19 travel advisories. I live [REDACTED] and have a flight booked with Swoop from [REDACTED] to Mexico P.V. I cannot reach anyone from Swoop and am still trying. We want to follow the advisory but feel we should get a refund or voucher for when travel is safe.

We do not feel like we should have to pay extra rebooking fees as the only reason we are not going is because we respect the health authority.

s.19(1)

Can Swoop insist we fly despite the advisory, and tell us we will loose our money or make us pay more for flight changes. Please help clarify. Thanks.



Sent from my iPad

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 9:02 AM
To: [REDACTED]
Subject: RE: Swoop Airlines

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline and check their tariff and the fare rules on their website. The Air Passenger Protection Regulations does not address airline obligations if a passenger wishes to change or cancel their flight reservation.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Friday, March 13, 2020 5:13 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Swoop Airlines

Good afternoon. Recently I had booked a flight to go for [REDACTED] in Las Vegas April 17-20. Due to recent health and travel concerns with the Covid-19 Pandemic I have become concerned with this little trip. I am worried about contracting, spreading, or even being stuck in a foreign country if international travel is shut down. Is there a way around this? Pay a cancellation fee of some kind? I am very sorry to bother you with this. But calling Swoop results in hours of being on hold with no resolution.

[REDACTED]

Thank You.

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 8:57 AM
To: [REDACTED]
Subject: L'Office des transports du Canada

Bonjour [REDACTED]

Merci d'avoir contacté l'Office des transports du Canada.

Nous avons reçu votre plainte et vos documents. **Votre numéro de cas est le 20-81313.**

Vous pouvez vérifier l'état de votre plainte en ligne.

Veillez noter que, depuis l'entrée en vigueur du Règlement sur la protection des passagers aériens, nous observons une augmentation importante du nombre de plaintes déposées, ce qui entraîne un retard dans le traitement de celles-ci. Vous serez contacté une fois votre plainte attribuée à un de nos officiers. Nous nous excusons pour le retard.

Cordialement,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 8:40 AM
To: [REDACTED]
Subject: Canadian Transportation Agency - Follow-up

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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info@otc-cta.gc.ca / Telephone 1-888-222-2592
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Nadine Landry

From: Info
Sent: Monday, March 16, 2020 8:35 AM
To: [REDACTED]
Subject: RE: Swoop

Hello,

Thanks for contacting the Canadian Transportation Agency.

If an airline cancels or delays flights to or from a certain region because of a medical emergency (such as a Public Health Emergency of International Concern declared by the World Health Organization) or a related travel ban there, this would generally be considered outside the airline's control;
<https://rppa-appr.ca/eng/obligations-and-level-control>

If the airline cancels or delays flights to nearby regions, this may also be outside their control;
<https://rppa-appr.ca/eng/obligations-and-level-control>, for example, if the medical emergency was the primary reason for the disruption. However, if the airline's decision was primarily commercial or one made in its day-to-day operations, this could be considered within the airline's control. Each situation would have to be assessed on its own merits.

The APPR does not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website;
<https://www.otc-cta.gc.ca/eng/air-carrier-tariffs-posted-websites>

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

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

From: [REDACTED]

Sent: Friday, March 13, 2020 4:39 PM

To: Info <Info@otc-cta.gc.ca>

Subject: Swoop

Is there anything being done about Swoop Airlines lack of action on the Coronavirus Pandemic?

Sent from my iPhone

Nadine Landry

From: Info
Sent: Monday, March 16, 2020 8:31 AM
To: [REDACTED]
Subject: RE: Canceled flight to the Philippines

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website. The Air Passenger Protection Regulations does not address airline obligations if a passenger wishes to change or cancel their flight reservation.

Best,

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info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Friday, March 13, 2020 3:52 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Canceled flight to the Philippines

Hello

[REDACTED] booked a flight on Philippine airlines departing Vancouver on March 22, 2020. It was done through a [REDACTED]. The flight can not be rebooked with any airlines until after April 22, 2020 with that date not being guaranteed. My understanding is that [REDACTED] have 48 hours to rebook.

Further the travel agent says [REDACTED] will have a one time only chance to rebook, [REDACTED] has a couple of days only to come up with a new date or the trip will be canceled with no refund and an additional charge of \$300.00 for the cancelation.

I have read the Canadian Transportation Agency regulations and this seems to be a clear violation.

Please Help

[REDACTED]

Nadine Landry

From: Contact <contact@canadiannorth.com>
Sent: Monday, March 16, 2020 6:58 AM
To: [REDACTED] customercare@flighthub.com
Cc: Info; Refunds Email
Subject: RE: Trip Cancellation: Unable to travel COVID-19// MPLJMY

Good Morning,

Thank you for your email.

Your booking has now been cancelled.

Please note, the value of your unused tickets will be valid for 1 year from date of issue. Please retain your ticket numbers, and call 1800 267 1247 when you are ready to rebook.

Thank you,

Canadian North

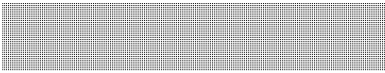


From: [REDACTED]
Sent: Sunday, March 15, 2020 8:50 PM
To: customercare@flighthub.com
Cc: info@otc-cta.gc.ca; Refunds Email <refunds@canadiannorth.com>; Contact <contact@canadiannorth.com>
Subject: FW: Trip Cancellation: Unable to travel COVID-19

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I have been unable to cancel this flight (listed below) as suggested on your web site. I have also been disconnected numerous times from your 1-800 number after trying for the last 12 hours. I can understand that these are unprecedented times. I would only request some confirmation that you have cancelled my flight. I will continue to try phoning as the website is ineffective and it is less than 72 hours until the scheduled flight.

Canadian North Air will not address the booking as I have booked it through your site. I remain patiently optimistic. Thank-you



Sent from Mail for Windows 10

From: [Redacted]
Sent: October 19, 2019 4:41 PM
To: trip@tripcase.com
Subject: Fwd: Your trip confirmation and receipt

Begin forwarded message:

From: "Flighthub.com" <noreply@flighthub.com>
Subject: Your trip confirmation and receipt
Date: October 12, 2019 at 7:56:56 PM PDT
To: [Redacted]
Reply-To: "Flighthub.com" <noreply@flighthub.com>



Pack your bags. We'll take care of the rest!

You're all set! To view or print your boarding pass, go to your airline's website and enter your confirmation number (below). You can check-in for your flight 24 hours ahead of departure.

FlightHub Booking Number: [Redacted]
Canadian North Confirmation Number: [Redacted]
Canadian North Confirmation Number: [Redacted]

With Flighthub, you're in control of your booking!

Flighthub is the only place where you can fully manage your booking online and at your convenience. Fine-tune the details of your trip without spending hours on hold. Access your booking online and

➤ Check status of your booking

- Change your flights
- Print or email your receipts
- Get baggage information
- Select seats
- Cancel Flight

Manage my Booking

Still Need Help?

Check out our extensive [support section](#) to answer your questions.

YOUR ITINERARY

Departure

Ottawa, ON (YOW) to Iqaluit, NU (YFB)

Nonstop

Canadian North
Flight 101

7:15am Thu. Mar 19 Ottawa, ON (YOW)

10:25am Thu. Mar 19 Iqaluit, NU (YFB)

Total Trip Time: 3h 10m

[Baggage Information](#)

Return

Iqaluit, NU (YFB) to Ottawa, ON (YOW)

Nonstop

Canadian North
Flight 102

11:45am Mon. Mar 23 Iqaluit, NU (YFB)

2:50pm Mon. Mar 23 Ottawa, ON (YOW)

Total Trip Time: 3h 5m

[Baggage Information](#)

IMPORTANT FLIGHT INFORMATION

Tickets are refundable with a penalty fee. Tickets are non-transferable and name changes are not allowed.

Fare Rules and Restrictions:

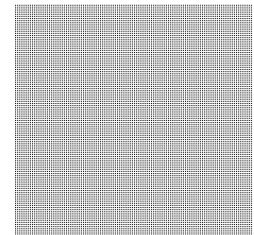
- Pay a fee to change itinerary.
- Pay a fee for cancellation.

Visit [Canadian North](#) for additional information about bags and restrictions.

Visit and review our [cancellation policies](#) for additional information.

PRICE SUMMARY

Base Fare
 Taxes & Agency Fees
Total Price (per person)
Grand Total:



Please note: Your credit card may be billed in multiple charges totaling the final price. All prices are in CAD.

BAGGAGE INFORMATION



Carry on:
1st checked bag:
2nd checked bag:
Additional information:

Included for free
 Included for free
[View Policy](#)
[View Policy](#)



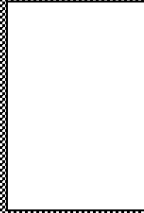
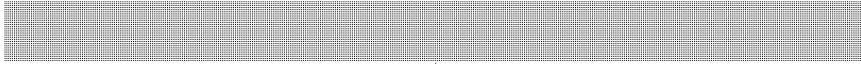
Carry on:
1st checked bag:
2nd checked bag:
Additional information:

Included for free
 Included for free
[View Policy](#)
[View Policy](#)

TRAVELERS

Name

E-ticket



Need a place to stay?

Sit back and relax. We'll give you a list of the best hotels in Iqaluit - no matter your budget! Big comfort. Better prices. You'll feel right at home.

Find a hotel



Get great deals on car rentals

Convenience is key, especially in a new destination. Rent a great car and explore on your own terms, all without breaking the bank.

Rent a car

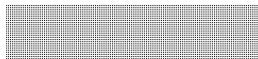
AIRLINE INFORMATION



Canadian North

[Check-in](#) [Baggage Policy](#) [Contact](#)

SELECTED SEATS



YOW to YFB

YFB to YOW

ADDITIONAL INFORMATION

FARE POLICIES, RULES AND RESTRICTIONS

Please read the complete rules for changes, cancellations and refunds (refer to [Fare Rules](#) and our [terms & conditions](#)). Routing and date changes are subject to airline rules and our fees, should these changes be allowed by the airline. Name changes are not permitted. Taxes and fees are included in the total ticket cost. Prices may not include baggage fees or other fees charges directly by the airline.

BAGGAGE RULES AND FEES

Additional baggage fees may apply. For more details, click here: [Baggage and Carry-On Fees](#). Since the baggage fees may change, we recommend that you contact the airline you are traveling on for the latest information regarding airline specific baggage rules, requirement and fees.

SEATS

If you have requested a seat to be assigned, we will send your request to the airline. Airlines may or may not be able to confirm your request. At times, airlines may not be able to assign specific seats or seats sitting together. Occasionally, seats can be assigned only at the check-in counter at the airport.

[About Us](#) • [Privacy Policy](#) • [Terms & Conditions](#)



Nadine Landry

From: [REDACTED]
Sent: Sunday, March 15, 2020 6:05 PM
To: Info
Subject: Cancellation with Swoop

Hi.

Hoping you can help. We are trying to cancel or flight coming up on Mar 23 to Florida from Hamilton on Swoop Airlines.

Reservation number is [REDACTED]

We have received the email from Swoop saying that cancelling is now possible but their link will not work as needed.

I have emailed them for resolution but no reply.

Please let me know if you can assist.

Thanks in advance.

[REDACTED]

Sent from my iPhone

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 14, 2020 10:36 PM
To: Info
Subject: Fwd: Your Flight Disruption Claim [REDACTED] further information

Good afternoon.

I'm not sure if you can be of assistance, and I realise it's probably a busy time, but I've had no response to my 2 emails to Air Canada, since arriving back [REDACTED] a few weeks ago.

I've just looked on the Air Canada website and can't find an address you can actually email to get in contact with them.

There is an area that mentions your department as possibly being able to assist.

If so, could please look into this matter and advise if further information is required?

Thank you.

Regards,

[REDACTED]

Sent from my iPad

Begin forwarded message:

From: [REDACTED]
Date: 7 March 2020 at 11:56:36 am AEST
To: Customer Care <CustomerCare.serviceclient@aircanada.ca>
Subject: RE: Your Flight Disruption Claim [REDACTED] - further information

Good morning.

I have had no response re the below, since sending it on 26/2/20.

Can you please advise or let me know, if you require further information.

Thank you.

Regards,

[REDACTED]

Case number [REDACTED]

Good afternoon, I arrived back home [REDACTED] yesterday and am catching up on a few things, now I have time, including this matter.

Are you able to advise what the 'unforeseen maintenance' related to, please?

In the multiple emails I received from Air Canada on 14/2/20 advising of the continued delays, whilst we were sitting at Toronto Airport, some stated there were *'technical issue with aircraft systems'* and others stated *'this flight is delayed due to additional flight preparation time'*.

In addition to this, when we did eventually board, and prior to take off, the Captain mentioned something along the lines of *'having to rustle up a new crew'* etc, which further contributed to our delayed departure.

Not sure if there is any right of review or appeal re this but I wish to provide the following information, in support of this claim.

1. As you would be aware, the plane was originally scheduled to depart Toronto at 10:10am but, after the multiple delays/postponements, it didn't end up departing Toronto Airport until approximately 7:15pm. (This was after we arrived at the airport at about 7:30am, to ensure we were checked in etc, in plenty of time).
2. The main reason for our (myself and [REDACTED] trip to Canada was to [REDACTED] on 14/2/20. I booked our flight to Calgary to ensure plenty of time to allow this. The continued delays meant we didn't land in Calgary until closer to 9pm. So, we missed one of the very few opportunities to watch [REDACTED] which was extremely disappointing for [REDACTED] and us.
3. The lateness of our flight also caused a number of issues relating to us being able to access our [REDACTED] accommodation in Calgary, which ultimately had to be cancelled, as a result. This left us out of pocket approximately \$111 due to fees associated with the late cancellation. We also had to fund the cost of alternative accommodation, for that night, at late notice. Again, this was a very frustrating end to what had already been a long and difficult day, to say the least.
4. This was the second incident with Air Canada in a week, resulting in a significant delay in arrival. As your records will show, we flew from Calgary to Toronto on 10/2/20 (I think it was AC 138?). After approximately 45 minutes in the air, we had to return to Calgary due to 2 'unknown' bags being detected on the flight, which had to be removed. We then sat on the tarmac for approximately 1 hour before

we departed, again. This obviously delayed our arrival in Toronto, quite significantly. Again, I booked this flight to allow us plenty of time to arrive, get our bearings, catch the UP train to the city centre, walk from the train station to our hotel and get to [REDACTED] that night. However, the delayed arrival meant we had to rush to get to the stadium in time for tip off. This was after urgently sourcing an Uber (an unforeseen expense) to locate and get us to locate our accommodation, where we had no time to change or shower; just basically check in and dump our bags. We then had to physically run the majority of the way to [REDACTED]. This impacted on our enjoyment of the full [REDACTED] experience. I had booked the flight with plenty of time to allow us to walk from the train station to our accommodation but this wasn't possible. I do certainly appreciate the safety of passengers and crew is the primary concern but the issues experienced on 10/2 and 14/2 impacted on us and the enjoyment of our holiday, as you can appreciate.

5. Whilst Air Canada staff at Toronto on 14/2 did their best to keep us updated re the delays, the information was not overly enlightening. Late in the day, one of the staff advised me we were entitled to \$20 each worth of meals to utilise at the Airport, as a result of the length of these delays but the eatery we went to would only allow \$15 each, due to the fact we were economy passengers. This was only a minor matter but didn't add to what was already a long and, ultimately, disappointing day.
6. The Air Canada staff member who was handing out the 'Long Delay and Flight Cancellation Notice' to advise us of our options, as we were eventually boarding said, 'you will be compensated for this'.

In conclusion, I wish to say I have utilised Air Canada on at least 3 occasions to fly from Australia to Canada (and return) as well as a trip to [REDACTED] from [REDACTED] without incident, especially anything like this.

The delay on 14/2/20, particularly, had a negative impact on our trip.

Forwarded for your consideration.

Thank you for your time and please advise if further information is required.

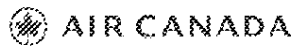
Sent from [Mail](#) for Windows 10

From: [Customer Care](#)

Sent: Friday, 21 February 2020 5:52 PM

To: [REDACTED]

Subject: Your Flight Disruption Claim [REDACTED]



We are in receipt of your claim under the *Air Passenger Protection Regulations* for flight 139 on 2020-02-14. We are sorry for the delay you experienced at arrival to your final destination.

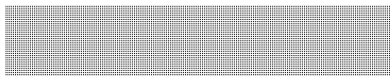
In this instance, the compensation you are requesting does not apply because the delay was caused by a safety-related issue.

Specifically:

| | | |
|---|----------------|---|
| AC 36 BNE Brisbane Intl - YVR Vancouver Intl | 2020- 02-06 | |
| AC 202 YVR Vancouver Intl - YYC Calgary Intl | 2020- 02-06 | |
| AC 139 YYZ Toronto Pearson - YYC Calgary Intl | 2020- 02-14 | This flight was delayed due to unforeseen maintenance that does not include scheduled maintenance or mechanical problems identified during scheduled maintenance. |

We hope that we may have another opportunity to welcome you on board.

Your case number is:



Nadine Landry

From: [REDACTED]
Sent: Saturday, March 14, 2020 10:34 PM
To: media

Can I get a refund with air Canada if the destination I am flying to does not allow air carriers to land due to the coronavirus outbreak. What are my options

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 14, 2020 9:57 PM
To: Info
Subject: Fwd: Payment Dispute with TAP Airlines
Attachments: ATT00001.htm; ATT00002.htm; ATT00003.htm; TAP Air Portugal.pdf; ATT00004.htm; Gmail - TAP Refund [REDACTED].pdf; ATT00005.htm; Gmail - Cancellation Confirmation Email All Pax.pdf; ATT00006.htm; Airlines Cancellation Policies.pdf; ATT00007.htm

Good Evening

Given the recent developments, most airlines have been accommodating with rebooking travel. Unfortunately TAP airline is not one of them.

If you see TAPs Facebook page, many passengers such as myself are stuck in limbo, trying to find a solution to our cancelled bookings.

We request your help in providing some clarity and protection, as the airline itself is unable/unwilling to do so at this time.

I have contacted the airline, Portugal's Aviation Authority, my credit card company as well as your office.

Any assistance would be appreciated.

Thank you

Begin forwarded message:

From: [REDACTED]
Date: March 14, 2020 at 9:39:59 PM EDT
To: dre.pdc@anac.pt
Cc: reembolsosweb@tap.pt
Subject: Fwd: Payment Dispute with TAP Airlines

TAP Refund Request: [REDACTED]

Good Evening

[REDACTED] and I were booked on a flight tomorrow evening travelling from Toronto to Lisbon for a one week vacation. Attached to this email are details of our booking.

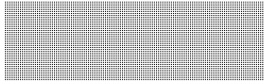
As you are probably aware the Canadian Government is not only discouraging Canadian from travelling abroad but is encouraging all Canadian abroad to return back to the country before they limit entry.

I have tried to contact TAP airlines for a credit or refund of our flight. Not only are they not responding to calls or emails, they have not provided any instruction on how they plan to handle this situation given that we are no longer able to fly.

I encourage you to please look into this matter, as there are many passengers such as myself that are in limbo due to TAP's non-action. Their stories can be found on TAP's official Facebook page.

I have taken the issue up with my bank to help secure the funds for this trip that had to be cancelled (email below). However I believe as a national carrier TAP should be held accountable to provide support for their customers and offer policies that are fair and transparent, especially considering the unique situation our nations our currently facing.

Thank you for your time. I look forward to your response.



Begin forwarded message:

From: [Redacted]
Date: March 14, 2020 at 5:17:36 PM EDT
To: Bmo.chargeback@bmo.com
Subject: Payment Dispute with TAP Airlines

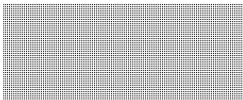
Hello

Thank you for taking my call today and looking into the situation. Attached are documents as requested.

I have attached our original tickets, ticket cancellation, email correspondence in regards to a refund/credit and social media message that are still unanswered at the time of this email.

I am also attaching a document illustrating the cancellation policies of other major airlines.

Please let me know if you need any further information.



5:07 ↗



TAP Air Portugal

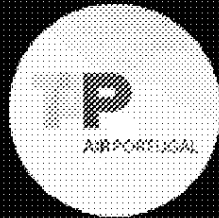
@tapairportugal

Now that Canada
against internat
you credit/refun
bookings?



5:07 ↖

◀ Search

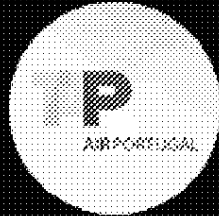


TAP Air Portugal

Thank you for your message.
Due to the high number of messages, your contact was replied as soon as possible.
Describe in detail how we can help and let us know your booking reference/ticket number, if applicable. Since the global escalation of Coronavirus (COVID-19)

5:07 ↗

◀ Search



TAP Air Portugal



TAP Air Portu

Typically responds within

Travel Company

10:27 AM

s.19(1)



Faisal Malik <faisalmalik@gmail.com>

TAP Refund

00000000

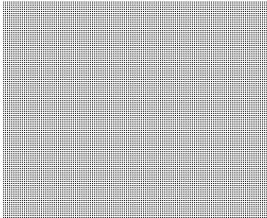
Mon, Mar 2, 2020 at 11:03 AM

To: reembolsosweb@tap.pt

Hello

[redacted] and I booked a trip to Lisbon and Azores for March 16. Given the presence of coronavirus in Portugal, we would like to cancel this booking and receive a complete refund.

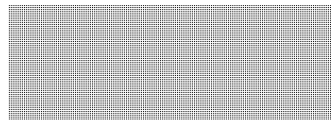
The ticket numbers are as follows:



Please find the link confirming the two coronavirus cases in Portugal here: <https://www.reuters.com/article/us-health-coronavirus-portugal-idUSKBN20P1BB>

Can you please advise on this refund can be processed.

Thank you



Reembolsos WebFlyTAP <reembolsosweb@tap.pt>

Tue, Mar 3, 2020 at 7:17 AM

To: [redacted]
Cc: Reembolsos WebFlyTAP <reembolsosweb@tap.pt>

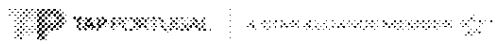
Good morning,

There is no authorization for full refund, it will be authorized taking into account the rule of the tariff purchased.

Best regards

s.19(1)

Revenue Accounting| Refund Department



A nossa Tap é TOP!

flytap.com | victoria.flytap.com

A TAP dedica uma newsletter aos seus Clientes com as promoções e ofertas exclusivas. Subcreva-a aqui

[Quoted text hidden]

Tue, Mar 3, 2020 at 7:46 AM

To: Reembolsos WebFlyTAP <reembolsosweb@tap.pt>

Sorry can you please explain what I mean. I do not understand. Thank you

On Mar 3, 2020, at 7:17 AM, Reembolsos WebFlyTAP <reembolsosweb@tap.pt> wrote:

Good morning,

There is no authorization for full refund, it will be authorized taking into account the rule of the tariff purchased.

Best regards

Revenue Accounting| Refund Department

<image009.png>

<image010.png>

flytap.com_ | victoria.flytap.com

s.19(1)

<image011.png>

<image012.png>

<image013.png>

<image014.png>

<image015.png>

<image016.png>

A TAP dedica uma newsletter aos seus Clientes com as promoções e ofertas exclusivas. Subscryva-a [aqui](#)

[Quoted text hidden]

Thu, Mar 12, 2020 at 9:24 PM

To: Reembolsos WebFlyTAP <reembolsosweb@tap.pt>

Hello

Given the pandemic situation could we receive credit for our tickets for a future flight?

Also my daughter had surgery and we have a physicians note stating she cannot travel. We would really like to postpone this trip to a later day.

Your help would be appreciated.

On Mar 3, 2020, at 7:17 AM, Reembolsos WebFlyTAP <reembolsosweb@tap.pt> wrote:

Good morning,

There is no authorization for full refund, it will be authorized taking into account the rule of the tariff purchased.

Best regards

Revenue Accounting| Refund Department

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flytap.com_ | victoria.flytap.com

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<image016.png>

A TAP dedica uma newsletter aos seus Clientes com as promoções e ofertas exclusivas. **Subscreva-a aqui**

[Quoted text hidden]



s.19(1)

Poojai Malik <falsatymalik@gmail.com>

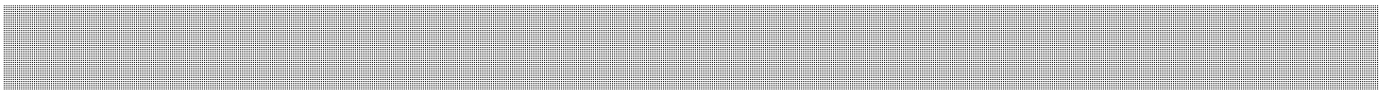
Cancellation Confirmation Email All Pax

Transacted

TAP AIR PORTUGAL - Manage Your Booking <no-reply@flytap.com>

Sat, Mar 14, 2020 at 10:33 AM

To: [REDACTED]





s.19(1)





You have cancelled this booking:

Sun, 15 Mar


23:40  **23:45** ⁺⁵ 117h 5m TP 262
 YYZ PDL 1 stops


Sun, 22 Mar


06:40  **22:10** 18h 30m TP 1864
 PDL YYZ 1 stops

This booking has been cancelled for all passengers. You will no longer be able to access any details of this booking. If you have not requested a refund yet, you can still do it here.

Thanks for preferring TAP Air Portugal

This is an automated message. Please, don't reply. If you wish to contact TAP, use our communication channels.

A STAR ALLIANCE MEMBER 

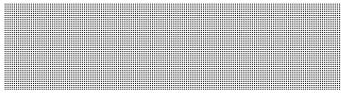
Follow us:



Faisal Malik <faisalymalik@gmail.com>

Sat, Mar 14, 2020 at 10:36 AM

To: [Redacted]



s.19(1)


Begin forwarded message:

From: TAP AIR PORTUGAL - Manage Your Booking <no-reply@flytap.com>
Subject: Cancellation Confirmation Email All Pax
Date: March 14, 2020 at 10:33:48 AM EDT
To: [Redacted]




You have cancelled this booking:

Sun, 15 Mar

 **23:40** —●→ **23:45** + 117h 5m TP 262
 YYZ 5 PDL 1 stops

Sun, 22 Mar

 **06:40** —●→ **22:10** 18h 30m TP 1864
 PDL YYZ 1 stops

This booking has been cancelled for all passengers.

You will no longer be able to access any details of this booking.

If you have not requested a refund yet, you can still do it here.

Thanks for preferring TAP Air Portugal

This is an automated message. Please, don't reply. If you wish to contact TAP, use our communication channels.

[Quoted text hidden]

Source: <https://globalnews.ca/news/6673597/cancelling-vacation-coronavirus/>

Air Canada

If you purchased your ticket before March 4, you can change your booking free of charge if it's for travel before April 30. The changed travel date has to be completed by Dec. 31, 2020.

Westjet:

For existing bookings booked before March 3, there's a \$0 fee for change or cancellation if the trip is for March or April 2020. Cancellations will be returned through travel credit.

Air Transat:

Air Transat states on its website that they will allow you to change any reservation made before March 4, 2020, without charge, for reservations scheduled until April 30, 2020. Those changes need to be made at least three days in advance.

Sunwing:

For those who booked before March 4 and didn't purchase cancellation insurance, a one-time change can be made if you're scheduled to travel before April 30, 2020.

Delta Airlines:

Travel before May 31, 2020, in Europe and Asia is eligible for a one-time change without fees. New travel has to be booked before Dec. 31, 2020. Different terms apply depending on where in Europe or Asia your travel was booked.

American Airlines

Change fees will be waived for anyone who purchased tickets before March 1, 2020, for travel through April 30. Customers have until Dec. 31, 2020, to rebook their flights

Air France:

For any flights booked before March 31, you have until May 31, 2020, to postpone the trip without change fees. But a new trip can't begin any later than May 31.

British Airways

Bookings made between March 3 and March 31, 2020, can be changed to the same destination without penalties. During that same time period, you can change your

destination and receive a travel voucher towards a future flight that takes place one year or less after the date of your original flight.

United Airlines:

All change fees have been waived for flights booked before March 2 for travel dates between March 9 through April 30, 2020. Cancellations may depend on the type of ticket you bought.

Emirates:

Fees will be waved for bookings made on or before March 31, 2020. Rebooking or refunds for customers impacted by flight cancellations have some options including travel vouchers

Lufthansa:

Tickets that were issued before March 5, 2020, with a travel date up to April 30, 2020, can be rebooked for free. Travel can be rebooked up until Dec. 31, 2020

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 14, 2020 9:18 PM
To: Info
Subject: Booking # [REDACTED] Complaint

Hello.

I have a vacation booked with Sunwing from Winnipeg, Manitoba to Jamaica on March 23 (booked prior to declared Pandemic). I want my money back for this vacation and NOT a travel voucher. These are extenuating circumstances in light of COVID-19 and I'm not cancelling my trip for a "personal reason". Sunwing can no longer honour my vacation itinerary. According to the Jamaican government, I would go into an automatic 14 day quarantine upon entry and I would no longer get to stay at my 'all-inclusive' resort which I have already paid for. I need my money back to provide for [REDACTED] during this time of pandemic. [REDACTED] are closed and social distancing along with travel avoidance is currently advised by the government. This is not my fault. I did not cause this pandemic. I should be entitled to my money back. I am not able to use this "travel voucher" in the allowable time frame given by Sunwing so I would automatically lose my money. There should be compassion for families that are now going to struggle financially by being forced to stay home due to [REDACTED] closures etc. I NEED that money back.

The travel vouchers are a scam. They can only be used in one transaction so even if I could use it within the time frame, I'd be suffering a loss. If my next vacation booking was for \$3000, then I automatically forfeit my remaining \$1400. I'm not ok with that. What's going to happen when you have 3000 people with travel vouchers that expire in one year? Prices will be so inflated that the vacation will cost more than the voucher and/or the planes will be so overbooked, we would not get what we paid for. Or the airline goes bankrupt and my voucher is void.

I paid for a service that I was expecting to get and it cannot be provided. I should be entitled to my money back. Sunwing also changed the flight from direct to now stopping in Toronto. I paid and booked for a direct flight; the only reason I chose Sunwing. I do not want to stop at multiple airports and I should be compensated for this change, regardless, so close to the departure date.

I shouldn't be forced to go on this trip because Sunwing will not refund my money. We shouldn't be forced to facilitate the spread of this infection. The virus is on an exponential rise and will continue to be. I should not be forced to accept a travel voucher for a cancellation of a trip that is not my fault. They can clean the plane all they want - their disinfectants and sanitizers will not prevent the infected people [REDACTED] from coughing on me.

I'm willing and ready to file a lawsuit. I want my money back. In my opinion, I consider this stealing and fraud by Sunwing. They can consider themselves lucky for the people who have accepted vouchers thus far. I'm not willing to take the risk. Sunwing knows that they cannot honour my

vacation safely. That's not my fault. It should be my choice to book with Sunwing in the future if I want to. Isn't there a fiduciary responsibility when it comes to health and safety?? Should they not be acting in good faith in this respect?? All they have to do is refund my \$4400 to my credit card and turn the page on this. I do not want to fight, I want to focus on [REDACTED] at this difficult time. But I feel like I'm left with no choice. I need that money back and will do whatever I have to do.

Thank you for your time and I look forward to your response and guidance.

Please forward this email to the appropriate personnel to provide resolution.

[REDACTED]

Sent from my iPhone

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 14, 2020 9:12 PM
To: Info
Subject: Change of web cancellation

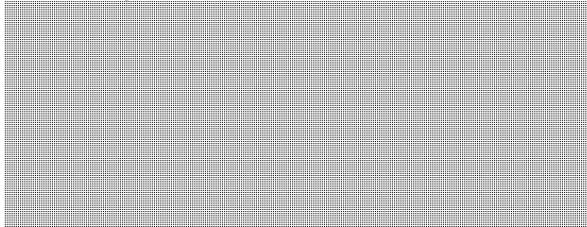
On March 14, 2020, I clicked the wrong button on the Air Canada website for cancelling a booking [REDACTED] Vancouver to Denver business class for 2. I clicked refund of the tax on a #2366.56 invoice paid, instead of the credit for the whole amount.

I immediately called customer service. After a 3 hour wait, I got through. I was informed that they could not change the web cancellation.

There is no way to contact them other than the phone number.

Can this be resolved? A mistake should be correctable if found within minutes, as I did.

Thank you.



Nadine Landry

From: [REDACTED]
Sent: Saturday, March 14, 2020 7:21 PM
To: 'Expedia e-tickets'; Info
Cc: [REDACTED]
Subject: FW: Expedia.ca - travel documents for your vacation attached/ Expedia.ca- documents de voyage ci-joints pour vos vacances

Attention Expedia,

I have included the Canadian Transportation Agency in this email exchange to provide me protection and to verify that I have all efforts to contact Expedia to cancel my vacation within the time window specified by WestJet Vacations.

Booking number [REDACTED]
Reservation code [REDACTED]

Regards,

[REDACTED]

From: [REDACTED]
Sent: Saturday, March 14, 2020 8:01 AM
To: 'Expedia e-tickets' <ppvedocs@tehtfs.com>
Cc: [REDACTED]
Subject: RE: Expedia.ca - travel documents for your vacation attached/ Expedia.ca- documents de voyage ci-joints pour vos vacances

I have called over 40 times over the past 3 days to advise you that I need to cancel my trip. I either can't get through, or the person I talk to tells me to call back in a few hours when they can actually help me.

I am writing this email to serve as notice that I have tried to contact you within the airline's cancellation window.

Thank you,

[REDACTED]

From: Expedia e-tickets <ppvedocs@tehtfs.com>
Sent: Saturday, February 29, 2020 6:30 AM
To: [REDACTED]
Subject: Expedia.ca - travel documents for your vacation attached/ Expedia.ca- documents de voyage ci-joints pour vos vacances

Le texte en français figure ci-dessous.

Dear Expedia.ca customer,

Please verify and print your e-documents for your upcoming trip. Please refer to the attached documents for

information on baggage allowance, passport or visa requirements, and airline contact information. If you have any questions or concerns, please contact Expedia.ca at **1-866-370-5911** within 24 hours of receipt.

Viewing and printing your e-documents.

Your e-documents are attached as a PDF file, simply open and print the attached PDF attachment. You will need Adobe Reader. For a free download go to: <http://get.adobe.com/reader/>

You will need to present the e-documents along with all necessary travel documents when checking-in at the airline counter.

Thank You for choosing Expedia.ca! Enjoy your trip!

The Expedia.ca team

Cher client d'Expedia.ca,

Veillez vérifier les documents électroniques pour votre prochain voyage et les imprimer. Veuillez consulter les documents ci-joints pour les informations sur la franchise de bagages enregistrés, les exigences en matière de passeports et de visas, et les coordonnées de la compagnie aérienne. Si vous avez des questions ou préoccupations quelconques, veuillez communiquer avec Expedia.ca au **1 866 370-5911** dans les 24 heures suivant la réception de cette lettre.

Affichage et impression de vos documents électroniques.

Vos documents ci-joints sont de format PDF, vous pouvez les ouvrir et les imprimer. Adobe Reader doit cependant être installé sur votre appareil. Vous pouvez le télécharger gratuitement à partir du site :<http://get.adobe.com/reader/>

Vous devrez présenter vos documents électroniques ainsi que tous les documents de voyage requis pour vous enregistrer au comptoir de la compagnie aérienne.

Merci d'avoir choisi Expedia.ca! Savourez chaque instant de votre voyage!

L'Équipe Expedia.ca

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 14, 2020 6:34 PM
To: Info
Subject: Air Transportation Refund Consultation

Dear Canadian Transportation Agency,

I am inquiring about information regarding airline ticket refunds and the rules and regulations regarding the events that are happening and how it has affected travel. I wanted to educate myself on what airlines are legally bound to comply with in regards to refunds for my particular situation.

I am [REDACTED] who planned to [REDACTED] Manila. [REDACTED] [REDACTED] booked flight from YVR to NAIA and were scheduled to leave Friday March 13th and arrive Sunday March 15th. On Thursday March 12th, we heard that the Philippine government will implement a lockdown to stop the spread of COVID-19 where people will be prohibited to leave and or enter Manila beginning March 15th - April 14th. In addition, they also mentioned that only those with [REDACTED] will be allowed to enter Manila which non of us have. This would've meant that we would've landed March 15th and been denied entry.

We tried to contact Philippine Airlines the same morning via phone but their lines were busy. We then decided to visit their ticketing office at YVR, and mentioned that we were not eligible for a refund regardless of the lockdown. The options we were given were:

1. Cancel with a \$300 fee to prevent a "no show" fee the day of the flight.
2. Rebooking with a \$300 fee at a later date.

Based on the scenario are there any regulations where the airlines should be providing a full refund without penalty?

I looked into the CTA website and under the "Air Passenger Protection Regulations Highlights" the following was stated,

For disruptions other than those outside the airline's control, a passenger would be entitled to a refund instead of rebooking, if:

- the arrangements offered do not meet their travel needs; or
- there is no longer any purpose to the travel, because of the disruption.

However does this only apply to cancelled and or delayed flights?

Thank you for your time and I hope to hear back from you soon,

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 14, 2020 6:27 PM
To: Info; Patty.Hajdu@parl.gc.ca
Subject: SWOOP AIR CANCELLATION

[REDACTED] has flights booked to fly from Winnipeg to Edmonton this Monday morning. As the government is urging the public to avoid travel we are cancelling the flights and staying home. All of the hotels we had booked have been very understanding offering full refunds. Swoop is telling us that they will not offer a refund unless the flight is more than 7 days away or is a new booking which does not make sense to me? Please let me know what if anything can be done. This makes it very difficult for people to do the right thing. It very much feels like this airline is going against the direction of the government and taking advantage of people. Our departing flight is WO509 and reservation code is [REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 14, 2020 5:04 PM
To: Budgetair.CA
Cc: Info
Subject: Fwd: Online Question regarding [REDACTED] Cancelling

RE: URGENT COVID-19-RELATED CANCELLATION REQUEST for Flight Tickets for MARCH 16, 2020 AND OTHER DATES for My March 16-21, 2020 New York Trip

Hi [REDACTED]

Further to my emails to BudgetAir, **please phone me at 604-868-9688 in BC, Canada** as I tried phoning your company's phone #s (1-647-699-7955 and 31 20 206 1983, 31 23 5176375) numerous times in the past 2 days with no-one answering the phone lines - extremely frustrating and detrimental as I need to have my tickets cancelled right away and am unable to speak to anyone about them. The airlines have a 24-hour-before-departure requirement for cancelling airline tickets so I can get full refund.

Regards,
[REDACTED]

----- Forwarded message -----

From: [REDACTED]
Date: Sat, Mar 14, 2020 at 1:51 PM
Subject: Re: Online Question regarding [REDACTED] - Cancelling
To: Budgetair.CA <info@budgetair.ca>

URGENT -CANCEL MARCH 16 2FLIGHT TICKETS - 6TH REQUEST - URGENT, URGENT, URGENT CANCELLATION REQUEST - Booking # [REDACTED]

Hi [REDACTED]

Following up on the twitter you sent me today and I am forwarding my **emails I have sent to BudgetAir to go ahead and cancel all the flight tickets for my New York Trip March 16-21 (Booking # [REDACTED])** and received replies from BudgetAir but tickets are not cancelled yet.. Please advise ASAP this afternoon on progress with flight ticket cancellation and why I cannot reach you by phone. As I mentioned in earlier email, I had talked to WestJet earlier this morning and ticket should be fully refundable. **Both WestJet and Alaska Airlines have COVID-19 new policy on their websites stating NO-CHARGE FOR CANCELLATIONS/CHANGES FOR FLIGHT TICKETS.**

Regards,
[REDACTED]

On Sat, Mar 14, 2020 at 1:33 PM [REDACTED] wrote:
6TH REQUEST - URGENT, URGENT, URGENT CANCELLATION REQUEST for March 16 flight tickets and email I sent you confirming your Mar 13, 2020 request to me to confirm that I still want to go ahead with cancellation of all flight tickets for my March 16-21, 2020 New York Trip.

s.19(1)

Please, please let me know that you have cancelled and will cancel my flight tickets today.

On Fri, Mar 13, 2020 at 8:01 PM Budgetair.CA <info@budgetair.ca> wrote:

Dear [REDACTED]

I have checked the policy of the airline. Unfortunately, they do not allow a full refund on your flight. If you would like to cancel now, we need to follow the airline flight conditions.

In your case, canceling your flight will cost:

Unfortunately, the conditions of the airline which are applicable to your booking show us 'non-refundable' in case of cancellation. This means that there will not be any value left on your booking when proceeding with the cancellation.

As the policy of the airline (with regards to their view on the full refund) might change over time, we advise you to wait. The costs for cancellation will remain the same, as long as you cancel your flight one week before departure.

If you want to proceed with the cancellation, please respond to this e-mail and clearly state which passengers you'd like to cancel.

If your departure is within 4 days, please contact us by phone if you would like to proceed with the cancellation.

Kind regards,
BudgetAir Customer Service

Sweedal



On Sat, 14 Mar at 8:22 AM , [REDACTED] wrote:

----- Forwarded message -----

From [REDACTED]
Date: Fri, Mar 13, 2020 at 7:48 PM
Subject: Re: Please re-confirm request
To: Budgetair.CA <info@budgetair.ca>

URGENT CANCELLATION - 3RD REQUEST - FLIGHT LEAVING IN 24 HOURS ON
MAR. 16

This is written request to you to CANCEL my return flight to New York, USA (Mar. 16, 2020 flight from Vancouver, BC, Canada to New York, US, and return flight on Mar. 21, 2020 from New York, US to Vancouver, BC, Canada).

Please confirm cancellation of my Mar. 16 and 21, 2020 flight tickets today.

On Fri, Mar 13, 2020 at 7:03 PM Budgetair.CA <info@budgetair.ca> wrote:

Dear customer,

Currently, Travix Customer Service is facing high volumes of customer calls and emails due to the Corona virus and the impact this has on their travel plans. Unfortunately, this results in a delayed response to your request.

In case you are seeking more information about cancelling your tickets to or from China, please check the website of the airline you are travelling with, to access the latest information.

If you would still like to receive a personal response from us, please reply to this email.

Thank you in advance for your understanding!

Customer Service

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 14, 2020 4:30 PM
To: Info
Subject: unable to cancel booking with Air Canada

Dear Sirs

Following the advice to avoid unnecessary travel to foreign countries, [REDACTED] and I decided to cancel a booking with Air Canada. Since yesterday I am trying to cancel it, but the problem is, it has been impossible to contact Air Canada to do it. The flight was booked directly with Air Canada. When I tried to cancel calling 1-888-247-2262, I was told I should do it online. When I tried to do it online, I was told to call 1-888-247-2262! I even went o Vancouver International Airport in the hope of talking to someone from Air Canada, but I was informed by employees of the airline that nothing could be done at the airport, and that I should cancel online or by the phone. I tried again both ways with no success. I managed to send them a message through a "contact us" web page, but I did not receive even an automated response. The deadline for cancellation would be tomorrow, March 15, at 12:30 pm. Any suggestions how to proceed?

Best regards

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 14, 2020 4:30 PM
To: Info
Subject: unable to cancel booking with Air Canada

Dear Sirs

Following the advice to avoid unnecessary travel to foreign countries, [REDACTED] and I decided to cancel a booking with Air Canada. Since yesterday I am trying to cancel it, but the problem is, it has been impossible to contact Air Canada to do it. The flight was booked directly with Air Canada. When I tried to cancel calling 1-888-247-2262, I was told I should do it online. When I tried to do it online, I was told to call 1-888-247-2262! I even went o Vancouver International Airport in the hope of talking to someone from Air Canada, but I was informed by employees of the airline that nothing could be done at the airport, and that I should cancel online or by the phone. I tried again both ways with no success. I managed to send them a message through a "contact us" web page, but I did not receive even an automated response. The deadline for cancellation would be tomorrow, March 15, at 12:30 pm. Any suggestions how to proceed?

Best regards

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 14, 2020 4:15 PM
To: Info
Subject: FW: Your Flight Disruption Claim [REDACTED]

To whom it may concern,

I have filed a claim against Air Canada after a 14 hour delay and they have finally replied with a rejection of the claim stating it was an unforeseen maintenance issue.

My CTA case number is 20-74375.

The reason they are stating is half true, as I stated in my claim I have time stamped voice recordings from inside the plane of the pilot himself addressing the issue. He clearly states that the maintenance issue was resolved but the primary issue that ended up delaying the flight for 14 hours was a staff shortage (duty day error). I have several time stamped conversations with friends and family detailing what went on that night, videos and voice recordings of the staff and so on detailing that the plane was delayed because of a staff scheduling and not because of a maintenance issue.

I have attached an article that indicates that this is something Air Canada has done before to other passengers where they deny responsibility and refuse to pay out their claims. This is absolutely unacceptable and I would like to know what steps to take from here to resolve this.

<https://globalnews.ca/news/6535414/air-canada-claims-denied-passenger-rules/>

Regards,

[REDACTED]

From: [Customer Care](#)
Sent: Saturday, March 14, 2020 11:20 AM
To: [REDACTED]
Subject: Your Flight Disruption Claim [REDACTED]



We are in receipt of your claim under the *Air Passenger Protection Regulations* for flight 842 on 2020-01-16. We are sorry for the delay you experienced at arrival to your final destination.

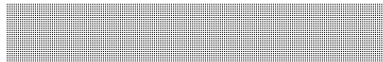
In this instance, the compensation you are requesting does not apply because the delay was caused by a safety-related issue.

Specifically:

| | | |
|--|----------------|---|
| AC 842 YYZ Toronto Pearson - DUB Dublin | 2020- 01-17 | This flight was delayed due to unforeseen maintenance that does not include scheduled maintenance or mechanical problems identified during scheduled maintenance. |
| AC 843 DUB Dublin - YYZ Toronto Pearson | 2020- 01-23 | |

We hope that we may have another opportunity to welcome you on board.

Your case number is:



Nadine Landry

From: [REDACTED]
Sent: Saturday, March 14, 2020 3:31 PM
To: Info
Subject: Complaint About WestJet and Flighthub

I have spent the last few days trying to cancel/reschedule my flight to Toronto from Victoria because of Covid. I cannot speak to anybody on the phone. The websites are not letting me cancel my flights and I am not getting any responses from the emails, Twitter DMs or chats online chat messages I have sent them. I am out \$700 on my flight because they don't have the infrastructure to help me honour their offer to give me a refund or exchange.

I am not flying in the midst of a global pandemic. Especially to a city is closing its services as a result of Covid. The fact that I would be penalized financially for not wanting to be exposed to Covid and to spread it around is extremely frustrating, especially given that WestJet sent out a statement that it would reimburse travellers.

Thank you for your help.

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 14, 2020 3:18 PM
To: media
Subject: Flight Cancellation Fees Not Refunded on Cancellation of 2 Airline Tickets with Air Canada

Importance: High

Hi,

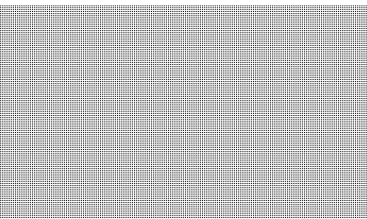
Hope you are doing well.

On Thursday, March 12th, We had to cancel our Air Canada Flights to the UK due to the Covid-19 virus. We decided not to put ourselves in harm's way by travelling during this pandemic. We cancelled our flights through [REDACTED] and the refund from the flight taxes we had to pay to Air Canada shows that they are charging us a cancellation fee of \$300 each (for me and [REDACTED] = \$600. This cancellation was made only because of the virus otherwise we would have gone on our trip. Is there any way that us [REDACTED] could also get the \$600 cancellation fee back? We do intend rescheduling our flights later on in the year when it is once again safe to do so?

Anything you can do to help us would be very appreciated. Thank you.

I tried getting through to Air Canada but they are now allowing any call to be put on hold because of a very large number of calls they are experiencing so I really do not know how I will ever get through to try to speak to them about this money that we really cannot afford to be losing, especially since we will be re-booking later on. You would think that perhaps we could get a \$300 each credit voucher towards our next booking at least.

I look forward to your reply..



Nadine Landry

From: [REDACTED]
Sent: Saturday, March 14, 2020 1:52 PM
To: Info
Subject: Flight Delay on Sunwing Flight
Attachments: Confirmation - Flight Delay or Cancellation Claims.eml; ATT00001.htm; Re [Sunwing Vacations] [REDACTED] Ixtapa _ SUNWING AIRLINES _ 1_30_2020-2_13_2020.eml; ATT00002.htm

On January 30, 2020 myself and [REDACTED] were delayed in Saskatoon for over 4 hours on a flight to Ixtapa Mexico.

We applied to Sunwing for compensation and just received a denial from Sunwing.

Nadine Landry

From: Smartsheet Forms <forms@smartsheet.com>
Sent: Sunday, February 16, 2020 7:09 PM
To: [REDACTED]
Subject: Confirmation - Flight Delay or Cancellation Claims

smartsheet

Thank you for submitting your claim. A copy is included below for your records.

Flight Delay or Cancellation Claims

| | |
|-------------------------|---|
| Booking Number | [REDACTED] |
| First Name | [REDACTED] |
| Middle Name | [REDACTED] |
| Last Name | [REDACTED] |
| Email address | [REDACTED] |
| Phone Number | [REDACTED] |
| Street | [REDACTED] |
| City | [REDACTED] |
| Province/Country | [REDACTED] |
| Postal Code | [REDACTED] |
| Flight Date | 2020-01-30 |
| Flight Number | WG483 |
| Claim Type | My flight was delayed more than 3 hours |

Nadine Landry

From: [REDACTED] (Sunwing Vacations/Vacances Sunwing) <support@posttravel.zendesk.com>
Sent: Wednesday, March 11, 2020 11:56 AM
To: [REDACTED]
Subject: [Sunwing Vacations] Re: [REDACTED] / [REDACTED] Ixtapa / SUNWING AIRLINES / 1/30/2020-2/13/2020

##- Please type your reply above this line -##

Your request [REDACTED] has been updated. To add additional comments, reply to this email.

[REDACTED] (Sunwing Vacations/Vacances Sunwing)
Mar 11, 11:56 EDT

Hello [REDACTED]

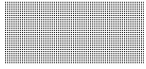
Thank you for your submission. I apologize for this flight disruption and any inconvenience this may have caused. The Airline has reviewed the details of this flight disruption and determined the delay that affected your flight was due to uncontrollable operational requirements causing the late arrival of your inbound aircraft. The delay was deemed OUTSIDE THE CONTROL OF THE CARRIER and as per the Air Passenger Protection Regulations, no compensation will be provided. If you had any out-of-pocket expenses related to this delay, please scan and attach your receipts to this email. For more information about the AIR PASSENGER PROTECTION REGULATIONS, please <https://rppa-appr.ca>.

Regards,

[REDACTED] | Sunwing Airlines
416-620-4955 f. 416-798-8760
27 Fasken Drive, Toronto, ON M9W 1K6

[REDACTED] (Sunwing Vacations/Vacances Sunwing)
Mar 11, 11:54 EDT

-



Sunwing Airlines

416-620-4955 f. 416-798-8760

27 Fasken Drive, Toronto, ON M9W 1K6

This email is a service from Sunwing Vacations/Vacances Sunwing. Delivered by [Zendesk](#) | [Privacy Policy](#)

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 14, 2020 1:50 PM
To: media
Subject: Refunds for cancelled vacations

Hi, I voluntarily cancelled my flights on Swoop and my vacation in response to the warnings regarding the spread of Covid19. Am I correct to assume from your statements that the airline has no obligation to refund me or offer me another date in the future to travel? I have not been able to contact Swoop but their policy clearly prevents any recourse for travellers whose vacation was to occur from Mar 13-21st. They have a system in place for travel beyond those dates. I booked and paid for my trip last August and am looking at a loss of \$3779. Could you please let me know if I have any recourse? Thanks, [REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 14, 2020 1:42 PM
To: Info
Subject: Air flight to UK

[REDACTED] and I are booked on an Air Transat flight to the UK dated the 6th April 2020. We wish to cancel the flight because of Covid 19 issues and have been informed by Air Transat that if the Canadian government issues a risk 3 alert they will refund the full cost of the flight. Has the government yet issued a risk 3 alert and if not can you indicate what change of circumstances would be necessary for such alert to be issued.

Many thanks for your help, [REDACTED]

Sent from Mail for Windows 10

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 14, 2020 1:11 PM
To: media
Subject: Sunwing - COVID19 - Need your help!

I booked a package on Jan 30,2020 for [REDACTED] and I from St.Johns NL to Cancun Mexico for March 20, 2020. In the events playing out this week in relations to Carona Virus the more apprehensive I was to taking this flight. On Thursday I contacted Allianz Travel Ins which is covered under my visa that I used to book this package, I wanted to know if possible to cancel our package to Cancun and obtain a refund. The agent was very willing to cooperate and stated they are automatically opening claims for travellers in light of this weeks developments related to CaronaVirus. He opened a claim for me and sent me the forms to complete. Next step was to call Sunwing and cancel with them.

I spent another hour on hold with Sunwing, and then I got disconnected. I then called back and got the sales dept this lady put me back in the que. 40 mins later I finally get through, the lady advised no changes allowed did not matter about carona virus, I said oh really? Let's see what Transport Canada has to say about that. She put me on hold and came back to advise oh we just received an email and we are allowing changes but because your flight is next Friday You have to let us know by sat if you want to rebook, and that it has to be the same price as original booking and to call her back by Sat. I hung up and went to their website to check other dates and prices,I found a package for May 1st, 2020 same price (I had paid extra for ocean view and to upgrade our seat on the plane).

When I went to call them back (after Trump declared state of emergency and Canada advising not to travel) to rebook or cancel, their phone system was turned off, message said the customer you are calling is not valid or not available. I Continued trying calling all thurs and Friday may 13 same thing There phones turned off, could not get through. Also on their website the chat function was turned off.

Friday I finally found a Sunwing link on top of their webpage (barely visible) stating if you booked prior to March 4 they are offering free changes to the dep date and to click on the link to proceed which I did, I put in the new departure date of May 1, 2020 and I received a conf email. It asked for yiur contact info so they could contact you.

Since then I have received no contact fr them and I cannot get through to confirm my new departure date.

On their notice on line they also changed it starting on sat March 14 to say cancellations can be done but you will be rewarded in travel vouchers and there is a \$100 admin fee per person!! Again it offered changes and to click the link but now I noticed it says this link is not available.

s.19(1)

All I want is someone to confirm my new travel dates . (My original flight is to depart this Friday.!)
Their number today says they are experiencing high call volume and to call back later. I have been
trying all day to no avail.

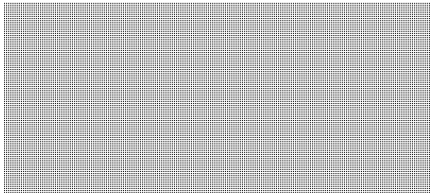
I am not confident about my flight date / pkg change and I am left on my own.

Added to this is the fact that SUNWING ONLY OFFERS SERVICE FROM ST JOHNS UP TO MAY!! So if I
don't get this new flight eff May 1 I have no options, I cannot get refunded and I cannot travel after
May with Sunwing.

We don't even know yet if COVID19 will be calmed down by May so I really hope someone can help
me here.

I spent \$3600 on this package! Please do not let Sunwing get away with this!

Thanks



Sent from my iPad

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 14, 2020 1:08 PM
To: Info
Subject: Fwd: CANCELLATION and CONCERN [REDACTED]

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: March 14, 2020 at 1:03:07 PM EDT
To: info@otc.gc.ca
Subject: Fwd: CANCELLATION and CONCERN [REDACTED]

Hello - I am unsure if my problem is one that you would look into but here it is anyway. Air Canada refused to fairly help us return from Spain on March 9th citing Madrid was not considered a problem area for covid-19. They are telling us to go back to [REDACTED] for resolution. Please read our submitted complaint and would appreciate hearing your input.
Thank you,
[REDACTED]

Sent from my iPhone

Begin forwarded message:

From: Customer Care <CustomerCare.serviceclient@aircanada.ca>
Date: March 14, 2020 at 10:34:15 AM EDT
To: [REDACTED]
Subject: CANCELLATION and CONCERN [REDACTED]

Case Number: [REDACTED]

Dear Mr. [REDACTED]

Thank you for writing to us.

Given the high volume of calls related to COVID-19, we kindly ask customers to contact their original booking source for inquiries. If you booked directly with us, we look forward to serving you as soon as we are able.

If you have questions about Air Canada's approach to your safety, and flexible options for travel, please visit:

<https://www.aircanada.com/ca/en/aco/home/book/travel-news-and-updates/2020/covid-19.htm>

You may be able to make changes to your booking online by visiting:

www.aircanada.com/ca/en/aco/home.html#/home:mngBook

If you prefer to call our Contact Centre, please refer to the numbers below.

Within Canada and the United States, please call: 1-888-247-2262

For Worldwide Reservations Contacts, please visit our web site:

www.aircanada.com/ca/en/aco/home/fly/customer-support/contact-us/contact-us-international

Please keep in mind during these exceptional times, call volumes are extremely high. Thank you for your understanding.

Sincerely,

Customer Relations



To serve you best, I kindly ask that you do not change the subject line if responding to this email.

----- Original Message -----
From: [REDACTED]
Sent: 2020/03/12 5:47 AM
Subject: CANCELLATION and CONCERN

Air Canada Customer Care

cc. [REDACTED]

Subject: [REDACTED]

We want to bring to your attention and at the same time lodge a complaint regarding a fully paid-for travel ticket with Air Canada.

On March 9th while in Spain, [REDACTED] and I decided we needed to leave for home as the COVID-19 virus threat was mounting. I called [REDACTED] to request a change (asked for Wednesday, Mar 11th) and we were prepared to pay a change fee. After a considerable wait time to reach [REDACTED] then another very long time on-hold as the [REDACTED] representative talked direct with Air Canada we were advised our only option was to purchase one way tickets through Air Canada at an approximate cost of \$3100 or \$3200 each. Air Canada advised the [REDACTED] rep that Madrid was not considered a threatened area for COVID-19 and therefore could not offer re-booking with a change fee.

Our concerns continued to mount as numbers in Spain were rising exponentially and at 3:30am March 10th [REDACTED] and purchased two one way tickets on TAP Airlines, Valencia-Lisbon-Toronto and we were on our way home at 8 hours later. These one-way tickets cost us \$1,080.80 USD in total. A drastic difference to Air Canada's proposal to us. During this time Air France was offering free changes to any flights during this crisis. Shame on Air Canada for not looking after their own stranded customers. We have been regular [REDACTED] members ([REDACTED]) since around [REDACTED]. From this point, Air Canada will not be part of our travel future. We are not only disappointed but aghast at the lack of care and concern for the welfare of travelers.

To Air Canada: please cancel our return flights for March 31st. We are home safe and sound thanks to TAP airlines. We believe we should be reimbursed for this leg of our journey considering the climate and "ongoing" crisis that is impacting the world.

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 14, 2020 1:02 PM
To: Info
Subject: Flights out of Canada during Pandemic

Hello,

We had a flight leaving from Canada to Las Vegas on March 13th at 12:20pm. Travel advisory wasn't issued until about twenty hours before flight. We then proceeded to try to get through to WestJet for the next four hours. When we were able to talk to them they said that we didn't cancel within the 72hr period. I said that the government didn't issue advisory until 4pm the day before. They refused to do anything about it and said we didn't qualify for a credit or transfer of dates. We proceeded to ask them what would happen if boarders were shut down and all we got was that they didn't have a protocol for that so she could say. When asked if there was anything that could recoup some kind of loss we were told to get on the flight or forfeit the money.

Before our flight happened the federal government announced their advisory as well. As responsible citizens [REDACTED] there is no way we could have done this.

Since the night of the 12th I've also been trying to reach them through the messenger app which was one of the ways they said was good to contact. It is now the 14th and no contact has been attempted by them.

Is there any recourse we can take through you in order to see if we could at least partially recoup some of our loss of \$2167.47 or transfer credit for a vacation at a different time? I feel that just because we were in the 24hr window should be a reason to not work with us on it and the people leaving four days later get accommodated to the fullest. Our insurance nor credit card does not cover this.

I can provide the messenger messages as well showing no contact.

If you need any more information please contact me at [REDACTED] or at this email address.

[REDACTED]

Sent from my iPhone

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 14, 2020 12:50 PM
To: media
Subject: Flair airline

We are wanting to cancel our flights to Toronto , we are flying Flair Airlines. Our travel is none essential just pleasure. We are being asked to take measures to help not spread the Coronavirus from our [REDACTED] government . Also I am [REDACTED] and they are asking [REDACTED] not to travel . Flair states on their web sight that we have to speak to a representative to change any flights . We cannot get a person on the phone there is no voice message and the phone call does not go through . They state all travel in Canada is fine only outside of Canada is there restrictions . Yet our government [REDACTED] is asking us to not travel unless it is necessary . We would like our money back with out restrictions or the ability to travel with a credit for one year with no restrictions . I am [REDACTED] and can only travel when [REDACTED] . If they put times of travel times when I am working I will not be able to use the ticket. Can you please help us . Our flight out us this Monday at 10:30 am. [REDACTED] and I are traveling . We have emailed them and got a electronic reply that does not really give us any answers to our flight being canceled and a credit or a unrestricted flying credit .

Thank you
Hoping to hear from you

[REDACTED]
Concerned citizens
Sent from my iPhone

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 14, 2020 12:25 PM
To: Info
Subject: flights

Good morning,

I am a bit confused by all that is going on with regard to flights and cancelling due to the corona virus and our rights as passengers.

I booked flights through Air Canada with [REDACTED] and have cancelled these. We were told that we must take a travel credit that is good only to December 31, 2020! I am not satisfied with this option but at the time of cancellation it was really my only option. Am I entitled to a full refund? Or must I take a travel credit I likely will not be able to use, given the current circumstances and the fact that [REDACTED] and the two weeks I booked was for spring break travel. I don't have any other options until [REDACTED] What would you advise?

Thank you for your help,

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 14, 2020 12:20 PM
To: Info
Cc: [REDACTED]
Subject: Westjet - Flight # WS2652 & 2653 Booking [REDACTED]

Hi OTC,

I have been trying to reach Westjet since the Canadian Advisory to not travel to cancel my flight.

Westjet advice they are waving cancellation fees but they are not reachable.

They do not let me cancel on line, have not called back my number as promised on the automated call return (905)767-5354, or answer the supplied telephone as wait suggested even if you get an answer.

Most times the number comes customer not available.

I have trying to cancel since way before the 24 hour prior cancel dead line.

What do you do now? They tell you on line not to go to the airport.

Can you help?

[REDACTED]

Sent from my iPad

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 14, 2020 10:57 AM
To: media
Cc: [REDACTED]
Subject: Air France / Cheapoair wrongful business practices

Dear committee,

I have been [REDACTED] struggling with Ai France and Cheapoair a authorized agency of Air France. Since the travel ban in Italy due to corona virus affected countries, we were promised to delay our ticket of one year , or refunds .. None of this is happening.. Both parties are misleading us with no clear answer. I have paid à air fare ticket to fly to Rome back February 22nd. Delays, unanswered question of concerns and all kind of lies which make no sense. There are travel advisory for Italy and many other countries across Europe and the world.

I was suppose to attend [REDACTED] All was postponed due to Italy shutting down the country.

[REDACTED]

Sent from my iPhone

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 14, 2020 10:06 AM
To: media
Subject: Credit for cancelling flight to Mexico

To Whom It May Concern,

Unfortunately due to the ban on non essential travel to international countries, I had to cancel a trip to Mexico for [REDACTED]. Despite arriving at the airport prior to the 24 hours of departure time, swoop was unwilling to assist in changing the reservation to a later date and was also unwilling to credit my account. Given I was following government orders, it was my expectation that Swoop would be made to compensate. I was not wishing for a refund and would be pleased with some credit (even if it's not the whole amount) to assist with my finances.

I'm wondering if it would be helpful to discuss this issue through the media.
Thank you for your understanding and willingness to assist,

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 14, 2020 12:35 AM
To: Info
Subject: Fw: Re compensation claim for air fly from Vancouver to Ixtapa Mexico on 16th.of January the provider of which was Sunwing WG 481
Attachments: Sunwing_Vacations_Invoice_[REDACTED].pdf

From: [REDACTED]
Sent: March 13, 2020 9:18 PM
To: [REDACTED]
Subject: Fw: Re compensation claim for air fly from Vancouver to Ixtapa Mexico on 16th.of January the provider of which was Sunwing WG 481

From: [REDACTED]
Sent: March 13, 2020 9:14 PM
To: pta-atc@otc.gc.ca <pta-atc@otc.gc.ca>
Subject: Re compensation claim for air fly from Vancouver to Ixtapa Mexico on 16th.of January the provider of which was Sunwing WG 481

from- [REDACTED]
[REDACTED]

I [REDACTED] is sending you documents to complete my compensation claims regarding travel from Vancouver to Ixtapa Mexico on 16th.of January 2020 as :

- 1) copy of our correspondents with Sunwing airline
- 2) proof of purchase

Thank you for attention,

From: [REDACTED]
Sent: February 28, 2020 11:42 PM
To: support@posttravel.zendesk.com <support@posttravel.zendesk.com>
Subject: Fw: [Sunwing Vacations] Re: [REDACTED] / [REDACTED] / Ixtapa / SUNWING AIRLINES / 1/16/2020-1/23/2020

Dear [REDACTED]

s.19(1)

Thank you for your letter but your apology I do not accept it was a horror trip instead of [REDACTED] vacation.
with [REDACTED]

The Airline review details are not true, even the weather was perfect for departure.

The details of departure are as follows:

- 1) departure time 8:20 on time
 - 2) boarding on time
 - 3) after about half an hour first pilot statement, mechanics must check the brakes
 - 4) after about one and a half hour next statement from pilot; they failed to rectify the problem, the Toronto office demanded specialist inspection
 - 5) after about two hours of seating in the aircraft's next statement from the pilot; we are waiting for access to the corridor connecting aircraft to the airport building.
- No any news of the inspection result
- 6) next hour waiting next statement; the plane crew will be replaced, waiting for new crew
 - 7) next hour they notify us we will get food vouchers \$20.00 each
 - 8) we finally left the plane to buy some food, we had only one hour, it was mission impossible, to get any to go we had to stand on line
 - 9) after another hour we had to run to be boarded
 - 10) aircraft crew replaced
 - 11) waiting for refueling aircraft
 - 11) after seven hours of waiting the plane was ready to take off

Before departure pilot made a statement that assessment of the condition of the brakes was wrong because the wheel fell down and therefore the brakes did not work.

We landed in Ixtapa around 1 am the next day instead of about 16:00 pm.

We lost half a day of our short vacation.

This trip was a big disappointment and therefore we claim for the compensation.

This is our rights under THE CANADIAN PASSENGER REGULATIONS SOR | 2019-150

Thank you for your attention,

regards [REDACTED]

From: [REDACTED]

Sent: February 28, 2020 9:57 PM

To: [REDACTED]

Subject: Re: [Sunwing Vacations] Re: [REDACTED] / Ixtapa / SUNWING AIRLINES / 1/16/2020-1/23/2020

Sent from my Samsung Galaxy Tab®4

----- Original message -----

s.19(1)

From: [REDACTED]
Date: 02-28-2020 6:32 PM (GMT-09:00)
To: [REDACTED]
Subject: Fw: [Sunwing Vacations] Re: [REDACTED] / Ixtapa / SUNWING AIRLINES / 1/16/2020-1/23/2020

From: [REDACTED]
Sent: February 23, 2020 1:49 PM
To: [REDACTED]
Subject: Fwd: [Sunwing Vacations] Re: [REDACTED] / Ixtapa / SUNWING AIRLINES / 1/16/2020-1/23/2020

----- Forwarded message -----

From: **Theresa T (Sunwing Vacations/Vacances Sunwing)** <support@posttravel.zendesk.com>
Date: Sun, Feb 23, 2020, 18:54
Subject: [Sunwing Vacations] Re: [REDACTED] / Ixtapa / SUNWING AIRLINES / 1/16/2020-1/23/2020
To: [REDACTED]

##- Please type your reply above this line -##

Your request [REDACTED] has been updated. To add additional comments, reply to this email.

[REDACTED] (Sunwing Vacations/Vacances Sunwing)

Feb 23, 12:54 EST

Hello [REDACTED]

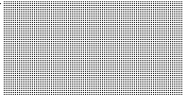
Thank you for your submission. I apologize for this flight disruption and any inconvenience this may have caused. The Airline has reviewed the details of this flight disruption and determined the delay that affected your flight was due to weather as well as a technical defect that was identified during pre flight preparations.

The delay was deemed OUTSIDE THE CONTROL OF THE CARRIER and as per the Air Passenger Protection Regulations, no compensation will be provided. If you had any out-of-pocket expenses related to this delay, please scan and attach your receipts to this email.

For more information about the AIR PASSENGER PROTECTION REGULATIONS, please visit <https://otc-cta.gc.ca>

Regards,

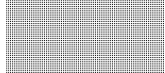
[REDACTED] Sunwing Airlines
416-620-4955 Ext. [REDACTED] f. 416-798-8760
27 Fasken Drive, Toronto, ON M9W 1K6



(Sunwing Vacations/Vacances Sunwing)

Feb 23, 12:47 EST

-



| Sunwing Airlines

416-620-4955 Ext. [redacted] f. 416-798-8760

27 Fasken Drive, Toronto, ON M9W 1K6



s.19(1)

Invoice

Trip Information

Booking: [REDACTED]
Booking Status: OK
Lead Name: [REDACTED]
Number of Passengers: [REDACTED]
Departure Date: Thu, 16 Jan 2020
Booking Date: Sun, 29 Sep 2019
Invoice Date: Mon, 30 Sep 2019
Invoice Number: [REDACTED]

Payment Information

Grand Total Amount: 8,575.00 CAD

Total Received: [REDACTED]
Total Amount Due: Mon, 02 Dec 2019 6,825.00 CAD

E-Documents

Available to print 28 days prior to departure,
please visit www2.sunwing.ca/mybooking?lang=en

Passenger Summary

| Passenger(s) | Gender |
|--------------|------------|
| [REDACTED] | [REDACTED] |

Flight Summary

| Flight | From | To | Via | Aircraft | Passenger(s) |
|---------------------------|---|--|-----|----------|--------------|
| WG481 SUNWING AIRLINES | VANCOUVER (YVR) Thu, 16 Jan 2020 8:20AM | IXTAPA (ZIH) Thu, 16 Jan 2020 3:50PM | | 737 | [REDACTED] |

Seat number(s) selected:

| | | | | | |
|---------------------------|--|--|------------------|-----|------------|
| WG482 SUNWING AIRLINES | IXTAPA (ZIH) Thu, 23 Jan 2020 5:05PM | VANCOUVER (YVR) Thu, 23 Jan 2020 11:00PM | CALGARY, ALBERTA | 737 | [REDACTED] |
|---------------------------|--|--|------------------|-----|------------|

Seat number(s) selected:

Products Summary

| Hotel Name | Check In | Check Out | Room Type | Nights | Occupancy | Passenger(s) |
|--------------------|---------------------------|----------------------------|---------------------------------------|--------|------------|--------------|
| AZUL IXTAPA RESORT | Thu, 16 Jan 2020 - 3:00PM | Thu, 23 Jan 2020 - 11:00AM | DELUXE OCEAN VIEW ALL INCLUSIVE | 7 | [REDACTED] | [REDACTED] |
| AZUL IXTAPA RESORT | Thu, 16 Jan 2020 - 3:00PM | Thu, 23 Jan 2020 - 11:00AM | DELUXE OCEAN VIEW ALL INCLUSIVE | 7 | [REDACTED] | [REDACTED] |

| Transfers | Date | Duration | Quantity | Passenger(s) |
|--|------------------|----------|----------|--------------|
| ITC IXTAPA AIRPORT TRANSFERS: ZONE 1 - RETURN TRANSFERS | Thu, 16 Jan 2020 | 1 day | 2 | [REDACTED] |

Payment Summary

| Passenger(s) | Base Price | Surcharges | Taxes, Fees and Charges | Per Person |
|---|--------------------------------|--------------------------------|-------------------------|-------------------------|
| Taxes, Fees and Charges Per Person | | | | |
| VANCOUVER | | | | |
| | | Air Travellers Security Charge | | 25.91 |
| | | Canada Airport Improvement Fee | | 20.00 |
| | | G.S.T. | | 1.00 |
| | | Tourism Tax | | 42.00 |
| IXTAPA | | | | |
| | | Administration Fee | | 1.15 |
| | | Airport User Fee | | 46.77 |
| | | Right of Migratory Services | | 6.36 |
| | | Value Added Tax (IVA) | | 7.67 |
| | Base Fare | | | 5,565.00 |
| | Surcharges | | | 1,953.98 |
| | Taxes, Fees and Charges | | | 1,056.02 |
| | Grand Total Amount | | | 8,575.00 CAD |
| Total Received | | | | |
| Total Amount Due | | | | |
| Balance Due Date | | | | Mon, 02 Dec 2019 |
| Payment Type | | | | |

Important Notices / Special Requests*

Enjoy Sunwing Airline's award winning inflight service, featuring a buy on board menu of light meals, drinks, and snacks (including kid's choices).
 Inflight purchases on Sunwing Airlines must be paid via credit card. Sunwing Airlines accepts all major credit cards.
 RETURNING TO CANADA - An Electronic Travel Authorization (eTA) is required for visa exempt foreign nationals entering Canada. Canadian citizens, holders of a valid Canadian Permanent Resident Card and U.S. citizens are exempt. The eTA will be required when boarding a flight to Canada. We strongly recommend that eligible travellers submit their applications prior to departure from Canada. For complete details, visit <http://Canada.ca/eTA>.

* Please note that while effort will be made to fulfill requests, they are not guaranteed.

Documentation

Canadian Citizens must carry a valid Canadian Passport please visit www.travel.gc.ca. Non-Canadian Citizens please contact the relative Tourist Board or Consular Office prior to booking or contact Sunwing for further assistance.

Price Drop Guarantee

If you are an eligible participant for the **Price Drop Guarantee** program, please visit <https://www.sunwing.ca/Pages/en/PriceDropGuarantee> to register and for full terms and conditions.

Product or Services We Recommend

Seat Selection Choose our advance seat selection service to book your preferred seat next to friends and/or family and ensure a comfortable flying experience.

Insurance Protect yourself and those you love when you travel with our travel insurance plans and safeguard your investment.

Excursions Prebook your vacation excursions in advance and secure your space on fun and exciting tours.

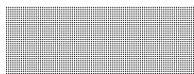
To book any of these products and services, please visit: <https://www2.sunwing.ca/mybooking?lang=en>

Thank you for booking with Sunwing Vacations.

You have agreed to our terms and conditions, for a complete listing please visit www.sunwing.ca.

Sunwing Vacations , 27 Fasken Drive, Toronto, ON, M9W 1K6 - Sales Centre 1-800-668-4224

H.S.T. 104443122 T.V.A. 1216656535TQ0001



Nadine Landry

From: [REDACTED]
Sent: Saturday, March 14, 2020 12:17 AM
To: Info
Subject: Message sent to United airlines which cancelled our flight and did not sent us anything.

Hello,

This is a copy/paste from a message i sent to Unted airlines, with who we booked a two-way flight in last November to Bangkok. They recently cancelled our flight back from Tokyo to San Francisco, and from San Francisco to Montreal. We want to know what we can do, if we are gonna get our money back, will we be able to change our flight or book another one, etc... Can you help us?????

« We had a complete flight from bangkok (BKK) to Montreal (YUL), with a stop at Tokyo and San Francisco, but we can not see our flight information from Tokyo to San Francisco, and we didnt receive any information concerning the cancelling of the flight. I already sent an email to the customer care but without answers, i would really like some help here. Are we gonna get our money back for this flight? Is it really cancelled? Can we book another flight without paying? How does this work? We booked in last november so i don't really understand why you did not contact us for a cancellation.... answer me as fast as possible please. »

Thank you for answering as fast as possible regarding the problems of the virus. We are safe, but would like to get home eventually.

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Friday, March 13, 2020 11:18 PM
To: Info
Subject: Swoop Airline

We are on a flight March 17,2020. We cannot change the flight because it is less than 7 days. Our flight is to Las Vegas. The MGM hotel in Vegas is telling us there is a travel ban and has no problem cancelling our rooms. Swoop will not cancel the flight or allow us to change to a later date. Also if we go on this trip we will not be able to return to work for 14 days. This means no wages for 14 days.

All other airlines are allowing cancellation with refund or no fee to change the date.

Everyone using Swoop needs your help.

Please help.

Get [Outlook for Android](#)

Nadine Landry

From: [REDACTED]
Sent: Friday, March 13, 2020 10:38 PM
To: Info
Subject: Airline cancellation issue

Good morning

[REDACTED] and I currently have a flight on an swoop airline for March 15. Today on March 13 we received a email to avoid all nonessential travel outside of Canada until further notice.

We've tried to call, email and message this company to cancel but unable to Get a hold of anyone.

I understand due to this global epidemic it would be hard to reach everyone in time. My complaint is the lack online options to cancel flight or to get a hold of anyone. We have bought cancellation insurance but one of the policies is to get a hold of the airline to cancel, which were unable.

Can you give me some recommendations on what I should be doing next?

Nadine Landry

From: [REDACTED]
Sent: Friday, March 13, 2020 10:31 PM
To: Info
Subject: I need to cancel tickets due to COVID-19

I bought airlines tickets to fly to Managua, Nicaragua on March-17-2020. [REDACTED] got scare with the news about this Corona Virus and the news that El Salvador (one of the countries in our itinerary) closed its airport.

I had been trying to contact the company that sold me the tickets Expedia.CA in order to try to make arrangements to get a refund or to change the date of our flight. I tried to contact them by phone but it is impossible as they answer to have technical difficulties and recommend their website to contact them.

In their website I have two options, cancel or change the tickets, both options implied a fee, which I'm not sure exactly how much it is as I have to paid the fee for each leg of my trip, since I have three legs: Ottawa-Toronto, Toronto-El Salvador and El Salvador-Nicaragua the cancelation fee would be almost half of the value of the tickets.

As I am cancelling the trip due to this special circumstance (The virus COVID-19) I would like to now if I have any option to get a refund.

Could you tell me which options I have. My trip is scheduled for Tuesday (in three days). And it is impossible to contact a company agent.

Thanks,

Sent from Mail for Windows 10

Nadine Landry

From: [REDACTED]
Sent: Friday, March 13, 2020 8:09 PM
To: Info
Subject: Re: Swoop Airlines and Covid 19

Can you please advise now that Canada is saying no “non essential travel” if Swoop should be made to give us a credit to change our dates or reimburse ?? This was through Expedia travel and we should be getting some help!! They are passing this off like it’s NO BIG deal

Sent from my iPhone

> On Mar 12, 2020, at 11:01 AM, [REDACTED] wrote:
>
> Good day,
>
> I read an article on Westjet and Air Canada’s stance on cancelling and refunding during this WHO pandemic, but don’t see anything in SWOOP other than their strict non cancellation policy. Their lines are busy and impossible to get through.
>
> Shouldn’t Swoop, abide by their written tariff agreement, and refund or give people a credit to rebook up to 1 year based on this global crisis?? Clearly this is something out of their control ?
>
> I have an Edmonton to Las Vegas flight booked for April 1-5th. I don’t feel it’s right nor enjoyable to follow through on non essential travel right now. My company is telling us not to take non essential travel.
>
> Can you please provide insight and course of action?? Will swoop have to follow their parent company, WestJet’s standing on this crisis?
>
> Looking forward to a timely reply. Regards,
>
> [REDACTED]
> Sent from my iPhone

Nadine Landry

From: [REDACTED]
Sent: Friday, March 13, 2020 7:06 PM
To: Info
Subject: Sunwing flight compensation

Hello my name is [REDACTED]
[REDACTED] and [REDACTED] that we were travelling with were denied compensation from Sunwing from a flight that was delayed 12 hours in Cuba. Sunwing claims it was due to poor weather conditions but this is very untrue. I was wondering if someone from your agency would be able to assist me in this matter. I appreciate any help you may be able to give.
Thank you so much

[REDACTED]

Sent from my iPhone

Nadine Landry

From: [REDACTED]
Sent: Friday, March 13, 2020 6:25 PM
To: Info
Subject: Covid-19

s.19(1)

I am sparking for clarification regarding travelling during Covid-19 travel advisories. I live [REDACTED] and have a flight booked with Swoop from Abbotsford to Mexico P.V. I cannot reach anyone from Swoop and am still trying. We want to follow the advisory but feel we should get a refund or voucher for when travel is safe.

We do not feel like we should have to pay extra rebooking fees as the only reason we are not going is because we respect the health authority.

Can Swoop insist we fly despite the advisory, and tell us we will loose our money or make us pay more for flight changes. Please help clarify. Thanks.

[REDACTED]
Sent from my iPad

Nadine Landry

From: Info
Sent: Friday, March 13, 2020 6:13 PM
To: [REDACTED]
Cc: Info
Subject: RE: Air Carrier Questions About APPR RE: COVID-19

Good afternoon, our apologies for the previous link forwarded, the correct link to be accessed is the following:

<https://otc-cta.gc.ca/eng/content/canadian-transportation-agency-issues-temporary-exemptions-certain-air-passenger-protection>

Best,

CTA Info team

From: [REDACTED]
Sent: Friday, March 13, 2020 12:17 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Air Carrier Questions About APPR RE: COVID-19

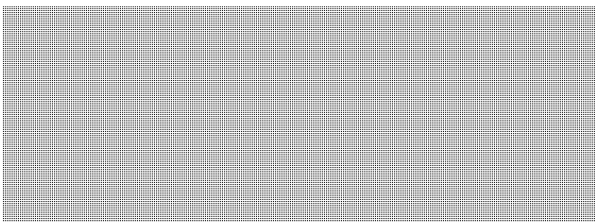
Hello,

My name is [REDACTED]

I am seeking to connect with the appropriate contact at the CTA to inquire if the recent COVID-19 developments enable an airline to apply schedule adjustments, due to a decrease in passenger demand, outside of the established APPR regulations.

Please advise who I should speak to further on this topic or advise where I can find further information.

Thank you for your assistance,



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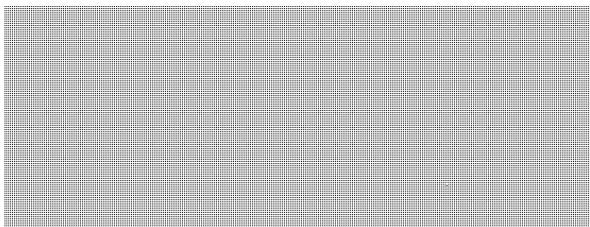
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Nadine Landry

From: Info
Sent: Friday, March 13, 2020 5:29 PM
To: [REDACTED]
Cc: Info
Subject: RE: Complaint with Interjet

Good afternoon, please file your complaint using the online form, where a reference number will be automatically generated.

<https://rppa-appr.ca/eng/file-air-travel-complaint>

The email dating back to Feb. 13 below is to an unrelated inbox, which might explain why no reference number was produced.

Best,

CTA Info team

From: [REDACTED]
Sent: Friday, March 13, 2020 5:07 PM
To: Info <Info@otc-cta.gc.ca>
Subject: FW: Complaint with Interjet

Hi guys, I've been chatting with someone on Twitter about this. It's been over a month and I haven't heard from anyone regarding my case, nor has it been assigned a case ID so I can't check the status with the link below. Can someone please assist ASAP?

Regards,

[REDACTED]

From: [REDACTED]
Sent: February 13, 2020 2:05 PM
To: otc.docs-docs.cta@otc-cta.gc.ca
Subject: Complaint with Interjet

Hi there,

I'd like to file a complaint against Interjet and receive the appropriate compensation for my guest and I who were on the same booking.

Our flight was on Sunday, February 9th from Bogota to Vancouver with a connection in Mexico City. We were at our gate with plenty of time to spare and then we got notice our flight was delayed for 30 mins. Then another 30 mins, then an hour etc. We got no explanation until we finally asked the counter what was going on as our plane wasn't even at the gate nearly 3 hours after the expected departure and they mentioned that they were waiting for our plane to arrive from Medellin. They finally told us it was now leaving Medellin and should be there in

about 40 minutes after which they'd clean it and prepare for us to take off to Mexico City. By the time this was done it was about 4-5 hours late which meant we naturally missed our connecting flight [REDACTED] which was supposed to depart at 6pm. Once we got to the gate to see if we could get on the next flight we were informed that the next flight wasn't for a full 24 hours and we would be on it. We told them we understood that things happen and we wanted to get food and hotel vouchers and then were hit with a bombshell that we wouldn't be compensated due to "weather" which was a complete lie. We spoke to the desk agents at Bogota and not once did they say anything about weather. If it was a weather issue, our plan would have been there waiting to take off, but it wasn't even at the gate for hours after it was supposed to be. Clearly there was a delay with something at Medellin but that has nothing to do with our flight. We were at the gate for 8am like we were supposed to be and the plane was simply not there. You can imagine how furious we were to have to pay out of pocket for the hotel and meals for 24 hours. We tried to speak to Interjet numerous times and have gotten nowhere and they are not being truthful to us so I am expecting you to intervene and get this settled for us. Please see the details below

Booking Code: [REDACTED]

Passengers: [REDACTED]

Departure: Sunday February 9th, Bogota to Mexico City (Flight 2935) Depart 8:05am and was supposed to arrive in Mexico City at 12:10pm. It departed about 5 hours late and we arrived around 6pm in Mexico City.

We missed connecting flight 2850 from Mexico City to Vancouver which was scheduled to depart at 6pm with arrival in Vancouver at 10:15pm.

Our hotel we had to pay out of pocket was [REDACTED] at the Mexico City Airport. It was \$205US for the night, plus we each had to purchase breakfast and then dinner before finally leaving on the 6pm flight on Monday, February 10th.

I also was billed \$25 for an extra day of parking at YVR as well.

Please advise next steps so we can get this going. They will say it was due to weather but again, the airplane was not even at Bogota airport at the time it was supposed to take off. Plus we have weather reports from Bogota and Medellin and it was sunny and 30 degrees with virtually no clouds.

Thanks in advance.

Regards,

[REDACTED]

This communication is confidential. We only send and receive email on the basis of the terms set out at www.rogers.com/web/content/emailnotice

Ce message est confidentiel. Notre transmission et réception de courriels se fait strictement suivant les modalités énoncées dans l'avis publié à www.rogers.com/aviscourriel

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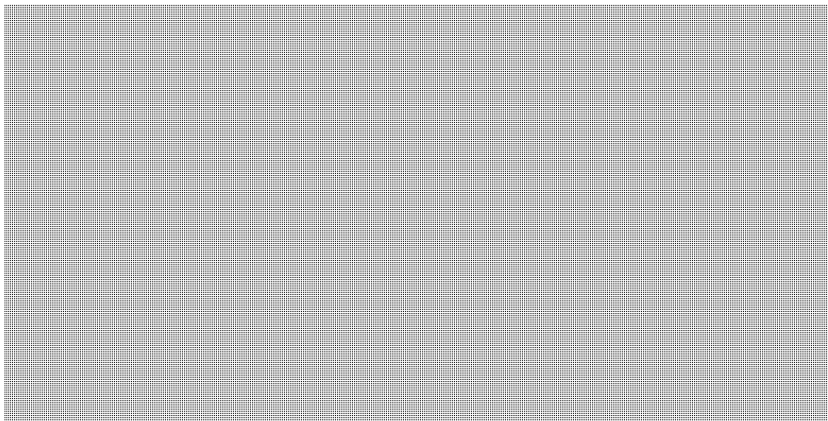
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Nadine Landry

From: [REDACTED]
Sent: Friday, March 13, 2020 5:13 PM
To: Info
Subject: Swoop Airlines

Good afternoon. Recently I had booked a flight to go [REDACTED] in Las Vegas April 17-20. Due to recent health and travel concerns with the Covid-19 Pandemic I have become concerned with this little trip. I am worried about contracting, spreading, or even being stuck in a foreign country if international travel is shut down. Is there a way around this? Pay a cancelation fee of some kind? I am very sorry to bother you with this. But calling Swoop results in hours of being on hold with no resolution.

[REDACTED]

Thank You.

Nadine Landry

From: [REDACTED]
Sent: Friday, March 13, 2020 4:39 PM
To: Info
Subject: Swoop

Is there anything being done about Swoop Airlines lack of action on the Coronavirus Pandemic?

Sent from my iPhone

Nadine Landry

From: Info
Sent: Friday, March 13, 2020 4:02 PM
To: [REDACTED]
Subject: RE: clarity needed

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

If an airline cancels or delays flights to or from a **certain region because of a medical emergency** (such as a Public Health Emergency of International Concern declared by the World Health Organization) or a **related travel ban there**, this would generally be considered outside the airline's control.

If the airline cancels or delays flights to **nearby regions**, this may also be outside their control, for example, if the medical emergency was the primary reason for the disruption. However, if the airline's decision was primarily commercial or one made in its day-to-day operations, this could be considered within the airline's control. **Each situation would have to be assessed on its own merits.**

The APPR does not address airline obligations if a **passenger wishes to change or cancel their flight reservation**. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

If you feel the airline is not meeting its obligations, you can file a complaint with the CTA here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

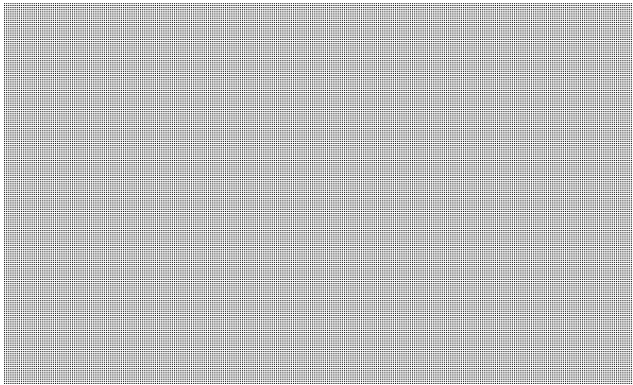
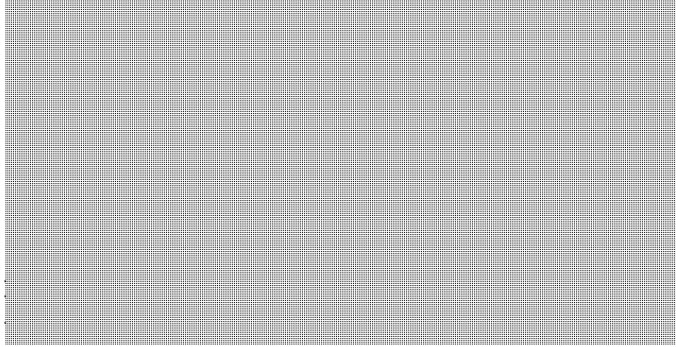
From: [REDACTED]
Sent: Friday, March 13, 2020 3:24 PM
To: Info <Info@otc-cta.gc.ca>
Subject: clarity needed

Hello,

s.19(1)

I have read the air passenger protection regulations that is available online and it makes no mention towards Pandemics and what rights the passengers have and what the airlines are obligated to offer as compensation or refund.

could you please provide clarity on this for me please. I am scheduled to fly to the Dominican republic on April 8, 2020.



Nadine Landry

From: Info
Sent: Friday, March 13, 2020 3:58 PM
To: [REDACTED]
Subject: RE: Resources for questions about "Air Passenger Protection Regulations"

Hello [REDACTED]

Thanks for following up.

Airlines must follow their terms and conditions of carriage in their domestic and international tariffs, and respect their obligations to passengers in the Air Passenger Protection Regulations (APPR).

The regulations require that passengers be informed of their rights in a timely, clear and accessible way. Airlines will have to provide passengers with information in simple, clear and concise language on their terms and conditions of carriage for:

- Flight delay or cancellation;
- Denial of boarding;
- Lost or damaged baggage; and
- The seating of children under 14 years of age.

As complaints are treated on a case by case basis I cannot comment on the specifics of your case, I recommend you file a complaint to have your concerns addressed.

Our expert staff will review your complaint and ask you for more information, if necessary.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Friday, March 13, 2020 11:31 AM
To: Info <Info@otc-cta.gc.ca>
Subject: RE: Resources for questions about "Air Passenger Protection Regulations"

Unfortunately, your web pages are not totally clear on my situation, and I would like to ask for clarification by agency staff.

I have a round trip ticket, from Toronto to Tokyo, Via Mexico City (on Aeromexico).

I have flown the outbound (YYZ-MEX-NRT) and the return was scheduled for April 30. Aeromexico cancelled the April 30 YYZ-MEX flight, and changed the dates of my ticket (to April 29) without my consent.

Is it the Agency's position that this scenario triggers or does not trigger the APPR obligations for communication, rebooking and accommodation? The full carriage is to Canada, but the specific cancelled flight does not involve Canada. The language on the APPR website does not appear to clearly say yes or no in my case.

From: Info <Info@otc-cta.gc.ca>
Sent: Friday, March 13, 2020 11:24 AM
To: [REDACTED]
Subject: RE: Resources for questions about "Air Passenger Protection Regulations"

Hello,

Thanks for your email.

If you would like to learn more about Air Passenger Protection Regulations please see here: <https://www.otc-cta.gc.ca/eng/consultation/air-passenger-protection-regulations> and here: <https://rppa-appr.ca/eng/notice/what-you-need-know-when-your-air-travel-disrupted>

If you would like to learn about the obligations of airlines under APPR please see here: <https://rppa-appr.ca/eng/obligations-and-level-control>

Additionally, you may see these pages on our website: <https://rppa-appr.ca/eng/notice/new-appr-implementation-guides-are-now-available>

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Friday, March 13, 2020 9:59 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Resources for questions about "Air Passenger Protection Regulations"

I have an upcoming flight to Canada and I have questions about the applicability of the Air Passenger Protection Regulations and the obligations of the airline. Is there a phone or email resource that I can contact with my questions?

Nadine Landry

From: [REDACTED]
Sent: Friday, March 13, 2020 3:52 PM
To: Info
Subject: Canceled flight to the Philippines

Hello

[REDACTED] booked a flight on Philippine airlines departing Vancouver on March 22, 2020. It was done through [REDACTED]. The flight can not be rebooked with any airlines until after April 22, 2020 with that date not being guaranteed. My understanding is that [REDACTED] have 48 hours to rebook.

Further the travel agent says [REDACTED] will have a one time only chance to rebook, [REDACTED] has a couple of days only to come up with a new date or the trip will be canceled with no refund and an additional charge of \$300.00 for the cancelation.

I have read the Canadian Transportation Agency regulations and this seems to be a clear violation.

Please Help

[REDACTED]

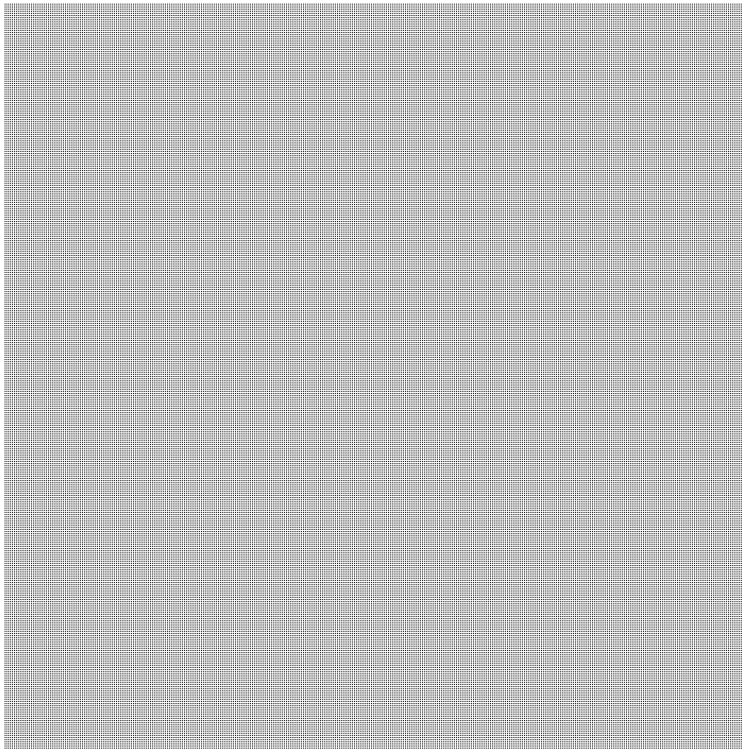
Nadine Landry

From: [REDACTED]
Sent: Friday, March 13, 2020 3:24 PM
To: Info
Subject: clarity needed

Hello,

I have read the air passenger protection regulations that is available online and it makes no mention towards Pandemics and what rights the passengers have and what the airlines are obligated to offer as compensation or refund.

could you please provide clarity on this for me please. I am scheduled to fly to the Dominican republic on April 8, 2020.



Nadine Landry

From: [Redacted]
Sent: Friday, March 13, 2020 3:06 PM
To: Budgetair.com
Cc: Info
Subject: Re: BudgetAir.com - Booking Request Acknowledgement [Redacted]

URGENT CANCELLATION for March 16-21, 2020 NY Trip

Good morning:

RE: URGENT Request to CANCEL TODAY my return-tickets to New York, US (leaving Vancouver, BC Canada to go to NY and then return trip back to Vancouver, BC): March 16, 2020 (departing YVR, Vancouver, Canada) and March 21, 2020 (Leaving NY, US to return to Vancouver, BC, Canada).

I was unable to reach you by phone (I phoned your number-1-647-699-7955 a few times yesterday and today and I heard the voice message there saying "YOU ARE CURRENTLY AVAILABLE BY EMAIL ONLY." **Please CANCEL TODAY my return-tickets** (see below) for trip to New York, USA, in accordance with the **Flexible Change and Cancel Policy**" for existing bookings on the websites of WestJet and Alaska Airlines. **Please help and advise. Thank you.** - [Redacted]

Airline reference: [Redacted] 
[View ticket conditions](#)

✈ Monday March 16 2020 Vancouver Toronto
 Pearson International Airport

✈ Tuesday March 17 2020 Toronto New York
 Pearson International Airport John F Kennedy

Airline reference: [Redacted] 
[View ticket conditions](#)

✈ Saturday March 21 2020 New York Seattle
 John F Kennedy Tacoma Intl Apt.

✈ Sunday March 22 2020 Seattle Vancouver
 Tacoma Intl Apt.

Total **1,060⁰⁰ CS (CAD)**

On Thu, Feb 13, 2020 at 3:18 AM Budgetair.com <booking-ca@e.budgetair.com> wrote:


You will receive your e-ticket later today

Dear 

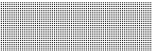
Thank you for your booking. Here is your booking request acknowledgement. You will receive your e-ticket in a separate email. Please note that you have booked two separate flight tickets. You will receive a second email from us with two e-tickets per person in a separate attachment.

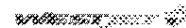
Please check this confirmation carefully. If any details are wrong, please call us as soon as possible to try to limit change fees.

Tip: you will find all information about your booking in My Trip.

Booking number 

Your booking details

Airline reference: 
View ticket conditions



Monday
March 16
2020

Vancouver

Toronto

Pearson International Airport

New York
John F Kennedy

Toronto

Pearson International Airport

2020

Airline reference: [REDACTED]
View ticket conditions



➔ **Saturday**
March 21
2020

New York
John F Kennedy

Seattle
Tacoma Intl. Apt.

➔ **Sunday**
March 22
2020

Seattle
Tacoma Intl. Apt.

Vancouver

Total **1,060⁰⁰ C\$ (CAD)**

Manage your booking

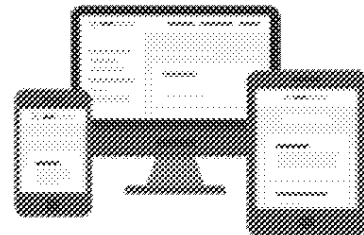
Access your account and easily manage your booking. You are able to look at your flight status, your voucher codes, luggage information and much more!

 Your discount voucher worth C\$ 7.50

 Luggage information

 Updated flight status

 Notifications about your flight



[Manage your booking ➔](#)

Book a Car



✓ 30.000 Locations world wide

✓ Save up to 70%

✓ No extra credit card fee

[Reserve →](#)

Book a Hotel



✓ Book now, pay upon arrival in the hotel

✓ More than 1.500.000 accommodations

✓ No booking cost

[See hotels →](#)

Important Information

Travelling to or via the US

If you are travelling to or from the US, or if you make a stopover in the US, you need an Electronic System for Travel Authorization (ESTA). Please note, an ESTA request can only be completed online and takes a minimum of 3 days so make sure you start your request on time.

Travelling to or via Canada

If you are travelling to or from Canada, or if you make a stopover in Canada, you need an electronic service for travel authorization (ETA).

BudgetAir.ca is the intermediate and/or agent regarding your purchased products and does not offer travel deals or combinations of travel and products for customers.

E-mail: info@budgetair.ca

From Canada: +1 (647) 699-7955 (local costs apply)

Outside regular opening hours +31 (0)20 295 1580 (international charges apply)

Questions? [FAQs](#)

Travix Nederland B.V.

Piet Heinkade 55 - 1013 GM Amsterdam, The Netherlands (Please note: this is not a visiting address)

[Privacy policy](#) | [Terms and Conditions](#) | [Cookies](#) | [Disclaimer](#) | Copyright © 2020

Nadine Landry

From: Info
Sent: Friday, March 13, 2020 3:03 PM
To: [REDACTED]
Subject: RE: Complaint against Cheapoair

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Most complaints about travel agents and tour operators fall under provincial jurisdiction. Please consult your provincial or territorial government authority for consumers. Your travel agency or tour operator (including on-line reservations) must be registered with a provincial authority in Canada in order to help you.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Friday, March 13, 2020 2:28 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Complaint against Cheapoair

Respected concern,

I have made a reservation for [REDACTED] travelling from USA to Canada on February 25 through travel site Cheapoair. Now because of current health advisory, they have decided to cancel the plan. I've contacted Air Canada with whom I have the flight booked. According to them, I can make the changes one time but because I had bookings made via Cheapoair, anything that can be done will be through the travel agency. I've been trying to get in touch with customer service department of Cheapoair for last 48 hours. But there's no response at all from their end. It is surprising that their new booking line works fine but cancellation line is on constant hold. I've been on hold for 2 hours last night. I can't even chat with them as there is no response on their 24X7 chat line.

As a responsible traveller, we've decided to cancel the unnecessary travel plans well in advance, but now we can not get any refund just because the above mentioned travel site does not want to give my money back. 48 hours and I'm still waiting for their reply to my email and chat, along with constant calling on their 24X7 customer support line.

Please help me or guide me through any other steps I need to take.

Thank you,
[REDACTED]



Address not found

Your message wasn't delivered to otc-cta.gc.ca@gmail.com because the address couldn't be found, or is unable to receive mail.

[LEARN MORE](#)

The response was:

```
550 5.1.1 The email account that you tried to reach does not exist.
Please try double-checking the recipient's email address for typos
or unnecessary spaces. Learn more
at https://support.google.com/mail/?p=NoSuchUser m66sor1206661qke.30 - smtp
```

Show quoted text

Nadine Landry

From: Info
Sent: Friday, March 13, 2020 2:47 PM
To: [REDACTED]
Subject: RE: Accusé de réception de l'Office des transports du Canada / Acknowledgement of receipt from the Canadian Transportation Agency

Bonjour [REDACTED]

Merci d'avoir communiqué avec l'Office des transports du Canada.

Nous accusons réception de votre demande concernant l'état de votre plainte. Veuillez noter que, depuis l'entrée en vigueur du Règlement sur la protection des passagers aériens, nous observons une augmentation importante du nombre de plaintes déposées, ce qui entraîne un retard dans le traitement de celles-ci. Vous serez contacté une fois votre plainte attribuée à un de nos officiers. Nous nous excusons pour le retard.

Cordialement,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Friday, March 13, 2020 2:13 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Re: Accusé de réception de l'Office des transports du Canada / Acknowledgement of receipt from the Canadian Transportation Agency

bonjour
aimerais savoir s'il a eu du changement a la suite de ma plainte que j'ai faite en janvier pour le vol
lima toronto ,montreal
merci
[REDACTED]

Le mar. 28 janv. 2020, à 12 h 49, Info <Info@otc-cta.gc.ca> a écrit :

English follows French

Nous vous remercions d'avoir communiqué avec l'Office des transports du Canada. Votre demande est importante pour nous. Nous vous répondrons dans les plus brefs délais. Suite à votre demande, une réponse additionnelle suivra.

Thank you for contacting the Canadian Transportation Agency. Your inquiry is important to us. We will get back to you as soon as possible. An additional response to your inquiry will follow accordingly.

Nadine Landry

From: Info
Sent: Friday, March 13, 2020 2:34 PM
To: [REDACTED]
Subject: Canadian Transportation Agency - Follow up

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

Nadine Landry

From: [REDACTED]
Sent: Friday, March 13, 2020 2:28 PM
To: Info
Subject: Complaint against Cheapair
Attachments: icon.png

Respected concern,

I have made a reservation for [REDACTED] travelling from USA to Canada on February 25 through travel site Cheapair. Now because of current health advisory, they have decided to cancel the plan. I've contacted Air Canada with whom I have the flight booked. According to them, I can make the changes one time but because I had bookings made via Cheapair, anything that can be done will be through the travel agency. I've been trying to get in touch with customer service department of Cheapair for last 48 hours. But there's no response at all from their end. It is surprising that their new booking line works fine but cancellation line is on constant hold. I've been on hold for 2 hours last night. I can't even chat with them as there is no response on their 24X7 chat line.

As a responsible traveller, we've decided to cancel the unnecessary travel plans well in advance, but now we can not get any refund just because the above mentioned travel site does not want to give my money back. 48 hours and I'm still waiting for their reply to my email and chat, along with constant calling on their 24X7 customer support line.

Please help me or guide me through any other steps I need to take.

Thank you,
[REDACTED]



Address not found

Your message wasn't delivered to **otc-cta.gc.ca@gmail.com** because the address couldn't be found, or is unable to receive mail.

[LEARN MORE](#)

The response was:

550 5.1.1 The email account that you tried to reach does not exist.
Please try double-checking the recipient's email address for typos or
unnecessary spaces. Learn more
at <https://support.google.com/mail/?p=NoSuchUser> m66sor1206661qke.30 - gsmtip

Show quoted text

Nadine Landry

From: Info
Sent: Friday, March 13, 2020 2:26 PM
To: Office des transports du Canada / Canadian Transportation Agency
Subject: Complaint/advice
Attachments: CTA Air Travel Complaint Callback / Rappels OTC - Plaintes sur le Transport Aérien

Hello,
See attached for a complaint and someone looking for advice regarding a flight cancellation.
Best,
Mamta

Nadine Landry

From: Info
Sent: Friday, March 13, 2020 1:56 PM
To: [REDACTED]
Subject: RE: Swoop airline delay DEC 2019

Hello,

Thanks for contacting the Canadian Transportation Agency.

Passengers have new rights under the CTA's Air Passenger Protection Regulations when they travel by air. The regulations set out airlines' obligations to passengers in the following areas:

- Clear communication
- Denied boarding
- Tarmac delays
- Lost or damaged baggage
- Transportation of musical instruments.
- Flight delays and cancellations
- Seating of Children.

If you would like to file a complaint about your flight delay with the CTA you can fill out our complaint form at <https://rppa-appr.ca/eng/file-air-travel-complaint>

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Friday, March 13, 2020 1:39 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Swoop airline delay DEC 2019

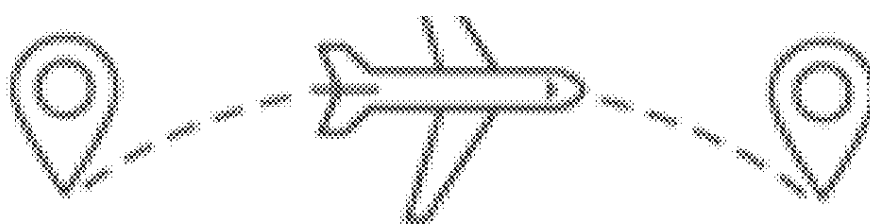
I booked a flight from Halifax to Hamilton on December 20 2019 returning on Dec 26 @ a cost of \$844 The flight was cancelled for 72 hours. I received email notification after already taking the 3 hour

trip to Halifax from [REDACTED]. I was at the airport when notification received. There was no one available to contact physically or by phone. I had to book a last minute flight with porter @ a cost of \$604 which took me into downtown Toronto. And cost of 164 transport to Hamilton. I have not been able to resolve this issue to date with swoop or speak to anyone on the phone.

Nadine Landry

From: [REDACTED]
Sent: Friday, March 13, 2020 1:39 PM
To: Info
Subject: Swoop airline delay DEC 2019
Attachments: received_533940763854006.png; received_2472648769724204.png; received_2052776114824719.png

I booked a flight from Halifax to Hamilton on December 20 2019 returning on Dec 26 @ a cost of \$844 The flight was cancelled for 72 hours. I received email notification after already taking the 3 hour trip to Halifax from [REDACTED] I was at the airport when notification received. There was no one available to contact physically or by phone. I had to book a last minute flight with porter @ a cost of \$604 which took me into downtown Toronto. And cost of 164 transport to Hamilton. I have not been able to resolve this issue to date with swoop or speak to anyone on the phone.



s.19(1)

YHM 6:10 PM → 9:42 PM YHZ

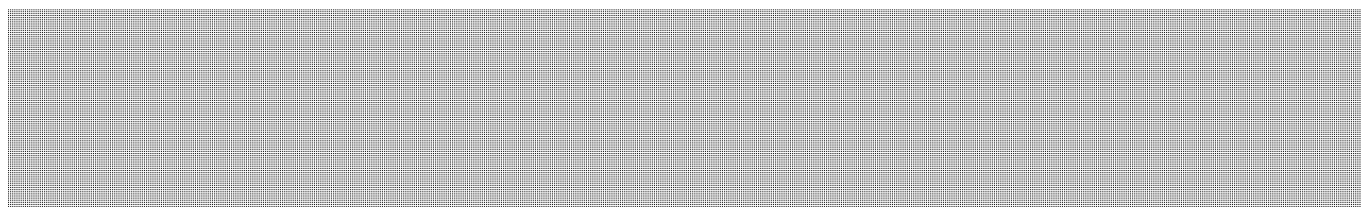
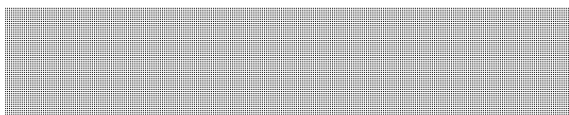
Departs , Dec 26

Arrives , Dec 26

Hamilton, ON

Halifax, NS

to



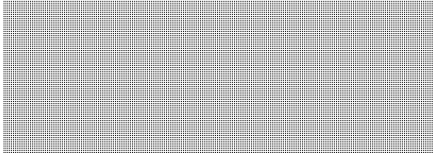
CONTACT

Name:

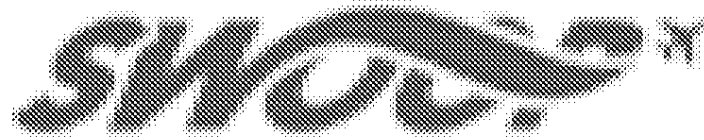
Email:

Phone:





s.19(1)

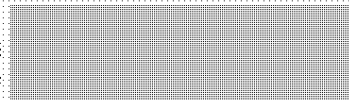


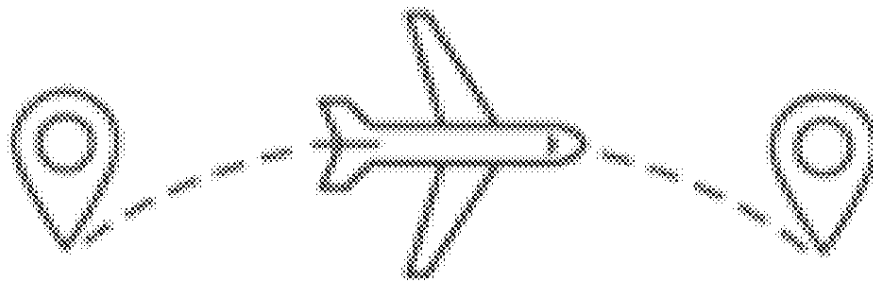
Your Swoop Itinerary

This is not a boarding pass.

Thanks for booking with Swoop! Please review your itinerary details and important travel information below.

Your reservation code is:





s.19(1)

YHZ 10:30 PM

12:02 AM

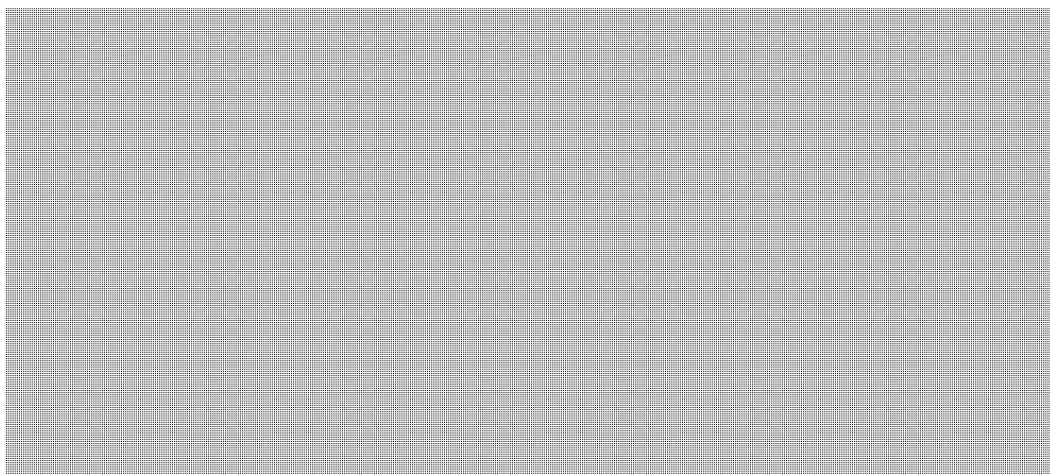
Departs , Dec 20

YHM

Halifax, NS

Arrives , Dec 21

Hamilton, ON



RETURNING FLIGHT

00675

Nadine Landry

From: Info
Sent: Friday, March 13, 2020 1:39 PM
To: [REDACTED]
Subject: RE: Delayed Flight with Swoop

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

In the event of a flight delay or cancellation, your airline must let you know:

1. the reason for the delay/cancellation;
2. the minimum **standards of treatment**, if any;
3. minimum levels of **compensation** for inconvenience, if any; and
4. recourses available against the airline, including your options with the CTA.

If you wish to file a complaint with the CTA regarding your flight delay, you may do so here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Friday, March 13, 2020 12:52 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Delayed Flight with Swoop

Hello: [REDACTED] and I flew with Swoop on March 7th and our flight was delayed 9 hours. When we boarded the plane the pilot announced he had no explanation to give us for the delay. Is there compensation for this?

Thanks for your help,

[REDACTED]

Nadine Landry

From: Info
Sent: Friday, March 13, 2020 1:17 PM
To: [REDACTED]
Subject: RE: Flight cancellation

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website; <https://www.otc-cta.gc.ca/eng/air-carrier-tariffs-posted-websites> The Air Passenger Protection Regulations does not address airline obligations if a passenger wishes to change or cancel their flight reservation.

If you wish to file a complaint with the CTA, you can do so here: <https://www.otc-cta.gc.ca/eng/air-carrier-tariffs-posted-websites>

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

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

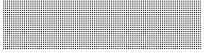
From: [REDACTED]
Sent: Friday, March 13, 2020 12:30 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Flight cancellation

I have canceled my flight to New York City this Saturday because of Covid 19 following the advice of several experts -Air Canada will only return \$141 of an over \$1000 ticket
I can I get that changed?

s.19(1)

Please ask advise

Thank you



Sent from my iPhone

Nadine Landry

From: [REDACTED]
Sent: Friday, March 13, 2020 12:52 PM
To: Info
Subject: Delayed Flight with Swoop

Hello: [REDACTED] and I flew with Swoop on March 7th and our flight was delayed 9 hours. When we boarded the plane the pilot announced he had no explanation to give us for the delay. Is there compensation for this?

Thanks for your help,

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Friday, March 13, 2020 12:30 PM
To: Info
Subject: Flight cancellation

I have canceled my flight to New York City this Saturday because of Covid 19 following the advice of several experts -Air Canada will only return \$141 of an over \$1000 ticket

I can I get that changed?

Please ask advise

Thank you

[REDACTED]

Sent from my iPhone

Nadine Landry

From: [REDACTED]
Sent: Friday, March 13, 2020 12:28 PM
To: support@flyflair.com
Cc: Info
Subject: Re flight cancellation

Hello,

I have been trying to reach Flair Air by phone this am with no success, to talk with someone about cancelling my upcoming flight scheduled for March 16 from Vancouver to Toronto. As currently stated on your website, that you are monitoring the most up to date information on the Covid 19 virus, you are aware that Canadian Federal and Provincial Health are now advising against all non essential travel, particularly for those over age 60 of which I am .

Given these guidelines , I feel I need to cancel my flight for my own safety and the safety of those I was planning to visit, including [REDACTED]

Under these circumstances, I would like to cancel my flights and receive a credit with no penalty. I'm sure as a good corporate citizen, you want to do everything in your power to help contain the spread of this highly contagious and life threatening virus.

My information is:

[REDACTED]
Flight F8224
10:20 am Vancouver to Toronto
departing March 16, 2020

Returning April 2, 2020
F8711
17:55 pm Toronto to Vancouver

Thank you for your prompt attention to this request. Please confirm receipt of this request immediately.

Sincerely, [REDACTED]

Sent from my iPad

Nadine Landry

From: Info
Sent: Friday, March 13, 2020 12:20 PM
To: Vincent Turgeon
Subject: FW: Air Carrier Questions About APPR RE: COVID-19

Hi Vincent!

Hope you're doing well!

I initially sent this to tariffs but they said AOB was working on messaging to send to airlines regarding COVID-19. Would you know who I should forward this too?

Thanks,
Mamta

From: [REDACTED]
Sent: Friday, March 13, 2020 12:17 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Air Carrier Questions About APPR RE: COVID-19

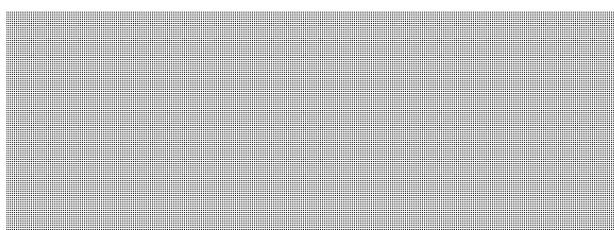
Hello,

My name is [REDACTED]

I am seeking to connect with the appropriate contact at the CTA to inquire if the recent COVID-19 developments enable an airline to apply schedule adjustments, due to a decrease in passenger demand, outside of the established APPR regulations.

Please advise who I should speak to further on this topic or advise where I can find further information.

Thank you for your assistance,



Confidentiality Notice: The information in this e-mail is directed in confidence and is intended for the use only by the individual(s) to whom it is specifically addressed. Any other distribution, copy, or disclosure is strictly prohibited. If you have received this e-mail in error, please notify the sender immediately by telephone and delete this message from your system.

Nadine Landry

From: Info
Sent: Friday, March 13, 2020 12:09 PM
To: [REDACTED]
Subject: RE: Case

Hello,

Thanks for contacting the Canadian Transportation Agency.

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Friday, March 13, 2020 11:41 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Case

I tried to see the progress of my case but it's not showing me anything. Case number 20-81013 . Can you please get back to me?

Nadine Landry

From: Info
Sent: Friday, March 13, 2020 12:06 PM
To: [REDACTED]
Subject: RE: A Question About Filing a Complain

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

If your travel has been disrupted and you're not satisfied with how an airline resolved your issue, you can [file a complaint](#), with CTA. The CTA can help resolve complaints about air travel within, to and from Canada. Our role is to make sure that airlines apply their terms and conditions of carriage set out in their [tariffs](#), follow the [Air Passenger Protection Regulations](#), and that both passengers and airlines have met their respective responsibilities.

To learn how the CTA can help resolve your complaint you can see here: <https://otc-cta.gc.ca/eng/overview-and-faqs-disputes-related-federal-transportation>

You can contact Lufthansa directly here: <https://www.lufthansa.com/ca/en/feedback>

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Friday, March 13, 2020 10:56 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Re: A Question About Filing a Complain

Hi,

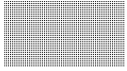
Thanks for the reply.

Could you please let me know if I win the case, how the airline will be forced to pay?

Also, can I file a complaint against Lufthansa, as they only provided phone numbers and emails, not a physical address?

Moreover, I was wondering if we have to present before the court or we only should submit documents.

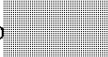
Thanks,



Sent from Yahoo Mail for iPad

On Friday, March 13, 2020, 10:51 AM, Info <Info@otc-cta.gc.ca> wrote:

Hello



Thanks for contacting the Canadian Transportation Agency.

Passengers have new rights under the CTA's Air Passenger Protection Regulations when they travel by air

There is no cost to file an application with the CTA.

You can find Lufthansa's contact information here:
<https://www.lufthansa.com/content/lh/gc/en/support/contact>

Best,

info@ Team

Office des transports du Canada / Gouvernement du Canada

info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575

Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada

info@otc-cta.gc.ca / Telephone 1-888-222-2592

s.19(1)

Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Friday, March 13, 2020 9:15 AM
To: Info <Info@otc-cta.gc.ca>
Subject: A Question About Filing a Complain

Hi,

I am in an email conversation with Lufthansa to get reimbursement, refund and possible compensation as our (I and [REDACTED]) inbound flights got cancelled by them.

I hope the issue will be settled in a good and fair way, but in the meantime, I was wondering how much it costs if I want to file a claim against Lufthansa, and if I win the case, how they will be forced to pay.

I don't know if Lufthansa has an office in Canada and if it's possible to file a complaint against them.

Thanks,

[REDACTED]

Sent from Yahoo Mail for iPad

Nadine Landry

From: Info
Sent: Friday, March 13, 2020 11:46 AM
To: [REDACTED]
Subject: RE: TAP Portugal - Flight ticket cancelation

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The regulations require that passengers be informed of their rights in a timely, clear and accessible way. Airlines will have to provide passengers with information in simple, clear and concise language on their terms and conditions of carriage for:

- Flight delay or cancellation;
- Denial of boarding;
- Lost or damaged baggage; and
- The seating of children under 14 years of age.

If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website. The APPR does not address airline obligations if a passenger wishes to change or cancel their flight reservation.

If you feel the airline is not meeting its obligations, you can file a complaint here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Friday, March 13, 2020 11:12 AM
To: Info <Info@otc-cta.gc.ca>
Subject: TAP Portugal - Flight ticket cancelation

Dear all,

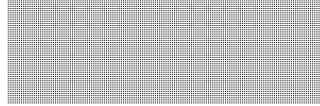
[REDACTED] and I have tickets to Portugal, with TAP Portugal. We are really concerned about the coronavirus pandemic and we would like to reschedule our trip.

s.19(1)

However I have been trying to talk with TAP in the last three days, the lines are always busy. I could not even request my modification.

I feel that I should not put [REDACTED] at risk, but I can not talk with them to have a better solution. I would like to know what I can do?

What are my rights as a consumer? Could you advise me?



Nadine Landry

From: [REDACTED]
Sent: Friday, March 13, 2020 11:12 AM
To: Info
Subject: TAP Portugal - Flight ticket cancelation

Dear all,

[REDACTED] and I have tickets to Portugal, with TAP Portugal. We are really concerned about the coronavirus pandemic and we would like to reschedule our trip. However I have been trying to talk with TAP in the last three days, the lines are always busy. I could not even request my modification.

I feel that I should not put [REDACTED] at risk, but I can not talk with them to have a better solution. I would like to know what I can do?
What are my rights as a consumer? Could you advise me?

[REDACTED]

Nadine Landry

From: Info
Sent: Friday, March 13, 2020 11:07 AM
To: [REDACTED]
Subject: RE: Vérification de l'état de ma plainte 20-77842

Bonjour,

Merci d'avoir communiqué avec l'Office des transports du Canada.

Nous accusons réception de votre demande concernant l'état de votre plainte. Vous pouvez vérifier l'état de votre plainte ici. Veuillez noter que, depuis l'entrée en vigueur du Règlement sur la protection des passagers aériens, nous observons une augmentation importante du nombre de plaintes déposées, ce qui entraîne un retard dans le traitement de celles-ci. Vous serez contacté une fois votre plainte attribuée à un de nos officiers. Nous nous excusons pour le retard.

Cordialement,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Friday, March 13, 2020 9:42 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Vérification de l'état de ma plainte 20-77842

Bonjour,

J'aimerais vérifier l'état de ma plainte numéro 20-77842. Je n'ai pas reçu de courriel de confirmation et je viens tout juste d'essayer de vérifier l'état en ligne, mais je n'ai pas réussi à trouver la page pour entrer mon numéro de cas...

Est-ce possible de me faire un suivi?

Merci beaucoup,

Nadine Landry

From: [REDACTED]
Sent: Friday, March 13, 2020 10:56 AM
To: Info
Subject: Re: A Question About Filing a Complain

Hi,

Thanks for the reply.

Could you please let me know if I win the case, how the airline will be forced to pay?

Also, can I file a complaint against Lufthansa, as they only provided phone numbers and emails, not a physical address?

Moreover, I was wondering if we have to present before the court or we only should submit documents.

Thanks,

[REDACTED]

Sent from Yahoo Mail for iPad

On Friday, March 13, 2020, 10:51 AM, Info <Info@otc-cta.gc.ca> wrote:

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Passengers have new rights under the CTA's Air Passenger Protection Regulations when they travel by air

There is no cost to file an application with the CTA.

You can find Lufthansa's contact information here:
<https://www.lufthansa.com/content/lh/gc/en/support/contact>

Best,

info@ Team

Office des transports du Canada / Gouvernement du Canada

info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575

Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada

info@otc-cta.gc.ca / Telephone 1-888-222-2592

Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Friday, March 13, 2020 9:15 AM
To: Info <Info@otc-cta.gc.ca>
Subject: A Question About Filing a Complain

Hi,

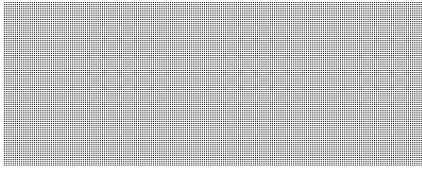
I am in an email conversation with Lufthansa to get reimbursement, refund and possible compensation as our (I and [REDACTED]) inbound flights got cancelled by them.

I hope the issue will be settled in a good and fair way, but in the meantime, I was wondering how much it costs if I want to file a claim against Lufthansa, and if I win the case, how they will be forced to pay.

I don't know if Lufthansa has an office in Canada and if it's possible to file a complaint against them.

s.19(1)

Thanks,



Sent from Yahoo Mail for iPad

Nadine Landry

From: Info
Sent: Friday, March 13, 2020 10:56 AM
To: [REDACTED]
Subject: RE:

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website. The Air Passenger Protection Regulations does not address airline obligations **if a passenger wishes to change or cancel their flight reservation.**

If you feel the airline is not meeting its obligations, you may file a complaint with the CTA here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

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Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Friday, March 13, 2020 9:34 AM
To: Info <Info@otc-cta.gc.ca>
Subject:

Good morning with deep sadness our [REDACTED] cruise was canceled [REDACTED] bookings were purchased to fly with swoop on march 20 2020 returning on aug4 2020 as it wS not our Choice to cancel how do we go about receiving a refund. . Thank you [REDACTED]

Nadine Landry

From: Info
Sent: Friday, March 13, 2020 10:51 AM
To: [REDACTED]
Subject: RE: A Question About Filing a Complain

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Passengers have new rights under the CTA's Air Passenger Protection Regulations when they travel by air

There is no cost to file an application with the CTA.

You can find Lufthansa's contact information here: <https://www.lufthansa.com/content/lh/gc/en/support/contact>

Best,

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Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Friday, March 13, 2020 9:15 AM
To: Info <Info@otc-cta.gc.ca>
Subject: A Question About Filing a Complain

Hi,

I am in an email conversation with Lufthansa to get reimbursement, refund and possible compensation as our (I and [REDACTED]) inbound flights got cancelled by them.

I hope the issue will be settled in a good and fair way, but in the meantime, I was wondering how much it costs if I want to file a claim against Lufthansa, and if I win the case, how they will be forced to pay.

I don't know if Lufthansa has an office in Canada and if it's possible to file a complaint against them.

Thanks,

[REDACTED]

Sent from Yahoo Mail for iPad

Nadine Landry

s.19(1)

From: Info
Sent: Friday, March 13, 2020 10:34 AM
To: [REDACTED]
Subject: RE: airline cancellation

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

If an airline cancels or delays flights to or from a **certain region because of a medical emergency** (such as a Public Health Emergency of International Concern declared by the World Health Organization) or a **related travel ban there**, this would generally be considered outside the airline's control.

If the airline cancels or delays flights to **nearby regions**, this may also be outside their control, for example, if the medical emergency was the primary reason for the disruption. However, if the airline's decision was primarily commercial or one made in its day-to-day operations, this could be considered within the airline's control. **Each situation would have to be assessed on its own merits.**

If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website. The APPR does not address airline obligations if a passenger wishes to change or cancel their flight reservation.

If you feel your airline is not meeting its obligations you can file a complaint with the CTA here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

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Office des transports du Canada / Gouvernement du Canada
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Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Friday, March 13, 2020 8:03 AM
To: Info <Info@otc-cta.gc.ca>
Subject: airline cancellation

I booked flights to and from Ottawa to London, England some time ago. I have been informed that the airline (Lufthansa) has cancelled my return flight to Ottawa. I am in the process of trying to cancel the whole trip because of the corona virus. [REDACTED] and we do not wish to be exposed to the virus and we do not wish to be stranded anywhere in Europe...which may be the case given the fact that Lufthansa has already cancelled our return flight with no notice to me as to what other options we have.

s.19(1)

I have tried unsuccessfully to contact Lufthansa directly. I booked the flights through Flighthub and they have told me I have to contact Lufthansa. Lufthansa tells me (online) that the only way I will get a refund for my flights is to contact the group through whom I booked (Flighthub). So after three days of no satisfaction with either Lufthansa or Flighthub I am turning to you for advice.

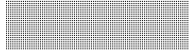
I have spent hours on the phone and online trying to get some answers.

Lufthansa has now received my cancellation, but I am being told I will not receive any refund.

My next step will be to submit a dispute with my credit card company who has billed me for all of this.

Please advise.

Thank you.



Nadine Landry

From: Info
Sent: Friday, March 13, 2020 10:11 AM
To: [REDACTED]
Subject: RE:

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website. The Air Passenger Protection Regulations does not address airline obligations if a passenger wishes to change or cancel their flight reservation.

If you feel your airline is not meeting its obligation, you can file a complaint with the CTA here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

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info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

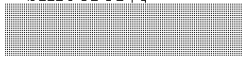
Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Friday, March 13, 2020 12:07 AM
To: Info <Info@otc-cta.gc.ca>
Subject:

To who it may concern,
I am here today on behalf of many other passengers who have there travel tickets booked with Swoop. I want to request for your help and support. In amidst of corona virus outbreak where almost every country is getting affected, people are scared to travel or come in contact of the virus. Respecting the concern of the passengers, travel airlines like Air Canada and West Jet are providing refund or credit for people who decide on not travelling. However, Swoop has decided not to refund or credit the passengers. [REDACTED] I Can't afford to loose that much money. I had plans to visit [REDACTED] [REDACTED] was suppose to travel with me. Given the circumstances, I have no intention to travel at this moment and put the life [REDACTED] at risk. I am sure there must be a lot of people who don't want to risk there health or there loved ones health . I sincerely request you to look into this matter and support us.
Thank you.

s.19(1)

sincerely,



Nadine Landry

From: Info
Sent: Friday, March 13, 2020 10:04 AM
To: [REDACTED]
Subject: RE: Covid-19

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website. The APPR does not address airline obligations **if a passenger wishes to change or cancel their flight reservation.**

If you feel the airline is not meeting its obligations, you may file a complaint with the CTA here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

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Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Thursday, March 12, 2020 9:25 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Covid-19

Due to the Covid-19 virus the sporting event we were travelling to has been cancelled. At this point Swoop is not refunding our flight.

The recommendation from PHAC states that large gathering should be avoided yet Swoop is not cancelling their flights? What are my options?

Thanks for your help, [REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Friday, March 13, 2020 9:58 AM
To: Info
Cc: [REDACTED]
Subject: WestJet Travel Delays [REDACTED]

Hello,

My names is [REDACTED] We are [REDACTED] that travelled to Cancun Mexico Feb 25 to March 4....on the first day we experienced excessive delays of over 9 hrs. We contacted WestJet and we have filled out claims with APPR. Currently we have not heard back . The issues are in regards to the booking of [REDACTED]

We experienced delays leaving Ottawa to Toronto and Toronto to Cancun all documented and communicated on the day of, furthermore we were overcharged on our baggage as well. Even the parties we spoke to said we were entitled to compensation.

We look for a expedited and **immediate resolution** and **compensation** to inconvenience and loss of time in us not being able to get to our vacation destination. [REDACTED] is entitle to a reimbursement of \$4120.00 under the new law and legislation.

If we do not receive a timely response and solution, I will have no choice but to escalate.

Regards.

[REDACTED]

Nadine Landry

From: Info
Sent: Friday, March 13, 2020 9:58 AM
To: [REDACTED]
Subject: RE: Swoop complaint

Hello,

Thanks for contacting the Canadian Transportation Agency.

If an airline cancels or delays flights to or from a certain region because of a medical emergency (such as a Public Health Emergency of International Concern declared by the World Health Organization) or a related travel ban there, this would generally be considered outside the airline's control; <https://rppa-appr.ca/eng/obligations-and-level-control>

If the airline cancels or delays flights to nearby regions, this may also be outside their control, for example, if the medical emergency was the primary reason for the disruption. However, if the airline's decision was primarily commercial or one made in its day-to-day operations, this could be considered within the airline's control; <https://rppa-appr.ca/eng/obligations-and-level-control>. Each situation would have to be assessed on its own merits.

The APPR does not address airline obligations if a passenger wishes to change or cancel their flight reservation. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website; <https://www.otc-cta.gc.ca/eng/air-carrier-tariffs-posted-websites>

If you feel the airline is not meeting its obligations, you may file a complaint with the CTA here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best.

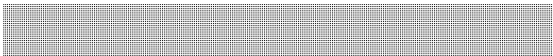
info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
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-----Original Message-----

s.19(1)

From:



Sent: Thursday, March 12, 2020 9:14 PM

To: Info <Info@otc-cta.gc.ca>

Subject: Swoop complaint

Hello there. I am inquiring regarding how to make an official complaint against Swoop for their handling of the Coronavirus situation. Irresponsible that they are not providing credits to people when international events, political activities and schools are closing. Thank you.

Sent from my iPhone

Nadine Landry

From: Info
Sent: Friday, March 13, 2020 9:52 AM
To: [REDACTED]
Subject: Canadian Transportation Agency - Follow-up

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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info@otc-cta.gc.ca / Telephone 1-888-222-2592
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Nadine Landry

From: [REDACTED]
Sent: Friday, March 13, 2020 9:34 AM
To: Info

Good morning with deep sadness our [REDACTED] cruise was canceled [REDACTED] bookings were purchased to fly with swoop on march 20 2020 returning on aug4 2020 as it wS not our Choice to cancel how do we go about receiving a refund. . Thank you [REDACTED]

Nadine Landry

From: Info
Sent: Friday, March 13, 2020 9:30 AM
To: [REDACTED]
Subject: Canadian Transportation Agency - Follow up

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

info@ Team
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info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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info@otc-cta.gc.ca / Telephone 1-888-222-2592
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Nadine Landry

From: Info
Sent: Friday, March 13, 2020 9:25 AM
To: [REDACTED]
Subject: L'Office des transports du Canada

Bonjour [REDACTED]

Merci d'avoir communiqué avec l'Office des transports du Canada.

Votre numéro de dossier est 20-73987. Vous pouvez [vérifier l'état de votre plainte](#) en tout temps.

Veillez noter que, depuis l'entrée en vigueur du Règlement sur la protection des passagers aériens, nous observons une augmentation importante du nombre de plaintes déposées, ce qui entraîne un retard dans le traitement de celles-ci. Vous serez contacté une fois votre plainte attribuée à un de nos officiers. Nous nous excusons pour le retard.

Cordialement,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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info@otc-cta.gc.ca / Telephone 1-888-222-2592
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Nadine Landry

From: [REDACTED]
Sent: Friday, March 13, 2020 9:15 AM
To: Info
Subject: A Question About Filing a Complain

Hi,

I am in an email conversation with Lufthansa to get reimbursement, refund and possible compensation as our (I and [REDACTED]) inbound flights got cancelled by them.

I hope the issue will be settled in a good and fair way, but in the meantime, I was wondering how much it costs if I want to file a claim against Lufthansa, and if I win the case, how they will be forced to pay.

I don't know if Lufthansa has an office in Canada and if it's possible to file a complaint against them.

Thanks,

[REDACTED]

Sent from Yahoo Mail for iPad

Nadine Landry

From: Info
Sent: Friday, March 13, 2020 9:12 AM
To: [REDACTED]
Subject: RE: Help Needed in Knowing my Rights

Hello,

Thanks for contacting the Canadian Transportation Agency.

Airlines must follow their terms and conditions of carriage in their domestic and international tariffs; <https://www.otc-cta.gc.ca/eng/air-carrier-tariffs-posted-websites>, and respect their obligations to passengers in the Air Passenger Protection Regulations (APPR); <https://www.otc-cta.gc.ca/eng/air-carrier-tariffs-posted-websites>

If you would like to file a complaint with the CTA to have your concerns addressed, you can fill out our complaint form at <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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-----Original Message-----

From: [REDACTED]
Sent: Thursday, March 12, 2020 6:53 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Help Needed in Knowing my Rights

Hi,

I have a situation I would like to consult. It is regarding whether or not I have the right to get a refund for cancelling my NON-refundable ticket.

We purchased the ticket on July 6 2019 for cheap. We had no plans on cancelling or changing the dates as we've really planned it a long time ago.

Sent from my iPhone

Nadine Landry

From: Info
Sent: Friday, March 13, 2020 9:05 AM
To: [REDACTED]
Subject: RE: Plainte - [REDACTED] / Puerto Vallarta / SUNWING AIRLINES / 12/29/2019-1/5/2020

Bonjour [REDACTED]

Merci d'avoir communiqué avec l'Office des transports du Canada.

Nous accusons réception de votre demande concernant l'état de votre plainte. Veuillez noter que, depuis l'entrée en vigueur du Règlement sur la protection des passagers aériens, nous observons une augmentation importante du nombre de plaintes déposées, ce qui entraîne un retard dans le traitement de celles-ci. Vous serez contacté une fois votre plainte attribuée à un de nos officiers. Nous nous excusons pour le retard.

Cordialement,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

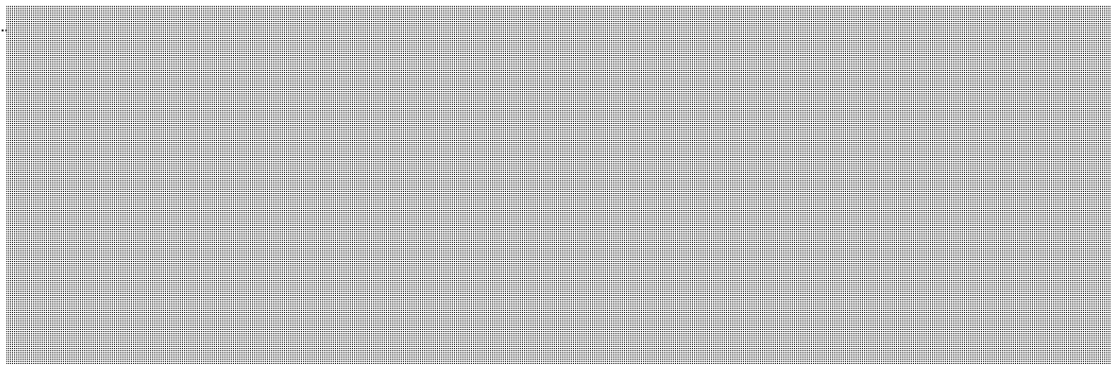
Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
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From: [REDACTED]
Sent: Thursday, March 12, 2020 5:51 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Plainte - [REDACTED] / Puerto Vallarta / SUNWING AIRLINES / 12/29/2019-1/5/2020

Bonjour,

[REDACTED] et moi-même aimerions avoir un suivi sur cette demande.
Du moins, avez-vous bien notre plainte contre 'Sunwing' en mains?
Quels sont les délais 'estimés' pour ce type de dossier?

Merci.
[REDACTED]



Nadine Landry

From: Info
Sent: Friday, March 13, 2020 8:59 AM
To: [REDACTED]
Subject: RE:

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

If your travel has been disrupted and you're not satisfied with how an airline resolved your issue, you can [file a complaint](#), with the Canadian Transportation Agency (CTA). The CTA can help resolve complaints about air travel within, to and from Canada. Our role is to make sure that airlines apply their terms and conditions of carriage set out in their tariffs, follow the [Air Passenger Protection Regulations](#), and that both passengers and airlines have met their respective responsibilities.

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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info@otc-cta.gc.ca / Telephone 1-888-222-2592
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From: [REDACTED]
Sent: Thursday, March 12, 2020 5:24 PM
To: Info <Info@otc-cta.gc.ca>
Subject:

We have a flight booked from Moncton, NB, to [REDACTED] Peru 18/Apr and returning [REDACTED] to Moncton, 7/May. Air Canada has just informed us that our return portion, Lima to Montreal, has been canceled due to scheduling conflicts. As we are unable to return to Canada, then we can not travel to Peru. In this case are we entitled to a full refund for all legs of the trip?

Thanks

[REDACTED]

Nadine Landry

From: Info
Sent: Friday, March 13, 2020 8:53 AM
To: [REDACTED]
Subject: RE: Demande d'indemnisation AeroMexico

Bonjour [REDACTED]

Merci d'avoir communiqué avec l'Office des transports du Canada.

Les passagers bénéficient dès aujourd'hui de nouveaux droits en vertu du Règlement sur la protection des passagers aériens de l'Office des transports du Canada (OTC) lorsqu'ils voyagent en avion. Le règlement énonce les obligations des compagnies aériennes envers les passagers dans les domaines suivants:

- Communication
- refus d'embarquement
- retards sur l'aire de trafic
- bagages perdus ou endommagés
- transport des instruments de musique.
- Perturbations de vol
- Attribution de sièges aux enfants

Si vous voulez déposer une plainte concernant votre vol, vous pouvez remplir le formulaire de plainte relative au transport aérien de l'Office au <https://rppa-appr.ca/fra/deposer-plainte-relative-au-transport-aerien>

En vue d'aider les passagers aériens à se retrouver dans leurs nouveaux droits, l'OTC a lancé un service en ligne sur le site protectionpassagersaeriens.ca. Il s'agit d'un guichet unique où les passagers aériens peuvent se renseigner sur leurs droits, déposer une plainte relative au transport aérien et trouver des astuces pour voyager sans tracas.

Cordialement,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Thursday, March 12, 2020 4:52 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Demande d'indemnisation AeroMexico

Bonjour,

J'aimerais connaître votre opinion concernant notre demande d'indemnisation (qui a été refusée) avec la compagnie aérienne AeroMexico. Après un premier refus, nous avons envoyé un deuxième courriel avec des faits plus précis. De façon évidente, il y avait un surbooking.

Envoie du 3 mars :

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Madame, Monsieur

Suite à nos réservations auprès de votre compagnie du vol 304 entre Acapulco et Mexico en date du 29 février, on s'est vu refuser l'embarquement du vol 636 entre Mexico et Montréal aussi en date du 29 février dû à notre arrivée à la porte d'embarquement à l'heure précise du départ.

Prendre note que le départ d'Acapulco du vol 304 avait 30 minutes de retard, que nous avons pris place dans la troisième et dernière autobus nous transportant de l'avion à l'aérogare, que le conducteur de celle-ci se devait d'attendre la descente de l'avion d'une [REDACTED] que nous avons attendu sur le tarmac afin de laisser passer un avion qui roulait vers son départ.

Additionnant tous ces précieux temps écoulés, nous sommes entrés dans l'aérogare vers 15h15. Même avec notre plus grande volonté d'arriver à temps à la porte 59 qui se situe à l'extrémité de l'aérogare pour notre vol numéro 636 de 15h25, nous et plusieurs autres passagers (une vingtaine), avons malheureusement manqué notre vol. De plus, je tiens à vous informer [REDACTED] qui était directement devant nous a eu la chance d'embarquer dans l'avion. À notre tour, on nous a mentionné d'attendre à la porte d'embarquement. Un autre employé est arrivé en mentionnant au personnel de ce comptoir que le vol était « closed ». Par conséquent, les préposés à l'embarquement nous ont refusé l'accès de monter à bord. De ce fait, nous avons dû s'enregistrer pour le vol 680 en date du 1 mars.

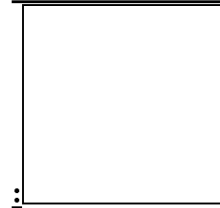
Avec l'ensemble de ces éléments, nous ne pouvons que constater un très grand manquement dans la logistique et la communication entre les différents intervenants impliqués dans la réalisation de cette correspondance.

Par la présente, nous vous demandons compensation pour tous ces éléments [REDACTED] des nombreux inconvénients (la liste est longue) que notre retard a causé.

Dans l'attente, je vous prie d'agréer, Madame, Monsieur, l'expression de nos salutations distinguées.

PJ. Confirmation de nos vols

Envoie du 11 mars



Bonjour,

Vous me voyez très déçu de votre réponse (préprogrammée pour tous) à notre insatisfaction. Je comprends que l'équipe en service nous a placé sur le prochain départ, mais cela ne justifie en rien qu'on ne nous a pas laissé prendre place sur le vol 636 (vol de jour) tel que nous l'avions réservé.

Nous sommes arrivé à la porte d'embarquement avant 15h25 et l'avion a décollé seulement qu'à **16h25** de Mexico.

s.19(1)

Nous savons que plusieurs passagers ont eu la chance d'être transportés par kart électrique vers la porte d'embarquement, qu'il y a eu fermeture définitive des portes à 16h10 et que le décollage s'est fait à 16h25.

De plus, comme mentionné précédemment, nous sommes une vingtaine de personnes ayant manqué ce vol alors qu'il ne restait en réalité que 10 sièges libres dans l'avion. Encore là, on voit un très grand manquement dans vos obligations et respect envers votre clientèle.

Il est aussi important de vous mentionner que suite au refus d'embarquement, on nous informe que nos bagages ne sont même pas dans l'avion. Quel surprise de notre part ! On comprend dès lors que certaines décisions avaient déjà été prises et qu'il n'y avait plus rien à faire.

Nous ne nous attendons pas à un remboursement de votre part, mais tout au moins un rabais pour une prochaine réservation afin de nous réconcilier avec votre compagnie et ce, considérant tous les inconvénients découlant de la gestion déficiente face à cette situation.

Merci de reconsidérer notre demande.

**Les informations mentionnées dans notre demande nous ont été transmises par plusieurs passagers du vol 636

Réponse de AeroMexico :

Chers Clients

Merci de vos commentaires.

Nous regrettons d'apprendre que notre retour ne répond pas à vos attentes. Cependant, sachez que votre cas a été réétudié, de ce fait, je vous informe que notre compagnie n'est pas en mesure d'apporter aucune compensation à ce sujet.

Soyez assuré que vos inquiétudes n'ont pas été ignorées. Toutes les remarques de nos passagers nous permettent de faire évoluer nos services.

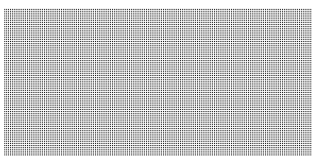
Ce dossier sera clôturé et n'aura plus de reprise à ce sujet. Nous vous remercions pour votre compréhension si vous êtes en désaccord avec notre décision.

Cordialement


Customer Care Representative

Merci de nous revenir sur nos droits.

Cordialement,



Nadine Landry

s.19(1)

From: Info
Sent: Friday, March 13, 2020 8:46 AM
To: [REDACTED]
Subject: L'Office des transports du Canada

Bonjour [REDACTED]

Merci d'avoir communiqué avec l'Office des transports du Canada.

Nous accusons réception de votre demande concernant l'état de votre plainte. Veuillez noter que, depuis l'entrée en vigueur du Règlement sur la protection des passagers aériens, nous observons une augmentation importante du nombre de plaintes déposées, ce qui entraîne un retard dans le traitement de celles-ci. Vous serez contacté une fois votre plainte attribuée à un de nos officiers. Nous nous excusons pour le retard.

Cordialement,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

Nadine Landry

From: Info
Sent: Friday, March 13, 2020 8:41 AM
To: [REDACTED]
Subject: Canadian Transportation Agency - Follow-up

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

Nadine Landry

From: Info
Sent: Friday, March 13, 2020 8:31 AM
To: [REDACTED]
Subject: RE: Trip cancellation/Corona Virus

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their [tariff](#) and the fare rules on their website. The Air Passenger Protection Regulations. does not address airline obligations if a passenger wishes to change or cancel their flight reservation.

If you feel the airline is not meeting its obligations, you [may file a complaint](#) with the CTA.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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From: [REDACTED]
Sent: Thursday, March 12, 2020 3:38 PM
To: [REDACTED] Info <Info@otc-cta.gc.ca>; expedia@ca.expediamail.com
Subject: Trip cancellation/Corona Virus

To,
Whom it may concern

This is in regards to a all inclusive package I booked through expedia on Feb 22nd. Due to on going Coronavirus I have reconsidered my trip as mexico is on high alert according to the canadian government website. I tried calling expedia and was able to speak to customer service after a long wait. Expedia told me they would call west jet to find out what my cancellation options were, and i was then told that I would only be eligible for a travel credit for up to one year if i were to cancel my trip. I am a [REDACTED]

[REDACTED] I paid \$2875 of my hard earned money and I would like a full refund and not a credit. No body knows how long this Coronavirus will last and I am no longer planning to travel until i have full assurance that this virus is gone. I have tried to call west jet multiple times with long wait times and no one to answer the phone. Please help me in getting my full refund as I

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can't have my money hanging around when I am not even sure when I can travel next. Please find attached my e-tickets for more information on the package.

Thank You

[REDACTED]

----- Forwarded message -----

From:

[REDACTED]

Date: Fri., Mar. 6, 2020, 1:10 p.m.

Subject:

To:

[REDACTED]

Nadine Landry

s.19(1)

From: Info
Sent: Friday, March 13, 2020 8:22 AM
To: [REDACTED]
Subject: RE: Air travel complaint: 20-76358

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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From: [REDACTED]
Sent: Thursday, March 12, 2020 3:36 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Re: Air travel complaint: 20-76358

Hello,

I'm following this up again. It's been 5 weeks and I've heard nothing about my case. Is anyone even reading these emails?

[REDACTED]

On 29 Feb 2020, at 1:50 pm, [REDACTED] wrote:

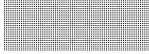
Hello,

I'm following up a complaint I made on 8th February. I have received no response since this initial email and when I check on the status there has been no change. Can I please confirm that my case

s.19(1)

is in the system and if it will be reviewed soon? I am concerned that Air Canada will close my claim if there is no action on this soon.

Many thanks,



From: Canadian Transportation Agency <otc.docs-docs.cta@otc-cta.gc.ca>

Date: Saturday, 8 February 2020 at 11:27 am

To: [Redacted]

Subject: Air travel complaint: 20-76358

Thank you. We have successfully received your complaint. Your case number is 20-76358.

You can [check the status of your complaint online](#). Please note it can take up to 24 hours for your case to process before your status is available online.

Need immediate help during your trip?

If you need immediate assistance while travelling contact the airline directly.

IMPORTANT NOTICE FOR BAGGAGE COMPLAINTS – TIME LIMITS IN EFFECT

- **7 day time limit for damaged baggage or missing items:**
You must submit a written claim with your airline within 7 days of receipt of your baggage if your claim relates to damaged baggage or missing items.
- **21 day time limit for lost baggage:**
You must submit a written

claim with your airline within 21 days for baggage that is potentially lost.

Failure to submit a written claim to the airline within the set time limits could result in the carrier denying your claim. All claims are subject to proof of loss so be sure to include all out of pocket expenses.

Next Steps:

1. **Our expert staff will review your complaint and may ask you for more information.**

Please note due to an increase in the volume of complaints the Agency has received, there may be a delay before your case is assigned to an officer. Rest assured that this will not impact the outcome of your complaint.

2. **If you haven't written to the airline about your complaint, we'll do that for you.**

We will forward your complaint to the airline with a 30-day deadline for them to respond. Often the issue can be resolved directly with the airline.

3. **Not satisfied with the airline's response? We will try to resolve your complaint.**

We will work to resolve your complaint through facilitation or mediation. This is an easy and informal dispute resolution process. The vast majority of

complaints are resolved
this way.

Where less formal
processes don't prove
successful, the Agency also
offers a court-like process
called adjudication, where
a panel will make a decision
based on the evidence
provided. The adjudication
process can also be used in
more complex cases where
a passenger feels that the
airline's contract is unclear,
unjust, unreasonable or
discriminatory.

We recognize that the
complaint process can be
frustrating and we are here
to guide you through the
process. Please be patient
with our staff as we work to
address your issues. Please
note that there is zero
tolerance for rude or
abusive language.

You can update your case
file by emailing [otc.docs-
docs.cta@otc-cta.gc.ca](mailto:otc.docs-docs.cta@otc-cta.gc.ca) or
faxing 819-997-6727.

Future travel plans?

Please visit
www.AirPassengerProtection.ca
for travel tips and to find out
more about new regulations
coming into effect December
15, 2019.

otc-cta.gc.ca | [Twitter](#) | [YouTube](#) |
[News feeds](#) | info@otc-cta.gc.ca |
[1-888-222-2592](tel:1-888-222-2592)

<20-76358_2020-02-07T192731.pdf>

Nadine Landry

From: [REDACTED]
Sent: Friday, March 13, 2020 8:03 AM
To: Info
Subject: airline cancellation

I booked flights to and from Ottawa to London, England some time ago. I have been informed that the airline (Lufthansa) has cancelled my return flight to Ottawa. I am in the process of trying to cancel the whole trip because of the corona virus. [REDACTED] and we do not wish to be exposed to the virus and we do not wish to be stranded anywhere in Europe...which may be the case given the fact that Lufthansa has already cancelled our return flight with no notice to me as to what other options we have.

I have tried unsuccessfully to contact Lufthansa directly. I booked the flights through Flighthub and they have told me I have to contact Lufthansa. Lufthansa tells me (online) that the only way I will get a refund for my flights is to contact the group through whom I booked (Flighthub). So after three days of no satisfaction with either Lufthansa or Flighthub I am turning to you for advice.

I have spent hours on the phone and online trying to get some answers.

Lufthansa has now received my cancellation, but I am being told I will not receive any refund.

My next step will be to submit a dispute with my credit card company who has billed me for all of this.

Please advise.

Thank you.

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Friday, March 13, 2020 12:07 AM
To: Info

To who it may concern,
I am here today on behalf of many other passengers who have there travel tickets booked with Swoop. I want to request for your help and support. In amidst of corona virus outbreak where almost every country is getting affected, people are scared to travel or come in contact of the virus. Respecting the concern of the passengers, travel airlines like Air Canada and West Jet are providing refund or credit for people who decide on not travelling. However, Swoop has decided not to refund or credit the passengers. [REDACTED] I Can't afford to loose that much money. I had plans to visit [REDACTED] [REDACTED] was suppose to travel with me. Given the circumstances, I have no intention to travel at this moment and put the life [REDACTED] at risk. I am sure there must be a lot of people who don't want to risk there health or there loved ones health . I sincerely request you to look into this matter and support us.

Thank you.
sincerely,

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Thursday, March 12, 2020 9:25 PM
To: Info
Subject: Covid-19

Due to the Covid-19 virus the sporting event we were travelling to has been cancelled. At this point Swoop is not refunding our flight.

The recommendation from PHAC states that large gathering should be avoided yet Swoop is not cancelling their flights? What are my options?

Thanks for your help, [REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Thursday, March 12, 2020 9:14 PM
To: Info
Subject: Swoop complaint

Hello there. I am inquiring regarding how to make an official complaint against Swoop for their handling of the Coronavirus situation. Irresponsible that they are not providing credits to people when international events, political activities and schools are closing. Thank you.

Sent from my iPhone

Nadine Landry

From: [REDACTED]
Sent: Thursday, March 12, 2020 6:53 PM
To: Info
Subject: Help Needed in Knowing my Rights

Hi,

I have a situation I would like to consult. It is regarding whether or not I have the right to get a refund for cancelling my NON-refundable ticket.

We purchased the ticket on July 6 2019 for cheap. We had no plans on cancelling or changing the dates as we've really planned it a long time ago.

Sent from my iPhone

Nadine Landry

From: [REDACTED]
Sent: Thursday, March 12, 2020 5:24 PM
To: Info

We have a flight booked from Moncton, NB, to [REDACTED] Peru 18/Apr and returning [REDACTED] to Moncton, 7/May. Air Canada has just informed us that our return portion, Lima to Montreal, has been canceled due to scheduling conflicts. As we are unable to return to Canada, then we can not travel to Peru. In this case are we entitled to a full refund for all legs of the trip?

Thanks

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Thursday, March 12, 2020 4:52 PM
To: Info
Subject: Demande d'indemnisation AeroMexico

Bonjour,

J'aimerais connaître votre opinion concernant notre demande d'indemnisation (qui a été refusée) avec la compagnie aérienne AeroMexico. Après un premier refus, nous avons envoyé un deuxième courriel avec des faits plus précis. De façon évidente, il y avait un surbooking.

Envoie du 3 mars :

Madame, Monsieur

Suite à nos réservations auprès de votre compagnie du vol 304 entre Acapulco et Mexico en date du 29 février, on s'est vu refuser l'embarquement du vol 636 entre Mexico et Montréal aussi en date du 29 février dû à notre arrivée à la porte d'embarquement à l'heure précise du départ.

Prendre note que le départ d'Acapulco du vol 304 avait 30 minutes de retard, que nous avons pris place dans la troisième et dernière autobus nous transportant de l'avion à l'aérogare, que le conducteur de celle-ci se devait d'attendre la descente de l'avion d'une passagère en chaise roulante et prendre le temps de faire son embarquement par l'élévateur, que nous avons attendu sur le tarmac afin de laisser passer un avion qui roulait vers son départ.

Additionnant tous ces précieux temps écoulés, nous sommes entrés dans l'aérogare vers 15h15. Même avec notre plus grande volonté d'arriver à temps à la porte 59 qui se situe à l'extrémité de l'aérogare pour notre vol numéro 636 de 15h25, nous et plusieurs autres passagers (une vingtaine), avons malheureusement manqué notre vol. De plus, je tiens à vous informer qu'une famille qui était directement devant nous a eu la chance d'embarquer dans l'avion. À notre tour, on nous a mentionné d'attendre à la porte d'embarquement. Un autre employé est arrivé en mentionnant au personnel de ce comptoir que le vol était « closed ». Par conséquent, les préposés à l'embarquement nous ont refusé l'accès de monter à bord. De ce fait, nous avons dû s'enregistrer pour le vol 680 en date du 1 mars.

Avec l'ensemble de ces éléments, nous ne pouvons que constater un très grand manquement dans la logistique et la communication entre les différents intervenants impliqués dans la réalisation de cette correspondance.

Par la présente, nous vous demandons compensation pour tous ces éléments d'insatisfaction, de stress et des nombreux inconvénients (la liste est longue) que notre retard a causé.

Dans l'attente, je vous prie d'agréer, Madame, Monsieur, l'expression de nos salutations distinguées.

PJ. Confirmation de nos vols

Envoie du 11 mars

⋮

Bonjour,

Vous me voyez très déçu de votre réponse (préprogrammée pour tous) à notre insatisfaction. Je comprends que l'équipe en service nous a placé sur le prochain départ, mais cela ne justifie en rien qu'on ne nous a pas laissé prendre place sur le vol 636 (vol de jour) tel que nous l'avions réservé.

Nous sommes arrivé à la porte d'embarquement avant 15h25 et l'avion a décollé seulement qu'à **16h25** de Mexico.

Nous savons que plusieurs passagers ont eu la chance d'être transportés par kart électrique vers la porte d'embarquement, qu'il y a eu fermeture définitive des portes à 16h10 et que le décollage s'est fait à 16h25. De plus, comme mentionné précédemment, nous sommes une vingtaine de personnes ayant manqué ce vol alors qu'il ne restait en réalité que 10 sièges libres dans l'avion. Encore là, on voit un très grand manquement dans vos obligations et respect envers votre clientèle.

Il est aussi important de vous mentionner que suite au refus d'embarquement, on nous informe que nos bagages ne sont même pas dans l'avion. Quel surprise de notre part ! On comprend dès lors que certaines décisions avaient déjà été prises et qu'il n'y avait plus rien à faire.

Nous ne nous attendons pas à un remboursement de votre part, mais tout au moins un rabais pour une prochaine réservation afin de nous réconcilier avec votre compagnie et ce, considérant tous les inconvénients découlant de la gestion déficiente face à cette situation.

Merci de reconsidérer notre demande.

**Les informations mentionnées dans notre demande nous ont été transmises par plusieurs passagers du vol 636

Réponse de AeroMexico :

Chers Clients

Merci de vos commentaires.

Nous regrettons d'apprendre que notre retour ne répond pas à vos attentes. Cependant, sachez que votre cas a été réétudié, de ce fait, je vous informe que notre compagnie n'est pas en mesure d'apporter aucune compensation à ce sujet.

Soyez assuré que vos inquiétudes n'ont pas été ignorées. Toutes les remarques de nos passagers nous permettent de faire évoluer nos services.

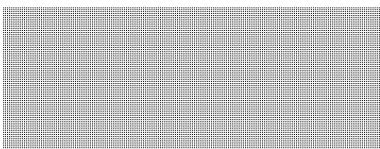
Ce dossier sera clôturé et n'aura plus de reprise à ce sujet. Nous vous remercions pour votre compréhension si vous êtes en désaccord avec notre décision.

Cordialement


Customer Care Representative

Merci de nous revenir sur nos droits.

Cordialement,



Nadine Landry

From: [REDACTED]
Sent: Thursday, March 12, 2020 4:23 PM
To: Air Canada
Cc: Info
Subject: RE: Air Canada - 20 Mar: Philadelphia - Vancouver (Booking Reference [REDACTED])

To whom it may concern,

I have had to cancel this booking because of the Corona virus, but only got a \$11.96 refund. This is despicable. I thought that Air Canada was being lenient regarding booking cancellations relating to the Corona virus, but it appears that they are not.

I tried phoning Air Canada, but could not get through. This is not surprising, however, I cannot wait until 48 hours before my flight leaves, because I won't even get through then.

West Jet gave me a refund online. Why can Air Canada not provide we with a full refund, when requesting this online? This is most unfair. I am following your advice to use the internet, but, by cancelling my flight online I am prevented from receiving a full refund. This is not acceptable.

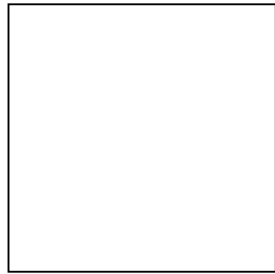
Please refund my flight fully.

Best regards,

Please consider the environment before printing this email and any attachments.

.....
This email message is confidential and may contain privileged information. Any unauthorized dissemination or copying is strictly prohibited. If you have received it in error, please delete it and notify us immediately. This message was not encrypted and internet email may not be secure. Please inform us if you require encryption for future messages.

From: Air Canada [mailto:confirmation@aircanada.ca]
Sent: February 27, 2020 12:26 PM
To: [REDACTED]
Subject: Air Canada - 20 Mar: Philadelphia - Vancouver (Booking Reference: [REDACTED])



Booking Confirmation

Booking Reference: [REDACTED]

Date of issue: 27 Feb, 2020

Select Seats

eUpgrade

Check in

Manage my booking

Thank you for choosing Air Canada. Below are your flight details and other useful information for your trip.

IMPORTANT: Your official Itinerary/Receipt is attached to this email. You must bring it with you to the airport for check-in and we recommend you keep a copy for your records. Please also take the time to review it as it contains the general conditions of carriage and applicable tariffs that apply to the tickets, bookings and air services detailed below, as well as baggage, dangerous goods and other important information related to your trip.

Passengers

[REDACTED]
Ticket number
[REDACTED]

Seats
AC7537 20A
AC123 -

Depart

Economy - Standard

Friday
20 Mar, 2020

14:35
Philadelphia
Philadelphia Int. (PHL),
Terminal D



16:13
Toronto
Toronto-Pearson Int. (YYZ),
Terminal 1

1hr38



AC7537 Operated by: Air Canada Express - Sky Regional | E175 | Wi-Fi
Air Canada Bistro

Friday
20 Mar, 2020

18:00

Toronto

Toronto-Pearson Int. (YYZ),
Terminal 1



20:10

Vancouver

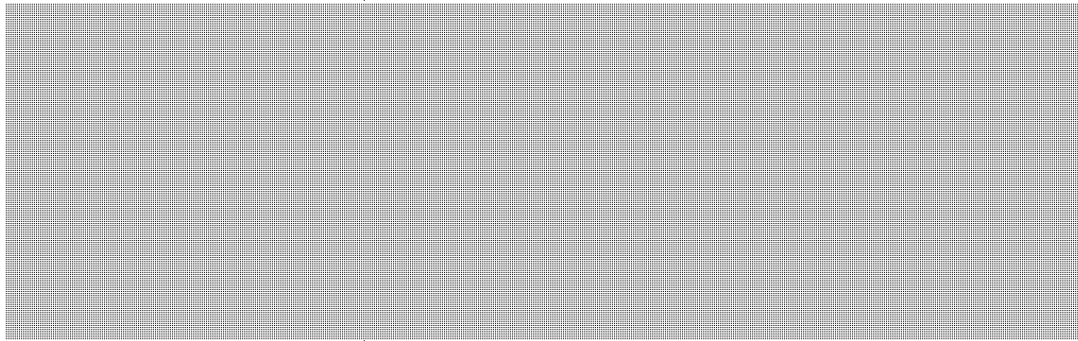
Vancouver Int. (YVR),
Terminal M

5hr10



AC123 Operated by: Air Canada | 777-300ER | Wi-Fi
Meal

Purchase summary



Baggage allowance

Carry-on baggage

On flights operated by Air Canada, Air Canada Rouge or Air Canada Express, you may carry with you in the cabin 1 standard item (max. size: 23 x 40 x 55 cm [9 x 15.5 x 21.5 in]) and 1 personal item (max. size: 16 x 33 x 43 cm [6 x 13 x 17 in]). Your carry-on baggage must be light enough that you can store it in the overhead bin unassisted. See our complete carry-on baggage policy.

Checked baggage

Please see below for details on the bags you plan on checking at the baggage counter.



Philadelphia (PHL) > Vancouver (YVR)

1st bag
\$ 39.86 CAD
Including taxes

2nd bag
\$ 66.44 CAD
Including taxes

Max. weight per bag:
23 kg (50 lb)

Max. dimensions per bag:
158 cm (62 in)

* For travel within Canada or between Canada and the United States, a Canadian tax of \$3.00 CAD may apply to baggage fees. For travel between Canada or the United States and Mexico, the Dominican Republic and Barbados, an applicable local sales tax of \$4.00 CAD may apply to baggage fees. For all other itineraries to/from Mexico, the Dominican Republic and Barbados as well as itineraries to/from South America, an applicable local sales tax of \$21.00 CAD may apply to baggage fees. All above tax amounts are based on the maximum applicable tax amounts per itinerary type. Actual amounts may vary and will be charged in the currency used in your departure airport. Tax amounts are subject to change without notice by local government.

Currency

Fee amounts are displayed in the currency of the first departure city on your ticket. On the day of travel, applicable fees will be assessed in the local currency of the country/region you are travelling from. Certain exceptions may apply where the departure airport does not charge in local currency. The currency exchange rate will be determined by the date of travel.

Stopovers

Checked baggage fees may be reassessed when itineraries include an enroute stopover of more than 24 hours.

Note: If you **exceed your baggage allowance** (in number, size and/or weight), additional checked baggage charges will apply. The policy and fees will be those of the carrier identified in the checked baggage information section.

- View Air Canada's additional checked baggage policy.
- View the additional checked baggage policy of Air Canada's codeshare and interline partners.

Air Passenger Protection Regulations Notice:

If you are denied boarding, your flight is cancelled or delayed for at least two hours, or your baggage is lost or damaged, you may be entitled to certain standards of treatment and compensation under the *Air Passenger Protection Regulation*. For more information about your passenger rights please contact your air carrier or visit the Canadian Transportation Agency's website.

General terms and conditions pertaining to flight delays, cancellations, denied boarding, seating of children and lost or damaged baggage can be found in Air Canada's General Conditions of Carriage and Tariffs.

CANADA, U.S.: 1 (888) 247-2262

To ensure delivery to your inbox, please add confirmation@aircanada.ca to your address book's safe sender list. This service email was sent to you because you purchased an Air Canada flight. It provides important flight information that must be communicated to you. This service email is not a promotional email. Please do not reply to this email as this inbox is not monitored. If you have questions, please visit aircanada.com.

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](#).

Air Canada, P.O. Box 64239, RPO Thomcliffe, Calgary Alberta, T2K 6J7

Nadine Landry

From: [REDACTED]
Sent: Thursday, March 12, 2020 3:38 PM
To: tica@tica.ca; Info; expedia@ca.expediamail.com
Subject: Trip cancellation/Corona Virus
Attachments: ATT00001.txt; edoc.pdf

To,
Whom it may concern

This is in regards to a all inclusive package I booked through expedia on Feb 22nd. Due to on going Coronavirus I have reconsidered my trip as mexico is on high alert according to the canadian government website. I tried calling expedia and was able to speak to customer service after a long wait. Expedia told me they would call west jet to find out what my cancellation options were, and i was then told that I would only be eligible for a travel credit for up to one year if i were to cancel my trip. [REDACTED] that is why I had chosen Mexico as my destination. I paid \$2875 of my hard earned money and I would like a full refund and not a credit. No body knows how long this Coronavirus will last and I am no longer planning to travel until i have full assurance that this virus is gone. I have tried to call west jet multiple times with long wait times and no one to answer the phone. Please help me in getting my full refund as I can't have my money hanging around when I am not even sure when I can travel next. Please find attached my e-tickets for more information on the package.

Thank You
[REDACTED]

----- Forwarded message -----

From: [REDACTED]
Date: Fri., Mar. 6, 2020, 1:10 p.m.
Subject:
To: [REDACTED]

Sent from my iPhone

Booking number: [REDACTED] Reservation code for check-in: [REDACTED]

Issue Date: Fri Mar 6 2020

Guest

[REDACTED]

Agency

[REDACTED]

Itinerary

Departure

| From | Terminal | Via | Carrier | Flight | Date | Dep | Arr |
|----------------|----------|-------------|---------|---------|-------------|-------|-------|
| Toronto, ON | | | WestJet | WS2746 | 26-MAR-2020 | 11:00 | 14:13 |
| To | Seat | Cabin Class | Weight | Baggage | | | |
| Cancun, Mexico | | Economy | | | | | |

Return

| From | Terminal | Via | Carrier | Flight | Date | Dep | Arr |
|----------------|----------|-------------|---------|---------|-------------|-------|-------|
| Cancun, Mexico | | | WestJet | WS2581 | 30-MAR-2020 | 17:20 | 21:57 |
| To | Seat | Cabin Class | Weight | Baggage | | | |
| Toronto, ON | | Economy | | | | | |

Information

Flights 3100 to 3899 operated by a WestJet Encore DHC 8-400.

WS2746 - WestJet Reservation code for web or kiosk check in ICBOYA

Booking number: [REDACTED] | Reservation code for check-in: [REDACTED]

Issue Date: Fri Mar 6 2020

Guest

[REDACTED]

Agency

[REDACTED]

Itinerary

Departure

| From | Terminal | Via | Carrier | Flight | Date | Dep | Arr |
|----------------|----------|-------------|---------|---------|-------------|-------|-------|
| Toronto, ON | | | WestJet | WS2746 | 26-MAR-2020 | 11:00 | 14:13 |
| To | Seat | Cabin Class | Weight | Baggage | | | |
| Cancun, Mexico | | Economy | | | | | |

Return

| From | Terminal | Via | Carrier | Flight | Date | Dep | Arr |
|----------------|----------|-------------|---------|---------|-------------|-------|-------|
| Cancun, Mexico | | | WestJet | WS2581 | 30-MAR-2020 | 17:20 | 21:57 |
| To | Seat | Cabin Class | Weight | Baggage | | | |
| Toronto, ON | | Economy | | | | | |

Information

Flights 3100 to 3899 operated by a WestJet Encore DHC 8-400.

WS2746 - WestJet Reservation code for web or kiosk check in ICBOYA

Booking number: [REDACTED]

Issue Date: Fri Mar 6 2020

Name

[REDACTED]

Agency

[REDACTED]

Accommodation

| Destination | Hotel | Category | Confirmation# |
|----------------|----------------------------|---------------------------------|---------------|
| Cancun, Mexico | Iberostar Selection Cancun | Double Ocean View-All Inclusive | [REDACTED] |
| Check in | Check out | Duration | Occupancy |
| 26-MAR-2020 | 30-MAR-2020 | 4 night(s) | Double |

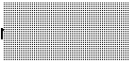
[REDACTED]

Information

Stay 3 to 5 nights and receive 400USD in Resort Coupons. Coupons have no cash value and will expire upon check-out. There is no cash reimbursement if unused. Resort Coupons are broken down in smaller denominations and limited to a maximum amount towards select items at the resort. For complete details please consult the front desk at check in. Resort Coupons will not be replaced under any circumstances. Resort Coupons are issued per room per stay. Travel must be completed by October 31, 2020.

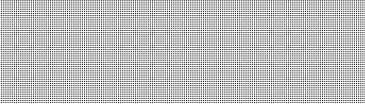
PLEASE NOTE: The Government of Quintana Roo has implemented an environmental tax of 26 pesos, approximately 1.38 USD per room, per night. This mandatory fee is payable directly to the hotel upon check in. Fees subject to change without notice at the discretion of the hotel, some restrictions may apply.

Booking number

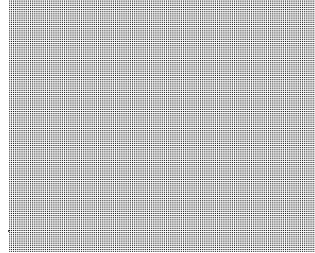


Issue Date: Fri Mar 6 2020

Name



Agency

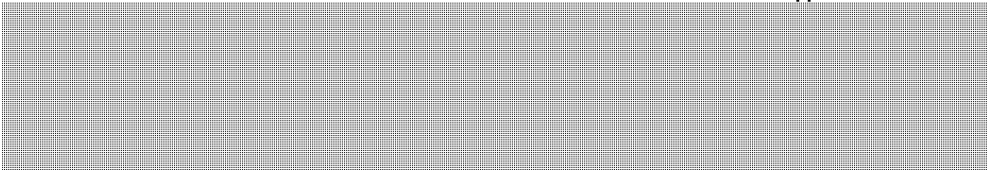


Transfer

| Destination | Product | Category |
|--------------------|---------------------------------|--|
| Cancun, Mexico | BD EXPERIENCE Airport Transfers | RTN Transfer to Iberostar Selection Cancun |
| From | To | |
| 26-MAR-2020 | 30-MAR-2020 | |

Address

Supplier



Information

Upon arrival at the airport, after clearing immigration, collect your luggage and proceed to customs. After customs, proceed through the corridor, following the transportation signage until you are outside of the terminal. Please do not stop inside as your friendly BD Travel representative is located past the timeshare and taxi vendors and is outside the airport terminal holding a WestJet Vacations sign. Rest assured that we are expecting you and we will be waiting for you outside the terminal. Please bring a copy of your WestJet Vacations eDocs. Your rep will provide info about your return trip to the airport at your welcome briefing. Please consult the WestJet Vacations binder at your hotel for your rep's hours of operation and contact info. **WHEELCHAIR ACCESSIBILITY:** If you require wheelchair accessible transfers, please call WestJet Vacations for availability at 1.877.737.7001. Please be advised when travelling with excess or oversized baggage there may be additional fees to transport these items in destination, dependent on the size of transfer vehicle used in destination. Excess or oversized baggage fees that are paid to WestJet Airlines are not applicable towards the transportation of these items in destination. **INFANTS:** For guests travelling with an infant 0 to 2 years of age, it is mandatory to travel with a car seat. Please request one to be provided at time of booking or make arrangements to bring your own. **EARLY ARRIVALS:** Guests arriving into destination with an early morning arrival time should note that hotel services may not be available until check in, between 2PM to 4PM.

Booking number: [REDACTED]

Issue Date: Fri Mar 6 2020

Name

[REDACTED]

Agency

[REDACTED]

Transfer

| Destination | Product | Category |
|--------------------|---------------------------------|--|
| Cancun, Mexico | BD EXPERIENCE Airport Transfers | RTN Transfer to Iberostar Selection Cancun |
| From | To | |
| 26-MAR-2020 | 30-MAR-2020 | |

Address

Supplier

[REDACTED]

Information

Upon arrival at the airport, after clearing immigration, collect your luggage and proceed to customs. After customs, proceed through the corridor, following the transportation signage until you are outside of the terminal. Please do not stop inside as your friendly BD Travel representative is located past the timeshare and taxi vendors and is outside the airport terminal holding a WestJet Vacations sign. Rest assured that we are expecting you and we will be waiting for you outside the terminal. Please bring a copy of your WestJet Vacations eDocs. Your rep will provide info about your return trip to the airport at your welcome briefing. Please consult the WestJet Vacations binder at your hotel for your rep's hours of operation and contact info. **WHEELCHAIR ACCESSIBILITY:** If you require wheelchair accessible transfers, please call WestJet Vacations for availability at 1.877.737.7001. Please be advised when travelling with excess or oversized baggage there may be additional fees to transport these items in destination, dependent on the size of transfer vehicle used in destination. Excess or oversized baggage fees that are paid to WestJet Airlines are not applicable towards the transportation of these items in destination. **INFANTS:** For guests travelling with an infant 0 to 2 years of age, it is mandatory to travel with a car seat. Please request one to be provided at time of booking or make arrangements to bring your own. **EARLY ARRIVALS:** Guests arriving into destination with an early morning arrival time should note that hotel services may not be available until check in, between 2PM to 4PM.

WestJet Vacations Terms and Conditions

Effective December 15, 2019

Thank you for choosing WestJet Vacations!

Please read the following carefully.

GST No. R39910072

Quebec OPC permit No. 702959

Contact us

1-877-737-7001

Open Monday -- Sunday: 6 a.m. -- 10 p.m. MT. Calling outside Canada and the U.S.? Local Number: 1-403-444-2586

This local number may be used when calling from a country not listed below or in the event the appropriate toll-free number is not working. Long distance charges will apply.

Antigua 1-800-300-2658

Bahamas 1-866-884-9188

Barbados 1-800-204-5647

Bermuda 1-800-304-0020

Costa Rica 800-5381-5696

Dominican Republic 1-888-751-4685

Grand Cayman 1-800-204-0081

Ireland 00-800-5381-5695

Jamaica 1-800-101-2488

Mexico 001-800-514-7288

Puerto Rico 1-866-886-2388

St. Lucia 1-800-204-0409

Trinidad and Tobago 1-800-204-2053

Turks and Caicos 1-866-887-1568

United Kingdom 800-5381-5696

TTY for hearing impaired: toll-free 1-877-952-0100

Payment

Full payment by payment card is due at the time of booking. WestJet accepts American Express®, Discover® and Diners Club International® cards, Mastercard®, Visa® and Visa Debit®, and the WestJet gift card. All prices are quoted in Canadian dollars. WestJet dollars can be used towards payment of the base package price of an eligible WestJet Vacations package, available through WestJet's Contact Centre. WestJet dollars cannot be applied against land-only bookings, taxes, fees or charges and can only be used for new bookings. Minimum redemption rules apply and may vary. Other restrictions may apply and are subject to change at any time. Full details available at westjet.com/redeem. At this time, WestJet travel credits cannot be accepted for payment on a WestJet Vacations booking.

Taxes and surcharges

Taxes and surcharges will be calculated and added to the vacation price and must be paid at the time of booking. Some destinations require an airport departure tax to be paid locally upon departure, it is extremely important that you confirm the forms of payment

22 Aerial Place NE 1-877-737-7001
Calgary, Alberta westjetvacations.com
Canada T2E 3J1

accepted (many places only accept cash in the local currency) and the amount payable, as you may not be able to leave the country without payment. Car rental taxes and surcharges other than GST are paid locally to the car rental company.

Cancellation

For vacations (packages or land-only) purchased on or after September 17, 2018:

Cancellations will be accepted 45 days or more before departure on vacation packages, or before the first hotel's check-in on land-only bookings, subject to a \$250 CAD cancellation fee per guest including GST. Vacation packages booked with round-trip Premium fares will not be charged the cancellation fee. Hotel and other suppliers also have cancellation fees that may be applicable. The remainder of the booking price will be refunded back to the original form of payment. Cancellations made 44 - 21 days before departure on vacation packages, or before the first hotel's check-in on land-only bookings, will result in 50% forfeit of the amount paid. Cancellations made less than 21 days before departure on vacation packages, or before the first hotel's check-in on land-only bookings, will result in 100% forfeit of the amount paid. Unless otherwise specified at the time of booking, non-refundable hotel rooms are 100% non-refundable. To cancel your vacation, please call WestJet Vacations during business hours.

For vacations purchased before September 17, 2018:

Cancellations will be accepted 21 days or more before departure, subject to a \$250 CAD cancellation fee per guest including GST. Vacation packages booked with round-trip Premium fares will not be charged the cancellation fee. Hotel and other suppliers also have cancellation fees that may be applicable. The remainder of the booking price will be refunded back to the original form of payment. Cancellations made less than 21 days before departure will result in 100% forfeit of the amount paid. To cancel your vacation, please call WestJet Vacations during business hours.

Changes

Changes will be accepted 21 days or more before departure on vacation packages, or before the first hotel's check-in on land-only bookings, subject to a \$100 CAD change fee per guest including GST. Vacation packages booked with Premium fares will not be charged the change fee. All vacations are subject to applicable supplier rates and charges. Changes are re-booked at current retail price. A change of property is subject to the change fee and hotel and other suppliers also have fees that may be applicable. One name change is permitted outside of 21 days or more prior to departure per booking for a change fee of \$100 CAD including GST; hotel and other suppliers also have fees that may be applicable. To change your vacation, please call WestJet Vacations during business hours.

No shows

Missed flights or unused vacation components are non-refundable and non-creditable. Refunds are not provided in the event of an early departure. In the event that a guest does not check into their hotel on the original arrival date, subsequent nights will be cancelled without refund or credit.

Travel insurance

WestJet Vacations strongly encourages guests to purchase travel insurance for their vacation. Please visit <https://www.westjet.com/en-ca/ox/fares-and-more/extras/travel-insurance> call 1-866-379-7281 for more information or to purchase travel insurance from RBC Insurance. WestJet Vacations is not acting as an agent of RBC Insurance.

Exclusions

Personal incidental charges are the responsibility of the guest and unless otherwise noted, prices do not include local and long distance charges, internet charges, gratuity, bellman, housekeeping, all personal expenses, and any other services not listed as included in the vacation price. Airport transfers are not included in the vacation unless specified on the itinerary.

Checked and excess baggage

Checked baggage is subject to weight, size and piece restrictions. Fees may be combined. For example, if a bag is a second piece, and is also overweight, both fees will apply.

For vacations purchased on or after November 5, 2018 for travel on or after December 3, 2018:

A fee of \$30-35.40 CAD/USD will be charged for the first piece of checked baggage. A fee of \$50-59 CAD/USD will be charged for the second piece of baggage and \$100-118 CAD/USD for a third or fourth piece. Vacations booked with a Premium fare receive 2 free checked bags. A fee of \$100-118 CAD/USD will be charged for overweight or oversized baggage. Select sporting and hunting equipment are subject to a handling fee of \$50-59 CAD/USD. Currency will be based on the location of fee payment; outside of Canada all fees will be charged in USD.

For vacations purchased prior to November 5, 2018:

A fee of \$30-35.40 CAD/USD will be charged for the first piece of checked baggage on flights within Canada or to and from the U.S. A fee of \$50-59 CAD/USD will be charged for the second piece of baggage on all flights (including international flights), and \$100-118 CAD/USD for a third or fourth piece on all flights. Vacations booked with a Premium Economy fare receive 2 free checked bags. A fee of \$75-88.50 CAD/USD will be charged for overweight or oversized baggage on all flights. Select sporting and hunting equipment are subject to a handling fee of \$50-59 CAD/USD. Currency will be based on the location of fee payment.

For complete checked baggage information, visit <https://www.westjet.com/en-ca/travel-info/baggage/checked-excess>.

For a list of checked baggage fees, visit <https://www.westjet.com/en-ca/travel-info/fares/service-fees>.

Carry-on baggage

WestJet allows each guest to bring one carry-on item. WestJet also allows one personal item, per guest, on flights to all destinations.

For complete carry-on baggage information, visit <https://www.westjet.com/en-ca/travel-info/baggage/carry-on>.

Check-in and airport arrival

For everything you need to know to ensure your on-time departure, visit <https://www.westjet.com/en-ca/travel-info/check-in/index>. For flights within Canada, the recommended check in time is 90 minutes before flight departure. For flights to and from international destinations or the United States, the recommended check in time is 120 minutes before flight departure. You must be through security and customs, if applicable, and at your departure gate 40 minutes before the scheduled departure of your flight. If you arrive at the gate less than 10 minutes before departure, you risk losing your reserved seat. WestJet Vacations is not responsible for missed flights, transfers, or any portion of onward travel due to late arrival at the gate.

ID requirements

Domestic: For flights within Canada, all guests aged 18 and over will be required to present one piece of valid government issued photo ID showing their name, date of birth and gender. If a valid government issued photo ID is not available, then two pieces of valid government issued non-photo ID will be required, one of which must show name, date of birth and gender. ID is not required for children under the age of 12; however, it is recommended.

International: Travellers are responsible for obtaining and carrying all necessary documentation such as, but not limited to: visa, passport, citizenship card, birth certificate, vaccination certificates and certified legal letter for children travelling with only one parent. Identification must meet the requirements set by immigration authorities in each country. WestJet and WestJet Vacations strongly recommend that you contact your destination country's embassy for your specific entrance requirements. It is the guest's responsibility to ensure they have the appropriate identification and travel documentation for their flight as WestJet is not responsible for denied entry.

Privacy policy

WestJet Vacations is committed to protecting the privacy of your personal information and has developed a privacy policy to comply with the Personal Information Protection and Electronic Documents Act, which is available at www.westjet.com/guest/en/privacy.html.

Requirements of government authorities

Because of the nature of the airline industry, and concerns with respect to safety and security, there may be situations in which WestJet is required by legal authorities to collect, use or disclose personal information about you, particularly when you are travelling with us, without your knowledge or consent. Information that we are required to collect by any Canadian, U.S. or international government authorities, depending on your boarding location and destination, may include, as required by such authorities, your full name, date of birth, citizenship, gender, passport number and country of issuance, U.S. Visa number, Resident Alien card number, the means by which you paid for your flight, details as to how it was booked, and any other personal information collected by us as set out in this policy or as required by such government authority.

Register your travel with Global Affairs Canada

Global Affairs Canada offers a registration service for all Canadians travelling or living abroad. This service is provided so that government officials can contact you to assist with an emergency in a foreign country, such as a natural disaster or civil unrest, or inform you of a family emergency at home. Please visit Travel.gc.ca to register.

Hotel check-in/checkout

Check-in and check-out times vary by property and may not coincide with flight arrival and departure times. All-inclusive privileges begin at the time of check in and end at time of check out. All guests who wish to check out later than the specified hotel check-out time are required to pay any additional charges that the hotel will impose upon them directly to the hotel.

Room preferences

WestJet Vacations will forward requests for specific room types, bedding configurations and other room requests to the hotel. We cannot guarantee they will be available.

Hotel ratings

WestJet Vacations has developed a rating guide to help you choose the property that best suits your needs and budget. Our ratings are based on WestJet Vacations' assessment of each property's available facilities, services, location and amenities. WestJet Vacations strives to ensure that the descriptions on our website are current at all times, however, for reasons beyond our control, changes can occur which may affect our ratings. As such, our hotel rating system should be used as a guideline only and is subject to change without notice. Any photographs appearing on westjetvacations.com are for your information only and are not guaranteed to be an exact representation of what a property will resemble upon arrival.

Hotel descriptions and construction

WestJet Vacations will make every effort to ensure that the hotel information described online is current and accurate however we cannot be held responsible for changes to hotel services or inconveniences as a result of hotel construction.

Hotel service

WestJet Vacations works diligently to align ourselves with travel suppliers who share our values in providing guests a positive experience. Our WestJet Vacations local representatives are available in most international sun destinations to offer support and liaise with our suppliers in the event you need assistance during your stay. Any issue you encounter must be brought to the travel supplier's attention while you are in destination, so they have the opportunity to rectify the problem and ensure you continue to have an enjoyable holiday. Please file your complaint with the Hotel, Transportation Company, Excursion provider etc.; we recommend you obtain a copy of it, and also contact our local representative. If no local representative is available, please contact WestJet Vacations at 1-877-737-7001. Should you remain dissatisfied with the service provided by the supplier, and wish to provide your feedback, please contact your travel agent and/or send WestJet Vacations a message <http://www.westjet.com/en-ca/contact-us/index...> Please note we will only respond to feedback received within 30 days of your return.

22 Aerial Place NE 1-877-737-7001
Calgary, Alberta westjetvacations.com
Canada T2E 3J1

Car rental

Drivers must be a minimum of 21 years of age (minimum 25 years of age for rentals in some U.S. locations – please confirm with location directly) and hold a valid major credit card (non-prepaid American Express, Mastercard or Visa). A cash deposit may also be required. There may be a daily surcharge for renters under 25 years old. Rates shown include unlimited mileage. Additional authorized drivers, taxes, insurance and fees are paid locally to the car rental company. Car rental rates are based on a 24 hour period. Vehicles must be returned on or before the pickup time on the rental agreement or they may be subject to additional charges. WestJet Vacations strongly recommends the purchase of car insurance with your vehicle rental. The car rental company reserves the right to refuse any request for rental, including requests for persons under age, persons not in possession of a recognized full and valid driver's license, persons unable to satisfy credit or cash requirements, or persons who, in the opinion of car rental company, constitute a risk.

Guest with special needs

Travelling abroad with a special need can pose unique challenges. International accessibility services and amenities may not meet Canadian or American standards and may differ from location to location. In some cases they may not be available at all. Although WestJet Vacations strives to ensure that appropriate arrangements are made to make your vacation a remarkable experience, we cannot guarantee the availability of or access to accommodations for guests with special needs in destinations outside of Canada and the U.S. WestJet Vacations is not liable for any costs, damages, or losses, whether directly or indirectly, arising from or related to the lack of any such access or accommodations. Please call us at 1-877-737-7001 so that we can help ensure your vacation needs are met and provide you with a list of our current hotel partners that may be able to meet your travel needs.

Tickets and vouchers

WestJet utilizes a ticketless reservation system. You do not require a paper ticket for your flight. In most cases, vouchers or tickets are not required to redeem for hotel, car, activities or services. A piece of photo identification is enough to redeem vacation services. You will be notified if a voucher is required for any part of your vacation. Multiple guests traveling on the same itinerary but booked on separate bookings will not be identified as a group, will not receive group services, and may be subject to cancellation.

Advisory

When travelling, you should recognize and respect the social and political standard of living. This includes religion, local practices, political systems and the conditions of utilities, services and accommodation which may differ from those found in your own country. WestJet Vacations will not assume responsibility for any services including water, electricity, security, sanitary conditions, pools, food and beverage, which may be interrupted or suspended during your stay. Food, water and beverages may not be on par with the North American standard. You must assume sole responsibility for any illness suffered while travelling or upon return due to the quality of the food, water and beverages.

Liability of suppliers

WestJet Vacations makes arrangements with suppliers who provide travel services such as air travel, hotel accommodation, bus travel, sightseeing, attractions, car rental or other services included in your package. Although we try our best to choose the most reputable suppliers, we cannot be responsible for their acts and omissions. The package components are subject to the conditions imposed by these suppliers, and their liability may, in turn, be limited by their tariffs, conditions of carriage, tickets and vouchers and international conventions and arrangements. WestJet Vacations acts only in the capacity of an agent for guests or the supplier of goods and services rendered. As such, we maintain no control over the personnel, equipment, operations or goods of the supplier. When you fly to and from your destination, WestJet's tariffs apply, including limits on and/or exclusions of liability. WestJet Vacations assumes no responsibility for a schedule change by WestJet nor any additional costs (accommodation, meals, etc.) caused by flight delays or misconnections.

Aircraft schedule changes and delays

Flight times, airlines and type of aircraft are subject to change and substitution. WestJet Vacations will make every effort to inform guests of any changes. You are urged to contact WestJet 24 hours before departure, to reconfirm flight times. We will accommodate you if your flight is delayed. We will not assume responsibility for expenses incurred as a result of flight delays. You must contact your hotel and/or car rental company in the event that you are delayed beyond the expected time of arrival. You can also contact WestJet Vacations at 1-877-737-7001 if alternate travel arrangements are required.

Flights

Flight numbers 3000 to 3099 are operated by a WestJet Link by Pacific Coastal Saab 340B. Flight numbers 3100 to 3899 are operated by a WestJet Encore DHC 8-400.

Force majeure

WestJet Vacations shall not be liable for failure in the performance of any of its obligations, including without limitation, for any loss or damage resulting from any delay, cancellation, loss of personal belongings, illness, bodily injury, accident, death, deterioration of travel services, inconvenience, loss of enjoyment, disappointment or frustration, either mental or physical, due to:

- An act of God;
- A war, revolution, insurrection, riot, blockage or any other unlawful act against public order or authority, including an act of terrorism or threat thereof;
- Fire, flood, explosion, earthquake, epidemics, quarantine, storm, lightning, tornado or adverse weather conditions generally;
- Accident to or failure of an aircraft or equipment used in connection therewith, loss of or hijacking of an aircraft, or any shortage of or inability to provide labour, fuel or facilities;
- Any strike, lock-out, labour dispute or other industrial disturbance whether involving WestJet or WestJet Vacations employees, the employees of its suppliers or others upon whom WestJet Vacations relies;
- Any government order, regulation, action or inaction or any failure to obtain the approval of a government authority having jurisdiction in the circumstances as may be required to the conduct of operations hereunder or any government or legal restraint upon such operation;

- Others upon whom WestJet Vacations relies for the performance of the whole or any part of any travel service hereunder;
- Any other causes beyond the reasonable control of WestJet Vacations and any other event not reasonably to be foreseen, anticipated or predicted, whether actual, threatened or reported, which may interfere with the operations of WestJet Vacations or of its suppliers.

Liability of WestJet Vacations

WestJet Vacations will not assume responsibility for any claims, losses, damages, costs or expenses arising out of personal injury, accidents or death; loss, damage or delay of baggage or other property; or delay, inconvenience, loss of enjoyment, upset, disappointment, distress or frustration, whether physical or mental resulting from any of the following:

- The act of omission of any party other than WestJet Vacations or its employees;
- Sickness, family emergencies, theft or any other circumstance affecting you beyond our direct control;
- Any Force Majeure beyond our direct control;
- Failure of the guest to obtain the documentation required for their trip such as passports, visas and certificates (in which case they will also not be entitled to any refund);
- Failure of the guest to follow instructions including but not limited to airport departure times, baggage handling and check-in and checkout times;
- Cancellation or change for any reason in the travel services offered. WestJet Vacations reserve the right to cancel or change the travel services at our discretion, but we will try to substitute comparable services. If we must completely cancel your reservation, WestJet Vacations' liability will be limited to a refund of all monies paid.

A full refund will not be given in situations where travel must be cancelled by WestJet Vacations for reasons which are beyond its control (Force Majeure or other situations) and where WestJet Vacations' contractual obligations with its suppliers do not allow it to obtain reimbursement of the sums paid to the supplier on your behalf.

WestJet Vacations reserves the right to refuse any booking and decline any guest(s) at any time. In all cases, the liability of WestJet Vacations for any loss, damage or injury, whether physical or mental, arising from its own acts, omissions or negligence, is limited to the price of the package booked.

Air Passenger Protection Regulations

If you are denied boarding, your flight is cancelled or delayed for at least two hours, or your baggage is lost or damaged, you may be entitled to certain standards of treatment and compensation under the Air Passenger Protection Regulations. For more information about your passenger rights, please contact your air carrier, visit <http://www.westjet.com/en-ca/faq/airline-information/air-passenger-protection> or visit the Canadian Transportation Agency's website.

Feedback

We appreciate hearing about your experience with us. If you would like to provide us with feedback, please visit www.westjet.com/guest/en/contact/index.shtml and select the share your experience link. You may also send us a letter to WestJet Campus, Attention: Guest Relations, 22 Aerial Place N.E., Calgary, Alberta Canada T2E 3J1.

22 Aerial Place NE 1-877-737-7001
Calgary, Alberta westjetvacations.com
Canada T2E 3J1

Nadine Landry

From: [REDACTED]
Sent: Thursday, March 12, 2020 3:36 PM
To: Info
Subject: Re: Air travel complaint: 20-76358

Hello,

I'm following this up again. It's been 5 weeks and I've heard nothing about my case. Is anyone even reading these emails?

[REDACTED]

On 29 Feb 2020, at 1:50 pm, [REDACTED] wrote:

Hello,

I'm following up a complaint I made on 8th February. I have received no response since this initial email and when I check on the status there has been no change. Can I please confirm that my case is in the system and if it will be reviewed soon? I am concerned that Air Canada will close my claim if there is no action on this soon.

Many thanks,

[REDACTED]

From: Canadian Transportation Agency <otc.docs-docs.cta@otc-cta.gc.ca>
Date: Saturday, 8 February 2020 at 11:27 am
To: [REDACTED]
Subject: Air travel complaint: 20-76358

Thank you. We have successfully received your complaint. Your case number is 20-76358.

You can [check the status of your complaint](#) online. Please note it can take up to 24 hours for your case to process before your status is available online.

Need immediate help during your trip?

If you need immediate assistance while travelling contact the airline directly.

IMPORTANT NOTICE FOR BAGGAGE COMPLAINTS – TIME LIMITS IN EFFECT

- **7 day time limit for damaged baggage or missing items:**
You must submit a written claim with your airline within 7 days of receipt of your baggage if your claim relates to damaged baggage or missing items.
- **21 day time limit for lost baggage:**
You must submit a written claim with your airline within 21 days for baggage that is potentially lost.

Failure to submit a written claim to the airline within the set time limits could result in the carrier denying your claim. All claims are subject to proof of loss so be sure to include all out of pocket expenses.

Next Steps:

1. **Our expert staff will review your complaint and may ask you for more information.**
Please note due to an increase in the volume of complaints the Agency has received, there may be a delay before your case is assigned to an officer. Rest assured that this will not impact the outcome of your complaint.
2. **If you haven't written to the airline about your complaint, we'll do that for you.**
We will forward your complaint to the airline with a 30-day deadline for them to respond. Often the issue can be resolved directly with the airline.
3. **Not satisfied with the airline's response? We will try to resolve your complaint.**
We will work to resolve your complaint through facilitation or mediation. This is an easy and informal dispute resolution process. The vast majority of complaints are resolved this way.

Where less formal processes don't prove successful, the Agency also offers a court-like process called adjudication, where a panel will make a decision based on the evidence provided. The adjudication process can also be used in more complex cases where a passenger feels that the airline's contract is unclear, unjust, unreasonable or discriminatory.

We recognize that the complaint process can be frustrating and we are here to guide you through the process. Please be patient with our staff as we work to address your issues. Please note that there is zero tolerance for rude or abusive language.

You can update your case file by emailing otc.docs-docs.cta@otc-cta.gc.ca or faxing 819-997-6727.

Future travel plans?

Please visit www.AirPassengerProtection.ca for travel tips and to find out more about new regulations coming into effect December 15, 2019.

otc-cta.gc.ca | [Twitter](#) | [YouTube](#) | [News feeds](#) | info@otc-cta.gc.ca | [1-888-222-2592](tel:1-888-222-2592)

Nadine Landry

From: Info
Sent: Thursday, March 12, 2020 2:51 PM
To: Office des transports du Canada / Canadian Transportation Agency
Subject: FW: [Sunwing Vacations] Re: [REDACTED] Cancun / SUNWING AIRLINES / 1/28/2020-2/4/2020
Attachments: FW: [Sunwing Vacations] Re: [REDACTED] / Cancun / SUNWING AIRLINES / 1/28/2020-2/4/2020

Nadine Landry

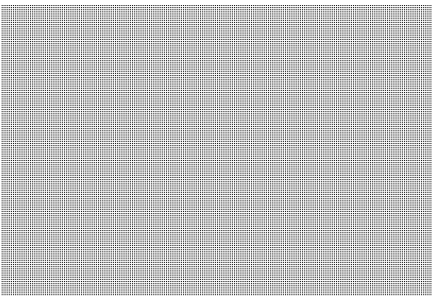
From: [REDACTED]
Sent: Thursday, March 12, 2020 2:37 PM
To: Info
Subject: FW: [Sunwing Vacations] Re: [REDACTED] / Cancun / SUNWING AIRLINES / 1/28/2020-2/4/2020

Hi,

I am not buying the Airlines's explanation. See just beyond their response to me today.

What protection is the act if they can just state anything they want as being a defect to get our of their poor management practices during travel peak season?

With warmest regards,



From: [REDACTED] (Sunwing Vacations/Vacances Sunwing) <support@posttravel.zendesk.com>
Sent: Thursday, March 12, 2020 11:26 AM
To: [REDACTED]
Subject: [Sunwing Vacations] Re: [REDACTED] / Cancun / SUNWING AIRLINES / 1/28/2020-2/4/2020

##- Please type your reply above this line -##

Your request ([REDACTED]) has been updated. To add additional comments, reply to this email.



[REDACTED] (Sunwing Vacations/Vacances Sunwing)

Mar 12, 11:25 EDT

Hello [REDACTED]

Please note, the Airline determines the status of the flight disruption and cause. Should you wish to dispute this, your avenue of appeal is with the Canadian Transportation Agency (CTA) via this link: <https://rppa-appr.ca>.

Regards,

[REDACTED] Sunwing Airlines
416-620-4955 f. 416-798-8760
27 Fasken Drive, Toronto, ON M9W 1K6



[REDACTED]

s.19(1)

Mar 10, 14:01 EDT

Hi [REDACTED]

If only I had recorded the conversation that the flight crew was having on our shuttle bus trip from the airfield Sunwing terminal to the main terminal. Maybe there is a way for me to reach out to the other passengers that overheard the conversation they were having via Facebook or other social media platforms. [REDACTED] and I were surprised by the flight crews total disregard for us, the passengers, standing within two feet of them as we were invisible.

One of the stewardesses, stated, that she was supposed to have gone to Montego Bay but was pulled off that schedule and at the last moment sent to Cancun (our flight). The [REDACTED] commented that [REDACTED] had no idea what the actual flight delay until [REDACTED] informed [REDACTED] just before take-off from Cancun. [REDACTED] the flight delay was due to a shortage of pilots, which is a major problem the airline was having during this peak travel period". They also laughed about a Captain who arrived late and drunk for [REDACTED] flight, resulting in several flights being delay. This reference was not made towards our return flight. They also talked about the [REDACTED]

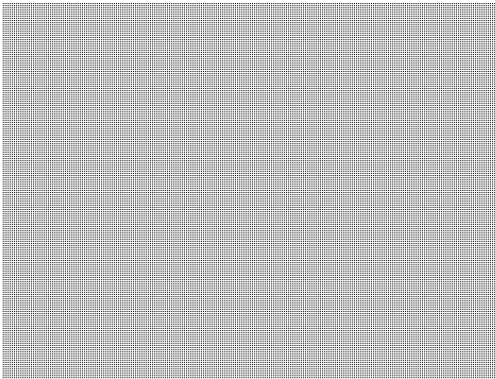
In the past, Sunwing was notorious for this type of disregard for their passengers. I was under the influence of your marketing department that those mistakes had tossed into the never again box. I will try to use social media to reach out to the other passengers that may have overheard the conversation that [REDACTED] and I heard; otherwise, your legal team will dismiss as hearsay. Maybe one of them taped it on their phones as it was shocking behaviour. If we can find

others that overheard what we did as lying to passengers is not well thought of in the Passengers Bill of Rights. Maybe we can find an ambulance chaser who has been a former mistreated Sunwing passenger, and they could test the Passengers Bill of Rights in a class action against your airline.

I do not think a judge will rule that not having a captain or sufficient crew members to fly the plane would qualify as a “technical defect”, as this would be bad management. Of course, if we go this route, the damages will include the lie stated below. Plus any reasonable attorney will have the crew come to testify under oath of what they said on that 15-minute bus trip to the main terminal. Maybe the bus has a recording of passengers in earshot, perhaps audio or even shots of the crew speaking were a lip reader might be able to interpret their lips. Maybe too much television for me, but these are scary times, and surveillance of the public seems to be everywhere, may be present on passenger shuttle buses within the airport?

Non-response to this message will be your acknowledgement that you wish me to seek out other passengers that may have also overheard the conversation [REDACTED] and I did. As the Passenger Bill of Rights does not govern my opinions, I am giving you the courtesy of 10-days to respond to this email.

With warmest regards,



[REDACTED] (Sunwing Vacations/Vacances Sunwing)

Mar 10, 08:17 EDT

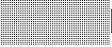
s.19(1)

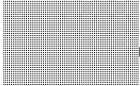
Hello 

Thank you for your submission. I apologize for this flight disruption and any inconvenience this may have caused. The Airline has reviewed the details of this flight disruption and determined the delay that affected your flight was due to a technical defect that was identified during preflight preparations which delayed your inbound aircraft. The delay was deemed INSIDE THE CONTROL OF THE CARRIER BUT TAKEN FOR SAFETY REASONS and as per the Air Passenger Protection Regulations, no compensation will be provided. If you had any out-of-pocket expenses related to this delay, please scan and attach your receipts to this email.

For more information about the Air Passenger Protection Regulations, please visit <https://rppa-appr.ca>.

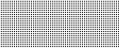
Regards,

 Sunwing Airlines
416-620-4955 f. 416-798-8760
27 Fasken Drive, Toronto, ON M9W 1K6

 (Sunwing Vacations/Vacances Sunwing)

Mar 10, 08:17 EDT

-

 Sunwing Airlines
416-620-4955 f. 416-798-8760
27 Fasken Drive, Toronto, ON M9W 1K6

This email is a service from Sunwing Vacations/Vacances Sunwing. Delivered by [Zendesk](#) | [Privacy Policy](#)

Nadine Landry

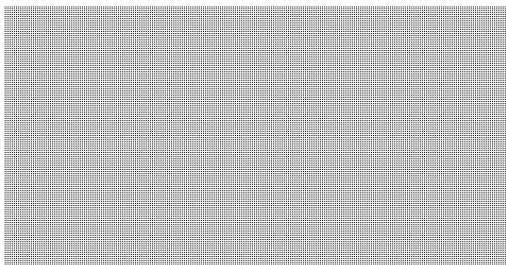
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Hi [REDACTED],

If only I had recorded the conversation that the flight crew was having on our shuttle bus trip from the airfield Sunwing terminal to the main terminal. Maybe there is a way for me to reach out to the other passengers that overheard the conversation they were having via Facebook or other social media platforms. [REDACTED] and I were surprised by the flight crews total disregard for us, the passengers, standing within two feet of them as we were invisible.

One of the stewardesses, stated, that she was supposed to have gone to Montego Bay but was pulled off that schedule and at the last moment sent to Cancun (our flight). The [REDACTED] commented that [REDACTED] had no idea what the actual flight delay until [REDACTED] informed [REDACTED] just before take-off from Cancun. [REDACTED] "the flight delay was due to a shortage of pilots, which is a major problem the airline was having during this peak travel period". They also laughed about a Captain who arrived late and drunk for his flight, resulting in several flights being delay. This reference was not made towards our return flight. They also talked about the [REDACTED]

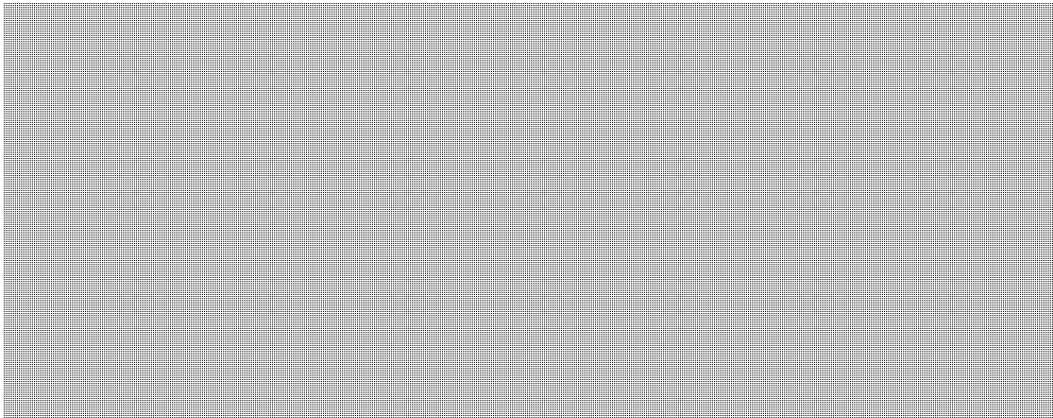
In the past, Sunwing was notorious for this type of disregard for their passengers. I was under the influence of your marketing department that those mistakes had tossed into the never again box. I will try to use social media to reach out to the other passengers that may have overheard the conversation that [REDACTED] and I heard; otherwise, your legal team will dismiss as hearsay. Maybe one of them taped it on their phones as it was shocking behaviour. If we can find

others that overheard what we did as lying to passengers is not well thought of in the Passengers Bill of Rights. Maybe we can find an ambulance chaser who has been a former mistreated Sunwing passenger, and they could test the Passengers Bill of Rights in a class action against your airline.

I do not think a judge will rule that not having a captain or sufficient crew members to fly the plane would qualify as a “technical defect”, as this would be bad management. Of course, if we go this route, the damages will include the lie stated below. Plus any reasonable attorney will have the crew come to testify under oath of what they said on that 15-minute bus trip to the main terminal. Maybe the bus has a recording of passengers in earshot, perhaps audio or even shots of the crew speaking were a lip reader might be able to interpret their lips. Maybe too much television for me, but these are scary times, and surveillance of the public seems to be everywhere, may be present on passenger shuttle buses within the airport?

Non-response to this message will be your acknowledgement that you wish me to seek out other passengers that may have also overheard the conversation [REDACTED] and I did. As the Passenger Bill of Rights does not govern my opinions, I am giving you the courtesy of 10-days to respond to this email.

With warmest regards,



[REDACTED] (Sunwing Vacations/Vacances Sunwing)

Mar 10, 08:17 EDT

Hello [REDACTED],

Thank you for your submission. I apologize for this flight disruption and any inconvenience this may have caused. The Airline has reviewed the details of this flight disruption and determined the delay that affected your flight was due to a technical defect that was identified during preflight preparations which delayed your inbound aircraft. The delay was deemed INSIDE THE CONTROL OF THE CARRIER BUT TAKEN FOR SAFETY REASONS and as per the Air Passenger Protection Regulations, no compensation will be provided. If you had any out-of-pocket expenses related to this delay, please scan and attach your receipts to this email.

For more information about the Air Passenger Protection Regulations, please visit <https://rppa-appr.ca>.

Regards,

[REDACTED] | Sunwing Airlines
416-620-4955 f. 416-798-8760
27 Fasken Drive, Toronto, ON M9W 1K6



[REDACTED] (Sunwing Vacations/Vacances Sunwing)

Mar 10, 08:17 EDT

-

[REDACTED] | Sunwing Airlines
416-620-4955 f. 416-798-8760
27 Fasken Drive, Toronto, ON M9W 1K6

This email is a service from Sunwing Vacations/Vacances Sunwing. Delivered by [Zendesk](#) | [Privacy Policy](#)

Nadine Landry

From: Info
Sent: Thursday, March 12, 2020 2:25 PM
To: [REDACTED]
Subject: RE: Accusé de réception de l'Office des transports du Canada / Acknowledgement of receipt from the Canadian Transportation Agency

Bonjour [REDACTED]

Nous accusons réception de votre demande concernant l'état de votre plainte. Veuillez noter que, depuis l'entrée en vigueur du Règlement sur la protection des passagers aériens, nous observons une augmentation importante du nombre de plaintes déposées, ce qui entraîne un retard dans le traitement de celles-ci. Vous serez contacté une fois votre plainte attribuée à un de nos officiers. Nous nous excusons pour le retard.

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : [Twitter](#) / [YouTube](#)

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: [Twitter](#) / [YouTube](#)

From: [REDACTED]
Sent: Thursday, March 12, 2020 12:08 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Re: Accusé de réception de l'Office des transports du Canada / Acknowledgement of receipt from the Canadian Transportation Agency

Objet : Ma réclamation datant du 26 janvier 2020

Je n'ai toujours pas de nouvelles de votre part , à l'exception d'un accusé de réception provenant d'un message automatisé.

Le temps passe... j'aimerais recevoir dès que possible des nouvelles.

OÙ EN EST MA RÉCLAMATION ?

Merci d'avance.

[REDACTED]

Le 21 févr. 2020 à 13:48, Info <Info@otc-cta.gc.ca> a écrit :

English follows French

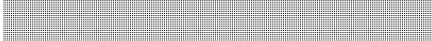
Nous vous remercions d'avoir communiqué avec l'Office des transports du Canada. Votre demande est importante pour nous. Nous vous répondrons dans les plus brefs délais. Suite à votre demande, une réponse additionnelle suivra.

Thank you for contacting the Canadian Transportation Agency. Your inquiry is important to us. We will get back to you as soon as possible. An additional response to your inquiry will follow accordingly.

Nadine Landry

From: Info
Sent: Thursday, March 12, 2020 1:13 PM
To: Office des transports du Canada / Canadian Transportation Agency
Subject: FW: Sunwing
Attachments: Sunwing

Nadine Landry

From: 
Sent: Thursday, March 12, 2020 12:25 PM
To: Info
Subject: Sunwing

Hello,

On February 14/2020 I booked a vacation package through Sunwing. I was just notified this morning that they changed the plane for my returning flight. I had already paid \$100 for that flight to reserve special seats. Now I have been removed from my seats and my money has not been refunded. This is stealing and fraud, in my opinion; they cannot charge me for a service they decide not to provide after I've paid for it. I've been on hold for over 2 hours with Sunwing and have not been able to reach anyone.

I want my money refunded to me or to be placed in the exact seats I paid for. Please advise me on how I need to proceed with this issue.

Thank you,



Sent from my iPhone

Nadine Landry

From: [REDACTED]
Sent: Thursday, March 12, 2020 12:25 PM
To: Info
Subject: Sunwing

Hello,

On February 14/2020 I booked a vacation package through Sunwing. I was just notified this morning that they changed the plane for my returning flight. I had already paid \$100 for that flight to reserve special seats. Now I have been removed from my seats and my money has not been refunded. This is stealing and fraud, in my opinion; they cannot charge me for a service they decide not to provide after I've paid for it. I've been on hold for over 2 hours with Sunwing and have not been able to reach anyone.

I want my money refunded to me or to be placed in the exact seats I paid for. Please advise me on how I need to proceed with this issue.

Thank you,

[REDACTED]

Sent from my iPhone

s.19(1)

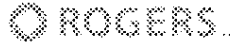
Nadine Landry

From: [REDACTED]
Sent: Thursday, March 12, 2020 11:03 AM
To: Info
Subject: [REDACTED]
Attachments: PLAINTE TRANSPORT AERIEN.pdf

Bonjour ,
Voici tel que convenu les documents de la plainte .
merci

[REDACTED]

Numéro de contrat : [redacted] Niveau de Service : [redacted] Adresse facturation : [redacted]



s.19(1)

| Date | En itinérance | Type de données | Votre utilisation | \$ |
|------------|---------------|-----------------|-------------------|----|
| leu 13 sep | | ID | 09984 kb | 50 |
| [redacted] | | | | |

Légende : RD = Internet sans fil en itinérance ; ID = Internet sans fil/données ;
✓ Sans frais

Identifiant de compte | Numéro de facture | Date de facturation | Page
7

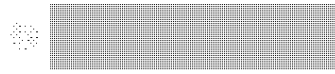


Détails de l'utilisation - Sans fil 514-668 7326 (suite)

| Date | Heure | Type de | À | Endroit appelé | Tarif période | Durée (min:sec) | Coût par d'antenne min (\$) | Temps interurbains/ Interurbains/ autre | | | Total (\$) |
|------------|-------|---------|---|----------------|---------------|-----------------|-----------------------------|---|-------------------|------------|------------|
| | | | | | | | | tarif (\$) | autres frais (\$) | Total (\$) | |
| [Redacted] | | | | | | | | | | | |

Légende : SW = Soir/soir-eind ; JS = Jour Sem ; F&P = Appel fait à l'ext. du Canada (à un no. éu. Canada faisant partie de votre prov. d'app.) soumis à la TPS et à la TVQ ; EZ = Appel reçu dans votre zone d'appartenance ; HZ = Appel fait de votre zone d'appartenance ; ADV = Appel sortant hors de la Zone d'app. locaux ; MV = Messagerie vocale ; ☐ = Sans frais

Détail de l'utilisation des données sans-fil



| Date | En itinérance | Type de données | Votre utilisation | \$ |
|------------|---------------|-----------------|-------------------|----|
| [Redacted] | | | | |

Numéro de compte | Numéro de 15,10M | Date de formation | Page



Détails de votre utilisation

Détails de l'utilisation - Sans-fil

Détail de l'utilisation des services voix sans-fil

| Date | Heure | Type De | À | Endroit appelé | Tarif période | Durée (min:sec) | Coût par d'entente min (\$) | Temps Interurbains/ Interurbains/ autre | | Total |
|------|-------|---------|---|-------------------|------------------|--------------------|--------------------------------|--|------------|-------|
| | | | | | | | | tarif (\$) | tarif (\$) | |

| | | | | | | | | | | |
|--------------------|--|--|--|--|--|--|--|--|--|--|
| [Redacted content] | | | | | | | | | | |
|--------------------|--|--|--|--|--|--|--|--|--|--|

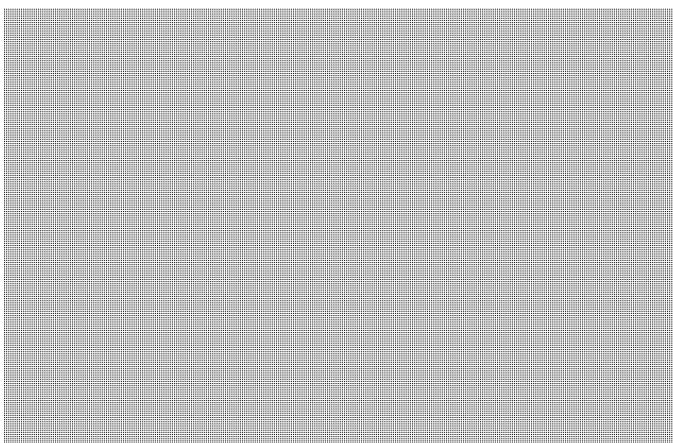
| Numéro de compte | Numéro de facture | Date de facturation | Page



Cette facture est émise par Rogers Communications Canada Inc.

Requête de recette | Numéro de facture | Date de facturation | Page

Sommaire du compte



Contactez-nous

Si vous avez des questions après avoir révisé votre facture...

- Consultez rogers.com/contacteznous
- Composez le 1-888-ROGERS-1 (1-888-764-3771) - ou 611 sans frais à partir de votre téléphone Rogers - tous les jours de 7 h à 00 h (H-E)
- Écrivez-nous à :
Rogers, rue 100 Westmorland
Moncton, NB
E1C 0G1

Comment payer votre facture Rogers

Si vous devez au moins de payer votre facture, vous pouvez donc choisir le méthode qui vous convient le mieux :

- en ligne à rogers.com/facturationenligne.
- automatiquement par paiement récurrent sur votre compte en es- au 07-76-0166.
- par le moyen de paiement Rogers Flex (votre argent arrive directement sans le besoin de téléphone).
- en utilisant un chèque au nom de Rogers inc. que vous la présentez à un agent Rogers 9211 des, CP1-442, Moncton, NB, N1C 5R2.

Vous ne pouvez pas payer votre facture par la réception et le transport au courrier si vous n'avez pas le compte par le poste ou par le moyen de paiement en France.

Il se agit d'un montant réglé sur votre compte n'est pas reçu à la date d'échéance spécifiée - vous devez à être remboursé par frais de paiement en retard de 3% par an en plus de votre engagement sur une base mensuelle, et seront calculés et combinés mensuellement sur la période en souffrance (12,25% par année) à compter de la date de la dernière facture ou lorsque le montant est devenu plus, jusqu'à la date de réception d'un tel montant au compte.

Mais comme vous n'avez pas votre facture de paiement sur votre compte et en souffrance, vous n'avez pas de paiement en retard, vous n'avez pas de compte de crédit et à votre compte qui est en retard de paiement à votre carte de crédit ou en procédant une autre méthode de votre compte bancaire.

Peut-être le support des clients à être en souffrance.

s.19(1)

Date de facturation Page
14 fév 2020 1 de 8



Bonjour [redacted]
pour ce compte.

cette page présente un résumé de votre facture

Quels sont les frais totaux exigés?

99,47 \$

➔ Merci de vous être inscrit au paiement préautorisé. Nous porterons ce montant à votre carte de crédit le ou après le **28 fév 2020**



Que comprend mon total?

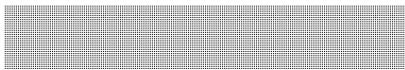
| Sommaire du compte | | \$ |
|--|---------------|--------------|
| Solde de votre facture précédente | | 71,87 |
| Vos paiements - merc: | 28 janv | -58,07 |
| Ajustements | Voir page 2 > | -13,80 |
| Solde reporté | | 0,00 |
| Cette facture | | \$ |
| Sans-fil | Voir page 4 > | 99,47 |
| Total (Inclut 4,32 \$ TPS et 8,64 \$ TVQ) | | 99,47 |



Tout paiement reçu et traité après le 15 fév 2020 figurera sur votre prochaine facture.

Clavardez avec nous! Pour d'autres façons de communiquer avec le service à la clientèle Rogers, visitez rogers.com/contacteznous

Voir page 2 pour d'autres façons de nous contacter >

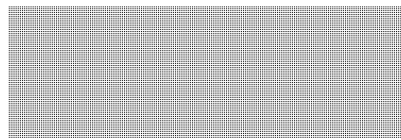


Votre numéro de compte : 794765636
Total dû : 99,47 \$

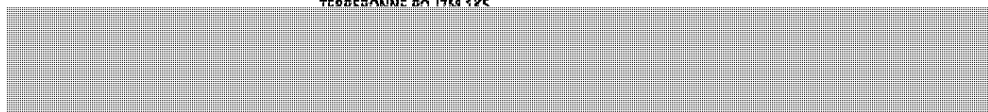
Merci!

Votre compte Rogers a été réglé par prélèvement automatique sur votre carte de crédit.
Vous n'avez pas besoin d'envoyer de paiement.

#####



JESSICA NEREYDA CASTRO CARILLO
2796 RUE DES HERONS
TERREBONNE, QC J7K 1K5



s.19(1)

DATE DE MAJ. C/V. 20 01 28 2020 02 18
 DATE DE MAJ. C/V. 20 01 28 2020 02 18

Il convient de noter que les données relatives à la facture sont susceptibles d'être modifiées en fonction de la situation. Les données relatives à la facture sont susceptibles d'être modifiées en fonction de la situation. Les données relatives à la facture sont susceptibles d'être modifiées en fonction de la situation.

0000041800 0000001100 5288 991800 781394

DETACHEMENT CONSERVER LA PARTIE DU BAS. / PART OF AND KEEP BOTTOM PORTION



| | | | | | |
|--------------------------------------|-------|------------------------|-------------|----|--------|
| 01 28 | 01 28 | AVANCE DECOUVERT-COVER | CHEQUE ADV. | QC | 150.00 |
| 01 28 | 01 28 | AVANCE DECOUVERT-COVER | CHEQUE ADV. | QC | 150.00 |
| POINTS PLAN RECOMPENSES & LA CARTE | | | | | |
| SOLDE REPORTE DE POINTS : 86,844 | | | | | |
| POINTS ECHANGES CE MOIS : 77,000 | | | | | |
| POINTS ACCUMULES CE MOIS : 2,162 | | | | | |
| NOUVEAU SOLDE DE POINTS : 11,006 | | | | | |
| VOLUME ANNUEL D'ACHAT RET : 8,147 \$ | | | | | |

s.19(1)

DATE DU RELEVÉ
STATEMENT DATE

28 01 28

A Y M D J A Y M D J A Y M D J A Y M D J

Relevé accepté en ligne, se consulte
à son plaisir personnel et à son
risque.
Relevé qui se peut être retiré au
vostre.
Payroll transfert made at my bank
in accordance with notice in the
national form.
Relevé ne peut être annulé.

0000041600 0010001100 9358 891502 761304

ÉTATÉCHER ET CONSERVER LA PARTIE QUI S'ENSUIT DE LA REPRÉSENTATION



| DATE | DESCRIPTION | AMOUNT | TYPE | DEBIT | CREDIT | BALANCE |
|-------|-------------------------------|--------------|------|-------|--------|---------|
| 01 06 | 01 07 AVANCE DECOUVERT-COVER | CHEQUE ADV. | QC | | 45.93 | |
| 01 07 | 01 07 AVANCE DECOUVERT-COVER | CHEQUE ADV. | QC | | 5.00 | |
| 01 08 | 01 08 MAXI #8942 * | TERREBONNE | QC | | 3.40 | |
| 01 08 | 01 09 SUPER C TERREBONNE | TERREBONNE | QC | | 20.29 | |
| 01 08 | 01 10 MCDONALD'S #7008 Q04 | MONTREAL | QC | | 1.15 | |
| 01 08 | 01 09 PHARMAPRIX #1878 | TERREBONNE | QC | | 15.25 | |
| 01 08 | 01 09 CONTACT@FLASHFOOD.COM | WEST TORONTO | ON | | 1.00 | |
| 01 08 | 01 09 CONTACT@FLASHFOOD.COM | WEST TORONTO | ON | | 2.50 | |
| 01 09 | 01 10 SUBWAY #29729 | MONTREAL | QC | | 3.80 | |
| 01 09 | 01 13 MCDONALD'S #7008 Q04 | MONTREAL | QC | | 1.15 | |
| 01 09 | 01 10 CONTACT@FLASHFOOD.COM | WEST TORONTO | ON | | 2.04 | |
| 01 09 | 01 09 PAIEMENT RECU MERCI! | | | | | 1469.74 |
| 01 10 | 01 13 LA BAIE D'EDISON #1501 | MONTREAL | QC | | 28.17 | |
| 01 10 | 01 13 MCDONALD'S #7008 Q04 | MONTREAL | QC | | 1.15 | |
| 01 11 | 01 13 TIM HORTONS #1685 | TERREBONNE | QC | | 2.29 | |
| 01 11 | 01 13 TELUS MOBILITY FREIGHT | CALGARY AB | | | | 112.11 |
| 01 11 | 01 13 SUPER C LA PLATINE #259 | TERREBONNE | QC | | 5.69 | |
| 01 11 | 01 13 STM - ABOONNEMENT | MONTREAL | QC | | 96.60 | |
| 01 12 | 01 14 TIM HORTONS #3772 | TERREBONNE | QC | | 3.49 | |
| 01 12 | 01 14 BURGERS KING | MONTREAL | QC | | 5.74 | |
| 01 12 | 01 14 MAXI #8648 | TERREBONNE | QC | | 3.75 | |
| 01 12 | 01 15 MCDONALD'S #7008 Q04 | MONTREAL | QC | | 1.15 | |
| 01 12 | 01 14 CONTACT@FLASHFOOD.COM | WEST TORONTO | ON | | 2.00 | |
| 01 12 | 01 13 AVANCE DECOUVERT-COVER | CHEQUE ADV. | QC | | 4.98 | |
| 01 16 | 01 17 AVANCE DECOUVERT-COVER | CHEQUE ADV. | QC | | 196.87 | |
| 01 20 | 01 22 PAYPAL *PHOTOVENTUR | 4029357733 | ON | | 13.55 | |
| 01 20 | 01 22 PAYPAL *PHOTOVENTUR | 4029357733 | ON | | 19.55 | |
| 01 20 | 01 22 BELL CANADA (08) | MONTREAL | QC | | 137.86 | |
| 01 20 | 01 21 BUZZNIT TERREBONNE | 450-9642424 | QC | | 12.64 | |
| 01 20 | 01 21 AVANCE DECOUVERT-COVER | CHEQUE ADV. | QC | | 206.44 | |
| 01 21 | 01 22 HYDROSOLUTION S.R.C | ANJOU | QC | | 15.28 | |

14527-003 (01-18-08-01)

REVUEZ VOTRE LISTE DES RECHARGEMENTS AU VERSOUL (PLEASE READ THE INFORMATION ON THE REVERSE SIDE)

s.19(1)

DATE DE RELEVÉ DES TRANSACTIONS: 28 01 28

A Y M C J A Y M C J

Attention: ce document ne constitue pas un relevé de compte bancaire. Il est destiné à servir de preuve de paiement. Les transactions sont classées par date de débit. Les transactions sont classées par date de débit. Les transactions sont classées par date de débit.

DÉTAILLÉMENT CONSERVER LA PARTIE DU BILLET À TITRE DE RÉFÉRENCE NUMÉRIQUE

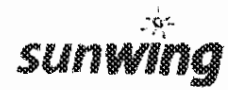
Mastercard

AVIS DE DÉBIT

| DATE | HEURE | DESCRIPTION | NUMÉRO | TYPE | MONTANT |
|-------|-------|------------------------|---------------|------|---------|
| 12 28 | 12 30 | BENCH STORE 180 | MIRABEL | QC | 65.54 |
| 12 28 | 12 30 | BATH & BODY WORKS (CAN | MIRABEL | QC | 43.98 |
| 12 28 | 12 30 | BATH & BODY WORKS (CAN | MIRABEL | QC | 21.79 |
| 12 28 | 12 30 | BATH & BODY WORKS (CAN | MIRABEL | QC | 13.74 |
| 12 28 | 12 30 | ADIDAS STORE 2017 | MIRABEL | QC | 33.61 |
| 12 28 | 12 30 | ROGERS *794765636 | 888-764-3771 | ON | 58.07 |
| 12 28 | 12 30 | CONTACTFLASHFOOD.COM | WEST TORONTO | ON | 1.89 |
| 12 28 | 12 30 | MAXI #8648 | TERREBONNE | QC | 3.94 |
| 12 28 | 12 30 | DOLLARAMA # 56 | TERREBONNE | QC | 6.33 |
| 12 28 | 12 30 | PAIEMENT RECU MERCI! | | | 4173.72 |
| 12 30 | 12 30 | AVANCE DECOUVERT-COVER | CHEQUE ADV. | QC | 469.72 |
| 12 30 | 12 30 | AVANCE DECOUVERT-COVER | CHEQUE ADV. | QC | 14.00 |
| 12 31 | 01 02 | CANTINHO EXPRESS | MONTREAL-NORD | QC | 18.98 |
| 01 02 | 01 06 | WAL-MART # 3149 | MASCOCHE | QC | 30.89 |
| 01 02 | 01 06 | WAL-MART # 3149 | MASCOCHE | QC | 3.00 |
| 01 02 | 01 03 | MAXI #8648 | TERREBONNE | QC | 13.26 |
| 01 02 | 01 03 | LIQUIDATION CLUB | TERREBONNE | QC | 24.00 |
| 01 02 | 01 06 | MCDONALD'S #40052 Q04 | TERREBONNE | QC | 1.15 |
| 01 02 | 01 03 | CONTACTFLASHFOOD.COM | WEST TORONTO | ON | 2.00 |
| 01 02 | 01 03 | CONTACTFLASHFOOD.COM | WEST TORONTO | ON | 2.74 |
| 01 02 | 01 03 | AVANCE DECOUVERT-COVER | CHEQUE ADV. | QC | 196.97 |
| 01 03 | 01 06 | CASA GRSOQUE TERREBONN | TERREBONNE | QC | 59.31 |
| 01 03 | 01 06 | CONTACTFLASHFOOD.COM | WEST TORONTO | ON | 1.04 |
| 01 06 | 01 06 | MAXI & CIE #8956 | SAINT-LEONARD | QC | 13.50 |
| 01 06 | 01 06 | COSTCO WHOLESALE W506 | ANJOU | QC | 27.82 |
| 01 06 | 01 06 | COSTCO WHOLESALE W506 | ANJOU | QC | 16.09 |
| 01 06 | 01 06 | COSTCO WHOLESALE W506 | ANJOU | QC | 19.35 |
| 01 06 | 01 06 | COSTCO WHOLESALE W506 | ANJOU | QC | 25.25 |
| 01 06 | 01 07 | MAXI #8648 | TERREBONNE | QC | 20.10 |
| 01 06 | 01 06 | PAIEMENT RECU MERCI! | | | 303.00 |
| 01 06 | 01 06 | AVANCE DECOUVERT-COVER | CHEQUE ADV. | QC | 39.87 |

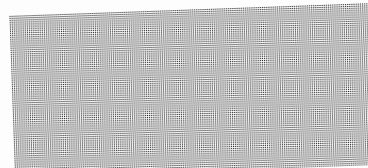
NUMÉRIQUE À TITRE DE RÉFÉRENCE NUMÉRIQUE

s.19(1)



Sunwing Duty Free
WG0244 CUN-YUL
S46499-801-2401
Depart. 22JAN2020 Seat 28D
06:58:36 22JAN2020

\$60.00



For any after sales support,
please contact Duty Free
Partners by phone at 1 888 670

sunwing

Répondre Supprimer Archiver Courriel indésirable Déplacer vers Catégoriser

Dossiers

Alerte de vol Sunwing Airlines - Confirmation d'inscription

Boîte de réception 19

Courriel mis en attente 10

Étiquettes 4

Éléments envoyés

Éléments supprimés 52

Archive

Notes 1

Historique des courriels

Unwanted

Éléments classés

Groupes

Spam et groupes

12 heures de Relaxo.

Vous vous êtes bien inscrits aux alertes de vol de Sunwing Airlines. Veuillez prendre note des changements concernant votre vol inscrits ci-dessous.

Horaires révisés

| | |
|------------------------------|---|
| Numéro de vol: | WG344 |
| Ville/Date de départ: | Calcutta (CCU), Inde sur Mercredi, Janv. 12, 2020 |
| Heure de départ: | 1:15 AM |
| Ville/Date d'arrivée: | Montréal (YUL), Québec sur Mercredi, Janv. 22, 2020 |
| Heure d'arrivée: | 7:20 AM |

Scheduled

| | |
|------------------------------|---|
| Numéro de vol: | WG344 |
| Ville/Date de départ: | Calcutta (CCU), Inde sur Mardi, Janv. 01, 2020 |
| Heure de départ: | 3:40 PM |
| Ville/Date d'arrivée: | Montréal (YUL), Québec sur Mercredi, Janv. 21, 2020 |
| Heure d'arrivée: | 7:45 PM |

Créé le mardi, Janv. 21, 2020 - 09:51 EST

Vacances Sunwing, une division du Groupe Voyage Sunwing
17 Queen, Toronto, Ontario, Canada, M5H 1K8
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Veuillez visiter ce courriel pour vos dossiers
Ce courriel est destiné à l'adresse: 5046@rediffmail.com

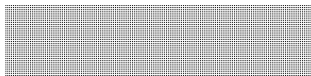
19

PARLEZ DE

AVANT DE VOYAGER

VIAINEVA

Parlez de vos meilleurs moments, laissez le dire d'eux-mêmes



Des frais de transport locaux entre l'hôtel et l'aéroport peuvent s'appliquer sur bagages surdimensionnés et aux équipements sportifs, y compris les bicyclettes, les planches de surf, les planches à voile, les bâtons de golf, etc.

Bagage à main

Conformément aux règlements sur les bagages de cabine, fixés par Transport Canada, chaque passager payant a droit à un article dans la cabine et à un bagage à main à bord. Le poids de l'article dans la cabine ne doit pas dépasser plus de 5 kg et doit respecter les dimensions de 23 cm x 40 cm x 51 cm (8 po x 16 po x 20 po). Les bagages de cabine soulevés sont recommandés. Tous les sacs qui excèdent les limites de poids ou de dimensions doivent être enregistrés moyennant des frais supplémentaires. Vous pouvez apporter un sac de sport ou un sac à dos comme bagage à main. Voici les objets personnels admissibles : un sac à main, un sac messager, un sac pour ordinateur portable (portant un ordinateur et des articles connexes) ou un sacofuse pour appareil photo (contenant uniquement de l'équipement photographique). Veuillez prendre note qu'en raison du contrôle de sécurité que tous les passagers sont tenus de passer, ou d'un contrôle secondaire de sécurité que l'on demande à certains passagers de passer, certains passagers seront obligés de s'arrêter à un compteur de travail pour enregistrer les articles hors usages qu'ils auront faits à bord de l'avion, pour les apporter à leurs bagages enregistrés.

Service Extra Plus de Sunwing Airlines

Les passagers admissibles à l'événement Extra Plus peuvent avoir une franchise de bagages de 30 kg (65 lb).

Marchandise dangereuse



Veuillez noter que Sunwing Airlines n'accepte pas le transport de marchandises dangereuses ou d'armes à feu.

Bâtis

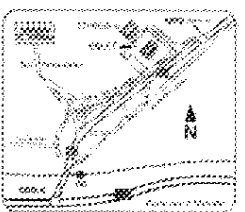
Il n'y a pas de franchise de bagages pour les bâtis ne dépassant aucun étage.

Des informations sur la franchise de bagages se trouvent en ligne sur le site de Sunwing Airlines au www.sunwing.ca.

Soyez un voyageur respectueux. Contactez nos droits et responsabilités. <http://www.sic-ido.gc.ca/foir-avert>





Coupon de stationnement pour l'aéroport de Montréal

| | | | |
|------------------|---|--|--|
| | SEMAINE | SEMAINE | |
| Volet | 99⁹⁹\$ <small>18,570\$/semaine</small> | 114⁹⁹\$ <small>22,998\$/semaine</small> |  |
| | <small>100% de réduction sur le tarif de base</small> | <small>100% de réduction sur le tarif de base</small> | |
| | SEMAINE | SEMAINE | |
| Express A | 79⁹⁹\$ <small>14,998\$/semaine</small> | 90⁹⁹\$ <small>17,998\$/semaine</small> | |
| | <small>100% de réduction sur le tarif de base</small> | <small>100% de réduction sur le tarif de base</small> | |

Vous recevrez immédiatement ce coupon par e-mail après avoir été préinscrit à la section des tarifs de stationnement. Les tarifs de stationnement sont basés sur les tarifs réguliers. Les taxes de service et les taxes de sécurité sont basés sur les tarifs de base. Les tarifs de base sont indiqués dans le tableau ci-dessus. Les tarifs de base sont indiqués dans le tableau ci-dessus. Les tarifs de base sont indiqués dans le tableau ci-dessus. Les tarifs de base sont indiqués dans le tableau ci-dessus.

PARKINER DE CESUPON
Quand on s'inscrit à cesupon, on reçoit un coupon de stationnement pour l'aéroport de Montréal.



Il est fortement recommandé que tous les passagers arrivent 3 heures avant le départ pour l'enregistrement et pour avoir le temps requis pour passer la sécurité de l'aéroport. Pour tous les aéroports du Canada et d'Amérique, le bureau des enregistrements sera ouvert 3 heures (4 heures pour les vols d'Europe) avant le départ et fermera 1 heure avant le départ. Tous les passagers arrivant après la fermeture du bureau d'enregistrement ne seront pas admis à l'embarquement. Rappetez-vous de votre itinéraire de vol pour votre départ de l'aéroport terminal et de recommencer votre vol ou vos vols.

HORAIRES DE VOLS ET RECONFIRMATION

Tous les horaires de vol sont sujets à changement en tout temps sans préavis. C'est pourquoi il est de votre responsabilité de reconfirmer l'heure de votre vol 12 HEURES avant le départ (au Canada et à destination). Veuillez composer le 1-877-876-8346 ou visiter le www.sunwing.ca et cliquer sur « Statuts des vols ».

Vous pouvez aussi vous inscrire pour recevoir des courriels de notifications de vols sur votre ordinateur personnel ou votre cellulier afin de pouvoir planifier si jamais votre itinéraire de vol change.

Si vous avez acheté un vol seulement, il est de votre responsabilité de contacter votre agent de voyages/votre numéro de téléphone pour vous rejoindre à destination avant votre départ. Ceci nous permettra de vous avertir si tout changement survient, mais il reste que c'est votre responsabilité de reconfirmer votre heure de vol 12 HEURES avant le départ.

INFORMATION SUR LES VOLS

Pour plus d'informations sur votre vol comme l'enregistrement, la franchise de bagages, les animaux, le service en vol, les femmes enceintes, les enfants et les besoins spéciaux, veuillez visiter le www.sunwing.ca.

Si vous remarquez le premier vol inscrit sur votre billet, vous devez immédiatement contacter nos bureaux au 1-877-SUNWING (766-8346) pour éviter l'annulation de vos autres vols sur votre billet. Aucun remboursement ne sera alloué pour des services non utilisés.

Veuillez prendre note que le divestissement à bord varie selon l'équipement. Les passagers voyageant sur notre Boeing 737-800 profitent d'un programme de divestissement hebdomadaire à bord, incluant notamment des émissions de télévisions répétées, dépendamment de la durée du vol.

Les passagers à bord de notre Boeing 737 MAX 8 bénéficient de postes de recharge USB dans le dossier de leur siège, leur permettant de visionner leurs propres choix télévisuels sur leurs appareils durant le vol. Puisque pas tous les aéroports offrent l'accès gratuit au Wi-Fi, nous recommandons fortement aux passagers de venir à l'aéroport ayant déjà téléchargé leur contenu vidéo.

Assurance voyage Manière Mondiale Sunwing + Plan de protection sans souci pour Sunwing – ANNULATIONS ET CHANGEMENTS AVANT LE DÉPART

Si vous avez contracté une assurance avec Manière Mondiale Sunwing et devez modifier ou annuler votre réservation à la dernière minute, veuillez communiquer avec notre centre de ventes au 1-866-568-4224 entre 9 h 30 et 21 h, HNE. En dehors de ces heures, veuillez composer le 1-866-568-8387 et laissez un message indiquant votre nom, votre numéro de téléphone, votre numéro de réservation Sunwing, votre adresse postale et vos dates de voyage. Les pénalités d'annulation applicables s'appliqueront.

Pour les résidents du Québec seulement – consultez la page <https://www.sunwing.ca/pages/vf/bc/worry-free> afin d'avoir la lien vers le guide de distribution de Manière.

CONSEILS DE VOYAGE

Optimisez vos vacances Sunwing en visitant Sunwing au www.sunwing.ca et cliquez sur « Ma réservation ».

L'heure d'enregistrement des plus grands hôtels est 15 h et l'heure de départ est 11 h, et ce, peut importe votre heure d'arrivée au de départ. Les heures précises pour votre hôtel sont indiquées sur le bon d'hôtel électronique. Plusieurs hôtels offrent des endroits d'accueil pour les passagers qui devraient attendre un peu pour avoir leur chambre, cependant, cet accord est à la discrétion de l'hôtel. Vous pouvez profiter des installations à votre hôtel, comme le hall d'entrée, le bar, les restaurants et la piscine, jusqu'à ce que votre chambre soit prête. Nous suggérons aussi de mettre votre casier de bain et vos valises/courtes dans votre bagage de cabine afin que vous puissiez commencer à profiter des avantages de l'hôtel.

Pour plus de renseignements sur les voyages, les restrictions et les conseils, veuillez consulter l'itinéraire préparé par vos vacances, dans la section FAQ du www.sunwing.ca.

PRÉ-SELECTION DES SIÈGES

La pré-sélection des sièges est offerte à titre sans frais et peut être réservée jusqu'à 12 HEURES avant le départ. Pour votre service, la pré-sélection des sièges peut aussi se réserver en ligne au www.sunwing.ca. Consultez votre agent de voyages ou appelez Sunwing au 1-877-SUNWING (766-8346) durant les heures d'ouverture.

VOTRE ÉQUIPE DE SOUTIEN À DESTINATION (excluant le Canada, les États-Unis, et l'Europe)

Vos représentants à destination Sunwing vous attendront à l'extérieur de l'aéroport, au quel il embarquement des autobus. Ils seront facilement repérables grâce à leurs chemises orange et à leurs pancartes affichant Sunwing*. Après avoir passé les douanes, vous serez peut-être approché par des vendeurs d'assurance à temps partiel de biens immobiliers. Ces agents ne sont d'aucune façon affiliés à Sunwing. Le choix de parler avec ces agents vous revient; portez attention à ne pas manquer votre transfert d'autobus.

*Pas disponible pour les réservations de vol seulement ou de parton semestre seulement, à moins de l'achat d'un transfert.

Nous vous recommandons fortement d'obtenir le numéro d'identification de votre représentant Sunwing, infirmer si vous êtes un visiteur de longue durée. Au cours de la séance, vous recevrez des informations sur vous aidant à tirer profit au maximum de votre expérience de vacances, notamment sur les excursions, les heures d'ouverture du restaurant, les procédures de réservation, les coutumes en matière de pourboires, etc. Ceci également la que vous confirmez vos détails de vol de retour. Assurez-vous de consulter le numéro d'information/casier Sunwing situé dans le coin du hall d'entrée de l'hôtel pour connaître les heures de transfert et de départ, ainsi que les heures auxquelles votre représentant Sunwing sera à votre hôtel durant votre séjour. Nous savons que parfois, des imprévus surviennent – votre représentant Sunwing a pour rôle de vous aider. Téléchargez l'application mobile gratuite de Sunwing avant de partir en vacances – vous pouvez joindre un représentant Sunwing en tout temps à destination, et vous pouvez appeler à la maison gratuitement!

*Des instructions pour télécharger l'application se trouvent dans la section Guide de voyage.

FRANCHISE DE BAGAGES / ENREGISTRÉS ET À MAIN

Bagages enregistrés (La franchise de bagages gratuite ne s'applique pas aux réservations de vols seulement. Des frais de bagages s'appliqueront.)

Dans le cas des vols pour le Mexique, les Caraïbes ou l'Amérique centrale, la franchise gratuite est de 23 kg par sac (50 lb) en Élite Plus. Si un second bagage est enregistré, les frais pour celui-ci seront de 37 \$ (taxes incluses). Pour tout bagage dépassant le poids permis de 23 kg (50 lb) et/ou la taille admise de 158 cm linéaire, des frais de bagages surdimensionnés ou d'excess de bagage s'appliqueront – 78 \$ (taxes incluses). Une franchise de bagages pour un deuxième bagage peut être achetée jusqu'à 48 heures avant le départ. Pour faire ceci, il suffit de communiquer avec le Centre des ventes en téléphonant au 1-877-SUNWING ou en visitant www.sunwing.ca, ou à l'aide de sélectionner l'onglet « Ma réservation ».

Dans le cas des réservations de vols seulement depuis vers le Mexique, les Caraïbes, l'Amérique centrale et à l'intérieur du Canada ou des, la franchise de bagages enregistrés est achetée. La franchise du 1er et du 2e bagage peut être prépayée, à un prix réduit, jusqu'à 48 heures avant le départ. Pour faire ceci, il suffit de communiquer avec le Centre des ventes en téléphonant au 1-877-SUNWING ou en visitant www.sunwing.ca et en sélectionnant l'onglet « Ma réservation ».

tauxes applicables. Les billets sont non transférables. Ce billet sera considéré invalide si les coupons ne sont pas utilisés dans la séquence indiquée sur le billet. Le tarif de Transport en vertu des présentes peut être modifié en tout temps avant le Transport. Sunwing Airlines se réserve le droit de refuser le transport de tout passager n'ayant pas payé le tarif applicable.

6. Sunwing Airlines s'engage, avec diligence raisonnable, à fournir tous les efforts nécessaires afin d'assurer le transport du passager et de ses bagages. Les heures affichées sur les horaires de Transport ou ailleurs ne sont pas garanties et ne font pas partie du présent contrat. Sunwing Airlines se réserve le droit de remplacer tout fournisseur ou aéroport sans préavis, et, le cas échéant, de modifier, d'ajouter ou d'omettre des escales indiquées sur le billet. Les horaires sont sujets à changement. Sunwing Airlines déclinera toute responsabilité pour éviter les passagers de tout changement à l'heure. Sunwing Airlines n'assume aucune responsabilité à l'égard des passagers qui manquent leurs vols de correspondance.

7. Les bagages enregistrés seront livrés à la personne indiquée sur l'étiquette à bagage. En cas de bagages perdus, endommagés ou retardés, rendez-vous sur le site www.flysunwing.com/fr. Consultez les tarifs applicables pour en savoir plus.

8. Les passagers doivent se conformer aux lois de chaque pays de départ, d'escale ou d'arrivée auxquels ils voyagent et doivent respecter toutes les exigences gouvernementales en matière de voyage, notamment quant à l'immigration et à la présentation des documents requis pour sortir d'un pays ou y entrer.

9. Aucun agent, préparé ou représentant de Sunwing Airlines ne décline l'intention d'annuler ou de modifier les dispositions prévues au présent contrat.

LE TRANSPORTEUR SE RÉSERVE LE DROIT DE REFUSER LE TRANSPORT DE TOUTE PERSONNE PRÉSENTANT UN BILLET ACQUIS EN VIOLATION DE LA LOI EN VIGUEUR OU QUI NE RESPECTE PAS LES TARIFS OU RÉGLEMENTS DU TRANSPORTEUR AÉRIEN.

CE BILLET EST VENDU AU TARIF APPLICABLE ÉTABLI PAR LE TRANSPORTEUR.

AVIS DE LIMITE DE RESPONSABILITÉ

La Convention de Montréal ou la Convention de Varsovie, le cas échéant, peuvent s'appliquer à votre voyage. Ces conventions régissent votre transport et peuvent limiter la responsabilité des Transporteurs en ce qui concerne tout décès ou blessure corporelle, ou, encore, en cas de bagages perdus, endommagés ou retardés. Toute exclusion ou limitation de responsabilité du Transporteur s'appliquera et profitera à ses agents, à ses préposés et à ses représentants, ainsi qu'à toute personne dont l'aéronef est utilisé par le Transporteur pour effectuer le Transport, de même qu'à ses agents, à ses préposés et à ses représentants respectifs.

LIMITE DE RESPONSABILITÉ EN CAS DE BLESSURE OU DE DÉCÈS : La responsabilité du Transporteur en cas de dommage corporel ou de décès peut être limitée. Pour les vols internationaux, la responsabilité de Sunwing Airlines sera limitée par la Convention de Montréal ou la Convention de Varsovie, selon le cas. Pour les vols régis par la Convention de Varsovie, la responsabilité de Sunwing Airlines sera limitée aux dommages avérés correspondant à 100 000 droits de tirage spéciaux pour chaque passager, excluant les frais juridiques.

Pour les vols nationaux, la responsabilité de Sunwing Airlines sera limitée aux dommages avérés correspondant à 100 000 \$ par passager par incident, excluant les frais juridiques. La responsabilité de Sunwing Airlines ne peut en aucun cas dépasser le coût des prestations reçues par le passager. Toute réclamation est soumise à une demande de preuve du coût de la perte.

LIMITE DE RESPONSABILITÉ DES BAGAGES : La responsabilité du Transporteur en cas de bagages perdus, endommagés ou retardés est limitée. Pour les vols internationaux, la responsabilité de Sunwing Airlines sera limitée par la Convention de Montréal ou la Convention de Varsovie, selon le cas. Pour les vols régis par la Convention de Montréal, la responsabilité des bagages perdus, endommagés ou retardés de Sunwing Airlines sera limitée à 1 131 droits de tirage spéciaux pour chaque passager. Pour les vols régis par la Convention de Varsovie, la responsabilité des bagages perdus, endommagés ou retardés de Sunwing Airlines sera limitée à la somme de 250 francs par kilogramme.

Pour les vols nationaux, la responsabilité maximale de Sunwing Airlines en ce qui concerne les dommages effectués par les pertes est de 1 131 droits de tirage spéciaux par sac.

La responsabilité de Sunwing Airlines ne peut en aucun cas dépasser le coût des pertes reçues par le passager. Toute réclamation est soumise à une demande de preuve du coût de la perte.

Sunwing Airlines ne sera pas tenu responsable des objets de valeur endommagés ou d'articles périssables quand ces dommages résultent d'un défaut inhérent, de la nature ou d'un vice de l'article concerné. En cas de bagages enregistrés endommagés, la responsabilité de Sunwing Airlines sera limitée à la réparation du sac endommagé. Le voyageur assumera le coût des réparations, si celles-ci sont approuvées au préalable sur la base d'une estimation de prix, ou remplacera le sac s'il est irréparable.

Renseignements sur les droits des passagers en vertu du Règlement sur la protection des passagers aériens (DORS/2018-150)

Si vous êtes en partance ou en direction d'un aéroport canadien et que l'on vous refuse l'embarquement, si votre vol est annulé ou en retard d'au moins deux heures, ou si vos bagages sont perdus ou endommagés, vous pouvez avoir droit, selon le Règlement sur la protection des passagers aériens, à certains avantages ou à titre des normes de traitement applicables et à une indemnité. Pour plus de détails sur vos droits à titre de passager, veuillez vous informer auprès d'un représentant de Sunwing Airlines ou visiter le site Internet du FTRAC des transports du Canada.

Si vous voyagez sur un vol opéré par Sunwing Airlines, vous pouvez accéder à ces renseignements en visitant le www.sunwing.ca.

Si votre Transport est assuré par plusieurs Transporteurs, nous vous recommandons fortement de vous renseigner sur les modalités de transport et les limitations de responsabilité de chacun d'entre eux.

Guide d'informations de voyage

MODALITÉS ET CONDITIONS

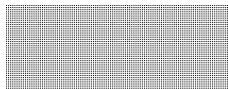
La liste complète des modalités et conditions pour vos vacances se trouve en ligne sur les sites de Sunwing au www.sunwing.ca. Rappelez-vous qu'il est de votre responsabilité de lire ces modalités importantes avant de voyager puisque le fait de réserver implique votre accord de ces modalités et conditions.

DOCUMENTS DE VOYAGE

Il est de votre responsabilité d'obtenir tous les documents exigés pour votre voyage vers votre destination vacancière et pour votre retour au Canada*. Vacances Sunwing n'assure aucune responsabilité quant à tout passager qui se verrait refuser l'embarquement par une compagnie aérienne ou qui serait refusé par les autorités locales du pays d'origine. Vacances Sunwing vous suggère de vous munir d'un passeport valide lorsque vous voyagez à l'étranger du Canada. Veuillez également noter que plusieurs pays exigent que votre passeport soit valide pour une période de six (6) mois après la date prévue pour votre retour au Canada, afin d'être accepté par eux comme un document de voyage valide. Si votre passeport est endommagé, vous pourriez être refusé à l'embarquement et serez responsable de défrayer les coûts pour obtenir un nouveau passeport et de votre voyage alternatif.

* Retour au Canada – Une destination de voyage électronique (AVE) est requise des étrangers dispensés de l'obligation de visa actuellement au Canada. Les citoyens canadiens, les titulaires d'une carte de résident permanent du Canada et les citoyens américains sont dispensés. L'AVE devra être présentée au moment de l'embarquement d'un vol vers le Canada. Nous recommandons fortement aux voyageurs admissibles de soumettre une demande avant de quitter le Canada. Pour tous les détails, veuillez consulter le <http://www.cic.gc.ca/francais/voyatiers/ave.asp>.

ENREGISTREMENT À L'AÉROPORT



Land Excurs Cun Free Shopping Playacar**Free Shopping in Playa Del Carmen - Zone 2**

Réservation : 113662683

Passager(s)

| |
|--|
| |
|--|

Date d'expiration : mar., 21 janvier 2020

Type

ÉCHANGE POUR SERVICE - NON TRANSFÉRABLE

Hôtels non desservis par un représentant NexusTours, veuillez communiquer avec 01-800-070-0033
Veuillez consulter le représentant NexusTours à votre hôtel pour échanger de bon et confirmer la date, l'heure et le lieu de rencontre de l'excursion. NexusTours est le représentant à destination officiel de Vacances Sunwing et votre expert local avec plus de 20 ans d'expérience à fournir des excursions et des services de transport à des prix compétitifs. L'excursion que vous avez choisie et ses inclusions étaient correctes au moment de la réservation, et sont modifiables sans préavis. Les excursions sont non transférables et non remboursables.

PICKUP CITY IS RIVIERA MAYA

Length of excursion is approximately 4 hours

Departure Time: Times vary depending on hotel location - Hotel Lobby

Return Time: VARIES, Hotel Lobby

Inclusions: Roundtrip transportation, tequila tasting and coffee tasting. For participants over 21 years a small free gift is included. Bring money for shopping and refreshments. The guide will confirm the timings for each place and meeting point. The visit to Matis Jewellers will be approximately 45 minutes followed by free time (approx 2 hours). Timings are subject to change.

The tour is recommended for over 21 years old and free gift is only valid for those over 21 years. However, the tour is open to all ages. Please see representative in hotel to reconfirm pick up time and total number of participants.

For Groups: Please note that this free shopping tour operates on a shared basis with other customers.

Conseils aux passagers internationaux concernant les limites de responsabilité**CONDITIONS OF CONTRACT**

1. Au sens du présent contrat :

« Transport » désigne un « Transport effectué par aéronef »;

« Transporteur » désigne Sunwing Airlines Inc. (« Sunwing Airlines ») ou tout transporteur qui transporte ou s'engage à transporter le passager et ses bagages en vertu des présentes ou assure la prestation de services accessoires à un tel Transport aérien;

« Billet électronique » désigne l'itinéraire reçu délivré par le Transporteur ou en son nom, les coupons électroniques et le cas échéant, une carte d'embarquement;

« Billet » désigne le billet du passager et l'étiquette de bagage, ou l'itinéraire reçu, le cas échéant, s'il s'agit d'un billet électronique, auquel sont jointes les présentes imprimées, dont elles font partie intégrante.

La « Convention de Montréal » désigne la « Convention pour l'unification de certaines règles relatives au transport aérien international » signée à Montréal le 28 mai 1999.

La « Convention de Varsovie » désigne la « Convention pour l'unification de certaines règles relatives au transport aérien international » signée à Varsovie le 12 octobre 1929, telle qu'elle existe.

2. Le transport en vertu des présentes est sujet aux règles et restrictions établies à l'égard de la responsabilité dans la Convention de Varsovie ou dans la Convention de Montréal, quelle que soit la convention applicable en vertu de la loi, à moins que le Transport ne corresponde pas à un « Transport international » tel que défini par ladite Convention. Dans la mesure où ces clauses n'entraient pas en conflit avec ce qui précède, le Transport et les autres services fournis par Sunwing Airlines sont également régis par : (i) les dispositions contenues dans ce Billet; (ii) les tarifs applicables de Sunwing Airlines, et (iii) les Modalités de Transport, notes et réglementation associées, lesquelles sont intégrées par renvoi aux présentes et sont disponibles sur demande aux bureaux de Sunwing Airlines.

3. Les notes prévues sont celles qui sont indiquées sur ce Billet et qui sont affichées sur les horaires du Transporteur sur l'itinéraire du passager. Le cas échéant, le Transport assuré par plusieurs Transporteurs successifs en vertu des présentes est considéré comme une seule et même opération.

4. Le Transporteur ne sera tenu responsable que du transport assuré par ses propres lignes aériennes. Dans l'éventualité où le Transporteur s'engage à délivrer un Billet, une étiquette à bagage ou à prendre tout autre arrangement de transport pour un autre transporteur (que le transport fasse partie ou non d'un service direct), le Transporteur concerné agit uniquement en tant qu'agent pour l'autre Transporteur et n'assurera aucune responsabilité pour les actes ou omissions de ce dernier.

6. Ce Billet n'est valide que pour le transport offert sur les vols indiqués, aux dates affichées. Ce billet est non remboursable par Sunwing Airlines, excepté dans les cas prévus par les conditions

Land Excurs Cun Free Shopping Playacar

Free Shopping in Playa Del Carmen - Zone 2

Réservation: 113652693

Passager(s)

[REDACTED]

Date d'expiration: mar., 21 janvier 2020

Type:

ÉCHANGE POUR SERVICE -- NON TRANSFÉRABLE

Hôtels non desservis par un représentant Nexus Tours, veuillez communiquer avec 01-800-070-0633

Veuillez consulter le représentant NexusTours à votre hôtel pour échanger ce bon et confirmer la date, l'heure et le lieu de rencontre de l'excursion. NexusTours est le représentant à destination officiel de Vacances Sunwing et votre expert local avec plus de 20 ans d'expérience à fournir des excursions et des services de transport à des prix compétitifs. L'excursion que vous avez choisie et ses inclusions étaient correctes au moment de la réservation, et sont modifiables sans préavis. Les excursions sont non transférables et non remboursables.

PICKUP CITY IS RIVERIA MAYA

Length of excursion is approximately 4 hours

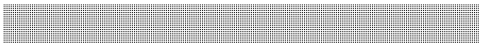
Departure Time: Times vary depending on hotel location - Hotel Lobby

Return Time: VARIES, Hotel Lobby

Inclusions: Roundtrip transportation, tequila tasting and coffee tasting. For participants over 21 years a small free gift is included. Bring money for shopping and refreshments. The guide will confirm the timings for each place and meeting point. The visit to Matis Jewellers will be approximately 45 minutes followed by free time (approx 2 hours). Timings are subject to change.

The tour is recommended for over 21 years old and free gift is only valid for those over 21 years. However, the tour is open to all ages. Please see representative in hotel to reconfirm pick up time and total number of participants.

For Groups: Please note that this free shopping tour operates on a shared basis with other customers.



Land Excers Cun Free Shopping Playacar

Free Shopping in Playa Del Carmen - Zone 2

Réservation : 113682821

Passager(s)



Date d'expiration : mar., 21 janvier 2020

Type :

ÉCHANGE POUR SERVICE – NON TRANSFÉRABLE

Hotels non desservis par un représentant NexusTours, veuillez communiquer avec 01-800-070-0033
Veuillez consulter le représentant NexusTours à votre hôtel pour échanger ce bon et confirmer la date, l'heure et le lieu de rencontre de l'excursion. NexusTours est le représentant à destination officiel de Vacances Sunwing et votre expert local avec plus de 20 ans d'expérience à fournir des excursions et des services de transport à des prix compétitifs. L'excursion que vous avez choisie et ses inclusions étaient correctes au moment de la réservation, et sont modifiables sans préavis. Les excursions sont non transférables et non remboursables.

PICKUP CITY IS RIVIERA MAYA

Length of excursion is approximately 4 hours

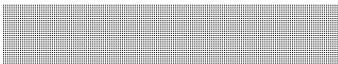
Departure Time: Times vary depending on hotel location - Hotel Lobby

Return Time: VARIES, Hotel Lobby

Inclusions: Roundtrip transportation, tequila tasting and coffee tasting. For participants over 21 years a small free gift is included. Bring money for shopping and refreshments. The guide will confirm the timings for each place and meeting point. The visit to Matis Jewellers will be approximately 45 minutes followed by free time (approx 2 hours). Timings are subject to change.

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For Groups: Please note that this free shopping tour operates on a shared basis with other customers.



Information de produit

| Nom de l'hôtel | Enregistrement | Départ | Type de chambre | Nuit(s) | Occupation | Passager(s) |
|----------------|--------------------------------|--------------------------------|-------------------------------------|---------|------------|-------------|
| RIU PLAYACAR | mar., 14 janvier 2020 15:00 | mar., 21 janvier 2020 12:00 | Hifi Rm Kings Free All Inclusive | 7 | Double | 1, 2, 3, 4 |

Les passagers suivants partagent cette chambre :



Information d'hôtel pour : RIU PLAYACAR: * Les taxes et frais de service sont proposés. * Veuillez présenter ce bon lors de l'enregistrement. * All taxes and service charges are prepaid. * Please present this voucher upon check-in. À partir du 1er mars 2019, l'hôtel collectera une taxe d'assèchement de l'environnement d'environ \$25.35 MXN par chambre par nuitée. Celle-ci sera à payer directement à l'hôtel à l'enregistrement. Veuillez noter que les prix sont modifiables.

RIU PLAYACAR, Avenida Xaman Ha Martínez 6, Playa Del Carmen, C. Roo, Mexico. Téléphone : 9649772360

Land Excs Cun Free Shopping Playacar

Free Shopping in Playa Del Carmen - Zone 2

Réservation : 113682983

Passager(s)



Date d'expiration : mar., 21 janvier 2020

Type :

ÉCHANGE POUR SERVICE – NON TRANSFÉRABLE

Hotels non desservis par un représentant NexusTours, veuillez communiquer avec 01-800-070-0033
Veuillez consulter le représentant NexusTours à votre hôtel pour échanger ce bon et confirmer la date, l'heure et le lieu de rencontre de l'excursion. NexusTours est le représentant à destination officiel de Vacances Sunwing et votre expert local avec plus de 20 ans d'expérience a fourni des excursions et des services de transport à des prix compétitifs. L'excursion que vous avez choisie et ses inclusions étaient correctes au moment de la réservation, et sont modifiables sous préavis. Les excursions sont non transférables et non remboursables.

PICKUP CITY IS RIVIERA MAYA

Length of excursion is approximately 4 hours

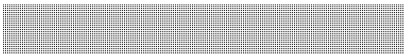
Departure Time: Times vary depending on hotel location - Hotel Lobby

Return Time: VARIES, Hotel Lobby

Inclusions: Roundtrip transportation, tequila tasting and coffee tasting. For participants over 21 years a small free gift is included. Bring money for shopping and refreshments. The guide will confirm the timings for each place and meeting point. The visit to Marie Jewellers will be approximately 45 minutes followed by free time (approx 2 hours). Timings are subject to change.

The tour is recommended for over 21 years old and free gift is only valid for those over 21 years. However, the tour is open to all ages. Please see representative in hotel to reconfirm pick up time and total number of participants.

For Groups: Please note that this free shopping tour operates on a shared basis with other customers.

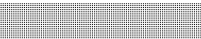


s.19(1)



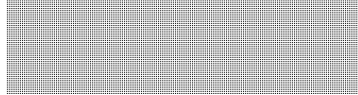
Documents
Itinéraire de voyage

Détails de la réservation

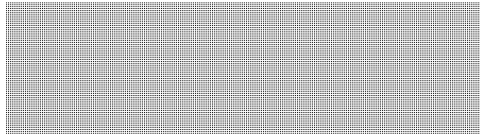


Date d'émission: ven., 20 décembre 2019
Date de départ: mar., 14 janvier 2020

Information d'agence



Passager(s)



Siège(s)

Siège(s)

Itinéraire de vol

| Vol | De | Vers | Par | Classe | Appareil | Passager(s) |
|---------------------------|--|--|-----|--------|----------|-------------|
| WG243 Sunwing Airlines | Montréal Trudeau, Québec (YUL) mar., 14 janvier 2020 08:30 | Montréal (MTR) mar., 14 janvier 2020 14:15 | | | 737 | |

Le service en vol primé de Sunwing Airlines est offert à bord de ce vol, qui est opéré par Tui Airways Limited.

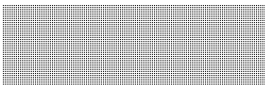
Pour connaître les horaires de vol, composer le 1-877-678-6966 ou sélectionner Élite Plus sur www.sunwing.ca. Profitez de services en vol primé de Sunwing Airlines, offrant un menu d'achat à bord composé de repas légers, de boissons et de collations (incluant des options pour enfants). Les achats effectués à bord d'un vol de Sunwing Airlines doivent être payés par carte de crédit. Sunwing Airlines accepte toutes les principales cartes de crédit. RETOUR AU CANADA - une autorisation de voyage électronique (AVE) est requise des étrangers désireux de l'obtention de visa ou entrée au Canada. Les citoyens canadiens, les résidents d'un autre pays de résidence permanent au Canada et les citoyens américains sont dispensés. L'AVE devra être présentée au moment de l'embarquement d'un vol vers le Canada. Nous recommandons fortement aux voyageurs internationaux de soumettre une demande avant de quitter le Canada. Pour tous les détails, veuillez consulter le <http://www.ec.gc.ca/immigration-immig/>

| Vol | De | Vers | Par | Classe | Appareil | Passager(s) |
|---------------------------|--|--|-----|--------|----------|-------------|
| WG244 Sunwing Airlines | Montréal (MTR) mar., 21 janvier 2020 15:45 | Montréal Trudeau, Québec (YUL) mar., 21 janvier 2020 18:45 | | | 737 | |

Le service en vol primé de Sunwing Airlines est offert à bord de ce vol, qui est opéré par Tui Airways Limited.

Pour être au courant de toute information de vol relative aux arrivées et aux départs, veuillez visiter www.sunwing.ca ou vous rendre au comptoir des voyageurs dans votre hôtel. Pour servir de passagers, il suffit de téléphoner votre représentant de Vacances Sunwing à Montréal au 01-800-670-6006. Profitez de services en vol primé de Sunwing Airlines, offrant un menu d'achat à bord composé de repas légers, de boissons et de collations (incluant des options pour enfants). Les achats effectués à bord d'un vol de Sunwing Airlines doivent être payés par carte de crédit. Sunwing Airlines accepte toutes les principales cartes de crédit. RETOUR AU CANADA - une autorisation de voyage électronique (AVE) est requise des étrangers désireux de l'obtention de visa ou entrée au Canada. Les citoyens canadiens, les résidents d'un autre pays de résidence permanent au Canada et les citoyens américains sont dispensés. L'AVE devra être présentée au moment de l'embarquement d'un vol vers le Canada. Nous recommandons fortement aux voyageurs internationaux de soumettre une demande avant de quitter le Canada. Pour tous les détails, veuillez consulter le <http://www.ec.gc.ca/immigration-immig/>.
Franchise de bagages enregistrée: 1 Article par passager avec un poids maximal de 23kg

*Les passagers en Élite Plus ont le droit à une franchise de 30kg s'ils ont acheté un forfait vol et vacances; ou s'ils ont prépayé une franchise pour leur réservation de vol seulement.



s.19(1)

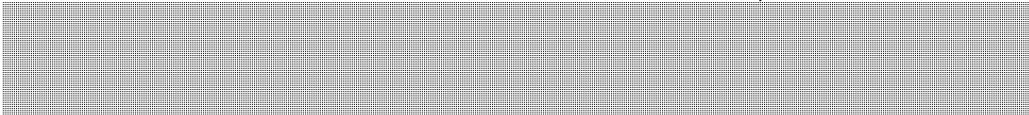
Bonjour,

à mon retour quand nous étions à l'aéroport de Cancun ...ils nous ont mentionner que le vol aller être retarder car le [REDACTED] et qu' il n'avait pas un autre pilote qui pouvait prendre la relève . Mon vol régulier était prévu WG244 Mercredi janvier 21 2020 3:40 pm mais finalement il est parti le vol WG244 Cancun(CUN) le 22 janvier 2020 3:15 AM du matin donc ça fait 12 heures de vol de retard donc je veux que sunwing honore la loi passer de 15 décembre 2019. Je vous envoi par courriel toute la documentation nécessaire à ma plainte

J'ai fait ma plainte auprès de Sunwing et ils ont refusé ma demande pour une raison non valable

Je vous envoie une copie de leur réponse dans les pièces attaches.

Je vous remercie à l' avance du traitement de ma plainte



Nadine Landry

From: Info
Sent: Thursday, March 12, 2020 10:06 AM
To: [REDACTED]
Subject: RE: Air travel complaint: 20-73411

Hi [REDACTED]

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

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

From: [REDACTED]
Sent: Thursday, March 12, 2020 9:37 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Air travel complaint: 20-73411

Hello

Can you please let me know the status of Air travel complaint: 20-73411?

Thanks,

[REDACTED]

Nadine Landry

From: Info
Sent: Thursday, March 12, 2020 10:04 AM
To: [REDACTED]
Subject: RE: Retard par Aéro-mexico,

Bonjour,

L'Office des transports du Canada vous remercie de nous avoir informé de votre expérience avec Aero-Mexico.

Les passagers bénéficient dès aujourd'hui de nouveaux droits en vertu du Règlement sur la protection des passagers aériens de l'Office des transports du Canada (OTC) lorsqu'ils voyagent en avion. Le règlement énonce les obligations des compagnies aériennes envers les passagers dans les domaines suivants:

- Communication
- refus d'embarquement
- retards sur l'aire de trafic
- bagages perdus ou endommagés
- transport des instruments de musique.
- Perturbations de vol
- Attribution de sièges aux enfants

En vue d'aider les passagers aériens à se retrouver dans leurs nouveaux droits, l'OTC a lancé un service en ligne sur le site protectionpassagersaeriens.ca. Il s'agit d'un guichet unique où les passagers aériens peuvent se renseigner sur leurs droits, déposer une plainte relative au transport aérien et trouver des astuces pour voyager sans tracas.

Si vous voulez déposer une plainte concernant votre vol, vous pouvez remplir le formulaire de plainte relative au transport aérien de l'Office au <https://rppa-appr.ca/fra/deposer-plainte-relative-au-transport-aerien>

Cordialement

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Thursday, March 12, 2020 9:40 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Retard par Aéro-mexico,

Notre vol, Le 3 mars 2020, à été retardé de 9 heures.

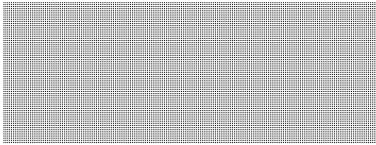
s.19(1)

Nous devions partir de Acapulco, vol AM304, à 12.35 hres, et nous sommes finalement partis à 1,20.hre.

Notre vol pour Montréal était parti de Mexico, sans nous attendre, nous étions environ, 25 passagers.

Finalement, nous sommes partis par le vol am680, à . 110 am,
Vol que nous devions prendre à 15.25 hres, le 3 mars.

Nous espérons que notre gouvernement prendra notre plainte.



Sent from my Samsung Galaxy Tab® S

Nadine Landry

From: Info
Sent: Thursday, March 12, 2020 9:56 AM
To: [REDACTED]
Subject: RE: Denied Boarding Overbooking

Hi [REDACTED]

Thank you for contacting the Canadian Transportation Agency regarding your experience with Air Canada.

Passengers have new rights under the CTA's Air Passenger Protection Regulations when they travel by air. The regulations set out airlines' obligations to passengers in the following areas:

- Clear communication
- Denied boarding
- Tarmac delays
- Lost or damaged baggage
- Transportation of musical instruments.
- Flight delays and cancellations
- Seating of Children.

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

If you would like to file a complaint about your denied boarding with the CTA you can fill out our complaint form at <https://rppa-appr.ca/eng/file-air-travel-complaint>

I hope this helps,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Thursday, March 12, 2020 9:13 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Denied Boarding Overbooking

Hello,

s.19(1)

Myself and a [REDACTED] I was travelling with were denied boarding on a flight due to overbooking. [REDACTED] I have read the Air Passenger Protection Regulations and it says compensation must be delivered within 48 hours. It has been over a week now.

I have emailed Air Canada and they have not addressed the issue. I am wondering how I should proceed? I have attached images I took showing they were going to provided compensation.

Thank you.

[REDACTED]

Nadine Landry

From: Info
Sent: Thursday, March 12, 2020 9:44 AM
To: [REDACTED]
Subject: RE: Air Canada Case Escalation by Ministry of Transportations

Hi [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

As complaints are treated on a case by case basis, I cannot comment on the specifics of your case.

If you would like your concerns addressed, please file a complaint with the CTA here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

You will receive a confirmation email that includes a case number. You can check the status of your complaint at any time.

Our expert staff will review your complaint and ask you for more information, if necessary.

Best,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

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

From: [REDACTED]
Sent: Thursday, March 12, 2020 5:00 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Air Canada Case Escalation by Ministry of Transportations

Dear Sir/Madam

s.19(1)

As per instruction from Mr Marc Garneau I sincerely need your help in resolving this Air Canada case that they are refusing to address by refunding the money they fraudulently charged us in July 2019 ,the amount they illegally charged us in New Delhi was \$870.00 Cdn second time around on same trip when first time we had paid \$425 Cdn for same leg of that trip The agents at Yvr guaranteed us that amount we paid was for through baggage to Srinagar the destination and issued us baggage tags assuring that despite providing all proofs necessary the agents behaved in very hostile and rude manners to me and [REDACTED] and threatened us to pay erroneous amount for baggage again or throw away our luggage in trash can and or we can't board that flight to Srinagar Please help us resolve this bizarre dilemma with Air Canada So far it's been harrowing and agonizing experience dealing with them at all different levels

Thank you in advance

Yours Truly

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Thursday, March 12, 2020 9:42 AM
To: Info
Subject: Re: Plainte

Je vous remercie pour ces informations

Le 12 mars 2020 à 14:39, Info <Info@otc-cta.gc.ca> a écrit :

Bonjour [REDACTED]

Nous accusons réception de votre demande concernant l'état de votre plainte. Veuillez noter que, depuis l'entrée en vigueur du Règlement sur la protection des passagers aériens, nous observons une augmentation importante du nombre de plaintes déposées, ce qui entraîne un retard dans le traitement de celles-ci. Vous serez contacté une fois votre plainte attribuée à un de nos officiers. Nous nous excusons pour le retard.

Cordialement,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Thursday, March 12, 2020 4:46 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Plainte

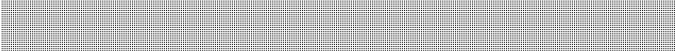
Bonjour

J'ai transmis une plainte n° **20-72559** le 9 janvier 2020 et je n'ai pas reçu de nouvelles la concernant.

Est ce normal ?

Cordialement

Nadine Landry

From: 
Sent: Thursday, March 12, 2020 9:40 AM
To: Info
Subject: Retard par Aéro-mexico,

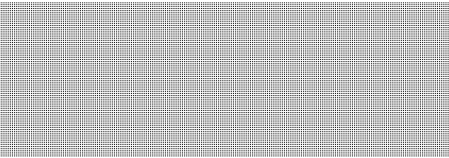
Notre vol, Le 3 mars 2020, à été retardé de 9 heures.

Nous devions partir de Acapulco, vol AM304, à 12.35 hres, et nous sommes finalement partis à 1,20.hre.

Notre vol pour Montréal était parti de Mexico, sans nous attendre, nous étions environ, 25 passagers.

Finalement, nous sommes partis par le vol am680, à . 110 am,
Vol que nous devions prendre à 15.25 hres, le 3 mars.

Nous espérons que notre gouvernement prendra notre plainte.



Sent from my Samsung Galaxy Tab® S

Nadine Landry

From: Info
Sent: Thursday, March 12, 2020 9:39 AM
To: [REDACTED]
Subject: RE: Plainte

Bonjour [REDACTED]

Nous accusons réception de votre demande concernant l'état de votre plainte. Veuillez noter que, depuis l'entrée en vigueur du Règlement sur la protection des passagers aériens, nous observons une augmentation importante du nombre de plaintes déposées, ce qui entraîne un retard dans le traitement de celles-ci. Vous serez contacté une fois votre plainte attribuée à un de nos officiers. Nous nous excusons pour le retard.

Cordialement,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Thursday, March 12, 2020 4:46 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Plainte

Bonjour

J'ai transmis une plainte n° **20-72559** le 9 janvier 2020 et je n'ai pas reçu de nouvelles la concernant.

Est ce normal ?

Cordialement

Nadine Landry

From: Info
Sent: Thursday, March 12, 2020 9:32 AM
To: [REDACTED]
Subject: RE: Claim Status

Hi [REDACTED]

Here's your case number: 20-77750

Best,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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info@otc-cta.gc.ca / Telephone 1-888-222-2592
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From: [REDACTED]
Sent: Wednesday, March 11, 2020 10:31 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Re: Claim Status

Hi, thank you. Unfortunately, I cannot find my case number so can't retrieve my case on that site. Is it possible for you to provide me with the case number using the information in my previous email?

Thank you,
John

On Wed, Mar 11, 2020 at 10:33 AM Info <Info@otc-cta.gc.ca> wrote:

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

If you would like to check the status of your complaint you can do so here: <https://portail-portal.otc-cta.gc.ca/en/case-status-enquiries>

s.19(1)

Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

info@ Team

Office des transports du Canada / Gouvernement du Canada

info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575

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Canadian Transportation Agency / Government of Canada

info@otc-cta.gc.ca / Telephone 1-888-222-2592

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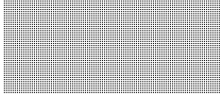
From [REDACTED]
Sent: Tuesday, March 10, 2020 11:21 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Claim Status

Hello, I submitted a complaint a while ago on behalf of [REDACTED] and I for our significantly delayed Westjet flight WS2773 from POS to YYZ on Jan 24. I initially filed a claim with Westjet directly, which they erroneously denied. They claimed the delay was outside of their control but I know that this is wrong. The delay was because the Westjet computers in POS airport were down, so they had to write paper tickets for every passenger which took many hours. No other international departures that day from any other airline was delayed.

After Westjet denied the claim, I filed a complaint on your web site <https://rppa-appr.ca/eng/file-air-travel-complaint>. I haven't heard back yet and wanted to check on the status of the complaint.

s.19(1)

Thank you,



Nadine Landry

From: Info
Sent: Thursday, March 12, 2020 9:25 AM
To: Office des transports du Canada / Canadian Transportation Agency
Subject: Sunwing

Time of Call / Heure de l'appel

11 March 2020 4:37 PM / 11 mars 2020 16:37

Client / Client

Name / Nom [REDACTED]

Organization / Organisme: N/A

Language / Langue: FRANÇAIS

Address / Adresse

[REDACTED]

Contact Information / Coordonnées

Telephone (1st) / Téléphone (1^o) [REDACTED]

Telephone (2nd) / Téléphone (2^e): N/A

Email / Courriel: [REDACTED]

Preferred Callback Time / Heure propice pour le rappel

s/o

Comments / Commentaires

Non de l'appelante : [REDACTED]

Coordonnées de l'appelant(e) [REDACTED]

Compagnie aérienne : Sunwing (vol international)

Types d'enjeux : Ils devaient atterrir à Québec, mais, ils n'ont pas pu, donc, ils ont just tournés dans les airs pendant un moment -- Ils sont allés à Montréal, mais, on leur a dit qu'ils ne pouvaient pas atterrir là-bas non plus et qu'il fallait qu'ils retournent au Québec -- Ils sont retournés et, après quelques temps, ils ont pu atterrir -- Ils sont arrivé en retard à leur destination. Ai guidé l'appelante sur le site, mais le formulaire ne fonctionnait pas bien donc elle a besoin d'aide pour soumettre sa plainte. L'appelante n'a pas encore adressé la plainte auprès du transporteur.

Un retour d'appel serait apprécié.

Nadine Landry

From: Info
Sent: Thursday, March 12, 2020 9:15 AM
To: [REDACTED]
Subject: RE: Retour retardé- vol ac057 Dubaï

Bonjour [REDACTED]

L'Office des transports du Canada vous remercie de nous avoir informé de votre expérience avec Air Canada.

Les passagers bénéficient dès aujourd'hui de nouveaux droits en vertu du Règlement sur la protection des passagers aériens de l'Office des transports du Canada (OTC) lorsqu'ils voyagent en avion. Le règlement énonce les obligations des compagnies aériennes envers les passagers dans les domaines suivants:

- Communication
- refus d'embarquement
- retards sur l'aire de trafic
- bagages perdus ou endommagés
- transport des instruments de musique.
- Perturbations de vol
- Attribution de sièges aux enfants

En vue d'aider les passagers aériens à se retrouver dans leurs nouveaux droits, l'OTC a lancé un service en ligne sur le site protectionpassagersaeriens.ca. Il s'agit d'un guichet unique où les passagers aériens peuvent se renseigner sur leurs droits, déposer une plainte relative au transport aérien et trouver des astuces pour voyager sans tracas.

Si vous voulez déposer une plainte concernant votre vol, vous pouvez remplir le formulaire de plainte relative au transport aérien de l'Office au <https://rppa-appr.ca/fra/deposer-plainte-relative-au-transport-aerien>

Cordialement,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Wednesday, March 11, 2020 6:27 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Retour retardé- vol ac057 Dubaï

Bonjour,

Pour savoir si j'ai droit à une indemnisation:

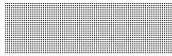
s.19(1)

Les portes de l'avion se ferment et on nous informe qu'il y a un problème de télécommunication et qu'on retourne au débarcadère. Après 3 tentatives, on nous dit mauvaise nouvelle, on ne part pas et que le personnel doit se reposer donc vol remis au lendemain.

On nous a dirigé vers un hôtel par navette et en fin de nuit, nous avons l'horaire de nouveaux vols avec des correspondances.

Avons-nous droit à une compensation et comment en faire la demande ?

Merci



Nadine Landry

From: Info
Sent: Thursday, March 12, 2020 8:56 AM
To: [REDACTED]
Subject: RE: CoVid -19 outbreak

Hi [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Air Passenger Protection Regulations (APPR) do not address airline obligations **if a passenger wishes to change or cancel their flight reservation**. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

Best,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Wednesday, March 11, 2020 5:10 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Fwd: CoVid -19 outbreak

Subject: Re: CoVid -19 outbreak

Hello ,

I am writing this email due to few concerns we are anticipating due to recent Covid-19 outbreak in the world.

I have booked my ticket on 29 of December for travel to Kuwait. My reservation for flight is Ac 844 and is scheduled to flying on 18 of March from Calgary via Frankfurt

s.19(1)

Germany transit to Kuwait. I am traveling with [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

We have booked tickets in December when there was no high risk for covid-19 disease. Kuwait has made mandatory for every one to stay in isolation for 14 days and it will be difficult [REDACTED]

[REDACTED]

We have been planning this trip for 5 years and saving funds to go but now I have to cancel the tickets due to our break.

I am requesting you to refund our tickets fare as it's not safe for us and others to travel . I am looking forward to hear back from you soon .

Regards

[REDACTED]

Dear Air Canada,

I am writing this email due to few concerns we are anticipating due to recent Covid-19 outbreak in the world.

I have booked my ticket on 29 of December for travel to Kuwait (Booking Reference : RJQYXU). My flight is scheduled to fly on 18 of March from Calgary to Kuwait via Frankfurt (Germany).

[REDACTED]

[REDACTED]

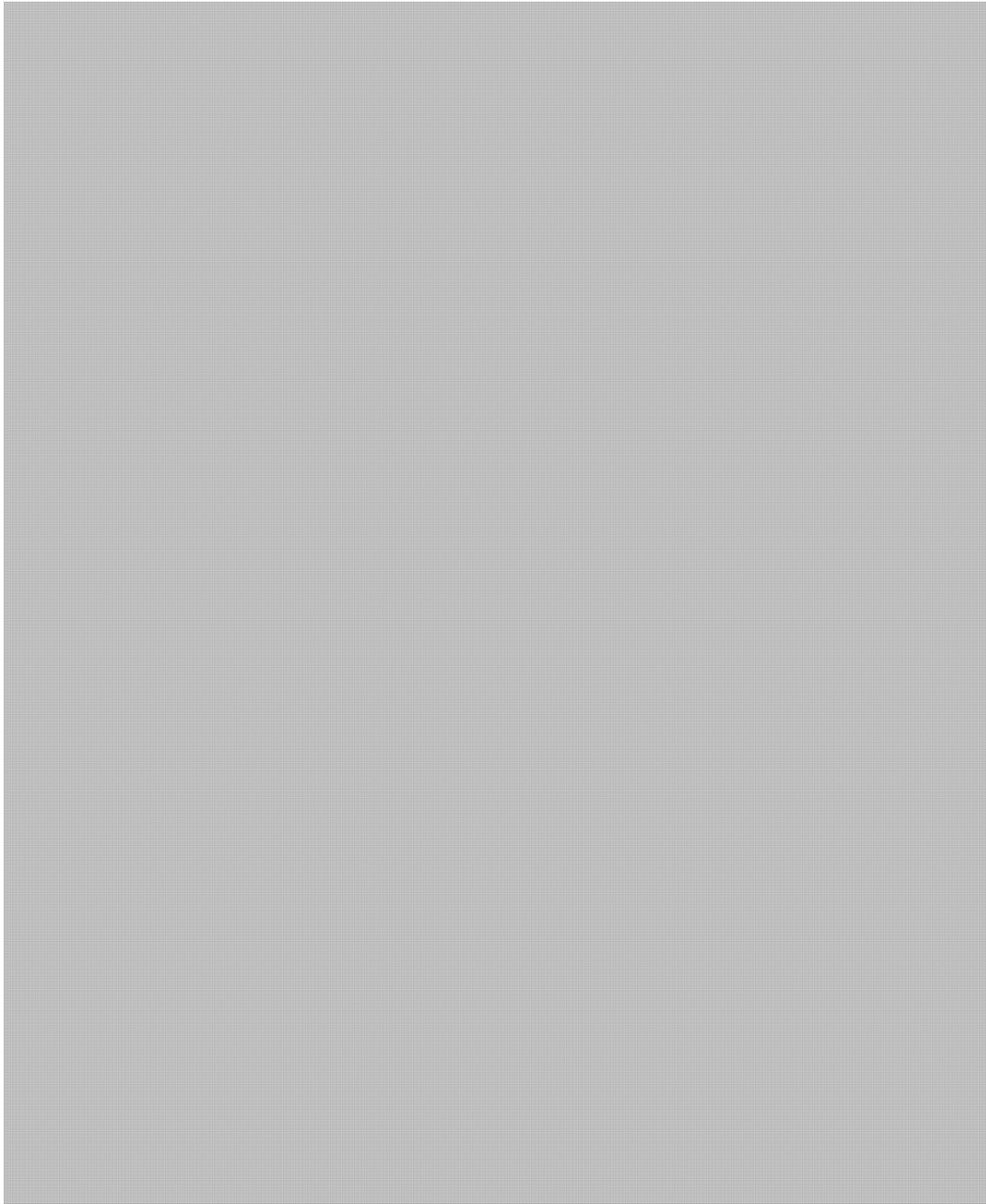
We have booked tickets in December when there was no high risk for covid-19 disease. Kuwait has made mandatory for every one to stay in isolation for 14 days if travel from Germany and it will be difficult [REDACTED] in new place to isolate .

We have been planning this trip for 5 years and saving funds to go but now I have to cancel the tickets due to our break.

I am requesting you if possible give us full refund our tickets fare as it's not safe for us and others to travel . I am looking forward to hear back from you soon .

Regards





Nadine Landry

From: Info
Sent: Thursday, March 12, 2020 8:48 AM
To: [REDACTED]
Subject: Case Number: 20-79781

Hi [REDACTED]

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

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info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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Nadine Landry

From: Info
Sent: Thursday, March 12, 2020 8:28 AM
To: [REDACTED]
Subject: RE: 20-74409

Bonjour [REDACTED]

Nous accusons réception de votre demande concernant l'état de votre plainte. Veuillez noter que, depuis l'entrée en vigueur du Règlement sur la protection des passagers aériens, nous observons une augmentation importante du nombre de plaintes déposées, ce qui entraîne un retard dans le traitement de celles-ci. Vous serez contacté une fois votre plainte attribuée à un de nos officiers. Nous nous excusons pour le retard.

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
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-----Original Message-----

From: [REDACTED]
Sent: Wednesday, March 11, 2020 4:27 PM
To: Info <Info@otc-cta.gc.ca>
Subject: 20-74409

Madame, Monsieur,

Notre cas [REDACTED] a été soumis à votre attention depuis quelques semaines déjà. Bien que le site indique qu'il a été transmis à un agent, il s'agit du même message depuis. Est-il possible de savoir si mon dossier progresse?
Recevez, madame, monsieur, mes salutations,

[REDACTED]

Envoyé de mon iPhone

Nadine Landry

From: [REDACTED]
Sent: Thursday, March 12, 2020 5:00 AM
To: Info
Subject: Air Canada Case Escalation by Ministry of Transportations

Dear Sir/Madam

As per instruction from Mr Marc Garneau I sincerely need your help in resolving this Air Canada case that they are refusing to address by refunding the money they fraudulently charged us in July 2019 ,the amount they illegally charged us in New Delhi was \$870.00 Cdn second time around on same trip when first time we had paid \$425 Cdn for same leg of that trip The agents at Yvr guaranteed us that amount we paid was for through baggage to Srinagar the destination and issued us baggage tags assuring that despite providing all proofs necessary the agents behaved in very hostile and rude manners to me and [REDACTED] and threatened us to pay erroneous amount for baggage again or throw away our luggage in trash can and or we can't board that flight to Srinagar Please help us resolve this bizarre dilemma with Air Canada So far it's been harrowing and agonizing experience dealing with them at all different levels

Thank you in advance

Yours Truly

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 11, 2020 10:31 PM
To: Info
Subject: Re: Claim Status

Hi, thank you. Unfortunately, I cannot find my case number so can't retrieve my case on that site. Is it possible for you to provide me with the case number using the information in my previous email?

Thank you,
[REDACTED]

On Wed, Mar 11, 2020 at 10:33 AM Info <Info@otc-cta.gc.ca> wrote:

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

If you would like to check the status of your complaint you can do so here: <https://portail-portal.otc-cta.gc.ca/en/case-status-enquiries>

Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

info@ Team

Office des transports du Canada / Gouvernement du Canada

info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575

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From: J [REDACTED]
Sent: Tuesday, March 10, 2020 11:21 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Claim Status

Hello, I submitted a complaint a while ago on behalf of [REDACTED] and I for our significantly delayed Westjet flight WS2773 from POS to YYZ on Jan 24. I initially filed a claim with Westjet directly, which they erroneously denied. They claimed the delay was outside of their control but I know that this is wrong. The delay was because the Westjet computers in POS airport were down, so they had to write paper tickets for every passenger which took many hours. No other international departures that day from any other airline was delayed.

After Westjet denied the claim, I filed a complaint on your web site <https://rppa-appr.ca/eng/file-air-travel-complaint>. I haven't heard back yet and wanted to check on the status of the complaint.

Thank you,

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 11, 2020 6:27 PM
To: Info
Subject: Retour retardé- vol ac057 Dubaï

Bonjour,

Pour savoir si j'ai droit à une indemnisation:

Les portes de l'avion se ferment et on nous informe qu'il y a un problème de télécommunication et qu'on retourne au débarcadère. Après 3 tentatives, on nous dit mauvaise nouvelle, on ne part pas et que le personnel doit se reposer donc vol remis au lendemain.

On nous a dirigé vers un hôtel par navette et en fin de nuit, nous avons l'horaire de nouveaux vols avec des correspondances.

Avons-nous droit à une compensation et comment en faire la demande ?

Merci

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 11, 2020 5:10 PM
To: Info
Subject: Fwd: CoVid -19 outbreak

Subject: Re: CoVid -19 outbreak

Hello ,

I am writing this email due to few concerns we are anticipating due to recent Covid-19 outbreak in the world.

I have booked my ticket on 29 of December for travel to Kuwait. My reservation for flight is Ac 844 and is scheduled to flying on 18 of March from Calgary via Frankfurt Germany transit to Kuwait.I am traveling [REDACTED]

[REDACTED]

[REDACTED]

We have booked tickets in December when there was no high risk for covid-19 disease.

Kuwait has made mandatory for every one to stay in isolation for 14 days and it will be difficult [REDACTED]

We have been planning this trip for 5 years and saving funds to go but now I have to cancel the tickets due to our break.

I am requesting you to refund our tickets fare as it's not safe for us and others to travel .I am looking forward to hear back from you soon .

Regards

[Redacted]

Dear Air Canada,

I am writing this email due to few concerns we are anticipating due to recent Covid-19 outbreak in the world.

I have booked my ticket on 29 of December for travel to Kuwait (Booking Reference : RJQYXU). My flight is scheduled to fly on 18 of March from Calgary to Kuwait via Frankfurt (Germany).

[Redacted]

[Redacted]

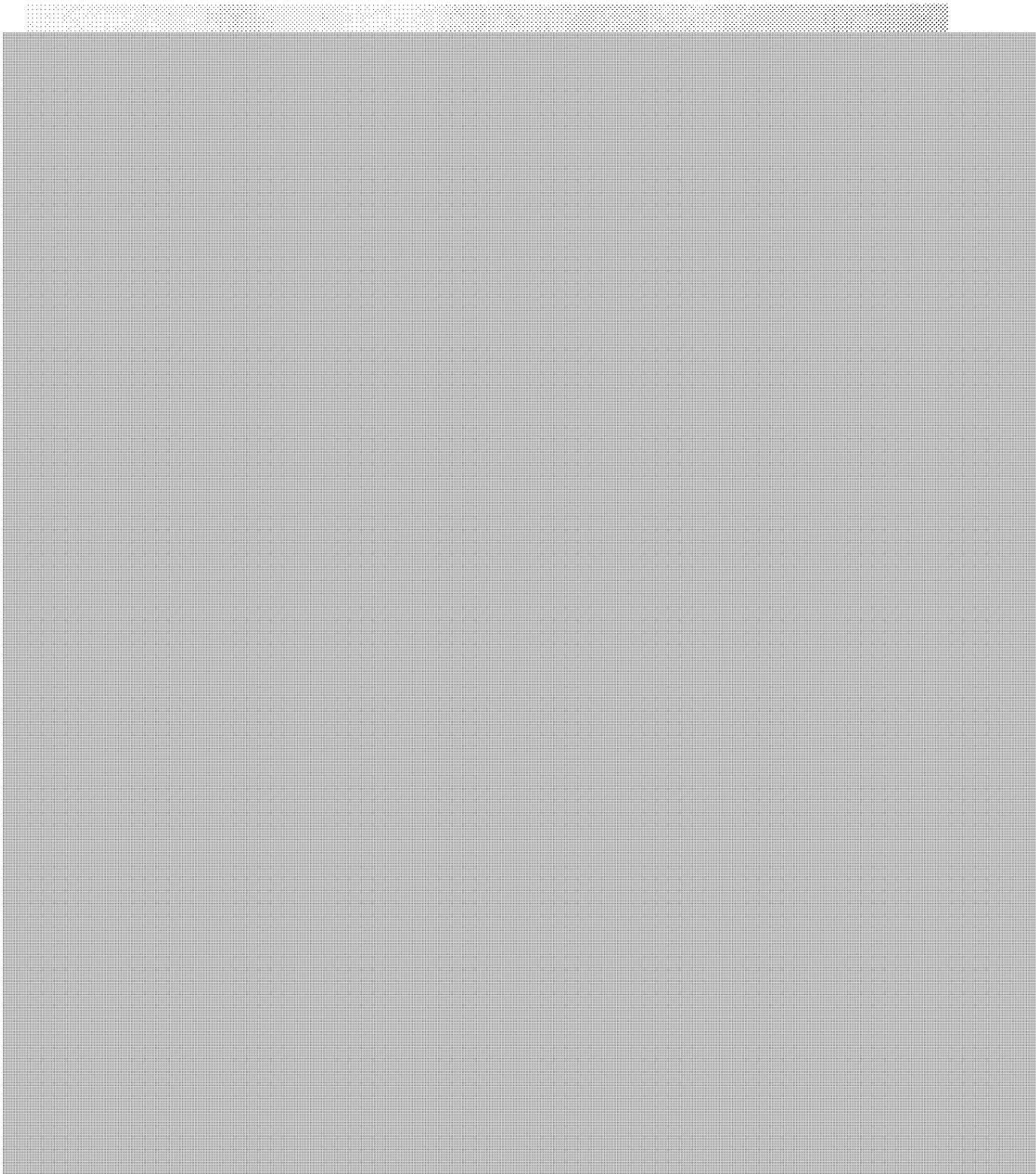
We have booked tickets in December when there was no high risk for covid-19 disease. Kuwait has made mandatory for every one to stay in isolation for 14 days if travel from Germany and it will be difficult [Redacted]

We have been planning this trip for 5 years and saving funds to go but now I have to cancel the tickets due to our break.

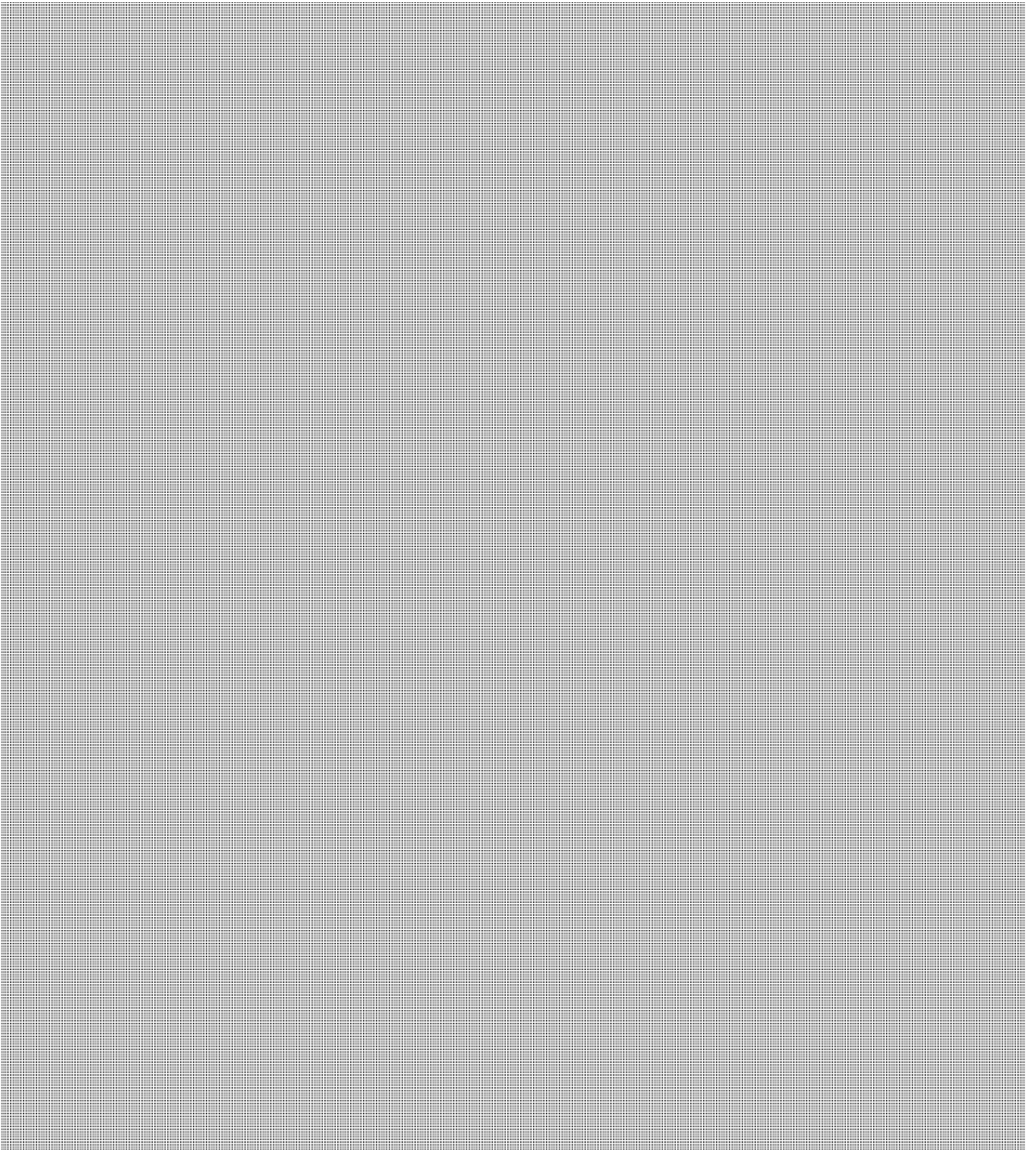
I am requesting you if possible give us full refund our tickets fare as it's not safe for us and others to travel .I am looking forward to hear back from you soon .

Regards

[Redacted]



Sent from my iPhone



Nadine Landry

From: Info
Sent: Wednesday, March 11, 2020 3:55 PM
To: [REDACTED]
Subject: RE: Air travel complaint: 20-79429

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

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info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Wednesday, March 11, 2020 3:36 PM
To: Info <Info@otc-cta.gc.ca>
Subject: RE: Air travel complaint: 20-79429

Hi there,

I still have not received a response from filling this a few weeks ago, is there someone I can talk to about following up on the file? Thank you,

[REDACTED]

From: Canadian Transportation Agency <otc.docs-docs.cta@otc-cta.gc.ca>
Sent: February 23, 2020 3:42 PM
To: [REDACTED]
Subject: Air travel complaint: 20-79429

Thank you. We have successfully received your complaint. Your case number is 20-79429.

You can check the status of your complaint online. Please note it can take up to 24 hours for your case to process before your status is available online.

Need immediate help during your trip?

If you need immediate assistance while travelling contact the airline directly.

**IMPORTANT
NOTICE FOR
BAGGAGE
COMPLAINTS –
TIME LIMITS IN
EFFECT**

- **7 day time limit for damaged baggage or missing items:**
You must submit a written claim with your airline within 7 days of receipt of your baggage if your claim relates to damaged baggage or missing items.
- **21 day time limit for lost baggage:**
You must submit a written claim with your airline within 21 days for baggage that is potentially lost.

Failure to submit a written claim to the airline within the set time limits could result in the carrier denying your claim. All claims are subject to proof of loss so

be sure to include all out of pocket expenses.

Next Steps:

1. **Our expert staff will review your complaint and may ask you for more information.**

Please note due to an increase in the volume of complaints the Agency has received, there may be a delay before your case is assigned to an officer. Rest assured that this will not impact the outcome of your complaint.

2. **If you haven't written to the airline about your complaint, we'll do that for you.**

We will forward your complaint to the airline with a 30-day deadline for them to respond. Often the issue can be resolved directly with the airline.

3. **Not satisfied with the airline's response? We will try to resolve your complaint.**

We will work to resolve your complaint through facilitation or mediation. This is an easy and informal dispute resolution process. The vast majority of complaints are resolved this way.

Where less formal processes don't prove successful, the Agency also offers a court-like process called adjudication, where a panel will make a decision based on the evidence

provided. The adjudication process can also be used in more complex cases where a passenger feels that the airline's contract is unclear, unjust, unreasonable or discriminatory.

We recognize that the complaint process can be frustrating and we are here to guide you through the process. Please be patient with our staff as we work to address your issues. Please note that there is zero tolerance for rude or abusive language.

You can update your case file by emailing otc.docs-docs.cta@otc-cta.gc.ca or faxing 819-997-6727.

Future travel plans?

Please visit www.AirPassengerProtection.ca for travel tips and to find out more about new regulations coming into effect December 15, 2019.

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[News feeds](#) | info@otc-cta.gc.ca | 1-
[888-222-2592](tel:888-222-2592)

Nadine Landry

From: Info
Sent: Wednesday, March 11, 2020 3:48 PM
To: [REDACTED]
Subject: RE: Air travel complaint: 20-75988

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay. Rest assured that this will not impact the outcome of your complaint.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Wednesday, March 11, 2020 2:00 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Air travel complaint: 20-75988

Dear CTA,

I've filed the complaint 20-75988 (please see attached file for reference) and I just wanted to double check if I did the submission procedure correctly. My main concern is that time passes and I lose my rights because I didn't do the procedure properly.

I contacted the air company 2 months ago without any advances and then submitted the complaint to CTA 1 month ago (please see attached file for reference) where I have all documents attached referring to flight tickets, printscreens of evidences, previous contact with air company etc.

If there's anything else that I need to do, please let me know!

Best,

[REDACTED]

From: Canadian Transportation Agency <otc.docs-docs.cta@otc-cta.gc.ca>
Sent: February 4, 2020 11:07 PM
To: fabriciocachuco@hotmail.com <fabriciocachuco@hotmail.com>
Subject: Air travel complaint: 20-75988

Thank you. We have successfully received your complaint. Your case number is 20-75988.

You can check the status of your complaint online. Please note it can take up to 24 hours for your case to process before your status is available online.

Need immediate help during your trip?

If you need immediate assistance while travelling contact the airline directly.

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within 21 days for baggage that is potentially lost.

Failure to submit a written claim to the airline within the set time limits could result in the carrier denying your claim. All claims are subject to proof of loss so be sure to include all out of pocket expenses.

Next Steps:

1. **Our expert staff will review your complaint and may ask you for more information.**

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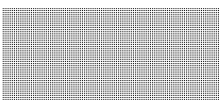
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[News feeds](#) | info@otc-cta.gc.ca | 1-
[888-222-2592](tel:888-222-2592)

Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 11, 2020 3:36 PM
To: Info
Subject: RE: Air travel complaint: 20-79429
Attachments: 20-79429_2020-02-23T174237.pdf

Hi there,

I still have not received a response from filling this a few weeks ago, is there someone I can talk to about following up on the file? Thank you,



From: Canadian Transportation Agency <otc.docs-docs.cta@otc-cta.gc.ca>
Sent: February 23, 2020 3:42 PM
To: pureproduction@live.ca <pureproduction@live.ca>
Subject: Air travel complaint: 20-79429

Thank you. We have successfully received your complaint. Your case number is 20-79429.

You can check the status of your complaint online. Please note it can take up to 24 hours for your case to process before your status is available online.

Need immediate help during your trip?

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You can update your case file by emailing otc.docs-docs.cta@otc-cta.gc.ca or faxing 819-997-6727.

Future travel plans?

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Case number

20-79429

Choose the subject of your complaint

Flight delays and cancellations

Have you contacted the airline in writing about your complaint?

No

I have read and understood the Personal Information Collection Statement**Provide a detailed description of your problem. Please indicate if more than one airline was involved.**

Flight was canceled due to maintenance in Nashville with Westjet. I was told they needed to pull my bag and try and get me on a Delta flight to Atlanta to then connect to Calgary that way. So they pulled my bag, had to pickup on carousel outside security, and ran back to delta to check in, and by that time the flight closed. I had 45 minutes to get to the plane, but of course the bag retrieval made that impossible as it was almost 25 mins just to get that. Delta said at that time there were no flights they could help me with, and Wesjet told me the next available flight anywhere was not until 24 hours later over the phone. Wesjet agent told me to apply for this procedure online when I was on the phone with them.

Westjet rebooked me on another flight 24 hours later back to Toronto to then carry on to Calgary.

Please select the airline you were travelling with when the incident occurred.

WestJet (WS)

Flight number (Two letters and up to 4 numbers, i.e. ZZ####)

WS3651

Flight Date

February 22, 2020

From (departure airport):

#



Nashville

To (arrival airport):

Toronto

Your contact information

First name

[Redacted]

Last name

[Redacted]

Email address

[Redacted]

Daytime telephone

[Redacted]

Upload files

photo_feb_23_5_26_31_pm.png

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photo_feb_23_5_28_15_pm.png

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photo_feb_23_5_28_52_pm.png

photo_feb_23_5_29_13_pm.png

photo_feb_23_5_33_47_pm.jpg

photo_feb_23_5_34_43_pm.jpg

Nadine Landry

From: Info
Sent: Wednesday, March 11, 2020 3:03 PM
To: [REDACTED]
Subject: RE: mechanical problem

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

A passenger has one year to make a compensation claim with the airline that operated the disrupted flight. The airline has 30 days to respond by issuing a payment or indicating why it believes compensation is not owed and include the reasoning behind the flight disruption.

If you are not satisfied with the outcome, you can file a complaint with the CTA here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Wednesday, March 11, 2020 12:11 PM
To: Info <Info@otc-cta.gc.ca>
Subject: mechanical problem

We were on flight AC837 on feb 3 out of madrid. The plane was delayed at the outset by 1 hour. The reason given was mechanical on the incoming flight. How can I find out what that mechanical problem was? The fact that the tire blew on take off and fire erupted from the port engine may be connected to the mechanical problem when it first arrived. If you can be of help it will help me.

Thank you

[REDACTED]

Sent from [Mail](#) for Windows 10

Nadine Landry

From: Info
Sent: Wednesday, March 11, 2020 2:17 PM
To: [REDACTED]
Subject: RE: Covid 19

Hello,

Thanks for contacting the Canadian Transportation Agency.

If an airline cancels or delays flights to or from a **certain region because of a medical emergency** (such as a Public Health Emergency of International Concern declared by the World Health Organization) or a **related travel ban there**, this would generally be considered outside the airline's control.

If the airline cancels or delays flights to **nearby regions**, this may also be outside their control, for example, if the medical emergency was the primary reason for the disruption. However, if the airline's decision was primarily commercial or one made in its day-to-day operations, this could be considered within the airline's control. **Each situation would have to be assessed on its own merits.**

The APPR does not address airline obligations if a **passenger wishes to change or cancel their flight reservation**. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

If you feel your airline is not meeting its obligations, you can file a complaint with the CTA here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
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Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Tuesday, March 10, 2020 9:00 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Covid 19

I am extremely frustrated and disappointed with Air Canada and West Jet that those of us that booked flights before covid 19 are being excluded from the fee / change exemption. Why are we being punished for booking early and those who booked after covid 19 appearance being rewarded. I just dont get it.

Sent from Yahoo Mail on Android

Nadine Landry

From: Info
Sent: Wednesday, March 11, 2020 2:18 PM
To: [REDACTED]
Subject: RE: airfare refund for cruise

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

If an airline cancels or delays flights to or from a **certain region because of a medical emergency** (such as a Public Health Emergency of International Concern declared by the World Health Organization) or a **related travel ban there**, this would generally be considered outside the airline's control.

If the airline cancels or delays flights to **nearby regions**, this may also be outside their control, for example, if the medical emergency was the primary reason for the disruption. However, if the airline's decision was primarily commercial or one made in its day-to-day operations, this could be considered within the airline's control. **Each situation would have to be assessed on its own merits.**

The APPR does not address airline obligations if a **passenger wishes to change or cancel their flight reservation**. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

If you feel your airline is not meeting its obligations, you can file a complaint with the CTA here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

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Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Wednesday, March 11, 2020 11:36 AM
To: Info <Info@otc-cta.gc.ca>
Subject: airfare refund for cruise

Hi,

s.19(1)

Now that we are to avoid all cruises, I'm wondering if there will be more support for travellers to cancel. The cruise lines have offered us full credit to use within a year but at the moment, I will have to completely forego my airfare. Westjet and AC have offered some cancellation conditions but they're quite restrictive (only for March travel). Will you be advising them to expand their conditions?

Thanks,



s.19(1)

s.20(1)

Nadine Landry

From: Customer Care <CustomerCare.serviceclient@aircanada.ca>
Sent: Wednesday, March 11, 2020 2:17 PM
To: [REDACTED]
Cc: Info
Subject: tif02212020 / [REDACTED]

Your case number is: ([REDACTED])

Dear [REDACTED]

We are reaching out to you regarding your recent trip back to Moncton on February 11, 2020. We are really sorry to learn of the disruptions and the difficulties you and [REDACTED] have experienced during your trip.

[REDACTED]

We hope, [REDACTED] that we may have another opportunity to welcome you and [REDACTED] on board in the near future.

Sincerely,

[REDACTED]
Customer Relations



To serve you best, I kindly ask that you do not change the subject line if responding to this email.

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

From: [REDACTED]
Sent: 2020/03/11 11:07 AM
Subject: tif02212020

Nadine Landry

From: Info
Sent: Wednesday, March 11, 2020 2:07 PM
To: [REDACTED]
Subject: L'Office des transports du Canada

Bonjour [REDACTED]

Merci d'avoir communiqué avec l'Office des transports du Canada.

Nous accusons réception de votre demande concernant l'état de votre plainte. Veuillez noter que, depuis l'entrée en vigueur du Règlement sur la protection des passagers aériens, nous observons une augmentation importante du nombre de plaintes déposées, ce qui entraîne un retard dans le traitement de celles-ci. Vous serez contacté une fois votre plainte attribuée à un de nos officiers. Nous nous excusons pour le retard.

Cordialement,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 11, 2020 2:00 PM
To: Info
Subject: Air travel complaint: 20-75988
Attachments: 20-75988_2020-02-05T020712.pdf

Dear CTA,

I've filed the complaint 20-75988 (please see attached file for reference) and I just wanted to double check if I did the submission procedure correctly. My main concern is that time passes and I lose my rights because I didn't do the procedure properly.

I contacted the air company 2 months ago without any advances and then submitted the complaint to CTA 1 month ago (please see attached file for reference) where I have all documents attached referring to flight tickets, printscreens of evidences, previous contact with air company etc.

If there's anything else that I need to do, please let me know!

Best,

[REDACTED]

From: Canadian Transportation Agency <otc.docs-docs.cta@otc-cta.gc.ca>
Sent: February 4, 2020 11:07 PM
To: [REDACTED]
Subject: Air travel complaint: 20-75988

Thank you. We have successfully received your complaint. Your case number is 20-75988.

You can check the status of your complaint online. Please note it can take up to 24 hours for your case to process before your status is available online.

Need immediate help during your trip?

If you need immediate assistance while travelling contact the airline directly.

IMPORTANT NOTICE FOR BAGGAGE COMPLAINTS – TIME LIMITS IN EFFECT

- **7 day time limit for damaged baggage or missing items:**
You must submit a written claim with your airline within 7 days of receipt of your baggage if your claim relates to damaged baggage or missing items.
- **21 day time limit for lost baggage:**
You must submit a written claim with your airline within 21 days for baggage that is potentially lost.

Failure to submit a written claim to the airline within the set time limits could result in the carrier denying your claim. All claims are subject to proof of loss so be sure to include all out of pocket expenses.

Next Steps:

1. **Our expert staff will review your complaint and may ask you for more information.**
Please note due to an increase in the volume of complaints the Agency has received, there may be a delay before your case is assigned to an officer. Rest assured that this will not impact the outcome of your complaint.
2. **If you haven't written to the airline about your complaint, we'll do that for you.**
We will forward your complaint to the airline with a 30-day deadline for them to respond. Often the issue can be resolved directly with the airline.
3. **Not satisfied with the airline's response? We will try to resolve your complaint.**
We will work to resolve your complaint through facilitation or mediation. This is an easy and informal dispute resolution process. The vast majority of complaints are resolved this way.

Where less formal processes don't prove successful, the Agency also offers a court-like process called adjudication, where a panel will make a decision based on the evidence provided. The adjudication process can also be used in more complex cases where a passenger feels that the airline's contract is unclear, unjust, unreasonable or discriminatory.

We recognize that the complaint process can be frustrating and we are here to guide you through the process. Please be patient with our staff as we work to address your issues. Please note that there is zero tolerance for rude or abusive language.

You can update your case file by emailing otc.docs-docs.cta@otc-cta.gc.ca or faxing 819-997-6727.

Future travel plans?

Please visit www.AirPassengerProtection.ca for travel tips and to find out more about new regulations coming into effect December 15, 2019.

otc-cta.gc.ca | [Twitter](#) | [YouTube](#) | [News feeds](#) | info@otc-cta.gc.ca | [1-888-222-2592](tel:1-888-222-2592)



Case number

20-75988

Choose the subject of your complaint

Flight delays and cancellations

Have you contacted the airline in writing about your complaint?

Yes

Did you receive a reply from the airline in writing?

Yes

I have read and understood the Personal Information Collection Statement

Provide a detailed description of your problem. Please indicate if more than one airline was involved.

I booked a flight with United Airlines (confirmation 032FGE) expected to arrive in Vancouver January 7 at 2:58pm. However, I arrived in Vancouver January 7 at 9:01pm, which is more than 6 hours after what was agreed. According to United Airlines staff, the delay was caused by door maintenance for the airplane of the flight IAD-DEN UA1889 originally scheduled to leave January 7 at 8:15am. The flight UA1889 left at 3:48pm January 7 and made me lose connection. I was supposed to take the flight DEN-YVR AC8111. However, I arrived late in Denver because of the delay and United Airlines inserted me in the flight DEN-YVR UA829, which arrived in Vancouver 9:01pm January 7.

This delay caused me to lose events and tasks related to my two work activities

I couldn't attend meetings where my feedback was fundamental for the continuation of ongoing projects. Likewise, I didn't arrive in time to perform my duties

emails to United Airlines in early January asking for a better treatment to me as a consumer and a proper reconciliation. I explicitly said that I would like to solve things without need to involve the Canada Air Passenger Protection Regulation (CAPPR). They provided vague answer with no timeframe for a definition. That made me understand that they just want me to forget or give up about it.



Now that it has been approximately 1 month since I filed complain in their website, I decided to submit the complain here with CAPP. A few valid information of my case:

- Flight destination was Vancouver, which is inside Canada
- Delay to arrive in Vancouver was more than 6 hours
- Cause of delay was a situation within the airline's control: it was a day-to-day operation related to management of aircraft maintenance
- It has been almost 1 month since I send United Airlines the first email about this issue and they didn't reply confirming or denying compensation
- According to CAPP website (<https://rppa-appr.ca/eng/compensation-flight-delays-and-cancellations>) my understanding is that the compensation for my case should be CAD 700.

The claim is made by me, [REDACTED] a passenger that suffered from a delay of more than 6 hours caused by a situation within the airline's control. Please contact me via phone or email if any additional information is required.

I greatly appreciate your consideration.

Sincerely,

[REDACTED]

Please select the airline you were travelling with when the incident occurred.

United (UA)

Flight number (Two letters and up to 4 numbers, i.e. ZZ####)

UA1889

Flight Date

January 7, 2020

From (departure airport):

IAD - Washington

To (arrival airport):

DEN - Denver

Select the airline



Air Canada (AC)

Flight number (Two letters and up to 4 numbers, i.e. ZZ####)

AC8111

Flight Date

January 7, 2020

From (departure airport):

DEN - Denver

To (arrival airport):

YVR - Vancouver

Select the airline

United (UA)

Flight number (Two letters and up to 4 numbers, i.e. ZZ####)

UA829

Flight Date

January 7, 2020

From (departure airport):

DEN - Denver

To (arrival airport):

YVR - Vancouver

Your contact information

First name

████████████████████

#



Last name

[Redacted]

Email address

[Redacted]

Daytime telephone

[Redacted]

Upload files

cover_letter.pdf

eticket.pdf

first_communication_with_united.pdf

second_communication_with_united.pdf

united_ua_829_log_of_arrival_time.pdf

boarding_passes.jpg

s.19(1)

Nadine Landry

From: Info
Sent: Wednesday, March 11, 2020 1:51 PM
To: [REDACTED]
Subject: RE: Claim under the Air Passenger

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Passengers have new rights under the CTA's Air Passenger Protection Regulations when they travel by air.

If you would like to file a complaint with the CTA and have your concerns addressed, you can fill out our complaint form at <https://rppa-appr.ca/eng/file-air-travel-complaint>

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : [Twitter](#) / [YouTube](#)

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: [Twitter](#) / [YouTube](#)

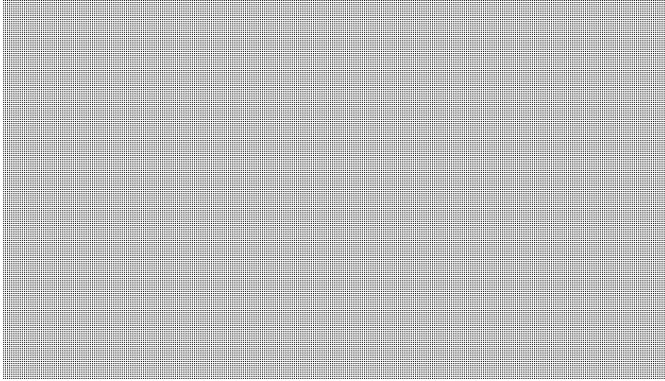
From: [REDACTED] s.19(1)
Sent: Wednesday, March 11, 2020 11:36 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Claim under the Air Passenger

Dear Sirs,

We request a financial compensation for delayed flight from the day of February 27th 2020 with the company Air Canada according to Regulation (EC) No 261/2004 of the European Parliament and of the Council of 11 February 2004. This is in regards of flight AC 1803 Kingston - Toronto, followed by AC 876 Toronto - Frankfurt, and then LH 1396 Frankfurt - Prague. The flight got delayed at the departure location in Kingston followed by increased delay in Toronto, resulting in delayed arrival to final destination of 4 hours 47 minutes. During delay we were not provided with any accommodation, refreshments or food, which is also in violation of the aforementioned regulation. All relevant files are attached to this e-mail. In case you need more information, feel free to contact us.

s.19(1)

Thank you for your understanding and I hope to hear from you soon.



Nadine Landry

From: Info
Sent: Wednesday, March 11, 2020 1:34 PM
To: [REDACTED]
Subject: RE: Unticketed taxes and fees

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Airlines must follow their terms and conditions of carriage in their domestic and international tariffs; <https://www.otc-cta.gc.ca/eng/air-carrier-tariffs-posted-websites>, and respect their obligations to passengers in the Air Passenger Protection Regulations (APPR); <https://www.otc-cta.gc.ca/eng/air-carrier-tariffs-posted-websites>

If you wish to file a complaint with the CTA to have your concerns addressed, you can do so here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

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

From: [REDACTED]
Sent: Sunday, March 8, 2020 6:09 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Unticketed taxes and fees

Hi,

I tried to book an aeroplane flight from Vancouver to Toronto for [REDACTED] and got a notice with the booking reference that said it is unticketed and to call aeroplane.
I tried numerous times to call them and sent an email and will send a letter but they refuse to answer.

They have charged taxes and fees but not deducted the points.

From Aeroplan

Considering you have charged all of the taxes, fees, charges and carrier surcharges associated to your flight reward booking to a credit card, your transaction will be processed directly by Air Canada. Your official itinerary receipt will be issued to you separately by Air Canada.

Taxes, fees & surcharges

Close

Adult(s)

Carrier Surcharge

\$42.00

Canada Domestic/International Air Travel Security Charge

\$7.12

Canada Goods and Services Tax

\$3.71

Canada Domestic/International Airport Improvement Fee

\$25.00

Total per passenger

\$77.83

Total passengers

1

\$77.83

Taxes, fees & surcharges (CAD)

\$77.83

Is this legal for an unticketed booking?

I was finally able to contact air canada who conveniently claimed they could do nothing even though their website says to call them and they own aeroplan.

From air canada's website:

15020

s.19(1)

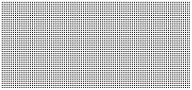
A problem occurred with your session but a request was sent to create your booking. Please call us at 1-855-831-1435; a customer service representative will be able to verify that your booking is confirmed in our system.

I have sent air canada an email but, no surprise, no response.
Your website says to wait 30 days after writing before filing a complaint.

I can wait no longer for aeroplan or air canada and have booked another ticket.

My question is it legal for air canada to charge taxes and fees for an unticketed booking?

Thanks



Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 11, 2020 12:11 PM
To: Info
Subject: mechanical problem

We were on flight AC837 on feb 3 out of madrid. The plane was delayed at the outset by 1 hour. The reason given was mechanical on the incoming flight. How can I find out what that mechanical problem was? The fact that the tire blew on take off and fire erupted from the port engine may be connected to the mechanical problem when it first arrived. If you can be of help it will help me.

Thank you
James parker

Sent from Mail for Windows 10

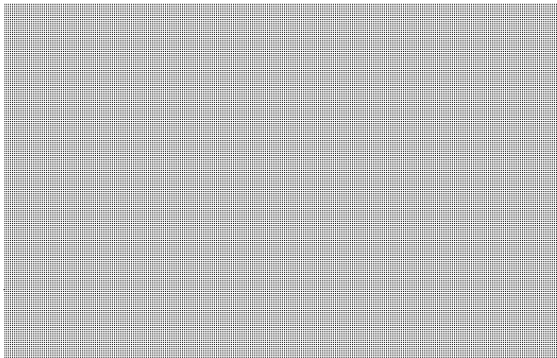
Nadine Landry

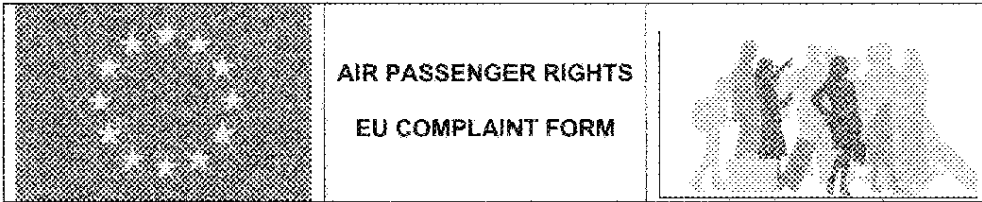
From: [REDACTED]
Sent: Wednesday, March 11, 2020 11:36 AM
To: Info
Subject: Claim under the Air Passenger
Attachments: [REDACTED]

Dear Sirs,

We request a financial compensation for delayed flight from the day of February 27th 2020 with the company Air Canada according to Regulation (EC) No 261/2004 of the European Parliament and of the Council of 11 February 2004. This is in regards of flight AC 1803 Kingston - Toronto, followed by AC 876 Toronto - Frankfurt, and then LH 1396 Frankfurt - Prague. The flight got delayed at the departure location in Kingston followed by increased delay in Toronto, resulting in delayed arrival to final destination of 4 hours 47 minutes. During delay we were not provided with any accommodation, refreshments or food, which is also in violation of the aforementioned regulation. All relevant files are attached to this e-mail. In case you need more information, feel free to contact us.

Thank you for your understanding and I hope to hear from you soon.





THIS FORM CAN BE USED TO LODGE A COMPLAINT WITH AN AIRLINE AND/OR A NATIONAL ENFORCEMENT BODY.

Passenger rights in case of denied boarding, downgrading, cancellation or long delay of their flight under Regulation (EC) 261/2004

INSTRUCTIONS

- 1) *Passengers who believe they have a valid complaint against an airline¹ regarding denied boarding, downgrading, cancellation or long delay to a given flight should first submit such a complaint to the airline operating the flight concerned. This form may be used for that purpose. Please keep a copy of this form for your records.*
- 2) *Should the airline fail to provide you with a reply within 6 weeks of receipt or, if you are not satisfied with their reply, this form (a copy of the original form sent to the airline may be used) should be sent to the national enforcement body² in the Member State³ where the incident took place.*
- 3) *If the incident took place at an airport of departure outside the EU, you may contact the national enforcement body in the Member State of flight destination.*
- 4) *This complaint form is to be used only for cases concerned with denied boarding incident, downgrading, cancellation, or long delay of a flight.*
- 5) *For any other complaint types such as baggage claims, flight schedule changes made more than 14 days in advance of your travel date or ticketing issues, these too should be submitted first to the airline concerned. Should you not receive a reply, or if you are not satisfied with the reply, the European Consumer Centres⁴ in any Member State of the EU can be contacted for further advice.*
- 6) *Please fill in the form in block capital letters.*

Please note that the competent authorities of Member States cannot in general take binding decisions on airlines in respect of individual complaints. If you are still not satisfied with the airline's response, even following the answer from the competent authority, you will have to pursue the matter in Court or through alternative dispute resolution.

¹ "Regulation 261/2004 applies to all flights operated by any airline from any EU airport and flights to an EU airport operated by any EU airline"

² A list of National Enforcement Bodies and further information on EU passenger rights may be found at: <http://www.ecn.europa.eu/>

³ or Iceland, Norway, Switzerland

⁴ http://ec.europa.eu/consumers/addresses/ecc_networkwebcontacts_en.htm

s.19(1)

Complaint submitted by:

| | | | |
|-------------------|------------|----------|------------|
| Name: | [REDACTED] | Surname: | [REDACTED] |
| Address: | [REDACTED] | | |
| Postcode, city: | [REDACTED] | Country: | [REDACTED] |
| E-mail: | [REDACTED] | | |
| Telephone number: | [REDACTED] | | |

Complaint concerning the following flight:

| | | | |
|---|---|---------------------------|---------------------|
| Airline: | FINN AIR | Flight number: | AY 876 |
| Ticket number: | [REDACTED] | | |
| Booking reference: | [REDACTED] | | |
| Airport of departure: | KIN ROSSON MANLY APT | Airport of arrival: | PRG VASCO VASCO APT |
| Connecting airport (if any): | FRA FRANKFURT INTL | | |
| Date of your flight: | 26.02.2020 | | |
| Scheduled time of departure: | 05:00 | Actual time of departure: | 06:30 |
| Scheduled time of arrival: | 07:05 | Actual time of arrival: | 08:52 |
| Airport(s) where the incident occurred: | KIN ROSSON MANLY APT, FRA FRANKFURT INTL, PRG VASCO VASCO APT | | |

Passenger details for flight detailed above:

| Name of Passenger | Please indicate if Adult, Child or Infant (less than 2 years) | Please indicate if special assistance was required |
|-------------------|---|--|
| [REDACTED] | | |
| [REDACTED] | | |
| [REDACTED] | | |
| [REDACTED] | | |

Please carefully read these definitions, and indicate with a cross [X] that which applies to this complaint.

- 'Long delay' means when a flight does not depart until after the scheduled departure time by:
 - i) two or more hours, for flights of up to 1500 km;
 - ii) three or more hours for intra-EU flights of 1,500 km and longer, or for other flights between 1501 and 3000 km;
 - iii) four or more hours, for all other flights.
- 'Cancellation' means the non-operation of a flight that was previously planned.
- 'Denied boarding' means a refusal by the airline to carry a passengers on a flight on which they hold a confirmed reservation and where have presented themselves for check-in and at the boarding gate not later than the time advised by the airline, tour operator or travel agent (if no time was indicated, not later than 45 minutes before the scheduled departure time). This does not include situations where the airline or its agent has reasonable grounds to deny passengers boarding, such as reasons of health, safety, and/or security, or in cases of inadequate travel documentation.
- 'Downgrading' means the passenger involuntarily travelled in a class of service lower than the class of service for which they had a confirmed reservation.

Did the passenger(s) hold a confirmed reservation on the flight concerned?

- YES
- NO

s.19(1)

Did the passenger(s) present themselves at the check-in desk at the latest at the time indicated by the airline (or if no time was indicated: not later than 45 minutes before the published departure time of the flight)?

- YES
 NO

Did the passenger(s) present themselves at the boarding gate before the time indicated on the boarding card?

- YES
 NO

Did the airline provide the passenger(s) with information on their rights?

- YES
 NO

I hereby declare that all of the information provided in this form is true and accurate in all respects and for all the passengers concerned.

Signature(s) of all adult passengers :



IN CASE YOUR FLIGHT WAS DELAYED:

Did you receive assistance from the airline or its agent during your long delay?

YES

What kind of assistance has been provided to you?

Meals

Refreshments

Place of accommodation (hotel or other) (in case the delay resulted in an overnight stay)

Transfer between airport and place of accommodation (in case the delay resulted in an overnight stay)

Communication facilities (telephone calls, fax or e-mail messages)

Other services (please specify):

NO

If the delay of your flight was of 3 hours or more after the arrival time originally scheduled, did you receive any financial compensation?

YES

Amount: €

NO

If the delay of your flight was longer than 5 hours:

- Did your flight still serve a purpose?

YES

NO

- In case your answer to the previous question is 'no' and in case your journey had already commenced: were you offered a seat on a flight back to your first point of departure?

YES

NO

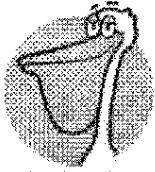
- In case you decided not to continue your journey, were you offered a refund?

YES

for the whole ticket price

for the non-used flight coupons

NO



pelikan.cz

Kontaktní osoba
letenky@pelikan.cz
+420 226 200 777



Pasažér (Dospělý): Muž Vlastimil Vrsník


Pro kontrolu na stránce Pelikan.cz zadejte kód: **B5L0QM**

Na komunikaci s leteckou společností a při Online check-in přímo na stránce letecké společnosti použijte kód:

Air Canada **P6W8CI**
Lufthansa **QGS69B**



Tam


Air Canada
Let. 0259
Operuje Lufthansa

05.02.2020
Středa

15:00



PRG Václav Havel Arpt, (Terminál: neznámý)
Praha, Česká republika

Doška letu:
01:10


Třída:
ECONOMY
Číslo letenky:
014212744004


05.02.2020
Středa

16:10



FRA Frankfurt Intl
Frankfurt, Německo

 Délka mezičísťání:
01h 00min


Air Canada
Let. 837

05.02.2020
Středa

17:10



FRA Frankfurt Intl, (Terminál: neznámý)
Frankfurt, Německo

Doška letu:
03:40


Třída:
ECONOMY
Číslo letenky:
014259154904

05.02.2020
Středa

19:50



YYZ Lester B Pearson Intl
Toronto, Kanada

 Délka mezičísťání:
1h 00min


Air Canada
Let. 1602

06.02.2020
Čtvrtek

09:50



**YYZ Lester B Pearson Intl, (Terminál:
neznámý)**
Toronto, Kanada

Doška letu:
00:10

Třída:
ECONOMY
Číslo letenky:
014266749004

06.02.2020
Čtvrtek

14:00




KIN Norman Manly Arpt
Kingston, Jamaika



Příruční zavazadlo: 1 ks 8 KG 40x55x23 CM
Zavazadlo do podpaří: 1 ks 23 KG

00874

 Zpět


Air Canada
Let. 1803

26.02.2020
Středa

15:00



KIN Norman Manly Arpt, (Terminál: neznámý)
Kingstons, Jamaika

Délka letu:
04:15


Třída:
ECONOMY
Číslo letenky:
0140697849884


26.02.2020
Středa

19:15



YYZ Lester B Pearson Intl
Toronto, Kanada

 Délka mezičlánků:
02:00 07h 28min


Air Canada
Let. 526

26.02.2020
Středa

21:35



YYZ Lester B Pearson Intl, (Terminál:
neznámý)
Toronto, Kanada

Délka letu:
07:35


Třída:
ECONOMY
Číslo letenky:
0140697849884

27.02.2020
Čtvrtek

11:10



FRA Frankfurt Intl
Frankfurt, Německo

 Délka mezičlánků:
02:00 07h 58min


Air Canada
Let. 9080
Operátor: Lufthansa

27.02.2020
Čtvrtek

13:05



FRA Frankfurt Intl, (Terminál: neznámý)
Frankfurt, Německo

Délka letu:
01:00

Třída:
ECONOMY
Číslo letenky:
0140697849884

27.02.2020
Čtvrtek

14:05



PRG Václav Havel Arpt
Praha, Česká republika



Příruční zavazadlo: 1 ks 8 KG 40x55x23 CM

Zavazadlo do podpalubi: 1 ks 23 KG

PRAVIDLO VYUŽITÍ VYSTAVENÉ LETENKY

LETY JE TŘEBA VYUŽÍT V PŘESNÉM POŘADÍ, V JAKÉM JSOU VYSTAVENY. V PŘÍPADĚ NENASTOUPENÍ NA KTERÝKOLI ÚSEK LETU NA LETENCE, MÁ LETECKÝ DOPRAVCE PRÁVO NA OKAMŽITÉ ZRUŠENÍ NÁSLEDUJÍCÍCH ÚSEKŮ LETU, BEZ JAKÉKOLI NÁHRADY PŘÍPADNÉ ŠKODY, KTERÁ BY TAKTO KLIENTOVI VZNIKLA. PŘEPRAVCE SI VYHRADUJE PRÁVO NA ZMĚNU/ZRUŠENÍ LETU, A ODMÍTNUTÍ PŘEPRAVY JAKÉKOLI OSOBY, KTERÁ PŘI ZISKÁNÍ LETENKY PORUŠILA PLATNÉ ZÁKONY, NEBO TARIFY, PŘEDPISY ČI NAŘÍZENÍ PŘEPRAVCE. TOTO OMEZENÍ SE NETÝKÁ VĚTŠINY NÍZKONÁKLADOVÝCH DOPRAVCŮ, U KTERÝCH JE MOŽNÉ NEVYUŽÍT PRVNÍ LET A NASTOUPIT AŽ NA DALŠÍ. DOPORUČUJEME VÁM V TOMTO PŘÍPADĚ SE VŽDY NA KONKRÉTNÍ REZERVACI A MOŽNOSTI NEVYUŽITÍ PRVNÍHO LETU INFORMOVAT NA NAŠEM ZÁKAZNICKÉM SERVISU, KDE VÁM NAŠI AGENTI POSKYTNOU PŘESNĚ INFORMACE.

Důležité informace

- Toto potvrzení je Vaše elektronická letenka, kterou se prokážete při check-inu na letišti.
- Pokud při speciálních situacích není leteckou společností nebo přímo letištěm požadován jiný čas, doporučený čas k odbavení při letech v rámci EU destinací jsou 2 hod. před odletem a na ostatní lety 3 hod. před odletem.

00875

- Online check-in při některých destinacích nemusí být umožněn.
- Některá letiště vyžadují platbu odletové taxy na místě. Například krajiny Jižní Ameriky a Asie.
- Je důležité si zkontrolovat vízovou povinnost v cílových a tranzitních (přestupových) krajínách.
- Zkontrolujte si, prosím, správnost dat, časů letů na letence a také jmen cestujících s porovnáním na cestovním dokladu.
- Doporučujeme Vám zkontrolovat si 3 dny před odletem na stránce letecké společnosti, případně na našem Infocentru, zda některý z Vašich letů nebyl zrušen nebo změněn.
- Poskytnutí rezervovaného sedadla / typu jídla není garantováno bez ohledu na to, zda byla služba rezervována zdarma nebo za poplatek. Letecká společnost má právo dodatečné služby kdykoliv změnit bez nároku na náhradu škody.
- Letecké společnosti neodbaví zavazadla, která váží více než 32kg / ks. Váhové a rozměrové limity zavazadel zahrnutých ve Vaši letence a zpoplatnění nadváhy zavazadel, případně dokoupení dalších kusů Vám doporučujeme zkontrolovat v dostatečném předstihu.
- Portál www.pelikan.cz provozuje společnost pelicantravel.com s.r.o., IČO: 35897821 se sídlem Námestie SNP 6, 811 06 Bratislava, zapsaná v obchodním rejstříku Okresního soudu Bratislava I, odd. SRO, vl. Č.:32895/B.
- Oznámení o ochraně údajů: Vaše osobní údaje budou zpracovány v souladu s pravidly ochrany osobních údajů příslušného dopravce, a pokud je Vaše rezervace uskutečněná prostřednictvím rezervačního systému (dále jen „GDS“), tak i s pravidly ochrany osobních údajů GDS. Tyto pravidla jsou k dispozici na adrese <http://www.iatatravelcenter.com/privacy> nebo přímo u dopravce, anebo GDS. Doporučujeme Vám si přečíst tyto dokumenty, které se vztahují na Vaši rezervaci, a uvádí se v nich například, jak se Vaše osobní údaje sbírají, uchovávají, používají, zveřejňují a přenášejí. (Uplatnitelné při přepravě několika leteckými přepravci v rámci jedné letenky).

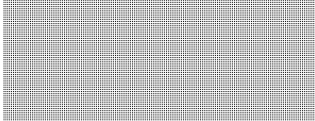
K VAŠÍ LETENCE VÁM ŘADNĚ ZABEZPEČÍME

- ubytování
- pronájem auta
- výhodné cestovní pojištění

s.19(1)

Electronic Visa Service

Confirmation



2020-01-27

Your eta Application has been approved

Dear [REDACTED]
we congratulate on your successfully participation in the official eTA program. Your eTA application has been approved and you are now allowed to travel to Canada. Please see attached message from canadian IRCC:

Status : eTA approved

Name : [REDACTED]

Passport number : [REDACTED]

eTA number : [REDACTED]

Expiration [REDACTED]

Your application for an Electronic Travel Authorization (eTA) has been approved. You are now authorized to travel to Canada by air.

When you travel to Canada, you will need to bring the passport you used to apply for your eTA, as the eTA is electronically linked to it. Should you obtain a new passport, you will need to apply for a new eTA.

Airline check-in staff and the Canada Border Services Agency will have electronic access to your eTA status using your passport.

In the future, you can verify the status and expiration of your eTA by using the [eTA Check Status Tool](#). To do this, you will need the eTA number noted above and details from the passport you used to apply for your eTA.

For information on what to see and do in Canada, visit [www.Canada.travel](#). See you in Canada!

Do you plan on visiting the United States? You may require authorization through the Electronic System for Travel Authorization (ESTA). Find out more on the [ESTA website](#).

This document may be used as an expression, but is not required for entry into Canada. **Remember that when you enter Canada, you must have the passport with you with which you participated in the ETA procedure.**

Thank you for choosing our visa service! We wish you a lot of fun and a pleasant time in Canada.

support@visa-eta-canada.org
SFET AG, Ruetistrasse 14, 9050 Appenzel, Switzerland, VAT: CHE-102.637.338 MWST



OPER BY/PAR AC ROUGE

Frequent Flyer/Voyageur assidu

ZONE 5

Cabin/Cabine Y s.19(1)

Flight/Vol AC 1803 Date 26FEB/FEV From/De KINGSTON-KIN Destination TORONTO

Flight/Vol AC 1803 TORONTO

Boarding Time/Heure d'embarquement 16:15 Gate/Porte 8 Seat/Place 18B 18B MIDDLE/CENTRE

Remarks/Observations

Departure Time/Heure de depart 16:55

Airline Use/A usage interne 0170 KINTKIN82

Boarding Pass | Carte d'accès à bord



A STAR ALLIANCE MEMBER MEMBRE DU RESEAU STAR ALLIANCE

ITI - ZONE 5



ECONOMY CLASS / CLASSE ECONOMIQUE

Frequent Flyer/Voyageur assidu

Cabin/Cabine Y

Flight/Vol AC 876 Date 26FEB/FEV From/De TORONTO Destination FRANKFURT

Flight/Vol AC 876 FRANKFURT

Boarding Time/Heure d'embarquement 20:45 Gate/Porte Seat/Place 22F 22F MIDDLE/CENTRE

Remarks/Observations

Departure Time/Heure de depart 21:35

Airline Use/A usage interne 0196 KINTKIN82

Boarding Pass | Carte d'accès à bord



A STAR ALLIANCE MEMBER MEMBRE DU RESEAU STAR ALLIANCE



ECONOMY CLASS

Frequent Flyer/Voyageur assidu

Cabin/Cabine

M

s.19(1)

Flight/Vol Date From/De
LH 1396 27FEB/FEV FRANKFURT

Destination
PRAGUE

Flight/Vol
LH 1396
PRAGUE

Seat/Place

30B

Boarding Time/Heure d'embarquement 12:35 Gate/Porte Seat/Place 30B

Remarks/Observations

Departure Time/Heure de depart 13:05

Airline Use/A usage interne 0075 KINTKIN82

Boarding Pass | Carte d'accès à bord



A STAR ALLIANCE MEMBER
MEMBRE DU RESEAU STAR ALLIANCE

Lufthansa

A STAR ALLIANCE MEMBER

etix etkt etix etkt

LUFTHANSA

FRA LH 1400 K 27FEB

PRG

016B

LH 1400/099

MAX 1 HANDGEPAECK/HANDGEGAGGE

ECONOMY CLASS 099

STKT: 3208575837437

FRA

PRG

LUFTHANSA

Carrier Flight No./Class Date

LH 1400 K 27FEB

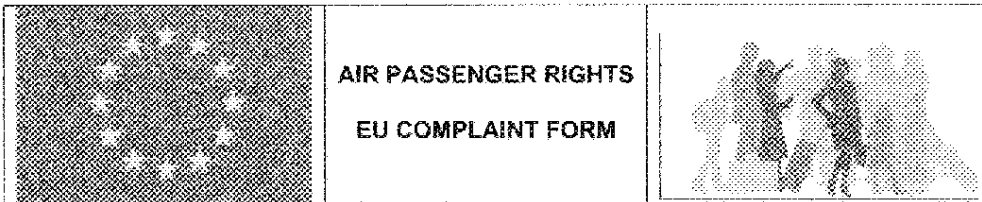
Gate Boarding Seat

A15 1630 016B

GROUP 4

Kostenlos Änderung des Flugtags möglich.
Date change possible.

Bitte beachten: Boardingpass mit Date zu sein, andernfalls kann im BSI oder BSA nicht vergeben werden.
Please note: The date of boarding pass is to be correct, otherwise it cannot be issued in the BSI or BSA.



THIS FORM CAN BE USED TO LODGE A COMPLAINT WITH AN AIRLINE AND/OR A NATIONAL ENFORCEMENT BODY.

Passenger rights in case of
denied boarding, downgrading, cancellation or long delay of their flight
under Regulation (EC) 261/2004

INSTRUCTIONS

1) *Passengers who believe they have a valid complaint against an airline¹ regarding denied boarding, downgrading, cancellation or long delay to a given flight should first submit such a complaint to the airline operating the flight concerned. This form may be used for that purpose. Please keep a copy of this form for your records.*

2) *Should the airline fail to provide you with a reply within 6 weeks of receipt or, if you are not satisfied with their reply, this form (a copy of the original form sent to the airline may be used) should be sent to the national enforcement body² in the Member State³ where the incident took place.*

3) *If the incident took place at an airport of departure outside the EU, you may contact the national enforcement body in the Member State of flight destination.*

4) *This complaint form is to be used only for cases concerned with denied boarding incident, downgrading, cancellation, or long delay of a flight.*

5) *For any other complaint types such as baggage claims, flight schedule changes made more than 14 days in advance of your travel date or ticketing issues, these too should be submitted first to the airline concerned. Should you not receive a reply, or if you are not satisfied with the reply, the European Consumer Centres⁴ in any Member State of the EU can be contacted for further advice.*

6) *Please fill in the form in block capital letters.*

Please note that the competent authorities of Member States cannot in general take binding decisions on airlines in respect of individual complaints. If you are still not satisfied with the airline's response, even following the answer from the competent authority, you will have to pursue the matter in Court or through alternative dispute resolution.

¹ "Regulation 261/2004 applies to all flights operated by any airline from any EU airport and flights to an EU airport operated by any EU airline"

² A list of National Enforcement Bodies and further information on EU passenger rights may be found at: <http://www.ecr.europa.eu/>

³ or Iceland, Norway, Switzerland

⁴ http://ec.europa.eu/consumers/odrress/ecs_network/webcenters_en.htm

s.19(1)

Complaint submitted by:

| | |
|-----------|----------|
| Name | Surname: |
| Address: | Country |
| Postcode | |
| E-mail: | |
| Telephone | |

Complaint concerning the following flight:

| | |
|--|--|
| Airline: AIG CANADA | Flight number: AC 836 |
| Ticket number: | |
| Booking reference: | |
| Airport of departure: KIN BOSMAN MARLE ABPT | Airport of arrival: PRG VACLAV HAVEL ABPT |
| Connecting airport (if any): FWA FRANKFURT WTL | |
| Date of your flight: 20.02.2020 | |
| Scheduled time of departure: 18:00 | Actual time of departure: 18:58 |
| Scheduled time of arrival: 19:05 | Actual time of arrival: 18:52 |
| Airport(s) where the incident occurred: KIN BOSMAN MARLE ABPT, FWA FRANKFURT WTL, PRG VACLAV HAVEL ABPT | |

Passenger details for flight detailed above:

| Name of Passenger | Please indicate if Adult, Child or Infant (less than 2 years) | Please indicate if special assistance was required |
|-------------------|---|--|
| | | |
| | | |
| | | |
| | | |

Please carefully read these definitions, and indicate with a cross [X] that which applies to this complaint.

- 'Long delay' means when a flight does not depart until after the scheduled departure time by:
 - i) two or more hours, for flights of up to 1500 km;
 - ii) three or more hours for intra-EU flights of 1,500 km and longer, or for other flights between 1501 and 3000 km;
 - iii) four or more hours, for all other flights.
- 'Cancellation' means the non-operation of a flight that was previously planned.
- 'Denied boarding' means a refusal by the airline to carry a passengers on a flight on which they hold a confirmed reservation and where have presented themselves for check-in and at the boarding gate not later than the time advised by the airline, tour operator or travel agent (if no time was indicated, not later than 45 minutes before the scheduled departure time). This does not include situations where the airline or its agent has reasonable grounds to deny passengers boarding, such as reasons of health, safety, and/or security, or in cases of inadequate travel documentation.
- 'Downgrading' means the passenger involuntarily travelled in a class of service lower than the class of service for which they had a confirmed reservation.

Did the passenger(s) hold a confirmed reservation on the flight concerned?

- YES
- NO

s.19(1)

Did the passenger(s) present themselves at the check-in desk at the latest at the time indicated by the airline (or if no time was indicated: not later than 45 minutes before the published departure time of the flight)?

- YES
 NO

Did the passenger(s) present themselves at the boarding gate before the time indicated on the boarding card?

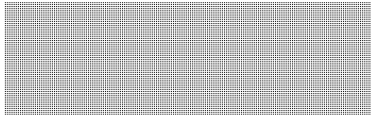
- YES
 NO

Did the airline provide the passenger(s) with information on their rights?

- YES
 NO

I hereby declare that all of the information provided in this form is true and accurate in all respects and for all the passengers concerned.

Signature(s) of all adult passengers :



IN CASE YOUR FLIGHT WAS DELAYED:

Did you receive assistance from the airline or its agent during your long delay?

YES

What kind of assistance has been provided to you?

Meals

Refreshments

Place of accommodation (hotel or other) (in case the delay resulted in an overnight stay)

Transfer between airport and place of accommodation (in case the delay resulted in an overnight stay)

Communication facilities (telephone calls, fax or e-mail messages)

Other services (please specify):

NO

If the delay of your flight was of 3 hours or more after the arrival time originally scheduled, did you receive any financial compensation?

YES

Amount: €

NO

If the delay of your flight was longer than 5 hours:

- Did your flight still serve a purpose?

YES

NO

- In case your answer to the previous question is 'no' and in case your journey had already commenced: were you offered a seat on a flight back to your first point of departure?

YES

NO

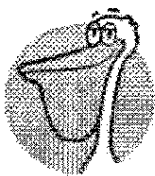
- In case you decided not to continue your journey, were you offered a refund?

YES

for the whole ticket price

for the non-used flight coupons

NO



pelikan.cz

Kontaktujte nás
 letenky@pelikan.cz
 +420 226 200 777



Pasažér (Dospělý)

Pro kontrolu na stránce Pelikan.cz zadejte kód:

Na komunikaci s leteckou společností a při Online check-in přímo na stránce letecké společnosti použijte kód:

Air Canada

Lufthansa



Tam

Air Canada
 Let 9232
 Operace Lufthansa

06.02.2020
 Středa

15:00



PRG Václav Havel Arpt, (Terminál: neznámý)

Praha, Česká republika

Třída
 ECONOMY

Délka letu:
 01:10

Číslo letenky
 0149897545052

06.02.2020
 Středa

16:10



FRA Frankfurt Intl

Frankfurt, Německo

Délka meziřidišť:
 01h 00min

Air Canada
 Let 877

05.02.2020
 Středa

17:10



FRA Frankfurt Intl, (Terminál: neznámý)

Frankfurt, Německo

Třída
 ECONOMY

Délka letu:
 00:40

Číslo letenky
 0149897545052

05.02.2020
 Středa

19:50



YYZ Lester B Pearson Intl

Toronto, Kanada

Délka meziřidišť:
 14h 00min

Air Canada
 Let 1502

06.02.2020
 Čtvrtek

09:50



YYZ Lester B Pearson Intl, (Terminál:
 neznámý)

Toronto, Kanada

Třída
 ECONOMY

Délka letu:
 04:10

Číslo letenky
 0149897545052

06.02.2020
 Čtvrtek

14:00




KIN Norman Manly Arpt

Kingston, Jamajka



Příruční zavazadlo: 1 ks 8 KG 40x55x23 CM

Zavazadlo do podpalubí: 1 ks 23 KG

 Zpět



26.02.2020
Středa

15:00



KIN Norman Manly Arpt, (Terminál: neznámý)
Kingston, Jamajka

Délka letu:
04:18

Třída:
ECONOMY


Číslo letenky:
0140527549002

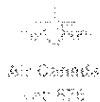
26.02.2020
Středa

19:15



YYZ Lester B Pearson Intl
Toronto, Kanada

 Délka mezičlání:
02h 26min



26.02.2020
Středa

21:35



YYZ Lester B Pearson Intl, (Terminál:
neznámý)
Toronto, Kanada

Délka letu:
07:36

Třída:
ECONOMY


Číslo letenky:
0140527549002

27.02.2020
Čtvrtek

11:10



FRA Frankfurt Intl
Frankfurt, Německo

 Délka mezičlání:
01h 05min



27.02.2020
Čtvrtek

13:05



FRA Frankfurt Intl, (Terminál: neznámý)
Frankfurt, Německo

Délka letu:
01:00

Třída:
ECONOMY

Číslo letenky:
0140527549002

27.02.2020
Čtvrtek

14:05



PRG Václav Havel Arpt
Praha, Česká republika



Příruční zavazadlo: 1 ks 8 KG 40x55x23 CM

Zavazadlo do podpalubi: 1 ks 23 KG

PRAVIDLO VYUŽITÍ VYSTAVENÉ LETENKY

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Důležité informace

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00885

- Online check-in při některých destinacích nemusí být umožněn.
- Některá letiště vyžadují platbu odletové taxy na místě. Například krajiny Jižní Ameriky a Asie.
- Je důležité si zkontrolovat vízovou povinnost v cílových a tranzitních (přestupových) krajínách.
- Zkontrolujte si, prosím, správnost dat, časů letů na letence a také jmen cestujících s porovnáním na cestovním dokladu.
- Doporučujeme Vám zkontrolovat si 3 dny před odletem na stránce letecké společnosti, případně na našem Infocentru, zda některý z Vašich letů nebyl zrušen nebo změněn.
- Poskytnutí rezervovaného sedadla / typu jídla není garantováno bez ohledu na to, zda byla služba rezervována zdarma nebo za poplatek. Letecká společnost má právo dodatečně služby kdykoliv změnit bez nároku na náhradu škody.
- Letecké společnosti neobaví zavazadla, která váží více než 32kg / ks. Váhové a rozměrové limity zavazadel zahrnutých ve Vaši letence a zpoplatnění nadváhy zavazadel, případně dokoupení dalších kusů Vám doporučujeme zkontrolovat v dostatečném předstihu.
- Portál www.pelikan.cz provozuje společnost [pelicantravel.com s.r.o.](http://pelicantravel.com), IČO: 35897821 se sídlem Námestie SNP 6, 811 06 Bratislava, zapsaná v obchodním rejstříku Okresního soudu Bratislava I, odd. SRO, vl. Č.:32895/B.
- Oznámení o ochraně údajů: Vaše osobní údaje budou zpracovány v souladu s pravidly ochrany osobních údajů příslušného dopravce, a pokud je Vaše rezervace uskutečněna prostřednictvím rezervačního systému (dále jen „GDS“), tak i s pravidly ochrany osobních údajů GDS. Tyto pravidla jsou k dispozici na adrese <http://www.iatatravelcenter.com/privacy> nebo přímo u dopravce, anebo GDS. Doporučujeme Vám si přečíst tyto dokumenty, které se vztahují na Vaši rezervaci, a uvádí se v nich například, jak se Vaše osobní údaje sbírají, uchovávají, používají, zveřejňují a přenášejí. (Uplatnitelné při přepravě několika leteckými přepravci v rámci jedné letenky).

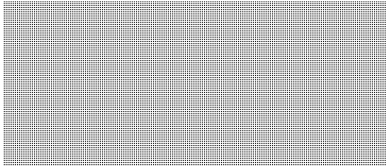
K VAŠÍ LETENCE VÁM MŮŽEME ZABEZPEČIT

- ubytování
- pronájem auta
- výhodné cestovní pojištění

Electronic Visa Service

Confirmation

s.19(1)



2020-01-27

Your eta Application has been approved

Dear [REDACTED],
we congratulate on your successful participation in the official eTA program. Your eTA application has been approved and you are now allowed to travel to Canada. Please see attached message from canadian IRCC:

Status : eTA approved

Name : [REDACTED]

Passport number : [REDACTED]

eTA number [REDACTED]

Expiration : [REDACTED]

Your application for an Electronic Travel Authorization (eTA) has been approved. You are now authorized to travel to Canada by air.

When you travel to Canada, you will need to bring the passport you used to apply for your eTA, as the eTA is electronically linked to it. Should you obtain a new passport, you will need to apply for a new eTA.

Airline check-in staff and the Canada Border Services Agency will have electronic access to your eTA status using your passport.

In the future, you can verify the status and expiration of your eTA by using the [eTA Check Status Tool](#). To do this, you will need the eTA number noted above and details from the passport you used to apply for your eTA.

For information on what to see and do in Canada, visit [www.Canada.travel](#). See you in Canada!

Do you plan on visiting the United States? You may require authorization through the Electronic System for Travel Authorization (ESTA). Find out more on the [ESTA website](#).

This document may be used as an expression, but is not required for entry into Canada. **Remember that when you enter Canada, you must have the passport with you with which you participated in the ETA procedure.**

Thank you for choosing our visa service! We wish you a lot of fun and a pleasant time in Canada.

support@visa-eta-canada.org
SFET AG, Ruetistrasse 14, 9050 Appenzell, Switzerland, VAT: CHE-102.637.338 MWST



OPER BY/PAR AC ROUGE

Frequent Flyer/Voyageur assidu

ZONE 5

Cabin/Cabine

Y

s.19(1)

Flight/Vol Date From



Destination

Flight/Vol

AC 1803 26FEB/FEV KII

-KIN

TORONTO

AC 1803
TORONTO

Seat/Place

Boarding Time/Heure d'embarquement 16:15 Gate/Porte 8 Seat/Place

Remarks/Observations

Departure Time/Heure de depart 16:55

Airline Use/A usage interne



AIR CANADA

A STAR ALLIANCE MEMBER
MEMBRE DU RESEAU STAR ALLIANCE

Boarding Pass | Carte d'accès à bord



ECONOMY CLASS / CLASSE ECONOMIQUE

Frequent Flyer/Voyageur assidu

Cabin/Cabine

Y

Flight/Vol

Flight/Vol Date From/De



Destination

AC 876 26FEB/FEV TORONTO

FRANKFURT

AC 876
FRANKFURT

Seat/Place

Boarding Time/Heure d'embarquement 20:45 Gate/Porte Seat/Place

Remarks/Observations

Departure Time/Heure de depart 21:35

Airline Use/A usage interne



AIR CANADA

Boarding Pass | Carte d'accès à bord



ECONOMY CLASS

Frequent Flyer/Voyageur assidu

Cabin/Cabine

M

Flight/Vol Date From/De
LH 1396 27FEB/FEV FRANKFURT

Destination
PRAGUE

Flight/Vol s.19(1)
LH 1396
PRAGUE
Seat/Place

Boarding Time/Heure d'embarquement 12:35 Gate/Porte Seat/Place

Departure Time/Heure de depart 13:05

Airline Use/A usage interne

Boarding Pass | Carte d'accès à bord

Remarks/Observations



A STAR ALLIANCE MEMBER
MEMBRE DU RÉSEAU STAR ALLIANCE

Lufthansa

A STAR ALLIANCE MEMBER

ECONOMY CLASS 098

etix etkt etix etkt

LUFTHANSA

** **

FRA LH 1400 K 27FEB
PRG

* * * *

0188

LH 1400/098

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* *

* *

* *

ETIX 2256523641444

FRA

PRG

LUFTHANSA

Carrier Flight No./Class Date

LH 1400 K 27FEB

Date
A15

Boarding Seat
1630 0188

GROUP 4

MAX 1 HANDGEPÄCK/HANDLUGGAGE

Kaufplatz Österreich das Flugzeug mit 14
Personen besetzt werden kann

Bitte beachten Sie die Bedingungen am Auto zu sein, insbesondere wenn für die Einzahlung vergewahrt werden.
Please be aware of the relevant conditions for the car rental, especially when the car is guaranteed to be available.

Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 11, 2020 11:36 AM
To: Info
Subject: airfare refund for cruise

Hi,

Now that we are to avoid all cruises, I'm wondering if there will be more support for travellers to cancel. The cruise lines have offered us full credit to use within a year but at the moment, I will have to completely forego my airfare. Westjet and AC have offered some cancellation conditions but they're quite restrictive (only for March travel). Will you be advising them to expand their conditions?

Thanks,

[REDACTED]

Nadine Landry

From: Info
Sent: Wednesday, March 11, 2020 11:22 AM
To: [REDACTED]
Subject: RE: Tinkon / Group Cancel

Hello,

Thanks for contacting the Canadian Transportation Agency.

Please contact your airline in order to cancel your flight.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Tuesday, March 10, 2020 3:38 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Tinkon / Group Cancel

Dear All,

Hi from [REDACTED]
I would like to inform you about the our group cancellation for 16th April and 17th of April by Air Canada.
This company has to make cancel this group because of the Corona Virus.
If it is possible i kindly request you to cancellation without fee.

I share all details as below
I am waiting for your kindly reply

Thank you for all your help

SECTION II - Booking Detail

Routing:

0. 84 [redacted] NM: 1
2 AC 407 K 16APR 4 YULYYZ HK85 1000 1120 E*

Flights and timings are subject to change

AC locator: [redacted]

Group name: [redacted]

Group size: 85

Booking class: as per above routing

Fare basis code: K45ZXAPL GR

Fare: EUR 79.00 per person (exclusive of taxes/surcharges)

0. 35 [redacted] NM: 0
1 AC 728 S 17APR 5 YYZLGA HK35 1 2055 2222 E*

Flights and timings are subject to change

AC locator: [redacted]

Group name: [redacted]

Group size: 35

Booking class: as per above routing

Fare basis code: S7Q4FL GR

Fare: EUR 185.00 per person (exclusive of taxes/surcharges)

0. 50 [redacted] NM: 0
AC 722 T 17APR 5 YYZLGA HK50 1 1810 1942 E*

Flights and timings are subject to change

AC locator: [redacted]

Group name: [redacted]

Group size: 50

Booking class: as per above routing

Fare basis code: T14Q3FL/GR

Fare: EUR 133.00 per person (exclusive of taxes/surcharges)



[redacted]
Ticketing Manager

T: +90 212 803 30 10
A: 42 Maslak
Maslak Mahallesi A.O.S. 55. Sokak
No:2/181 Ofis:3 Kat:6 No:3
Maslak, Sariyer, **ISTANBUL - TURKEY**

@tinkongroup tinkon.com

esnaf bir Tinkon Group kuruluşudur.



Nadine Landry

From: Info
Sent: Wednesday, March 11, 2020 11:16 AM
To: [REDACTED]
Subject: RE: FW: RE: Fwd: [Sunwing Vacations] [REDACTED]
Cancun / SUNWING AIRLINES / 1/18/2020-1/25/2020

Bonjour [REDACTED]

Merci d'avoir communiqué avec l'Office des transports du Canada.

Nous accusons réception de votre demande concernant l'état de votre plainte. Veuillez noter que, depuis l'entrée en vigueur du Règlement sur la protection des passagers aériens, nous observons une augmentation importante du nombre de plaintes déposées, ce qui entraîne un retard dans le traitement de celles-ci. Vous serez contacté une fois votre plainte attribuée à un de nos officiers. Nous nous excusons pour le retard.

Cordialement,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Wednesday, March 11, 2020 8:23 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Fwd: FW: RE: Fwd: [Sunwing Vacations] Re: [REDACTED] / Cancun / SUNWING AIRLINES / 1/18/2020-1/25/2020

Bonjour

J'ai reçu un courriel de votre institution concernant le suivi et ma plainte du vol 516 sunwing du retour de Cancun le 25 janvier dernier. (retour réel le 26 janvier 2020).
Suivant le courriel, j'ai répondu dans le but de faire un suivi quant à la réponse de Sunwing qui se déresponsabilise de tout événement produit.
De même que dans ma relance, suivant les 30 jours (non respecté les délais accordés) je reçois un courriel disant que mon dossier prendra plus de temps à traiter. Il mentionne seulement rembourser mes dépenses occasionnées par le retard, les bris de mes effets personnels et les achats confisqués à la douane de Charlotte en Caroline du Nord. (factures à l'appui).
De même qu'actuellement, je n'ai pas de suite depuis.
Bref, je reste insatisfaite de cette décision puisque j'ai dû manquer à mes fonctions professionnelles pendant cette période ainsi que [REDACTED] ont vécu un retour de voyage terrible ce qui nuit complètement à notre repos que nous avons payé pour sortir de notre routine de vie.

s.19(1)

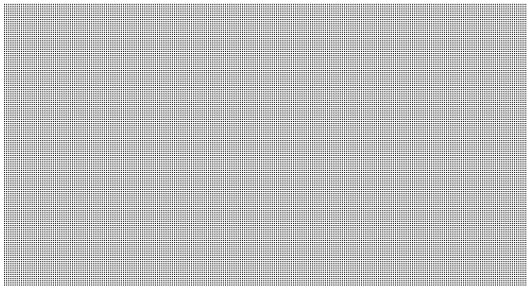
Je tiens à poursuivre ma plainte concernant le dit litige vécu. C'est pour laquelle je vous relance afin d'effectuer un suivi. Tel que nommé dans mon précédent courriel, je dois vous faire suite d'ici le 23 mars, cependant, je n'ai pas eu aucun suivi de l'agent qui a pris en charge le dossier.

J'ai eu aussi de la difficulté à acheminer le suivi avec l'adresse soumise, il est mentionné que l'adresse est introuvable.

Dans l'attente de votre suivi

Merci

Cordialement



----- Forwarded message -----

De : [REDACTED]
Date: jeu. 27 févr. 2020, à 14 h 33
Subject: FW: RE: Fwd: [Sunwing Vacations] Re: [REDACTED] Cancun /
SUNWING AIRLINES / 1/18/2020-1/25/2020
To: Sunwing Vacations/Vacances Sunwing <support+id456839@posttravel.zendesk.com>, <support@posttravel.zendesk.com>

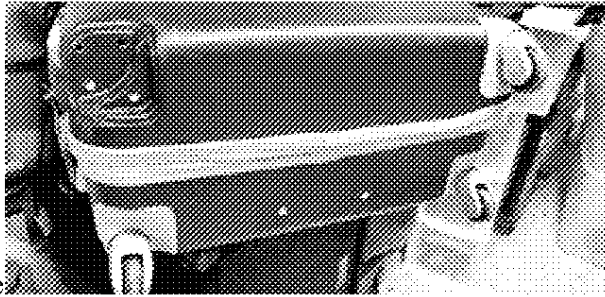
Envoyé depuis mon téléphone intelligent Samsung Galaxy.

----- Message d'origine -----

De : [REDACTED]
Date : 20-02-27 2 h 30 p.m. (GMT-05:00)
À : [REDACTED]
Objet : RE: Fwd: [Sunwing Vacations] Re: [REDACTED] Cancun /
SUNWING AIRLINES / 1/18/2020-1/25/2020

Je vous joins les pièces justificatives de ce qui a été confisqué à la douane, briser lors du transport et defrayer lors de l'escale.

Je conviens qu'une compensation supplémentaire devrait être revue en raison de cette désagréable escale qui aurait pu être organisée autrement.

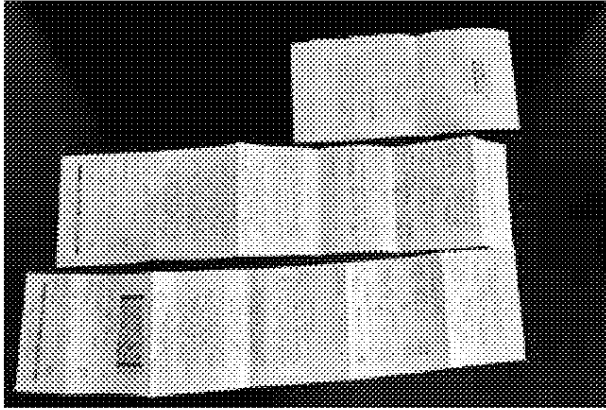


Je conserve la demande d'une

Error! Filename not



specified.



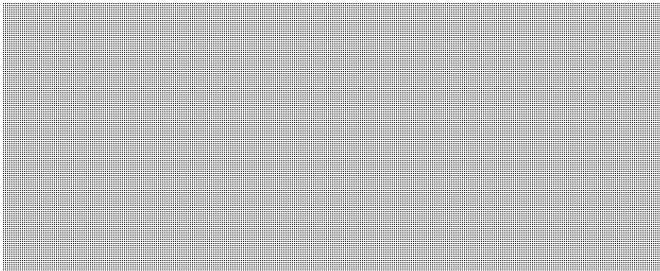
s.19(1)

somme de 1000\$ par personne x4 en demande d'indemnisation et d'une somme de 500\$ en frais de derangement d'organisation pour effectuer cette reclamation.

En plus du remboursement de ces items manquants ou brisé estimé à 500\$ total

Dans l'attente de votre suivi

Cordialement



Envoyé depuis mon téléphone intelligent Samsung Galaxy.

----- Message d'origine -----

De : [REDACTED]
Date : 20-02-26 6 h 16 p.m. (GMT-05:00)
À : [REDACTED]
Objet : Fwd: [Sunwing Vacations] Re: [REDACTED] Cancun / SUNWING AIRLINES / 1/18/2020-1/25/2020

----- Forwarded message -----

De : [REDACTED] (**Sunwing Vacations/Vacances Sunwing**) <support@posttravel.zendesk.com>
Date: mer. 26 févr. 2020 10 h 44 a.m.
Subject: [Sunwing Vacations] Re: [REDACTED] / Cancun / SUNWING AIRLINES / 1/18/2020-1/25/2020
To: [REDACTED]

##- Please type your reply above this line -##

Votre demande [REDACTED] a été mise à jour. Pour ajouter des commentaires supplémentaires, répondez à ce courriel.



(Sunwing Vacations/Vacances Sunwing)

Feb 26, 10:44 EST

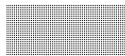
Bonjour

Nous vous remercions d'avoir soumis votre réclamation. Nous sommes désolés pour la perturbation du vol ainsi que pour tout inconvénient engendré. La compagnie aérienne a examiné les détails la concernant et a déterminé qu'elle était due à une exigence opérationnelle en vol, ce qui a provoqué un arrêt imprévu de l'avion, le vol est donc retardé car l'équipage prévu de piloter votre vol ne peut plus être utilisé pour le départ prévu.

Puisque le retard est considéré comme *HORS DU CONTRÔLE DU TRANSPORTEUR*, aucune indemnisation ne sera offerte en vertu du Règlement sur la protection des passagers aériens. Si vous avez engagé des dépenses à la suite de ce retard, veuillez numériser les reçus et nous les envoyer en pièce jointe de ce courriel .

Pour plus d'informations concernant le Règlement sur la protection des passagers aériens, vous pouvez visiter le <https://otc-cta.gc.ca>.

Cordialement ,



Sunwing Airlines

514.871.1319 ext.

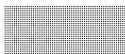
7785 Chemin Côte de Liesse, Ville Saint-Laurent, Québec
H4T 1G3



(Sunwing Vacations/Vacances Sunwing)

Feb 26, 10:36 EST

-



Sunwing Airlines

514.871.1319 ext.

7785 Chemin Côte de Liesse, Ville Saint-Laurent, Québec
H4T 1G3

This email is a service from Sunwing Vacations/Vacances Sunwing. Delivered by [Zendesk](#) | [Privacy Policy](#)

Nadine Landry

From: Info
Sent: Wednesday, March 11, 2020 10:58 AM
To: [REDACTED]
Subject: RE: Issue with PAL air lines

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

If you would like to file a complaint with the CTA, you can do so here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : [Twitter](#) / [YouTube](#)

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: [Twitter](#) / [YouTube](#)

From: [REDACTED]
Sent: Wednesday, March 11, 2020 9:16 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Issue with PAL air lines

hello there, my name is [REDACTED]. I filed a compensation form with PAL air and this is a forward response from them.

I believe I am entitled to my compensation and also this is a safety issue. There are only 3 crew members on that flight. pilot, co pilot and 1 attendant. the health issue they said had to be with pilot or co pilot as the attendant was fine . they turned the plane around minutes from goose bay, flew past gander, all the way to st johns for a sick "pilot " who is responsible for our lives. this matter should be looked into. the flight number is PB921 . Thank you for your time

[REDACTED]

[Get Outlook for Android](#)

From: [REDACTED]
Sent: Wednesday, March 11, 2020 9:14:55 AM

To: [REDACTED]@palairlines.ca>

Subject: Re: PAL Airlines Claim # [REDACTED]

Good day

We were minutes outside of goose bay , if it was a urgent matter with a crew member the plane should of landed in goose bay . this will be reported for further investigation.

From: [REDACTED]@palairlines.ca>

Sent: Wednesday, March 11, 2020 9:09:00 AM

To: [REDACTED]

Cc: Customer Service <customer.service@PALairlines.ca>

Subject: PAL Airlines Claim # [REDACTED]

Good Day [REDACTED]

Good day and thank you for contacting us!

Thank you for contacting us regarding your flight on March 10th, 2020. We would like to apologize for any inconvenience that has been caused.

Each compensation claim submitted to PAL airlines is reviewed by a customer service specialists to ensure we meet with the strictest time and accuracy deadlines. Having reviewed your request, it has been determined that the cause of the delay in your arrival was due to sick crew member inflight which is considered inside the control of PAL, and required for safety.

There are a number of 'standards of treatment' associated with this type of delay, meal vouchers, ticket refunds for unused portions and occasionally hotel accommodation, for example, but there isn't cash compensation associated with safety related delays.

Please forward additional out of pocket cost for this delay to customer.service@palairlines.ca and we will review the items with our Customer Service Team.

If you have any further questions please feel free to contact us.

Thank you



[REDACTED] Customer Service Specialist
t +1.888.345.0444 | palairlines.ca

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From: [REDACTED] <[REDACTED]@palairlines.ca>
Sent: Wednesday, March 11, 2020 9:09:00 AM
To: [REDACTED]
Cc: Customer Service <customer.service@PALairlines.ca>
Subject: PAL Airlines Claim [REDACTED]

Good Day [REDACTED]

Good day and thank you for contacting us!

Thank you for contacting us regarding your flight on March 10th, 2020. We would like to apologize for any inconvenience that has been caused.

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If you have any further questions please feel free to contact us.

Thank you



[REDACTED] : Customer Service Specialist
+ 1.888.345.0444 | palairlines.ca

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From: [REDACTED]
Sent: Wednesday, March 11, 2020 9:14:55 AM
To: [REDACTED] <[REDACTED]@palairlines.ca>
Subject: Re: PAL Airlines Claim # [REDACTED]

s.19(1)

Good day

We were minutes outside of goose bay , if it was a urgent matter with a crew member the plane should of landed in goose bay . this will be reported for further investigation.

From: [REDACTED]@palairlines.ca>
Sent: Wednesday, March 11, 2020 9:09:00 AM
To: [REDACTED]
Cc: Customer Service <customer.service@PALairlines.ca>
Subject: PAL Airlines Claim # [REDACTED]

Good Day [REDACTED]

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Thank you



[REDACTED] | Customer Service Specialist
| +1.888.345.0444 | palairlines.ca

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s.19(1)

From: [REDACTED]@palairlines.ca
Sent: Wednesday, March 11, 2020 9:09:00 AM
To: [REDACTED]
Cc: Customer Service <customer.service@PALairlines.ca>
Subject: PAL Airlines Claim f [REDACTED]

Good Day [REDACTED]

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If you have any further questions please feel free to contact us.

Thank you



[REDACTED] : Customer Service Specialist
☎ + 1.888.345.0444 | palairlines.ca

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Nadine Landry

From: Info
Sent: Wednesday, March 11, 2020 10:47 AM
To: [REDACTED]
Subject: RE: Complaint 20-74716

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Wednesday, March 11, 2020 8:46 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Complaint 20-74716

I submitted this complaint to the CTA on January 27, 2020 and was wondering what the status is - I have heard nothing beyond the initial acknowledgement. The online status does not show anything other than the initial receipt of the complaint.

I look forward to hearing from you,

[REDACTED]

Nadine Landry

From: Info
Sent: Wednesday, March 11, 2020 10:39 AM
To: [REDACTED]
Subject: RE: Air Canada Delay - 14 Feb 20

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

If you wish to file a complaint with the CTA you can do so here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

Best,

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Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Tuesday, March 10, 2020 11:47 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Air Canada Delay - 14 Feb 20

Good day,

On 14 February 2020 my colleagues and I were scheduled to fly from Edmonton AB to Toronto ON via AC 170 departing at 1315 hrs. The flight ended up being delayed 6 times and didn't depart Edmonton until 2000 hrs. I submitted a claim through the Air Canada website 16 February 2020, they assigned me a complaint number [REDACTED]. I was informed by them 19 February 2020 that I was not entitled to reimbursement as the flight was delayed for weather reasons. I challenged them on this as every flight delay notification I received stated "Reason for delay: This flight is delayed due to additional flight preparation time."

I have not received any further response from them and now wish to submit a complaint to your department. I still have the notification emails and can forward them if required. If more information is required I can be contacted at:

[REDACTED]

Thank you



Nadine Landry

From: Info
Sent: Wednesday, March 11, 2020 10:33 AM
To: [REDACTED]
Subject: RE: Claim Status

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

If you would like to check the status of your complaint you can do so here: <https://portail-portal.otc-cta.gc.ca/en/case-status-enquiries>

Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

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Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Tuesday, March 10, 2020 11:21 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Claim Status

Hello, I submitted a complaint a while ago on behalf of [REDACTED] and I for our significantly delayed Westjet flight WS2773 from POS to YYZ on Jan 24. I initially filed a claim with Westjet directly, which they erroneously denied. They claimed the delay was outside of their control but I know that this is wrong. The delay was because the Westjet computers in POS airport were down, so they had to write paper tickets for every passenger which took many hours. No other international departures that day from any other airline was delayed.

After Westjet denied the claim, I filed a complaint on your web site <https://rppa-appr.ca/eng/file-air-travel-complaint>. I haven't heard back yet and wanted to check on the status of the complaint.

Thank you,
[REDACTED]

Nadine Landry

From: Info
Sent: Wednesday, March 11, 2020 10:17 AM
To: [REDACTED]
Subject: RE: Case Number 20-80292

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

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Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Tuesday, March 10, 2020 11:05 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Case Number 20-80292

Hi,

I just wanted to follow up on this case number 20-80292. It was submitted on the 28th Feb.

We've been actively chasing Air Canada for nearly 2 months for fair compensation according to new regulations. It's been a pretty horrible ordeal, so we're really hoping you can help.

Thanks

[REDACTED]

Sent from my iPhone

Nadine Landry

From: Info
Sent: Wednesday, March 11, 2020 10:13 AM
To: [REDACTED]
Subject: RE: Air Travel Complaint 20-75586

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Tuesday, March 10, 2020 10:51 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Air Travel Complaint 20-75586

Hi,

I filed a complaint with CTA on 2-Feb-2020, file # 20-75586. I haven't heard back anything since I filed this complaint. Can you please provide me an update on my complaint?

Thanks,

[REDACTED]

Nadine Landry

From: Info
Sent: Wednesday, March 11, 2020 9:42 AM
To: [REDACTED]
Subject: RE: Air Canada

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The regulations require that passengers be informed of their rights in a timely, clear and accessible way. Airlines will have to provide passengers with information in simple, clear and concise language on their terms and conditions of carriage for:

- Flight delay or cancellation;
- Denial of boarding;
- Lost or damaged baggage; and
- The seating of children under 14 years of age.

If you would like to file a complaint with the CTA you can do so here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

Best,

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info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Tuesday, March 10, 2020 8:07 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Air Canada

Hi there,

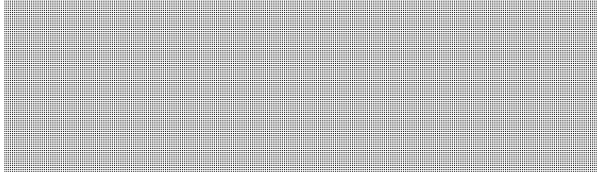
It is impossible to get a hold of someone in Air Canada and when you email them the response is standard we will get back to you in 30 days!!!

This is unacceptable. Has your group looked into this? Please see all the threads here:

s.19(1)

Please review comment on March 8th:

https://www.facebook.com/aircanada/posts/2891487210899155?comment_id=2891671357547407&reply_comment_id=2897110033670206¬if_id=1583853475388812¬if_t=feed_comment_reply



Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 11, 2020 9:16 AM
To: Info
Subject: Issue with PAL air lines

hello there, my name is [REDACTED]. I filed a compensation form with PAL air and this is a forward response from them.

I believe I am entitled to my compensation and also this is a safety issue. There are only 3 crew members on that flight. pilot, co pilot and 1 attendant. the health issue they said had to be with pilot or co pilot as the attendant was fine . they turned the plane around minutes from goose bay, flew past gander, all the way to st johns for a sick "pilot " who is responsible for our lives. this matter should be looked into. the flight number is PB921 . Thank you for your time

[REDACTED]

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From: [REDACTED]
Sent: Wednesday, March 11, 2020 9:14:55 AM
To: [REDACTED] <[REDACTED]@palairlines.ca>
Subject: Re: PAL Airlines Claim # [REDACTED]

Good day
We were minutes outside of goose bay , if it was a urgent matter with a crew member the plane should of landed in goose bay . this will be reported for further investigation.

From: [REDACTED] <[REDACTED]@palairlines.ca>
Sent: Wednesday, March 11, 2020 9:09:00 AM
To: [REDACTED]
Cc: Customer Service <customer.service@PALairlines.ca>
Subject: PAL Airlines Claim [REDACTED]

Good Day [REDACTED]

Good day and thank you for contacting us!

Thank you for contacting us regarding your flight on March 10th, 2020. We would like to apologize for any inconvenience that has been caused.

Each compensation claim submitted to PAL airlines is reviewed by a customer service specialists to ensure we meet with the strictest time and accuracy deadlines. Having reviewed your request, it has been determined that the cause of the delay in your arrival was due to sick crew member inflight which is considered inside the control of PAL, and required for safety.

There are a number of 'standards of treatment' associated with this type of delay, meal vouchers, ticket refunds for unused portions and occasionally hotel accommodation, for example, but there isn't cash compensation associated with safety related delays.

Please forward additional out of pocket cost for this delay to customer.service@palairlines.ca and we will review the items with our Customer Service Team.

If you have any further questions please feel free to contact us.

Thank you



██████████ Customer Service Specialist
☎ +1.888.345.0444 | palairlines.ca

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From: ██████████@palairlines.ca
Sent: Wednesday, March 11, 2020 9:09:00 AM
To: ██████████
Cc: Customer Service <customer.service@PALairlines.ca>
Subject: PAL Airlines Claim # ██████████

Good Day ██████████

Good day and thank you for contacting us!

Thank you for contacting us regarding your flight on March 10th, 2020. We would like to apologize for any inconvenience that has been caused.

Each compensation claim submitted to PAL airlines is reviewed by a customer service specialists to ensure we meet with the strictest time and accuracy deadlines. Having reviewed your request, it has been determined that the cause of the delay in your arrival was due to sick crew member inflight which is considered inside the control of PAL, and required for safety.

There are a number of 'standards of treatment' associated with this type of delay, meal vouchers, ticket refunds for unused portions and occasionally hotel accommodation, for example, but there isn't cash compensation associated with safety related delays.

Please forward additional out of pocket cost for this delay to customer.service@palairlines.ca and we will review the items with our Customer Service Team.

If you have any further questions please feel free to contact us.

Thank you



[Redacted] Customer Service Specialist
[Redacted] +1.888.345.0444 [Redacted] palairlines.ca

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From: [Redacted]
Sent: Wednesday, March 11, 2020 9:14:55 AM
To: [Redacted]@palairlines.ca
Subject: Re: PAL Airlines Claim # [Redacted]

Good day
We were minutes outside of goose bay , if it was a urgent matter with a crew member the plane should of landed in goose bay . this will be reported for further investigation.

From: [Redacted]@palairlines.ca
Sent: Wednesday, March 11, 2020 9:09:00 AM
To: [Redacted]
Cc: Customer Service <customer.service@PALairlines.ca>
Subject: PAL Airlines Claim [Redacted]

Good Day [Redacted]

Good day and thank you for contacting us!

Thank you for contacting us regarding your flight on March 10th, 2020. We would like to apologize for any inconvenience that has been caused.

Each compensation claim submitted to PAL airlines is reviewed by a customer service specialists to ensure we meet with the strictest time and accuracy deadlines. Having reviewed your request, it has been determined that the cause of the delay in your arrival was due to sick crew member inflight which is considered inside the control of PAL, and required for safety.

There are a number of 'standards of treatment' associated with this type of delay, meal vouchers, ticket refunds for unused portions and occasionally hotel accommodation, for example, but there isn't cash compensation associated with safety related delays.

Please forward additional out of pocket cost for this delay to customer.service@palairlines.ca and we will review the items with our Customer Service Team.

If you have any further questions please feel free to contact us.

Thank you

s.19(1)



[Redacted] : Customer Service Specialist
: + 1888.345.0444 : palairlines.ca

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From: [Redacted]@palairlines.ca>
Sent: Wednesday, March 11, 2020 9:09:00 AM
To: [Redacted]
Cc: Customer Service <customer.service@PALairlines.ca>
Subject: PAL Airlines Claim [Redacted]

Good Day [Redacted]

Good day and thank you for contacting us!

Thank you for contacting us regarding your flight on March 10th, 2020. We would like to apologize for any inconvenience that has been caused.

Each compensation claim submitted to PAL airlines is reviewed by a customer service specialists to ensure we meet with the strictest time and accuracy deadlines. Having reviewed your request, it has been determined that the cause of the delay in your arrival was due to sick crew member inflight which is considered inside the control of PAL, and required for safety.

There are a number of 'standards of treatment' associated with this type of delay, meal vouchers, ticket refunds for unused portions and occasionally hotel accommodation, for example, but there isn't cash compensation associated with safety related delays.

Please forward additional out of pocket cost for this delay to customer.service@palairlines.ca and we will review the items with our Customer Service Team.

If you have any further questions please feel free to contact us.

Thank you



SELMA HARNETT : Customer Service Specialist
☎ + 1.888.345.0444 ☎ palairlines.ca

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Nadine Landry

From: Info
Sent: Wednesday, March 11, 2020 8:56 AM
To: [REDACTED]
Subject: RE: Claim 20-76433

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

If you would like to check the status of your complaint, you can do so here: <https://portail-portal.otc-cta.gc.ca/en/case-status-enquiries>

Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

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info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

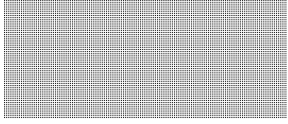
-----Original Message-----

From: [REDACTED]
Sent: Tuesday, March 10, 2020 6:55 PM
To: Info <Info@otc-cta.gc.ca>
Cc: [REDACTED]
Subject: Claim 20-76433

What is the status of this claim that was submitted February 8, 2020?

Thank you.

s.19(1)



Nadine Landry

From: Info
Sent: Wednesday, March 11, 2020 8:50 AM
To: [REDACTED]
Subject: RE: Air Travel Complaint 20-77159

Hello,

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

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Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Tuesday, March 10, 2020 6:41 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Air Travel Complaint 20-77159

Hello,

I submitted a complaint to you regarding flights that I had with Air Canada during the holiday season. The above is the case number. I submitted on February 11th, after someone advised me of the option to file.

Could you advise if I should expect to receive absolutely anything in response, or if this is just another useless government agency where I should expect nothing – in this case apparently not even lip service?

Thank you

[REDACTED]

Nadine Landry

From: Info
Sent: Wednesday, March 11, 2020 8:47 AM
To: [REDACTED]
Subject: RE: Unanswered claim

Hello [REDACTED],

Thanks for contacting the Canadian Transportation Agency.

If you would like to file a complaint with the CTA regarding your flight delay, you may do so here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

Best,

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info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Tuesday, March 10, 2020 5:31 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Unanswered claim

I filed a claim with Swoop for delayed travel in Mexico. Its been 30 days since I filed the claim yer I e yet to here back. What should I do next. Thank you,

[REDACTED]

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Nadine Landry

From: Info
Sent: Wednesday, March 11, 2020 8:43 AM
To: [REDACTED]
Subject: RE: Cancelled flight

Hello [REDACTED]

Thank you for contacting the Canadian Transportation Agency.

Passengers have new rights under the CTA's Air Passenger Protection Regulations when they travel by air. The regulations set out airlines' obligations to passengers in the following areas:

- Clear communication
- Denied boarding
- Tarmac delays
- Lost or damaged baggage
- Transportation of musical instruments.
- Flight delays and cancellations
- Seating of Children.

If you would like to file a complaint about your cancelled flight and have your concerns addressed with the CTA, you can fill out our complaint form at <https://rppa-appr.ca/eng/file-air-travel-complaint>

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

Best,

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info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
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-----Original Message-----

From: [REDACTED]
Sent: Tuesday, March 10, 2020 5:26 PM

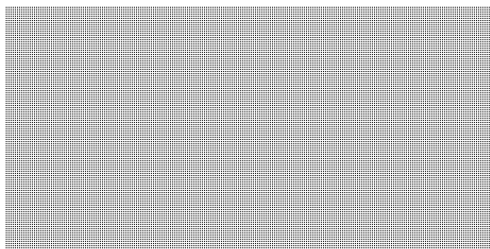
To: Info <Info@otc-cta.gc.ca>

s.19(1)

Subject: Cancelled flight

I was just wondering if my family just had a flight cancelled for mechanical reasons are we entitled to make a claim? We were suppose to fly home from Honolulu Feb 29 and our flight left Mar 2 at 12:50am. Please let me know if you need anymore information to see if we qualify.

Thanks,



Sent from my iPhone

Nadine Landry

From: Info
Sent: Wednesday, March 11, 2020 8:32 AM
To: [REDACTED]
Subject: Canadian Transportation Agency - Air Travel Complaint

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

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Suivez-nous : Twitter / YouTube

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

Nadine Landry

From: Info
Sent: Wednesday, March 11, 2020 8:24 AM
To: [REDACTED]
Subject: Canadian Transportation Agency - Air Travel Complaint

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

We acknowledge receipt of your inquiry regarding the status of your complaint.

Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints.

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Suivez-nous : Twitter / YouTube

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Nadine Landry

From: [REDACTED]
Sent: Wednesday, March 11, 2020 8:23 AM
To: Info [REDACTED]
Subject: Fwd: FW: RE: Fwd: [Sunwing Vacations] Re: [REDACTED] / Cancun / SUNWING AIRLINES / 1/18/2020-1/25/2020

Bonjour

J'ai reçu un courriel de votre institution concernant le suivi et ma plainte du vol 516 sunwing du retour de Cancun le 25 janvier dernier. (retour réel le 26 janvier 2020).

Suivant le courriel, j'ai répondu dans le but de faire un suivi quant à la réponse de sunwing qui se désresponsabilise de tout événement produit.

De même que dans ma relance, suivant les 30 jours(non respecté les délais accordés) je reçois un courriel disant que mon dossier prendra plus de temps à traiter. Il mentionne seulement rembourser mes dépenses occasionnées par le retard, les bris de mes effets personnels et les achats confisqués à la douane de Charlotte en Caroline du Nord. (factures à l'appui).

De même qu'actuellement, je n'ai pas de suite depuis.

Bref, je reste insatisfaite de cette décision puisque j'ai dû manquer à mes fonctions professionnelles pendant cette période ainsi que [REDACTED] ont vécu un retour de voyage terrible ce qui nuit complètement à notre repos que nous avons payé pour sortir de notre routine de vie.

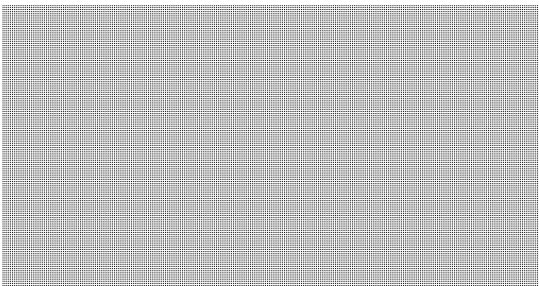
Je tiens à poursuivre ma plainte concernant le dit litige vécu. C'est pour laquelle je vous relance afin d'effectuer un suivi. Tel que nommé dans mon précédent courriel, je dois vous faire suite d'ici le 23 mars, cependant, je n'ai pas eu aucun suivi de l'agent qui a pris en charge le dossier.

J'ai eu aussi de la difficulté à acheminer le suivi avec l'adresse soumise, il est mentionné que l'adresse est introuvable.

Dans l'attente de votre suivi

Merci

Cordialement



----- Forwarded message -----

De : [REDACTED]
Date: jeu. 27 févr. 2020, à 14 h 33
Subject: FW: RE: Fwd: [Sunwing Vacations] Re: [REDACTED] / Cancun /

SUNWING AIRLINES / 1/18/2020-1/25/2020

To: Sunwing Vacations/Vacances Sunwing <support+id456839@posttravel.zendesk.com>, <support@posttravel.zendesk.com>

s.19(1)

Envoyé depuis mon téléphone intelligent Samsung Galaxy.

----- Message d'origine -----

De : [REDACTED]

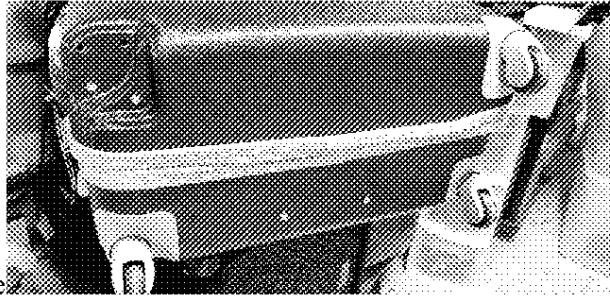
Date : 20-02-27 2 h 30 p.m. (GMT-05:00)

À : [REDACTED]

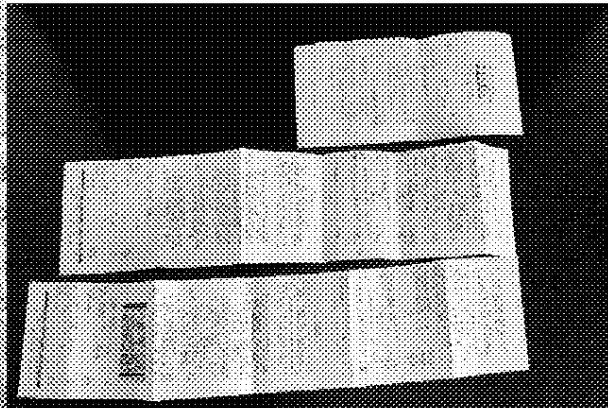
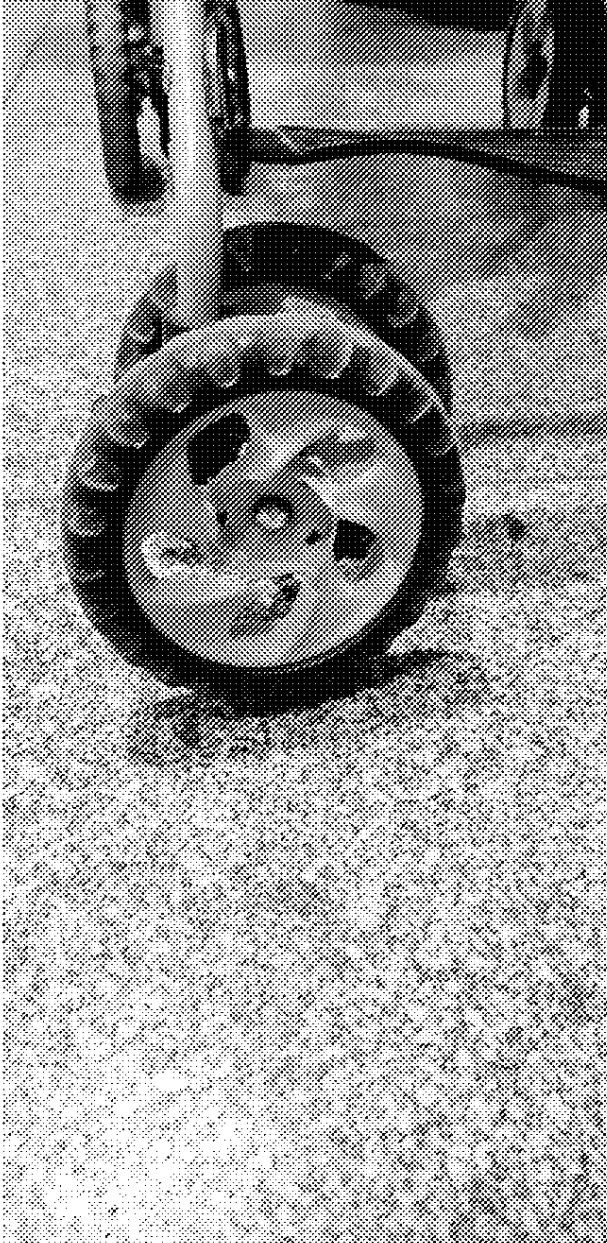
Objet : RE: Fwd: [Sunwing Vacations] Re: [REDACTED] Cancun / SUNWING AIRLINES / 1/18/2020-1/25/2020

Je vous joint les pieces justificatives de ce qui a été confisqué à la douane, briser lors du transport et defrayer lors de l'escale.

Je conviens qu'une compensation supplémentaire devrait être revu en raison de cette desagreable escale qui aurait pu être organisé autrement.



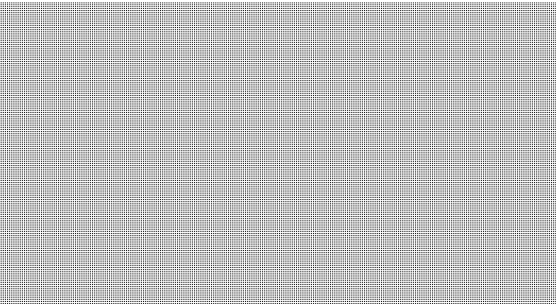
Je conserve la demande d'une



somme de
1000\$ par personne x4 en demande d'indemnisation et d'une somme de 500\$ en frais de derangement
d'organisation pour effectuer cette reclamation.
En plus du remboursement de ces items manquants ou brisé estimé à 500\$ total

Dans l'attente de votre suivi

Cordialement



s.19(1)

Envoyé depuis mon téléphone intelligent Samsung Galaxy.

----- Message d'origine -----

De : [redacted]
Date : 20-02-26 6 h 16 p.m. (GMT-05:00)
À : [redacted]
Objet : Fwd: [Sunwing Vacations] Re: [redacted] Cancun / SUNWING AIRLINES / 1/18/2020-1/25/2020

----- Forwarded message -----

De : **Ikbal S (Sunwing Vacations/Vacances Sunwing)** <support@posttravel.zendesk.com>
Date: mer. 26 févr. 2020 10 h 44 a.m.
Subject: [Sunwing Vacations] Re: [redacted] Cancun / SUNWING AIRLINES / 1/18/2020-1/25/2020
To: [redacted]

##- Please type your reply above this line -##

Votre demande [redacted] a été mise à jour. Pour ajouter des commentaires supplémentaires, répondez à ce courriel.



[redacted] (Sunwing Vacations/Vacances Sunwing)

Feb 26, 10:44 EST

Bonjour [redacted],

Nous vous remercions d'avoir soumis votre réclamation. Nous sommes désolés pour la perturbation du vol ainsi que pour tout inconfort engendré. La compagnie aérienne a examiné les détails la concernant et a déterminé qu'elle était due à une exigence opérationnelle en vol, ce qui a provoqué un arrêt imprévu de l'avion, le vol est donc retardé car l'équipage prévu de piloter votre vol ne peut plus être utilisé pour le départ prévu.

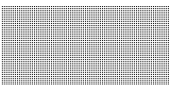
Puisque le retard est considéré comme *HORS DU CONTRÔLE DU TRANSPORTEUR*, aucune indemnisation ne sera offerte en vertu du Règlement sur la protection des passagers aériens. Si vous avez engagé des dépenses à la suite de ce retard, veuillez numériser les reçus et nous les

s.19(1)


envoyer en pièce jointe de ce courriel .

Pour plus d'informations concernant le Règlement sur la protection des passagers aériens, vous pouvez visiter le <https://otc-cta.gc.ca>.

Cordialement ,

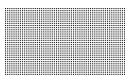


Sunwing Airlines

514.871.1319 ext. 

7785 Chemin Côte de Liesse, Ville Saint-Laurent, Québec

H4T 1G3




(Sunwing Vacations/Vacances Sunwing)

Feb 26, 10:36 EST

-

Ikbal .

Sunwing Airlines

514.871.1319 ext. 

7785 Chemin Côte de Liesse, Ville Saint-Laurent, Québec

H4T 1G3

This email is a service from Sunwing Vacations/Vacances Sunwing. Delivered by [Zendesk](#) | [Privacy Policy](#)

Nadine Landry

From: Info
Sent: Wednesday, March 11, 2020 8:12 AM
To: [REDACTED]
Subject: RE: boarding service for disabled

Hello [REDACTED]

Thank you for contacting the Canadian Transportation Agency.

The Agency has a human rights mandate to eliminate undue obstacles to the mobility of persons with disabilities in the federal transportation network to ensure that persons with disabilities have equal access to transportation services.

In exercising its human rights mandate, the Agency applies the fundamental principle of equality and balances the right of persons with disabilities to be provided with services that meet their disability-related needs with the service provider's operational, commercial and regulatory responsibilities.

If you would like to file a complaint with the CTA to have your concerns addressed, you can do so here: <https://services2.otc-cta.gc.ca/eng/form/accessibility-complaint-form>

To learn more about how the CTA can help, please see here: <https://otc-cta.gc.ca/eng/accessibility>

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

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

From: [REDACTED]
Sent: Tuesday, March 10, 2020 3:25 PM
To: Info <Info@otc-cta.gc.ca>
Subject: boarding service for disabled

memo: re service for flight #1747, Feb. 26, 2020.

Because [REDACTED]

[REDACTED] therefore take advantage of the [REDACTED] whenever possible.

On Feb. 26, I checked in at the Air Canada desk in Varadero, very early so that I could have the full attention of an agent when I requested wheelchair service when landing in Montreal after midnight - when there is [REDACTED]. No [REDACTED] was delivered. This is the third time that this has happened to me. I try to choose flights that land earlier in the day, but flight delays make that impossible to achieve.

Please reply stating the wheel chair policy under Air Passenger Protection Regulations.

Thank you, [REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 10, 2020 11:48 PM
To: ffp@airchina.com; ffpvip@airchina.com; Airchina-us@airchina.com
Cc: Info
Subject: Fwd: Air China refund form submitted

Dear Airchina,

My booking reference is [REDACTED]

I understand the flight has been cancelled and I've submitted my online refund request.

It has been more than 2 weeks and I have yet to receive any confirmation of refund.

Please advise on the status.

Thanks.

----- Forwarded message -----

From: carfd@airchina.com <carfd@airchina.com>
Date: Wednesday, February 12, 2020
Subject: Air China refund form submitted
To: [REDACTED]

Dear passenger,

Your request for refund has been well received.

We will evaluate your request and reply within 6 working days by email.

Refund for tickets paid with credit cards can be only credited to the card account originally used for the ticket purchase. Please make sure that the credit card account is still valid when getting a refund for tickets, so as to avoid the delay or failure of refund due to expiration or replacement of credit card.

Please note: This is an automated message. PLEASE DO NOT RESPOND TO THIS MESSAGE.

--
Regards,

Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 10, 2020 11:47 PM
To: Info
Subject: Air Canada Delay - 14 Feb 20

Good day,

On 14 February 2020 [REDACTED] and I were scheduled to fly from Edmonton AB to Toronto ON via AC 170 departing at 1315 hrs. The flight ended up being delayed 6 times and didn't depart Edmonton until 2000 hrs. I submitted a claim through the Air Canada website 16 February 2020, they assigned me a complaint number [REDACTED]. I was informed by them 19 February 2020 that I was not entitled to reimbursement as the flight was delayed for weather reasons. I challenged them on this as every flight delay notification I received stated "Reason for delay: This flight is delayed due to additional flight preparation time."

I have not received any further response from them and now wish to submit a complaint to your department. I still have the notification emails and can forward them if required. If more information is required I can be contacted at:

[REDACTED]

Thank you

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 10, 2020 11:21 PM
To: Info
Subject: Claim Status

Hello, I submitted a complaint a while ago on behalf of [REDACTED] and I for our significantly delayed Westjet flight WS2773 from POS to YYZ on Jan 24. I initially filed a claim with Westjet directly, which they erroneously denied. They claimed the delay was outside of their control but I know that this is wrong. The delay was because the Westjet computers in POS airport were down, so they had to write paper tickets for every passenger which took many hours. No other international departures that day from any other airline was delayed.

After Westjet denied the claim, I filed a complaint on your web site <https://rppa-appr.ca/eng/file-air-travel-complaint>. I haven't heard back yet and wanted to check on the status of the complaint.

Thank you,

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 10, 2020 10:40 PM
To: Customer Care
Cc: Customer Care; Info; sos@globalnews.ca
Subject: Re: Your Flight Disruption Claim [REDACTED]

Sadly I've yet to hear back on this. Please respond asap.

Regards

[REDACTED]

Sent from my iPhone

On Feb 19, 2020, at 13:24, [REDACTED]

Dear Air Canada,

I have to say, that considering what I went through and my frequent flyer status, I'm quite offended by the curt and dismissive response. There are five problems with your answer:

- 1) AC 2018 delay is not the problem here. This is the flight I was rebooked on. The problem flight that cause a 15 hour delay is AC1113.
- 2) Flight AC1113 - I have now received **three separate root causes in three separate emails now**, and this is obviously and attempt from Air Canada to not abide by the rules and regulations. See screenshots below and attached. **This is very alarming that a company like AC uses such lowly tactics to get out of reimbursing their loyal customers.**
- 3) At the end of the ordeal, the crew told us that the delay was due to the fact that the maintenance crew were not able to fix a certain issue, and that they should have been.
- 4) You fail to acknowledge that we were kept on the plane for 2.5 hours, late at night, while the maintenance was ineptly trying to fix whatever the issue was. There were minimal refreshments, kept in the dark of what was happening, and we didn't even receive any food. You either can fix the issue or you can't, but you definitely don't just store customers like cattle for hours.
- 5) I had to arrange my own accommodation (which I'm also requesting to be reimbursed for) as there was not air canada staff downstairs when we descended to the departure area of the terminal.

I simply ask that you take your obligations seriously and that you comply with the CTA regulations. I would also like the courtesy of being called on the phone by a human being.

In an attempt to try and get you to treat this seriously, I have copied both the media as well as CTA to this email. Looking forward to a swift resolution.

[REDACTED]

<image.png>

s.19(1)

<image.png>

On Wed, Feb 19, 2020 at 6:31 AM Customer Care <CustomerCare.serviceclient@aircanada.ca> wrote:



We are in receipt of your claim under the *Air Passenger Protection Regulations* for flight 1118 on 2020-02-12. We are sorry for the delay you experienced at arrival to your final destination.

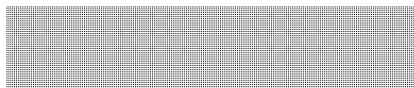
In this instance, the compensation you are requesting does not apply because the delay was caused by an event outside of our control.

Specifically:

| | | |
|--|------------|--|
| AC 1113 YYZ Toronto Pearson - YQR Regina | 2020-02-12 | This flight was delayed due to customer processing issues. |
| AC 2018 YQR Regina - YYZ Toronto Pearson | 2020-02-13 | This flight was delayed due to airport limitations outside of our control. |

We hope that we may have another opportunity to welcome you on board.

Your case number is:



A STAR ALLIANCE MEMBER

s.19(1)

Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 10, 2020 9:00 PM
To: Info
Subject: Covid 19

I am extremely frustrated and disappointed with Air Canada and West Jet that those of us that booked flights before covid 19 are being excluded from the fee / change exemption. Why are we being punished for booking early and those who booked after covid 19 appearance being rewarded. I just dont get it.

Sent from Yahoo Mail on Android

Nadine Landry

From: Hasegawa, Regan <regan.hasegawa@bellmedia.ca>
Sent: Tuesday, March 10, 2020 7:56 PM
To: Info
Subject: CTV News Inquiry

Good Afternoon,

My name is Regan Hasegawa and I'm a reporter for CTV News Vancouver. We've received a message from a WestJet Passenger upset about being seated by people, he claims were showing symptoms of COVID-19. He was on board WestJet WS702 from Vancouver to Toronto last Friday. He said a flight attendant told him that said staff are not allowed to screen passengers and furthermore, they are forbidden from protecting themselves and others by wearing masks.

Is anyone from the CTA available for comment? Does the CTA have policies about passengers or flight crews wearing masks? Can flight crews screen passengers they suspect are ill with the virus?

We're working on this story today so my deadline in 10:00pm pst.

Thanks for your help,

Regan Hasegawa | Video Journalist

CTV Vancouver | t (604) 609-6397 | m (604) 830-6580 | regan.hasegawa@bellmedia.ca
Suite 500, 969 Robson Street
Vancouver, BC V6Z 1X5
Canada



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Ce message électronique, de même que tout message connexe que je reçois, est privilégié, confidentiel et protégé par le droit d'auteur. Toute utilisation ou divulgation en est strictement interdite.

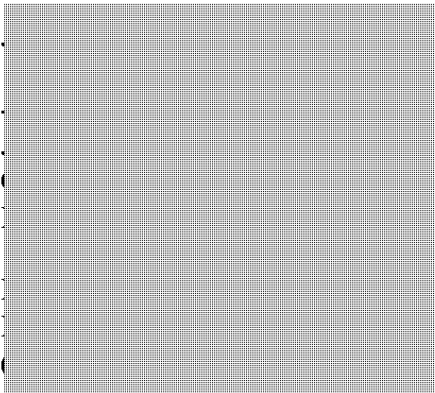
Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 10, 2020 7:40 PM
To: Info
Subject: Filing a Complaint
Attachments: Screenshot (369).png; Screenshot (370).png; Screenshot (367).png; Screenshot (366).png; Screenshot (368).png; Screenshot (380).png; Screenshot (379).png; AirCanada Refund Request - March 2020.docx; [REDACTED]

Hello,

I have been making repeated attempts to file a complaint through your website but I don't think it is going through. It keeps bumping me back to the main screen with a highlighted note to fill in my information but I have already done that. Can you confirm if you have received anything under my name? I am attaching a screen shot of the message I am getting as well as all of the information I have entered.

Thank you so much!




Enter flight

Flight

Carrier (AC)

Carrier (Two letters numbers, i.e.

Flight Date

2020 Mar 8 

Origin airport:

To (arrival airport):

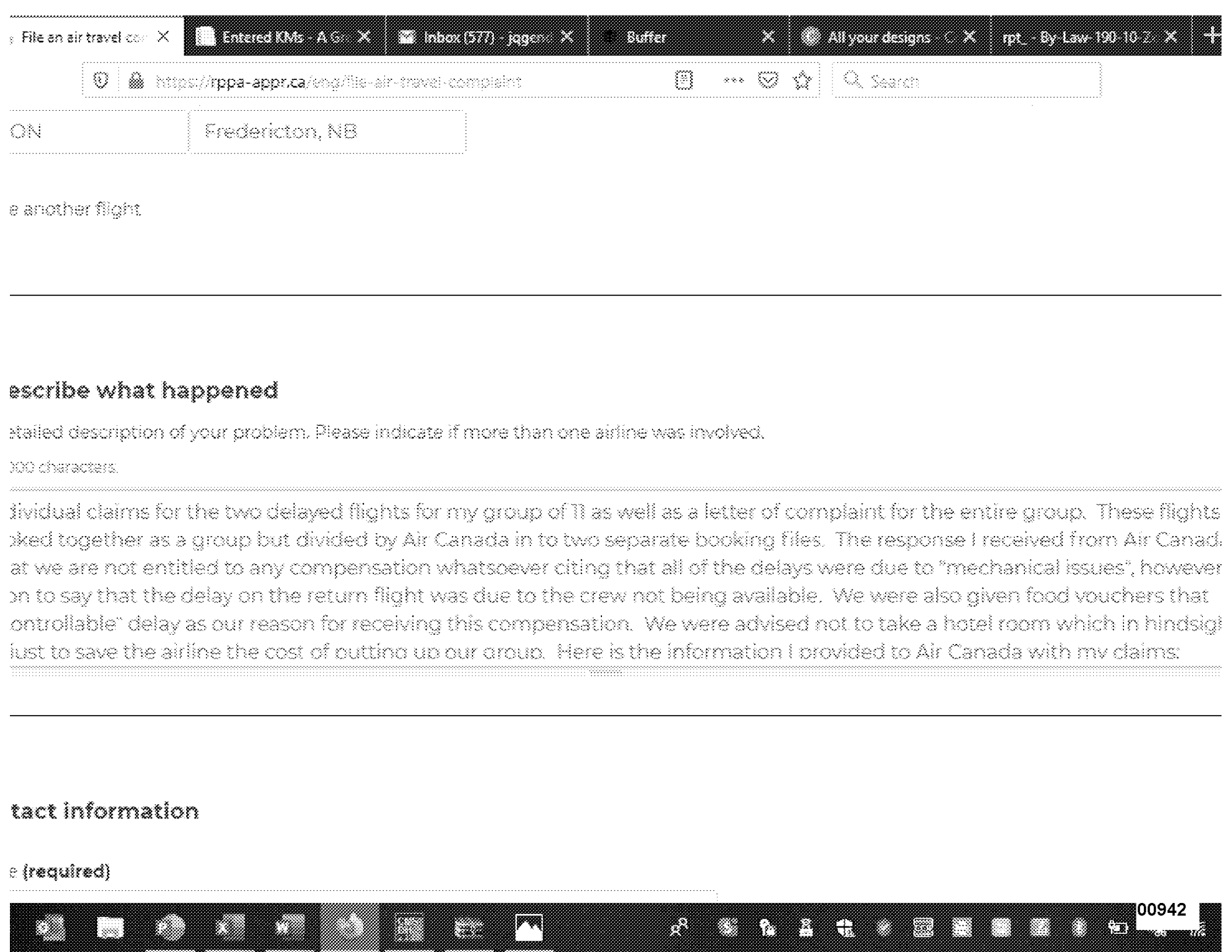
YON

Fredericton, NB

Enter another flight

Describe what happened

Detailed description of your problem. Please indicate if more than one airline was involved.



ON Fredericton, NB

... another flight

Describe what happened

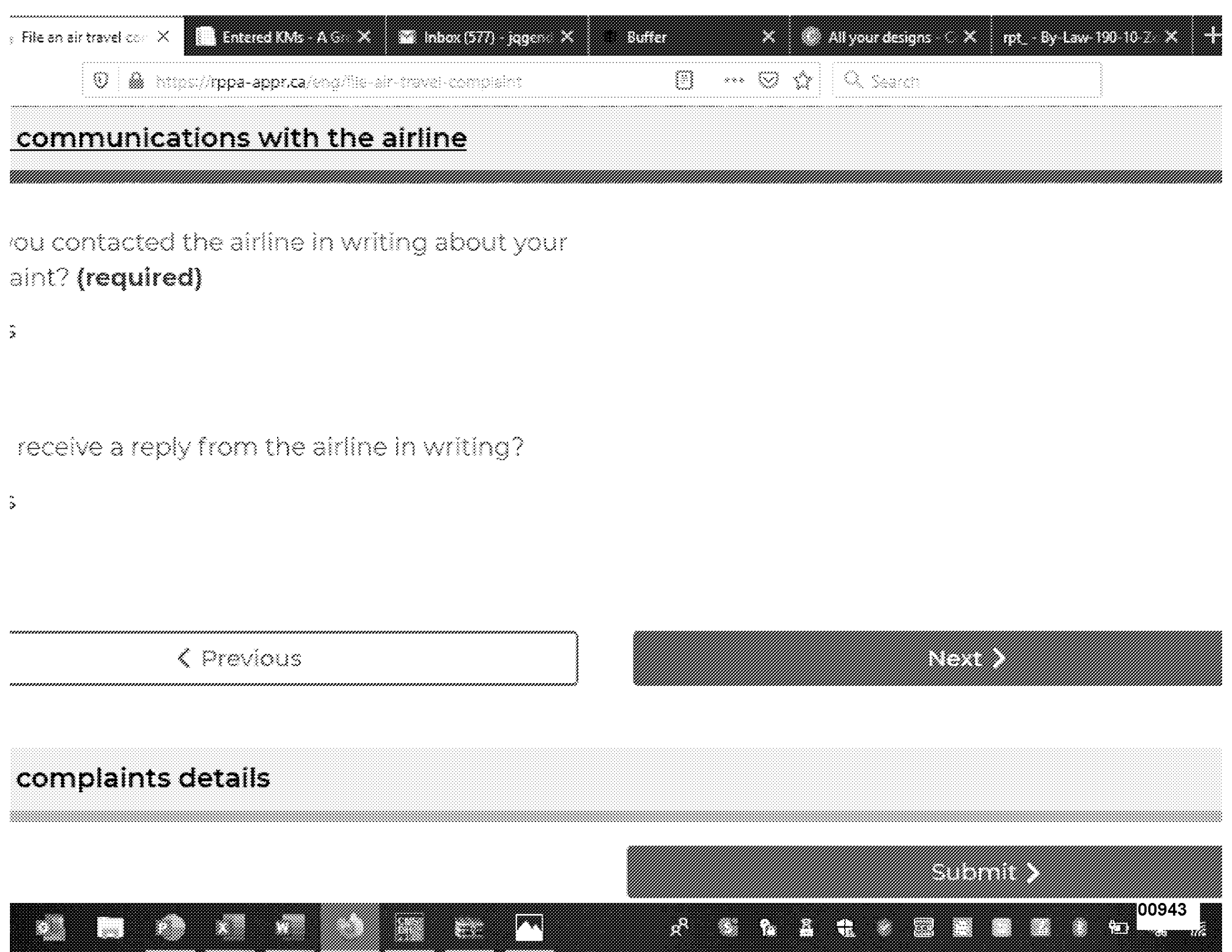
... stalled description of your problem. Please indicate if more than one airline was involved.

100 characters

... individual claims for the two delayed flights for my group of 11 as well as a letter of complaint for the entire group. These flights were booked together as a group but divided by Air Canada in to two separate booking files. The response I received from Air Canada was that we are not entitled to any compensation whatsoever citing that all of the delays were due to "mechanical issues", however they went on to say that the delay on the return flight was due to the crew not being available. We were also given food vouchers that were labeled "uncontrollable" delay as our reason for receiving this compensation. We were advised not to take a hotel room which in hindsight was just to save the airline the cost of putting up our group. Here is the information I provided to Air Canada with my claims:

Contact information

... e (required)



communications with the airline

Did you contact the airline in writing about your complaint? **(required)**

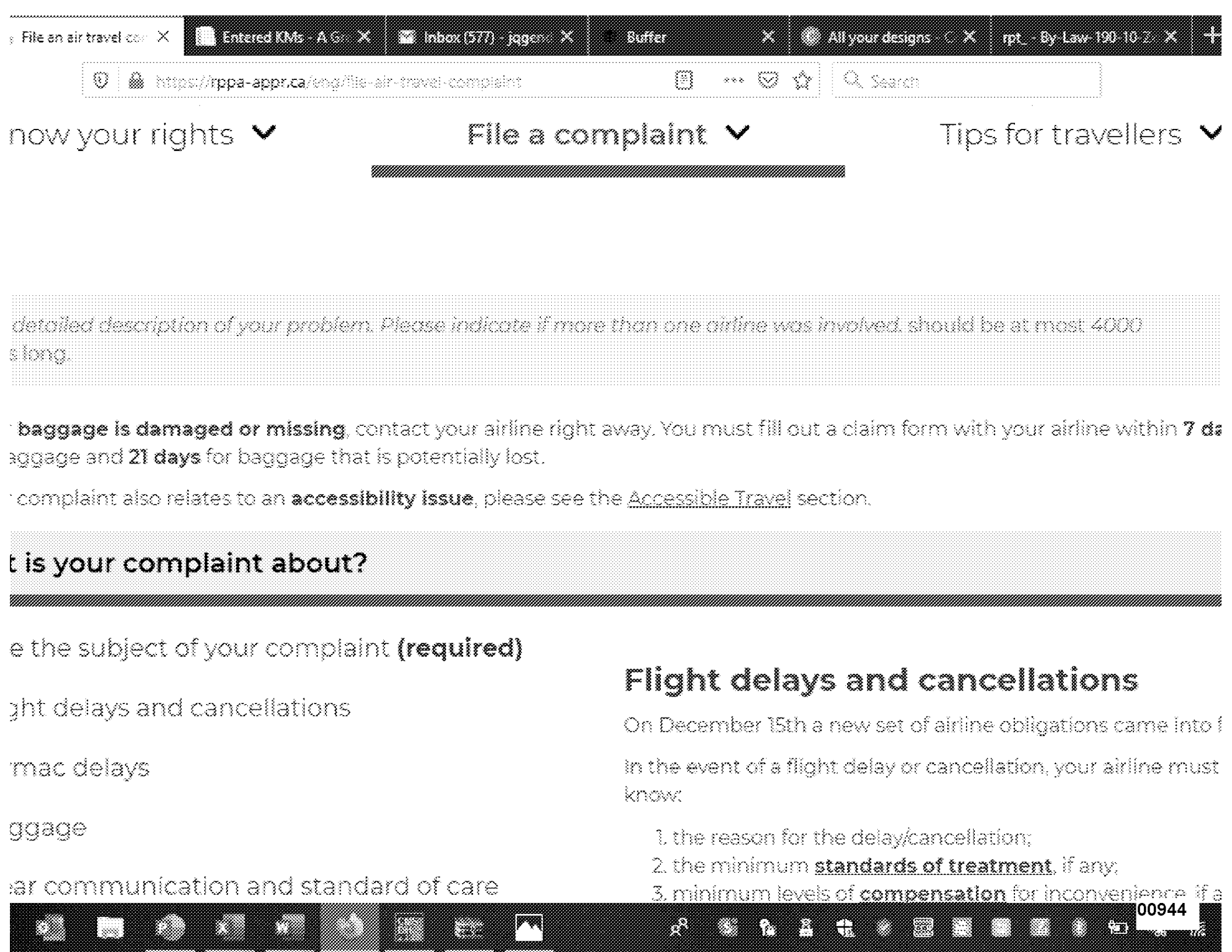
Did you receive a reply from the airline in writing?

[Previous](#)

[Next](#)

complaints details

[Submit](#)



detailed description of your problem. Please indicate if more than one airline was involved. should be at most 4000 s long.

baggage is damaged or missing, contact your airline right away. You must fill out a claim form with your airline within 7 da baggage and 21 days for baggage that is potentially lost.

complaint also relates to an accessibility issue, please see the Accessible Travel section.

What is your complaint about?

What is the subject of your complaint (required)

Flight delays and cancellations

On December 15th a new set of airline obligations came into f
in the event of a flight delay or cancellation, your airline must know:

- 1. the reason for the delay/cancellation;
- 2. the minimum standards of treatment, if any;
- 3. minimum levels of compensation for inconvenience, if a

air communication and standard of care

nd flight

ect the airline you were travelling with when the incident occurred. **(required)**

fa (AC)

number (Two letters
and four numbers, i.e.
(required))

* Flight Date **(required)**

2020 Feb 29

Departure airport:

* To (arrival airport):

(

(required)

another flight to this complaint. If another flight relates to the incident, please indicate it here.

Other flight

airline

819-953-6019

Canadian Transportation Agency
15 Eddy Street, Gatineau, Quebec, J8X 4B3

les

Show row

mation

Open

shot_364.png 260.73 KB



ada_vouchers.jpg 3.23 MB



owded_shuttle_bus_to_flight.jpg 3.37 MB



No file selected.

file

less than 20 MB.
/pdf gif jpg jpeg png txt pdf doc docx xls xlsx

Contact information

Name (required)

Address (required)

Phone (required)

Emergency contact or representative

Documents related to your complaint

Upload copies of any documents related to your complaint, including receipts, claim forms, receipts of expenses for reimbursement.

s.19(1)

I am writing to request compensation for a [REDACTED] booking that was split by Air Canada in to two separate booking numbers: [REDACTED] (all booked together but second reference showing up under [REDACTED]). The "tour code" for the reservation is [REDACTED] and "master PNR" of [REDACTED]. We have numerous issues both on our flight down as well as our return which caused us delays and two over night stays in the airport. Our initial flight AC1527 was delayed for over 3 hours causing us to miss our connecting flight (AC 1676) and resulting in an over night at Pearson Airport on February 29th/March 1st. The delay was due to an issue with the incoming flight in to Fredericton. As a result, we had to purchase meals in Fredericton for our entire [REDACTED] and then sleep on chairs in the Toronto Airport as we were told by the Customer Service agent there that we were entitled to a hotel however, by the time we got to one, we would not have much time as it was after 9 PM when we arrived in Toronto and we had to be back by 3 AM to get in line for customs so he advised us to stay in the airport. The agent that we dealt with in Fredericton was very helpful in getting us booked in to another flight for the following day when we knew we were going to miss our connection however, it took over 2 hours for him to get the rebooking done as the reservation was such a mess! We were booked in [REDACTED] with lots of different codes, etc. This had been a nightmare at the time of booking as I thought booking as a group would be easy but I was charged multiple different rates for different tickets and split in to [REDACTED] which made things confusing and frustrating rather than easier and this seemed to be the case for your agents as well. He did get us rebooked and gave me all of our baggage tickets which he stuck all together and he told me we would need to reclaim our luggage in Toronto.

When we arrived in Toronto, we went immediately to the Customer Service desk to see if perhaps our flight had been delayed to Orlando and we might have a chance of catching it but it had already left. We asked the agent if we were entitled to meals and a hotel and he said we were but gave us the advice about not leaving the airport so we stayed. He took all of our boarding passes for our [REDACTED] as well as [REDACTED] we were traveling with who are Air Canada Priority customers [REDACTED] as he needed them for printing our meal vouchers. He also asked for all of our baggage tags and when I handed them to him, he said they needed to be separated so I peeled them apart and handed them to him one by one so he could print the meal vouchers. At this time, I asked him about claiming our bags, he said we did NOT need to get them and that they would meet us in Orlando. I asked him two more times about this as we had been told in Fredericton that we needed to pick them up and he assured us that we did NOT have to get them. He suggested we wait by Aisle 15 for the night and be in line for security when it opened at 4 AM.

We did just that and actually went to line up earlier at 3:30 AM and there was already a long line forming. Getting through this security process was a nightmare as there were not enough agents working to accommodate all the flights going out. The airport employees on were rude and unhelpful. When we got to the point where we needed to enter our passports in to the machines for scanning, we were forced to separate by families and lost connection with [REDACTED]. When we tried to rejoin them we were told we could not and to remain with our family. [REDACTED] who I was responsible for, was forced to go through on her own and other members of our party were also separated. When we finally got in front of a custom's agent with our family [REDACTED], it was already after 5 AM and our flight was boarding at 5:20 AM. We felt these delays were completely unacceptable as we had slept at the airport

to ensure we have lots of time. When the Custom's agent scanned our boarding passes, he told us that [REDACTED] could go through however, the rest of us [REDACTED] would need to return to the Air Canada counter and ask for a "number two". We had no idea what this meant but at this point, we were quite panicked thinking we would for sure miss our flight once again. We raced by to the counter and found that [REDACTED] traveling with us under a separate reservation was already there and had been for a half hour trying to deal with a baggage issue as apparently our bags had not been tagged for MCO and we had been expected to pick them up contrary to what your agent had told us several times the night before. Several other stranded passengers from our Fredericton flight also began to appear with the same dilemma. I gave our boarding passes to one of your female agents behind the counter who rudely told me that our bags had not been tagged through and that "you should have known that" even though I explained that your customer service agent had told me otherwise. [REDACTED] had been trying to deal with another female agent who had also been extremely rude and unhelpful but had finally gotten a gentleman to help him who I believe was the baggage manager (name was [REDACTED] think). [REDACTED] asked him about the situation and that who's fault it was and he said it was most definitely Air Canada's mistake and that we were lucky the rest of our party had gone through as we all should have been held up with this issue. I was extremely worried at this point that we were going to miss our flight as it was almost 6 AM. The rest of [REDACTED] was through and needed to go on but we were forced to stay behind until they rectified the situation. When it looked like he was going to be able to pull all of our bags, [REDACTED] told us to hurry back and try to get through security. We raced to the counter and got through customs but then when we got to our gate just as they were getting ready to end boarding, one of [REDACTED] bag was still not fixed as his boarding card flashed denied again. We waited for several more minutes until this was solved and then rushed on to the plane. At this point, I was extremely shaken and upset - not knowing if our whole group had boarded or not. We were spread out all over the plane and not seated together as a group so I literally had to go looking for everyone to make sure they were all on. This was the worst experience I have ever had in an airport and with Air Canada.

When we finally arrived in Orlando, we were very afraid our bags would not be there but luckily they were. We hoped this would be the end of our travel nightmares however, we were not so lucky!

On March 7th, we boarded a late night flight to return home knowing we had a long layover in Toronto but this time it was planned. Our inbound flight would arrive at 1 AM and we would not depart until 8:30 AM but with the time change and need to get through security, etc. we figured we would be able to fill in the time. However, we were not so lucky once again when our morning flight ended up getting delayed AGAIN! This time flight AC 1524 to Fredericton was sighted as being 45 minutes delayed due to "delays with the inbound flight". This later got updated to a 1.5 hour delay and then a 2 hour delay and, when all was said and done, ended up being a 3 hour delay as our 8:30 AM flight did not end up taking off until 11:38 AM! The pilot apologized for the delaying stating it was due to "a number of factors" starting with the inbound flight being over 2 hours late, the plane needing to be cleaned and some "minor issues" looked at and finally, due to the airport being "over-saturated" necessitating an "off-gate" loading - we literally had to be stuffed in to an overcrowded bus and sent to an off-site loading on the tarmac as they had no gate for us to enter from due to there being too many flights! This was after

being stuffed in to a gate area too small to accommodate the large group waiting to get on the flight and waiting for hours with constant delays!

As you can imagine, this entire experience has been a nightmare from start to finish from the difficulties in securing a group booking to the constant delays to the lack of communication among your employees and poor customer service we received. This turned a dream vacation in to one with a nightmare start and finish. We are seeking compensation from Air Canada with respect to the repeated delays and issues we experienced and look forward to hearing from you with regards to how you will be handling this situation.

Air Canada
YYZTRAC NT
29FEB2020
Acct 890535
Dept

Meal Voucher / Bon de Repas

Name / Nom
GENDRON / J

Flt / Date / Vol / Date ZX1670 / 01MAR
Maximum Allowance / Maximum Prevu CAD20.00 PP (tx incl)

Meal / Repas MEAL ONLY / GRAT NOT INC
Reason / Motif MISCONNECT CONTROLLABLE

Please accept our apologies for the interruption in your trip. This voucher represents our contribution towards a meal.
The voucher is valid at airport restaurants or on-board Air Canada or Air Canada Express flights. This voucher can
not be used for gratuities, exchanged for cash and has no residual value.
Nous sommes desolés de l'interruption de votre voyage. Ce bon représente notre participation aux frais de repas. Il est
valable dans les restaurants des aeroports ou a bord d'un vol d'Air Canada ou d'Air Canada Express. Ce bon ne peut
etre utilise pour les pourboires ni echange contre des especes. Il n'a aucune valeur residuelle.

Cashier / Caissier:

Enter actual cost and attach bill. / Inscribe le prix et joindre la note.
Valid for one year from the date of issue. Valable pendant un an a compter de la date d'emission.
Restaurants or on-board Air Canada or Air Canada Express flights. This voucher represents our contribution towards a meal.
Interruption in your trip. This voucher represents our contribution towards a meal.
Interchangeable for cash and has no residual value.
Ce bon represente notre participation aux frais de repas. Il est
valable dans les restaurants des aeroports ou a bord d'un vol d'Air Canada ou d'Air Canada Express. Ce bon ne peut
etre utilise pour les pourboires ni echange contre des especes. Il n'a aucune valeur residuelle.

29FEB2020 NT
Acct 890535
Dept

Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 10, 2020 5:31 PM
To: Info
Subject: Unanswered claim

I filed a claim with Swoop for delayed travel in Mexico. Its been 30 days since I filed the claim yer I e yet to here back. What should I do next. Thank you,

[REDACTED]

Get [Outlook for Android](#)

Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 10, 2020 3:38 PM
To: Info
Subject: Tinkon / Group Cancel

Dear All,

Hi from Turkey,

I would like to inform you about the our group cancellation for 16th April and 17th of April by Air Canada.

This company has to make cancel this group because of the Corona Virus.

If it is possible i kindly request you to cancellation without fee.

I share all details as below

I am waiting for your kindly reply

Thank you for all your help

SECTION II - Booking Detail

Routing:

0. 84TURKCELL NM: 1
2 AC 407 K 16APR 4 YULYYZ HK85 1000 1120 E*

Flights and timings are subject to change

AC locator:

Group name:

Group size:

Booking class:

Fare basis code:

Fare:

[REDACTED]
85
as per above routing
K45ZXAFI GR
EUR 79.00 per person (exclusive of taxes/surcharges)

0. 35 [REDACTED] NM: 0
1 AC 728 S 17APR 5 YYZLGA HK35 1 2055 2222 E*

Flights and timings are subject to change

AC locator:

Group name:

Group size:

Booking class:

Fare basis code:

Fare:

[REDACTED]
35
as per above routing
S7Q4FL GR
EUR 135.00 per person (exclusive of taxes/surcharges)

0. 50 [REDACTED] NM: 0
AC 722 T 17APR 5 YYZLGA HK50 1 1810 1942 E*

Flights and timings are subject to change

AC locator:

Group name:

Group size:

Booking class:

Fare basis code:

Fare:

[REDACTED]
50
as per above routing
T14Q3FL/GR
EUR 158.00 per person (exclusive of taxes/surcharges)



[REDACTED]
Ticketing Manager

gamze@tinkon.com

T: +90 212 803 30 10

A: 42 Maslak

Maslak Mahallesi A.O.S. 55. Sokak

No:2/181 Ofis:3 Kat:6 No:3

Maslak, Sariyer, **ISTANBUL - TURKEY**

@tinkongroup tinkon.com

esnaf bir Tinkon Group kuruluşudur.



Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 10, 2020 3:25 PM
To: Info
Subject: boarding service for disabled

memo: re service for flight #1747, Feb. 26, 2020.

Because i [REDACTED]
[REDACTED] and therefore take advantage of the electric car service whenever possible.

On Feb. 26, I checked in at the Air Canada desk in Varadero, very early so that I could have the full attention of an agent when I requested [REDACTED] when landing in Montreal after midnight - when there is [REDACTED]. This is the third time that this has happened to me. I try to choose flights that land earlier in the day, but flight delays make that impossible to achieve.

Please reply stating the [REDACTED] policy under Air Passenger Protection Regulations.

Thank you, [REDACTED]

Nadine Landry

From: Info
Sent: Tuesday, March 10, 2020 11:57 AM
To: [REDACTED]
Subject: RE: Demande de renseignements

Bonjour [REDACTED]

L'Office des transports du Canada vous remercie de nous avoir informé de votre expérience avec Air Canada.

Les passagers bénéficient dès aujourd'hui de nouveaux droits en vertu du Règlement sur la protection des passagers aériens de l'Office des transports du Canada (OTC) lorsqu'ils voyagent en avion. Le règlement énonce les obligations des compagnies aériennes envers les passagers dans les domaines suivants:

- Communication
- refus d'embarquement
- retards sur l'aire de trafic
- bagages perdus ou endommagés
- transport des instruments de musique.
- Perturbations de vol
- Attribution de sièges aux enfants

En vue d'aider les passagers aériens à se retrouver dans leurs nouveaux droits, l'OTC a lancé un service en ligne sur le site protectionpassagersaeriens.ca. Il s'agit d'un guichet unique où les passagers aériens peuvent se renseigner sur leurs droits, déposer une plainte relative au transport aérien et trouver des astuces pour voyager sans tracas.

Si vous voulez déposer une plainte concernant votre vol, vous pouvez remplir le formulaire de plainte relative au transport aérien de l'Office au <https://rppa-appr.ca/fra/deposer-plainte-relative-au-transport-aerien>

Cordialement,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Tuesday, March 10, 2020 11:18 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Demande de renseignements

Bonjour

s.19(1)

Je suis [REDACTED] venu en Ontario en tourisme. Suite à un retard important sur mon vol Toronto/Montréal AC 424 lundi 09 mars ,
J'ai raté ma correspondance vers Paris
Montréal/CDG AC 870

Air Canada m'a remis des tickets de repas et hôtels en attendant le prochain vol :le lendemain soir.
Problème : j'ai dû payer la différence sur le repas du soir,Air Canada ne donnant que 10 dollars.
Mon véhicule est stationné à CDG ,je vais devoir payer une journée de plus.
Je vais également devoir prendre une journée de congé en plus

Tout ces paramètres ne sont pas indiqués sur le site Air Canada
Faut il donc engagé une plainte ?
Vous remerciant par avance

Cordialement

[REDACTED]

s.19(1)

Nadine Landry

From: Info
Sent: Tuesday, March 10, 2020 11:51 AM
To: [Redacted]
Subject: RE: Complaint - [Redacted]

Hi [Redacted]

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Here's your case number: 20-75337

Best,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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info@otc-cta.gc.ca / Telephone 1-888-222-2592
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From: [Redacted]
Sent: Tuesday, March 10, 2020 10:33 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Complaint - [Redacted]
Importance: High

I filed a complaint against Air Canada in January and have heard nothing from your office. I don't have a case number but it is under [Redacted]. Can you please give me an update? Thanks. [Redacted]

NOTICE: This message was intended for a specific recipient(s) and may be confidential. Please notify the sender if you have received this message in error. | MD Management Limited does not accept trade instructions via email.

AVIS : Le présent message est destiné à un/des récipiendaire(s) particulier(s) et peut être confidentiel. Si vous avez reçu ce message par erreur, veuillez en aviser l'expéditeur. | Gestion MD limitée n'accepte aucun ordre d'opération boursière par courriel.

Nadine Landry

From: Info
Sent: Tuesday, March 10, 2020 11:48 AM
To: Office des transports du Canada / Canadian Transportation Agency
Subject: FW: [Sunwing Vacations] Re: [REDACTED] Montego Bay / SUNWING AIRLINES / 1/29/2020-2/1/2020
Attachments: Re: [Sunwing Vacations] [REDACTED] / Montego Bay / SUNWING AIRLINES / 1/29/2020-2/1/2020

Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 10, 2020 9:59 AM
To: Sunwing Vacations/Vacances Sunwing
Cc: Info
Subject: Re: [Sunwing Vacations] Re: [REDACTED] / Montego Bay / SUNWING AIRLINES / 1/29/2020-2/1/2020

Good morning [REDACTED]

Thank you for your reply, received on Sunday, March 8, 2020, which according to Q26 falls outside of the 30 day requirement.

I respectfully disagree with your determination and unwillingness to provide compensation.

Our flight was delayed over three hours. So too, was the WestJet flight before ours. Weather was not a factor at either end.

I've reviewed the Air Passenger Protection Regulations, as you advised.

According to Q23, after a delay of 2 hours, food and drink in reasonable quantities are to be provided. This was not done. In fact, the options in Montego Bay airport were limited to start, but as the delay became extended, due to the late hour, nothing was available as the businesses were closed.

For clarity regarding Q24, on what basis is the compensation denied, and why considered outside the control of the carrier? There was an issue with the plane originally scheduled to return us to Toronto, and we were sent another aircraft in its place.

I did not mention in my original submission, but upon landing in Montego Bay on January 29, there was a delay in disembarking as there were problems with the connecting the bridge to the aircraft. This set us back approximately 3/4 hour.

I've copied the CTA for their review, and look forward to your reconsideration and reply.

Thank you,
[REDACTED]

New Requirements as of December 15, 2019

Q23. What treatment are airlines required to provide during a flight delay?

The regulations establish minimum treatment that airlines have to provide to passengers for delays within their control, including those required for safety purposes.

After a delay at departure of two hours, airlines have to provide:

- food and drink in reasonable quantities; and
- electronic means of communication (e.g., free Wi-Fi).

If a delay is expected to extend overnight, airlines have to offer hotel or comparable accommodation free of charge, as well as free transportation to and from the accommodation.

Q24. In what circumstances do airlines have to pay passengers compensation?

When there is a flight delay, cancellation or denial of boarding that is within the control of the airline and not required for safety purposes, airlines must provide compensation for inconvenience.

Q26. How do passengers receive compensation for a flight disruption?

In order to receive compensation for the inconvenience of a flight delay or cancellation, passengers must file a claim for compensation from the airline that operated the flight that was disrupted within one year. This is typically the airline that provided the aircraft and crew for the flight. That airline will have 30 days to either pay the compensation owed or explain to passengers in writing why compensation is not owed. Should passengers not be satisfied with an airline's response to their written complaint, they can file a complaint with the CTA.

Q19. What are airlines required to do during a tarmac delay?

The regulations ensure that during tarmac delays – whether they occur in Canada or abroad – passengers are properly treated. Every airline is obligated to have policies addressing passenger entitlements during tarmac delays, which the CTA can review and, if it finds the policies to be unreasonable, can change through an order. Under the regulations, standards of treatment have to include, at minimum, access to working lavatories, proper ventilation and heating or cooling, food and drink, and, if feasible, the ability to communicate with people outside the plane free of charge.

From: [REDACTED] (Sunwing Vacations/Vacances Sunwing) <support@posttravel.zendesk.com>

Sent: Sunday 8 March 2020 17:54

To: [REDACTED]

Subject: [Sunwing Vacations] Re: [REDACTED] / Montego Bay / SUNWING AIRLINES / 1/29/2020-2/1/2020

##- Please type your reply above this line -##

Your request [REDACTED] has been updated. To add additional comments, reply to this email.



[REDACTED] (Sunwing Vacations/Vacances Sunwing)

Mar 8, 13:54 EDT

Hello, [REDACTED] s.19(1)

Thank you for your submission. I apologize for this flight disruption and any inconvenience this may have caused. The Airline has reviewed the details of this flight disruption and determined the delay that affected your flight was due to an unforeseen airport operational restriction that has impacted the arrival of your inbound aircraft. The delay was deemed OUTSIDE THE CONTROL OF THE CARRIER and as per the Air Passenger Protection Regulations, no compensation will be provided. If you had any out-of-pocket expenses related to this delay, please scan and attach your receipts to this email. For more information about the AIR PASSENGER PROTECTION REGULATIONS, please <https://rppa-appr.ca>.

Regards,

[REDACTED] Sunwing Airlines
416-620-4955 ☎ f. 416-798-8760 ☎
27 Fasken Drive, Toronto, ON M9W 1K6



[REDACTED] (Sunwing Vacations/Vacances Sunwing)

Mar 8, 13:53 EDT

-
[REDACTED] Sunwing Airlines
416-620-4955 ☎ f. 416-798-8760 ☎
27 Fasken Drive, Toronto, ON M9W 1K6

This email is a service from Sunwing Vacations/Vacances Sunwing. Delivered by [Zendesk](#) | [Privacy Policy](#)

Nadine Landry

From: Info
Sent: Tuesday, March 10, 2020 11:44 AM
To: [REDACTED]
Subject: RE: Applying for Compensation

Hi [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Here's Air Canada link: <https://www.aircanada.com/ca/en/aco/home/fly/customer-support.html>

Best,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

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

From: [REDACTED]
Sent: Tuesday, March 10, 2020 9:19 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Applying for Compensation

I cannot find anywhere on Air Canada's website where I can apply for compensation for a delayed flight. Additionally, they have not responded to my multiple requests.

How do I apply?

Best,

[REDACTED]

Sent from my iPhone

Nadine Landry

From: Info
Sent: Tuesday, March 10, 2020 11:37 AM
To: [REDACTED]
Subject: RE: Complaint

Hi [REDACTED]

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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info@otc-cta.gc.ca / Telephone 1-888-222-2592
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From: [REDACTED]
Sent: Tuesday, March 10, 2020 1:44 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Complaint

Hello,

I has been 4 months since my complaint (case number 19-70410) has had this status:

We have successfully received your complaint. Agency staff will review your complaint for completeness. We will either confirm that we have all the information required at this time or we will ask you for additional details or supporting documents in order to complete your application.

Could you please update me.

Thank you

Nadine Landry

From: Info
Sent: Tuesday, March 10, 2020 11:34 AM
To: [REDACTED]
Subject: RE: Case number 20-76274

Hi [REDACTED]

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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info@otc-cta.gc.ca / Telephone 1-888-222-2592
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From: [REDACTED]
Sent: Monday, March 9, 2020 11:34 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Case number 20-76274

Hi There

I know that you are busy but I am wondering if there is a timeline for complaints being looked at? I submitted mine over a month ago so was just hoping for at least a timeline of when we might get this take care of. Thank you!

Case Number: 20-76274

We have successfully received your complaint. Agency staff will review your complaint for completeness. We will either confirm that we have all the information required at this time or we will ask you for additional details or supporting documents in order to complete your application.

Nadine Landry

From: Info
Sent: Tuesday, March 10, 2020 11:30 AM
To: [REDACTED]
Subject: RE: Airline Refunds

Hi [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations (APPR) do not address airline obligations **if a passenger wishes to change or cancel their flight reservation**. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a catastrophe, public health emergency, or related travel advisory there or in a nearby region, the passenger should speak directly with the airline or check the airline's tariff and the fare rules on the airline's website.

I would also recommend you to consult this page: <https://rppa-appr.ca/eng/know-your-rights>

Best,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
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From: [REDACTED]
Sent: Monday, March 9, 2020 9:20 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Re: Airline Refunds

May I follow up on this question?

Thanks
Conrad

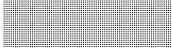
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From: [REDACTED]
Sent: Monday, March 2, 2020 1:42:06 PM
To: info@otc-cta.gc.ca <info@otc-cta.gc.ca>
Subject: Airline Refunds

Dear Canadian Transportation Agency,

May I ask if there are any regulations for airlines operating in Canada to refund tickets within a certain amount of days? With the COVID-19 there seems to be a delay and I just wanted to know the regulations.

Thanks,



Nadine Landry

From: Info
Sent: Tuesday, March 10, 2020 11:24 AM
To: [REDACTED]
Subject: RE: Claim 20-78989

Hi [REDACTED]

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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From: [REDACTED]
Sent: Monday, March 9, 2020 5:55 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Claim 20-78989

Hello,

I haven't received a response to the above noted claim .

Thank you

[REDACTED]
Sent from my Galaxy Tab® S2

Nadine Landry

From: Info
Sent: Tuesday, March 10, 2020 11:21 AM
To: [REDACTED]
Subject: RE: Air Passenger protection

Hi [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations (APPR) do not address airline obligations **if a passenger wishes to change or cancel their flight reservation**. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a catastrophe, public health emergency, or related travel advisory there or in a nearby region, the passenger should speak directly with the airline or check the airline's tariff and the fare rules on the airline's website.

Best,

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info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
 Suivez-nous : Twitter / YouTube

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info@otc-cta.gc.ca / Telephone 1-888-222-2592
 Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Monday, March 9, 2020 6:58 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Air Passenger protection

Hello there,

I have a vacation to Las Vegas planned for next week. I am extremely worried about travelling during this coronavirus outbreak and want to cancel. It was purchased through redtag.ca and is a westjet vacation. West jet already had an incident where 2 passengers from Phoenix to Toronto infected the other passengers on the plane! We are travelling from Toronto. They refuse to help in anyway!

I was hoping there was something that protects us and will help us receive a refund?

If you could help me, I would be forever grateful!

Many thanks,
 [REDACTED]

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Nadine Landry

From: Info
Sent: Tuesday, March 10, 2020 11:21 AM
To: [REDACTED]
Subject: RE: Air Passenger protection

Hi [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations (APPR) do not address airline obligations **if a passenger wishes to change or cancel their flight reservation**. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a catastrophe, public health emergency, or related travel advisory there or in a nearby region, the passenger should speak directly with the airline or check the airline's tariff and the fare rules on the airline's website.

Best,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
 Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
 Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Monday, March 9, 2020 6:58 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Air Passenger protection

Hello there,

I have a vacation to Las Vegas planned for next week. I am extremely worried about travelling during this coronavirus outbreak and want to cancel. It was purchased through redtag.ca and is a westjet vacation. West jet already had an incident where 2 passengers from Phoenix to Toronto infected the other passengers on the plane! We are travelling from Toronto. They refuse to help in anyway!

I was hoping there was something that protects us and will help us receive a refund?

If you could help me, I would be forever grateful!

Many thanks,

[REDACTED]

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Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 10, 2020 11:18 AM
To: Info
Subject: Demande de renseignements
Attachments: Air_Canada_Confirmation_de_reservation_[REDACTED]

Bonjour

Je suis [REDACTED] venu en Ontario en tourisme. Suite à un retard important sur mon vol Toronto/Montréal AC 424 lundi 09 mars ,

J'ai raté ma correspondance vers Paris
Montréal/CDG AC 870

Air Canada m'a remis des tickets de repas et hôtels en attendant le prochain vol :le lendemain soir.

Problème : j'ai dû payer la différence sur le repas du soir,Air Canada ne donnant que 10 dollars.

Mon véhicule est stationné à CDG ,je vais devoir payer une journée de plus.

Je vais également devoir prendre une journée de congé en plus

Tout ces paramètres ne sont pas indiqués sur le site Air Canada

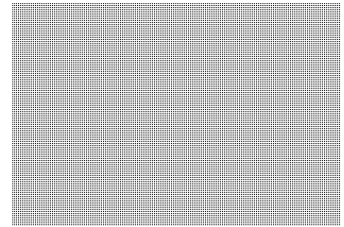
Faut il donc engagé une plainte ?

Vous remerciant par avance

Cordialement

[REDACTED]

Confirmation de réservation



Numéro de réservation: [REDACTED]

Date de délivrance: 22 févr., 2020

Ceci est votre itinéraire-reçu officiel. Vous devez l'apporter à l'aéroport pour l'enregistrement, et nous vous recommandons d'en conserver une copie pour vos dossiers. Veuillez également prendre le temps de le lire, car il contient les conditions générales de transport et les tarifs qui s'appliquent aux billets, aux réservations et aux services aériens décrits ci-dessous, de l'information sur les bagages et les marchandises dangereuses ainsi que d'autres renseignements importants relatifs à votre voyage.

Avis relatif à la protection des données : vos données personnelles sont traitées conformément à la politique de confidentialité applicable du transporteur et, si votre réservation a été effectuée via un fournisseur de système de réservation (« GDS »), à la politique de confidentialité de celui-ci. Celles-ci sont disponibles sur le site web du IATA Travel Centre ou directement sur le site du fournisseur / GDS. Veuillez prendre connaissance de cette documentation s'appliquant à votre réservation et précisant notamment la façon dont vos données personnelles sont collectées, stockées, utilisées, divulguées et transférées. Nous vous invitons également à consulter la Politique sur la protection des renseignements personnels d'Air Canada directement.

Départ

| Tarif économique - Standard | | | |
|-----------------------------|--|---|---|
| samedi 29 févr., 2020 | 11:30 Paris Aéroport Charles- de- Gaulle (CDG), Aérogare 2A | 13:45 Toronto Aéroport Toronto-Pearson (YYZ), Aérogare 1 | AC881 8h15 Économique K Exploité par : Air Canada 787-9 Repas, Collation |

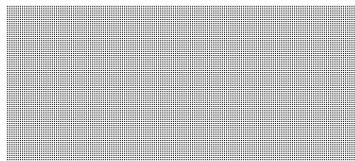
Retour

| Classe économique - Flex | | | |
|--------------------------|---|--|---|
| lundi 09 mars, 2020 | 19:00 Toronto Aéroport Toronto-Pearson (YYZ), Aérogare 1 | 20:15 Montréal Aéroport int. Montréal- Trudeau (YUL), Québec | AC424 1h15 Économique V Exploité par : Air Canada A320-200 Wi-Fi Bistro Air Canada |
| lundi 09 mars, 2020 | 20:55 Montréal Aéroport int. Montréal- Trudeau (YUL), Québec | 08:45 +1 jour Paris Aéroport Charles- de- Gaulle (CDG), Aérogare 2A | AC870 6h50 Économique V Exploité par : Air Canada 777-300ER Wi-Fi Petit-déjeuner, Repas |

Passagers

| Places |
|-----------------------------|
| [REDACTED] AC881 [REDACTED] |
| [REDACTED] AC424 [REDACTED] |
| [REDACTED] AC870 [REDACTED] |

Sommaire de l'achat



| 1 adulte | |
|--|----------------|
| Frais de transport aérien | |
| Tarif de base | 466,00 |
| Suppléments du transporteur | 225,00 |
| Taxes, frais et surtaxes | |
| Taxe de l'aviation civile - France S'ouvre dans une nouvelle fenêtre (Remboursable) | 19,94 |
| Taxe de solidarité - France S'ouvre dans une nouvelle fenêtre (Remboursable) | 4,51 |
| Surtaxe de solidarité sur les billets d'avion - France S'ouvre dans une nouvelle fenêtre (Remboursable) | 3,00 |
| Redevance services passagers (vols internationaux) - France S'ouvre dans une nouvelle fenêtre (Remboursable) | 28,98 |
| Droit pour la sécurité des passagers du transport aérien - Canada | 18,12 |
| Taxe de vente harmonisée - Canada - 100092287 RT0001 | 2,28 |
| Frais d'améliorations aéroportuaires - Canada | 17,49 |
| Total avant les options (par passager) | €785,32 |
| TOTAL GÉNÉRAL (Euros) | €785,32 |



Délais d'enregistrement et d'arrivée à la porte d'embarquement

| Au Canada | Au départ / à destination des États-Unis | Vol international ¹ (incluant le Mexique et les Antilles) | |
|-----------------------------------|--|---|--|
| 90 minutes | 120 minutes | 120 minutes | Délai d'enregistrement recommandé Vous devriez avoir complété votre enregistrement avant le délai recommandé. Vous vous assurez ainsi de disposer de suffisamment de temps pour vous enregistrer, déposer vos bagages enregistrés et franchir le contrôle de sécurité. |
| 45 minutes ² | 60 minutes | 60 minutes | Délai limite d'enregistrement et de dépôt des bagages Vous devez avoir complété votre enregistrement, obtenu votre carte d'accès à bord et déposé les bagages enregistrés au comptoir de dépôt de bagages avant le délai limite précisé pour votre vol. |
| 15 minutes | 15 minutes | 15 minutes | Fermeture de la porte d'embarquement Vous devez être présent à la porte d'embarquement avant la fermeture de celle-ci. |

- Au départ d'Alger (Algérie), Casablanca (Maroc) et Tel Aviv (Israël)** - Délai d'enregistrement recommandé: 180 minutes. Délai limite d'enregistrement et de dépôt des bagages: 60 minutes. Fermeture de la porte d'embarquement: 30 minutes.
- Au départ de l'aéroport du centre-ville de Toronto (YTZ)** - Délai limite d'enregistrement et de dépôt des bagages: 20 minutes.

Bagages de cabine

À bord des vols exploités par Air Canada, Air Canada Rouge ou Air Canada Express, vous pouvez apporter dans la cabine un article standard (taille maximale : 23 x 40 x 55 cm [9 x 15,5 x 21,5 po]) et un article personnel (taille maximale : 16 x 33 x 43 cm [6 x 13 x 17 po]). Vos bagages de cabine doivent être suffisamment légers pour que vous puissiez les ranger dans le coffre supérieur sans aide. Consulter le détail de notre politique sur les bagages de cabine.

Bagages enregistrés

Consultez l'information ci-dessous pour obtenir plus de détails sur les bagages que vous comptez enregistrer au comptoir.

Paris (CDG) > Toronto (YYZ)

1^{er} bagage

Sans frais

2^e bagage

€ 85,00 EUR

Taxes comprises

Poids maximal par bagage : 23 kg (50 lb)

Dimensions linéaires maximales par bagage : 158 cm (62 po)

Toronto (YYZ) > Paris (CDG)

1^{er} bagage

Sans frais

2^e bagage

€ 85,00 EUR

Taxes comprises

Poids maximal par bagage : 23 kg (50 lb)

Dimensions linéaires maximales par bagage : 158 cm (62 po)

* Pour les vols au Canada et les vols entre le Canada et des États-Unis, une taxe canadienne de 3 \$ CA peut s'appliquer aux frais de bagages. Pour les vols entre le Canada ou les États-Unis et le Mexique, la République dominicaine ou la Barbade, une taxe de vente locale de 4 \$ CA peut s'appliquer aux frais liés aux bagages. Dans le cas de tous les autres vols au départ ou à destination du Mexique, de la République dominicaine ou de la Barbade ainsi que des vols au départ ou à destination de l'Amérique du Sud, une taxe de vente locale de 21 \$ CA peut s'appliquer aux frais liés aux bagages. Tous les montants susmentionnés sont calculés en fonction du montant maximal de la taxe applicable par type d'itinéraire. Les montants réels peuvent varier et seront perçus dans la devise utilisée à l'aéroport de départ. Le gouvernement local peut modifier les montants des taxes sans préavis.

Devises

Les montants des frais sont affichés dans la devise correspondant à la première ville de départ indiquée sur le billet. Le jour même, les frais applicables seront perçus dans la devise locale du pays ou de la région d'où vous partez. Certaines exceptions peuvent s'appliquer si l'aéroport de départ ne perçoit pas les frais dans la devise locale. Le taux de change sera établi en fonction de la date du voyage.

Escales

Les frais de bagages enregistrés peuvent être réévalués lorsque les itinéraires comprennent une escale de plus de 24 heures.






Nota : Si le nombre, le poids ou les dimensions des bagages **dépassent les limites établies par votre franchise**, un supplément pour bagages enregistrés s'appliquera. La politique et les frais applicables seront ceux du transporteur indiqué dans la section comprenant les renseignements sur les bagages enregistrés.

- Consultez la politique d'Air Canada en matière de bagages enregistrés additionnels.
- Consultez la politique des partenaires d'exploitation à code multiple et des partenaires commerciaux intertransporteurs d'Air Canada en matière de bagages enregistrés additionnels.








Règles tarifaires

Tarif économique - Standard

| | |
|---|---|
|  Changements | Vol de départ <ul style="list-style-type: none"> • Avant le départ du premier vol <ul style="list-style-type: none"> - La redélivrance de billets est autorisée, mais certaines restrictions peuvent s'appliquer. Veuillez suivre le lien ci-dessus pour connaître toutes les règles tarifaires. - Frais de pénalité en cas de redélivrance de billets entre €0 EUR - €150 EUR - Les nouvelles dates de voyage doivent être antérieures au lundi, 22 févr., 2021 - Les frais de modification maximaux appliqués sont de €150 EUR par aller, par passager, plus toute taxe et différence tarifaire applicable. La réduction pour enfant et bébé peut s'appliquer. • Après le départ du premier vol <ul style="list-style-type: none"> - La redélivrance de billets n'est pas autorisée. • Les vols doivent respecter la séquence précisée dans l'itinéraire à partir du point de départ. • Si vous ne vous présentez pas pour votre vol (passager défaillant), il se peut qu'une pénalité vous soit imposée. Pour obtenir de plus amples renseignements, consultez les règles tarifaires complètes. |
|  Annulations | <ul style="list-style-type: none"> • Les billets sont non remboursables et incessibles. • Les billets partiellement utilisés peuvent être soumis pour une évaluation de remboursement. Le remboursement sera calculé comme suit : tarif réel payé moins la valeur de la partie du billet qui a été utilisée, moins les frais applicables. • Des annulations peuvent être effectuées jusqu'à 45 minutes avant le départ. • Consulter la politique de remboursement d'Air Canada. |
|  Séjour minimal | <ul style="list-style-type: none"> • Le voyage doit commencer après le vendredi 06 mars, 2020, au départ de YYZ (LESTER B. PEARSON INTL). |
|  Séjour maximal | <ul style="list-style-type: none"> • Le voyage doit commencer avant le dimanche 31 mai, 2020, au départ de YYZ (LESTER B. PEARSON INTL). |
|  Aéroplan | <ul style="list-style-type: none"> • Jusqu'à 50 % des milles Aéroplan • L'équivalent en milles de qualification Altitude • Pour tous les vols exploités par Air Canada, Air Canada Express et Air Canada Rouge |

Classe économique - Flex

| | |
|---|--|
|  Changements | Vol de retour <ul style="list-style-type: none"> • Avant le départ du premier vol <ul style="list-style-type: none"> - La redélivrance de billets est autorisée, mais certaines restrictions peuvent s'appliquer. Veuillez suivre le lien ci-dessus pour connaître toutes les règles tarifaires. - Frais de pénalité en cas de redélivrance de billets entre €0 EUR - €150 EUR - Les nouvelles dates de voyage doivent être antérieures au lundi, 22 févr., 2021 - Les frais de modification maximaux appliqués sont de €150 EUR par aller, par passager, plus toute taxe et différence tarifaire applicable. La réduction pour enfant et bébé peut s'appliquer. • Après le départ du premier vol <ul style="list-style-type: none"> - La redélivrance de billets est autorisée, mais certaines restrictions peuvent s'appliquer. Veuillez suivre le lien ci-dessus pour connaître toutes les règles tarifaires. - Frais de pénalité en cas de redélivrance de billets entre €0 EUR - €150 EUR - Les nouvelles dates de voyage doivent être antérieures au dimanche, 28 févr., 2021 - Les frais de modification maximaux appliqués sont de €150 EUR par aller, par passager, plus toute taxe et différence tarifaire applicable. La réduction pour enfant et bébé peut s'appliquer. • Les vols doivent respecter la séquence précisée dans l'itinéraire à partir du point de départ. • Si vous ne vous présentez pas pour votre vol (passager défaillant), il se peut qu'une pénalité vous soit imposée. Pour obtenir de plus amples renseignements, consultez les règles tarifaires complètes. |
|  Annulations | <ul style="list-style-type: none"> • Les billets sont non remboursables et incessibles. • Les billets partiellement utilisés peuvent être soumis pour une évaluation de remboursement. Le remboursement sera calculé comme suit : tarif réel payé moins la valeur de la partie du billet qui a été utilisée, moins les frais applicables. • Des annulations peuvent être effectuées jusqu'à 45 minutes avant le départ. • Consulter la politique de remboursement d'Air Canada. |
|  Séjour minimal | <ul style="list-style-type: none"> • Le voyage doit commencer après le vendredi 06 mars, 2020, au départ de YYZ (LESTER B. PEARSON INTL). |
|  Séjour maximal | <ul style="list-style-type: none"> • Le voyage doit commencer avant le dimanche 31 mai, 2020, au départ de YYZ (LESTER B. PEARSON INTL). |
|  Aéroplan | <ul style="list-style-type: none"> • 100 % des milles Aéroplan • L'équivalent en milles de qualification Altitude • Pour tous les vols exploités par Air Canada, Air Canada Express et Air Canada Rouge |

Avertissement : Les règles tarifaires ci-dessus s'appliquent aux passagers adultes seulement. Des règles différentes peuvent s'appliquer aux enfants et aux bébés.



Conditions générales de transport

1. Vous devez vous procurer votre carte d'accès à bord et enregistrer tous vos bagages avant la fin du délai d'enregistrement (se reporter à la page 3). Vous devez également vous rendre à la porte d'embarquement avant la fin du délai indiqué (se reporter à la page 3). Le non-respect des délais d'enregistrement et d'arrivée à la porte d'embarquement pourrait entraîner la réattribution des places déjà réservées et l'annulation de vos réservations ou de votre admissibilité à une indemnité pour refus d'embarquement.
2. Même si la reconfirmation des vols n'est pas nécessaire, nous vous recommandons fortement de vérifier l'état de votre vol en ligne à www.aircanada.com ou en appelant notre système de renseignements sur les vols au 1 888 422-7533 avant votre départ.
3. Les places présélectionnées ne sont pas garanties et peuvent être modifiées sans préavis. Si votre place présélectionnée n'est plus disponible, nous ferons notre possible pour vous attribuer une place comparable dans la même classe de service et vous rembourserons les frais applicables.
4. Les crédits de voyage reçus pour des billets non utilisés ne sont pas transférables et ne peuvent être utilisés que par la personne dont le nom figure sur le billet original.
5. Air Canada annulera tout billet et effectuera un remboursement complet sans pénalité jusqu'à 24 heures après l'achat. Au-delà de 24 heures, les modifications volontaires apportées à votre itinéraire peuvent entraîner l'imposition de frais supplémentaires ou de surclassements tarifaires. Si vous voyagez avec un billet non remboursable, Air Canada ne sera pas en mesure de faire des exceptions en cas d'urgence médicale ou d'annulation de voyage imprévue. Nous vous recommandons d'acheter une assurance voyage.

6. Marchandises dangereuses

Pour des raisons de sécurité, les marchandises dangereuses ne doivent pas être placées dans les bagages enregistrés ou de cabine, sauf autorisation expresse. Les marchandises dangereuses comprennent notamment : les gaz comprimés, les matières corrosives, les explosifs, les liquides et solides inflammables, les matières radioactives, les matières comburantes, les poisons, les matières infectieuses et les porte-documents munis de dispositifs d'alarme. Pour des raisons de sécurité, d'autres restrictions peuvent s'appliquer. Veuillez consulter notre site Web, à la page Articles réglementés et interdits, pour obtenir de plus amples renseignements.

7. Sous réserve des dispositions de la Convention de Montréal et de la Convention de Varsovie, ainsi que des dispositions de ses tarifs applicables, Air Canada peut refuser de transporter un bien rangé dans un bagage enregistré qui est inadéquat pour le transport, comme des objets fragiles ou des denrées périssables, et peut refuser de transporter des articles de valeur (c'est-à-dire tout article dont la valeur est égale à 1 000 \$ CA ou plus par kilogramme, ou 1 \$ CA par gramme). Air Canada peut refuser des réclamations fondées sur la nature d'un article (p. ex. la nature périssable d'un article), ou pour la perte ou le retard d'articles emballés de manière inadéquate lorsque les dommages, la détérioration ou la perte résultent d'un vice propre, d'un vice du bagage ou, dans le cas d'un retard de livraison, lorsque le transporteur, ses agents et ses mandataires ont pris toutes les mesures raisonnablement requises pour éviter le dommage, ou qu'il était impossible de prendre de telles mesures.

8. Vols internationaux

Les gouvernements peuvent exiger de votre transporteur qu'il fournisse des renseignements sur vous ou permette l'accès aux données sur les passagers. Vous ne pouvez pas voyager si vous n'êtes pas en possession de tous les documents de voyage nécessaires, tels que passeport et visa (au besoin), pour entrer dans tous les pays/régions de votre itinéraire ou pour y transiter. Veuillez consulter la page sur les documents de voyage dans notre site Web pour de plus amples renseignements.

9. Santé en vol

La plupart des gens sont aptes à voyager en avion. Cependant, il faut accorder une attention particulière aux passagers dont les problèmes de santé peuvent être aggravés par l'altitude, le stress des voyages, l'hypoxie et d'autres difficultés liées aux voyages. Notre site Web propose des conseils santé et des renseignements importants à l'intention des clients ayant des besoins spéciaux qui pourraient avoir besoin d'une autorisation médicale préalable au vol.

Veuillez noter également que la désinsectisation des appareils est effectuée pour certaines destinations, conformément aux exigences de l'Organisation mondiale de la Santé (OMS), de l'Organisation de l'aviation civile internationale (OACI), de Transports Canada et des autorités de réglementation étrangères compétentes. Pour de plus amples renseignements, consultez notre site Web.

10. Horaires

Les heures et les renseignements relatifs aux types d'appareils indiqués sur les horaires ou ailleurs sont approximatifs et non garantis, et ne font pas partie du contrat. Les horaires peuvent être modifiés sans préavis, et le transporteur n'assume aucune responsabilité à l'égard des passagers effectuant des correspondances ne faisant pas partie de l'itinéraire indiqué sur le billet. Le transporteur n'est pas responsable des changements, des erreurs et des omissions, qu'ils figurent dans les horaires ou dans d'autres représentations.

AVIS – VENTE ASSUJETTIE AUX TARIFS APPLICABLES



Avis concernant le Règlement sur la protection des passagers aériens :

Si l'embarquement vous est refusé, ou si votre vol est annulé ou retardé d'au moins deux heures ou si vos bagages sont perdus ou endommagés, vous pourriez avoir droit au titre du *Règlement sur la protection des passagers aériens*, à certains avantages au titre des normes de traitement applicables et à une indemnité. Pour de plus amples renseignements sur vos droits, veuillez communiquer avec votre transporteur aérien ou visiter le site Web de l'Office des transports du Canada.

Les conditions générales de transport applicables aux retards et annulations de vols, les refus d'embarquement, à l'attribution des sièges pour les enfants et les bagages endommagés à la page des Conditions générales de transport et tarifs d'Air Canada.

FRANCE: 0825-880-881 (0,15 € par minute à partir d'un téléphone fixe)

 **AIR CANADA**
MEMBRE DU RÉSEAU STAR ALLIANCE 

00978

Nadine Landry

From: Info
Sent: Tuesday, March 10, 2020 11:11 AM
To: [REDACTED]
Subject: Case Number: 20-76303

Hi [REDACTED]

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

Nadine Landry

From: Info
Sent: Tuesday, March 10, 2020 11:07 AM
To: [REDACTED]
Subject: How to file a complaint

Hi [REDACTED]

Thank you for contacting the Canadian Transportation Agency.

Passengers have new rights under the CTA's Air Passenger Protection Regulations when they travel by air. The regulations set out airlines' obligations to passengers in the following areas:

- Clear communication
- Denied boarding
- Tarmac delays
- Lost or damaged baggage
- Transportation of musical instruments.
- Flight delays and cancellations
- Seating of Children.

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

If you would like to file a complaint about your flight/lost luggage with the CTA you can fill out our complaint form at <https://rppa-appr.ca/eng/file-air-travel-complaint>

I hope this helps,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

Nadine Landry

From: Info
Sent: Tuesday, March 10, 2020 10:46 AM
To: Office des transports du Canada / Canadian Transportation Agency
Subject: Internet issue

Time of Call / Heure de l'appel

09 March 2020 1:49 PM / 09 mars 2020 13:49

Client / Client

Name / Nom: [REDACTED]
Organization / Organisme: N/A
Language / Langue: FRANÇAIS

Address / Adresse

[REDACTED]

Contact Information / Coordonnées

Telephone (1st) / Téléphone (1^e): [REDACTED]
Telephone (2nd) / Téléphone (2^e): N/A
Email / Courriel: [REDACTED]

Preferred Callback Time / Heure propice pour le rappel

s/o

Comments / Commentaires

L'appelante aimerait faire une plainte contre Air Transat pour un retard 'une Journée. L'appelante éprouve de la difficulté pour faire sa plainte sur l'internet.

L'appelante a déjà envoyer sa plainte à la compagnie aérienne. Elle n'est pas satisfaite avec la réponse de la compagnie aérienne.

Un retour d'appel serait grandement apprécié.

Nadine Landry

From: Info
Sent: Tuesday, March 10, 2020 10:41 AM
To: [REDACTED]
Subject: Numero de dossier: 20-75366

Bonjour [REDACTED]

Nous accusons réception de votre demande concernant l'état de votre plainte. Veuillez noter que, depuis l'entrée en vigueur du Règlement sur la protection des passagers aériens, nous observons une augmentation importante du nombre de plaintes déposées, ce qui entraîne un retard dans le traitement de celles-ci. Vous serez contacté une fois votre plainte attribuée à un de nos officiers. Nous nous excusons pour le retard.

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

Nadine Landry

From: Info
Sent: Tuesday, March 10, 2020 10:34 AM
To: [REDACTED]
Subject: RE: 20-76398 [REDACTED]

Hi [REDACTED]

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

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

From: [REDACTED]
Sent: Monday, March 9, 2020 5:00 PM
To: Info <Info@otc-cta.gc.ca>
Subject: 20-76398 [REDACTED]

Good Afternoon,
I am following up as I have not heard anything on the claim I submitted approximately a month ago. I have not heard anything and I am checking the status from response email I received initially. If someone could follow up and let me know the status I would greatly appreciate. it.
Thank you,

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 10, 2020 9:59 AM
To: Sunwing Vacations/Vacances Sunwing
Cc: Info
Subject: Re: [Sunwing Vacations] Re: [REDACTED] Montego Bay / SUNWING AIRLINES / 1/29/2020-2/1/2020

Good morning, [REDACTED]

Thank you for your reply, received on Sunday, March 8, 2020, which according to Q26 falls outside of the 30 day requirement.

I respectfully disagree with your determination and unwillingness to provide compensation.

Our flight was delayed over three hours. So too, was the WestJet flight before ours. Weather was not a factor at either end.

I've reviewed the Air Passenger Protection Regulations, as you advised.

According to Q23, after a delay of 2 hours, food and drink in reasonable quantities are to be provided. This was not done. In fact, the options in Montego Bay airport were limited to start, but as the delay became extended, due to the late hour, nothing was available as the businesses were closed.

For clarity regarding Q24, on what basis is the compensation denied, and why considered outside the control of the carrier? There was an issue with the plane originally scheduled to return us to Toronto, and we were sent another aircraft in its place.

I did not mention in my original submission, but upon landing in Montego Bay on January 29, there was a delay in disembarking as there were problems with the connecting the bridge to the aircraft. This set us back approximately 3/4 hour.

I've copied the CTA for their review, and look forward to your reconsideration and reply.

Thank you,
 [REDACTED]

New Requirements as of December 15, 2019

Q23. What treatment are airlines required to provide during a flight delay?

The regulations establish minimum treatment that airlines have to provide to passengers for delays within their control, including those required for safety purposes.

After a delay at departure of two hours, airlines have to provide:

- food and drink in reasonable quantities; and
- electronic means of communication (e.g., free Wi-Fi).

If a delay is expected to extend overnight, airlines have to offer hotel or comparable accommodation free of charge, as well as free transportation to and from the accommodation.

Q24. In what circumstances do airlines have to pay passengers compensation?

When there is a flight delay, cancellation or denial of boarding that is within the control of the airline and not required for safety purposes, airlines must provide compensation for inconvenience.

Q26. How do passengers receive compensation for a flight disruption?


In order to receive compensation for the inconvenience of a flight delay or cancellation, passengers must file a claim for compensation from the airline that operated the flight that was disrupted within one year. This is typically the airline that provided the aircraft and crew for the flight. That airline will have 30 days to either pay the compensation owed or explain to passengers in writing why compensation is not owed. Should passengers not be satisfied with an airline's response to their written complaint, they can file a complaint with the CTA.

Q19. What are airlines required to do during a tarmac delay?

The regulations ensure that during tarmac delays – whether they occur in Canada or abroad – passengers are properly treated. Every airline is obligated to have policies addressing passenger entitlements during tarmac delays, which the CTA can review and, if it finds the policies to be unreasonable, can change through an order. Under the regulations, standards of treatment have to include, at minimum, access to working lavatories, proper ventilation and heating or cooling, food and drink, and, if feasible, the ability to communicate with people outside the plane free of charge.

From: [redacted] (Sunwing Vacations/Vacances Sunwing) <support@posttravel.zendesk.com>
Sent: Sunday 8 March 2020 17:54
To: [redacted]
Subject: [Sunwing Vacations] Re: [redacted] Montego Bay / SUNWING AIRLINES / 1/29/2020-2/1/2020

##- Please type your reply above this line -##
 Your request [redacted] has been updated. To add additional comments, reply to this email.

 [redacted] (Sunwing Vacations/Vacances Sunwing)
 Mar 8, 13:54 EDT

Hello [REDACTED]

Thank you for your submission. I apologize for this flight disruption and any inconvenience this may have caused. The Airline has reviewed the details of this flight disruption and determined the delay that affected your flight was due to an unforeseen airport operational restriction that has impacted the arrival of your inbound aircraft. The delay was deemed OUTSIDE THE CONTROL OF THE CARRIER and as per the Air Passenger Protection Regulations, no compensation will be provided. If you had any out-of-pocket expenses related to this delay, please scan and attach your receipts to this email. For more information about the AIR PASSENGER PROTECTION REGULATIONS, please <https://rppa-appr.ca>.

Regards,

[REDACTED] Sunwing Airlines
416-620-4955 ☎ f. 416-798-8760 ☎
27 Fasken Drive, Toronto, ON M9W 1K6



[REDACTED] (Sunwing Vacations/Vacances Sunwing)
Mar 8, 13:53 EDT

-

[REDACTED] Sunwing Airlines
416-620-4955 ☎ f. 416-798-8760 ☎
27 Fasken Drive, Toronto, ON M9W 1K6

This email is a service from Sunwing Vacations/Vacances Sunwing. Delivered by [Zendesk](#) | [Privacy Policy](#)

Nadine Landry

From: Info
Sent: Tuesday, March 10, 2020 9:40 AM
To: [REDACTED]
Subject: RE: Air Italy Bankruptcy

Hi [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

If you are affected by an airlines' bankruptcy, we suggest the following:

- If you paid by credit card, contact the credit card company to see if you are eligible to be reimbursed or rebooked on another flight.
- If you purchased travel insurance, contact the insurance company to see if you are covered.
- If your travel agent is registered in Ontario, Quebec or British Columbia, you may be eligible for a refund from the provincial government authorities responsible for travel:

Ontario
Travel Industry Council of Ontario (TICO)
Tel.: 1-888-451-8426
Email: tico@tico.ca
www.tico.ca

Quebec
Office de la protection
du consommateur
Tel.: 1-888-672-2556
www.opc.gouv.qc.ca

British Columbia
Consumer Protection BC
Tel.: 1-888-564-9963
Start a complaint
<http://www.consumerprotectionbc.ca/>

Best,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

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

From: [REDACTED]
Sent: Monday, March 9, 2020 4:57 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Air Italy Bankruptcy

Hi,

I recently booked a flight on Air Italy. Unfortunately the airline went bankrupt. I've been reaching out to them to no avail.

The flight was to fly out of YYZ. I am a Canadian citizen and have lived in Canada my whole life.

Does the Canada Transportation Agency have the ability to help me with this case? I lost a lot of money due to the cancellation (4 tickets), and would really appreciate some help if you are able to.

Thank you in advance,

[REDACTED]

Sent from my iPhone

Nadine Landry

From: Info
Sent: Tuesday, March 10, 2020 9:35 AM
To: [REDACTED]
Subject: RE: Claim 20-78679

Hi [REDACTED]

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : [Twitter](#) / [YouTube](#)

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: [Twitter](#) / [YouTube](#)

From: [REDACTED]
Sent: Monday, March 9, 2020 4:57 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Claim 20-78679

Hi,

I submitted claim 20-78679 on February 18 and am just wondering how long it may be before I may receive a resolution to the complaint.

Thanks
[REDACTED]

Nadine Landry

From: Info
Sent: Tuesday, March 10, 2020 9:31 AM
To: [REDACTED]
Subject: RE: Statu de plainte # 20-76881

Bonjour [REDACTED]

Nous accusons réception de votre demande concernant l'état de votre plainte. Veuillez noter que, depuis l'entrée en vigueur du Règlement sur la protection des passagers aériens, nous observons une augmentation importante du nombre de plaintes déposées, ce qui entraîne un retard dans le traitement de celles-ci. Vous serez contacté une fois votre plainte attribuée à un de nos officiers. Nous nous excusons pour le retard.

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

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

From: [REDACTED]
Sent: Monday, March 9, 2020 4:37 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Statu de plainte # 20-76881

Bonjour

Je voudrais savoir ou en est le traitement de la plainte #20-76881.
Un des voyageurs avec qui j'étais a déjà reçu son règlement.

Merci

[REDACTED]

Envoyé de mon iPhone

Nadine Landry

From: Info
Sent: Tuesday, March 10, 2020 9:28 AM
To: Office des transports du Canada / Canadian Transportation Agency
Subject: FW: Plainte ref : 20-81637
Attachments: Plainte ref : 20-81637

Nadine Landry

From: [REDACTED]
Sent: Monday, March 9, 2020 4:36 PM
To: Info
Subject: Plainte ref : 20-81637

Bonjour ,
 Je vs transfère la récente réponse de Gate1

Envoyé de mon iPhone

Début du message transféré :

Expéditeur: "Gate1.ie" <info@gate1.ie>
Date: 9 mars 2020 à 14:23:06 HAE
Destinataire: [REDACTED]
Objet: Rép : Cancel my flight ,
Répondre à: "Gate1.ie" <info@gate1.ie>

Dear [REDACTED]

Thanks for getting in touch with Gate1.ie.

I have just reviewed the conditions on your ticket(s) corresponding to TripID [REDACTED]. In these conditions, the airlines states that in case of cancellation ticket(s) are non-refundable. Therefore, no refund can be requested at the airline. Additional products and/or fees are non-refundable, either.

Yes, proceed cancelling my ticket(s)

To confirm your cancellation, I kindly ask you to reply to this e-mail as soon as possible. Please clearly state for which passengers you would like to cancel. We are then able to process your cancellation. Please keep in mind that your cancelation request must be processed by Gate1.ie at least 5 days prior to departure.

Do you have a cancelation insurance? If your claim meets the policy requirements, you can claim directly at the insurance company.

I am looking forward to your reply.

Best Regards / Vriendelijke groet / Mit freundlichen Grüßen,

[REDACTED]
 Travel Consultant
 (Tix, Gate1, Flighttix)



On Sat, 7 Mar at 11:16 PM , T [REDACTED] wrote:
 Hi ,
 Thanks for answering me , it's too late for changing flight !

We already fly back home on the 21st February. Like I mentioned on my previous mail , we asked for a refund . I spoke with Qatar Airway , they said , you have to refund money to us minus the service fee

Best regards

[Redacted signature]

Envoyé de mon iPhone

Le 4 mars 2020 à 13:54, Gate1.ie <info@gate1.ie> a écrit :

Dear [Redacted]

Thank you for contacting Gate1.ie.

For a change of your booking, I would like to refer you to the following page:

<https://help.gate1.ca/en/support/solutions/articles/75000018175-i-would-like-to-change-my-booking>

On this page you can easily check if a change is allowed and what the cost would be. Next to that, you can officially request your change through the form on this page.

I hope to have informed you sufficiently.

Best Regards / Vriendelijke groet / Mit freundlichen Grüßen,

[Redacted]

Travel Consultant
(Tix, Gate1, Flighttix)



On Mon, 24 Feb at 1:55 PM , [Redacted]

[Redacted]

Because the virus corona , we have to go back home sooner . We flighted back already with the trip ID :

[Redacted] Travel2be

Nadine Landry

From: Info
Sent: Tuesday, March 10, 2020 9:26 AM
To: [REDACTED]
Subject: RE: question re compensation

Hi [REDACTED]

Thank you for contacting the Canadian Transportation Agency regarding your experience with WestJet.

Passengers have new rights under the CTA's Air Passenger Protection Regulations when they travel by air. The regulations set out airlines' obligations to passengers in the following areas:

- Clear communication
- Denied boarding
- Tarmac delays
- Lost or damaged baggage
- Transportation of musical instruments.
- Flight delays and cancellations
- Seating of Children.

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

If you would like to file a complaint about your flight disruption with the CTA you can fill out our complaint form at <https://rppa-appr.ca/eng/file-air-travel-complaint>

I hope this helps,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
 Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
 Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Monday, March 9, 2020 4:36 PM
To: Info <Info@otc-cta.gc.ca>
Subject: question re compensation

In February I flew from Winnipeg to Ft Myers FL connecting in Toronto .
 Our WPG flight left on time at 5.00 AM
 It arrived on time at 8.25 AM .

Our connecting flight was scheduled at 9.50 AM
The gate to our connecting flight closed at 9.35 .
this left us 1 hour and ten minutes to deplane ,
go thru US customs and get to our gate .

The customs process took in excess of an hour
and we missed our connection .

I had phoned Westjet 2 weeks prior to my flight
expressing my concern over the tight connection .

I requested leaving the night before and overnighting
in Toronto in order to have plenty of time to
go through the entire process in Toronto .

I was told that I would have to cancel my original booking
and book 2 separate legs with no guarantee of getting
rebooked on the Toronto to Ft Myers portion .

I decided to go with my original booking .

I was rerouted thru Atlanta with Delta.

Due to Westjet sending my luggage ahead to Ft Myers

I was denied boarding on my rebooked Delta connection that
would have got me into Ft Myers at 7.00 PM

Long story is I ended up getting to Ft Myers at 3.30 AM.the next
morning instead of 1.00 PM .

Is this entitlement for compensation ?

Regards



Nadine Landry

From: [REDACTED]
Sent: Tuesday, March 10, 2020 9:19 AM
To: Info
Subject: Applying for Compensation

I cannot find anywhere on Air Canada's website where I can apply for compensation for a delayed flight. Additionally, they have not responded to my multiple requests.

How do I apply?

Best,

[REDACTED]

Sent from my iPhone

Nadine Landry

From: Info
Sent: Tuesday, March 10, 2020 9:16 AM
To: [REDACTED]
Subject: RE: Air Canada Delay

Hi [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Here's the link for Air Canada complaints: <https://www.aircanada.com/ca/en/aco/home/fly/customer-support.html>

Best,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
 Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
 Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Monday, March 9, 2020 3:35 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Air Canada Delay

Hi,

I've submitted a case (#20-81928) on your website but how do we file a claim directly with Air Canada?

Flight was canceled after sitting on the plane for 4 hours due to a "missing part". Was rebooked on a flight 14 hours later.

AC 08, March 6, 2020. HKG to YVR.

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-LAEmHhHzdJzBITWfa4Hgs7pbKI

Nadine Landry

From: Simon Fecteau Labbé
Sent: Tuesday, March 10, 2020 9:08 AM
To: web; Info; Vincent Turgeon
Subject: RE: Robots.txt impacting <https://www.otc-cta.gc.ca/> on Bing

Nous avons déjà regardé le problème avec Barb. Je pense qu'elle a déjà mis à jour le fichier.

Simon

From: web <web@otc-cta.gc.ca>
Sent: Tuesday, March 10, 2020 8:27 AM
To: Info <Info@otc-cta.gc.ca>; Vincent Turgeon <Vincent.Turgeon@otc-cta.gc.ca>; Simon Fecteau Labbé <Simon.FecteauLabbe@otc-cta.gc.ca>
Subject: RE: Robots.txt impacting <https://www.otc-cta.gc.ca/> on Bing

Bonjour Vincent,

L'action qu'on nous demande de prendre est 'legit' et je vais l'ajouter dans ma liste de tâches. **Par mesure de précaution plutôt que de cliquer 'unsubscribe' pourrait-on bloquer cet expéditeur ou signaler comme spam STP?** C'est la première fois que je vois un moteur de recherche prendre de telles mesures pour améliorer l'efficacité d'un site et je trouve bizarre qu'il y ait plusieurs employés de l'OTC dans le courriel.

Merci,

Matilde

From: Info <Info@otc-cta.gc.ca>
Sent: Thursday, March 5, 2020 11:18 AM
To: web <web@otc-cta.gc.ca>
Subject: FW: Robots.txt impacting <https://www.otc-cta.gc.ca/> on Bing

Hi, I don't know what that is, but they keep sending email at regular intervals. If it is not relevant, please let me know and we will unsubscribe from their service.

Cheers,

Vincent

From: Bing Webmaster Outreach <bwmorext@microsoft.com>
Sent: Thursday, March 5, 2020 2:08 AM
To: Likun Tang <Likun.Tang@otc-cta.gc.ca>; OTC.conformite-compliance.CTA <OTC.conformite-compliance.CTA@otc-cta.gc.ca>; media <media@otc-cta.gc.ca>; OTC.AIPRP-ATIP.CTA <OTC.AIPRP-ATIP.CTA@otc-cta.gc.ca>; secretariat <Secretariat.Secretariat@otc-cta.gc.ca>; randall.meades@otc-cta.gc.ca
Subject: RE: Robots.txt impacting <https://www.otc-cta.gc.ca/> on Bing

s.19(1)

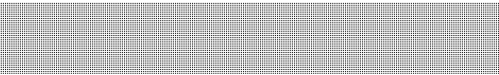
+randall.meades@otc-cta.gc.ca

Hi,

Gentle reminder. Request your kind attention on below email.

Note: We are sending this email to broader emailing list as we did not get response for earlier email. Please click [unsubscribe](#) and we will remove your email id from future communication. A relevant person for this email would be Website admin, Webmaster, CTO, SEO Manager, Tech support, etc...

Thanks & Regards,



<https://www.bing.com/toolbox>

[Privacy Policy](#)



From: Bing Webmaster Outreach

Sent: Wednesday, January 29, 2020 3:02 PM

To: 'likun.tang@otc-cta.gc.ca' <likun.tang@otc-cta.gc.ca>; 'conformite-compliance@otc-cta.gc.ca' <conformite-compliance@otc-cta.gc.ca>; 'info@otc-cta.gc.ca' <info@otc-cta.gc.ca>; 'media@otc-cta.gc.ca' <media@otc-cta.gc.ca>; 'otc.aiprp-atip.cta@otc-cta.gc.ca' <otc.aiprp-atip.cta@otc-cta.gc.ca>; 'secretariat@otc-cta.gc.ca' <secretariat@otc-cta.gc.ca>; 'info@priv.gc.ca' <info@priv.gc.ca>; 'service@otc-cta.gc.ca' <service@otc-cta.gc.ca>; 'security@otc-cta.gc.ca' <security@otc-cta.gc.ca>; 'help@otc-cta.gc.ca' <help@otc-cta.gc.ca>; 'feedback@otc-cta.gc.ca' <feedback@otc-cta.gc.ca>; 'admin@otc-cta.gc.ca' <admin@otc-cta.gc.ca>; 'support@otc-cta.gc.ca' <support@otc-cta.gc.ca>; 'webmaster@otc-cta.gc.ca' <webmaster@otc-cta.gc.ca>

Subject: RE: Robots.txt impacting <https://www.otc-cta.gc.ca/> on Bing

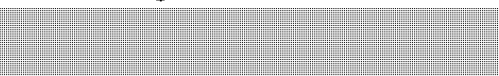
+service@otc-cta.gc.ca +security@otc-cta.gc.ca +help@otc-cta.gc.ca +feedback@otc-cta.gc.ca
+admin@otc-cta.gc.ca +support@otc-cta.gc.ca +webmaster@otc-cta.gc.ca

Hi,

Gentle reminder. Request your kind attention on below email.

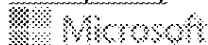
Note: We are sending this email to broader emailing list as we did not get response for earlier email. Please click [unsubscribe](#) and we will remove your email id from future communication. A relevant person for this email would be Website admin, Webmaster, CTO, SEO Manager, Tech support, etc...

Thanks & Regards,



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s.19(1) **From:** Bing Webmaster Outreach
Sent: Thursday, December 19, 2019 11:14 AM
To: 'likun.tang@otc-cta.gc.ca' <likun.tang@otc-cta.gc.ca>; 'conformite-compliance@otc-cta.gc.ca' <conformite-compliance@otc-cta.gc.ca>; 'info@otc-cta.gc.ca' <info@otc-cta.gc.ca>; 'media@otc-cta.gc.ca' <media@otc-cta.gc.ca>; 'otc.aiprp-atip.cta@otc-cta.gc.ca' <otc.aiprp-atip.cta@otc-cta.gc.ca>; 'secretariat@otc-cta.gc.ca' <secretariat@otc-cta.gc.ca>; 'info@priv.gc.ca' <info@priv.gc.ca>
Subject: RE: Robots.txt impacting <https://www.otc-cta.gc.ca/> on Bing

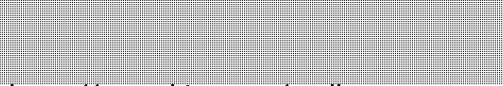
[+info@priv.gc.ca](mailto:info@priv.gc.ca)

Hi,

Gentle reminder. Request your kind attention on below email.

Note: We are sending this email to broader emailing list as we did not get response for earlier email. Please click [unsubscribe](#) and we will remove your email id from future communication. A relevant person for this email would be Website admin, Webmaster, CTO, SEO Manager, Tech support, etc...

Thanks & Regards,



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From: Bing Webmaster Outreach
Sent: Wednesday, October 30, 2019 11:32 AM
To: likun.tang@otc-cta.gc.ca; conformite-compliance@otc-cta.gc.ca; info@otc-cta.gc.ca; jacques.daoust@otc-cta.gc.ca; media@otc-cta.gc.ca; melanie.gauthier@otc-cta.gc.ca; michel.leblanc@otc-cta.gc.ca; otc.aiprp-atip.cta@otc-cta.gc.ca; secretariat@otc-cta.gc.ca; usinfo@otc-cta.gc.ca; webmaster@otc-cta.gc.ca; delhi@international.gc.ca; manil-da@international.gc.ca
Subject: RE: Robots.txt impacting <https://www.otc-cta.gc.ca/> on Bing
s.19(1)

[+manil-da@international.gc.ca](mailto:manil-da@international.gc.ca) [+delhi-im-enquiry@international.gc.ca](mailto:delhi-im-enquiry@international.gc.ca)
[+delhi@international.gc.ca](mailto:delhi@international.gc.ca)

Hi,

Gentle reminder. Request your kind attention on below email.

Note: We are sending this email to broader emailing list as we did not get response for earlier email. Please click [unsubscribe](#) and we will remove your email id from future communication. A relevant person for this email would be Website admin, Webmaster, CTO, SEO Manager, Tech support, etc...

Thanks & Regards,



s.19(1)

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From: Bing Webmaster Outreach

Sent: Tuesday, August 13, 2019 10:36 AM

To: likun.tang@otc-cta.gc.ca; conformite-compliance@otc-cta.gc.ca; info@otc-cta.gc.ca; jacques.daoust@otc-cta.gc.ca; media@otc-cta.gc.ca; melanie.gauthier@otc-cta.gc.ca; michel.leblanc@otc-cta.gc.ca; otc.aiprp-atip.cta@otc-cta.gc.ca; secretariat@otc-cta.gc.ca; usinfo@otc-cta.gc.ca; webmaster@otc-cta.gc.ca

Subject: RE: Robots.txt impacting <https://www.otc-cta.gc.ca/> on Bing

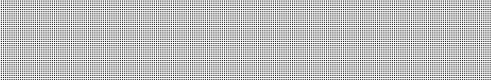
+webmaster@otc-cta.gc.ca

Hi,

Gentle reminder. Request your kind attention on below email.

Note: We are sending this email to broader emailing list as we did not get response for earlier email. Please click [unsubscribe](#) and we will remove your email id from future communication. A relevant person for this email would be Website admin, Webmaster, CTO, SEO Manager, Tech support, etc...

Thanks & Regards,



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From: Bing Webmaster Outreach

Sent: Monday, August 12, 2019 5:54 PM

To: info@otc-cta.gc.ca; likun.tang@otc-cta.gc.ca; conformite-compliance@otc-cta.gc.ca; info@otc-cta.gc.ca; jacques.daoust@otc-cta.gc.ca; media@otc-cta.gc.ca; melanie.gauthier@otc-cta.gc.ca; michel.leblanc@otc-cta.gc.ca; otc.aiprp-atip.cta@otc-cta.gc.ca; secretariat@otc-cta.gc.ca; usinfo@otc-cta.gc.ca

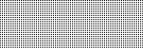
Subject: RE: Robots.txt impacting <https://www.otc-cta.gc.ca/> on Bing

Hi,

Gentle reminder. Request your kind attention on below email.

Note: We are sending this email to broader emailing list as we did not get response for earlier email. Please click [unsubscribe](#) and we will remove your email id from future communication. A relevant person for this email would be Website admin, Webmaster, CTO, SEO Manager, Tech support, etc...

Thanks & Regards,



<https://www.bing.com/toolbox>

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From: Bing Webmaster Outreach

Sent: Friday, August 2, 2019 2:46 PM

To: info@otc-cta.gc.ca; likun.tang@otc-cta.gc.ca; conformite-compliance@otc-cta.gc.ca; info@otc-cta.gc.ca; jacques.daoust@otc-cta.gc.ca; media@otc-cta.gc.ca; melanie.gauthier@otc-cta.gc.ca; michel.leblanc@otc-cta.gc.ca; otc.airprp-atip.cta@otc-cta.gc.ca; secretariat@otc-cta.gc.ca; usinfo@otc-cta.gc.ca

Subject: Robots.txt impacting <https://www.otc-cta.gc.ca/> on Bing

Hello,

I am contacting you from Microsoft on behalf of the Bing Search engine (<https://www.bing.com/>) in regards to your robots.txt files: <https://www.otc-cta.gc.ca/>

When we are trying to find your <https://www.otc-cta.gc.ca/sitemap.xml>, It is showing **Page Not Found** on your website. So, could you please update your sitemap with lastmod and submit it in [Bing Webmasters](#). By providing the last modification timestamp, you enable search engine crawlers to retrieve only a subset of the Sitemaps in the index i.e. a crawler may only retrieve Sitemaps that were modified since a certain date. This incremental Sitemap fetching mechanism allows for the rapid discovery of new URLs on very large sites.

Our customers have alerted us that your website was partially absent from our search results. We have discovered that you have a crawl delay directive in your robots.txt which is impacting the freshness of your content on Bing Search Engine.

Major search engines like Google and Yandex don't follow the crawl delay rules while Bing does. We would be pleased if you could edit your robots.txt file to include a bingbot specific rule with removed or reduced crawl delay, which will in turn increase traffic to your site via our search results.

| Existing Robots.txt | Modify to |
|---|---|
| User-agent: * Crawl-delay: 30 # CSS, JS, Images Allow: /misc/*.css\$ Allow: /misc/*.css? Allow: /misc/*.js\$ Allow: /misc/*.js? Allow: /misc/*.gif Allow: /misc/*.jpg Allow: /misc/*.jpeg Allow: /misc/*.png Allow: /modules/*.css\$ Allow: /modules/*.css? | User-agent: * Crawl-delay: 18 # CSS, JS, Images Allow: /misc/*.css\$ Allow: /misc/*.css? Allow: /misc/*.js\$ Allow: /misc/*.js? Allow: /misc/*.gif Allow: /misc/*.jpg Allow: /misc/*.jpeg Allow: /misc/*.png Allow: /modules/*.css\$ Allow: /modules/*.css? |

s.19(1)

Allow: /modules/*.js\$
Allow: /modules/*.js?
Allow: /modules/*.gif
Allow: /modules/*.jpg
Allow: /modules/*.jpeg
Allow: /modules/*.png
Allow: /profiles/*.css\$
Allow: /profiles/*.css?

Allow: /modules/*.js\$
Allow: /modules/*.js?
Allow: /modules/*.gif
Allow: /modules/*.jpg
Allow: /modules/*.jpeg
Allow: /modules/*.png
Allow: /profiles/*.css\$
Allow: /profiles/*.css?

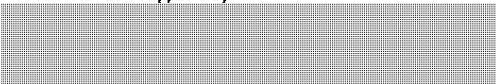
In case you don't want to modify the robots.txt files, please let us know if we can bypass the rule and get your pages indexed properly.

I also invite you to register your site on [Bing Webmaster Tools](#) where you can configure your own settings, including hourly crawl control. You can use the [Crawl Control](#) feature on our Bing Webmaster Tools, where you can configure hourly crawl control based on the peak usage time for your site and obtain the best results for your site.

Please let me know should you have any question.

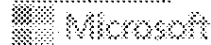
Note: In case you are not the relevant person to receive this email, kindly forward it to the relevant person in your company. A relevant person would be Website admin, Webmaster, CTO, SEO Manager, Tech support, etc...

Thanks & Regards,



www.bing.com/webmaster

[Privacy Policy](#)



Nadine Landry

From: web
Sent: Tuesday, March 10, 2020 8:27 AM
To: Info; Vincent Turgeon; Simon Fecteau Labbé
Subject: RE: Robots.txt impacting <https://www.otc-cta.gc.ca/> on Bing

Bonjour Vincent,

L'action qu'on nous demande de prendre est 'legit' et je vais l'ajouter dans ma liste de tâches. **Par mesure de précaution plutôt que de cliquer 'unsubscribe' pourrait-on bloquer cet expéditeur ou signaler comme spam STP?** C'est la première fois que je vois un moteur de recherche prendre de telles mesures pour améliorer l'efficacité d'un site et je trouve bizarre qu'il y ait plusieurs employés de l'OTC dans le courriel.

Merci,

Matilde

From: Info <Info@otc-cta.gc.ca>
Sent: Thursday, March 5, 2020 11:18 AM
To: web <web@otc-cta.gc.ca>
Subject: FW: Robots.txt impacting <https://www.otc-cta.gc.ca/> on Bing

Hi, I don't know what that is, but they keep sending email at regular intervals. If it is not relevant, please let me know and we will unsubscribe from their service.

Cheers,

Vincent

From: Bing Webmaster Outreach <bwmorext@microsoft.com>
Sent: Thursday, March 5, 2020 2:08 AM
To: Likun Tang <Likun.Tang@otc-cta.gc.ca>; OTC.conformite-compliance.CTA <OTC.conformite-compliance.CTA@otc-cta.gc.ca>; media <media@otc-cta.gc.ca>; OTC.AIPRP-ATIP.CTA <OTC.AIPRP-ATIP.CTA@otc-cta.gc.ca>; secretariat <Secretariat.Secretariat@otc-cta.gc.ca>; randall.meades@otc-cta.gc.ca
Subject: RE: Robots.txt impacting <https://www.otc-cta.gc.ca/> on Bing

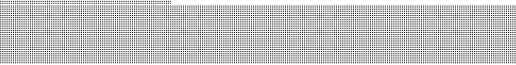
+randall.meades@otc-cta.gc.ca

Hi,

Gentle reminder. Request your kind attention on below email.

Note: We are sending this email to broader emailing list as we did not get response for earlier email. Please click [unsubscribe](#) and we will remove your email id from future communication. A relevant person for this email would be Website admin, Webmaster, CTO, SEO Manager, Tech support, etc...

Thanks & Regards,



<https://www.bing.com/toolbox>

[Privacy Policy](#)



From: Bing Webmaster Outreach

Sent: Wednesday, January 29, 2020 3:02 PM

To: 'likun.tang@otc-cta.gc.ca' <likun.tang@otc-cta.gc.ca>; 'conformite-compliance@otc-cta.gc.ca' <conformite-compliance@otc-cta.gc.ca>; 'info@otc-cta.gc.ca' <info@otc-cta.gc.ca>; 'media@otc-cta.gc.ca' <media@otc-cta.gc.ca>; 'otc.aiprp-atip.cta@otc-cta.gc.ca' <otc.aiprp-atip.cta@otc-cta.gc.ca>; 'secretariat@otc-cta.gc.ca' <secretariat@otc-cta.gc.ca>; 'info@priv.gc.ca' <info@priv.gc.ca>; 'service@otc-cta.gc.ca' <service@otc-cta.gc.ca>; 'security@otc-cta.gc.ca' <security@otc-cta.gc.ca>; 'help@otc-cta.gc.ca' <help@otc-cta.gc.ca>; 'feedback@otc-cta.gc.ca' <feedback@otc-cta.gc.ca>; 'admin@otc-cta.gc.ca' <admin@otc-cta.gc.ca>; 'support@otc-cta.gc.ca' <support@otc-cta.gc.ca>; 'webmaster@otc-cta.gc.ca' <webmaster@otc-cta.gc.ca>

Subject: RE: Robots.txt impacting <https://www.otc-cta.gc.ca/> on Bing

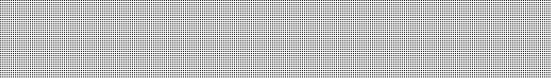
+service@otc-cta.gc.ca +security@otc-cta.gc.ca +help@otc-cta.gc.ca +feedback@otc-cta.gc.ca
+admin@otc-cta.gc.ca +support@otc-cta.gc.ca +webmaster@otc-cta.gc.ca

Hi,

Gentle reminder. Request your kind attention on below email.

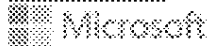
Note: We are sending this email to broader emailing list as we did not get response for earlier email. Please click [unsubscribe](#) and we will remove your email id from future communication. A relevant person for this email would be Website admin, Webmaster, CTO, SEO Manager, Tech support, etc...

Thanks & Regards,



<https://www.bing.com/toolbox>

[Privacy Policy](#)



From: Bing Webmaster Outreach

Sent: Thursday, December 19, 2019 11:14 AM

To: 'likun.tang@otc-cta.gc.ca' <likun.tang@otc-cta.gc.ca>; 'conformite-compliance@otc-cta.gc.ca' <conformite-compliance@otc-cta.gc.ca>; 'info@otc-cta.gc.ca' <info@otc-cta.gc.ca>; 'media@otc-cta.gc.ca' <media@otc-cta.gc.ca>; 'otc.aiprp-atip.cta@otc-cta.gc.ca' <otc.aiprp-atip.cta@otc-cta.gc.ca>; 'secretariat@otc-cta.gc.ca' <secretariat@otc-cta.gc.ca>; 'info@priv.gc.ca' <info@priv.gc.ca>

Subject: RE: Robots.txt impacting <https://www.otc-cta.gc.ca/> on Bing

+info@priv.gc.ca

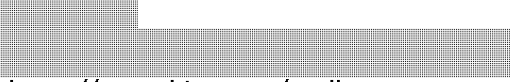
Hi,

Gentle reminder. Request your kind attention on below email.

s.19(1)


Note: We are sending this email to broader emailing list as we did not get response for earlier email. Please click [unsubscribe](#) and we will remove your email id from future communication. A relevant person for this email would be Website admin, Webmaster, CTO, SEO Manager, Tech support, etc...

Thanks & Regards,



<https://www.bing.com/toolbox>

[Privacy Policy](#)

 Microsoft

From: Bing Webmaster Outreach

Sent: Wednesday, October 30, 2019 11:32 AM

To: likun.tang@otc-cta.gc.ca; conformite-compliance@otc-cta.gc.ca; info@otc-cta.gc.ca; jacques.daoust@otc-cta.gc.ca; media@otc-cta.gc.ca; melanie.gauthier@otc-cta.gc.ca; michel.leblanc@otc-cta.gc.ca; otc.airpr-atip.cta@otc-cta.gc.ca; secretariat@otc-cta.gc.ca; usinfo@otc-cta.gc.ca; webmaster@otc-cta.gc.ca; delhi@international.gc.ca; manil-da@international.gc.ca

Subject: RE: Robots.txt impacting <https://www.otc-cta.gc.ca/> on Bing

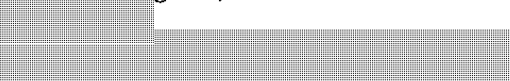
+manil-da@international.gc.ca +delhi-im-enquiry@international.gc.ca +delhi@international.gc.ca

Hi,

Gentle reminder. Request your kind attention on below email.

Note: We are sending this email to broader emailing list as we did not get response for earlier email. Please click [unsubscribe](#) and we will remove your email id from future communication. A relevant person for this email would be Website admin, Webmaster, CTO, SEO Manager, Tech support, etc...

Thanks & Regards,



<https://www.bing.com/toolbox>

[Privacy Policy](#)

 Microsoft

From: Bing Webmaster Outreach

Sent: Tuesday, August 13, 2019 10:36 AM

To: likun.tang@otc-cta.gc.ca; conformite-compliance@otc-cta.gc.ca; info@otc-cta.gc.ca; jacques.daoust@otc-cta.gc.ca; media@otc-cta.gc.ca; melanie.gauthier@otc-cta.gc.ca; michel.leblanc@otc-cta.gc.ca; otc.airpr-atip.cta@otc-cta.gc.ca; secretariat@otc-cta.gc.ca; usinfo@otc-cta.gc.ca; webmaster@otc-cta.gc.ca

Subject: RE: Robots.txt impacting <https://www.otc-cta.gc.ca/> on Bing

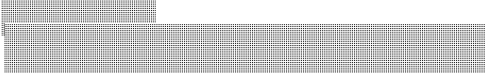
+webmaster@otc-cta.gc.ca

Hi,

Gentle reminder. Request your kind attention on below email.


s.19(1) Note: We are sending this email to broader emailing list as we did not get response for earlier email. Please click [unsubscribe](#) and we will remove your email id from future communication. A relevant person for this email would be Website admin, Webmaster, CTO, SEO Manager, Tech support, etc...

Thanks & Regards,



<https://www.bing.com/toolbox>

[Privacy Policy](#)

 Microsoft

From: Bing Webmaster Outreach

Sent: Monday, August 12, 2019 5:54 PM

To: info@otc-cta.gc.ca; likun.tang@otc-cta.gc.ca; conformite-compliance@otc-cta.gc.ca; info@otc-cta.gc.ca; jacques.daoust@otc-cta.gc.ca; media@otc-cta.gc.ca; melanie.gauthier@otc-cta.gc.ca; michel.leblanc@otc-cta.gc.ca; otc.aiprp-atip.cta@otc-cta.gc.ca; secretariat@otc-cta.gc.ca; usinfo@otc-cta.gc.ca

Subject: RE: Robots.txt impacting <https://www.otc-cta.gc.ca/> on Bing

Hi,

Gentle reminder. Request your kind attention on below email.

Note: We are sending this email to broader emailing list as we did not get response for earlier email. Please click [unsubscribe](#) and we will remove your email id from future communication. A relevant person for this email would be Website admin, Webmaster, CTO, SEO Manager, Tech support, etc...

Thanks & Regards,



<https://www.bing.com/toolbox>

[Privacy Policy](#)

 Microsoft

From: Bing Webmaster Outreach

Sent: Friday, August 2, 2019 2:46 PM

To: info@otc-cta.gc.ca; likun.tang@otc-cta.gc.ca; conformite-compliance@otc-cta.gc.ca; info@otc-cta.gc.ca; jacques.daoust@otc-cta.gc.ca; media@otc-cta.gc.ca; melanie.gauthier@otc-cta.gc.ca; michel.leblanc@otc-cta.gc.ca; otc.aiprp-atip.cta@otc-cta.gc.ca; secretariat@otc-cta.gc.ca; usinfo@otc-cta.gc.ca

Subject: Robots.txt impacting <https://www.otc-cta.gc.ca/> on Bing

Hello,

I am contacting you from Microsoft on behalf of the Bing Search engine (<https://www.bing.com/>) in regards to your robots.txt files: <https://www.otc-cta.gc.ca/>

When we are trying to find your <https://www.otc-cta.gc.ca/sitemap.xml> , It is showing **Page Not Found** on your website. So, could you please update your sitemap with lastmod and submit it in [Bing Webmasters](#). By providing the last modification timestamp, you enable search engine crawlers to retrieve only a subset of the Sitemaps in the index i.e. a crawler may only retrieve Sitemaps that were modified since a certain date. This incremental Sitemap fetching mechanism allows for the rapid discovery of new URLs on very large sites.

Our customers have alerted us that your website was partially absent from our search results. We have discovered that you have a crawl delay directive in your robots.txt which is impacting the freshness of your content on Bing Search Engine.

Major search engines like Google and Yandex don't follow the crawl delay rules while Bing does. We would be pleased if you could edit your robots.txt file to include a bingbot specific rule with removed or reduced crawl delay, which will in turn increase traffic to your site via our search results.

| Existing Robots.txt | Modify to |
|---|---|
| <pre>User-agent: * Crawl-delay: 30 # CSS, JS, Images Allow: /misc/*.css\$ Allow: /misc/*.css? Allow: /misc/*.js\$ Allow: /misc/*.js? Allow: /misc/*.gif Allow: /misc/*.jpg Allow: /misc/*.jpeg Allow: /misc/*.png Allow: /modules/*.css\$ Allow: /modules/*.css? Allow: /modules/*.js\$ Allow: /modules/*.js? Allow: /modules/*.gif Allow: /modules/*.jpg Allow: /modules/*.jpeg Allow: /modules/*.png Allow: /profiles/*.css\$ Allow: /profiles/*.css?</pre> | <pre>User-agent: * Crawl-delay: 18 # CSS, JS, Images Allow: /misc/*.css\$ Allow: /misc/*.css? Allow: /misc/*.js\$ Allow: /misc/*.js? Allow: /misc/*.gif Allow: /misc/*.jpg Allow: /misc/*.jpeg Allow: /misc/*.png Allow: /modules/*.css\$ Allow: /modules/*.css? Allow: /modules/*.js\$ Allow: /modules/*.js? Allow: /modules/*.gif Allow: /modules/*.jpg Allow: /modules/*.jpeg Allow: /modules/*.png Allow: /profiles/*.css\$ Allow: /profiles/*.css?</pre> |

In case you don't want to modify the robots.txt files, please let us know if we can bypass the rule and get your pages indexed properly.

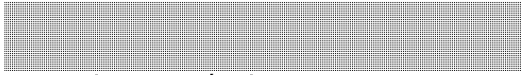
I also invite you to register your site on [Bing Webmaster Tools](#) where you can configure your own settings, including hourly crawl control. You can use the [Crawl Control](#) feature on our Bing Webmaster Tools, where you can configure hourly crawl control based on the peak usage time for your site and obtain the best results for your site.

Please let me know should you have any question.

s.19(1)

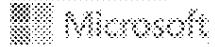
Note: In case you are not the relevant person to receive this email, kindly forward it to the relevant person in your company. A relevant person would be Website admin, Webmaster, CTO, SEO Manager, Tech support, etc...

Thanks & Regards,



www.bing.com/webmaster

[Privacy Policy](#)



Nadine Landry

From: [REDACTED]
Sent: Monday, March 9, 2020 9:20 PM
To: Info
Subject: Re: Airline Refunds

May I follow up on this question?

Thanks
[REDACTED]

Get [Outlook for Android](#)

From: [REDACTED]
Sent: Monday, March 2, 2020 1:42:06 PM
To: info@otc-cta.gc.ca <info@otc-cta.gc.ca>
Subject: Airline Refunds

Dear Canadian Transportation Agency,

May I ask if there are any regulations for airlines operating in Canada to refund tickets within a certain amount of days? With the COVID-19 there seems to be a delay and I just wanted to know the regulations.

Thanks,
[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Monday, March 9, 2020 6:58 PM
To: Info
Subject: Air Passenger protection

Hello there,

I have a vacation to Las Vegas planned for next week. I am extremely worried about travelling during this coronavirus outbreak and want to cancel. It was purchased through redtag.ca and is a westjet vacation. West jet already had an incident where 2 passengers from Phoenix to Toronto infected the other passengers on the plane! We are travelling from Toronto. They refuse to help in anyway!

I was hoping there was something that protects us and will help us receive a refund?

If you could help me, I would be forever grateful!

Many thanks,

[REDACTED]

Get [Outlook for Android](#)

Nadine Landry

From: [REDACTED]
Sent: Monday, March 9, 2020 6:03 PM
To: Customer Care
Cc: Info [REDACTED]
Subject: RE: Flight Disruption (CLAIM ONLY) / [REDACTED] / / 2020/02/05 4:37 PM [REDACTED]
Attachments: [REDACTED] UK Itinerary.pdf

Case Number: [REDACTED]

Case Number: [REDACTED]

Further to your recent reply to claim [REDACTED] (see below), we would respond as follows:

A flight disruption claim was also lodged by [REDACTED] (please refer to applicable case number above) and no response has yet been received. A response within the stated 30 day period would have been much appreciated.

With regard to your assertion that the flight cancellation was due to a safety related issue, you failed to clarify the reason for this safety related issue and whether the situation was within or out of your control. Please refer to following paragraph inserted from Air Passenger Protection Relations. It is our understanding that the cancellation of AC8262 was due to an engine issue. Boarding had already commenced when an engine and/or mechanical issue was discovered. We were informed that a mechanic had to be brought over from Vancouver resulting in the flight cancellation. At no time was a safety issue mentioned.

{Airlines must provide compensation for the inconvenience of flight delays and cancellations if the disruption is **within their control and not related to safety**, and if the airline notified you of the disruption 14 days or less in advance}

The cancellation of Flight AC8262 resulted in our missing our connecting flight (AC854) which was scheduled to depart from Vancouver at local time 1755 hours. The BA flight departed Vancouver at 2115 hours local time. This is a delay of 3 hours and 20 minutes. Consequently, please see the following relevant paragraph inserted from Air Passenger Protection Regulations.

{Airlines must pay you compensation based on the length of your delay, which is determined by your arrival time at the final destination on your ticket.

If you are flying on a large airline and the length of the delay is:

- **from 3 to 6 hours, your compensation is \$400;}**

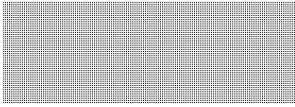
Furthermore, there is the matter of original seat allocation fees. As a result of the cancellation, we were seated wherever the British Airways flight could find available seats for us. This resulted in us spending the duration of a nine plus hour flight in the centre seats of the centre aisle. I think you would agree that these are the least desirable seat allocations on a long haul flight, hence the fact that they were still empty. For ease of reference, I have attached the original itinerary showing seat allocations and a breakdown of associated fees.

Taking into account the time delay compensation schedule, the lack of transparency regarding the cause of the delay and the seat allocation fees paid by us, [REDACTED]

In view of the above, we look forward to hearing from you, at the earliest, with a view to resolving this matter.

s.19(1)
s.20(1)(b)
s.20(1)(c)
s.20(1)(d)
s.19(1)

Thanks in advance



CONFIDENTIALITY NOTICE: The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

From: [Redacted]
Sent: Thursday, March 5, 2020 5:17 PM
To: [Redacted]
Subject: Fwd: Flight Disruption (CLAIM ONLY) / [Redacted] // 2020/02/05 4:37 PM [Redacted]

Sent from my iPhone

Begin forwarded message:

From: Customer Care <CustomerCare.serviceclient@aircanada.ca>
Date: March 2, 2020 at 4:35:38 AM PST
To: [Redacted]
Subject: Flight Disruption (CLAIM ONLY) / [Redacted] / 2020/02/05 4:37 PM

Your case number is: [Redacted]

Dear [Redacted]

We are in receipt of your claim under the Air Passenger Protection Regulations for flight 8262 on January 18, 2020. We are sorry for the delay you experienced at arrival to your final destination.

In this instance, the compensation you are requesting does not apply because the cancellation was caused by a safety-related issue. As a gesture of goodwill for your overall experience, [Redacted]

We hope that we may have another opportunity to welcome you on board.

Sincerely,

[REDACTED]
Customer Relations



To serve you best, I kindly ask that you do not change the subject line if responding to this email.



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

From: [REDACTED]

Sent: 2020/02/05 2:37 PM

Subject: Flight Disruption (CLAIM ONLY) / [REDACTED] /
2020/02/05 4:37 PM



Booking Confirmation

Booking Reference: [REDACTED]

Date of issue: 19 Dec, 2019

This is your official itinerary/Receipt. You must bring it with you to the airport for check-in and we recommend you keep a copy for your records. Please also take the time to review it as it contains the general conditions of carriage, an applicable tariff that apply to the fares, bookings and air services detailed below, as well as baggage, dangerous goods and other important information related to your trip.

Data Protection Notice: Your personal data will be processed in accordance with the applicable carrier's privacy policy and, if your booking is made via a reservation system provider ("GDS"), with its privacy policy. These are available at the IATA Travel Centre website or from the carrier or GDS directly. You should read this documentation, when applies to your booking and specifies, for example, how your personal data is collected, stored, used, disclosed and transferred. We also invite you to view Air Canada's Privacy Policy directly.

✈ Depart

Economy - Standard

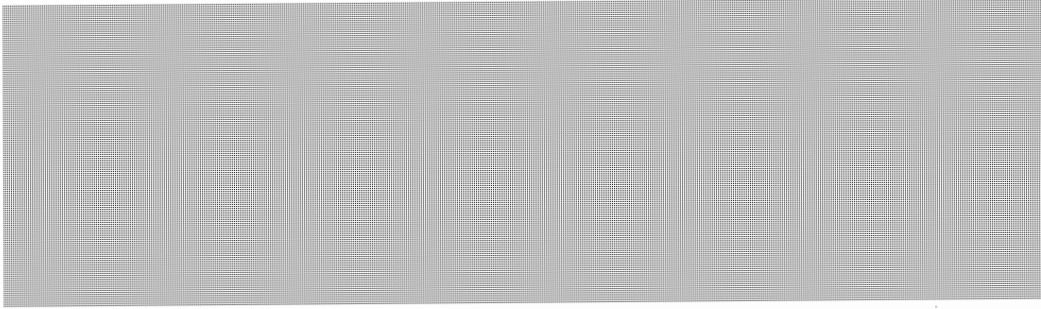
| | | | | | |
|--------------------------|--|--|--|------------|--|
| Saturday 13 Jan, 2020 | 14:45 Nanaimo (YCD), British Columbia | | 15:15 Vancouver Vancouver Int. (YVR), Terminal M | AC8262 | 0hr30 Economy K Operated by: Air Canada Express - Jazz De Havilland Dash 8-400 Air Canada Bistro |
| Saturday 18 Jan, 2020 | 17:55 Vancouver Vancouver Int. (YVR), Terminal M | | 11:20 + 1 day London Heathrow (LHR), Terminal 2 | AC854 | 9hr25 Economy K Operated by: Air Canada 777-300ER Wi-Fi Breakfast, Meal |


✈ Return

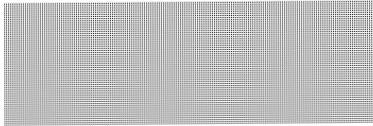
Economy - Standard



| | | | | | |
|--------------------------|--|--|--|------------|--|
| Saturday 03 Feb, 2020 | 13:25 London Heathrow (LHR), Terminal 2 | | 15:00 Vancouver Vancouver Int. (YVR), Terminal M | AC855 | 9hr35 Economy K Operated by: Air Canada 777-300ER Wi-Fi Meal, Snack |
| Saturday 08 Feb, 2020 | 16:20 Vancouver Vancouver Int. (YVR), Terminal M | | 16:48 Nanaimo (YCD), British Columbia | AC8265 | 0hr28 Economy K Operated by: Air Canada Express - Jazz De Havilland Dash 8-400 Air Canada Bistro |

Passengers

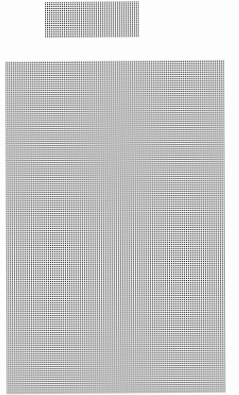
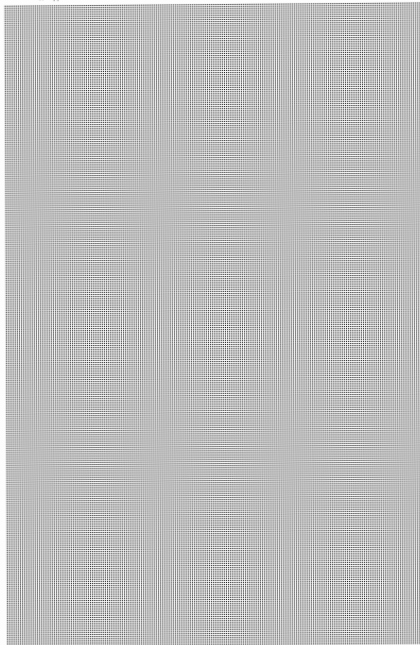


 Purchase summary

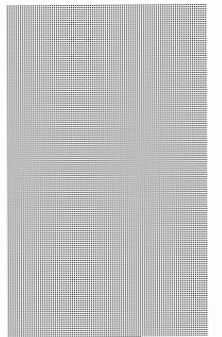


 
Base Fare
Carrier surcharges



X 2



GRAND TOTAL (Canadian dollars)

\$2014⁴⁶



Check-in and boarding gate deadlines

| Within Canada | To/From the U.S. | International ¹ (including Mexico and the Caribbean) | |
|-----------------------------------|-----------------------|---|--|
| 90 minutes | 120 minutes | 120 minutes | Recommended check-in time You should check in no later than the times indicated at left. This will ensure you have plenty of time to check in, drop off your checked bags and pass through security. |
| 45 minutes ² | 60 minutes | 60 minutes | Check-in and baggage drop-off deadline You must have checked in, obtained your boarding pass and deposited all checked bags at the baggage drop-off counter before the end of the check-in period for your flight. |
| 15 minutes | 15 minutes | 15 minutes | Boarding gate deadline You must be present at the boarding gate before it closes. |

1. From Algiers (Algeria), Casablanca (Morocco) and Tel Aviv (Israel) - Recommended check-in time: 180 minutes. Check-in and baggage drop-off deadline: 60 minutes. Boarding gate deadline: 30 minutes.
2. From Toronto City Airport (YTZ) - Check-in and baggage drop-off deadline: 20 minutes.

Baggage allowance

Carry-on Baggage

On flights operated by Air Canada, Air Canada Rouge or Air Canada Express, you may carry with you in the cabin 1 standard item (max. size: 23 x 46 x 55 cm [9 x 18.5 x 21.5 in]) and 1 personal item (max. size: 15 x 33 x 43 cm [6 x 13 x 17 in]). Your carry-on baggage must be light enough that you can store it in the overhead bin unassisted. See our complete carry-on baggage policy.

Checked Baggage

Please see below for details on the bags you plan on checking at the baggage counter.

Nanaimo (YCD) > London (LHR)

| | |
|--|---|
|  1st bag Complimentary |  2nd bag \$ 100.00 CAD Including taxes |
|--|---|

Max. weight per bag:
23 kg (50 lb)

Max. dimensions per bag:
158 cm (62 in)

London (LHR) > Nanaimo (YCD)

| | |
|--|---|
|  1st bag Complimentary |  2nd bag \$ 100.00 CAD Including taxes |
|--|---|

Max. weight per bag:
23 kg (50 lb)

Max. dimensions per bag:
158 cm (62 in)

* For travel within Canada or between Canada and the United States, a Canadian tax of \$3.00 CAD may apply to baggage fees. For travel between Canada or the United States and Mexico, the Dominican Republic and Barbados, an applicable local sales tax of \$4.00 CAD may apply to baggage fees. For all other itineraries to/from Mexico, the Dominican Republic and Barbados as well as itineraries to/from South America, an applicable local sales tax of \$21.00 CAD may apply to baggage fees. All above tax amounts are based on the maximum applicable tax amounts per itinerary type. Actual amounts may vary and will be charged in the currency used in your departure airport. Tax amounts are subject to change without notice by local government.

Currency

Fee amounts are displayed in the currency of the first departure city on your ticket. On the day of travel, applicable fees will be assessed in the local currency of the country/region you are travelling from. Certain exceptions may apply where the departure airport does not charge in local currency. The currency exchange rate will be determined by the date of travel.

Stopovers

Checked baggage fees may be reassessed when itineraries include an enroute stopover of more than 24 hours.

Air Passenger Protection Regulations Notice: If you are denied boarding, your flight is cancelled or delayed for at least two hours or your baggage is lost or damaged, you may be entitled to certain standards of treatment and compensation under the *Air Passenger Protection Regulation*. For more information about your passenger rights please contact your air carrier or visit the Canadian Transportation Agency's website.

General terms and conditions pertaining to flight delays, cancellations, denied boarding, seating of children and lost or damaged baggage can be found in Air Canada's General Conditions of Carriage and Tariffs.

Note: If you **exceed your baggage allowance** (in number, size and/or weight), additional checked baggage charges will apply. The policy and fees will be those of the carrier identified in the checked baggage information section.

- View Air Canada's additional checked baggage policy.
- View the additional checked baggage policy of Air Canada's codeshare and interline partners.

Economy - Standard



Changes

Departing flight

- **Before departure of first flight**
 - Ticket reissue is allowed but may be subject to certain restrictions. Please refer to the link above for complete fare rules.
 - Penalty fee for ticket reissue between **\$0 CAD - \$300 CAD**
 - New travel dates must be prior to **Friday, 16 Dec, 2020**
 - The maximum change fee applied is **\$300 CAD** per direction, per passenger, plus any applicable taxes and fare difference. Child/infant discounts may apply.
- **After departure of first flight**
 - Ticket reissue is allowed but may be subject to certain restrictions. Please refer to the link above for complete fare rules.
 - Penalty fee for ticket reissue between **\$0 CAD - \$300 CAD**
 - New travel dates must be prior to **Monday, 18 Jan, 2021**
 - The maximum change fee applied is **\$300 CAD** per direction, per passenger, plus any applicable taxes and fare difference. Child/infant discounts may apply.
- Flights can only be used in sequence from the place of departure specified on the itinerary.
- Failure to show up for your flight (No Show) may result in a penalty. Please see the complete fare rules for details.



Cancellations

- Tickets are **non-refundable** and are **non-transferable**
- **Partially used tickets** may be submitted for a refund assessment. This refund will be calculated as follows: Actual fare paid minus the value of the portion of the journey that has been flown and minus the applicable fee.
- **Cancellations** can be made up to 45 minutes prior to departure.
- View Air Canada's refund policy.



Minimum stay

- Travel must commence after **Sunday 26 Jan, 2020** from LHR (HEATHROW)



Maximum stay

- There is no maximum or minimum day stay associated with this fare.



Aeroplane

- Up to 50% Aeroplane Miles
- The equivalent in Air Miles Qualifying Miles.
- For all flights operated by Air Canada, Air Canada Express and Air Canada Rouge

Economy - Standard



Changes

Return flight

- **Before departure of first flight**
 - Ticket reissue is allowed but may be subject to certain restrictions. Please refer to the link above for complete fare rules.
 - Penalty fee for ticket reissue between **\$0 CAD - \$300 CAD**
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Aeroplane

- Up to 50% Aeroplane Miles
- The equivalent in Air Miles Qualifying Miles.
- For all flights operated by Air Canada, Air Canada Express and Air Canada Rouge

Disclaimer: The fare rules displayed above are for adult passengers only. Different rules may apply for children and infant passengers.

General conditions of carriage

1. You must obtain your boarding pass and check in any baggage by the check-in deadline. Additionally, you must be available for boarding at the boarding gate by the boarding gate deadline. 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.
2. Although reconfirmation of flights is not required, we strongly recommend that you check your flight status online at aircanada.com or by calling our flight information system at 1-888-422-7533 prior to your departure.
3. Advance seat assignments are not guaranteed and may change without notice. If your pre-assigned seat is unavailable, we will try to accommodate you in a comparable seat in the same class of service and will refund any applicable fees.
4. Any travel credit banked for unused tickets is non-transferable; when the credit is redeemed, it must be used by the same person whose name appears on the original ticket.
5. Air Canada will cancel any purchased ticket and provide a full refund without penalty up to 24 hours after purchase. Beyond 24 hours, voluntary changes to your itinerary may require the payment of additional fees and fare upgrades. If you are travelling on a non-refundable ticket, Air Canada will be unable to make exceptions in the event of an unexpected trip cancellation or medical emergency. We recommend the purchase of travel insurance.
6. **Dangerous goods**
For safety reasons, dangerous goods must not be packed in checked or carry-on baggage, except as specifically permitted. Dangerous goods include, but are not limited to: compressed gases, corrosives, explosives, flammable liquids and solids, radioactive materials, oxidizing materials, poisons, infectious substances, and one-piece items with installed alarm devices. For security reasons, other restrictions may apply. Please refer to the Restricted and Prohibited Items page on our website for more information.
7. Subject to the provisions of the Montreal Convention and the Warsaw Convention, as well as the provisions of its applicable tariffs, Air Canada may refuse carriage of property in checked luggage that is not suitable for transportation, such as fragile or perishable items and may refuse to carry valuable items (a valuable is deemed to be any item whose value is \$ 1,000 CAD or more, per kilogram or \$1 CAD per gram). Air Canada may refuse claims based on the inherent nature of an item (e.g. its perishable nature), or for loss or delay of unsuitably or inadequately packed items, to the extent that the destruction, loss or damages resulted from the inherent defect, quality or vice of the baggage, or, in the case of delay, that the carrier, its agents, and servants took all measures that could reasonably be required to avoid the damage, or that it was impossible to take such measures.
8. **International travel**
Governments may require your carrier to provide information on or permit access to passenger data. You cannot travel if you do not have all required travel documents, such as a passport and visa (where applicable), to enter in or transit through each country/region on your itinerary. Please refer to the Travel Documents page on our website for more information.
9. **In-flight health**
Most people are fit to travel by air, but special attention is required for passengers whose health problems may be exacerbated by altitude, travel stress, hypoxia and other travel related difficulties. Our website offers important health tips and information for customers with special needs who may require medical approval before flying.
Please also note that aircraft disinfection is carried out on certain routes, in compliance with the requirements of the World Health Organization (WHO), the International Civil Aviation Organization, Transport Canada and applicable foreign regulatory authorities. More information is available on our website.
10. **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 other representations of schedules.
11. **Overbooking notice**
Airline flights may be overbooked, and there is a slight chance that a seat will not be available on a flight for which a person has a confirmed reservation. If the flight is overbooked, no one will be denied a seat until airline personnel first ask for volunteers willing to give up their reservation in exchange for a payment of the airline's choosing. If there are not enough volunteers, the airline will deny boarding to other persons in accordance with its particular boarding priority. With few exceptions, persons denied boarding involuntarily are entitled to compensation. The complete rules for the payment of compensation and boarding priorities are available at all airport ticket counters and boarding locations.

NOTICE - SOLD SUBJECT TO APPLICABLE TARIFFS

Air Passenger Protection Regulations Notice:

If you are denied boarding, your flight is cancelled or delayed for at least two hours, or your baggage is lost or damaged, you may be entitled to certain standards of treatment and compensation under the Air Passenger Protection Regulation. For more information about your passenger rights please contact your air carrier or visit the Canadian Transportation Agency's website.

General terms and conditions pertaining to flight delays, cancellations, denied boarding, seating of children and lost or damaged baggage can be found in Air Canada's General Conditions of Carriage and Tariffs.

Nadine Landry

From: [REDACTED]
Sent: Monday, March 9, 2020 4:57 PM
To: Info
Subject: Air Italy Bankruptcy

Hi,

I recently booked a flight on Air Italy. Unfortunately the airline went bankrupt. I've been reaching out to them to no avail.

The flight was to fly out of YYZ. I am a Canadian citizen and have lived in Canada my whole life.

Does the Canada Transportation Agency have the ability to help me with this case? I lost a lot of money due to the cancellation (4 tickets), and would really appreciate some help if you are able to.

Thank you in advance,
[REDACTED]

Sent from my iPhone

Nadine Landry

From: [REDACTED]
Sent: Monday, March 9, 2020 4:36 PM
To: Info
Subject: Plainte ref : 20-81637

Bonjour ,
 Je vs transfère la récente réponse de Gate1

Envoyé de mon iPhone

Début du message transféré :

Expéditeur: "Gate1.ie" <info@gate1.ie>
Date: 9 mars 2020 à 14:23:06 HAE
Destinataire: [REDACTED]
Objet: Rép : Cancel my flight ,
Répondre à: "Gate1.ie" <info@gate1.ie>

Dear [REDACTED]

Thanks for getting in touch with Gate1.ie.

I have just reviewed the conditions on your ticket(s) corresponding to TripID : [REDACTED]. In these conditions, the airlines states that in case of cancellation ticket(s) are non-refundable. Therefore, no refund can be requested at the airline. Additional products and/or fees are non-refundable, either.

Yes, proceed cancelling my ticket(s)

To confirm your cancellation, I kindly ask you to reply to this e-mail as soon as possible. Please clearly state for which passengers you would like to cancel. We are then able to process your cancellation. Please keep in mind that your cancelation request must be processed by Gate1.ie at least 5 days prior to departure.

Do you have a cancelation insurance? If your claim meets the policy requirements, you can claim directly at the insurance company.

I am looking forward to your reply.

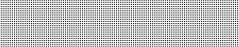
Best Regards / Vriendelijke groet / Mit freundlichen Grüßen,

[REDACTED]
 Travel Consultant
 (Tix, Gate1, Flighttix)



On Sat, 7 Mar at 11:16 PM , [REDACTED] wrote:
 Hi ,
 Thanks for answering me , it's too late for changing flight !

We already fly back home on the 21rst February. Like I mentioned on my previous mail , we asked for a refund . I spoke with Qatar Airway , they said , you have to refund money to us minus the service fee
Best regards



Envoyé de mon iPhone

Le 4 mars 2020 à 13:54, Gate1.ie <info@gate1.ie> a écrit :

Dear [Redacted]

Thank you for contacting Gate1 .ie.

For a change of your booking, I would like to refer you to the following page:

<https://help.gate1.ca/en/support/solutions/articles/75000018175-i-would-like-to-change-my-booking>

On this page you can easily check if a change is allowed and what the cost would be. Next to that, you can officially request your change through the form on this page.

I hope to have informed you sufficiently.

Best Regards / Vriendelijke groet / Mit freundlichen Grüßen,



Travel Consultant
(Tix, Gate1, Flighttix)



On Mon, 24 Feb at 1:55 PM , [Redacted]

[Redacted] wrote:
Because the virus corona , we have to go back home sooner . We flighted back already with the trip ID :
[Redacted] Travel2be

Nadine Landry

From: Info
Sent: Monday, March 9, 2020 4:22 PM
To: [REDACTED]
Cc: Info
Subject: RE: Air France KLM Regarding your request: [REDACTED]

Bonjour, l'Office des transports du Canada (OTC) ne serait pas en mesure de savoir si la raison évoquée par l'avionneur est valide puisque l'OTC ne recueille, ni ne compile, cette information.

SVP noter que le régime de compensation qui pourrait s'appliquer dans ce cas-ci (à la lumière de l'information transmise) est celui de l'Union européenne, et non la réglementation canadienne. Celle-ci s'applique à **tous** les vols à destination, en provenance et à l'intérieur du Canada, y compris aux vols de correspondance.

Bien à vous,

Équipe info OTC

From: [REDACTED]

Sent: Monday, March 9, 2020 3:49 PM

To: media <media@otc-cta.gc.ca>; [REDACTED]

Subject: Fwd: Air France KLM Regarding your request: [REDACTED]

Pourriez-vous vérifier et valider le courriel de Air France
Pour la raison du vol annulé et reporter de 24 heures le lendemain.
Vol de Singapour à Paris
Merci,

[REDACTED]

Envoyé de mon iPhone

Début du message transféré :

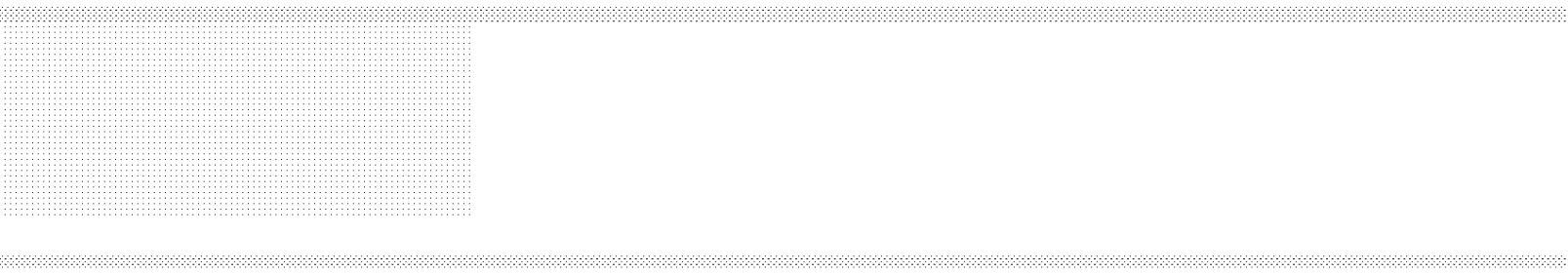
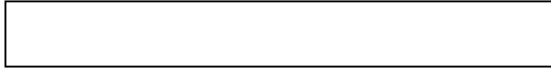
Expéditeur: AIR France KLM

Date: 6 mars 2020 à 17:29:01 HNE

Destinataire: [REDACTED]

Objet: Air France KLM Regarding your request: [REDACTED]

Répondre à: mail.customer@airfranceklm.com



Dear [REDACTED]

Thank you for your message regarding your itinerary from Singapore to Paris, scheduled on February 12th 2020.

I understand how unpleasant an unexpected change of itinerary can be, and on behalf of Air France - KLM, I offer you our sincere apologies.

According to our reports, the flight AF 275 was delayed and cancelled due to technical issues, however, customers no longer qualify for the EC

Regulation
261/2004 legal
compensation
when the
departure
point and the
final
destinations
point of the
outbound
itinerary or the
inbound
itinerary are
both outside
the EU.

Our prime
concern is to
ensure the
safety of our
passengers,
our staff and
the general
public at all
times. To this
end we
maintain the
highest
maintenance
standards on
all our aircraft.
An utmost
effort will
always be
made to
minimize any
possible
inconvenience

arising from
this
unfortunate
situation.

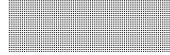
We deeply
regret all the
consequences
this delay
caused to your
itinerary, and
considering
the
circumstances,
I have done all
possible to
best handle
your claim.

Please accept
our sincere
apologies for
this not being
the service
you expected
and should
have received,
and for the
difficulties you
encountered
which should
in no way
reflect the
level of service
we aim to offer
our
passengers.

s.19(1)

Thank you
again for your
time.

Best regards,

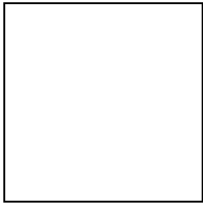


Air France
KLM Customer
Care

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with its
registered office
at 45 rue de
Paris, 95 747
Roissy CDG
cedex.

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Nadine Landry

From: Info
Sent: Monday, March 9, 2020 4:22 PM
To: [REDACTED]
Cc: Info
Subject: RE: Air France KLM Regarding your request: [REDACTED]

Bonjour, l'Office des transports du Canada (OTC) ne serait pas en mesure de savoir si la raison évoquée par l'avionneur est valide puisque l'OTC ne recueille, ni ne compile, cette information.

SVP noter que le régime de compensation qui pourrait s'appliquer dans ce cas-ci (à la lumière de l'information transmise) est celui de l'Union européenne, et non la réglementation canadienne. Celle-ci s'applique à **tous** les vols à destination, en provenance et à l'intérieur du Canada, y compris aux vols de correspondance.

Bien à vous,

Équipe info OTC

From: [REDACTED]
Sent: Monday, March 9, 2020 3:49 PM
To: media <media@otc-cta.gc.ca>; [REDACTED]
Subject: Fwd: Air France KLM Regarding your request: [REDACTED]

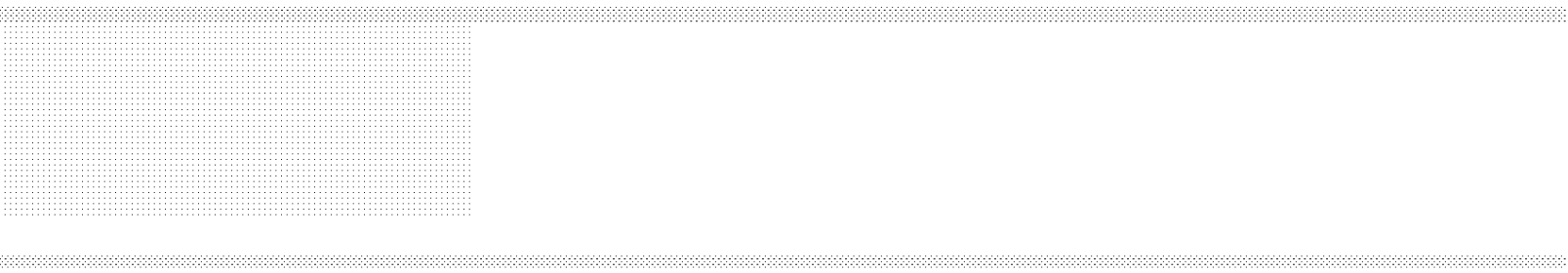
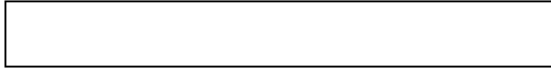
Pourriez-vous vérifier et valider le courriel de Air France
 Pour la raison du vol annulé et reporter de 24 heures le lendemain.
 Vol de Singapour à Paris
 Merci,

[REDACTED]

Envoyé de mon iPhone

Début du message transféré :

Expéditeur: AIR France KLM
Date: 6 mars 2020 à 17:29:01 HNE
Destinataire: [REDACTED]
Objet: Air France KLM Regarding your request: [REDACTED]
Répondre à: mail.customer@airfranceklm.com



Dear [REDACTED]

Thank you for your message regarding your itinerary from Singapore to Paris, scheduled on February 12th 2020.

I understand how unpleasant an unexpected change of itinerary can be, and on behalf of Air France - KLM, I offer you our sincere apologies.

According to our reports, the flight AF 275 was delayed and cancelled due to technical issues, however, customers no longer qualify for the EC

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when the
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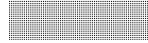
arising from
this
unfortunate
situation.

We deeply
regret all the
consequences
this delay
caused to your
itinerary, and
considering
the
circumstances,
I have done all
possible to
best handle
your claim.

Please accept
our sincere
apologies for
this not being
the service
you expected
and should
have received,
and for the
difficulties you
encountered
which should
in no way
reflect the
level of service
we aim to offer
our
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Thank you
again for your
time.

Best regards,

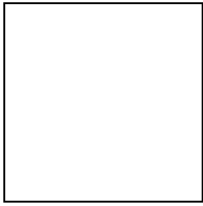


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with its
registered office
at 45 rue de
Paris, 95 747
Roissy CDG
cedex.

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Nadine Landry

From: [Redacted]
Sent: Monday, March 9, 2020 3:49 PM
To: media; [Redacted]
Subject: Fwd: Air France KLM Regarding your request: [Redacted]

Pourriez-vous vérifier et valider le courriel de Air France
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Vol de Singapour à Paris
Merci,

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Envoyé de mon iPhone

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Objet: Air France KLM Regarding your request: [Redacted]
Répondre à: mail.customercare@airfranceklm.com



[Redacted]

Dear [Redacted]

Thank you for your message regarding your itinerary from Singapore to Paris, scheduled on February 12th 2020.

I understand how unpleasant an unexpected change of itinerary can be, and on behalf of Air France - KLM, I offer you our sincere apologies.

According to our reports, the flight AF 275 was delayed and cancelled due to technical issues, however, customers no longer qualify for the EC Regulation 261/2004 legal compensation when the departure point and the final destinations point of the outbound itinerary or the inbound itinerary are both outside the EU.

Our prime concern is to ensure the safety of our passengers, our staff and the general public at all times. To this end we maintain the highest maintenance standards on all our aircraft. An utmost effort will always be made to minimize any possible inconvenience arising from this unfortunate situation.

We deeply regret all the consequences this delay caused to your itinerary, and considering the circumstances, I have done all possible to best handle your claim.

Please accept our sincere apologies for this not being the service you expected and should have received, and for the difficulties you encountered which should in no way reflect the level of service we aim to offer our passengers.

Thank you again for your time.

Best regards,



Air France KLM Customer Care

This e-mail and any attachment may contain confidential and privileged material intended for the addressee only. If you are not the addressee, you are notified that no part of the e-mail or any attachment may be disclosed, copied or distributed, and that any other action related to this e-mail or attachment is strictly prohibited, and may be unlawful. Air France, its subsidiaries and/or its employees shall not be liable for the incorrect or incomplete transmission of this e-mail or any attachments, or responsible for any delay in receipt. Air France, a French public limited company with a capital of 126,748,775 euros, registered on the Trade and Companies register in Bobigny under no. 420 495 178, with its registered office at 45 rue de Paris, 95 747 Roissy CDG cedex.

Nadine Landry

From: [Redacted]
Sent: Monday, March 9, 2020 3:35 PM
To: Info
Subject: Air Canada Delay

Hi,

I've submitted a case (#20-81928) on your website but how do we file a claim directly with Air Canada?

Flight was canceled after sitting on the plane for 4 hours due to a "missing part". Was rebooked on a flight 14 hours later.

AC 08, March 6, 2020. HKG to YVR.

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-LAEmHhHzdJzBITWfa4Hgs7pbKI

Nadine Landry

From: [REDACTED]
Sent: Monday, March 9, 2020 1:59 PM
To: Info
Subject: Fwd: 20-81883 supporting documents
Attachments: Fwd Complaint - flight change; ATT00001.htm; Fwd Flight Disruption (CLAIM ONLY) [REDACTED] 20200116 619 PM [REDACTED] ATT00002.htm; Fwd Flight Disruption (CLAIM ONLY) [REDACTED] 20200116 616 PM [REDACTED] ATT00003.htm; Fwd [REDACTED] ATT00004.htm; Fwd Flight Disruption (CLAIM ONLY) [REDACTED] 20200116 622 PM [REDACTED]; ATT00005.htm; Fwd Important EDOCS for your vacation; ATT00006.htm

Case # 20-81883
Sent from my iPhone

Begin forwarded message:

From: "[REDACTED]"
Date: March 9, 2020 at 1:52:00 PM EDT
To: "pta-atc@otc.cta.gc.ca" <pta-atc@otc.cta.gc.ca>
Cc: [REDACTED]
Subject: 20-81883 supporting documents

Nadine Landry

From: [redacted]
Sent: Monday, March 9, 2020 1:43 PM
To: [redacted]
Subject: Fwd: Complaint - flight change
Attachments: EDOCS [redacted].pdf; Aug 27th - [redacted].pdf

ATTENTION

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From: [redacted]
Sent: Friday, January 17, 2020, 11:09 a.m.
To: MD.ContactCentres@aircanada.ca
Cc: [redacted]
Subject: Complaint - flight change

To whom it may concern,

Please consider this email as our official complaint regarding the lack of sufficient notification of our flight change on Monday, Jan 20. We have also submitted the online form for each of the following passengers:

[redacted]

However, the online form did not allow for an explanation of our case.

We were notified only 10 days prior to our departure flight that we will be leaving Ottawa 7.5 hrs later than the time we originally booked. This short notification does not follow the Air Passenger Protection Regulations. We specifically booked an early flight so that we would arrive to our resort in time to enjoy our first day. We believe we paid a higher price for the premium time. Now we will arrive at the resort late at night [redacted] traveling Mexico at night which we feel is dangerous. We also much preferred the early departure from Cancun, which was switched to a night flight. We will now not have a room the last day, as check-out is typically in the morning, and not arrive home until 3

AM, again [REDACTED]. This also forces us to take an additional vacation day [REDACTED]
[REDACTED]

Please let us know how we will be compensated. We have attached documentation to support this complaint.

Original flights

Departing Ottawa - AC 1408 Jan 20 8:00 AM

Departing Cancun - AC 1409 Jan 27 1:25 PM

New flights

Departing Ottawa – AC 1770 Jan 20 3:40 PM

Departing Cancun - AC1771 Jan 27 9:10 PM

Thank you,

[REDACTED]

Nadine Landry

From: [REDACTED]
Sent: Monday, March 9, 2020 1:42 PM
To: [REDACTED]
Subject: Fwd: Flight Disruption (CLAIM ONLY) / [REDACTED] / 2020/01/16 6:19 PM [REDACTED]

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From: [REDACTED]
Sent: Wednesday, February 12, 2020 2:50:57 PM
To: [REDACTED]
Subject: Fwd: Flight Disruption (CLAIM ONLY) / [REDACTED] 2020/01/16 6:19 PM [REDACTED]

Sent from my iPhone

Begin forwarded message:

From: Customer Care <CustomerCare.serviceclient@aircanada.ca>
Date: February 12, 2020 at 2:46:06 PM EST
To: [REDACTED]
Subject: Flight Disruption (CLAIM ONLY) / [REDACTED] / 2020/01/16 6:19 PM [REDACTED]

Your case number is: [REDACTED]

Dear [REDACTED]

We are in receipt of your claim under the Air Passenger Protection Regulations on AC1770 on January 20. We are sorry for the delay you experienced at arrival to your final destination.

In this instance, the compensation you are requesting does not apply because the delay was caused by a safety-related risk.

Compensation only applies to customers who arrive at their destination 3 hours or more for situations within our control. Compensation does not apply when there are unforeseen safety-related issues such as mechanical problems outside of scheduled maintenance or mechanical problems that had not been identified during scheduled maintenance.

We do our best to communicate with customers in the event of a delay or cancellation and provide regular status updates no less than every 30 minutes following the original scheduled departure time until a new takeoff time is confirmed or an alternate travel arrangement booked. Sometimes there is no one cause for a disruption but multiple causes and different messages may be received. When considering the cause of the flight disruption, the primary cause, or most significant contributing factor, determines the obligation for compensation.

Thank you for flying with Air Canada.

Sincerely,

[Redacted Signature]

Customer Relations



AIR CANADA

To serve you best, I kindly ask that you do not change the subject line if responding to this email.

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

From: [Redacted]

Sent: 2020/01/16 4:19 PM

Subject: Flight Disruption (CLAIM ONLY) / [Redacted] /
2020/01/16 6:19 PM

Nadine Landry

From: [REDACTED]
Sent: Monday, March 9, 2020 1:42 PM
To: [REDACTED]
Subject: Fwd: Flight Disruption (CLAIM ONLY) [REDACTED] 2020/01/16 6:16 PM [REDACTED]

*****ATTENTION*****

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From: Customer Care <CustomerCare.serviceclient@aircanada.ca>
Sent: Wednesday, February 12, 2020 2:58:04 PM
To: [REDACTED]
Subject: Flight Disruption (CLAIM ONLY) / [REDACTED] 2020/01/16 6:16 PM [REDACTED]

Your case number is: [REDACTED]

Dear [REDACTED]

Thank you for your email regarding your flight from Ottawa to Cancun in January.

We are in receipt of your claim under the Air Passenger Protection Regulations for flight AC1770 on January 20, 2020. We are sorry for the delay you experienced at arrival to your final destination.

In this instance, the compensation you are requesting does not apply because the length of delay at arrival at your final destination was under 3 hours.

We hope, [REDACTED] that we may have another opportunity to welcome you on board.

Sincerely,

[REDACTED]
Customer Relations



To serve you best, I kindly ask that you do not change the subject line if responding to this email.

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

From [REDACTED]

Sent: 2020/01/16 4:16 PM

Subject: Flight Disruption (CLAIM ONLY) [REDACTED] / 2020/01/16
6:16 PM

Nadine Landry

From: [Redacted]
Sent: Monday, March 9, 2020 1:42 PM
To: [Redacted]
Subject: Fwd: [Redacted]

*****ATTENTION*****

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From: Customer Care <CustomerCare.serviceclient@aircanada.ca>
Sent: Wednesday, February 12, 2020 3:01:52 PM
To: [Redacted]
Subject: [Redacted]

Your case number is: [Redacted]

Dear [Redacted]

Thank you for your email regarding your flight from Ottawa to Cancun in January.

We are in receipt of your claim under the Air Passenger Protection Regulations for flight AC1770 on January 20, 2020. We are sorry for the delay you experienced at arrival to your final destination.

In this instance, the compensation you are requesting does not apply because the length of delay at arrival at your final destination was under 3 hours.

We hope, [Redacted] that we may have another opportunity to welcome you on board.

Sincerely,
[Redacted]
Customer Relations



To serve you best, I kindly ask that you do not change the subject line if responding to this email.

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

From: [REDACTED]

Sent: 2020/01/16 4:21 PM

Subject: Flight Disruption (CLAIM ONLY) / [REDACTED] / / 2020/01/16 6:21 PM

Nadine Landry

From: [REDACTED]
Sent: Monday, March 9, 2020 1:42 PM
To: Ambler, Laurie
Subject: Fwd: Flight Disruption (CLAIM ONLY) / [REDACTED] / 2020/01/16 6:22 PM [REDACTED]

*****ATTENTION*****

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From: Customer Care <CustomerCare.serviceclient@aircanada.ca>
Sent: Wednesday, February 12, 2020 3:05:04 PM
To: [REDACTED]
Subject: Flight Disruption (CLAIM ONLY) [REDACTED] / 2020/01/16 6:22 PM [REDACTED]

Your case number is: [REDACTED]

Dear [REDACTED]

Thank you for your email regarding your flight from Ottawa to Cancun in January.

We are in receipt of your claim under the Air Passenger Protection Regulations for flight AC1770 on January 20, 2020. We are sorry for the delay you experienced at arrival to your final destination.

In this instance, the compensation you are requesting does not apply because the length of delay at arrival at your final destination was under 3 hours.

We hope, [REDACTED] that we may have another opportunity to welcome you on board.

Sincerely,
[REDACTED]
Customer Relations



To serve you best, I kindly ask that you do not change the subject line if responding to this email.

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

From: [REDACTED]

Sent: 2020/01/16 4:22 PM

Subject: Flight Disruption (CLAIM ONLY) / [REDACTED] / 2020/01/16 6:22 PM

Nadine Landry

From: [REDACTED]
Sent: Monday, March 9, 2020 1:37 PM
To: [REDACTED]
Subject: Fwd: Important EDOCS for your vacation

*****ATTENTION*****

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Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: January 14, 2020 at 6:19:03 PM EST
To: [REDACTED]
Subject: Fwd: Important EDOCS for your vacation

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From: [REDACTED]
Sent: Tuesday, January 14, 2020 5:18:24 PM
To: [REDACTED]
Subject: Re: Important EDOCS for your vacation

yup, on the top of your e-docs shows the time and date I was able to download them - Jan 10th, 10:53am

On Jan 9th at 12:53pm I sent an email to Air Canada Vacations ticketing department because I was unable to download the e-documents which was very odd because normally they are available much sooner. I asked them where they were, and why I was unable to retrieve them. I also called Air Canada to ask them that day but I was on hold for hours and hours with no one picking up.

So at some point between me sending this email to them on Jan 9th and Jan 10th at 10:53 am they released the e-documents for me to download and send to you. BUT this still doesn't answer your question of....Did they EVER send any flight schedule change to me....to my head office etc. Hopefully my head office in Toronto will have more info.

Independent by Flight Centre



Office: +1 613 794 5228



2592 8th Line Road

independent
by FLIGHT CENTRE



Years in the industry: 10
Countries visited: 8
Favourite Destination: **Eleuthera**
Next trip: **Costa Rica**

From: [REDACTED]
Sent: January 14, 2020 5:07:28 PM
To: [REDACTED]
Subject: Re: Important EDOCS for your vacation

And was the day we received the edocs the same day you received them? [REDACTED] is on a mission... but if you received them earlier than 15 days from 20th we won't persue.

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From: [REDACTED]
Sent: Tuesday, January 14, 2020 4:57:51 PM
To: [REDACTED]
Subject: Re: Important EDOCS for your vacation

I never received an email letting me know the flights had changed, I've contacted my head office to see if they received an email notifying them of the changes....and if they forgot to send it to me? (which has never happened before) OR if Air Canada Vacations just never sent anyone these changes.

I'll let you know as soon as I hear back from my head office.

[Redacted]
Independent by Flight Centre

Office: +1 613 794 5228

2592 8th Line Road



Years in the industry: **10**
Countries visited: **8**
Favourite Destination: **Eleuthera**
Next trip: **Costa Rica**

[Redacted]

From: [Redacted]
Sent: January 14, 2020 3:09:05 PM
To: [Redacted]
Subject: Re: Important EDOCS for your vacation

Hi [Redacted]

Could you please let us know the exact date you received notice of the flight change? We are told that we are owed compensation if we weren't notified 15 days prior to the flight.

Thanks.
[Redacted]

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From: [Redacted]
Sent: Friday, January 10, 2020 1:05:44 PM
To: [Redacted]
Subject: Important EDOCS for your vacation

Hola 😊

Please find attached your e-documents for your upcoming vacation. Have a look over them and let me know **ASAP** if the names on there do not match your passports **EXACTLY**.

If they don't match you will be denied boarding, so it's super important to have a look over everything!!

Please print these out, you will need them for the airport/transfers/hotel check in.

****Please make sure you ALL have emergency medical insurance !!**

Any questions at all - please let me know.

Please let me know you have received this email and everyone's names are good?

Thank you - have a wonderful vacation! ✈️ 📍 I want to hear ALL about it when you get back !

[Redacted]
[Redacted]
[Redacted]

Independent by Flight Centre



Office: +1 613 794 5228



2592 8th Line Road



Years in the industry: **10**
Countries visited: **8**
Favourite Destination: **Eleuthera**
Next trip: **Costa Rica**

[Redacted]

Nadine Landry

From: Info
Sent: Monday, March 9, 2020 11:57 AM
To: [REDACTED]
Subject: RE: Air Canada refusing to honour boarding pass for aeroplan miles

Hello, [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

If you wish to have your concerns addressed, please file a complaint with the CTA here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

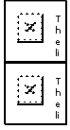
Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Saturday, March 7, 2020 3:30 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Air Canada refusing to honour boarding pass for aeroplan miles

Departure Time/Heure

Airline Use/A usage

Boarding Pass | Carte



Departure Time/Heure

Airline Use/A usage

Boarding Pass | Carte

Dear Sir or Madam,

I flew to Argentina November 15, 2019 and returned on December 1, 2019. Air Canada refuses to credit the return miles despite my producing the boarding pass I used to return home. The reason continues to be "

**AIRPORT
INFORMATION
DOES NOT
MATCH THE
FLIGHT
NUMBER
PROVIDED**

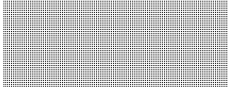
The request for your missing miles was not approved by our airline partner because the airport information provided is not valid for the flight number you submitted.

Please verify your travel documents and resubmit your request for missing miles with the flight and airport information exactly as it appears on your boarding pass."

This is ridiculous as I have attached a copy of the boarding pass I used and kept. Can I please be assisted. I pay for an Aeroplan credit card and

am charged
more for
rewards when
not credited the
miles I have
earned.

Thank you,



Nadine Landry

From: Info
Sent: Monday, March 9, 2020 11:54 AM
To: [REDACTED]
Subject: RE: looking for advice on lost passport by tsa, denied boarding my flight by united

Hello [REDACTED]

Thanks for your email and for detailing your experience with United Airlines.

Airlines must follow their terms and conditions of carriage in their domestic and international tariffs, and respect their obligations to passengers in the *Air Passenger Protection Regulations (APPR)*.

If you wish to file a complaint with the CTA to have your concerns addressed, you may do so here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

Best,

info@ Team
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info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: [Twitter](#) / [YouTube](#)

From: [REDACTED]
Sent: Saturday, March 7, 2020 12:24 PM
To: Info <Info@otc-cta.gc.ca>
Subject: looking for advice on lost passport by tsa, denied boarding my flight by united

To whom it may Concern,

I have applied for a refund from united airline who had cancelled my flight due to the circumstances i have wrote about further down this email. they told me to contact Air Canada for the refund as the ticket was issued by them, even tho Air Canada had nothing to do with the matter. Anyways i'd like to thank you for taking the time to reading my email and for as much help as you can lend. I feel like i have been taken advantage of, and am at a financial lost.

While trying to return to Canada from Las Vegas, my passport disappeared in airport security. About 5:50 a.m. on February 28, 2020, I went through security at LAS. I put all my belongings, including my Canadian Passport, in a grey, plastic tray to go through the X-ray machine.

As it was in the queue to go into the x-ray machine, I has already gone through the metal detector and cleared security.

I got my plastic tray with most of my belongings, except the most crucial piece of identification on a international flight, my passport. It didn't come out of X-ray.

The very First TSA agent I mentioned it to told me to not worry about it and go board my flight with no passport/boarding pass.

I argued with him a bit saying I have a non-USA passport and I needed it to get back into my country.

After he had enough of dealing with me I waited and waited and decided to ask another TSA agent about it.

The first agent came back to me and told me not to talk to his co-worker, that she was busy working.

I started to get frustrated and said to him "hey you guys have 100's of cameras here, can you not figure something out for me and look on the cameras to where my passport is.

I got through security so obviously I had it moments before.

He finally got a supervisor to help assist with the matter. Agent [REDACTED] was the supervisor's name.

He said he'd go over their video footage for me.

After about 20-25 minutes he came across me on the film.

He saw me on video approximatley 555-620am, and that my passport was in my ball cap, in the grey tray prior to going into X-ray.

After it went through X-ray he had to look at a different camera angle and said he couldn't confirm it came out of the machine.

He looked in the machine, in Terminal 3, #9 X-ray machine in and said he couldn't find it.

As he was looking in the machine people and luggage were still going through so I'm not sure how well they looked or if they looked through the whole machine.

To me it looked like they missed under the black conveyor belt.

So after all of that all he could offer me was a pink lost and found card and told me to call In 2 days to see if it has turned up.

I ended up going to gate D55 at 0800 to get a new ticket printed and head to SFO's Canadian consulate to get this matter sorted out.

The United Airlines agent wouldn't let me on the flight flight to SfO because it was an "international connection" and it's against corporate policy to let me on their aircraft without a passport, but not to worry I would be getting another ticket at no cost.

They made some phone calls at gate D55, and told me to go back to the TSA area where I had lost my papers, and not leave till I get my passport back. They said it was wrong for the first TSA agent to brush off loosing something in the security area as not important and even more wrong to let me leave without retrieving my paperwork even that they should have shut down the machine and opened it up to find it.

TSA agent Witt, talked to gate D55 via telephone, as my girlfriend was boarding the flight. The United agent told TSA to tell me to go out of security to main ticketing for United Airlines and talk to [REDACTED] and they'd get me a domestic ticket so I could just use a photo ID to board.

At 0839 AM I ended up leaving the secure area back out to the main ticketing area to go talk to [REDACTED] She was busy when I arrived and I was instructed to stand in front of a specific counter and to wait. I ended up chatting to a couple different united members. By now everyone was aware of the situation when I got there. One older lady working there said "you are in very good spirits considering your situation" and "not to worry, you will not be charged for an additional ticket."

[REDACTED] lead customer service representative for United Airlines, was finished with her prior task and came over and greeted me.

She said she would have to cancel my segments for "no value purposes" and informed me that I would not be getting another ticket for this flight, and that a domestic flight to SFO would cost me \$400 USD. At this point I am extremely disappointed and my frustration is starting to boil, but I stayed calm and was open to various different options so that we could find a solution to my situation.

0906 AM I called Travel Gaurd, who I had purchased a travel insurance policy from. Approximatley 0917 am insurance advisor from Travel Guard said the "wording" in our policy says that I am not covered as part of your trip interruption because I do not have my passport.

He ended up transferring me to their travel assistance center to find out my best option to leave LAS airport. The lady was extremely helpful looking for alternative course of action that would work for me.

Best solution after talking to travel assistance for about 1 hour 23 mins and to the Canadian consulate for 8 mins. Considering it's a Friday and it takes 2 business days to get a passport I'd be lucky to get it by Tuesday whether I went to LAX,SFO,DEN or Seattle.

So I decided to fly to Seattle, rent a car & drive to Abbotsford, BC then fly to my home city of YEG.

The consulate said I could cross the border on the ground with just a Canadian drivers license and that I could also buy and board a domestic US flight with that same license.

So after a long, stressful, frustrating morning where I felt hopeless, lost and taken advantage by multiple organizations, I purchase a delta flight to Seattle a approximately 1034 am.

I also followed that up by reporting my passport lost at the Las Vegas metro police detachment inside terminal 3, as instructed to do by the Canadian consulate.

I left terminal 3 to head to terminal 1 to go through TSA security for the second time that morning to board my new flight to Seattle which cost me \$208.41 USD.

The car rental for a 3 hour and 10 minute drive is about to cost me another \$228.41 CAD, and at this point I'm 30 mins away from landing in Seattle and I still have one more plane ticket to buy to get from Abbotsford to my home city of Edmonton which will be another \$300-500 dollars and I'll be lucky if I don't have to spend a night in an Abbotsford hotel which will cost me who knows what.

I ended up driving to the Sumas, Washington - Abbotsford, B.C. border and got through after having a couple different conversations with CBSA officers explaining my situation. Luckily I had that LVPD file, and also I happened to have a photo of my passport on my phone which helped immensely. My plan was to try and get to the Abbotsford International Airport, YXX, before 630 PM so that I could board a flight to Edmonton with a stop over in Calgary, and be home by 1145 pm 2/28/20. With waiting on a rental car, the rainy weather and the little bit of time at the boarder that did not happen. Now I have stay the night in Abbotsford. The motel I ended up getting was an economical \$98.60 CAD, as at this point its starting to rack up. After I checked in and got to my room I finally got sit down at 1052 pm I booked a flight for 0600 am the following morning, 2/29/20. The flight had the same layover structure as the one I was trying to get on the previous night with the layover in Calgary. So I got to sleep around 1140 pm, and awoke at 0415 am to get to the airport, drop the rental car and grab some boarding passes and to head through security

So for all of the extra flights, car rentals, tolls, fuel, motel & food it's going to end up costing me anywhere between \$700-1000 for something that is not my fault, that is out of control and something that could have been handled a little more delicately, and should be covered by the TSA, Travel Gaurd insurance and/or United Airlines.

I honestly do understand mistakes happen, I get that. I shouldn't have to pay for this mistake. This is absolutely ridiculous I've been put through this. Not to mention during this nightmare at the airport, I had not eaten

I am [REDACTED] and my plan was to eat breakfast at about 0630 am at the airport but I didn't get any food till I got everything sorted out and about 18 minutes till my plane boarded to Seattle. That is unacceptable I should not have to put my health on hold to fix mistakes that could have been dealt with better by multiple parties. It was a time crunch to get stuff sorted out and talk to people on this side of the airport and on that side of security and on the phone in this part of the USA and at the consulate over there on the west coast. I was mad that I had no time to even gobble up something nutritious.

I also had to make a phone call to my boss and inform him I wouldn't be making it into work tomorrow (Saturday) because of this inexcusable situation. That's going to cost me \$580.80 CAD on top of the new travel costs I got put together for.

Thank you again for taking the time for reading this,
any further questions please feel free to get back to me via email or phone.

Regards,

[REDACTED]

Nadine Landry

From: Info
Sent: Monday, March 9, 2020 11:42 AM
To: [REDACTED]
Subject: RE: Vol retardé

Bonjour [REDACTED]

Merci d'avoir communiqué avec l'Office des transports du Canada.

Si votre vol a été retardé ou annulé pour une raison attribuable à la compagnie aérienne qui ne concerne pas la sécurité, vous avez droit à des normes de traitement particulières, à une indemnité ainsi qu'à un réacheminement ou à un remboursement.

Si votre vol a été retardé ou annulé pour une raison attribuable à la compagnie aérienne, mais nécessaire par souci de sécurité, vous avez droit à des normes de traitement particulières ainsi qu'à un réacheminement ou à un remboursement.

Si votre vol a été retardé ou annulé pour une raison indépendante de la volonté de la compagnie aérienne, vous avez droit à un réacheminement.

Un passager aura un an pour déposer une demande d'indemnisation auprès de la compagnie aérienne qui exploitait le vol perturbé. Celle-ci disposera de 30 jours y pour répondre, soit en effectuant un paiement, soit en indiquant pourquoi aucune indemnité n'est due.

Si vous n'êtes pas satisfait de la façon dont la compagnie aérienne a résolu votre problème, vous pouvez déposer une plainte à l'Office des transports du Canada.

Cordialement,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Monday, March 9, 2020 7:45 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Vol retardé

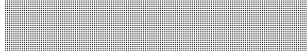
Bonjour,

Le 28 février dernier lors d'un voyage de Montréal à destination de Orlando mon vol avec Air-Canada a été retardé de plusieurs heures. Le départ initial prévu était à 6h15 et nous avons finalement décollé à 11h05. La compagnie aérienne nous a informé de la raison suivante:

« This flight is delayed due to maintenance work taking longer than expected».

Je me demandais si je pouvais avoir droit à une indemnisation pour ce retard? Si oui, dois-je adresser ma plainte à Air Canada? Quelle information doit contenir ma plainte?

Merci pour votre aide et bonne journée



Nadine Landry

From: Info
Sent: Monday, March 9, 2020 11:37 AM
To: [REDACTED]
Subject: RE: Update on Status 20-74788

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

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

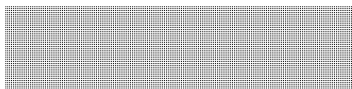
From: [REDACTED]
Sent: Monday, March 9, 2020 7:03 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Update on Status 20-74788

Dear Canadian Transportation Agency,

I need an update on Air Travel Complaint number 20-74788. I am not satisfied with the airline's response, which I forwarded to you on February 10, 2020, but I have not yet received a response from the Canadian Transportation Agency.

Please advise on the status of the complaint.

Regards,



Nadine Landry

From: Info
Sent: Monday, March 9, 2020 11:34 AM
To: [REDACTED]
Subject: RE: Air Canada Passenger, [REDACTED]

Hello,

Thank you for contacting the Canadian Transportation Agency.

Passengers have new rights under the CTA's Air Passenger Protection Regulations when they travel by air. The regulations set out airlines' obligations to passengers in the following areas:

- Clear communication
- Denied boarding
- Tarmac delays
- Lost or damaged baggage
- Transportation of musical instruments.
- Flight delays and cancellations
- Seating of Children.

If you would like to file a complaint with the CTA to have your concerns addressed, you can fill out our complaint form at <https://rppa-appr.ca/eng/file-air-travel-complaint>

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

Best,

info@ Team
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info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : [Twitter](#) / [YouTube](#)

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: [Twitter](#) / [YouTube](#)

From: [REDACTED]
Sent: Monday, March 9, 2020 5:05 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Air Canada Passenger, [REDACTED]

8 March 2020
Hello Customer Relations/Canadian Transport Agency

We confirmed and purchased air ticket for our client to travel from Honolulu-Hawaii on 4 April 2020, to Paris France on Air Canada, with their Air/co-Partners, Omni Air, and Duetsch Lufthans using the AC/code for all the flights, On the return from Europe to Hawaii, the Air Canada flights were from Cologne-Munich-Vancouver-Honolulu on April 25.

We recently noticed in our computers, that Air Canada had CANCELLED our passengers' flight from Munich-Vancouver on 25 April, with the flight # AC 9433. In trying to get Air Canada to REINSTATE THIS FLIGHT, I spent over 2 hours with AC agent, Elisa in Toronto AC Call Center, who also consulted with other of her agents, [REDACTED] WHO REFUSED TO REINSTATE THIS CLIENTS' CANCELLED AC FLIGHT 9433 ON 25 April.

[REDACTED] this appears to be some kind of error between AC's computer and their partner carrier, Deutsche/Lufthansa, which CAN ONLY BE FIXED BY THE TWO AIRLINES INVOLVED, AS WE AS THE AGENCY DID NOT CANCEL THE FLIGHT, ONE OF THE TWO AIRLINES DID.

WE NEED YOUR HELP, AS AIR CANADA REFUSES TO DO ANYTHING, AND THE CLIENT PURCHASED HER TICKET, LAST DECEMBER, 2019.

PLEASE ADVISE US HOW YOU CAN HELP US, AS HE AC AGENT ADVISED WE CAN ONLY WRITE TO THEIR OFFICE IN Calgary Alberta, which will TAKE TOO LONG, AS CLIENT DEPARTS FOR EUROPE IN 3 WEEK.

HELP PLEASE!!!!!!!!

[REDACTED]

Nadine Landry

From: Info
Sent: Monday, March 9, 2020 11:32 AM
To: Office des transports du Canada / Canadian Transportation Agency
Subject: 20-77006 - Additional Docs
Attachments: Re: Case [REDACTED] / CTA Case No.: 20-77006; Continuation of our claim against AirTransat

Nadine Landry

From: [REDACTED]
Sent: Sunday, March 8, 2020 6:20 PM
To: customerrelations@transat.com
Cc: Info
Subject: Re: Case [REDACTED] / CTA Case No.: 20-77006

Dear [REDACTED]
We respectfully decline your offer and are referring back to the Canadian Transport Agency.
Yours sincerely [REDACTED]

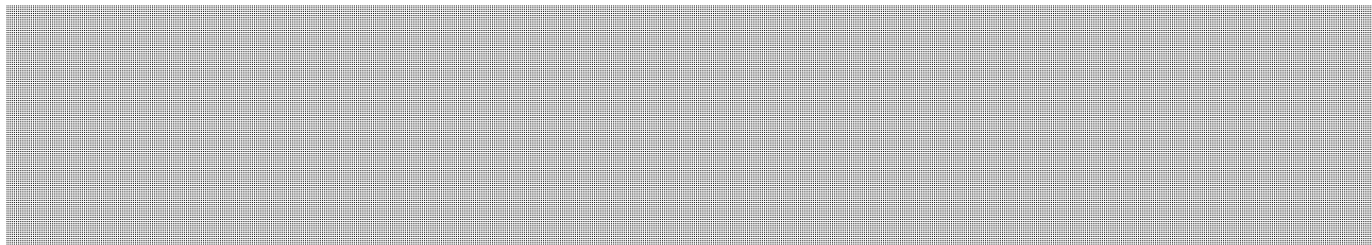
Sent from my iPad

On Mar 8, 2020, at 17:41, "customerrelations@transat.com" <customerrelations@transat.com> wrote:

Dear [REDACTED]

Further to your correspondence received via the Canadian Transportation Agency, please accept our apologies for any inconvenience suffered during the delay of flight TS2842.

Be assured Air Transat works proficiently to ensure that nothing goes wrong for our valued clients. However even with all the careful verifications and procedures we have in place, unforeseen technical difficulties can occur. Unfortunately, the unexpected issue took longer than initially anticipated to rectify, causing a further delay.



As this delay was required for safety reasons, we must respectfully decline your request for monetary compensation.

Yours truly

[REDACTED]
[REDACTED] Relations clientèle
[REDACTED] Customer Relations
TRANSAT

Avertissement de confidentialité:

Ce message, ainsi que toutes ses pièces jointes, est destiné exclusivement au(x) destinataire(s) prévu(s), est confidentiel et peut contenir des renseignements privilégiés. Si vous n'êtes pas le destinataire prévu de ce message, nous vous avisons par la présente que la modification, la retransmission, la conversion en format papier, la reproduction, la diffusion ou toute autre

utilisation de ce message et de ses pièces jointes sont strictement interdites. Si vous n'êtes pas le destinataire prévu, veuillez en aviser immédiatement l'expéditeur en répondant à ce courriel et supprimez ce message et toutes ses pièces jointes de votre système. Merci.

Confidentiality Warning:

This message and any attachments are intended only for the use of the intended recipient(s), are confidential, and may be privileged. If you are not the intended recipient, you are hereby notified that any review, retransmission, conversion to hard copy, copying, circulation or other use of this message and any attachments is strictly prohibited. If you are not the intended recipient, please notify the sender immediately by return e-mail, and delete this message and any attachments from your system. Thank You

ref:_00D415R5j._5002M16h46o:ref

Nadine Landry

From: [REDACTED]
Sent: Sunday, March 8, 2020 6:34 PM
To: Info
Subject: Continuation of our claim against AirTransat

To whom it may concern.

We received an answer from Air Transat which we refused , their e-mail was forwarded to you today (Air Transat case no [REDACTED]) CTA case no 20-77006. We wish to continue with our complaint against Air Transat as there offer of one hundred dollar vouchers is not acceptable.

Yours sincerely [REDACTED]

Sent from my iPad

Nadine Landry

From: Info
Sent: Monday, March 9, 2020 11:26 AM
To: [REDACTED]
Subject: RE: Case# 20-72294

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

info@ Team

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

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

From: [REDACTED]
Sent: Sunday, March 8, 2020 4:23 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Case# 20-72294

Anything on this case# still says it is in process
Please provide updates

Sent from my iPhone
[REDACTED]

Nadine Landry

From: Info
Sent: Monday, March 9, 2020 11:21 AM
To: [REDACTED]
Subject: RE: Compensation request - American Airlines flight delay

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

You may find American Airlines contact information here: <https://www.aa.com/i18n/customer-service/contact-american/customer-relations.jsp>

A passenger has one year to make a compensation claim with the airline that operated the disrupted flight. The airline has 30 days to respond by issuing a payment or indicating why it believes compensation is not owed.

If you are not satisfied with the outcome or it has been longer than 30 days, you may file a complaint with the CTA: <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

info@ Team
 Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
 Suivez-nous : [Twitter](#) / [YouTube](#)

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
 Follow us: [Twitter](#) / [YouTube](#)

From: [REDACTED]
Sent: Sunday, March 8, 2020 12:49 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Compensation request - American Airlines flight delay

Hello,

I am trying to request compensation for my delay with American Airlines and it is very unclear on their website how to request this compensation. They directed me to:

[aa.com/CanadaPassengers](https://www.aa.com/CanadaPassengers)

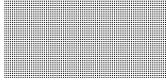
While the information about their obligations is on this page, it is not clear how to request the compensation. I spent a lot of time trying to find the correct pathway, and it is either hidden or very buried somewhere on their website. can you assist?

My flight information is:

AA flight 3186
YYZ to ORD
March 8th
Flight is currently over 2 hrs. delayed.

Thank you,

--



Nadine Landry

From: Info
Sent: Monday, March 9, 2020 11:13 AM
To: [REDACTED]
Subject: RE: issue with Air Canada, going on 2 months

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

If you wish to file a complaint with the CTA, please do so here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Sunday, March 8, 2020 12:36 PM
To: Info <Info@otc-cta.gc.ca>
Subject: issue with Air Canada, going on 2 months

I'm having serious issues with Air Canada regarding a cancelled flight (cancelled by them) from over 2 months ago. (Before the coronavirus outbreak)

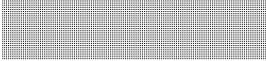
The original flight with Air Canada was for January 5th, 2020 leaving Toronto and going to Halifax. Air Canada had rescheduled that flight for the following day. Then, the following day on the 6th, they had totally cancelled the flight. I was forced to book with a different airline [REDACTED]

Since then, I've called Air Canada 3 times. I have not even received a refund for the flight that they had cancelled - let alone any sort of compensation. I've tried making the claim through their website also, but I still haven't received any response and the claim is still in the "open" state.

It's been more than 2 months now since my flight was cancelled and I am paying serious interest on my credit card for this purchase. Can you point me in the right direction as to how I can get my refund and compensation? This is extremely frustrating and costing me money.

Please let me know if you require any information (flight numbers, claim number, etc)

Thank you,



Nadine Landry

From: Info
Sent: Monday, March 9, 2020 11:10 AM
To: [REDACTED]
Subject: RE: ticket

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

The Air Passenger Protection Regulations does not address airline obligations **if a passenger wishes to change or cancel their flight reservation**. If a passenger wishes to cancel or change their own flight reservation to a certain region because of a medical emergency or travel advisory there or to a nearby region, the passenger should speak directly with the airline or check their tariff and the fare rules on their website.

If you feel the airline is not meeting its obligations you may file a complaint with the CTA here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Sunday, March 8, 2020 12:34 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Fwd: ticket

hello

as u can see i was planning to go to Italy with [REDACTED] for holiday and unfortunately we r not going to make it due to corona virus

was landing in rome and going all over italy including milan and florence and all

i asked my travel agent to change date of tkt till situation is better in italy and the world and was surprised to see that air canada refused to change my ticket dates , i didn't even ask for refund as i will be 100% going .

i kindly ask u to be flexible here if giving me the possibility of changing the ticket dates as we all know the reasons as i can't risk [REDACTED]

again i just need to be flexible with tkt to re plan it later when all is safe , i fully understand it was booked non refundable and changeable but there is a serious situation and accordingly i m asking for re looking the issue .

Regards ,

[REDACTED]

Begin forwarded message:

From: [REDACTED]
Date: 2020 January 21 16:10:14 EET
Subject: tkts

Dear [REDACTED]

Kindly find the attached

Regards

Nadine Landry

From: Info
Sent: Monday, March 9, 2020 11:02 AM
To: [REDACTED]
Subject: RE: Issue with refund

Hello, [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

If you wish to file a complaint with the CTA, you may file an online complaint here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
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From: [REDACTED]
Sent: Sunday, March 8, 2020 11:46 AM
To: customerrelations@lufthansa.com
Cc: Info <Info@otc-cta.gc.ca>; [REDACTED]
Subject: Issue with refund

To whom it may concern,

After speaking with your customer service department, I am sending this email to ask why Lufthansa will not refund a ticket when I can't actually get to the Venice airport because the airport is in a quarantine zone. My flight is on March 28/20 from Venice to Vienna.

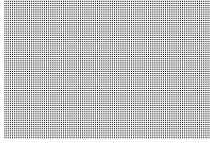
Offering to rebook a ticket in this situation is not helpful as I live in Canada and have no idea when I might be able to travel to that area again.

There is no travel in or out of the Venice area without special permission. <http://www.salute.gov.it/portale/nuovocoronavirus/dettaglioNotizieNuovoCoronavirus.jsp?lingua=italiano&menu=notizie&p=dalministero&id=4173>

How under these conditions can Lufthansa being operating flights for tourists?

I am copying this email to the Canadian Transportation Agency (Air Passenger Protection) as the position of Lufthansa on this matter appears inconsistent with Air Passenger Protection Regulations.

Thank-you for your attention to this matter.



Nadine Landry

From: Info
Sent: Monday, March 9, 2020 10:58 AM
To: [REDACTED]
Subject: RE: [REDACTED]

Hello [REDACTED]

Thanks for following up.

Unfortunately, we did not receive your complaint.

Please file a complaint using the [online complaint form](#). You will receive a confirmation email that includes a case number. You can [check the status of your complaint](#) at any time. Our expert staff will review your complaint and ask you for more information, if necessary.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

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From: [REDACTED]
Sent: Sunday, March 8, 2020 7:13 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Re: [REDACTED]

I SUBMITTED A COMPLAINT IMMEDIATELY YOUR EMAIL BELOW WAS RECEIVED AND HAVE HAD NO RESPONSE??

[REDACTED]

On Wednesday, 26 February 2020, 15:58:49 GMT, Info <info@otc-cta.gc.ca> wrote:

Hello [REDACTED]

Thank you for contacting the Canadian Transportation Agency regarding your experience with Air Canada.

Passengers have new rights under the CTA's Air Passenger Protection Regulations when they travel by air.

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

If you would like to file a complaint about your ticket and communication, you can fill out our complaint form at <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

info@ Team

Office des transports du Canada / Gouvernement du Canada

info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575

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Canadian Transportation Agency / Government of Canada

info@otc-cta.gc.ca / Telephone 1-888-222-2592

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From: [REDACTED]
Sent: Wednesday, February 26, 2020 6:06 AM
To: Info <Info@otc-cta.gc.ca>; Info <Info@otc-cta.gc.ca>
Subject: Re: [REDACTED]

On Tuesday, 25 February 2020, 18:44:26 GMT, _Inbound:consumer@ontario.ca <consumer@ontario.ca> wrote:

Dear [REDACTED]

Thank you for contacting the Ministry of Government and Consumer Services.

The Canadian Transportation Agency (CTA) is the economic regulator of the air transportation industry in Canada, and administers the Canada Transportation Act. Its role includes addressing concerns about the terms and conditions of carriage, air fares and cargo rates. Your inquiry is best directed to the CTA at:

Canadian Transportation Agency

Air Travel Complaints Program

Ottawa, ON K1A 0N9

Telephone: 1-888-222-2592

Fax: 819-997-6727

TTY: 1-800-669-5575

E-mail: info@otc-cta.gc.ca

Website: www.otc-cta.gc.ca

Thank you for bringing your concerns to our attention.

Ministry of Government and Consumer Services

Consumer Services Operations Division

77 Wellesley Street West

PO Box 450

Toronto, ON M7A 2J6

Telephone: 416-326-8800

Toll free: 1-800-889-9768

TTY: 416-229-6086

TTY toll free: 1-877-666-6545

Fax: 416-326-8665

Email: consumer@ontario.ca

Website: ontario.ca/consumer

Accessible formats and communication supports are available upon request.

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

From [REDACTED]
Received: 2/17/2020 12:38 PM
To: _Inbound: consumer@ontario.ca
Subject:

CAUTION -- EXTERNAL E-MAIL - Do not click links or open attachments unless you recognize the sender.

I am writing to you to ask for your assistance with problems I am experiencing with Canadian companies who, although involved in the tourism industry, appear to have a total lack of interest in customer care and safety.

[REDACTED]
 holiday, [REDACTED] to Canada.
 [REDACTED]

DATES OF HOLIDAY 1ST – 17TH SEPTEMBER, 2019

The holiday started well with Air Canada providing the quality of service expected from an airline of its standing with access to individual entertainment, good meals and a drinks service.

We met with our tour guide and all went well until we boarded “THE CANADIAN” supposedly one of the highlights of the tour.

I have no problem with the staff, the service and the food quality. Where the first part of my complaint lies is with the sleeper carriage itself which, when watched from the Observation Lounge, shows the carriage in which I was trying to sleep jumping up and down and from side to side. (I have a video of this)

My first night in this carriage was Saturday, 7th September, 2019.

On that night I am reliably advised that the train was travelling at 110 kmh on track which is second rate, is short railed, has old sleepers, is operating old equipment and mainly used for freight with passenger transport coming a long way last.

During the night I was tossed around like being in a washing machine resulting in damage to [REDACTED]
 [REDACTED]

I called [REDACTED] Steward, [REDACTED] who 1) wrote a report on my injuries, 2) moved me to a better compartment and c) offered to stop the train and get me an ambulance to take me to hospital. I declined this on the basis that I didn't want to be stranded in a country I did not know in the middle of nowhere. In view of the fact that the train would eventually end up in Toronto in a couple of days where I had two options – 1) to fly home or 2) to seek medical attention in Toronto.

I decided to cut short my holiday and fly home at an extra cost of \$369.53.

This is where we get involved with Air Canada which I thought would be simple having already a return flight on 16th September, 2019 and it should have been simple to amend the return date to 11th September, 2019.

I was made aware that flights from Toronto to Manchester were on Wednesday and Saturday so there was some urgency with today being 4.00pm on Tuesday afternoon.

I telephoned Air Canada at 4.00pm and was on the phone for two hours listening mostly to music.

Eventually someone came on line only to tell me that he could not help me and I had to go back to Great Rail Journeys with the original booking. It is now 6.00pm on Tuesday with the flight leaving tomorrow and the UK in bed! Great help Air Canada thanks for nothing!

On Wednesday, 11th September, 2019 I managed to get hold of Great Rail Journeys in the UK who dealt with the problem getting me a new flight that day. I paid an extra \$369.53 for this service.

It cost me an extra \$26.69 in a telephone call to Great Rail Journeys, York, UK.

It cost me an extra \$72 for a taxi from Chelsea Hotel, Toronto to Pearson Airport.

I had paid extra for a reserved seat which was given to someone else so I need the refund of \$155.

Upon boarding the airplane I noticed that it was different from the one we came from Manchester to Vancouver having a narrower body and different seating arrangements.

I searched for my entertainment TV and there wasn't one. In fact there was "NO ENTERTAINMENT THROUGHOUT THE WHOLE OF THE FLIGHT"

As we found out the following morning there was also "NO FOOD THROUGHOUT THE WHOLE FLIGHT"

Also "NO DRINKS THROUGHOUT THE WHOLE FLIGHT"

This aircraft is a disgrace to Air Canada and should either be used for internal flights only within Canada or better still "grounded"

It was a complete let down from the flight from Heathrow to Vancouver which was of the standard expected for long haul.

Their staff also did not seem trained to deal with so many passengers.

One of their stewardesses proceeded to pour scalding hot coffee over my bare left arm and left leg for which I was offered a damp tissue from the toilet.

My brand new shirt and shorts were only purchased a couple of days earlier from Vancouver and this was the first time of wearing. They are now ruined having cost me \$180.

I have approached both Via Rail and Air Canada both of whom have expressed no interest in my situation

I am seeking compensation from the Canadian Government as these happenings will have a dramatic effect on tourism as potential customers are made aware of these happenings.

I am seeking a refund for my train journey home of \$20.45 from Manchester to  which I had to buy again.

I am also seeking a refund for my taxi fare from [REDACTED] of \$42.97.

I am seeking a refund for half the entire trip of \$5157.58 which was a disaster plus \$369.53 plus \$26.69 plus \$72 plus \$155 plus \$180 plus \$20.45 plus \$42.97.

[REDACTED]

I look forward to receiving your positive response.

[REDACTED]

[REDACTED]

Nadine Landry

From: Info
Sent: Monday, March 9, 2020 10:46 AM
To: [REDACTED]
Subject: RE: Need help

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

Under the Air Passenger Protection Regulations (APPR), when an airline cancels or delays a flight, they have minimum obligations to passengers that could include standards of treatment, rebooking or refunds, and compensation for inconvenience. Their obligations depend on whether the disruption is within the control of the airline, within the airline's control but required for safety, or outside its control. These airline obligations are described in full on the CTA's **Know Your Rights** website.

If an airline cancels or delays flights to or from a **certain region because of a medical emergency** (such as a Public Health Emergency of International Concern declared by the World Health Organization) or a **related travel ban there**, this would generally be considered outside the airline's control.

If the airline cancels or delays flights to **nearby regions**, this may also be outside their control, for example, if the medical emergency was the primary reason for the disruption. However, if the airline's decision was primarily commercial or one made in its day-to-day operations, this could be considered within the airline's control. **Each situation would have to be assessed on its own merits.**

If you feel the airline is not meeting its obligations, you can file a complaint with the CTA here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

Best,

info@ Team
 Office des transports du Canada / Gouvernement du Canada
 info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
 Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
 info@otc-cta.gc.ca / Telephone 1-888-222-2592
 Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Sunday, March 8, 2020 1:29 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Need help

Hi ,
 I am here to seek help regarding our travel plan due in 2 weeks via air canada and 2 other air carriers due to COVID-19

Our itinerary got affected our itinerary is as follow :

Vancouver to Frankfurt (Air canada)

Frankfurt to jeddah (saudia air line) got suspended .

Jeddah to karachi (saudia air line)got suspended .

Karachi to Bahrain (Gulf air)

Bahrain to Vancouver (Gulf air).

Now we are asking our travel agent for refunds but they are saying that only one carrier hot suspended but the rest 2 are fine but what can we do now we cant make our journey without Visiting saudia since we were going to visit [REDACTED] which is suspended now pls help .

[REDACTED]

s.19(1)
s.20(1)(b)
s.20(1)(c)
s.20(1)(d)

Nadine Landry

From: Info
Sent: Monday, March 9, 2020 10:40 AM
To: [REDACTED]
Subject: RE: Compensation

Hello,

Thanks for contacting the Canadian Transportation Agency.

If you wish to file a complaint with the CTA and have your concerns addressed, you can do so here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Saturday, March 7, 2020 11:11 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Compensation

Hi, I have opened a compensation claim with air Canada for being over 9 hours delayed to my final destination but I feel like they are give me a run around. First they emailed me back saying that I was not eligible because it was due to weather. So I emailed them back showing them the text message I received saying that one of the flights was delayed due to "flight readiness" which caused me to miss my original connecting flight. They got me on another flight and this one was late because of "aircraft technical issues"

The response they had for that was its a safety issue so they said I'm still not eligible but they gave me [REDACTED] [REDACTED] Because of all of this happening I had an over night stay which they had paid for the hotel room for the night. If it was due to weather they would of never paid for it. But will they pay for a hotel room if there was a safety issue with the aircraft? I think I should I be entitled to the compensation but they are coming up with excuses to not give it to me

Nadine Landry

From: Info
Sent: Monday, March 9, 2020 10:16 AM
To: [REDACTED]
Subject: RE: Complaint Status

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

We acknowledge receipt of your inquiry regarding the status of your complaint. Please note that, since the coming into force of the Air Passenger Protection Regulations, we have received a significant increase in the number of complaints filed, resulting in a delay in processing certain complaints. You will be contacted once your complaint is assigned. We apologize for the delay.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Saturday, March 7, 2020 6:59 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Complaint Status

Hello,

I have reported a complaint with Flair Airline to Canadian Transportation Agency with Case Number: 19-70258 on 11/12/2019 & I am yet to receive any response back from you.

I am writing to know whats the Status of this complaint and the timeline for the resolution.

Thank you,
[REDACTED]

Nadine Landry

From: Info
Sent: Monday, March 9, 2020 10:01 AM
To: Office des transports du Canada / Canadian Transportation Agency
Subject: 20-81637 Follow-up
Attachments: Plainte ref# 20-81637; Plainte réf # 20-81637

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 7, 2020 5:38 PM
To: Info
Subject: Plainte ref# 20-81637

Bonjour,
Je vs envoie ici mon billet d'avion initial , avec la réponse de Gate1 .

[REDACTED]

Envoyé de mon

⏪ vn 2020 **Your tickets with 1**

Change and cancell conditions



It is possible to ch
booking. The cost:
minimum \$ 550,00



It is not possible to
money when you c
ticket.

Début du message transféré :

Expéditeur: "Gate1.ca"


Date: 28 septembre 2019 à 12:00:13 HAE

Destinataire: [REDACTED]

Objet: Your tickets with Trip ID [REDACTED] are ready

Répondre à: "Gate1.ca"

Trip ID: [REDACTED]



The banner features the Gate1 logo at the top, with a stylized airplane icon above the text "GATE1". Below the logo, the word "Tickets" is written in a large, white, sans-serif font. Underneath "Tickets", there is a white rectangular box containing the text "Montreal ↔ Ho Chi Minh City" in black, with a small airplane icon to the left of "Montreal". Below this box, there are three icons representing passengers: a standing adult figure, a smaller standing child figure, and a baby icon in a stroller.

Dear [REDACTED]

Your tickets are ready. These tickets consists of a booking reference + ticket number from the airline. With these you can check in (online) at Qatar Airways. You will receive your boarding passes after checking in, allowing you to enter the plane.

In MyGate1, you will find all of the information about your booking. We wish you a pleasant journey!

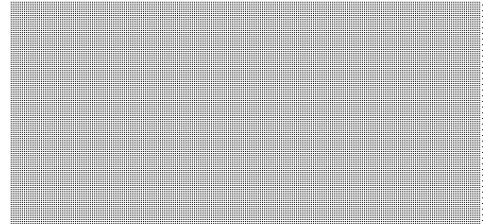
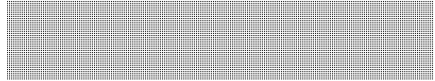
Sincerely,
Team Gate1.ca

All details in order to check in (online)

Booking reference(s)

For your Qatar Airways flight

Ticket numbers



When can I check in?

Check in online for free

- You can check in online via the Qatar Airways [website](#). This can be done from 24h till 90 min before departure. Always use check in details as above.
- After checking in you will receive a digital boarding pass. You will need this at the airport. Print your boarding pass or display it on your smartphone (when possible).
- You can drop off possible luggage at the Qatar Airways desk.

Or check in at the airport

- Checking in at the airport is often possible from 4 hours till 2 hours before departure at the Qatar Airways desk.
- The information boards at the airport show at which desk you can check in.
- You will receive your boarding pass at the check in desk.
- You can drop off possible luggage at the check in desk.

My travel schedule

Outbound flight   29h30m

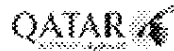
Return flight   30h15m

● Montreal QR764
(YUL)
Fri 3 January 20:00
● Ho Chi Minh City
(SGN)
Sun 5 January 13:30
Number of stops: 1

If you are denied boarding or your baggage is lost or damaged, you may be entitled to certain standards of treatment and compensation under the Air Passenger Protection Regulations. For more information about your passenger rights please contact your airline or visit the Canadian Transportation Agency's website.

● Ho Chi Minh QR971
City (SGN)
Sun 26 April 19:25
● Montreal (YUL)
Mon 27 April 14:40
Number of stops: 1

If you are denied boarding or your baggage is lost or damaged, you may be entitled to certain standards of treatment and compensation under the Air Passenger Protection Regulations. For more information about your passenger rights please contact your airline or visit the Canadian Transportation Agency's website.








[View your complete itinerary](#)

Change and cancellation conditions






- ✓ It is possible to change this booking. The costs are minimum \$ 550,00 per person.
- ✗ It is not possible to refund your money when you cancel this ticket.
- ✗ All amounts are per person, excluding the tariff difference (when changing).

What is my baggage allowance?

Outbound flight ✈️

-  
2 piece(s) (23 kg)
-  
2 piece(s) (23 kg)
-  See how much hand luggage is allowed

Return flight ✈️

-  
2 piece(s) (23 kg)
-  
2 piece(s) (23 kg)
-  See how much hand luggage is allowed

Practical information

- The travelling party is solely responsible for the correct travel documents. Always check in advance which travel documents are required for your destination. Sometimes a visa or travel statement is also required for a layover. Gate1.ca does not make binding statements regarding travel documents.
- The travelling party is solely responsible for checking the actual itinerary on the website of the airline in advance. An airline has the right to make changes to your itinerary.
- If you do not make use of the outbound flight, then the return flight will be automatically cancelled by the airline company.
- The terms and conditions of Qatar Airways apply to this flight.

Do you have any questions?

View the FAQs for answers and contact information.

To frequently asked questions



In case of an emergency we are available outside of office hours. Please be aware that you can only be helped in case of a valid emergency, as other emergencies might be waiting. We kindly ask for your understanding. You can contact us at 0044 20 3966 6385.

This is an automatically generated message. Replies to this message are not read. You can find the answers to the most frequently asked questions in the [FAQ](#) section on our website. Information about your booking can be found in your [MyGate1](#) environment.

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Privacy statement | General conditions

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 7, 2020 5:41 PM
To: Info
Subject: Plainte réf # 20-81637

Envoyé de mon iPhone

Début du message transféré :

Expéditeur: "Gate1.ie"
Date: 4 mars 2020 à 13:54:17 HNE
Destinataire: [REDACTED]
Objet: Rép : Cancel my flight ,
Répondre à: "Gate1.ie"

Dear [REDACTED]
Thank you for contacting Gate1.ie.

For a change of your booking, I would like to refer you to the following page:

<https://help.gate1.ca/en/support/solutions/articles/75000018175-i-would-like-to-change-my-booking>

On this page you can easily check if a change is allowed and what the cost would be. Next to that, you can officially request your change through the form on this page.

I hope to have informed you sufficiently.

Best Regards / Vriendelijke groet / Mit freundlichen Grüßen,

[REDACTED]
Travel Consultant
(Tix, Gate1, Flighttix)



On Mon, 24 Feb at 1:55 PM , [REDACTED] wrote:
Because the virus corona , we have to go back home soonner . We flighted back already
with the trip ID : [REDACTED]

[REDACTED]

Nadine Landry

From: Info
Sent: Monday, March 9, 2020 9:55 AM
To: [REDACTED]
Subject: RE: retard de vol

Bonjour,

Merci d'avoir communiqué avec l'Office des transports du Canada.

Les passagers bénéficient dès aujourd'hui de nouveaux droits en vertu du Règlement sur la protection des passagers aériens de l'Office des transports du Canada (OTC) lorsqu'ils voyagent en avion. Le règlement énonce les obligations des compagnies aériennes envers les passagers dans les domaines suivants:

- Communication
- refus d'embarquement
- retards sur l'aire de trafic
- bagages perdus ou endommagés
- transport des instruments de musique.
- Perturbations de vol
- Attribution de sièges aux enfants

Si vous voulez déposer une plainte concernant votre vol, vous pouvez remplir le formulaire de plainte relative au transport aérien de l'Office au <https://rppa-appr.ca/fra/deposer-plainte-relative-au-transport-aerien>

En vue d'aider les passagers aériens à se retrouver dans leurs nouveaux droits, l'OTC a lancé un service en ligne sur le site protectionpassagersaeriens.ca. Il s'agit d'un guichet unique où les passagers aériens peuvent se renseigner sur leurs droits, déposer une plainte relative au transport aérien et trouver des astuces pour voyager sans tracas.

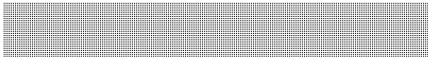
Cordialement,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Saturday, March 7, 2020 12:57 PM
To: media <media@otc-cta.gc.ca>
Subject: retard de vol

Bonjour,
Quelles sont les démarches pour effectuer une plainte contre une compagnie aérienne?
Ou puis-je retrouver un formulaire pour effectuer ma plainte?
Merci



Nadine Landry

From: Info
Sent: Monday, March 9, 2020 9:39 AM
To: [REDACTED]
Subject: RE: Air Canada compensation

Hello [REDACTED]

Thank you for contacting the Canadian Transportation Agency.

Passengers have new rights under the CTA's Air Passenger Protection Regulations when they travel by air. The regulations set out airlines' obligations to passengers in the following areas:

- Clear communication
- Denied boarding
- Tarmac delays
- Lost or damaged baggage
- Transportation of musical instruments.
- Flight delays and cancellations
- Seating of Children.

If you would like to file a complaint about your flight delay with the CTA you can fill out our complaint form at <https://rppa-appr.ca/eng/file-air-travel-complaint>

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Saturday, March 7, 2020 9:41 AM
To: Info <Info@otc-cta.gc.ca>
Subject: Air Canada compensation

Hello,

I have read one my compensation rights on the CTA website. I have filed a claim with Air Canada for my flight from YYZ -DUB flight AC842 which was cancelled after it had already been delayed 2 hours. There was no reason given at the time.

The voucher I received says “cancellation controllable” (see below)

The communications I have received from the airline are also below:

We are in receipt of your claim under the *Air Passenger Protection Regulations* for flight 842 on 2020-02-28. We are sorry for the delay you experienced at arrival to your final destination.

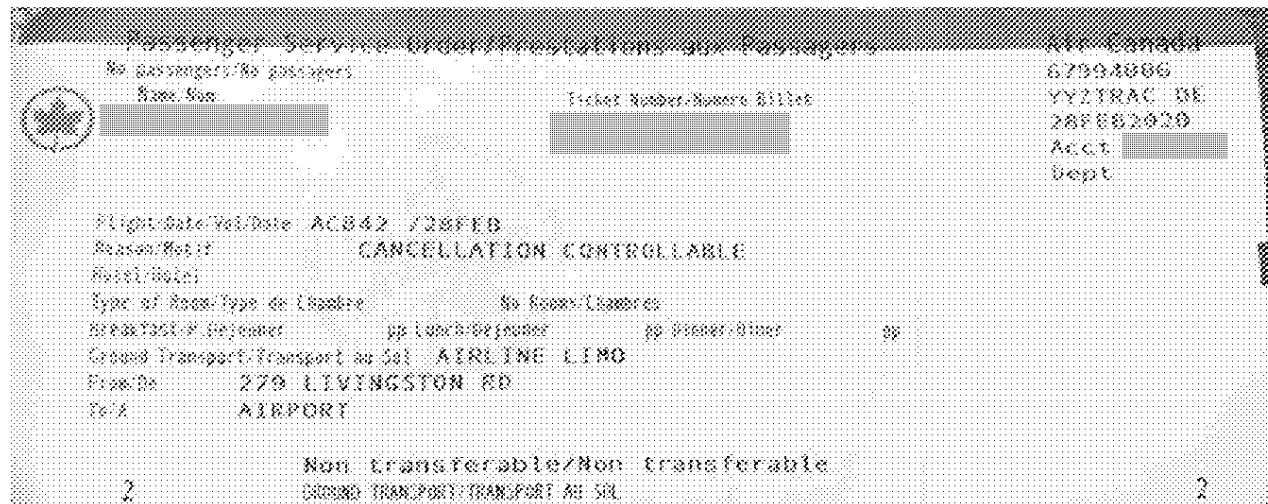
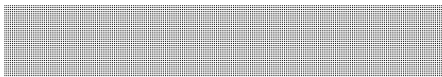
In this instance, the compensation you are requesting does not apply because the delay was caused by an event outside of our control.

Specifically:

AC 843 DUB Dublin - YYZ Toronto Pearson :2020-02-21:
AC 2042 YYZ Toronto Pearson - DUB Dublin:2020-02-29:This flight was delayed due to customer processing issues.

I believe I should receive compensation because customer processing issues are within the airlines control.

Please let me know,



Nadine Landry

From: Info
Sent: Monday, March 9, 2020 9:05 AM
To: Office des transports du Canada / Canadian Transportation Agency
Subject: 19-71186 Follow-up
Attachments: Application for reimbursement of airplane ticket because of one-day delay

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 7, 2020 9:37 AM
To: Info
Subject: Application for reimbursement of airplane ticket because of one-day delay
Importance: High

Hello,

My name is [REDACTED] and I applied for reimbursement of airplane ticket for [REDACTED] about two month ago.

The carrier sent an email [REDACTED] saying that they have received the message and an Air Canada representative will get back to us as soon as possible. However, we have not received any response from them.

My case number is [REDACTED] and the application number is 19-71186. The name on file is [REDACTED] Could you please look into the process of the reimbursement and let me know then?

Thanks for your help. It is appreciated.

Regards,

[REDACTED]

Nadine Landry

From: Info
Sent: Monday, March 9, 2020 9:02 AM
To: Office des transports du Canada / Canadian Transportation Agency
Subject: 20-79047 Follow-up
Attachments: Flight delay sunwing WG026 second time sending.

Nadine Landry

From: [REDACTED]
Sent: Saturday, March 7, 2020 6:08 AM
To: media
Subject: Flight delay sunwing WG026 second time sending.

Friday February 7, we had a sunwing flight that was leave Toronto Yyz to Tampa tpa arriv al.9.20. We were at airport shortly after 3 a.m. we did not get check in til after our departing time. With no explanation. By the time we went through security and u.s. customs. With still no idea what time we were leaving. No water and washroom, during this period.got to sunwing gate at 8 a.m. started boarding shortly after. Still no time to get refreshment. Flight left after 10 . Got our complimentary 1 beverage. I never got a reason for the delay. Would like to know. And my options for compensation. Please

[REDACTED] p.s. it has been a month, have not received any reply
Sent from my iPad

Nadine Landry

From: Info
Sent: Monday, March 9, 2020 9:00 AM
To: [REDACTED]
Subject: RE: Flight delay sunwing WG026 second time sending.

Hello,

Thank you for contacting the Canadian Transportation Agency.

Passengers have new rights under the CTA's Air Passenger Protection Regulations when they travel by air. The regulations set out airlines' obligations to passengers in the following areas:

- Clear communication
- Denied boarding
- Tarmac delays
- Lost or damaged baggage
- Transportation of musical instruments.
- Flight delays and cancellations
- Seating of Children.

If you would like to file a complaint about your flight delay with the CTA you can fill out our complaint form at <https://rppa-appr.ca/eng/file-air-travel-complaint>

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

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


From: [REDACTED]

Sent: Saturday, March 7, 2020 6:08 AM

To: media <media@otc-cta.gc.ca>

Subject: Flight delay sunwing WG026 second time sending.

Friday February 7, we had a sunwing flight that was leave Toronto Yyz to Tampa tpa arrive at 9.20. We were at airport shortly after 3 a.m. we did not get check in till after our departing time. With no explanation. By the time we went through security and u.s. customs. With still no idea what time we were leaving. No water and washroom, during this period. Got to sunwing gate at 8 a.m. started boarding shortly after. Still no time to get refreshment. Flight left after 10. Got our complimentary 1 beverage. I never got a reason for the delay. Would like to know. And my options for compensation. Please

 p.s. it has been a month, have not received any reply

Sent from my iPad

Nadine Landry

From: Info
Sent: Monday, March 9, 2020 8:53 AM
To: Office des transports du Canada / Canadian Transportation Agency
Subject: 20-79537 Follow-up
Attachments: Fwd: Air travel complaint: 20-79537

Nadine Landry

From: [REDACTED]
Sent: Friday, March 6, 2020 7:05 PM
To: Info
Subject: Fwd: Air travel complaint: 20-79537
Attachments: 20-79537_2020-02-24T124456.pdf

Dear Canadian Transport Agency,

I would like to follow up on my air travel complaint ref # 20-79537. I checked the status online and it says " We have completed the facilitation of your complaint " what does this mean as I have not received any response. Kindly provide the latest / final update.

Thanking you in advance

Sincerely

----- Forwarded message -----

From: **Canadian Transportation Agency** <otc.docs-docs.cta@otc-cta.gc.ca>
Date: Mon, Feb 24, 2020 at 11:48 AM
Subject: Air travel complaint: 20-79537
To: <[REDACTED]>

Thank you. We have successfully received your complaint. Your case number is 20-79537.

You can check the status of your complaint online. Please note it can take up to 24 hours for your case to process before your status is available online.

Need immediate help during your trip?

If you need immediate assistance while travelling contact the airline directly.

IMPORTANT NOTICE FOR BAGGAGE COMPLAINTS – TIME LIMITS IN EFFECT

- **7 day time limit for damaged baggage or missing items:**
You must submit a written claim with your airline within 7 days of receipt of your baggage if your claim relates to damaged baggage or missing items.

- **21 day time limit for lost baggage:**
You must submit a written claim with your airline within 21 days for baggage that is potentially lost.

Failure to submit a written claim to the airline within the set time limits could result in the carrier denying your claim. All claims are subject to proof of loss so be sure to include all out of pocket expenses.

Next Steps:

1. **Our expert staff will review your complaint and may ask you for more information.**
Please note due to an increase in the volume of complaints the Agency has received, there may be a delay before your case is assigned to an officer. Rest assured that this will not impact the outcome of your complaint.
2. **If you haven't written to the airline about your complaint, we'll do that for you.**
We will forward your complaint to the airline with a 30-day deadline for them to respond. Often the issue can be resolved directly with the airline.
3. **Not satisfied with the airline's response? We will try to resolve your complaint.**
We will work to resolve your complaint through facilitation or mediation. This is an easy and informal dispute resolution process. The vast majority of complaints are resolved this way.

Where less formal processes don't prove successful, the Agency also offers a court-like process called adjudication, where a panel will make a decision based on the evidence provided. The adjudication process can also be used in more complex cases where a passenger feels that the airline's contract is unclear, unjust, unreasonable or discriminatory.

We recognize that the complaint process can be frustrating and we are here to guide you through the process. Please be patient with our staff as we work to address your issues. Please note that there is zero tolerance for rude or abusive language.

You can update your case file by emailing otc.docs-docs.cta@otc-cta.gc.ca or faxing 819-997-6727.

Future travel plans?

Please visit www.AirPassengerProtection.ca for travel tips and to find out more about new regulations coming into effect December 15, 2019.

otc-cta.gc.ca | [Twitter](#) | [YouTube](#) | [News feeds](#) | info@otc-cta.gc.ca | [1-888-222-2592](tel:1-888-222-2592)



Case number

20-79537

Choose the subject of your complaint

- Flight delays and cancellations
- Clear communication and standard of care

Have you contacted the airline in writing about your complaint?

Yes

Did you receive a reply from the airline in writing?

Yes

I have read and understood the Personal Information Collection Statement**Provide a detailed description of your problem. Please indicate if more than one airline was involved.**

This was our first flight via Fly Swoop. On departure, we were not notified of the delay and despite the required departure time provided on the ticket, the counter did not update the schedule until after the time had lapsed. This is contrary to following proper schedule guidelines. There was no clear information provided as to how long the delay would be and what options were available. [REDACTED] and I approached the counter and were told we just have to wait, without any provision for a meal or drink voucher. Our departure time was past 8:00 p.m. which was a significant delay.

On our return flight from Edmonton to Winnipeg was also delayed past 5:30 p.m. which was also significantly delayed.

I have written to Fly Swoop and asked for a full refund and compensation of expenses and their response was:

" Hi [REDACTED],

Thank you for reaching out. We are sincerely apologetic for the disruption to your travel plans. Please know that we never wish to delay any of our travellers, and we do realize that travel interruptions can have a great impact. We have reviewed your claim and confirmed it is not eligible for compensation as the delays were due to inclement weather which are considered uncontrollable.

For more information, please see flyswoop.com/canadian-air-passenger-protection-regulations/. "

#



I feel there is more on the lapse of operations by Fly Swoop and the way they are managing their operations that is the reason for the delay. Despite our delay, there were other airlines departing and landing so there was no excuse on the weather

Please select the airline you were travelling with when the incident occurred.

Swoop (WO)

Flight number (Two letters and up to 4 numbers, i.e. ZZ####)

WO511

Flight Date

January 8, 2020

From (departure airport):

Winnipeg

To (arrival airport):

Edmonton

Select the airline

Swoop (WO)

Flight number (Two letters and up to 4 numbers, i.e. ZZ####)

WO508

Flight Date

January 8, 2020

From (departure airport):

Edmonton

To (arrival airport):



Winnipeg

Your contact information

First name

[Redacted]

Last name

[Redacted]

Email address

[Redacted]

Daytime telephone

[Redacted]

Upload files

yahoo_mail_-_re_compensation_for_delay.pdf

yahoo_mail_-_your_swoop_itinerary_and_receipt_a9j7ra.pdf

Nadine Landry

From: Info
Sent: Monday, March 9, 2020 8:51 AM
To: [REDACTED]
Subject: RE: Sunwing flight delay dispute

Hello [REDACTED]

Thanks for contacting the Canadian Transportation Agency.

If you would like to file a complaint regarding your flight delay, you may do so here: <https://rppa-appr.ca/eng/file-air-travel-complaint>

To help passengers navigate their new rights, the CTA has launched an online service for air passengers at airpassengerprotection.ca. This dedicated website is a one-stop-shop for air passengers to learn about their rights, file an air travel complaint, and find tips for hassle-free travel.

Best,

info@ Team
Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
Suivez-nous : Twitter / YouTube

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
Follow us: Twitter / YouTube

From: [REDACTED]
Sent: Friday, March 6, 2020 5:06 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Sunwing flight delay dispute

Hello,

I am writing to enquire about my options for processing a flight delay dispute. I took a vacation with Sunwing Jan 25, 2020 from Toronto, Ontario - returned Feb 1, 2020.

Our flight was supposed to depart around 3:30pm however was delayed by roughly 6.5 hours.

At the time of departure the Sunwing agent informed my group that we were delayed due to a scheduling error thus resulting in no plane being available at our original departure time. This was confirmed by the Sunwing agent that boarded us as well.

Our group all filed compensation claims within the Sunwing policy guidelines and were all declined with the following reason stated:

Hello [REDACTED],

Thank you for your submission. I apologize for this flight disruption and any inconvenience this may have caused. The Airline has reviewed the details of this flight disruption and determined the delay that affected your flight was due to an unforeseen airport operational restriction that had impacted your inbound aircraft's arrival.

The delay was deemed OUTSIDE THE CONTROL OF THE CARRIER and as per the Air Passenger Protection Regulations, no compensation will be provided. If you had any out-of-pocket expenses related to this delay, please scan and attach your receipts to this email.

For more information about the AIR PASSENGER PROTECTION REGULATIONS, please visit <https://otc-cta.gc.ca>

I requested that the matter be reviewed again as we were given alternative details about the delay at the time of the delay that is contrary to being "outside the control of the carrier"
I received the following email in response to my request:

[REDACTED] (Sunwing Vacations/Vacances Sunwing)

Mar 6, 16:41 EST

Hello [REDACTED],

Please note, the Airline determines the status of the flight disruption and cause. Should you wish to dispute this, your avenue of appeal is with the Canadian Transportation Agency (CTA) via this link: <https://rppa-appr.ca>.

Thank you,

[REDACTED]

Sunwing Airlines

416-620-4955 Ext. [REDACTED] f. 416-798-8760

27 Fasken Drive, Toronto, ON M9W 1K6

I firmly believe that Sunwing is shirking their responsibility to compensate my group (19 individuals) for this enormous error and delay that was very much in their control. Please advise on what my next steps are to further have this issue investigated, or if I am incorrect in my assessment of this situation.

Our booking number was [REDACTED]
Thank you for your time,

[REDACTED]

Sent from my iPhone

Nadine Landry

From: Info
Sent: Monday, March 9, 2020 8:32 AM
To: [REDACTED]
Subject: RE: Vol annulé

Bonjour [REDACTED]

Merci d'avoir contacté l'Office des transports du Canada.

Les passagers bénéficient dès aujourd'hui de nouveaux droits en vertu du Règlement sur la protection des passagers aériens de l'OTC lorsqu'ils voyagent en avion.

Un passager aura un an pour déposer une demande d'indemnisation auprès de la compagnie aérienne qui exploitait le vol perturbé. Celle-ci disposera de 30 jours y pour répondre, soit en effectuant un paiement, soit en indiquant pourquoi aucune indemnité n'est due.

Si vous n'êtes pas satisfait de la façon dont la compagnie aérienne a résolu votre problème, vous pouvez déposer une plainte à l'Office des transports du Canada.

En vue d'aider les passagers aériens à se retrouver dans leurs nouveaux droits, l'OTC a lancé un service en ligne sur le site protectionpassagersaeriens.ca. Il s'agit d'un guichet unique où les passagers aériens peuvent se renseigner sur leurs droits, déposer une plainte relative au transport aérien et trouver des astuces pour voyager sans tracas.

Cordialement,

Office des transports du Canada / Gouvernement du Canada
info@otc-cta.gc.ca / Tél: 1-888-222-2592 / ATS: 1-800-669-5575
 Suivez-nous : [Twitter](#) / [YouTube](#)

Canadian Transportation Agency / Government of Canada
info@otc-cta.gc.ca / Telephone 1-888-222-2592
 Follow us: [Twitter](#) / [YouTube](#)

From: [REDACTED]
Sent: Friday, March 6, 2020 3:26 PM
To: Info <Info@otc-cta.gc.ca>
Subject: Vol annulé

Bonjour,

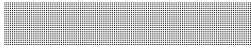
Actuellement en transit à Montréal la compagnie Air Canada a annulé le vol de [REDACTED] et moi même la veille du départ avec pour seule alternative un vol mais 5h plus tôt.

En effet au lieu de partir de New York à 15h55, la modification nous fait partir à 10h50 et de ce fait nous devons annuler notre matinée shopping pour les souvenirs [REDACTED] et nous perdons 1/2 journée de

vacance. De plus nous avons choisi ce vol qui était plus excessif à la base afin de limiter l'attente à l'aéroport et désormais nous avons une attente de 7h...

Pouvez vous m'indiquer quelles démarches dois je faire et qui contacter afin d'obtenir une compensation.

Cordialement



Télécharger [Outlook pour Android](#)

Nadine Landry

From: [REDACTED]
Sent: Monday, March 9, 2020 7:45 AM
To: Info
Subject: Vol retardé

Bonjour,

Le 28 février dernier lors d'un voyage de Montréal à destination de Orlando mon vol avec Air-Canada a été retardé de plusieurs heures. Le départ initial prévu était à 6h15 et nous avons finalement décollé à 11h05. La compagnie aérienne nous a informé de la raison suivante:

« This flight is delayed due to maintenance work taking longer than expected».

Je me demandais si je pouvais avoir droit à une indemnisation pour ce retard? Si oui, dois-je adresser ma plainte à Air Canada? Quelle information doit contenir ma plainte?

Merci pour votre aide et bonne journée

I'm looking to cancel my flight next week Friday, March 20th from HNL to YVR. Unfortunately, the coronavirus outbreak in the Pacific Northwest is our concern about traveling there. I was hoping to get a full refund to my card rather than to my account, or at least a refund with some fee to my card. You don't anticipate these kinds of things to happen when planning for a trip and since I bought my ticket a while ago now. If there's any way, please. My ID is

I had already booked my flight before their flexible change policy. Please.

Mar 9, 2020, 9:06 PM

You accepted the request

Good morning, as reported in the media, some airlines may have decide to allow passengers change their bookings at no additional in certain situations to accommodate passengers in the context of the COVID-19 virus situation. However, the Agency's role is limited to ensuring that airlines apply their tariffs or that such tariffs are reasonable. If you feel that in refusing to allow passenger to change their bookings at no additional fee, the airline hasn't applied their tariff (terms and conditions of carriage) correctly, or the tariff is unreasonable, you may wish to file a complaint with the CTA.

Mar 10, 2020, 8:56 01133

 WestJet  @WestJet · Mar 5, 2020

The safety of our guests, crew and aircraft is our top priority. For the most up-to-date information on Coronavirus (COVID-19), and to view our flexible change policy, please visit: ms.spr.ly/6018Tjzim

Coronavirus (COVID-19) info

I'm looking to cancel my flight next week Friday, March 20th from HNL to YVR. Unfortunately, the coronavirus outbreak in the Pacific Northwest is our concern about traveling there. I was hoping to get a full refund to my card rather than to my account, or at least a refund with some fee to my card. You don't anticipate these kinds of things to happen when planning for a trip and since I bought my ticket a while ago now. If there's any way, please. My ID is

[REDACTED]

I had already booked my flight before their flexible change policy. Please.



Mar 9, 2020, 9:06 PM

Sandra MacGregor @MacgregorWrites

Journalist/Editor specializing in travel, finance & lifestyle Regular correspondent

@Forbes.com Travel @CNNtravel @MTraveler

@GreedyRates

835 Following 1,364 Followers

Joined April 2015

Hi Journalist doing story on whether Canadian airlines are allowed to offer only travel credit or flight change rather than refunds especially given new Air Passenger Rights <https://otc-cta.gc.ca/eng/air-passenger-protection-regulations-highlights>. Is there anywhere I can find this info-can see clear cut answer-pls help thanks

Mar 21, 2020, 1:42 PM


You accepted the request

Good morning, please consult our web page outlining air carriers' obligations: otc-cta.gc.ca/eng/important-...

Mar 23, 2020 01:35

Clark Choi @clarkchoi

179 Following 23 Followers

 Joined April 2009

Hi,

I am very concerned about how WestJet continue to put everyday passengers at a risk of contracting coronavirus by allowing the domestic passengers and the potential virus carrying passengers who just got back from those countries with high rate of coronavirus infected population into the same flights. This practice put domestic passengers at a severe health risk who have no recent record of overseas travel.

Mar 6, 2020, 5:41 PM

EITHER they need to allow ALL domestic passengers to change their flights OR they must run separate flights for those who need to connect to different cities once they enter Canada from overseas

Please take this proposal seriously.

Mar 6, 2020, 5:45 PM

You accepted the request

Thank you for your comment. It would be best addressed to the company, who is able to make changes to its business practices in times of public health emergencies. CTA social media

01136

