



## Attachment 1


### Booking Confirmation


Booking Reference: [REDACTED]

Date of issue: 09 Jan, 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

 Allen Woo

Seats

Ticket Number

AC533 -  
AC532 -

Air Canada - Aeroplan:  
[REDACTED]

 Brianne Gallagher

Seats

Ticket Number

AC533 -  
AC532 -

Air Canada - Aeroplan:  
[REDACTED]

### Depart

Economy - Standard

Saturday  
20 Jun, 2020

18:05

**Boston**

Logan Int. (BOS),  
Terminal B



21:23

**Vancouver**

Vancouver Int. (YVR),  
Terminal M



6hr18

AC533

Operated by: Air Canada | A319-100 | Wi-Fi  
Food for purchase on board

### Return

Economy - Standard

Tuesday  
30 Jun, 2020

08:45

**Vancouver**

Vancouver Int. (YVR),  
Terminal M



17:18

**Boston**

Logan Int. (BOS),  
Terminal B



5hr33

AC532

Operated by: Air Canada | A319-100 | Wi-Fi  
Food for purchase on board

### Purchase summary

MasterCard

XXXX-XXXX-XXXX-XXXX

Amount paid: \$909.40

Full details can be found in your attached  
Itinerary/Receipt

Tax information

GST no. 10009-2287 RT0001 \$1.92

2 adults



Air Transportation Charges (Including  
Surcharges and U.S. Transportation Tax)

778.30



Taxes, fees and charges

131.10

**GRAND TOTAL (US dollars)**

**\$909<sup>40</sup>**

Attachment 2



**Air Canada Notification** <flightnotification@aircanada.ca>  
To: woomanchu@yahoo.com

Fri, May 8 at 9:47 PM

We regret to inform you that AC533 from Boston, Edward L Logan Intl (BOS) to Vancouver, International (YVR) on June 20, 2020 has been cancelled due to the impacts of COVID-19, government travel advisories and/or health and safety concerns.

The remaining value of your ticket can be used for future travel. This is valid for travel to be completed within 24 months of your flight cancellation date. If you purchased a non-refundable fare, please note that you are not eligible for a refund. To store this value, if you booked with:

1. Air Canada: Visit <https://book.aircanada.com/> and select 'Cancel Booking.'
2. A travel agency: They will process this for you on your behalf.
3. Aeroplan: Visit <https://aeroplan.com> and select "Manage Your Bookings" to return the Aeroplan Miles into your account.

When you're ready to rebook within 24 months, if you booked with:

- Air Canada: Please call us and make sure to provide your original ticket number starting with "014".
- A travel agency: Please contact them directly.
- Aeroplan: You can rebook anytime at <https://www.aeroplan.com>.

Booking Reference: [REDACTED]  
Woo Allen, Gallagher Brianne

\*\*\*\*\*  
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.



**Air Canada Notification** <flightnotification@aircanada.ca>  
To: woomanchu@yahoo.com

Fri, May 8 at 9:43 PM

We regret to inform you that AC532 from Vancouver, International (YVR) to Boston, Edward L Logan Intl (BOS) on June 30, 2020 has been cancelled due to the impacts of COVID-19, government travel advisories and/or health and safety concerns.

The remaining value of your ticket can be used for future travel. This is valid for travel to be completed within 24 months of your flight cancellation date. If you purchased a non-refundable fare, please note that you are not eligible for a refund. To store this value, if you booked with:

1. Air Canada: Visit <https://book.aircanada.com/> and select 'Cancel Booking.'
2. A travel agency: They will process this for you on your behalf.
3. Aeroplan: Visit <https://aeroplan.com> and select "Manage Your Bookings" to return the Aeroplan Miles into your account.

When you're ready to rebook within 24 months, if you booked with:

- Air Canada: Please call us and make sure to provide your original ticket number starting with "014".
- A travel agency: Please contact them directly.
- Aeroplan: You can rebook anytime at <https://www.aeroplan.com>.

Booking Reference: [REDACTED]  
Woo Allen, Gallagher Brianne

\*\*\*\*\*  
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.



**Attachment 3**



Customer Care <customercare.serviceclient@aircanada.ca>  
To: Allen Woo

Sat, May 23 at 6:21 PM

Your case number is: [REDACTED]

Dear Mr. Woo,

Thank you for your email.

These are unprecedented times globally, and particularly for the airline industry which is experiencing the most profound crisis in its history. In response, airlines have changed everything about how they operate, from massive workforce reductions, and the grounding of entire fleets, to changes in the products and services customers have come to expect.

We realize that COVID-19 has disrupted the plans of travellers worldwide, and our priority is to ensure that our customers have options with a flexible rebooking policy. Similarly to other major airlines, Air Canada is offering all of our customers whose travel was cancelled due to the COVID-19 crisis, including those with non-refundable tickets, the option to keep the remaining value of the ticket for future travel with no expiry date.

Our policy of offering the remaining value of the ticket for future travel is not only consistent with how major airlines are managing this unique situation, but it is also in line with our publicly published tariff rules. Our policy states that in the case of uncontrollable cancellations, the airline's responsibility is to provide alternate travel options (as opposed to refunds), at the end of the event that caused the cancellation.

This is also consistent with the Canadian Transportation Agency, which recently confirmed in a statement regarding COVID-19, the appropriateness of offering the remaining value of the ticket for future travel due to this unprecedented situation. This statement can be found here:

<https://otc-cta.gc.ca/eng/statement-vouchers>

We realize you may disagree and view this approach as inconsistent with the US DOT's Enforcement Notice. However, we believe that our position is consistent with US law having examined this question in depth.

Air Canada is currently working on a self serve option that allows customers to exchange the remaining value of their ticket, but unfortunately it is not ready yet. If you want to make a booking before the self serve option is available, I can create a voucher for you but it will expire in 24 months. Otherwise we appreciate your patience while we finalize this for you.

Customers with refundable tickets who prefer to receive a refund can do so. However, the usual fare rules apply, which means that a portion of the fare may be non-refundable. Should you have a refundable ticket, please have your booking agent contact us or visit <http://www.aircanada.com> and click on the 'My Bookings' tab to process the refund.

Once again, we apologize for any inconvenience that this has caused, and we thank you for your understanding.

Sincerely,  
Austin Starr  
Customer Relations