

BEFORE THE DEPARTMENT OF TRANSPORTATION
OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS
WASHINGTON, D.C.

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Connor Mojo)
)
v.) Docket DOT-OST-2020-____
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Air Canada)
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COMPLAINT OF CONNOR MOJO

Comments with respect to this document should be addressed to:

Connor Mojo



E-mail: cmojo94@gmail.com

Dated: June 29, 2020

BEFORE THE DEPARTMENT OF TRANSPORTATION
OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS
WASHINGTON, D.C.

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Connor Mojo)
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v.) Docket DOT-OST-2020-____
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Air Canada)
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COMPLAINT OF CONNOR MOJO

1. This complaint arises out of Air Canada’s non-compliance with the Department’s rules regarding consumers’ right to be refunded for flights to or from the United States (“U.S. Flights”) cancelled by airlines, even for reasons outside the carriers’ control, as described in the Department’s “Enforcement Notice Regarding Refunds by Carriers Given the Unprecedented Impact of the COVID-19 Public Health Emergency on Air Travel”¹ (“Enforcement Notice”).

¹ Enforcement Notice Regarding Refunds by Carriers Given the Unprecedented Impact of the COVID-19 Public Health Emergency on Air Travel (April 3, 2020) at https://www.transportation.gov/airconsumer/enforcement_notice_refunds_apr_3_2020. See also 14 CFR § 259.5(b)(5), and Enhancing Airline Passenger Protections, 76 Fed. Reg. 23110-01, at 23129 (Apr. 25, 2011).

2. This complaint also arises out of Air Canada’s retroactive application of changes to its refund policies, which constitutes an unfair or deceptive practice within the meaning of 49 U.S.C. § 41712².

I. FACTS

A. Flight cancelled by Air Canada

3. On March 14th, 2020 I purchased two roundtrip tickets for an Air Canada flight from Saint Louis, Missouri to Calgary, Alberta via Toronto departing on July 18th, 2020 and returning via Toronto on July 25th, 2020 (Attachment 1).
4. On May 21st, 2020, I learned that my flights were cancelled by Air Canada (Attachment 2).
5. On May 22nd, 2020 I contacted Air Canada and they rebooked the cancelled flights to another Air Canada roundtrip flight from Saint Louis, Missouri to Calgary, Alberta via Chicago departing on July 18th, 2020 and returning via Denver on July 25th, 2020 (Attachment 3.1)
6. On June 8th, 2020, I learned that my flights were changed and cancelled by Air Canada (Attachment 3.2).
7. On June 9th, I went on Air Canada’s website to request a refund for the cancelled flight, but my request was denied, and I was only offered a flight voucher/credit. On June 16th, I contacted Air Canada by phone and was denied a refund and was only offered a flight voucher/credit. On June 17th I

² Under 49 USC § 41712, the Department is authorized to investigate and decide whether a U.S. air carrier, foreign air carrier, or ticket agent engaged in an unfair or deceptive practice in air transportation or the sale of air transportation. The Department is also authorized to issue orders to stop an unfair or deceptive practice after notice and opportunity for a hearing.

submitted an Air Canada Flight Disruption Claim for the refund amount and was rejected. (Attachment 3.3)

B. Air Canada’s refund policy for cancelled flights

8. Air Canada’s current policy is that customers who purchased nonrefundable flight tickets are not entitled to receive full refunds for flights cancelled or changed by the carrier due to reasons outside its control, including cancellations attributed to the COVID-19 pandemic. Air Canada only offers flight vouchers or credits in such situations and claims in its United States English website that “in accordance with government regulations”, that such bookings are ineligible for a refund (Attachments 4 and 5).

C. Air Canada’s obligations

9. Air Canada is an airline that operates flights from and to the United States and is therefore subject to the Department’s jurisdiction for such flights and bound by the rules enunciated in the Enforcement Notice, which apply to U.S. and foreign airlines operating flights from, to and within the United States.
10. In its Enforcement Notice, and based on existing federal regulation, the Department reminds airlines about their obligation to offer prompt refunds for flights significantly delayed or cancelled by the carriers, even if the reason of such flight disruptions are outside the carrier’s control, and regardless of the nonrefundability or cancellation penalty provisions of the ticket purchased by the affected consumers.
11. In page 2 of its Enforcement Notice, the Department lists the actions non-complying airlines must take to avoid enforcement action, as follows:

- a. the carrier contacts, in a timely manner, the passengers provided vouchers for flights that the carrier cancelled or significantly delayed to notify those passengers that they have the option of a refund;
- b. the carrier updates its refund policies and contract of carriage provisions to make clear that it provides refunds to passengers if the carrier cancels a flight or makes a significant schedule change;
- c. the carrier reviews with its personnel, including reservationists, ticket counter agents, refund personnel, and other customer service professionals, the circumstances under which refunds should be made.

12. On May 12, 2020, the department issued a notice³ in the form of answers to frequently asked questions regarding airline ticket refunds. In the answer to question 4 of the notice, the Department reiterates that airlines may not retroactively apply changes to their refund policies and must honor the policies in place at the time of ticket purchase.

D. Air Canada’s non-compliance and violations

13. Air Canada’s policy of not issuing prompt refunds for U.S. Flights that are significantly delayed or cancelled by the carrier for reasons outside its control, and regardless of the nonrefundability and cancellation penalty provisions of the purchased ticket, is in direct violation of its obligation to offer prompt refunds to affected consumers as per the rules detailed in the Department’s Enforcement Notice.

³ U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings, Frequently Asked Questions Regarding Airline Ticket Refunds Given the Unprecedented Impact of the COVID-19 Public Health Emergency on Air Travel (See answer to question 4: “May airlines and ticket agents retroactively apply new refund policies?”) https://www.transportation.gov/airconsumer/FAQ_refunds_may_12_2020.

14. Before March 19, 2020 (Attachments 6), Air Canada’s policies indicated that consumers can receive refunds for schedule changes and cancellations attributed to the COVID-19 pandemic. However, and since that date, Air Canada changed its refund policies for cancellations and schedule changes in a way that negatively affects consumers by no longer permitting refunds (Attachments 7A, 7B and 8). The new policy is applied by Air Canada based on the date of the cancellation or schedule change, and regardless of the policy in place at the time the passenger purchased the ticket. This represents a retroactive change in policy and represents an unfair or deceptive practice within the meaning of 49 U.S.C. § 41712.

15. Many airlines are complying with their obligations to refund passengers, especially after the issuance of the Enforcement Notice on April 3rd. These airlines will be in an unfairly disadvantageous situation if other airlines, such as Air Canada are allowed to continue practices that violate the same obligations without incurring any penalty.

II. REQUESTED RESOLUTION

16. I ask that the Department of Transportation:

- (1) Exercise its authority under 49 USC 41712 to open an investigation of Air Canada for its non-compliance with the Department’s Enforcement Notice and the regulations on which the notice is based;
- (2) Order Air Canada to comply with its obligation to offer prompt full refunds to original form of payment for U.S. flights that are significantly delayed or cancelled by the carrier, regardless of the reason of such flight

disturbances and regardless of the nonrefundability or the cancellation penalty of the tickets purchased by affected customers.

(3) Order Air Canada to:

- a. contact, in a timely manner, the passengers provided vouchers for U.S. Flights significantly delayed or cancelled by the carrier to notify those passengers that they have the option of a refund;
- b. update its refund policies, contract of carriage and tariff provisions to make clear that it provides prompt refunds to passengers if the carrier cancels a U.S. Flight or makes a significant schedule change, regardless of the reason of such flight disruptions and regardless of the nonrefundability or the cancellation penalty provisions of the tickets purchased by the affected customers;
- c. review with its personnel, including reservationists, ticket counter agents, refund personnel, and other customer service professionals, the circumstances under which refunds should be made.

(4) Impose appropriate civil penalties on Air Canada.

Respectfully submitted,

/s/

Connor Mojo

Attachment 1



AIR CANADA

Booking Confirmation

Booking Reference: XXXXXXXXXX Date of issue: 14 Mar, 2020

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 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.

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, which 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

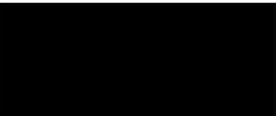
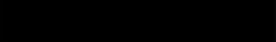
				Economy - Standard
<p><small>Saturday 18 Jul, 2020</small></p>	<p>10:20 St. Louis Lambert-St Louis Int. (STL), Terminal 1</p>		<p>13:22 Toronto Toronto-Pearson Int. (YYZ), Terminal 1</p>	<p> 2hr02 Economy K Operated by: Air Canada Express - Jazz CRJ900  Wi-Fi Meal</p> <p>AC7930</p>
<p><small>Saturday 18 Jul, 2020</small></p>	<p>15:00 Toronto Toronto-Pearson Int. (YYZ), Terminal 1</p>		<p>17:07 Calgary Calgary Int. (YYC), Alberta</p>	<p> 4hr07 Economy K Operated by: Air Canada 777-300ER  Wi-Fi Meal</p> <p>AC147</p>

 - Return

				Economy - Standard
<p><small>Saturday 25 Jul, 2020</small></p>	<p>23:35 Calgary Calgary Int. (YYC), Alberta</p>		<p>05:16 <small>11:16am</small> Toronto Toronto-Pearson Int. (YYZ), Terminal 1</p>	<p> 3hr41 Economy K Operated by: Air Canada Rouge 767-300ER Meal</p> <p>AC1596</p> <p> AC1596 This flight is operated by Air Canada Rouge. You'll want to learn more about Air Canada Rouge's in-flight services and amenities, as these differ from those of Air Canada.</p>
<p><small>Sunday 26 Jul, 2020</small></p>	<p>08:35 Toronto Toronto-Pearson Int. (YYZ), Terminal 1</p>		<p>09:42 St. Louis Lambert-St Louis Int. (STL), Terminal 1</p>	<p> 2hr07 Economy K Operated by: Air Canada Express - Jazz CRJ900  Wi-Fi Meal</p> <p>AC7927</p>

 Connor Jeffrey Mojo 	Seats AC7930 - AC147 - AC1596 - AC7927 -
 Elisabeth Sarah Sauer 	Seats AC7930 - AC147 - AC1596 - AC7927 -

 Purchase summary

	2 adults
	 Air transportation charges
	Base fare (including surcharges and U.S. Transportation Tax) - Depart - Economy - Standard
	Base fare (including surcharges and U.S. Transportation Tax) - Return - Economy - Standard
	 Taxes, fees and charges
	Animal and Plant Health Inspection Service (APHIS) User Fee – United States
	Immigration User Fee - United States
	Customs User Fee - United States
	September 11th Security Fee - United States
	Flight Segment Tax - United States
	Air Travellers Security Charge - Canada
	Goods and Services Tax - Canada - 100092287 RT0001
	Harmonized Sales Tax - Canada - 100092287 RT0001
	Airport Improvement Fee - Canada
	Passenger Facility Charge - United States
Total before options (per passenger)	
Number of passengers	
GRAND TOTAL (US dollars)	

Attachment 2

Air Canada Notification -flightnotification@aircanada.ca-
to me - Thu, May 21, 4:58 PM ☆ ↶ ⋮

We regret to inform you that AC7530 from St Louis, Lambert (STL) to Toronto, Lester B. Pearson Intl (YYZ) on July 18, 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 [REDACTED] 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]
Mojo Connor Jeffrey, Sauer Elisabeth Sarah

Air Canada Notification -flightnotification@aircanada.ca-
to me - Thu, May 21, 4:58 PM ☆ ↶ ⋮

We regret to inform you that AC149 from Toronto, Lester B. Pearson Intl (YYZ) to Calgary, Calgary Intl (YYC) on July 18, 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 [REDACTED] 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]
Mojo Connor Jeffrey, Sauer Elisabeth Sarah

Air Canada Notification -flightnotification@aircanada.ca-
to me - Thu, May 21, 4:57 PM ☆ ↶ ⋮

We regret to inform you that AC152 from Calgary, Calgary Intl (YYC) to Toronto, Lester B. Pearson Intl (YYZ) on July 25, 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 [REDACTED] 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]
Mojo Connor Jeffrey, Sauer Elisabeth Sarah

Air Canada Notification -flightnotification@aircanada.ca-
to me - Thu, May 21, 4:57 PM ☆ ↶ ⋮

We regret to inform you that AC7927 from Toronto, Lester B. Pearson Intl (YYZ) to St Louis, Lambert (STL) on July 26, 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 [REDACTED] 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]
Mojo Connor Jeffrey, Sauer Elisabeth Sarah

Attachment 3.1



Passenger: Mojo Connor Jeffrey (ADT)

Booking Reference: [REDACTED]

Ticket number: [REDACTED]

Air Canada Reservations, 1-888-247-2262

Issuing date: May-22, 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 LOUIS, Lambert (STL) Terminal: 1	CHICAGO, O Hare International (ORD) Terminal: 1	AC4925	07:51 Saturday 18 Jul 2020	09:19 Saturday 18 Jul 2020
Fare: L Fare basis: K30SQ1TG Booking status: OK Frequent flyer number: [REDACTED]	Operated by: UNITED AIRLINES Aircraft type: Canadair Regional Jet 550 Number of stops: 0			Cabin: Economy Duration: 01:28
CHICAGO, O Hare International (ORD) Terminal: 2	CALGARY, Calgary Intl (YYC)	AC4025	10:04 Saturday 18 Jul 2020	13:05 Saturday 18 Jul 2020
Fare: L Fare basis: K30SQ1TG Booking status: OK Frequent flyer number: [REDACTED]	Operated by: UNITED AIRLINES Aircraft type: Embraer 175 (Enhanced Winglets) Number of stops: 0			Cabin: Economy Duration: 04:01
CALGARY, Calgary Intl (YYC)	DENVER, Denver International (DEN)	AC4104	13:46 Saturday 25 Jul 2020	16:24 Saturday 25 Jul 2020
Fare: V Fare basis: K30SQ1TG Booking status: OK Frequent flyer number: [REDACTED]	Operated by: UNITED AIRLINES Aircraft type: Embraer 175 (Enhanced Winglets) Number of stops: 0			Cabin: Economy Duration: 02:38
DENVER, Denver International (DEN)	ST LOUIS, Lambert (STL) Terminal: 1	AC4949	17:21 Saturday 25 Jul 2020	20:37 Saturday 25 Jul 2020
Fare: V Fare basis: K30SQ1TG Booking status: OK Frequent flyer number: [REDACTED]	Operated by: UNITED AIRLINES Aircraft type: Embraer Rj135/140/145 Number of stops: 0			Cabin: Economy Duration: 02:16



Passenger: Sauer Elisabeth Sarah (ADT)

Booking Reference: [REDACTED]

Ticket number: [REDACTED]

Air Canada Reservations, 1-888-247-2262

Issuing date: May-22, 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 LOUIS , Lambert (STL) Terminal: 1	CHICAGO , O Hare International (ORD) Terminal: 1	AC4925	07:51 Saturday 18 Jul 2020	09:19 Saturday 18 Jul 2020
Fare: L Fare basis: K30SQ1TG Booking status: OK	Operated by: UNITED AIRLINES Aircraft type: Canadair Regional Jet 550 Number of stops: 0		Cabin: Economy Duration: 01:28	
CHICAGO , O Hare International (ORD) Terminal: 2	CALGARY , Calgary Intl (YYC)	AC4025	10:04 Saturday 18 Jul 2020	13:05 Saturday 18 Jul 2020
Fare: L Fare basis: K30SQ1TG Booking status: OK	Operated by: UNITED AIRLINES Aircraft type: Embraer 175 (Enhanced Winglets) Number of stops: 0		Cabin: Economy Duration: 04:01	
CALGARY , Calgary Intl (YYC)	DENVER , Denver International (DEN)	AC4104	13:46 Saturday 25 Jul 2020	16:24 Saturday 25 Jul 2020
Fare: V Fare basis: K30SQ1TG Booking status: OK	Operated by: UNITED AIRLINES Aircraft type: Embraer 175 (Enhanced Winglets) Number of stops: 0		Cabin: Economy Duration: 02:38	
DENVER , Denver International (DEN) Terminal: 1	ST LOUIS , Lambert (STL) Terminal: 1	AC4949	17:21 Saturday 25 Jul 2020	20:37 Saturday 25 Jul 2020
Fare: V Fare basis: K30SQ1TG Booking status: OK	Operated by: UNITED AIRLINES Aircraft type: Embraer Rj135/140/145 Number of stops: 0		Cabin: Economy Duration: 02:16	

Attachment 3.2

Air Canada Notification <flightnotification@aircanada.ca>
to me

Tue, May 26, 1:58 PM ☆ ↶ ⋮

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

AC149
Departing Toronto, Lester B. Pearson Intl (YYZ) on July 18, 2020 @ 16:00*
-- Departure Terminal 1
Arriving in Calgary, Calgary Intl (YYC) on July 18, 2020 @ 18:12*

Reason: Government travel advisory

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**

Booking Reference: [REDACTED]
Mojo Connor Jeffrey, Sauer Elisabeth Sarah

Air Canada Notification <flightnotification@aircanada.ca>
to me

Mon, Jun 8, 2:35 PM ☆ ↶ ⋮

We regret to inform you that AC4525 from St Louis, Lambert-St Louis Intl (STL) to Chicago, O Hare International (ORD) on July 18, 2020 has been cancelled.

Booking Reference: [REDACTED]
Mojo Connor Jeffrey, Sauer Elisabeth Sarah

Air Canada Notification <flightnotification@aircanada.ca>
to me

Mon, Jun 8, 12:08 PM ☆ ↶ ⋮

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

AC7610
Departing Chicago, O Hare International (ORD) on July 18, 2020 @ 10:20*
-- Departure Terminal 2
Arriving in Toronto, Lester B. Pearson Intl (YYZ) on July 18, 2020 @ 12:59*
-- Arrival Terminal 1

AC145
Departing Toronto, Lester B. Pearson Intl (YYZ) on July 18, 2020 @ 18:45*
-- Departure Terminal 1
Arriving in Calgary, Calgary Intl (YYC) on July 18, 2020 @ 20:10*

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**

Booking Reference: [REDACTED]
Mojo Connor Jeffrey, Sauer Elisabeth Sarah

Air Canada Notification <flightnotification@aircanada.ca>
to me

Mon, Jun 8, 12:08 PM ☆ ↶ ⋮

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

AC209
Departing Calgary, Calgary Intl (YYC) on July 25, 2020 @ 10:25*
Arriving in Vancouver, International (YVR) on July 25, 2020 @ 10:53*
-- Arrival Terminal M

AC8198
Departing Vancouver, International (YVR) on July 25, 2020 @ 13:10*
-- Departure Terminal M
Arriving in Denver, Denver International (DEN) on July 25, 2020 @ 16:55*

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**

Booking Reference: [REDACTED]
Mojo Connor Jeffrey, Sauer Elisabeth Sarah

Connor Mojo Complaint – Air Canada

Mon, Jan 8, 3:35 PM ☆ ↶ ⋮

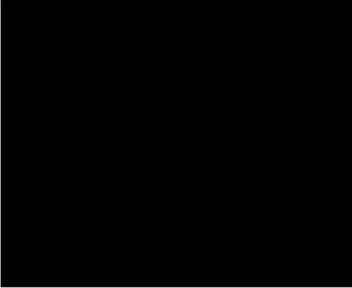
Air Canada Notification <flightnotification@aircanada.ca>
to me

Your flight(s) to St Louis has a revised itinerary due to .

AC4949
Departing Denver, Denver International (DEN) on July 25, 2020 @ 17:40 (previously 17:21)
Arriving in St Louis, Lambert-St Louis Intl (STL) on July 25, 2020 @ 21:00 (previously 20:37)

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**

Your updated itinerary:



Schedules are subject to change without prior notice. A change is defined as a difference of 15 minutes or more from the scheduled departure or arrival time.

Booking Reference: [REDACTED]
Mojo Connor Jeffrey, Saair Elisabeth Sarah

Attachment 3.3

How would you like to cancel your booking?

Please select from one of the following options

<input checked="" type="radio"/> BEST VALUE  41,070* Aeroplan Miles	Convert the remaining value on your booking into Aeroplan Miles <ul style="list-style-type: none">• Earn 65% more miles versus our normal rate for buying miles• Use your miles to redeem for a flight, starting at 7,500 miles• You can also use your miles for merchandise, hotel stays and more• If you've already started your journey with us, only the remaining value of the unflown flight segments and associated services will be converted into Aeroplan Miles• The remaining value is based on all customers and tickets associated with this booking and is inclusive of any applicable taxes, fees, and charges <p><small>*Please ensure that you have logged in to view your offer. Valid for residents in Canada, the United States, Australia, France, Germany, Hong Kong and the United Kingdom.</small></p> 
<input type="radio"/> \$636 .20 Air Canada Travel Voucher	Get an Air Travel Voucher worth the full value of your fare <ul style="list-style-type: none">• Use it to pay for travel, advance seat selection, fees, and more• Fully transferable• No expiry date

This ticket is not entitled for a full refund. [Learn why.](#)

Your Flight Disruption Claim [REDACTED] > Inbox x



Customer Care <CustomerCare.serviceclient@aircanada.ca>
to me ▾

Wed, Jun 17, 9:33 AM (12 days ago) ☆ ↶ ⋮



We are in receipt of your claim under the *Air Passenger Protection Regulations* for flight 4925 on 2020-07-18.

In this instance, the compensation you are requesting does not apply because you were informed of the schedule change at least 15 days prior to the flight departure.

For customers with upcoming travel we have a flexible re-booking policy. We also want to give you more freedom to travel and book with confidence, which is why we're waiving change fees on new bookings as well. For full details, please visit aircanada.com.

If your fare or itinerary does not qualify, our normal rules, including change fees and cancellation fees, apply. This is not unlike other airlines policies and we are unable to make exceptions.

Please follow the instructions on the information page to make changes to your booking. You may have also received an email from Air Canada with options to manage your booking.

If you booked through a travel agency, a third-party website, or another airline, you must contact them directly for assistance.

We are monitoring this situation very closely and are in constant dialogue with Canadian and international health authorities. We will continue to adapt our schedule and route network as developments unfold.

We appreciate the time you have taken to contact us and hope we may have an opportunity to welcome you on board.

Your case number is: [REDACTED]

Attachment 4

Captured on May 24, 2020 from

<https://www.aircanada.com/us/en/aco/home/fly/customer-support/cancellation-options.html#/current-booking>

If you booked directly with Air Canada, please select one of the following:

Air Canada has already cancelled my booking

If you have a booking cancelled by Air Canada for travel prior to March 1, 2020, please [click here](#) to learn more about your options.

If you have a booking cancelled by Air Canada for travel after March 1, 2020, you have several options available to you depending on the type of fare you purchased and whether the cancellation was within Air Canada's control.

Cancellations outside of Air Canada's control

If Air Canada has already cancelled your booking, and the cancellation is outside of Air Canada's control (for example, due to the impacts of COVID-19, government travel advisories and/or health and safety concerns), you have two expanded options to choose from:

1. **Air Canada Travel Voucher** – Transfer the remaining value of all tickets in a booking and associated services to an Air Canada Travel Voucher. The voucher has no expiry date, is fully transferable and can be used multiple times.
2. **Aeroplan Miles** – Convert and transfer the remaining value of all tickets and associated services in a booking, minus any taxes, into Aeroplan Miles, and get an additional 65% bonus miles.

If you purchased a non-refundable fare, please note that in accordance with government regulations, non-refundable bookings that are cancelled due to the impacts of COVID-19, government travel advisories and/or health and safety concerns are outside of Air Canada's control and ineligible for a refund.

If you purchased a refundable fare, you have the additional option of returning the remaining refundable value of all tickets and associated services in a booking, minus any applicable fees, back to your original form of payment.

[How to process a cancellation](#)

Cancellations within Air Canada's control

For both refundable fares and non-refundable fares, if Air Canada has already cancelled your booking, and the cancellation is within Air Canada's control, you have three expanded options to choose from:

1. **Air Canada Travel Voucher** – Transfer the remaining value of all tickets in a booking and associated services to an Air Canada Travel Voucher. The voucher has no expiry date, is fully transferable and can be used multiple times.
2. **Aeroplan Miles** – Convert and transfer the remaining value of all tickets and associated services in a booking, minus any taxes, into Aeroplan Miles, and get an additional 65% bonus miles.
3. **Return to original form of payment** – Return the remaining refundable value of all tickets in a booking and associated services back to your original form of payment.

[How to process a cancellation](#)

Attachment 5

Captured on May 18, 2020 from <https://www.aircanada.com/us/en/aco/home/fly/flight-information/delayed-flights-and-cancellations/refund-options.html>

Home | Fly | Flight Information | Delayed Flights / Cancellations | Refund Options ^

Refund Options

 For flight cancellations due to the impacts of COVID-19, government travel advisories and/or health and safety concerns, click [here](#).

In the event of a flight cancellation or a delay of more than three hours, **for situations other than those outside our control**, Air Canada offers you the option of requesting a refund for the unused portion of your ticket, or using the unused portion toward future travel with us. **Cancellations resulting from the COVID-19 crisis are considered outside our control.**

To Request a Refund

If your flight is cancelled or delayed by more than 3 hours for reasons other than those outside Air Canada's control, and you'd like to obtain a refund for the unused portion of your ticket (including some fees and/or purchased travel options), please call **Air Canada Reservations**. You'll be directed to present your refund request via your original point of purchase.

If you choose to request a refund, the method with which you are refunded will accord with the method in which you paid. Your refund will include your fare and all taxes, as well as certain charges paid for added travel options.

To Retain the Ticket Value for Future Travel

To retain the value of your ticket for future travel:

- Contact **Air Canada Reservations**. Please provide the booking reference number or ticket number. A customer service agent will cancel your current reservation.
- Air Canada will retain the value of all unused portions of your ticket and certain related travel options. (Fares available online are not necessarily available through Air Canada Reservation.)
- You may also cancel your entire reservation or all remaining portions of your ticket online. Please keep your booking reference number so we can better assist you when you are ready to use the value of your ticket.

When you're ready to use the unused portion of your ticket for travel with us:

- Please contact **Air Canada Reservations**, and make sure to have your **booking reference** handy.
- Please keep in mind that:
 - Any change fee associated to your original ticket will be waived.
 - The value can be used for future travel on Air Canada, Air Canada rouge or Air Canada Express.
 - Unused non-refundable travel options, such as assigned seat selection, Maple Leaf Lounge access, and Air Canada Bistro snack or meal vouchers may be used on future flights, subject to availability.
 - If your ticket is fully unused, you must commence your travel within 12 months of the original issue date.
 - If your ticket was partially used, you must complete your travel within 12 months of the first used portion.
 - Tickets are non-transferable: the original booking passenger(s) must use their respective amount(s).
 - Any amount remaining unused after booking a new flight is forfeited.

Attachment 6

Captured on March 17, 2020 from

<https://www.aircanada.com/us/en/aco/home/book/travel-news-and-updates/2020/covid-19.html>

Note: Air Canada removed the information displayed in this attachment on or around March 19, 2020.

My flight has been cancelled. What should I do? ▼

For flight cancellations, we will contact you via the email address or phone number you provided when you booked your flight.

At a later time, when you decide you want to travel, you can apply your credit to a future booking. Please call Air Canada at **1-888-247-2262** to book your new flight with your credit.

If you decide to have your credit refunded to the original payment method, please fill out the refund form and submit it [here](#) .

Attachment 7A

Captured on May 21, 2020 from pagepages 2 of
https://www.aircanada.com/content/dam/aircanada/portal/documents/PDF/agents/en/ca/policies/SKCH_EN_V13.pdf

Overview

Air Canada has revised the Schedule Change policy, effective immediately, for schedule changes processed as of March 19, 2020.

This policy and these procedures cover Air Canada operated flights affected by schedule changes. A schedule change (SKCH) is a flight cancellation, time change, flight number change, routing/airport change or operating carrier change which occurs **more than 48 hours prior to the original scheduled departure time.**

Attachment 7B

Captured on May 21, 2020 from page 8 of

https://www.aircanada.com/content/dam/aircanada/portal/documents/PDF/agents/en/ca/policies/SKCH_EN_V13.pdf

Refunds

Schedule Change **occurred on/before** March 18, 2020

A refund is permitted and applies only for a 014 ticket if an acceptable protection cannot be found due to a schedule change on Air Canada, Air Canada Rouge, Air Canada Express (Jazz, Sky Regional, Air Georgian, EVAS), AC*/OAL or OAL that is:

- A schedule change of 60 minutes or more.
- A change of operating carrier.
- A routing/airport change.
- Not permitting a same-day connection.
- An aircraft change that results in a cabin change.
- Refunds are processed back to the original form of payment.
- Apply waiver code: **ACUSKEDCHG** along with the flight number.

Schedule Change **occurred on/after** March 19, 2020

Full refunds are not permitted.

Please refer to the *Save as Future Credit* and *Cancel and Refund as per Fare Rules* sections below.

Exception: Refunds are permitted for flights originating from the below countries; apply waiver code **ACUSKEDCHG** along with the flight number (e.g. **ACUSKEDCHGXXXX**).

Flight Origin	Refund of Unused Coupons	Deadline to request refund after SKCH
From Algeria	Yes + return to origin	8 days

Information subject to change without notice. [™]Altitude Super Elite 100K, Air Canada Express and Air Canada rouge are trademarks of Air Canada. [®]Aeroplan is a registered trademark of Aimia Canada Inc. [™]Star Alliance is a trademark of the Star Alliance Members. May 14, 2020. V12.

To/From Israel	Yes	21 days
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Attachment 8

Captured on May 18, 2020 from
https://www.aircanada.com/content/dam/aircanada/portal/html/flash-files/20/200323_en.html

As of May 7, 2020 - V8

We've waived changes for new and existing bookings made by customers worldwide. See below for additional details.

For quick reference on which policy to apply (Goodwill or Schedule Change), please refer to our helpful **one-page document.**

AIR CANADA CANCELLED YOUR FLIGHTS?

NO

Apply Goodwill Policy

Flight cancelled.
k.

cancelled up to 2 hours prior to the departure flight.

	MAY 31, 2020
	Between March 1, 2020 and up to May 31, 2021
	24 months from the date you cancel your booking
	As per fare rule
	Waived - one time
OL)	Applies
	CHNGFEE20

A

Version 4: May 7, 2020

YES

Involuntary Changes - Apply Schedule Change Policy

Applies when there is a flight cancellation, time change, flight number change, cabin change, routing/airport change or operating carrier change, which occurs more than 48 hours prior to the original scheduled departure time.

	SCHEDULE CHANGE PRIOR TO MARCH 19, 2020	SCHEDULE CHANGE ON/AFTER MARCH 19, 2020
Rebooking:	Permissible as per policy guidelines (allowed OAL). Add DUE SKCH in ticket endorsement.	Permissible as per policy guidelines (does not allow OAL*). Add DUE SKCH in ticket endorsement.
Refund:	Permissible, and applies only for a 014 ticket if an acceptable protection cannot be found.	As per fare rules. Non-refundable amounts will be lost (including non-refundable taxes). Any cancellation fees will apply. or Credit** ONLY for 24 months. Add CV20VL22 in ticket endorsement. Change fee waived – ADCOL collected if applicable.
*	Over-the-water re-protection flight must be Air Canada-operated and Air Canada-marketed.	
**	Ticket will need to be exchanged prior to the ticket expiry. Instructions can be found in the Schedule Change policy located at aircanada.com/agents , on the Online DRS or by contacting the GDS Help Desk.	

For complete details, please refer to the Schedule Change policy.

Certificate of Service

I hereby certify that I have, this 26th day of June 2020 caused a copy of the foregoing Complaint to be served by electronic mail on the following persons:

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/s/

Connor Mojo