

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

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)
Amber Cottrill,)
)
v.) Docket DOT-OST-2020-____
)
Air Canada)
)
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COMPLAINT OF AMBER COTTRILL

Comments with respect to this document should be addressed to:

Amber J. Cottrill
E-mail: ajcottrill@hotmail.com

Dated: August 10, 2020

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

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Amber Cottrill,)
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v.) Docket DOT-OST-2020-____
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Air Canada)
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COMPLAINT OF AMBER COTTRILL

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”).
2. This complaint also arises out of Air Canada’s application of its refund policies, which constitutes an unfair or deceptive practice within the meaning of 49 U.S.C. § 41712². According to 14 CFR § 399.80(1)(l), it is the policy of the Department to regard as an unfair or deceptive practice or unfair method of competition the practices enumerated in paragraphs (a) through (n) of this section by a ticket agent of any size and the practice enumerated in paragraph(s) by a ticket agent that sells air transportation online and is not considered a small business under the Small Business Administration's size standards set forth in 13 CFR 121.201:

(l) Failing or refusing to make proper refunds promptly when service cannot be performed as contracted or representing that such refunds are obtainable only at some other point, thus depriving persons of the immediate use of the money to arrange other transportation, or forcing them to suffer unnecessary inconveniences and delays or requiring them to accept transportation at higher

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 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.

cost, or under less desirable circumstances, or on less desirable aircraft than that represented at the time of sale.

FACTS A. Flight cancelled by Air Canada

3. On January 17, 2020, I purchased a ticket for a roundtrip flight on Air Canada from DETROIT (DTW) with a layover(s) in TORONTO to CALGARY (YYC) departing on August 11, 2020 with a layover(s) in TORONTO (Attachment 1).
4. On July 3, 2020, I learned that my flight was cancelled by Air Canada (Attachment 2).
5. On July 22, 2020, I contacted Air Canada to request a refund for the cancelled flight, but my request was denied. I was offered a Voucher/Credit (Attachment 3). I did not accept the voucher/credit.
6. I had booked the flight on behalf of 2 person(s). The name(s) of the individual(s) are the following: ROBERT J. EVANS.

B. Air Canada's refund policy for cancelled flights

7. 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

8. 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.

9. 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.
10. 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.
11. 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

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.

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

12. 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.
13. 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.
14. The aforementioned no-refund policy is applied by Air Canada regardless of the policies and terms in place at the time consumers purchased flight tickets, which stipulate that Air Canada will issue refunds for cancelled flights. Air Canada's policy constitutes an unfair or deceptive practice within the meaning of 49 U.S.C. § 41712.
15. According to 14 CFR § 399.80(1)(l), it is the policy of the Department to regard as an unfair or deceptive practice or unfair method of competition the practices enumerated

in paragraphs (a) through (n) of this section by a ticket agent of any size and the practice enumerated in paragraph(s) by a ticket agent that sells air transportation online and is not considered a small business under the Small Business

Administration's size standards set forth in 13 CFR 121.201:

(l) Failing or refusing to make proper refunds promptly when service cannot be performed as contracted or representing that such refunds are obtainable only at some other point, thus depriving persons of the immediate use of the money to arrange other transportation, or forcing them to suffer unnecessary inconveniences and delays or requiring them to accept transportation at higher cost, or under less desirable circumstances, or on less desirable aircraft than that represented at the time of sale.

16. 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.

REQUESTED RESOLUTION

17. I am seeking the airline provide me with an Refund. In addition, I ask that the Department of Transportation to do the following:

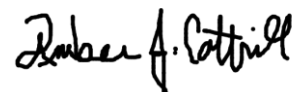
- (1) Exercise its authority under 49 USC 41712 to open an investigation of Air Canada for its non-compliance with the Department's Enforcement Notice and the regulations on which the notice is based;
- (2) Order Air Canada to comply with its obligation to offer prompt full refunds to original form of 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,

A handwritten signature in black ink that reads "Amber F. Cottrill". The signature is written in a cursive, flowing style.

Amber Cottrill

Amber Cottrill

Complaint – Air Canada

Attachment 1

Copy of flight itinerary/eticket receipt



Booking Confirmation



Booking Reference: [REDACTED]

Date of issue: 18 Jan, 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

Tuesday
11 Aug, 2020

10:35
Detroit
Wayne County(DTW),
Terminal N



11:45
Toronto
Toronto-Pearson Int. (YYZ),
Terminal 1

AC8916

1hr10
Economy K
Operated by: Air Canada Express -
Jazz | **CRJ100**
Air Canada Bistro

Tuesday
11 Aug, 2020

13:35
Toronto
Toronto-Pearson Int. (YYZ),
Terminal 1



15:52
Calgary
Calgary Int. (YYC),
Alberta

AC195

4hr17
Economy K
Operated by: Air Canada | **737 MAX 8**
Food for purchase on board

Return

Economy - Standard

Saturday
22 Aug, 2020

13:00
Calgary
Calgary Int. (YYC),
Alberta



18:41
Toronto
Toronto-Pearson Int. (YYZ),
Terminal 1

AC010

3hr41
Economy K
Operated by: Air Canada | **767-300ER**
Food for purchase on board

Saturday
22 Aug, 2020

20:40
Toronto
Toronto-Pearson Int. (YYZ),
Terminal 1





21:50
Detroit
Wayne County (DTW),
Terminal N

AC8923



1hr10
Economy K
Operated by: Air Canada Express -
Jazz | **CRJ100**
Air Canada Bistro

Passengers

Amber Cottrill Complaint – Air Canada

 Amber Joan Cottrill Ticket Number [REDACTED]	Seats	
	AC8916	-
	AC195	-
	AC010	26H
	AC8923	-
 Robert Joseph Evans Ticket Number [REDACTED]	Seats	
	AC8916	-
	AC195	-
	AC010	26K
	AC8923	-

Purchase summary

MasterCard [REDACTED] Amount paid: \$741.76 Tax information GST no. 10009-2287 RT0001 \$2.30 GST/HST no. 10009-2287 RT0001 \$1.60		2 adults	
		 Air Transportation Charges	
		Base Fare (including U.S. Transportation Tax) - Depart - Economy - Standard	142.98
		Base Fare (including U.S. Transportation Tax) - Return - Economy - Standard	142.98
		 Taxes, fees and charges	
		Animal and Plant Health Inspection Service (APHIS) User Fee – United States	3.96
		Immigration User Fee - United States	7.00
		Customs User Fee - United States	5.89
		September 11th Security Fee - United States	5.60
		Flight Segment Tax - United States	17.20
		Air Travellers Security Charge - Canada	9.73
		Goods and Services Tax - Canada - 100092287 RT0001	1.15
		Harmonized Sales Tax - Canada - 100092287 RT0001	0.80
		Airport Improvement Fee - Canada	29.10
		Passenger Facility Charge - United States	4.50
		Total before options (per passenger)	\$370⁸⁸
		Number of passengers	X 2
		GRAND TOTAL (US dollars)	\$741⁷⁶

Check-in and boarding gate deadlines

Within Canada	To/From the U.S.	
90 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 ¹	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	Boarding gate deadline You must be present at the boarding gate before it closes.

1. 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 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.

Detroit (DTW) > Calgary (YYC)

1st bag

\$ 30.00 USD
Including taxes

2nd bag

\$ 50.00 USD
Including taxes

Max. weight per bag:
23 kg (50 lb)

Max. dimensions per bag:
158 cm (62 in)

Calgary (YYC) > Detroit (DTW)

1st bag

\$ 30.00 USD
Including taxes

2nd bag

\$ 50.00 USD
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](#).

Fare Rules

Economy - Standard

	Changes	Departing flight <ul style="list-style-type: none"> • Before departure of first flight <ul style="list-style-type: none"> - 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 USD - \$100 USD - New travel dates must be prior to Sunday, 17 Jan, 2021 - The maximum change fee applied is \$200 USD per direction, per passenger, plus any applicable taxes and fare difference. Child/Infant discounts may apply. • After departure of first flight <ul style="list-style-type: none"> - 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 USD - \$100 USD - New travel dates must be prior to Wednesday, 11 Aug, 2021 - The maximum change fee applied is \$200 USD 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	<ul style="list-style-type: none"> • Tickets are non-refundable and are non-transferable. • Partially used tickets may be submitted for a refund assessment. The 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	<ul style="list-style-type: none"> • There is no maximum or minimum day stay associated with this fare.
	Maximum stay	<ul style="list-style-type: none"> • There is no maximum or minimum day stay associated with this fare.
	Aeroplan	<ul style="list-style-type: none"> • 25% Aeroplan Miles for flights within Canada • 50% Aeroplan Miles for flights between Canada and the U.S. • The equivalent in Altitude Qualifying Miles • For all flights operated by Air Canada, Air Canada Express and Air Canada Rouge
Economy - Standard		
	Changes	Return flight <ul style="list-style-type: none"> • Before departure of first flight <ul style="list-style-type: none"> - 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 USD - \$100 USD - New travel dates must be prior to Sunday, 17 Jan, 2021 - The maximum change fee applied is \$200 USD per direction, per passenger, plus any applicable taxes and fare difference. Child/Infant discounts may apply. • After departure of first flight <ul style="list-style-type: none"> - 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 USD - \$100 USD - New travel dates must be prior to Wednesday, 11 Aug, 2021 - The maximum change fee applied is \$200 USD 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	<ul style="list-style-type: none"> • Tickets are non-refundable and are non-transferable. • Partially used tickets may be submitted for a refund assessment. The 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	<ul style="list-style-type: none"> • There is no maximum or minimum day stay associated with this fare.
	Maximum stay	<ul style="list-style-type: none"> • There is no maximum or minimum day stay associated with this fare.
	Aeroplan	<ul style="list-style-type: none"> • 25% Aeroplan Miles for flights within Canada • 50% Aeroplan Miles for flights between Canada and the U.S. • The equivalent in Altitude 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.

Amber Cottrill
Complaint – Air Canada

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Complaint – Air Canada

Attachment 2

Confirmation/notice that a flight in your reservation has been cancelled by the airline.

Complaint – Air
Canada

Air Canada flight AC4943 has been cancelled - Booking Reference [REDACTED]

Air Canada Notification <flightnotification@aircanada.ca>

Fri 7/3/2020 3:06 PM

To: ajcottrill@hotmail.com <ajcottrill@hotmail.com>

We regret to inform you that AC4943 from Chicago, O Hare International (ORD) to Detroit, Metropolitan Wayne Co (DTW) on August 22, 2020 has been cancelled.

Booking Reference: [REDACTED]

Cottrill Amber Joan, Evans Robert Joseph

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 (<https://eur05.safelinks.protection.outlook.com/?url=http%3A%2F%2Faircanada.com%2Fprivacy&data=02%7C01%7C%7C2636afc004f64f2b5c7b08d81f842cbb%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637293999829279474&data=XZFdp9wHzMu5cmLKmwH32vhUXAZdduwKeBLWsFCf3FA%3D&reserved=0>).

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.

Amber Cottrill
Complaint – Air Canada

Amber Cottrill

Complaint – Air Canada

Attachment 3

Proof of communication that the Airline denied your request for a refund.

Jul 22	12:42 PM	858.247.2202	Spencer V, OH	Insomky, CL	1
Jul 22	12:42 PM	415.738.2005	Spencer V, OH	Seth Cottrill, CA	1
Jul 22	12:45 PM	415.738.2005	Spencer V, OH	Seth Cottrill, CA	3
Jul 22	12:47 PM	858.247.2202	Spencer V, OH	Insomky, CL	10
Jul 22	12:47 PM	415.738.2005	Spencer V, OH	Seth Cottrill, CA	17

Attachment 4

Captured on May 24, 2020 from

<https://www.aircanada.com/us/en/aco/home/fly/customersupport/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/flightinformation/delayed-flights-and-cancellations/refund-options.html>

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/travelnews-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 Air 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

It 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

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.	

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Version 4: May 7, 2020

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

Additional Attachments

8/10/20

To whom it may concern at the DOT office:

I booked our flights on 1/17/20 directly through Air Canada with flights leaving Detroit on 8/11/20, flying into Calgary with a layover in Toronto. The return flights were on 8/22/20 out of Calgary, layover in Toronto, final destination Detroit. During Memorial Day weekend, I received a notification that our return flights in Canada on 8/22/20 were canceled due to the Covid situation. (These emails specifically stated the cancellations were due to the impacts of Covid-19.) So I called Air Canada directly and on 5/25/20 they got us booked for flights of the same dates (8/11 and 8/22) going from DTW-ORD-YYC. Return flights home from YYC-ORD-DTW. Everything was great! **They kept the same booking number as our flights that we booked on 1/17/20**

Air Canada kept changing the flight times slightly. No big deal. Then on 7/3/20, they sent an email saying they were cancelling our return flight segment from Chicago to Detroit. No cancellation reason was given. (There was no indication that they were offering to get us back to our starting point of Detroit.) I waited a few weeks before contacting them, just to give them some time to see if they were going to find us a flight. They never did. So I called them and told them I wanted my full refund, which they refused.

After I called them telling them I wanted a refund on 7/22/20, they had changed the flight again. It was now going to be DTW-DEN-YYC and then YYC-DEN-ORD. (So they were still going to leave us stranded in Chicago.) I do have the emails with the flight changes to prove this and the booking confirmation email. They're all dated 7/23/20. I had not accepted this change to our flight and it was after I called to tell them I wanted a refund. (I was not going to accept the change to our flight when we were going to be left in Chicago on the way home when our origination was Detroit.) Then the evening of 7/23/20, I received a notification email of our ticket cancellation confirmation for the DTW-ORD-YYC flight with YYC-ORD-DTW return flight. It shows a ticket credit receipt (NOT a refund to the original form of payment as required.) I clearly stated in my phone call to them on 7/22/20 that I was refusing a credit voucher. I do not want a credit voucher with them. I will not use it. I will not fly with them when I decide to go to Canada. I've already refused the credit voucher (as per my rights.) I would like a full refund in the form of payment method I used to pay for my flights.

I tried to attach the recorded call with Air Canada from 7/22/20 where they refused to issue me a full refund of my ticket, but it wouldn't let me attach it. I can provide the recording (somehow) if you need it. Or I can pay to have the conversation transcribed and send that in to you if it will be helpful to my case. For now, I attached the phone log to show where Air Canada called me (after I called them and requested a call back once it was my turn) and as soon as I answered the call from Air Canada, I called the number for the "Call Recorder" app I have on my phone so that I could record the phone conversation.

If you need me to submit more info, please let me know and I will gladly do so! Thank you so much for your time and helping us to get our money back for services not rendered. Amber Cottrill & Robert Evans

Description of flight changes Air Canada original itinerary stating flight cancelled due to impacts of Covid-19 YYZ-DTW dated 05.26.20

Air Canada - FLIGHT CANCELLATION - [REDACTED] - AC8923/Aug 22, 2020

Air Canada Notification <flightnotification@aircanada.ca>

Tue 5/26/2020 3:01 PM

To: ajcottrill@hotmail.com <ajcottrill@hotmail.com>

We regret to inform you that AC8923 from Toronto, Lester B. Pearson Intl (YYZ) to Detroit, Metropolitan Wayne Co (DTW) on August 22, 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://nam11.safelinks.protection.outlook.com/?url=https%3A%2F%2Fbook.aircanada.com%2Fbkqd%3Fref%3DUY5T3F%26n%3DCottrill&data=02%7C01%7C%7Cf41ed33b219f4b51a9e808d801a724a1%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637261164663222973&data=5OPa3lpK2c1TGfsAralr8AvK%2BZfTuwnRo85sGnNzkM%3D&reserved=0> and select 'Cancel Booking.'
2. A travel agency: They will process this for you on your behalf.
3. Aeroplan: Visit <https://nam11.safelinks.protection.outlook.com/?url=https%3A%2F%2Faeroplan.com%2F&data=02%7C01%7C%7Cf41ed33b219f4b51a9e808d801a724a1%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637261164663222973&data=XWV0jdZ1zuiW4GasYiyMgSgNnpgeYD3PjRsTgXjrev8%3D&reserved=0> 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://nam11.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.aeroplan.com%2F&data=02%7C01%7C%7Cf41ed33b219f4b51a9e808d801a724a1%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637261164663222973&data=3vz81j%2BbLwwgsBz1rRCWJIsnPxn0p5dujYVVvhGTt0%3D&reserved=0>.

Booking Reference: [REDACTED]

Cottrill Amber Joan, Evans Robert Joseph

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 (<https://nam11.safelinks.protection.outlook.com/?url=http%3A%2F%2Faircanada.com%2Fprivacy&data=02%7C01%7C%7Cf41ed33b219f4b51a9e808d801a724a1%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637261164663222973&data=AHj3ajYAp852%2FGEt%2BNPRctKz3EfzI020XVUPgb1ZIs%3D&reserved=0>).

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

Amber Cottrill
Complaint – Air Canada

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 original itinerary stating flight cancelled due to impacts of Covid-19 YYC-YYZ
dated 05.26.20

Air Canada - FLIGHT CANCELLATION - [REDACTED] - AC140/Aug 22, 2020

Air Canada Notification <flightnotification@aircanada.ca>

Tue 5/26/2020 3:01 PM

To: ajcottrill@hotmail.com <ajcottrill@hotmail.com>

We regret to inform you that AC140 from Calgary, Calgary Intl (YYC) to Toronto, Lester B. Pearson Intl (YYZ) on August 22, 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://eur05.safelinks.protection.outlook.com/?url=https%3A%2F%2Fbook.aircanada.com%2Fbkqd%3Fref%3DUY5T3F%26n%3DCottrill&data=02%7C01%7C%7Cf63ec051ac4d4368556c08d801a725f9%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637261164687128313&data=afn9DhMC2j%2BKunVLifiG52jgfVHKYiAEICDa9lWTdp8%3D&reserved=0> and select 'Cancel Booking.'
2. A travel agency: They will process this for you on your behalf.
3. Aeroplan: Visit <https://eur05.safelinks.protection.outlook.com/?url=https%3A%2F%2Faeroplan.com%2F&data=02%7C01%7C%7Cf63ec051ac4d4368556c08d801a725f9%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637261164687128313&data=LHSNfU56D68T%2BrpfEpeFzuL7o5nCN0Svfd7eySgbScE%3D&reserved=0> 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://eur05.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.aeroplan.com%2F&data=02%7C01%7C%7Cf63ec051ac4d4368556c08d801a725f9%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637261164687128313&data=U764128BGzxSegoJJYq35xyC%2F4v1Fenn%2FcNz2QWSxA%3D&reserved=0>.

Booking Reference: [REDACTED]

Cottrill Amber Joan, Evans Robert Joseph

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 (<https://eur05.safelinks.protection.outlook.com/?url=http%3A%2F%2Faircanada.com%2Fprivacy&data=02%7C01%7C%7Cf63ec051ac4d4368556c08d801a725f9%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637261164687128313&data=NPZ0Lh4j4w0eDg158xj7q6wXiU%2FatHZFCLhGYULD1HE%3D&reserved=0>).

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

Amber Cottrill
Complaint – Air Canada

Réervations 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.

Amber Cottrill
Complaint – Air Canada

Air Canada voluntary flight change Robert Evans dated 05.25.20



Passenger: Evans Robert Joseph (ADT)

Booking Reference: [REDACTED]

Ticket number: [REDACTED]

Air Canada Reservations, 1-888-247-2262
Issuing date: May-25, 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
DETROIT, Metropolitan Wayne Co (DTW) Terminal: N	CHICAGO, O Hare International (ORD) Terminal: 2	AC4815	08:14 Tuesday 11 Aug 2020	08:37 Tuesday 11 Aug 2020
Fare: K Fare basis: K30SQ1TG Booking status: OK	Operated by: UNITED AIRLINES Aircraft type: Embraer 175 (Enhanced Winglets) Number of stops: 0		Cabin: Economy Duration: 01:23	
CHICAGO, O Hare International (ORD) Terminal: 2	CALGARY, Calgary Intl (YYC)	AC4025	10:04 Tuesday 11 Aug 2020	13:05 Tuesday 11 Aug 2020
Fare: K 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)	CHICAGO, O Hare International (ORD) Terminal: 1	AC4026	12:30 Saturday 22 Aug 2020	16:50 Saturday 22 Aug 2020
Fare: K Fare basis: K30SQ1TG Booking status: OK	Operated by: UNITED AIRLINES Aircraft type: Boeing 737-800 Number of stops: 0		Cabin: Economy Duration: 03:20	
CHICAGO, O Hare International (ORD) Terminal: 2	DETROIT, Metropolitan Wayne Co (DTW) Terminal: N	AC4943	21:15 Saturday 22 Aug 2020	23:37 Saturday 22 Aug 2020
Fare: K Fare basis: K30SQ1TG Booking status: OK	Operated by: UNITED AIRLINES Aircraft type: Embraer 175 (Enhanced Winglets) Number of stops: 0		Cabin: Economy Duration: 01:22	

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](#).

Amber Cottrill Complaint – Air Canada

Checked Baggage

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

DTWYYC

For Baggage Policy, Please Contact Your Agent

Name of the carrier whose baggage rules apply: AIR CANADA

YYCDTW

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.

Amber Cottrill Complaint – Air Canada

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

Endorsements:	INVOL REROUTE AC ONLY/ NONREF/CHGFEE -BG AC	Air Transportation Charges:	USD 266.00
		Taxes, Fees and Charges:	
		Animal and Plant Health Inspection Service (APHIS) User Fee – United States(XA)	USD PD 3.96
		Immigration User Fee - United States(XY)	USD PD 7.00
		Customs User Fee - United States(YC)	USD PD 5.89
		Transportation International/Domestic Tax - United States(US)	USD PD 19.95
		September 11th Security Fee - United States(AY)	USD PD 5.60
		Flight Segment Tax - United States(ZP)	USD PD 17.20
		Air Travellers Security Charge - Canada(CA)	USD PD 9.73
		Goods and Services Tax - Canada - 100092287 RT0001(XG)	USD PD 1.15
		Harmonized Sales Tax - Canada - 100092287 RT0001(RC)	USD PD 0.80
		Airport Improvement Fee - Canada(SQ)	USD PD 22.98
		Airport Improvement Fee - Canada(SQ)	USD PD 6.12
		Passenger Facility Charge - United States(XF)	USD PD 4.50
		Total Amount:	CAD NO ADC

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.

Amber Cottrill
Complaint – Air Canada

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.

NOTICE: SOLD SUBJECT TO APPLICABLE TARIFFS

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 Canadas 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 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

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.

Amber Cottrill
Complaint – Air Canada



Amber Cottrill
Complaint – Air Canada

Air Canada voluntary flight change Amber Cottrill dated 05.25.20



Passenger: Cottrill Amber Joan (ADT)

Booking Reference: [REDACTED]

Ticket number: [REDACTED]

Air Canada Reservations, 1-888-247-2262
Issuing date: May-25, 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
DETROIT, Metropolitan Wayne Co (DTW) Terminal: N	CHICAGO, O Hare International (ORD) Terminal: 2	AC4815	08:14 Tuesday 11 Aug 2020	08:37 Tuesday 11 Aug 2020
Fare: K Fare basis: K30SQ1TG Booking status: OK	Operated by: UNITED AIRLINES Aircraft type: Embraer 175 (Enhanced Winglets) Number of stops: 0		Cabin: Economy Duration: 01:23	
CHICAGO, O Hare International (ORD) Terminal: 2	CALGARY, Calgary Intl (YYC)	AC4025	10:04 Tuesday 11 Aug 2020	13:05 Tuesday 11 Aug 2020
Fare: K 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)	CHICAGO, O Hare International (ORD) Terminal: 1	AC4026	12:30 Saturday 22 Aug 2020	16:50 Saturday 22 Aug 2020
Fare: K Fare basis: K30SQ1TG Booking status: OK	Operated by: UNITED AIRLINES Aircraft type: Boeing 737-800 Number of stops: 0		Cabin: Economy Duration: 03:20	
CHICAGO, O Hare International (ORD) Terminal: 2	DETROIT, Metropolitan Wayne Co (DTW) Terminal: N	AC4943	21:15 Saturday 22 Aug 2020	23:37 Saturday 22 Aug 2020
Fare: K Fare basis: K30SQ1TG Booking status: OK	Operated by: UNITED AIRLINES Aircraft type: Embraer 175 (Enhanced Winglets) Number of stops: 0		Cabin: Economy Duration: 01:22	

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](#).

Amber Cottrill Complaint – Air Canada

Checked Baggage

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

DTWYYC

For Baggage Policy, Please Contact Your Agent

Name of the carrier whose baggage rules apply: AIR CANADA

YYCDTW

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.

Amber Cottrill Complaint – Air Canada

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

Endorsements:	INVOL REROUTE AC ONLY/ NONREF/CHGFEE -BG AC	Air Transportation Charges:	USD 266.00
		Taxes, Fees and Charges:	
		Animal and Plant Health Inspection Service (APHIS) User Fee – United States(XA)	USD PD 3.96
		Immigration User Fee - United States(XY)	USD PD 7.00
		Customs User Fee - United States(YC)	USD PD 5.89
		Transportation International/Domestic Tax - United States(US)	USD PD 19.95
		September 11th Security Fee - United States(AY)	USD PD 5.60
		Flight Segment Tax - United States(ZP)	USD PD 17.20
		Air Travellers Security Charge - Canada(CA)	USD PD 9.73
		Goods and Services Tax - Canada - 100092287 RT0001(XG)	USD PD 1.15
		Harmonized Sales Tax - Canada - 100092287 RT0001(RC)	USD PD 0.80
		Airport Improvement Fee - Canada(SQ)	USD PD 22.98
		Airport Improvement Fee - Canada(SQ)	USD PD 6.12
		Passenger Facility Charge - United States(XF)	USD PD 4.50
		Total Amount:	CAD NO ADC

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.

Amber Cottrill
Complaint – Air Canada

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.

NOTICE: SOLD SUBJECT TO APPLICABLE TARIFFS

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 Canadas 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 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

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.

Amber Cottrill
Complaint – Air Canada



Amber Cottrill
Complaint – Air Canada

Air Canada cancellation of return flight on 8/22/20 ORD-DTW (can't get back to original destination)

Amber Cottrill
Complaint – Air Canada

Air Canada flight AC4943 has been cancelled - Booking Reference [REDACTED]

Air Canada Notification <flightnotification@aircanada.ca>

Fri 7/3/2020 3:06 PM

To: ajcottrill@hotmail.com <ajcottrill@hotmail.com>

We regret to inform you that AC4943 from Chicago, O Hare International (ORD) to Detroit, Metropolitan Wayne Co (DTW) on August 22, 2020 has been cancelled.

Booking Reference: [REDACTED]

Cottrill Amber Joan, Evans Robert Joseph

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 (<https://eur05.safelinks.protection.outlook.com/?url=http%3A%2F%2Faircanada.com%2Fprivacy&data=02%7C01%7C%7C2636afc004f64f2b5c7b08d81f842cbb%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637293999829279474&sdata=XZFdp9wHzMu5cmLkmwH32vhUXAZdduwKeBLWsFCf3FA%3D&reserved=0>).

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 email for itinerary change on 07.23.20 (flight to Canada on 08/11/20) (AFTER I called & refused their flight voucher)

Air Canada - REVISED ITINERARY - [REDACTED]/Aug 11, 2020

Air Canada Notification <flightnotification@aircanada.ca>

Thu 7/23/2020 12:11 PM

To: ajcottrill@hotmail.com <ajcottrill@hotmail.com>

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

AC5644

Departing Detroit, Metropolitan Wayne Co (DTW) on August 11, 2020 @ 08:15*

-- Departure Terminal N

Arriving in Denver, Denver International (DEN) on August 11, 2020 @ 09:31*

AC5434

Departing Denver, Denver International (DEN) on August 11, 2020 @ 19:20*

Arriving in Calgary, Calgary Intl (YYC) on August 11, 2020 @ 21:55*

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**

[https://eur06.safelinks.protection.outlook.com/?](https://eur06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fbook.aircanada.com%2Fbkqd%3Fref%3DUY5T3F%26n%3DCottrill&data=02%7C01%7C%7C73a26bb6410c47a9f4cb08d82f23098b%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637311174813520773&data=7FV1yMtERfrOrsSLE%2Bb6PVC0u5ELCSGtqun8G7SojDc%3D&reserved=0)

[url=https%3A%2F%2Fbook.aircanada.com%2Fbkqd%3Fref%3DUY5T3F%26n%3DCottrill&data=02%7C01%7C%7C73a26bb6410c47a9f4cb08d82f23098b%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637311174813520773&data=7FV1yMtERfrOrsSLE%2Bb6PVC0u5ELCSGtqun8G7SojDc%3D&reserved=0](https://eur06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fbook.aircanada.com%2Fbkqd%3Fref%3DUY5T3F%26n%3DCottrill&data=02%7C01%7C%7C73a26bb6410c47a9f4cb08d82f23098b%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637311174813520773&data=7FV1yMtERfrOrsSLE%2Bb6PVC0u5ELCSGtqun8G7SojDc%3D&reserved=0)

Booking Reference: [REDACTED]

Cottrill Amber Joan, Evans Robert Joseph

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

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[url=http%3A%2F%2Fwww.aircanada.com%2Fcontact&data=02%7C01%7C%7C73a26bb6410c47a9f4cb08d82f23098b%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637311174813520773&data=Oot%2B2QkHCyULU6vwKZu3b9WDCXN1ZO7fcs07vny92k%3D&reserved=0](http%3A%2F%2Fwww.aircanada.com%2Fcontact&data=02%7C01%7C%7C73a26bb6410c47a9f4cb08d82f23098b%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637311174813520773&data=Oot%2B2QkHCyULU6vwKZu3b9WDCXN1ZO7fcs07vny92k%3D&reserved=0). If you have booked your flight with Aeroplan, you may refer to <https://eur06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.aeroplan.com%2Fhelpcenter%2Fcontact-us&data=02%7C01%7C%7C73a26bb6410c47a9f4cb08d82f23098b%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637311174813520773&data=LnSl03TcHGK55fP1aFvNfykivLk29PvJDyP6FhQHBC%3D&reserved=0>, 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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Air Canada email for itinerary change on 07.23.20 (flight from Canada on 08/22/20) (AFTER I called & refused their flight voucher)

Air Canada - REVISED ITINERARY - [REDACTED]/Aug 22, 2020

Air Canada Notification <flightnotification@aircanada.ca>

Thu 7/23/2020 12:11 PM

To: ajcottrill@hotmail.com <ajcottrill@hotmail.com>

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

AC5324

Departing Calgary, Calgary Intl (YYC) on August 22, 2020 @ 10:15*

Arriving in Denver, Denver International (DEN) on August 22, 2020 @ 12:45*

AC5780

Departing Denver, Denver International (DEN) on August 22, 2020 @ 13:50*

Arriving in Chicago, O Hare International (ORD) on August 22, 2020 @ 17:05*

-- Arrival Terminal 1

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**

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Booking Reference: [REDACTED]

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[url=http%3A%2F%2Fwww.aircanada.com%2Fcontact&data=02%7C01%7C%7C13ae81b30370431b1c9808d82f231443%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637311174989362971&data=gm%2Bj2w1VjVtyBdQM7ICslVoGybtDqEpyfllGxNImTLU%3D&reserved=0](http%3A%2F%2Fwww.aircanada.com%2Fcontact&data=02%7C01%7C%7C13ae81b30370431b1c9808d82f231443%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637311174989362971&data=gm%2Bj2w1VjVtyBdQM7ICslVoGybtDqEpyfllGxNImTLU%3D&reserved=0). If you have booked your flight with Aeroplan, you may refer to [https://eur06.safelinks.protection.outlook.com/?](https://eur06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.aeroplan.com%2Fhelpcenter%2Fcontact-us&data=02%7C01%7C%7C13ae81b30370431b1c9808d82f231443%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637311174989362971&data=pxGoHrC02OaJdhQqIAHhgyTPFux2vnGpT0cxYEOF4Z4%3D&reserved=0)

[url=https%3A%2F%2Fwww.aeroplan.com%2Fhelpcenter%2Fcontact-us&data=02%7C01%7C%7C13ae81b30370431b1c9808d82f231443%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637311174989362971&data=pxGoHrC02OaJdhQqIAHhgyTPFux2vnGpT0cxYEOF4Z4%3D&reserved=0](https://eur06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.aeroplan.com%2Fhelpcenter%2Fcontact-us&data=02%7C01%7C%7C13ae81b30370431b1c9808d82f231443%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637311174989362971&data=pxGoHrC02OaJdhQqIAHhgyTPFux2vnGpT0cxYEOF4Z4%3D&reserved=0), 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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[url=http%3A%2F%2Fwww.aircanada.com%2Fprivacy&data=02%7C01%7C%7C13ae81b30370431b1c9808d82f231443%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637311174989362971&data=BOPouFgRDvffcguzkFE7f9fbl9OifaWrOyn1u7E9Lec%3D&reserved=0](https://eur06.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.aircanada.com%2Fprivacy&data=02%7C01%7C%7C13ae81b30370431b1c9808d82f231443%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637311174989362971&data=BOPouFgRDvffcguzkFE7f9fbl9OifaWrOyn1u7E9Lec%3D&reserved=0)).

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*Please also check airport information or online flight status.
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Air Canada flight cancellation notice for Amber sent on 7/23/20 (AFTER I declined a credit voucher)

Cancellation Confirmation: [REDACTED], Amber Joan Cottrill: 11-Aug Detroit-Chicago

Air Canada <noreply@aircanada.ca>

Thu 7/23/2020 7:28 PM

To: AJCOTTRILL@HOTMAIL.COM <AJCOTTRILL@HOTMAIL.COM>

1 attachments (121 KB)

[REDACTED]Amber Joan Cottrill 11-Aug Detroit-Chicago.pdf;



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Air Canada flight cancellation credit voucher for Amber sent on 7/23/20 (AFTER I declined a

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credit voucher)



Passenger: Cottrill Amber Joan (ADT)

Booking Reference: [REDACTED]

Ticket number: [REDACTED]

Air Canada Reservations, 1-888-247-2262
Issuing date: May-25, 2020

TICKET CREDIT RECEIPT

Your cancellation is successfully processed. This is your Electronic Ticket Credit Receipt; we recommend that you keep a copy for your records. Below you will see the Itinerary that has now been cancelled and your Fare Information will be kept on hold as a credit along with the applicable Fare Rules.

From	To	Flight	Departure	Arrival
DETROIT, Metropolitan Wayne Co (DTW)	CHICAGO, O Hare International (ORD)	AC4815	08:14 Tuesday 11 Aug 2020	08:37 Tuesday 11 Aug 2020
Fare: K Fare basis: K30SQ1TG Booking status: OK	Operated by: UNITED AIRLINES Number of stops: 0			Duration: 01:23
CHICAGO, O Hare International (ORD) Terminal: 2	CALGARY, Calgary Intl (YYC)	AC4025	10:04 Tuesday 11 Aug 2020	13:05 Tuesday 11 Aug 2020
Fare: K Fare basis: K30SQ1TG Booking status: OK	Operated by: SKYWEST/UNITED EXPRESS Aircraft type: Embraer 175 (Enhanced Winglets) Number of stops: 0			Duration: 04:01
CALGARY, Calgary Intl (YYC)	CHICAGO, O Hare International (ORD)	AC4026	12:30 Saturday 22 Aug 2020	16:50 Saturday 22 Aug 2020
Fare: K Fare basis: K30SQ1TG Booking status: OK	Operated by: UNITED AIRLINES Number of stops: 0			Duration: 03:20
CHICAGO, O Hare International (ORD) Terminal: 2	DETROIT, Metropolitan Wayne Co (DTW) Terminal: N	AC4943	21:15 Saturday 22 Aug 2020	23:37 Saturday 22 Aug 2020
Fare: K Fare basis: K30SQ1TG Booking status: OK	Operated by: REPUBLIC AIRLINES/UNITED EXPRESS Aircraft type: Embraer 175 (Enhanced Winglets) Number of stops: 0			Duration: 01:22

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FARE DETAILS

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Air Canada <noreply@aircanada.ca>

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Ticket number: [REDACTED]

Air Canada Reservations, 1-888-247-2262

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FARE DETAILS

Amber Cottrill

Certificate of Service

I hereby certify that I have, this 10 day of August 2020 a copy of the foregoing Complaint to be served by electronic mail on the following persons:

Kimberly Graber, Esq.

kimberly.graber@dot.gov

Blane Workie, Esq.

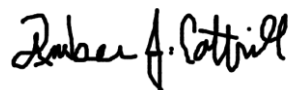
blane.workie@dot.gov

Robert Gorman, Esq.

robert.gorman@dot.gov

Anita Mosner, Esq

Anita.Mosner@hklaw.com

A handwritten signature in black ink, reading "Amber F. Cottrill". The signature is written in a cursive, flowing style.

Amber Cottrill