

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

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Calvin Blankenship,)	
)	
v.)	Docket DOT-OST-2020-_____
)	
Air Canada)	
)	
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COMPLAINT OF CALVIN BLANKENSHIP

Comments with respect to this document should be addressed to:

Calvin Blankenship

E-mail: calvinbjr@gmail.com

Dated: August 22, 2020

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

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Calvin Blankenship,)
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v.) Docket DOT-OST-2020-____
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Air Canada)
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COMPLAINT OF CALVIN BLANKENSHIP

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

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.

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:

(I) 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.

FACTS

A. Flight cancelled by Air Canada

3. On January 23, 2020, I purchased two (2) tickets for a roundtrip flight on Air Canada from Dallas, TX (DFW) with a layover(s) in Montreal, Canada (YUL) to Barcelona, Spain (BCN) departing on May 15, 2020 with a layover(s) in Montreal, Canada (YUL) (Attachment 1). I booked the flight via business-class.com agent Luke Gordon Direct Line: +1 (305) 809-8097 E: luke@business-class.com.

Booking Reference: G10307 Air Canada Airline Confirmation E-ticket: J7GGG4 0147494280945 / Blankenship Calvin Broadice 0147494280946 / Blankenship, Mary Marcille.
4. On March 5, 2020, I learned, by checking the Air Canada website, that my flight was cancelled by Air Canada (Attachment 2). I have never received any formal notification from Air Canada or business-class.com that the flights were cancelled.

5. On March 6, 2020 I contacted Mr. Gordon at business-class.com to ask what my options were. I was told that I could have either a refund of \$942.25 per passenger (less than half the cost of each ticket); or an exchange to different dates with possible fare difference. Note that I did not, at that time or since, request that Business-Class initiate cancellation of my flight.
6. On April 6, 2020, I requested again that business-class.com obtain a refund from Air Canada. The reply I received was verbiage of Air Canada's cancellation/exchange policy copied verbatim from the reservation system:

If you made a flight booking before April 15th, 2020, you can make a one-time change to your existing booking without a penalty, up until two hours before your flight.

You can fly to the same destination at a later date or change to a different destination. The rebooked travel needs to take place before April 30th, 2021. Any fare difference will apply if the new flight is more expensive. No refunds are offered.

Per Mr. Gordon (Attachment 2), “Air Canada has updated its policy and is now not providing refunds for any of their flight options regardless of travel dates. It was possible at a penalty before but now is not possible at all. I would like to stress that this policy comes directly from the airline, not us. However, you can exchange your tickets without a penalty and change the destination as well. If the tickets you would like to exchange to are more expensive, the price difference will have to be paid as extra.”

The offered travel credits come with restrictive terms and conditions, including that they must be used within 24 months, that they are non-transferable, are only valid for travel on Air Canada flights, no price guarantee for rescheduled flights, and the forfeiture of any value if the rescheduled flight's fare is less. As of 05/24/2020 we were told that there is a possibility for a full refund of the value in 12 months if the

credit voucher isn't used. Business-Class.com is holding the vouchers issued as of 05/12/2020, meaning the refunds have the possibility of being processed on 05/12/2021 if the vouchers have not been used up. Essentially, our money is being held hostage by Air Canada and/or business-class.com, and we are being forced to use it not as we wish, but solely to Air Canada's gain.

Additionally, these tickets also included certain features and amenities as part of the Rouge Premium Economy class service. Air Canada has reduced the Premium Economy class in-flight services and amenities that were included in our purchase of tickets to the same level a standard economy, essentially overcharging us.

7. On April 25, 2020, I responded via Facebook Messenger to my complaint posted on Air Canada's Facebook page and again asked Air Canada for a refund for the cancelled flight, but my request was denied. I was referred back to business-class.com, who offered a Voucher/Credit (Attachment 3). I did not accept the voucher/credit.
8. I had booked the flight on behalf of 2 person(s). The name(s) of the individual(s) are the following: Calvin Broadice Blankenship (myself);and, Mary Marcille Blankenship (my spouse).

B. Air Canada's refund policy for cancelled flights

9. 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

10. 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.
11. 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.
12. 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.

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

D. Air Canada's non-compliance and violations

14. 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.

15. 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.

16. 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

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.

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.

17. 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.

18. 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.
19. As of this date, August 22, 2020, over five (5) months since my flights were cancelled Air Canada is not conducting flights from Dallas-Ft. Worth International Airport (DFW) to any destinations. Furthermore, it is not possible to book a flight using Air Canada's website from DFW to any destination before the end of 2020 (as far out as their website allows). What could be the offered credits if the carrier doesn't fly from where I live? I couldn't use them even if I wanted to (which I don't).

REQUESTED RESOLUTION

20. I am seeking the airline provide me with a 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,

Calvin

Blankenship

Calvin Blankenship

Attachment 1

Copy of flight itinerary/eticket receipt

From: Luke Gordon [mailto:luke@business-class.com]
Sent: Thursday, January 23, 2020 4:01 PM
To: calvinbjr@gmail.com
Subject: BC Ticket Receipt to BARCELONA , SPAIN on 15 May



Your Travel Expert, Luke
CALL/TEXT
(305) 809-8097

Customer Support
CALL/TEXT
(877) 852-9150

Dear Calvin,

We are pleased to confirm your airline booking.
It is recommended that passenger(s) check in three hours before scheduled takeoff for all flights.
As of today your suggested check in time is Friday, May 15, 2020 9:55AM.

Below is your ticket data:

Booking Reference	LG****7
AIRLINE CONFIRMATION	E-TICKET
Air Canada: J7***4	014*****0946 / BLANKENSHIP MARY MARCILLE 014*****0945 / Blankenship Calvin Broadice

ITINERARY DETAILS

DALLAS-FORT WORTH➔BARCELONA

Fri, May 15 - Trip to Spain

Total Travel Time **14 Hr 10m**

 AIR CANADA FLIGHT AC *7728 ECONOMY Seat: 13D / 13F	 Departure	12:55PM	 Arrival	5:30PM
	<i>Fri, May 15</i>	<i>Dallas-Fort Worth</i> Texas	<i>Fri, May 15</i>	<i>Montreal</i> Canada
	Dallas Fort Worth Intl (DFW) TERMINAL E		Pierre Elliott Trudeau Intl (YUL)	

Air Canada : Embraer ERJ-175 / Distance: 1517 miles

Flight duration: 3h:35min

*DFW-YUL OPERATED BY /AIR CANADA EXPRESS - SKY REGIONAL

 **3 H 20 MIN layover in Montreal**

 AIR CANADA FLIGHT AC *1912 PREMIUM ECONOMY Seat: 3A / 3C	 Departure	8:50PM	 Arrival	10:05AM
	<i>Fri, May 15</i>	<i>Montreal</i> Canada	<i>Sat, May 16</i>	<i>Barcelona</i> Spain
	Pierre Elliott Trudeau Intl (YUL)		Barcelona (BCN) TERMINAL 1	

Air Canada : Boeing 767-300 / Distance: 3665 miles




Flight duration: 7h:15min

*YUL-BCN OPERATED BY /AIR CANADA ROUGE




BARCELONA>DALLAS-FORT WORTH

Mon, May 25 - Trip to United States

Total Travel Time **14 Hr 0m**

<div></div> <div>AIR CANADA</div> <div>FLIGHT AC</div> <div>*1915</div> <div>PREMIUM</div> <div>ECONOMY</div> <div>Seat: 3H / 3K</div>	<div> Departure</div> <div>11:45AM</div> <div>Mon, May 25</div> <div>Barcelona</div> <div>Spain</div> <div>Barcelona (BCN)</div> <div>TERMINAL 1</div>	<div> Arrival</div> <div>2:45PM</div> <div>Mon, May 25</div> <div>Toronto</div> <div>Canada</div> <div>Lester B Pearson Intl (YYZ)</div> <div>TERMINAL 1</div>
Air Canada : Boeing 767-300 / Distance: 4003 miles		
Flight duration: 9h:0min		
*BCN-YYZ OPERATED BY /AIR CANADA ROUGE		

 1 H 50 MIN layover in Toronto

<div> AIR CANADA FLIGHT AC *7667 ECONOMY</div> <div>Seat: 13A / 13C</div>	<div> Departure</div> <div>4:35PM</div> <div>Toronto Canada</div> <div>Mon, May 25</div> <div>Lester B Pearson Intl (YYZ) TERMINAL 1</div>	<div> Arrival</div> <div>6:45PM</div> <div>Dallas-Fort Worth Texas</div> <div>Mon, May 25</div> <div>Dallas Fort Worth Intl (DFW) TERMINAL E</div>
Air Canada : Embraer ERJ-175 / Distance: 1180 miles		
Flight duration: 3h:10min		
*YYZ-DFW OPERATED BY /AIR CANADA EXPRESS - SKY REGIONAL		

ALL ALLOCATIONS OR AIRLINE CONTACT MUST BE MADE BY BUSINESS-CLASS.COM REPRESENTATIVE TO AVOID ANY UNWANTED CHANGES TO YOUR ITINERARY. FOR ANY FLIGHT MODIFICATIONS OR SPECIAL REQUESTS, PLEASE CONTACT YOUR BOOKING AGENT DIRECTLY.

Baggage

Please Note: Airline baggage fees might apply. For specific baggage allowance and fees, please visit the official sites of: [Air Canada](#);

Please Read Carefully

Your tickets are electronic; an e-ticket is a paperless method of ticketing flights; therefore, no tickets will be mailed to you. You can print your travel itinerary or Electronic Ticket Receipt on Airline website using your Confirmation Number. Kindly retain your itinerary for check in, passport control and possible claims.

NO SHOW ticket(s) will not be processed for refund and/or exchange.

All no show tickets are immediately suspended by the airlines and have no value.

Business-Class has no power to reinstate tickets that have been suspended by the airline.

Business-Class Travel Consultants will not cancel any reservation without a written cancellation request from a customer. Cancellation of reservation does not automatically initiate refund. If fare rules allow exchanges and/or refunds, they can be processed only prior to scheduled departure. If you wish to exchange or refund your ticket after the scheduled departure you must obtain a written confirmation from your Travel Consultant. This confirmation may be obtained only prior to the scheduled departure. The Travel Consultant will email the confirmation on request provided the fare rules allow exchanges or refunds after the scheduled departure. If you are unable to travel we strongly recommend that you contact your Travel Consultant well in advance in order to determine whether the fare allows exchanges or refunds after scheduled departure. We reserve the right to receive at least 48 hour advance notice for any exchange requests.

We would like to advise you that at this time the flight departure and arrival times are correct. However, airlines frequently change times and/or flight numbers. We are not responsible for schedule changes. Please contact the airline to verify current flight information 72 hours prior to your scheduled departure. Baggage allowances and fees associated with the checked baggage vary widely; please contact the airline for specific limits and fees. Check in time recommended for all international flights is a minimum of 3 hours, even if you are traveling on a domestic carrier to another airport and connecting to your international flight.

Travel documents required for all tickets (paper, e-tickets, or paperless) include a valid Passport, which must be presented for all international flights. Some countries may require a Visa and/or health card.

It is the passenger's responsibility to make sure you have all necessary travel documents in your possession at check-in. Please verify the visa requirements for all your stops as some

of the countries may require a transit visa.

Those passengers transiting via the airports within the European Union - Schengen Zone may need a Schengen Entry visa. Traveling on a one way ticket may be restricted. If you are traveling on a one way ticket, it is your responsibility to make sure you are eligible. Business-Class Travel Consultants do not advise passengers on visa requirements. Please contact the embassy of the country you are going to visit or transit through to get the up-to-date requirements.

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 www.iatatravelcenter.com/privacy or from the carrier or GDS directly. You should read this documentation, which applies to your booking and specifies, for example, how your personal data is collected, stored, used, disclosed and transferred.

Sincerely,

Luke Gordon

Travel Consultant

luke@business-class.com



Direct Number

CALL/TEXT

(305) 809-8097

Customer Support Line:
Customer Support:

USA/Canada (877) 852-9150
cs@business-class.com

[Facebook](#)[Instagram](#)[LinkedIn](#)[Twitter](#)

[Blog](#)

Calvin Blankenship
Complaint – Air Canada

Calvin B

From: Calvin B <calvinbjr@gmail.com>
Sent: Wednesday, January 22, 2020 9:16 PM
To: luke@business-class.com
Subject: RE: Flight Quote - DALLAS-FORT WORTH to BARCELONA - USD 1,705.00

Luke:

Changes Approved.

-Calvin

From: Luke Gordon [mailto:luke@business-class.com]
Sent: Wednesday, January 22, 2020 9:12 PM
To: calvinbjr@gmail.com
Subject: Flight Quote - DALLAS-FORT WORTH to BARCELONA - USD 1,705.00



DIRECT NUMBER
(305) 809-8097

Prepared by **Luke Gordon**
luke@business-class.com



24/7 LIVE SERVICE 888-315-7838

Dear Calvin, Thank you for choosing business-class.com. Below you will find the ticket options currently available per your request. For convenience, I have also attached a pdf copy of this quote.

1	FLIGHT OPTION Total price per passenger	adult: \$ 1,705.00 SPECIAL FARE*
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DALLAS-FORT WORTH → BARCELONA

Fri, May 15 - Trip to Spain

Total Travel Time 14 Hr 10m

 AIR CANADA FLIGHT AC 7728 ECONOMY	Departure 15 May, Fri Dallas-Fort Worth Texas	Arrival 15 May, Fri Montreal Canada
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Attachment 2

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

Calvin B.

From: Luke Gordon <luke@business-class.com>
Sent: Saturday, April 25, 2020 4:38 PM
To: Calvin B.
Cc: edwin allen; mmarcib@tx.rr.com
Subject: Re: BC Ticket Receipt to BARCELONA , SPAIN on 15 May

Dear Calvin

Unfortunately, the Department of Transportation notice is not an obligation that Air Canada has chosen to follow at this time. It was negotiated with the airline by us and all the requests for refunds were declined.

The worldwide pandemic situation is putting a considerable financial strain on airlines who shift their policies in a matter of days. At the moment many major airlines, including Air Canada, have decided to remove options of refunds. Instead, they are offering flexible vouchers for future use. Although in many cases even published fares fall under these conditions, it is especially so when it comes to discounted fares booked with travel agencies.

With all that considered, due to the COVID 19 pandemic affecting air travel and your bookings, in particular, Air Canada waived some provisions of our Terms & Conditions, in order to better accommodate our customers:

You may keep the remaining value of your ticket for future travel, which is valid for travel that must be completed within 24 months of your flight cancellation date. The cancellation fee will be waived when rebooking your travel.

We are not the ones who set Fare Rules and it is in our best interest to keep customers satisfied and happy in regard to every aspect of our service always. However, please consider that this option is already an exception to our regular Terms & Conditions. We would have been happy to be able to relay a more advantageous one for you. However, in this situation, we have very little choice and it does seem to be the fastest and best course of action.

Please let me know whether you would like me to cancel your bookings towards the vouchers for future use.

Best Regards,

Luke Gordon

Calvin Blankenship Complaint – Air Canada

Travel Consultant

Direct Line: +1 (305) 809-8097

E: luke@business-class.com

W: www.business-class.com

Toll Free USA/Canada: 888-315-7838

Support: cs@business-class.com

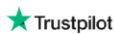


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What our customers say:



On Fri, Apr 24, 2020 at 3:05 PM Calvin B. <calvinbjr@tx.rr.com> wrote:

Luke:

For your reference, attached is US DoT's April 3, 2020 Enforcement Notice regarding refunds amid this pandemic.

-Calvin

From: Calvin B. [mailto:calvinbjr@tx.rr.com]
Sent: Friday, April 24, 2020 1:35 PM
To: 'Luke Gordon'
Cc: 'edallen45@yahoo.com'; 'mmarcib@tx.rr.com'
Subject: BC Ticket Receipt to BARCELONA , SPAIN on 15 May
Importance: High

Luke:

In reviewing Air Canada's website just now, I see that Air Canada has suspended all flights from Canada to Barcelona until June 24, 2020, effectively cancelling our May 15 flight (and/or creating a significant delay), which would cause us to miss the May 17 embarkation date/time of our cruise.

At this point we are due a refund – not future credits - from Business-Class.com or Air Canada for the cancelled flights.

Per US Department of Transportation regulations, passengers are entitled to a refund of the ticket price and/or associated fees in the following situation:

- *Cancelled Flight – A passenger is entitled to a refund if the airline cancelled a flight, regardless of the reason, and the passenger chooses not to travel.*
- *Schedule Change/Significant Delay - A passenger is entitled to a refund if the airline made a significant schedule change and/or significantly delays a flight and the passenger chooses not to travel.*

Non-refundable tickets - Passengers who purchase non-refundable tickets are not entitled to a refund unless the airline makes a promise to provide a refund or the airline cancels a flight or makes a significant schedule change.

More from US DoT website:

While the refund/reservation requirement for airlines does not apply to tickets booked through online travel agencies, travel agents, or other third-party agents these agents are free to apply the same or similar procedures to provide equivalent or similar customer service.

If a passenger is owed a refund, an airline, travel agent, or online travel agency must process it within seven business days if the passenger paid by credit card, and 20 business days if the passenger paid by cash or check.

Best regards,

Calvin

Calvin Blankenship
Complaint – Air Canada

From: Luke Gordon [mailto:luke@business-class.com]
Sent: Wednesday, April 08, 2020 7:18 PM
To: Calvin B.
Subject: Re: BC Ticket Receipt to BARCELONA , SPAIN on 15 May

Dear Calvin

We were able to confirm that the cancellation for future use has now been extended. This credit will be valid for travel within 24 months of your flight cancellation date.

Please let me know whether you and Mary would like to cancel. I will then email you the cancellation form.

Best Regards,

Luke Gordon

Travel Consultant

Direct Line: +1 (305) 809-8097

E: luke@business-class.com

W: www.business-class.com

Toll Free USA/Canada: 888-315-7838

Support: cs@business-class.com



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Proudly affiliated with:

What our customers say:



On Wed, Apr 8, 2020 at 1:16 AM Calvin B. <calvinbjr@tx.rr.com> wrote:

Luke:

These are trying times. I appreciate you staying on top of things for our travel.

Attached is the Air Canada website update showing route suspensions from DFW- Montreal (page 15) & Montreal – Barcelona (page 22) through May 31. Since this effectively cancels our flights I think we would fall under the following policy giving us 24 months to use the credit. Would you please confirm this with Air Canada?

Best regards,

Calvin

My flight has been cancelled. What should I do?

Despite this unprecedented situation, rest assured we are working around the clock to help our customers. However, while cancellations that are within an airline's control can lead to a refund, those cancellations that are caused by COVID-19 are beyond our control. For non-refundable tickets, we are providing a flight credit of equal value for a future ticket purchased within 24 months. We thank you for your patience and understanding during this difficult time.

If your flight has been cancelled, you will receive full credit, which you can use towards future travel. This credit is valid for travel within 24 months of your flight cancellation date.

Here's how:

- You will receive an email notifying you that your flight has been cancelled and outlining next steps to process your flight credit.
- If you booked on aircanada.com, the Air Canada mobile app, through the Air Canada Contact Centre; or on Kayak, Google Flights or Skyscanner; you can go online for the fastest outcome:

- Sign in to aircanada.com, and select 'My Bookings'
- Enter the booking reference number and passenger information
- **Select 'Cancel booking'**
- When you confirm, if any change fee is displayed, it will be waived
- Please ensure that you hold on to your ticket number, which can be found in your original booking itinerary. When you are ready to travel again, please call us at 1-888-247-2262, with your ticket number, to book your future flight. Future travel using your travel credit must be completed within 24 months from the date your flight was cancelled.
- If you booked your ticket through a travel agent or online travel agency (for example Expedia or Priceline), please contact them for assistance. Tickets sold through a travel agency cannot be changed online.
- [Click here](#) if your booking is an Aeroplan flight reward.
- For all Air Canada Vacations bookings cancelled between March 19, 2020 and April 30, 2020, please visit [AirCanadaVacations.com](https://aircanadavacations.com)

Terms and conditions

- You must use your future flight credit for travel within 24 months of your flight cancellation date
- Tickets must have been purchased directly from Air Canada, Kayak, Google Flights, Skyscanner or through your travel agent before April 15, 2020.
- Air Canada tickets can be identified by a 13-digit ticket number beginning with Air Canada's code "014". Tickets issued by other airlines with a different carrier code (ticket numbers not beginning with "014") are subject to the waiver policy of the other airline.
- When booking a new flight with your flight credit, any fare difference will apply if the new flight is more expensive. If the new flight is less expensive, any residual value resulting from a lower fare will be lost.
- Exceptions may apply per government regulations

[Source: <https://www.aircanada.com/content/aircanada/us/en/aco/home/book/travel-news-and-updates/2020/covid-19.html#/cancelled-flight>]

From: Luke Gordon [mailto:luke@business-class.com]
Sent: Thursday, April 02, 2020 10:54 PM
To: Calvin B.
Subject: Re: BC Ticket Receipt to BARCELONA , SPAIN on 15 May

Dear Calvin

Here is Air Canada's cancellation/exchange policy copied from the reservation system:

If you made a flight booking before April 15th, 2020, you can make a one-time change to your existing booking without a penalty, up until two hours before your flight.

You can fly to the same destination at a later date or change to a different destination. The rebooked travel needs to take place before April 30th, 2021.

Any fare difference will apply if the new flight is more expensive.

No refunds are offered.

Air Canada has updated its policy and is now not providing refunds for any of their flight options regardless of travel dates. It was possible at a penalty before but now is not possible at all. I would like to stress that this policy comes directly from the airline, not us. However, you can exchange your tickets without a penalty and change the destination as well. If the tickets you would like to exchange to are more expensive, the price difference will have to be paid as extra.

Best Regards,

Luke Gordon

Travel Consultant

Direct Line: **+1 (305) 809-8097**

E: luke@business-class.com

W: www.business-class.com

Toll Free USA/Canada: **888-315-7838**

Support: cs@business-class.com



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What our customers say:



On Fri, Apr 3, 2020 at 4:58 AM Luke Gordon <luke@business-class.com> wrote:

Dear Calvin

I have noted your request and I have forwarded it to our customer support. I will get back to you as soon as possible.

Best Regards,

Luke Gordon

Travel Consultant

Direct Line: **+1 (305) 809-8097**

E: luke@business-class.com

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What our customers say:



Calvin Blankenship
Complaint – Air Canada

On Thu, Apr 2, 2020 at 11:47 PM Calvin B. <calvinbjr@tx.rr.com> wrote:

Luke:

Please re-check with Air Canada regarding our flight and how to obtain a full refund. My wife is 60 & has a history of asthma and I'm 67 which means we are in the high-risk group. We've requested a letter from our physician advising no travel due her asthma.

Both Italy and Spain are epicenters for this disease and it's unlikely that they will be disease-free in any reasonable near-term time frame.

I realize that all airlines are struggling financially due to this pandemic. Then again, so are a lot of folks. Right now the loss of \$1500 for flights we can't take – for reasons not of our making – is something that I'd rather not have to take.

If AC can't see fit to provide a full refund, then find out where else we can fly – same class – for the fare. Target some dates in early fall.

Best regards,

Calvin Blankenship

From: Luke Gordon [mailto:luke@business-class.com]
Sent: Friday, March 06, 2020 9:53 PM
To: Calvin B.
Subject: Re: BC Ticket Receipt to BARCELONA , SPAIN on 15 May

Dear Calvin

Unfortunately, airlines do not operate in the same way as cruises.

We have already found out what the refundable amount will be in case of the cancellation: \$942.25 per passenger.

If you would like to exchange to different dates instead, we would have to find out exactly what those are before we can advise you on the fare difference.

Best Regards,

Luke Gordon

Travel Consultant

Direct Line: **+1 (305) 809-8097**

E: luke@business-class.com

W: www.business-class.com

Toll Free USA/Canada: **888-315-7838**

Support: cs@business-class.com



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What our customers say:



On Fri, Mar 6, 2020 at 10:04 PM Luke Gordon <luke@business-class.com> wrote:

Dear Calvin

I have started working on your cancellation request. I will let you know shortly.

Best Regards,

Luke Gordon

Travel Consultant

Direct Line: **+1 (305) 809-8097**

E: luke@business-class.com

W: www.business-class.com

Toll Free USA/Canada: **888-315-7838**

Support: cs@business-class.com



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What our customers say:

On Fri, Mar 6, 2020 at 9:49 PM Calvin B. <calvinbjr@tx.rr.com> wrote:

Greetings, Luke!

Well, after all the angst getting this incredible deal there is now a distinct likelihood that we will be cancelling our cruise (100% credit toward a future cruise on NCL) since 3 of the 5 ports were in Italy.

Would you check with Air Canada to see what options are open to us. Right now Barcelona is not on their list of cities for a 'goodwill' no-fee ticket change.

Thanks!

Sincerely,

Direct Number

Luke Gordon

Error! Filename not specified. CALL/TEXT

Travel Consultant

(305) 809-8097

luke@business-class.com

Customer Support Line: USA/Canada (877) 852-9150

Customer Support: cs@business-class.com

FacebookInstagramLinkedInTwitter

Blog

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Business Travel Group LLC. 736 S. Military Trail, Deerfield Beach, Florida 33442

[Privacy Policy](#)

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Attachment 3

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

From: Customer Care [mailto:CustomerCare.serviceclient@aircanada.ca]

Sent: Thursday, August 13, 2020 9:51 AM

To: Calvin Blankenship

Subject: A Response from Air Canada / Une Réponse d'Air Canada AC:000922000001655

We appreciate your feedback. You can rest assured that an Air Canada representative will get back to you as soon as possible. Thank you for your patience as you wait to hear from us.

Please note that this automated message confirms we have received your message and there is no need to re-submit your information. We're on it!

Your case number is: CAS-2894603-Z6L6T5

Nous vous remercions de vos commentaires. Nous tenons à vous assurer qu'un représentant d'Air Canada communiquera avec vous dès que possible. Nous vous remercions de votre patience dans l'attente de notre réponse.

Ce message automatisé confirme que nous avons reçu votre message. Il n'est pas nécessaire de soumettre vos renseignements de nouveau. Nous nous en occupons !

Votre numéro de dossier est : CAS-2894603-Z6L6T5

AIR CANADA RESPONSE TO MY INFORMAL COMPLAINT

From: Customer Care [mailto:CustomerCare.serviceclient@aircanada.ca]
Sent: Tuesday, August 18, 2020 10:39 AM
To: Calvin Blankenship
Cc: Kim Reagan
Subject: RK2020080288 - (CALVIN BLANKENSHIP) EB0221 AC:000327000006730

Your case number is: CAS-2894603-Z6L6T5

Dear Mr. Blankenship,

Thank you for your email which was forwarded to our attention by Kim Reagan, from the US Department of Transportation.

I'm sorry to read that you and Mrs. Blankenship were among the passengers who's travel plans were disrupted due to the travel restrictions imposed as a result of Covid-19. We understand the added stress and frustration this has caused and regret that you were not able to travel with us to Barcelona on May 15th as planned. I understand that your cruise was eventually cancelled and that you are requesting a refund of your non-refundable tickets.

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

We realize that COVID-19 has disrupted the plans of travellers worldwide, and our priority is to ensure that our customers have options with a flexible rebooking policy. Air Canada is offering all of our customers whose travel was cancelled due to the COVID-19 crisis, including those with non-refundable tickets, the option to transfer the remaining value of the ticket to a future travel credit.

If you booked with a travel agent or any online travel agency (for example, Expedia or Priceline), kindly contact them directly for assistance.

If you booked with Air Canada for Business, Air Canada Vacations or Aeroplan, please visit aircanada.com/cancellationoptions.

Our policy of offering the remaining value of the ticket for future travel is not only consistent with how major airlines are managing this unique situation, but it is also in line with our publicly published tariff rules. Our policy states that in the case of

uncontrollable cancellations, the airline's responsibility is to provide alternate travel options (as opposed to refunds), at the end of the event that caused the cancellation.

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

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

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

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

Sincerely,
Wanda May
Customer Relations



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

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

From: calvinbjr@gmail.com

Sent: 2020/08/13 8:47 AM

Subject: RK2020080288 - (CALVIN BLANKENSHIP) EB0221

We purchased 2 round trip Air Canada Rouge Premium Economy class tickets from Dallas TX to Montreal to Barcelona Spain through Business- Class.com, agent Luke Gordon Direct Line: +1 (305) 809-8097 E: luke@business-class.com. Booking Reference: G1***7 Air Canada Airline Confirmation E-ticket: J7***4 014*****0945 / Blankenship Calvin Broadice 014*****0946 / Blankenship Mary Marcille We have been requesting a refund under US and Canadian regulations because it was not our decision to cancel or change our plans. Air Canada is

responsible for disrupting our travel over a month before our planned departure. Our flights were cancelled because of border closures and the lockdowns put in place to limit the spread of COVID-19. It is manifestly unfair for Air Canada to fail to provide the transportation and services we contracted for by canceling our flights and then to refuse to provide a refund when we find the offered rerouting unacceptable (e.g., greatly delayed or otherwise inconvenient, i.e. by rescheduling at a later date) and travelling no longer serves a purpose (our cruise was eventually cancelled by NCL). The risk of contracting Covid-19 prior to the worldwide introduction of an effective vaccine outweighs any recreational travel outside the United States. So, travel on any Air Canada flight anytime in the next 24 months no longer serves a purpose. We have received travel credit vouchers instead of a refund by Air Canada and Business-Class.com; These travel credits came with restrictive terms and conditions, including that they must be used within 24 months, that they are non-transferable, are only valid for travel on Air Canada flights, no price guarantee for rescheduled flights, and the forfeiture of any value if the rescheduled flight's fare is less. As of 05/24/2020 we are being told that there is a possibility for a full of the value in 12 months if the credit voucher isn't used. Our vouchers were issued on 05/12/2020, meaning the refunds have the possibility of being processed on 05/12/2021 if the vouchers have not been used up. Essentially, our money is being held hostage by Air Canada, and we are being forced to use it not as we wish, but solely to Air Canada's gain. Note also that as of this date, June 25, 2020, Air Canada is not offering service from Dallas – Fort Worth International Airport to anywhere in Canada, or from any origination in Canada or the USA to Barcelona, Spain. The purchase of these tickets also included certain features and amenities as part of the Rouge Premium Economy class service and Air Canada has reduced the Premium Economy / Rouge Class in-flight services and amenities that were included in our purchase of tickets to the same level a standard economy, essentially overcharging us. Please assist us in securing a refund of the unused portion (in this case, 100%) of our 2 tickets @ \$1705 USD each.

TRAVEL AGENCY RESPONSE TO MY DISPUTE OF THE CHARGES TO MY CREDIT CARD & MY REPLY

From: Calvin B [mailto:calvinbjr@gmail.com]
Sent: Friday, August 21, 2020 5:27 PM
To: 'Mary Goldschmidt'; mmarcib@tx.rr.com; 'Luke Gordon'
Subject: RE: In regards to the dispute with Business-Class.com LG10307

Ms. Goldsmith:

I spoke with the dispute claims department at Chase Cardmember Services yesterday morning, August 20, 2020, and, again today. I was told that my case was still in process, and that on August 18 (the day after your last email to me) Chase sent Business-Class a rebuttal of your August 11 explanation to which you must reply. Obviously, I can't consider your latest offer until I am informed by Chase of their final disposition; therefore, until Chase renders a final decision, neither of us can consider this case closed.

I also believe I should have an opportunity to read the agreement you mention, and respectfully request you provide me a copy.

As you know, in an effort to obtain the refund - as stipulated by both Canadian law and Air Canada's own policies at the time my tickets were purchased - I have filed a complaint against Air Canada with the US Department of Transportation. Air Canada has requested an extension (until Monday September 14, 2020) from US DoT to review this matter. Acceptance of your offer at this time might negate my efforts to recoup my money through my complaint.

As yet, I haven't begun addressing European Union Regulations 261/2004 that mandate that a carrier must refund the fare for flights (departing from member states, such as with our flight from Barcelona to Dallas via Montreal) when the flights are cancelled by the carrier for any reason.

I understand that these are trying and difficult times for the travel industry. I don't hold your firm entirely responsible – Air Canada is at fault for breach of contract - but I must work through and with you to reach closure on this. I am truly disappointed in your firm's position on this, especially given the fluid nature of the "strict guidelines set forth by Airline Policies" of Air Canada.

It will save us both a lot of time and energy if we both wait for any outcome to these actions. I respectfully ask you to allow me to wait until 24 hours after I receive Air Canada's response to my DoT complaint (midnight Monday September 15, 2020).

Regards,

Calvin Blankenship

From: Mary Goldschmidt [mailto:mary@business-class.com]
Sent: Monday, August 17, 2020 12:29 PM
To: calvinbjr@gmail.com; mmarcib@tx.rr.com; Luke Gordon
Subject: In regards to the dispute with Business-Class.com LG10307

Esteemed customer,

Hope this email finds you well during these difficult times.

We wanted to reach out regarding the recent chargeback you made for the flight purchased with us on January 22, 2020, from Dallas, Texas to Barcelona, Spain. While you were within your rights to dispute the charge, our company policy is to adhere to the strict guidelines set forth by Airline Policies and our Terms and Conditions.

Although the dispute was ruled in our favour, we would like to offer you a travel credit for the amount of your initial transaction minus the costs we incurred as a result of your chargeback inquiry. We do not offer this as a matter of policy but as a way to prove to you that we are dedicated to serving your travel needs.

For this reason, we are pleased to offer you a \$2,490.00 travel credit.

This Travel \$2,490.00 Credit is valid for 24 months from the moment the tickets were issued.

If you would like to activate this travel voucher please reply to this email and we will send the Docusign agreement which allows you to agree to these terms. If no reply is received within 7 days then we will assume you decline the travel credit and therefore we consider this case closed. We understand these are difficult times and we stand by to assist you in any way possible.

Thank you.

MARY GOLDSCHMIDT

Dispute Manager

E: mary@business-class.com

W: www.business-class.com

Toll-Free USA/Canada: 888-315-7838

Support: cs@business-class.com



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What our customers say:



Attachment 4

Captured on May 24, 2020 from <https://www.aircanada.com/us/en/aco/home/fly/customer-support/cancellation-options.html#/current-booking>

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

Air Canada has already cancelled my booking

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

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

Cancellations outside of Air Canada's control

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

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

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

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

[How to process a cancellation](#)

Cancellations within Air Canada's control

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

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


[How to process a cancellation](#)

Attachment 5

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

[Home](#) | [Fly](#) | [Flight Information](#) | [Delayed Flights / Cancellations](#) | [Refund Options](#) ^

Refund Options

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

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

To Request a Refund

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

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

To Retain the Ticket Value for Future Travel

To retain the value of your ticket for future travel:

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

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

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

Attachment 6


Captured on March 17, 2020 from <https://www.aircanada.com/us/en/aco/home/book/travel-news-and-updates/2020/covid-19.html>

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

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

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

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

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

Attachment 7A

Captured on May 21, 2020 from pagepages 2 of

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

Overview

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

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

Attachment 7B

Captured on May 21, 2020 from page 8 of

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

Refunds

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

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

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

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

Full refunds are not permitted.

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

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

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

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

To/From Israel	Yes	21 days
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Attachment 8

Captured on May 18, 2020 from

https://www.aircanada.com/content/dam/aircanada/portal/html/flash-files/20/200323_en.html

As of May 7, 2020 - V8

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

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

AIR CANADA CANCELLED YOUR FLIGHTS?

NO

Apply Goodwill Policy

It cancelled.

K.

cancelled up to 2 hours prior to the departure flight.

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.

	MAY 31, 2020		SCHEDULE CHANGE PRIOR TO MARCH 19, 2020	SCHEDULE CHANGE ON/AFTER MARCH 19, 2020
	Between March 1, 2020 and up to May 31, 2021		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.
	24 months from the date you cancel your booking	Rebooking:		
	As per fare rule			As per fare rules.
	Waived - one time		Permissible, and applies only for a 014 ticket if an acceptable protection cannot be found.	Non-refundable amounts will be lost (including non-refundable taxes). Any cancellation fees will apply.
OL)	Applies	Refund:		or
	CHNGFEE20		Add ACUSKEDCHG + flight number in waiver code field.	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.	

Version 4: May 7, 2020

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

Additional Attachments

The screenshot shows a social media interface with a dark background. At the top left is the Air Canada profile header, featuring a red maple leaf icon and the text "Air Canada" with a blue verification checkmark. The main content area displays a conversation. On the right, a large blue speech bubble contains a detailed complaint. On the left, a smaller blue speech bubble asks a question. Below these, a timestamp "JUN 29, 2020, 3:30 PM" is visible. Further down, a grey speech bubble from Air Canada provides a response. At the bottom, another blue speech bubble continues the complaint. The interface includes standard social media icons for menu, reply, and emoji on the left side of each message bubble.

Air Canada ✓

... would think of this?). I shall continue to share my experience in dealing with Air Canada on as many social media sites as applicable, as I believe all future customers need to be warned of the abysmal levels of customer care you offer and the questionable ethics of your company with my personal recommendation that they fly on an American carrier if possible. At least US airlines abide by the rules and regulations of the US Department of Transportation. Air Canada doesn't even follow its own publicly posted policies.

JUN 29, 2020, 3:30 PM

Answer me this: How am I supposed to use the vouchers - at a time of my choosing - if Air Canada isn't f lying out of DFW International Airport at all?

Hello Calvin, if you have an Air Canada Travel Voucher with no expiry date, we are certain that you will be able to eventually use it out of your preferred airport. /Frank

Eventually - well, that certainly works in Air Canada's favor. In the meantime, your holding \$3410 USD of mine and you breached our contract by failing to deliver the services I paid for.

Certificate of Service

I hereby certify that I have, this 13 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

Calvin

Blankenship

Calvin Blankenship