

This is the 1st affidavit
of Elisa Aguiar in this case
and was made on October 30, 2024

NO. NEW-S-S-254494
NEW WESTMINSTER REGISTRY

IN THE SUPREME COURT OF BRITISH COLUMBIA

BETWEEN:

AIR PASSENGER RIGHTS

PLAINTIFF

AND

WESTJET AIRLINES LTD.

DEFENDANT

AFFIDAVIT

I, Elisa Aguiar, of 2700 – 700 West Georgia Street, in the City of Vancouver, in the Province of British Columbia, AFFIRM THAT:

1. I am a legal administrative assistant at Alexander Holburn Beaudin + Lang LLP, counsel for the Defendant, WestJet Airlines Ltd. in this matter. As such, I have personal knowledge of the facts and matters hereinafter referred to, save and except where stated to be on information and belief, and where so stated I verily believe them to be true.

2. On October 30, 2024, I accessed the following hyperlink on the Canadian Transportation Agency website: <https://otc-cta.gc.ca/eng/summaries-enforcement-actions>. Attached hereto and marked as **Exhibit "A"** is a List of the Notice of Violations as published on the Agency website as of October 30, 2024.

AFFIRMED BEFORE ME at Vancouver,)
British Columbia on October 30, 2024.)



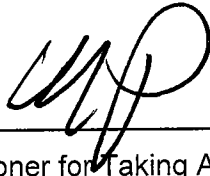
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British Columbia.

NICOLAS V. PIMENTEL
Barrister + Solicitor
ALEXANDER HOLBURN BEAUDIN + LANG LLP
2700 - 700 WEST GEORGIA ST.
VANCOUVER, BC CANADA V7Y 1B8



Elisa Aguiar

This is **Exhibit " A "** referred to in the Affidavit
of Elisa Aguiar affirmed before me at the city
of Vancouver, BC this 30 day of October,
2024

A handwritten signature in black ink, appearing to be 'MP' or similar, written over a horizontal line.

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Notices of Violations issued by CTA's enforcement officers

Statistics

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Notice of Violation – with Administrative Monetary Penalty ¹	31	75	33	11	6
Notice of Violation – with Warning ²	0	0	0	0	2
Total amount of Administrative Monetary Penalties ¹	\$800,110	\$1,343,430	\$725,380	\$253,975	\$54,500

Endnotes

- ¹ The numbers related to the following categories - "Notice of Violation - with Administrative Monetary Penalty"; "Total number of violations found"; and "Total amount of Administrative Monetary Penalties" - are subject to change where Notices of Violation or specific violations are withdrawn or reversed by the Transportation Appeal Tribunal of Canada.
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List of Notices of Violations

This list below includes Notices of Violations issued by enforcement officers. Learn more about types of enforcement actions and contraventions.

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Displaying 1 - 10 of 247 actions.

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Air Canada</u>	On or about June 28, 2024, at Edmonton International Airport (YEG), Air Canada failed to provide the passengers, by means of an audible announcement, the reason for the delay for flight number AC166, thereby contravening subsection 13(4) of the <i>Air Passenger Protection Regulations</i> .	2024-10-23	Monetary penalty \$9,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Air India Limited</u>	<p>Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), the undersigned enforcement officer has issued this notice of violation believing Air India Limited has committed 25 of the following violations, by not providing passengers with the minimum compensation referred to in subsection 19(1) or 19(2) of the <i>Air Passenger Protection Regulations</i> or an explanation as to why compensation is not payable, within 30 days after the day on which it received the passenger's request, thereby contravening subsection 19(4) of those regulations.</p> <p>These violations occurred between January 9, 2023 and December 31, 2023.</p>	2024-10-18	Monetary penalty \$6,000
<u>WestJet</u>	<p>On or about June 19, 2024, at Calgary International Airport (YYC), WestJet failed to provide the passengers, by means of an audible announcement, the reason for the delay for flight number WS123, thereby contravening subsection 13(4) of the <i>Air Passenger Protection Regulations</i>.</p>	2024-10-09	Monetary penalty \$18,000
<u>Sky Taxi Sp. Z o.o. carrying on business as SkyTaxi</u>	<p>Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA) the undersigned Enforcement Officer has issued this notice of violation believing SkyTaxi Sp. z o.o. carrying on business as SkyTaxi has committed the 3 following violations, SkyTaxi operated an international goods charter, using an aircraft bearing registration SP-MRG from Phnom Penh, Cambodia (VDPP) to Montréal, Canada (CYMX) without first obtaining the required charter permit, thereby contravening section 21 of the <i>Air Transportation Regulations</i>. SOR/88-58 (ATR).</p> <p>These contraventions occurred between April 11, 2024 and August 8, 2024.</p>	2024-10-02	Monetary penalty \$7,500

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Air Canada</u>	<p>Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), the undersigned enforcement officer has issued this notice of violation believing Air Canada has committed the 20 following violations, not providing passengers with the minimum compensation referred to in subsection 19(1) or 19(2) of the <i>Air Passenger Protection Regulations</i> or an explanation as to why compensation is not payable, within 30 days after the day on which it received the passenger's request, thereby contravening subsection 19(4) of those regulations. <i>Air Passenger Protection Regulations</i>, SOR/2019-150 (APPR).</p> <p>These contraventions occurred between July 23, 2023 and October 23, 2023.</p>	2024-10-02	Monetary penalty \$8,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Koninklijke Luchtvaart Maatschappij N.V. (aka KLM Royal Dutch Airlines)</u>	<p>Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA) the undersigned enforcement officer has issued this notice of violation believing Koninklijke Luchtvaart Maatschappij N.V. has committed the following 10 violations, failed to make available, in simple, clear and concise language, on a document on which the itinerary of passengers appears, the terms and conditions of carriage referred to in subsection 5(1), thereby contravening subsection 5(2) of the <i>Air Passenger Protection Regulations</i> SOR/2019-150 (APPR).</p> <p>Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA) the undersigned enforcement officer has issued this notice of violation believing Koninklijke Luchtvaart Maatschappij N.V. has committed the following 10 violations, failing to provide in simple, clear and concise language, on a document on which the itinerary of passengers appears, information on the treatment of passengers and minimum compensation owed by the carrier and the recourse against the carrier available to passengers, including their recourse to the Agency, thereby contravening subsection 5(3) of the <i>Air Passenger Protection Regulations</i> SOR/2019-150 (APPR).</p> <p>Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA) the undersigned enforcement officer has issued this notice of violation believing Koninklijke Luchtvaart Maatschappij N.V. has committed the following 10 violations, failed to make available the prescribed notice pursuant to subsection 5(5), on a document on which the itinerary of passengers appears, thereby contravening that subsection of the <i>Air Passenger Protection Regulations</i> SOR/2019-150 (APPR).</p>	2024-09- 26	Monetary penalty \$48,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>United Airlines Inc.</u>	Pursuant to section 180 of the <i>Canada Transportation Act</i> , SC 1996, c 10 (CTA), the undersigned enforcement officer has issued this notice of violation believing United Airlines, Inc. has committed 33 of the following violations, not providing Passengers with the minimum compensation referred to in subsection 19(1) or 19(2) of the <i>Air Passenger Protection Regulations</i> or an explanation as to why compensation is not payable, within 30 days after the day on which it received the passenger's request, thereby contravening subsection 19(4) of those regulations.	2024-09-19	Monetary penalty \$6,600
<u>Air Liaison Inc.</u>	Pursuant to section 180 of the <i>Canada Transportation Act</i> , SC 1996, c 10 (CTA) the undersigned Enforcement Officer has issued this notice of violation believing Air Liaison Inc. has committed 13 of the following violations, operating an air service, flight (DU900), (DU9000) (DU9200), (DU9201) without holding the required licence issued under Part II of the <i>Canada Transportation Act</i> , thereby contravening paragraph 57(a) of the CTA. The contraventions occurred between December 21, 2023 to December 22, 2023	2024-09-11	Monetary penalty \$65,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>WestJet</u>	<p>Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), A designated Enforcement officer has issued a notice of violation believing WestJet has committed 7 violations, after being unable to provide a confirmed reservation in accordance with subsection 18(1), failed to, at the passenger's choice, refund any unused portion of the ticket or provide alternate travel arrangements, free of charge, to wit, in the case of a large carrier a confirmed reservation for the next available flight that is operated by any carrier and is travelling on any reasonable air route from the airport at which the passenger is located, or another airport that is within a reasonable distance of that airport, to the destination that is indicated on the passenger's original ticket and, if the new departure is from an airport other than the one at which the passenger is located, transportation to that other airport, contrary to paragraph 18(1.1)(a) of the <i>Air Passenger Protection Regulations</i>.</p> <p>These violations occurred on or about January 12, 2024 and January 13, 2024.</p>	2024-08-23	Monetary penalty \$3,150
<u>WestJet</u>	<p>On or about April 25, 2024, at Toronto Pearson International Airport, WestJet failed to provide to a person with a disability any passenger seat adjacent to their passenger seat that is needed to provide sufficient floor space for their service dog, if because of the size of the service dog, the passenger seat of the person with a disability does not provide sufficient floor space for the service dog to lie down at the person's feet in a manner that ensures the safety and well-being of the dog and the person, thereby contravening subsection 51(4) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i>.</p>	2024-08-16	Monetary penalty \$45,000

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Regulated entity	Contravention	Date of Issuance	Penalty
<u>Flair Airlines Ltd</u>	<p>Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), a Designated Enforcement Officer has issued a notice of violation believing Flair Airlines Ltd. has committed 53 violations, where they did not provide passengers with the minimum compensation referred to in subsection 19(1) or 19(2) of the <i>Air Passenger Protection Regulations</i> or an explanation as to why compensation is not payable, within 30 days after the day on which it received the passenger's request, thereby contravening subsection 19(4) of those regulations.</p> <p>These contraventions occurred between January 5, 2024 and May 19, 2024.</p>	2024-08-02	Monetary penalty \$42,400
<u>Porter Airlines (Canada) Limited</u>	<p>Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), a Designated Enforcement Officer has issued a notice of violation believing Porter Airlines (Canada) Limited has committed the 10 violations, where they did not provide passengers with the minimum compensation referred to in subsection 19(1) or 19(2) of the <i>Air Passenger Protection Regulations</i> or an explanation as to why compensation is not payable, within 30 days after the day on which it received the passenger's request, thereby contravening subsection 19(4) of those regulations.</p> <p>These contraventions occurred between August 21, 2023 and November 30, 2023.</p>	2024-07-26	Monetary penalty \$2,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>British Airways Plc</u>	<p>(1) On or about July 25, 2022, at Vancouver International Airport, British Airways Plc failed to provide assistance services, on the request of a person with a disability without delay and in a manner that respected their dignity, to assist the person with disembarking flight BA85, thereby contravening paragraph 35(f) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i>.</p> <p>(2) On or about July 25, 2022, at Vancouver International Airport, British Airways Plc failed to provide assistance services, on the request of a person with a disability without delay and in a manner that respected their dignity, to assist the person with transferring between their passenger seat and a mobility aid upon the arrival of flight BA85, thereby contravening paragraph 35(h) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i>.</p>	2024-07-17	Monetary penalty \$75,000
<u>Air Liaison Inc.</u>	<p>Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), A designated Enforcement officer has issued a notice of violation believing Air Liaison Inc. has committed 26 violations, where they did not provide the prescribed compensation requested by the passengers or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the <i>Air Passenger Protection Regulations</i>.</p> <p>These contraventions occurred between January 6, 2023 and March 7, 2024.</p>	2024-07-12	Monetary penalty \$6,760
<u>Golden West Airlines, LLC</u>	<p>Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA) the undersigned Enforcement Officer has issued this notice of violation believing Golden West Airlines, LLC has committed the following 5 violations, operated an air service using a Gulfstream type aircraft bearing registration N186CW and N226SL, without holding a licence issued under Part II of the <i>Canada Transportation Act</i> (CTA), thereby contravening section 57 of the CTA. <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA).</p> <p>These violations occurred between June 29, 2023 and August 28, 2023 departing from and landing at various airports.</p>	2024-07-08	Monetary penalty \$22,500

Regulated entity	Contravention	Date of Issuance	Penalty
<u>KMR Aviation, Inc.</u>	<p>(1) On or about October 7, 2023, KMR Aviation, Inc. operated an air service using a Bombardier Challenger 604 type aircraft bearing registration N1VR from San Jose, California, USA (SJC) to Vancouver, British Columbia, Canada (CYVR) without holding a licence issued under Part II of the <i>Canada Transportation Act</i> (CTA), thereby contravening subsection 57(a) of the CTA.</p> <p>(2) On or about October 9, 2023, KMR Aviation, Inc. operated an air service using a Bombardier Challenger 604 type aircraft bearing registration N1VR from Vancouver, British Columbia, Canada (CYVR) to Seattle, Washington, USA (BFI) without holding a licence issued under Part II of the <i>Canada Transportation Act</i> (CTA), thereby contravening subsection 57(a) of the CTA.</p>	2024-07-04	Monetary penalty \$8,000
<u>American Airlines, Inc.</u>	<p>Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA) a Designated Enforcement Officer has issued a notice of violation believing American Airlines, Inc. has committed 11 violations where they did not provide the prescribed compensation requested by a passenger or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the <i>Air Passenger Protection Regulations</i>.</p> <p>These contraventions occurred between May 1, 2023 and November 24, 2023.</p>	2024-06-28	Monetary penalty \$2,200

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Porter Airlines (Canada) Limited</u>	<p>(A) On or about January 21, 2024, Porter Airlines (Canada) Limited failed to ensure a member of personnel who may be required to interact with the public or to participate in making decisions or in developing policies or procedures in relation to the requirements of these Regulations, received training that provides an adequate level of knowledge and skills to carry out their functions, including training with respect to the requirements of these Regulations and the policies and procedures of the transportation service provider with respect to persons with disabilities, thereby contravening subsection 16(1) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i>.</p> <p>(B) On or about February 1, 2024, Porter Airlines (Canada) Limited failed to provide a written notice, within 10 days, to a person with a disability that set out the reasons for the refusal to transport the mobility aid of that person on flight PD360 on January 21, 2024, thereby contravening subsection 48(a) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i>.</p> <p>(C) On or about February 1, 2024, Porter Airlines (Canada) Limited failed to provide a written notice, within 10 days, to a person with a disability that set out the reasons for the refusal to transport that person on flight D360 on January 21, 2024, thereby contravening subsection 60(2) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i>.</p>	2024-06-20	Monetary penalty \$40,500
<u>Calgary Airport Authority</u>	Between March 14, 2024 and May 20, 2024, Calgary Airport Authority failed to clean and maintain on a regular basis, a designated area for service dogs to relieve themselves, specifically the designated relief area located outside Door 9, thereby contravening paragraph 227(1)(b) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> .	2024-06-14	Monetary penalty \$8,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Reva, Inc.</u>	<p>Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA) the Designated Enforcement Officer has issued a notice of violation believing Reva, Inc. has committed 14 violations of operating air services using aircraft bearing registrations N302RV, N990LC, N535RV, N441PC between various points in Canada and various points in the United States, Bahamas, and Mexico, without holding a valid licence issued under Part II of the <i>Canada Transportation Act</i> (CTA), thereby contravening section 57 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA).</p> <p>These contraventions occurred between July 3, 2023 and August 24, 2023.</p>	2024-06-03	Monetary penalty \$56,000

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Regulated entity	Contravention	Date of Issuance	Penalty
<u>Flair Airlines Ltd.</u>	<p>(A) On or about February 9, 2024, Flair Airlines Ltd. advertised the price of an air service on a social media platform, specifically Facebook on the verified Flair Airlines Ltd. page, without including the point of origin and point of destination of the service, thereby contravening paragraph 28(1)(b) of the APPR.</p> <p>(B) On or about February 9, 2024, Flair Airlines Ltd. advertised the price of an air service on a social media platform, specifically Facebook on the verified Flair Airlines Ltd. page, without specifying any limitation on the period during which the advertised price will be offered and any limitation on the period for which the service will be provided at that price, thereby contravening paragraph 28(1)(c) of the APPR.</p> <p>(C) On or about February 9, 2024, Flair Airlines Ltd. advertised the price of an air service on a social media platform, specifically Facebook on the verified Flair Airlines Ltd. page and Flair Airlines Website – www.flyflair.com, without setting out all third party charges under the heading "Taxes, Fees and Charges" unless that information is provided orally, thereby contravening subsection 28(2) of the APPR.</p>	2024-05-31	Monetary penalty \$6,000
<u>WestJet</u>	<p>(1) On or about October 31, 2023, at San Jose del Cabo International Airport, WestJet failed to provide a service to a person with a disability who uses a mobility aid, by not returning the mobility aid to the person on arrival at the destination without delay, thereby contravening paragraph 41(1)(c) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i>.</p>	2024-05-17	Monetary penalty \$27,500
<u>Société Air France</u>	<p>(1) On or about August 2, 2023, Société Air France did not comply with an order made by the Canadian Transportation Agency pursuant to subsection 172.1(2) of the <i>Canada Transportation Act</i> (CTA), which required it to train identified personnel in the manner detailed in the Order section of the decision, thereby contravening subsection 172.1(2) of the CTA.</p>	2024-05-16	Monetary penalty \$6,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>WestJet</u>	<p>(A) On or about October 5, 2023, WestJet failed to ensure a member of personnel who may be required to interact with the public or to participate in making decisions or in developing policies or procedures in relation to the requirements of these Regulations, received training that provides an adequate level of knowledge and skills to carry out their functions, including training with respect to the requirements of these Regulations and the policies and procedures of the transportation service provider with respect to persons with disabilities, thereby contravening subsection 16(1) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i>.</p> <p>(B) On or about October 5, 2023, WestJet failed to ensure that a member of personnel who has received training required by Part 1 of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ATPDR) also received, at least once every three years, refresher training that is suitable for the requirements of his functions, thereby contravening section 21 of the ATPDR.</p> <p>(C) On or about October 5, 2023, WestJet failed to provide assistance services, on the request of a person with a disability and without delay, to assist the person with disembarking flight WS0208, thereby contravening subsection 35(f) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i>.</p> <p>(D) On or about October 5, 2023, WestJet failed to provide assistance services, on the request of a person with a disability and without delay, to assist the person with transferring between their passenger seat and a mobility aid upon the arrival of flight WS0208, thereby contravening subsection 35(h) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i>.</p>	2024-05-07	Monetary penalty \$142,500

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Edmonton Regional Airports Authority.</u>	<p>(1) On or about March 12, 2024, the Edmonton Regional Airports Authority failed to identify, by tactile and Braille signage, the designated area for service dogs to relieve themselves located in the public area of the terminal (north of Door 1, Arrivals level), thereby contravening paragraph 227(1)(a) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i>.</p> <p>(2) On or about March 12, 2024, the Edmonton Regional Airports Authority failed to have signage in the public area departures level, the south part of the public area arrivals level, and the restricted area of the terminal that indicates the direction to follow in order to access designated relief areas for service dogs, thereby contravening subsection 227(2) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i>.</p>	2024-05-03	Monetary penalty \$26,000
<u>Bermudair Limited</u>	<p>(A) On or about April 2, 2024 Bermudair Limited advertised the price of an air service on the website https://www.flybermudair.com/en without including the total price that must be paid to the advertiser to obtain the air service, expressed in Canadian dollars, thereby contravening paragraph 28(1)(a) of the Air Passenger Protection Regulations.</p> <p>(B) On or about April 2, 2024 Bermudair Limited advertised the price of an air service on their Facebook page https://www.facebook.com/FlyBermudAir without including the total price that must be paid to the advertiser to obtain the air service, expressed in Canadian dollars, thereby contravening paragraph 28(1)(a) of the Air Passenger Protection Regulations.</p>	2024-04-25	Monetary penalty \$5,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>2320127 Ontario Inc. carrying on business as Slate Falls Airways</u>	<p>(A) On or about April 2, 2024, 2320127 Ontario Inc. carrying on business as Slate Falls Airways advertised the price of an air service on the website https://www.slatefallsair.com without including the total price that must be paid to the advertiser to obtain the air service, expressed in Canadian dollars, thereby contravening paragraph 28(1)(a) of the <i>Air Passenger Protection Regulations</i>.</p> <p>(B) On or about April 2, 2024, 2320127 Ontario Inc. carrying on business as Slate Falls Airways advertised the price of an air service on the website https://www.slatefallsair.com without including whether the service is one-way or round-trip, thereby contravening paragraph 28(1)(b) of the <i>Air Passenger Protection Regulations</i>.</p>	2024-04-25	Monetary penalty \$5,000
<u>British Airways Plc</u>	(A) On or about April 13, 2024, British Airways Plc failed to provide reasonable assistance at the request of an enforcement officer, thereby contravening subsection 178(5) of the <i>Canada Transportation Act</i> .	2024-04-18	Monetary penalty \$2,500
<u>Air Canada</u>	(A) On or about August 18, 2023, Air Canada failed to ensure that a member of personnel who has received training required by Part 1 of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ATPDR) also received, at least once every three years, refresher training that is suitable for the requirements of his functions, thereby contravening section 21 of the ATPDR.	2024-04-15	Monetary penalty \$22,500
<u>Flair Airlines Ltd.</u>	(1) On or about September 21, 2023, at Winnipeg Richardson International Airport (YWG), Flair Airlines Ltd. failed to assist a passenger with a disability, who travelled on Flair Airlines Ltd. flight F8856 and had requested assistance in proceeding to the general public area, thereby contravening paragraph 147(1)(i) of the <i>Air Transportation Regulations</i> .	2024-04-10	Monetary penalty \$22,500

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Total amount of Administrative Monetary Penalties ¹	\$800,110	\$1,343,430	\$725,380	\$253,975	\$54,500

Endnotes

- ¹ The numbers related to the following categories - "Notice of Violation - with Administrative Monetary Penalty"; "Total number of violations found"; and "Total amount of Administrative Monetary Penalties" - are subject to change where Notices of Violation or specific violations are withdrawn or reversed by the Transportation Appeal Tribunal of Canada.
- ² Power under the *Canada Transportation Act*, as amended by the Act to Ensure a Barrier-Free Canada (*Accessible Canada Act*).

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Regulated entity	Contravention	Date of Issuance	Penalty
<u>WestJet</u>	<p>(A) On or about October 11, 2023, at Dublin Airport, WestJet failed to permit a person with a disability to board in advance of other passengers, on flight WS5, when the person had requested assistance with boarding, locating their passenger seat or cabin, transferring between a mobility aid and their passenger seat or storing carry-on baggage, thereby contravening paragraph 34(1) (a) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i>.</p> <p>(B) On or about November 18, 2023, at San Cabos Airport, WestJet failed to permit a person with a disability to board in advance of other passengers, on flight WS2179, when the person had requested assistance with boarding, locating their passenger seat or cabin, transferring between a mobility aid and their passenger seat or storing carry-on baggage, thereby contravening paragraph 34(1)(a) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i>.</p>	2024-04-05	Monetary penalty \$55,000
<u>Flair Airlines Ltd.</u>	<p>(A) On or about January 4, 2024, at Toronto Pearson International Airport (CYYZ), Flair Airlines Ltd. failed to provide the passengers, by means of an audible announcement, the reason for the delay for flight number F81602, thereby contravening subsection 13(4) of the <i>Air Passenger Protection Regulations</i>.</p>	2024-03-26	Monetary penalty \$4,000
<u>Skyways Charter LLC</u>	<p>(A) On or about October 2, 2023, Skyways Charter LLC operated an air service using a Cessna Citation X bearing registration N626CT from Van Nuys, California, United States (VNY) to Toronto, Ontario, Canada (CYYZ) without holding a licence issued under Part II of the <i>Canada Transportation Act</i> (CTA) thereby contravening section 57 of the CTA.</p>	2024-03-19	Monetary penalty \$3,000
<u>Horizon Air Industries, Inc.</u>	<p>(1) On or about December 22, 2023, at Vancouver International Airport (YVR), Horizon Air Industries, Inc. failed to provide the passengers, by means of an audible announcement, with information regarding the reason for the delay for flight number QX2244, the compensation to which they may be entitled to for inconvenience, the standards of treatment for passengers, and the recourse available against the carrier, including their recourse to the Agency, thereby contravening subsection 13(4) of the <i>Air Passenger Protection Regulations</i>.</p>	2024-03-01	Monetary penalty \$2,250

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Winnipeg Airport Authority.</u>	(1) On or about March 03, 2023, the Winnipeg Airports Authority failed to ensure that members of personnel who have received training required by Part 1 of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ATPDR) also received, at least once every three years, refresher training that is suitable for the requirements of their functions, thereby contravening section 21 of the ATPDR.	2024-02-21	Monetary penalty \$4,500
<u>GC Aviation</u>	1) Pursuant to section 180 of the <i>Canada Transportation Act</i> , SC 1996, c 10 (CTA) the designated enforcement officer has issued this notice of violation believing G C Aviation, Inc. has committed the 7 violations of operating air services using HondaJet type aircraft between various points in Canada and various points in the United States, without holding a valid Canadian aviation document thereby contravening subsection 57(b) of the <i>Canada Transportation Act</i> . The contraventions occurred between February 19, 2023 to May 24, 2023 2) Pursuant to section 180 of the <i>Canada Transportation Act</i> , SC 1996, c 10 (CTA) the designated enforcement officer has issued this notice of violation believing G C Aviation, Inc. has committed 15 violations of operating air services between various points in Canada and various points in the United States without holding a valid licence issued under Part II of the <i>Canada Transportation Act</i> (CTA), thereby contravening subsection 57(a) of the CTA. The contraventions occurred between June 21, 2023 and October 11, 2023	2024-02-19	Monetary penalty \$110,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Air Canada</u>	<p>A) Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), the undersigned enforcement officer has issued this notice of violation believing Air Canada has committed 9 violations of failing to provide, free of charge, alternate travel arrangements to passengers (28M5QA), (2TEB26), (36HX72), et (3DOY4A), whose flights (AC8163), (AC235), (AC912), and (AC128) were cancelled for reasons within the carrier's control, including when required for safety, to ensure the passengers completed their itinerary as soon as feasible, in the form of a confirmed reservation on the next available flight that it operated or with a carrier with which it had a commercial agreement and that was traveling on any reasonable air route, from the airport at which the passenger was located to the destination indicated on the passenger's original ticket and was departing within nine hours of the departure time indicated on that original ticket, thereby contravening subparagraph 17(1)(a)(i) of the <i>Air Passenger Protection Regulations</i>.</p> <p>These contraventions occurred between November 16, 2022 to December 25, 2022.</p> <p>B) Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), the undersigned enforcement officer has issued this notice of violation believing Air Canada has committed 7 violations following flight cancellations (AC8254), (AC8163), and (AC8351), within the carrier's control, including for safety, Air Canada failed to refund within 30 days, the unused portions of a ticket to passengers (4OWMVK), (28M5QA), and (2SMB4N), who chose not to complete their itinerary with the alternate travel arrangements provided in accordance with paragraph 17(1)(a) of the <i>Air Passenger Protection Regulations</i>, which did not accommodate their travel needs, thereby contravening subsection 18.2(2) of those regulations.</p> <p>These contraventions occurred between December 6, 2022 to December 17, 2022.</p> <p>C) Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), the undersigned enforcement officer has issued this notice of violation believing Air Canada has committed 8 violations following flight cancellations (AC2014), (AC008), and (AC1705) outside the carrier's control, Air Canada failed to refund</p>	2024-02-16	Monetary penalty \$14,400

Regulated entity	Contravention	Date of Issuance	Penalty
	<p>within 30 days, the unused portions of a ticket to a passengers (2UDWMO), (2VF72B), and (23UTEJW), who chose not to complete their itinerary with the alternate travel arrangements provided in accordance with subsection 18(1.1) of the <i>Air Passenger Protection Regulations</i>, thereby contravening subsection 18.2(2) of those regulations.</p> <p>The contraventions occurred between January 20, 2023 to January 27, 2023</p>		
<u>Aer Lingus</u>	<p>(A) On or about October 30, 2023, Aer Lingus Limited, while selling or offering for sale an international service on its Internet site, failed to display on its site the terms and conditions of carriage applicable to that service, thereby contravening Section 116.1 of the ATR.</p>	2024-02-16	Monetary penalty \$2,500
<u>Air India Limited</u>	<p>(A) On or about February 6, 2024, Air India Limited advertised the price of an air service on the website www.airindia.com and did not include each optional incidental service offered for which a fee or charge is payable and its total price or range of total prices, thereby contravening paragraph 28(1)(e) of the APPR.</p> <p>(B) On or about February 1, 2024, Air India Limited advertised the price of an air service on the website www.airindia.com without setting out all third party charges under the heading "Taxes, Fees and Charges", thereby contravening subsection 28(2) of the APPR.</p> <p>(C) On or about February 1, 2024, Air India Limited made reference to an air transportation charge in an advertisement on the website www.airindia.com and did not set the charge out under the heading "Air Transportation Charges", thereby contravening subsection 28(3) of the APPR.</p> <p>(D) On or about February 6, 2024, Air India Limited provided information in an advertisement on the website www.airindia.com in a manner that could interfere with the ability of anyone to readily determine the total price that must be paid for any optional incidental service, thereby contravening section 29 of the APPR.</p>	2024-02-13	Monetary penalty \$3,000

Regulated entity	Contravention	Date of Issuance	Penalty
Alaska Airlines Inc.	Note : this Notice of Violation was withdrawn on September 27, 2024. Date of revision : October 21, 2024	2024-02-12	\$0

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Notice of Violation – with Administrative Monetary Penalty ¹	31	75	33	11	6
Notice of Violation – with Warning ²	0	0	0	0	2
Total amount of Administrative Monetary Penalties ¹	\$800,110	\$1,343,430	\$725,380	\$253,975	\$54,500

Endnotes

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Regulated entity	Contravention	Date of Issuance	Penalty
Italia Trasporto Aereo S.p.A.	A) On or about January 23, 2024 Italia Trasporto Aereo S.p.A. advertised the price of an air service on the website without including the total price that must be paid to the advertiser to obtain the air service, expressed in Canadian dollars, thereby contravening paragraph 28(1) (a) of the <i>Air Passenger Protection Regulations</i> .	2024-02-12	Monetary penalty \$2,500

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Alaska Airlines Inc.</u>	Note : this Notice of Violation was withdrawn on September 27, 2024. Date of revision : October 21, 2024	2024-02-12	\$0
<u>Air Transat A.T.</u>	(1) Pursuant to section 180 of the Canada Transportation Act, SC 1996, c 10 (CTA) the undersigned Enforcement Officer has issued this notice of violation believing Air Transat A.T. Inc. has committed 4 violations of failing to apply the terms and conditions of carriage specified in its tariff CTA(A) 004, namely: Air Transat A.T. Inc. did not immediately provide a suitable temporary replacement mobility aid to passenger (OV04GW) whose mobility aid was lost upon arrival in Venice, Italy (VCE), contrary to the terms and conditions of Rule 7 of Air Transat A.T. Inc.'s tariff in effect at the time, thereby contravening subsection 110(4) of the <i>Air Transportation Regulations</i> . These contraventions occurred between July 8, 2023 and July 11, 2023	2024-02-09	Monetary penalty \$11,000
<u>Aerotransportes Internacionales De Torreón</u>	(A) On or about February 19, 2023, Aerotransportes Internacionales De Torreón operated an air service using an aircraft bearing registration XA-VCY from Mexicali, Mexico (MXL) to Vancouver, Canada (YVR) without holding a licence issued under Part II of the <i>Canada Transportation Act</i> (CTA) thereby contravening section 57(a) of the CTA. (B) On or about July 18, 2023, Aerotransportes Internacionales De Torreón operated an air service using an aircraft bearing registration XA-UUW from Holguin, Cuba (HOG) to Montreal, Canada (YUL) without holding a licence issued under Part II of the CTA thereby contravening section 57(a) of the CTA.	2024-01-31	Monetary penalty \$9,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Sun Country, Inc.</u>	(1) On or about August 11, 2023, Sun Country, Inc. failed to charge the tolls and apply the terms and conditions of carriage specified in its tariff, namely: Sun Country, Inc. applied charges to a passenger (PNR # L39VXI) for their first and second pieces of checked baggage, contrary to the tolls and terms and conditions of Rule 115 of Sun Country Inc.'s tariff in effect at the time, thereby contravening subsection 110(4) of the <i>Air Transportation Regulations</i> (ATR).	2024-01-26	Monetary penalty \$2,750
<u>Emergency Response International, LLC</u>	(A) On or about April 5, 2023, Emergency Response International, LLC operated an air service using an aircraft, a Citation II 550 bearing registration XA-VEG from Puerto Vallarta, Mexico (PVR) to Regina, Canada (YQR) without holding a licence issued under Part II of the <i>Canada Transportation Act</i> (CTA), thereby contravening subsection 57(a) of the CTA.	2024-01-19	Monetary penalty \$6,000
<u>Deutsche Lufthansa Aktiengesellschaft (Lufthansa German Airlines)</u>	(A) On or about October 12, 2023, Deutsche Lufthansa Aktiengesellschaft (Lufthansa German Airlines) failed to provide passenger (2ITHJL), affected by the delay of flight LH475 scheduled to depart on October 12, 2023, at 20:50, the reason for the delay using the available communication method for which he had indicated a preference, including a method that is compatible with adaptive technologies intended to assist persons with disabilities, specifically by email, thereby contravening subsection 13(5) of the <i>Air Passenger Protection Regulations</i> .	2023-12-28	Monetary penalty \$2,500

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Air Canada</u>	<p>(A) On or about August 30, 2023, Air Canada failed to provide assistance services, on the request of a person with a disability (2DIAUJ) and without delay, to assist the person with disembarking flight AC1058, thereby contravening subsection 35(f) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ATPDR).</p> <p>(B) On or about August 30, 2023, Air Canada failed to provide assistance services, on the request of a person with a disability (2DIAUJ) and without delay, to assist the person with transferring between their passenger seat and a mobility aid upon the arrival of flight AC1058, thereby contravening subsection 35(h) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ATPDR).</p> <p>(C) On or about August 30, 2023, Air Canada failed to ensure that members of personnel periodically inquired about the needs of a person with a disability who was in a wheelchair (2DIAUJ) and waiting at a terminal for departure after check-in and in order to transfer to another segment of their trip, thereby contravening subsection 37(b) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ATPDR).</p>	2023-12-21	Monetary penalty \$97,500

Regulated entity	Contravention	Date of Issuance	Penalty
<u>WestJet</u>	<p>(A) Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), a designated enforcement officer has issued this notice of violation believing Swoop Inc. has committed 5 violations of failing to provide, free of charge, alternate travel arrangements to passengers (B6RCVJ), and (VCBBGK), whose flight WO770 was cancelled for reasons within the carrier's control, including for safety, to ensure the passengers completed their itinerary as soon as feasible, in the form of a confirmed reservation on the next available flight that it operated or with a carrier with which it had a commercial agreement and that was traveling on any reasonable air route, from the airport at which the passenger was located to the destination indicated on the passenger's original ticket, thereby contravening paragraph 17(1)(b) of the Air Passenger Protection Regulations (APPR).</p> <p>These contraventions occurred on or about December 16, 2022.</p> <p>(B) Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), a designated enforcement officer has issued this notice of violation believing Swoop Inc. has committed 3 violations of failing to refund within 30 days, the unused portions of a ticket to passengers (N84RTW) and (C3QITS), who chose not to complete their itinerary with the alternate travel arrangements provided in accordance with subsection 17(1)(b) of the Air Passenger Protection Regulations (APPR), which did not accommodate their travel needs, following a flight cancellation WO319 within the carrier's control, including for safety, thereby contravening subsection 18.2(2) of those regulations.</p> <p>These contraventions occurred on or about December 8, 2022.</p> <p>(C) Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), a designated enforcement officer has issued this notice of violation believing Swoop Inc. has committed 12 violations of failing to provide, free of charge, alternate travel arrangements to passengers</p>	2023-12-18	Monetary penalty \$11,700

Regulated entity	Contravention	Date of Issuance	Penalty
	<p>(F2KFXI), (XB6UPA), (D5VBVM), (F579YP), (K5UUUFM), and (UD9QHH) whose flights WO201, WO319, WO403, WO609, WO209, and WO812 were cancelled for reasons outside of the carrier's control, in the form of a confirmed reservation on the next available flight that it operated by the carrier or with a carrier with which it had a commercial agreement and that was travelling on a reasonable route, from the airport at which the passengers were located to the destination indicated on the passengers' original tickets, thereby contravening subsection 18(1.1) of the Air Passenger Protection Regulations (APPR).</p> <p>These contraventions occurred between November 3, 2022 and December 24, 2022.</p>		

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Canadian Pacific Railway Company</u>	<p>(A) On or About May 23-24, 2023, in the City of Calgary, Alberta, the Canadian Pacific Railway Company, contravened subsection 95.3(1) of the <i>Canada Transportation Act</i>, as it did not comply with Agency order <u>66-R-2014</u>, made under subsection 95.3(1) of the <i>Canada Transportation Act</i>, which directed it to not conduct any load testing or idling operations related to the LRC (Locomotive Repair Centre) repair and maintenance activities at night (between 11:00 p.m. and 7:00 a.m.) in the Alyth Yard.</p> <p>(B) On or About May 26, 2023, in the City of Calgary, Alberta, the Canadian Pacific Railway Company, contravened subsection 95.3(1) of the <i>Canada Transportation Act</i>, as it did not comply with Agency order <u>66-R-2014</u>, made under subsection 95.3(1) of the <i>Canada Transportation Act</i>, which directed it to not conduct any load testing or idling operations related to the LRC (Locomotive Repair Centre) repair and maintenance activities at night (between 11:00 p.m. and 7:00 a.m.) in the Alyth Yard.</p> <p>(C) On or About November 23, 2023, in the City of Calgary, Alberta, the Canadian Pacific Railway Company, contravened subsection 95.3(1) of the <i>Canada Transportation Act</i>, as it did not comply with Agency order <u>66-R-2014</u>, made under subsection 95.3(1) of the <i>Canada Transportation Act</i>, which directed it to not conduct any load testing or idling operations related to the LRC (Locomotive Repair Centre) repair and maintenance activities at night (between 11:00 p.m. and 7:00 a.m.) in the Alyth Yard.</p>	2023-12-14	Monetary penalty \$75,000

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Total amount of Administrative Monetary Penalties ¹	\$800,110	\$1,343,430	\$725,380	\$253,975	\$54,500

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Regulated entity	Contravention	Date of Issuance	Penalty
<u>Air Canada</u>	<p>(1) On or about October 20, 2023, at Toronto Pearson International Airport, Air Canada failed to permit a person with a disability (4PHJJX) to board in advance of other passengers, on flight AC127, when the person had requested assistance with boarding, locating their passenger seat or cabin, transferring between a mobility aid and their passenger seat or storing carry-on baggage, thereby contravening paragraph 34(1)(a) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ATPDR).</p> <p>(2) On or about October 20, 2023, at Vancouver International Airport, Air Canada failed to provide a service to a person with a disability who uses a mobility aid (4PHJJX), by not returning the mobility aid to the person on arrival at the destination without delay, thereby contravening paragraph 41(1)(c) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ATPDR).</p>	2023-12-12	Monetary penalty \$52,500

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Air Greenland A/S</u>	<p>(A) On or about June 28, 2023, Air Greenland A/S operated an air service using a Dash 8 type aircraft bearing registration OY-GRH from Nuuk, Greenland (GOH) to Iqaluit, Nunavut (YFB) without holding a licence issued under Part II of the <i>Canada Transportation Act</i> (CTA), thereby contravening paragraph 57(a) of the CTA.</p> <p>(B) On or about June 28, 2023, Air Greenland A/S operated an air service using a Dash 8 type aircraft bearing registration OY-GRH from Iqaluit, Nunavut (YFB) to Nuuk, Greenland (GOH) without holding a licence issued under Part II of the <i>Canada Transportation Act</i> (CTA), thereby contravening paragraph 57(a) of the CTA.</p> <p>(C) On or about July 04, 2023, Air Greenland A/S operated an air service using a Dash 8 type aircraft bearing registration OY-GRO from Nuuk, Greenland (GOH) to Iqaluit, Nunavut (YFB) without holding a licence issued under Part II of the <i>Canada Transportation Act</i> (CTA), thereby contravening paragraph 57(a) of the CTA.</p> <p>(D) On or about July 04, 2023, Air Greenland A/S operated an air service using a Dash 8 type aircraft bearing registration OY-GRO from Iqaluit, Nunavut (YFB) to Nuuk, Greenland (GOH) without holding a licence issued under Part II of the <i>Canada Transportation Act</i> (CTA), thereby contravening paragraph 57(a) of the CTA.</p>	2023-12-12	Monetary penalty \$18,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Canadian National Railway Company.</u>	<p>(A) On or About July 10, 2023, in the Regional Municipality of Waterloo, Ontario, Canadian National Railway Company, did not comply with Agency order <u>28-R-2023</u>, made under subsection 95.3(1) of the <i>Canadian Transportation Act</i>, directing it to cease arriving at the Derail before receiving clearance from the operator and thus causing idling on the Spur between mileages 0 and 1.53, as early as possible and no later than April 27, 2023, thereby contravening subsection 95.3(1) of the <i>Canada Transportation Act</i>.</p> <p>(B) On or About July 11, 2023, in the Regional Municipality of Waterloo, Ontario, Canadian National Railway Company, did not comply with Agency order <u>28-R-2023</u>, made under subsection 95.3(1) of the <i>Canadian Transportation Act</i>, directing it to cease arriving at the Derail before receiving clearance from the operator and thus causing idling on the Spur between mileages 0 and 1.53, as early as possible and no later than April 27, 2023, thereby contravening subsection 95.3(1) of the <i>Canada Transportation Act</i>.</p> <p>(C) On or About July 12, 2023, in the Regional Municipality of Waterloo, Ontario, Canadian National Railway Company, did not comply with Agency order <u>28-R-2023</u>, made under subsection 95.3(1) of the <i>Canadian Transportation Act</i>, directing it to cease arriving at the Derail before receiving clearance from the operator and thus causing idling on the Spur between mileages 0 and 1.53, as early as possible and no later than April 27, 2023, thereby contravening subsection 95.3(1) of the <i>Canada Transportation Act</i>.</p>	2023-11-27	Monetary penalty \$75,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>1263343</u> <u>Alberta Inc.</u> <u>(dba. Lynx</u> <u>Air)</u>	<p>(A) Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), a designated enforcement officer has issued this notice of violation believing 1263343 Alberta Inc. (dba. Lynx Air) has committed 37 violations of failing to provide passengers (0LREWJ), (7S13DZ), (DU7SI9), (E0UR7H), (GH5XGK), (JL2KJF), (OVYW6S), (WSM4D4), (Z4C3GK), (ZHZDB8), (ZJUUYW), (63CLX4), (DIJM09), (KX2KF2), (2L8I9L), and (KRQIFJ) affected by the delay and subsequent cancellation of flight number Y9515, who had waited two hours after the departure time that was indicated on their original ticket, food and drink in reasonable quantities, taking into account the length of the wait, the time of the day and the location of the passenger, thereby contravening paragraph 14(1)(a) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>These contraventions occurred on or about July 6, 2023.</p>	2023-11-23	Monetary penalty \$5,920

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Sunwing Airlines Inc.</u>	<p>(A) On or about December 21, 2022, Sunwing Airlines Inc. failed to provide, free of charge, alternate travel arrangements to a passenger (124336492), whose flight (WG360) was cancelled or delayed by three hours or more for reasons within carrier's control, to ensure the passenger completed their itinerary as soon as feasible, in the form of a confirmed reservation on the next available flight that it operated and that was traveling on any reasonable air route, from the airport at which the passenger was located to the destination indicated on the passenger's original ticket, thereby contravening paragraph 17(1)(b) of the <i>Air Passenger Protection Regulations</i>.</p> <p>(B) On or about December 21, 2022, Sunwing Airlines Inc. failed to provide, free of charge, alternate travel arrangements to a passenger (124336492), whose flight (WG360) was cancelled or delayed by three hours or more for reasons within carrier's control, to ensure the passenger completed their itinerary as soon as feasible, in the form of a confirmed reservation on the next available flight that it operated and that was traveling on any reasonable air route, from the airport at which the passenger was located to the destination indicated on the passenger's original ticket, thereby contravening paragraph 17(1)(b) of the <i>Air Passenger Protection Regulations</i>.</p> <p>(C) On or about December 26, 2022, Sunwing Airlines Inc. failed to provide, free of charge, alternate travel arrangements to a passenger (124733953), whose flight (WG448) was cancelled or delayed by three hours or more for reasons within carrier's control, to ensure the passenger completed their itinerary as soon as feasible, in the form of a confirmed reservation on the next available flight that it operated and that was traveling on any reasonable air route, from the airport at which the passenger was located to the destination indicated on the passenger's original ticket, thereby contravening paragraph 17(1)(b) of the <i>Air Passenger Protection Regulations</i>.</p> <p>(D) On or about December 26, 2022, Sunwing Airlines Inc. failed to provide, free of charge, alternate travel arrangements to a passenger (124733953), whose flight (WG3448) was cancelled or delayed by three hours or more for reasons within carrier's control, to ensure the passenger completed their itinerary as</p>	2023-11-15	Monetary penalty \$5,000

Regulated entity	Contravention	Date of Issuance	Penalty
	<p>soon as feasible, in the form of a confirmed reservation on the next available flight that it operated and that was traveling on any reasonable air route, from the airport at which the passenger was located to the destination indicated on the passenger's original ticket, thereby contravening paragraph 17(1)(b) of the <i>Air Passenger Protection Regulations</i>.</p> <p>(E) On or about December 26, 2022, Sunwing Airlines Inc. failed to provide, free of charge, alternate travel arrangements to a passenger (124733953), whose flight (WG448) was cancelled or delayed by three hours or more for reasons within carrier's control, to ensure the passenger completed their itinerary as soon as feasible, in the form of a confirmed reservation on the next available flight that it operated and that was traveling on any reasonable air route, from the airport at which the passenger was located to the destination indicated on the passenger's original ticket, thereby contravening paragraph 17(1)(b) of the <i>Air Passenger Protection Regulations</i>.</p> <p>(F) On or about January 21, 2023, Sunwing Airlines Inc. failed to refund the unused portion of a ticket to a passenger (122160143), within 30 days after a flight (WG 487) was delayed three hours or more for reasons within the carrier's control, including for safety purposes, and the passenger chose not to complete their itinerary with the alternate travel arrangements offered in accordance to subsection 17(1)(b) of <i>Air Passenger Protection Regulations</i>, which did not accommodate their travel needs, thereby contravening subsection 18.2(2) of those regulations.</p> <p>(G) On or about January 21, 2023, Sunwing Airlines Inc. failed to refund the unused portion of a ticket to a passenger (122160143), within 30 days after a flight (WG 487) was delayed three hours or more for reasons within the carrier's control, including for safety purposes, and the passenger chose not to complete their itinerary with the alternate travel arrangements offered in accordance to subsection 17(1)(b) of <i>Air Passenger Protection Regulations</i>, which did not accommodate their travel needs, thereby contravening subsection 18.2(2) of those regulations.</p>		

Regulated entity	Contravention	Date of Issuance	Penalty
	<p>(H) On or about January 21, 2023, Sunwing Airlines Inc. failed to refund the unused portion of a ticket to a passenger (122160143), within 30 days after a flight (WG 487) was delayed three hours or more for reasons within the carrier's control, including for safety purposes, and the passenger chose not to complete their itinerary with the alternate travel arrangements offered in accordance to subsection 17(1)(b) of <i>Air Passenger Protection Regulations</i>, which did not accommodate their travel needs, thereby contravening subsection 18.2(2) of those regulations.</p> <p>(I) On or about January 25, 2023, Sunwing Airlines Inc. failed to refund the unused portion of a ticket to a passenger (123125263), within 30 days after a flight (WG 246) was delayed three hours or more for reasons within the carrier's control, including for safety purposes, and the passenger chose not to complete their itinerary with the alternate travel arrangements offered in accordance to subsection 17(1)(b) of <i>Air Passenger Protection Regulations</i>, which did not accommodate their travel needs, thereby contravening subsection 18.2(2) of those regulations.</p> <p>(J) On or about January 25, 2023, Sunwing Airlines Inc. failed to refund the unused portion of a ticket to a passenger (123125263), within 30 days after a flight (WG 246) was delayed three hours or more for reasons within the carrier's control, including for safety purposes, and the passenger chose not to complete their itinerary with the alternate travel arrangements offered in accordance to subsection 17(1)(b) of <i>Air Passenger Protection Regulations</i>, which did not accommodate their travel needs, thereby contravening subsection 18.2(2) of those regulations.</p>		
<u>Delta Air lines, Inc.</u>	<p>(1) On or about July 20, 2023, Delta Air Lines, Inc. failed to provide passenger (HHERQ8), affected by the delay of flight DL3777 scheduled to depart on July 20, 2023, the reason for the delay using the available communication method for which he had indicated a preference, including a method that is compatible with adaptive technologies intended to assist persons with disabilities, thereby contravening subsection 13(5) of the <i>Air Passenger Protection Regulations</i>.</p>	2023-11-14	Monetary penalty \$3,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Air Canada</u>	<p>(1) On or about June 13, 2023, at Toronto Pearson International Airport, Air Canada failed to provide to a person with a disability (392YSP) any passenger seat adjacent to their passenger seat that is needed to provide sufficient floor space for their service dog, if because of the size of the service dog, the passenger seat of the person with a disability does not provide sufficient floor space for the service dog to lie down at the person's feet in a manner that ensures the safety and well-being of the dog and the person, thereby contravening subsection 51(4) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ATPDR).</p> <p>(2) On or about June 13, 2023, at Toronto Pearson International Airport, Air Canada refused to transport a person with a disability (392YSP) on flight AC171, and did not show that transporting the person would impose an undue hardship on it, thereby contravening subsection 60(1) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ATPDR).</p> <p>(3) On or about June 24, 2023, Air Canada failed to provide, within 10 days of its refusal to transport a person with a disability (392YSP) on flight AC171 on June 13, 2023, a written notice to them, that set out the reasons for the refusal, , thereby contravening subsection 60(2) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ATPDR).</p>	2023-11-08	Monetary penalty \$110,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Air Transat A.T. Inc.</u>	<p>(A) Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), a designated enforcement officer has issued this notice of violation believing Air Transat A.T. Inc. has committed 73 violations of failing to provide passengers (DM99TS), (COUIK8), (RPCNLC), (7TOGS2), (SUAT9W), (MCQCZW), (F1E176), (843TAQ), (PTPNJH), (TTYWMU), (IPTE9X), (D7XDU1), (I3ZR4K), (KUIQYM), (GGPSU1), (EZYOGP), (QHFVW7), (JUW17V), (RWGIHT), (RZCNTT), (XLS93I), (CKDINM), (OVQVWY), (XH6DSL), (PSTOYT), (XC0XWN), (DG97N3), (OB60JX), (LUK533), (72V6ZI), (ZE5YTI), (9HLPT4), (REKCCZ), and (TYEC0A) affected by the delay of flight number TS499, who had waited two hours after the departure time that was indicated on their original ticket, food and drink in reasonable quantities, taking into account the length of the wait, the time of the day and the location of the passenger, thereby contravening paragraph 14(1)(a) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>These contraventions occurred between April 22 and 23, 2023.</p> <p>(B) Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), a designated enforcement officer has issued this notice of violation believing Air Transat A.T. Inc. has committed 73 violations of failing provide passengers (DM99TS), (COUIK8), (RPCNLC), (7TOGS2), (SUAT9W), (MCQCZW), (F1E176), (843TAQ), (PTPNJH), (TTYWMU), (IPTE9X), (D7XDU1), (I3ZR4K), (KUIQYM), (GGPSU1), (EZYOGP), (QHFVW7), (JUW17V), (RWGIHT), (RZCNTT), (XLS93I), (CKDINM), (OVQVWY), (XH6DSL), (PSTOYT), (XC0XWN), (DG97N3), (OB60JX), (LUK533), (72V6ZI), (ZE5YTI), (9HLPT4), (REKCCZ), and (TYEC0A) affected by the delay of flight number TS499, who had waited two hours after the departure time that was indicated on their original ticket, access to a means of communication, thereby contravening paragraph 14(1)(b) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>These contraventions occurred between April 22 and 23, 2023.</p>	2023-11-01	Monetary penalty \$40,880

Regulated entity	Contravention	Date of Issuance	Penalty
<u>1263343 Alberta Inc. (Lynx Air)</u>	(1) On or about July 6, 2023, at Vancouver International Airport (YVR), 1263343 Alberta Inc. (Lynx Air) failed to provide the passengers, by means of an audible announcement, with information regarding the reason for the delay for flight number Y9121, the compensation to which they may be entitled to for inconvenience, the standards of treatment for passengers, and the recourse available against the carrier, including their recourse to the Agency, thereby contravening subsection 13(4) of the <i>Air Passenger Protection Regulations</i> (APPR).	2023-10-24	Monetary penalty \$2,500
<u>Unicair GmbH</u>	(A) On or about July 22, 2023, Unicair GmbH operated an air service using a Bombardier Challenger type aircraft bearing registration D-AONE from St. John's, Newfoundland and Labrador (CYYT) to Cologne, Germany (EDDK) without holding a licence issued under Part II of the <i>Canada Transportation Act</i> (CTA), thereby contravening paragraph 57(a) of the CTA.	2023-10-17	Monetary penalty \$4,500

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	2024-2025 (year to date)	2023-2024	2022- 2023	2021- 2022	2020- 2021
Notice of Violation – with Administrative Monetary Penalty ¹	31	75	33	11	6
Notice of Violation – with Warning ²	0	0	0	0	2
Total amount of Administrative Monetary Penalties ¹	\$800,110	\$1,343,430	\$725,380	\$253,975	\$54,500

Endnotes

- ¹ The numbers related to the following categories - "Notice of Violation - with Administrative Monetary Penalty"; "Total number of violations found"; and "Total amount of Administrative Monetary Penalties" - are subject to change where Notices of Violation or specific violations are withdrawn or reversed by the Transportation Appeal Tribunal of Canada.
- ² Power under the *Canada Transportation Act*, as amended by the Act to Ensure a Barrier-Free Canada (*Accessible Canada Act*).

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Regulated entity	Contravention	Date of Issuance	Penalty
Unicair GmbH	(A) On or about July 22, 2023, Unicair GmbH operated an air service using a Bombardier Challenger type aircraft bearing registration D-AONE from St. John's, Newfoundland and Labrador (CYYT) to Cologne, Germany (EDDK) without holding a licence issued under Part II of the <i>Canada Transportation Act</i> (CTA), thereby contravening paragraph 57(a) of the CTA.	2023-10-17	Monetary penalty \$4,500

Regulated entity	Contravention	Date of Issuance	Penalty
<u>A-Ok Jets, Inc.</u>	<p>(A) On or about May 25, 2023, A-Ok Jets, Inc. operated an air service using a Learjet 60XR type aircraft bearing registration N104RJ from Stuart, FL, US (KSUA) to Muskoka, ON, CA (CYQA), without holding a valid Canadian Transportation Agency licence, thereby contravening subsection 57(a) of the <i>Canada Transportation Act</i>.</p> <p>(B) On or about April 28, 2023, A-Ok Jets, Inc. operated an air service using a Hawker 800XP type aircraft bearing registration N555NE from Boca Raton, FL, US (KBCT) to Montreal, QC, CA (CYUL), without holding a valid Canadian Transportation Agency licence, thereby contravening subsection 57(a) of the <i>Canada Transportation Act</i>.</p> <p>(C) On or about December 1, 2022, A-Ok Jets, Inc. operated an air service using a Learjet 60XR type aircraft bearing registration N104RJ from Montreal, QC, CA (CYUL) to Fort Lauderdale, FL, US (KFXE), without holding a valid Canadian Transportation Agency licence thereby, contravening subsection 57(a) of the <i>Canada Transportation Act</i>.</p>	2023-10-12	Monetary penalty \$15,000
<u>Pacific Coastal Airlines Limited</u>	<p>(A) On or about August 28, 2023, Pacific Coastal Airlines Limited advertised the price of an air service in a marketing email sent by soarplus@pacificcoastal.com without including the point of destination of the service, thereby contravening paragraph 28(1) (b) of the <i>Air Passenger Protection Regulations</i> (APPR).</p>	2023-10-03	Monetary penalty \$2,500

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Neos S.p.A.</u>	<p>(A) On or about September 27, 2023, Neos S.p.A. advertised the price of an air service on the website ca.neosair.com without setting out all third party charges under the heading “Taxes, Fees and Charges” thereby contravening subsection 28(2) of the <i>Air Passenger Protection Regulations</i> (APPR). (B) On or about September 27, 2023, Neos S.p.A. referred to a third party charge in an advertisement on the website ca.neosair.com by a name other than the name under which it was established, thereby contravening section 31 of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>(B) On or about September 27, 2023, Neos S.p.A. referred to a third party charge in an advertisement on the website ca.neosair.com by a name other than the name under which it was established, thereby contravening section 31 of the <i>Air Passenger Protection Regulations</i> (APPR).</p>	2023-10-03	Monetary penalty \$1,100

Regulated entity	Contravention	Date of Issuance	Penalty
<u>American Airlines, Inc.</u>	<p>(A) On or about July 11, 2023, American Airlines, Inc. failed to provide passenger (RFAJGY), affected by the delay of flight AA5020 scheduled to depart on July 11, 2023, at 12:00, the reason for the delay using the available communication method for which he had indicated a preference, including a method that is compatible with adaptive technologies intended to assist persons with disabilities, specifically by email, thereby contravening subsection 13(5) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>(B) On or about July 11, 2023, American Airlines, Inc. failed to provide passenger (BBDRDX), affected by the delay of flight AA5020 scheduled to depart on July 11, 2023, at 12:00, the reason for the delay using the available communication method for which he had indicated a preference, including a method that is compatible with adaptive technologies intended to assist persons with disabilities, specifically by AA mobile app, thereby contravening subsection 13(5) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>(C) On or about July 24, 2023, American Airlines, Inc. failed to provide passenger (QRXOIV), affected by the delay of flight AA4382 scheduled to depart on July 24, 2023, at 12:52, the reason for the delay, using the available communication method for which she had indicated a preference, including a method that is compatible with adaptive technologies intended to assist persons with disabilities, specifically by email, thereby contravening subsection 13(5) of the <i>Air Passenger Protection Regulations</i> (APPR).</p>	2023-09-28	Monetary penalty \$13,500

Regulated entity	Contravention	Date of Issuance	Penalty
<u>American Airlines, Inc.</u>	<p>(A) Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), a designated enforcement officer has issued this notice of violation believing American Airlines, Inc. has committed 36 violations of failing to provide passengers affected by the delay and subsequent cancellation of flight number AA1415 with information regarding the compensation to which they may be entitled to for inconvenience, thereby contravening paragraph 13(1)(b) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>These contraventions occurred on or about March 12, 2023.</p> <p>(B) Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), a designated enforcement officer has issued this notice of violation believing American Airlines, Inc. has committed 36 violations of failing to provide passengers affected by the delay and subsequent cancellation of flight number AA1415 with information regarding the standards of treatment for passengers, thereby contravening paragraph 13(1) (c) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>These contraventions occurred on or about March 12, 2023.</p> <p>(C) Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), a designated enforcement officer has issued this notice of violation believing American Airlines, Inc. has committed 37 violations of failing to provide passengers affected by the delay and subsequent cancellation of flight number AA1415 with information regarding recourse available against the carrier, including their recourse to the Agency, thereby contravening paragraph 13(1)(d) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>These contraventions occurred on or about March 12, 2023.</p> <p>(D) Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), a designated enforcement officer has issued this notice of violation believing American Airlines, Inc. has committed 23 violations of failing to provide passengers affected by the delay and subsequent cancellation of flight number AA1415, who had waited two hours after the departure time that was indicated on their original ticket, food and drink in reasonable quantities, taking into account the length of the wait,</p>	2023-09-28	Monetary penalty \$51,000

Regulated entity	Contravention	Date of Issuance	Penalty
	<p>the time of the day and the location of the passenger, thereby contravening paragraph 14(1)(a) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>These contraventions occurred on or about March 12, 2023.</p> <p>(E) Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), a designated enforcement officer has issued this notice of violation believing American Airlines, Inc. has committed 6 violations of failing to offer a passengers affected by the delay and subsequent cancellation of flight number AA1415, hotel or other comparable accommodation that is reasonable in relation to the location of the passenger, as well as transportation to the hotel or other accommodation and back to the airport, free of charge, while the passenger was required to wait overnight for their original flight or for a flight reserved as part of alternate travel arrangements, thereby contravening subsection 14(2) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>These contraventions occurred on or about March 12, 2023.</p>		
<u>Air Canada</u>	<p>(1) On or about December 26, 2022, Air Canada failed to provide passenger (43N48E), affected by the cancellation of flight AC1963 scheduled to depart on December 26, 2022, the reason for the cancellation using the available communication method for which she had indicated a preference, including a method that is compatible with adaptive technologies intended to assist persons with disabilities, thereby contravening subsection 13(5) of the <i>Air Passenger Protection Regulations</i> (APPR).</p>	2023-09-25	Monetary penalty \$1,750
<u>Air Saint-Pierre, S.A.</u>	<p>(A) On or about August 4, 2023, Air Saint-Pierre, S.A. advertised the price of an air service on the website airsaintpierre.com without including the total price that must be paid to the advertiser to obtain the air service, expressed in Canadian dollars, thereby contravening paragraph 28(1)(a) of the <i>Air Passenger Protection Regulations</i> (APPR).</p>	2023-09-22	Monetary penalty \$2,750

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Türk Hava Yollari Anonim Ortakligi (Turkish Airlines Inc.)</u>	(A) On or about August 3, 2023, Türk Hava Yollari Anonim Ortakligi made reference to an air transportation charge in an advertisement on the website www.turkishairlines.com without setting out the charge under the heading "Air Transportation Charges", thereby contravening subsection 28(3) of the <i>Air Passenger Protection Regulations</i> (APPR).	2023-09-22	Monetary penalty \$500
<u>Air Liaison Inc.</u>	(A) On or about August 4, 2023, Air Liaison Inc. advertised the price of an air service on the website airliaison.ca without including the total price or range of total prices for optional incidental services for which a fee or charge is payable, thereby contravening paragraph 28(1)(e) of the <i>Air Passenger Protection Regulations</i> (APPR).	2023-09-22	Monetary penalty \$550

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Notice of Violation – with Administrative Monetary Penalty ¹	31	75	33	11	6
Notice of Violation – with Warning ²	0	0	0	0	2
Total amount of Administrative Monetary Penalties ¹	\$800,110	\$1,343,430	\$725,380	\$253,975	\$54,500

Endnotes

- ¹ The numbers related to the following categories - "Notice of Violation - with Administrative Monetary Penalty"; "Total number of violations found"; and "Total amount of Administrative Monetary Penalties" - are subject to change where Notices of Violation or specific violations are withdrawn or reversed by the Transportation Appeal Tribunal of Canada.
- ² Power under the *Canada Transportation Act*, as amended by the Act to Ensure a Barrier-Free Canada (*Accessible Canada Act*).

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Regulated entity	Contravention	Date of Issuance	Penalty
Air Liaison Inc.	(A) On or about August 4, 2023, Air Liaison Inc. advertised the price of an air service on the website airliaison.ca without including the total price or range of total prices for optional incidental services for which a fee or charge is payable, thereby contravening paragraph 28(1)(e) of the <i>Air Passenger Protection Regulations</i> (APPR).	2023-09-22	Monetary penalty \$550

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Arajet, S.A</u>	<p>(A) On or about July 11, 2023, Arajet, S.A. advertised the price of an air service on the website arajet.com/ca/ without including the total price that must be paid to the advertiser to obtain the air service, expressed in Canadian dollars, thereby contravening paragraph 28(1)(a) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>(B) On or about July 11, 2023, Arajet, S.A. advertised the price of an air service on the website arajet.com/ca/ without including the point of origin and point of destination of the service, thereby contravening paragraph 28(1)(b) of the <i>Air Passenger Protection Regulations</i> (APPR).</p>	2023-09-22	Monetary penalty \$6,000
<u>Victoria Airport Authority</u>	<p>(1) On or about July 5, 2023, the Victoria Airport Authority failed to identify by tactile and Braille signage a designated area for service dogs to relieve themselves located outside the terminal across the road from Departures, thereby contravening paragraph 227(1)(a) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ATPDR).</p> <p>(2) On or about July 5, 2023, the Victoria Airport Authority failed to have signage that indicates the direction to follow in order to access a designated relief area for service dogs, specifically the designated relief area located outside the terminal across the road from Departures, thereby contravening subsection 227(2) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ATPDR).</p>	2023-09-18	Monetary penalty \$19,000
<u>LATAM Airlines Group S.A.</u>	<p>(A) On or about August 9, 2023, LATAM Airlines Group S.A. advertised the price of an air service on their website (www.latamairlines.com/ca/en) without including the total price, expressed in Canadian Dollars, that must be paid to the advertiser to obtain the air service, thereby contravening paragraph 28(1)(a) of the <i>Air Passenger Protection Regulations</i> (APPR).</p>	2023-09-12	Monetary penalty \$2,500

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Pakistan International Airlines Corporation</u>	(A) On or about August 14, 2023, Pakistan International Airlines Corporation, advertised the price of an air service on the website www.piac.com.pk without setting out all third party charges under the heading "Taxes, Fees and Charges" thereby contravening subsection 28(2) of the <i>Air Passenger Protection Regulations</i> (APPR).	2023-09-12	Monetary penalty \$500
<u>WestJet</u>	(A) On or about June 14, 2023, at Calgary International Airport (YYC), WestJet failed to provide the passengers, by means of an audible announcement, the reason for the delay for flight number WS187, thereby contravening subsection 13(4) of the <i>Air Passenger Protection Regulations</i> (APPR).	2023-09-06	Monetary penalty \$9,000
<u>Halifax Airport Authority</u>	(1) On or about March 14, 2023, the Halifax International Airport Authority failed to identify by tactile signage, the designated area for service dogs to relieve themselves located in the area outside of the terminal, thereby contravening paragraph 227(1)(a) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ATPDR). (2) On or about March 14, 2023, Halifax International Airport Authority failed to identify by tactile signage, the designated area for service dogs to relieve themselves located near Gate 15 in the restricted area, thereby contravening paragraph 227(1)(a) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ATPDR).	2023-08-30	Monetary penalty \$14,000
<u>Etihad Airways P.J.S.C.</u>	(A) On or about July 17, 2023, Etihad Airways P.J.S.C. made a reference to an air transportation charge in an advertisement on the website www.etihad.com/en-ca/ without setting the charge out under the heading "Air Transportation Charges", thereby contravening subsection 28(3) of the <i>Air Passenger Protection Regulations</i> (APPR).	2023-08-30	Monetary penalty \$500
<u>Aerolineas Argentinas Sociedad Anonima</u>	(A) On or about May 17, 2023, Aerovias del Continente Americano S.A. advertised the price of an air service on their website (www.aerolineas.com.ar/) without including the total price, expressed in Canadian Dollars, that must be paid to the advertiser to obtain the air service, thereby contravening paragraph 28(1)(a) of the <i>Air Passenger Protection Regulations</i> .	2023-08-25	Monetary penalty \$2,500

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Air Canada</u>	(1) On or about January 16, 2023, Air Canada failed to provide a temporary replacement mobility aid that met the mobility needs of a person with a disability (2RITEM), who did not retain their mobility aid during flight AC92 and it was not made available to the person at their arrival at Santiago Airport, Chile (SCL). Therefore Air Canada's failure contravenes subsection 61(a) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ATPDR).	2023-08-15	Monetary penalty \$50,000

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	2024-2025 (year to date)	2023-2024	2022- 2023	2021- 2022	2020- 2021
Notice of Violation – with Administrative Monetary Penalty ¹	31	75	33	11	6
Notice of Violation – with Warning ²	0	0	0	0	2
Total amount of Administrative Monetary Penalties ¹	\$800,110	\$1,343,430	\$725,380	\$253,975	\$54,500

Endnotes

- ¹ The numbers related to the following categories - "Notice of Violation - with Administrative Monetary Penalty"; "Total number of violations found"; and "Total amount of Administrative Monetary Penalties" - are subject to change where Notices of Violation or specific violations are withdrawn or reversed by the Transportation Appeal Tribunal of Canada.
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Regulated entity	Contravention	Date of Issuance	Penalty
<u>ER World Services Corp.</u>	(A) On or about July 21, 2023, ER World Services Corp. failed to provide reasonable assistance at the request of an enforcement officer, thereby contravening subsection 178(5) of the <i>Canada Transportation Act</i> .	2023-08-04	Monetary penalty \$2,500

Regulated entity	Contravention	Date of Issuance	Penalty
<u>WestJet</u>	<p>(1) On or about December 3, 2022, at Victoria International Airport, WestJet refused to accept the mobility aid of a person with a disability (HPFMQQ) who needed the mobility aid during travel on flight WS3260, thereby contravening subsection 40(1) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ATPDR).</p> <p>(2) On or about December 3, 2022, at Victoria International Airport, WestJet refused to transport a person with a disability (HPFMQQ) on flight WS3260, thereby contravening subsection 60(1) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ATPDR).</p> <p>(3) On or about December 14, 2022, WestJet failed to provide a written notice, within 10 days, to a person with a disability (HPFMQQ) that set out the reasons for the refusal to transport the mobility aid of the person on flight WS3260 on December 3, 2022, thereby contravening subsection 48(a) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ATPDR).</p> <p>(4) On or about December 14, 2022, WestJet failed to provide a written notice, within 10 days, to a person with a disability (HPFMQQ) that set out the reasons for the refusal to transport that person on flight WS3260 on December 3, 2022, thereby contravening subsection 60(2) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ATPDR).</p>	2023-08-03	Monetary penalty \$85,500
<u>Aero JL, S.A. de C.V.</u>	<p>(A) On or about August 5, 2022, Aero JL, S.A. de C.V. operated an air service using an aircraft bearing registration XA-WIN from Cancun, Mexico (MMUN) to Halifax, Canada (CYHZ) without holding a licence issued under Part II of the <i>Canada Transportation Act</i> (CTA), thereby contravening subsection 57(a) of the CTA.</p> <p>(B) On or about January 13, 2023, Aero JL, S.A. de C.V., on its website (https://aerofil.com/) sold, caused to be sold or publicly offered for sale in Canada an air service without holding a licence issued under Part II of the <i>Canada Transportation Act</i> (CTA) thereby contravening section 59 of the CTA.</p>	2023-08-03	Monetary penalty \$7,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Flair Airlines Ltd.</u>	<p>(A) Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), a designated enforcement officer has issued this notice of violation believing Flair Airlines Ltd. has committed 6 violations of failing to refund the cost of additional services purchased by passengers (K625NX), (64Q9GE), (JUTJH5), and (RNW73N) in connection with their original ticket within 30 days after the day on which it became obligated to provide the refund, thereby contravening subsection 18.2(2) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>These contraventions occurred between on or about January 9, 2023 and January 21, 2023.</p> <p>(B) Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), a designated enforcement officer has issued this notice of violation believing Flair Airlines Ltd. has committed 46 violations of not providing the prescribed compensation requested by passengers (K625NX), (HH35AT), (64Q9GE), (TRAQJR), (PY6MXK), (CEVUDN), (D8K4GJ), (EG8XQ9), (A92DM3), (72QT94), (6ZSVY3), (KH6Z5Q), (TEUH4R), (C9M68G), (PXUKXP), (WUX23T), (GFE64R), (855WBJ), (HS6CQK), (BP6V3U), (9WXJQJ), (TUWS3C), (72JY4X), (TGK9ZC), and (SJ6W5H), or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the <i>Air Passenger Protection Regulations</i>.</p> <p>These contraventions occurred between on or about January 4, 2023 and March 3, 2023.</p>	2023-07-28	Monetary penalty \$21,400

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Delta Air Lines, Inc.</u>	<p>(A) Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), a designated enforcement officer has issued this notice of violation believing Delta Air Lines, Inc. has committed 7 violations of failing to make available, in simple, clear and concise language, on a document on which the itinerary of passengers (H2ULQ2), (G9XWX9), (HURS77), (HOYVLO), (GTK99D) appear, the terms and conditions referred to in subsection 5(1) of the <i>Air Passenger Protection Regulations</i>, thereby contravening subsection 5(2) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>These contraventions occurred between on or about August 5, 2022 and December 27, 2022.</p> <p>(B) Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), a designated enforcement officer has issued this notice of violation believing Delta Air Lines, Inc. has committed 7 violations of failing to provide, in simple, clear and concise language, on a document on which the itinerary of passengers (H2ULQ2), (G9XWX9), (HURS77), (HOYVLO), (GTK99D) appear, information on the treatment of passengers and minimum compensation owed by the carrier and the recourse against the carrier available to passengers, including their recourse to the Agency, thereby contravening subsection 5(3) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>These contraventions occurred between on or about August 5, 2022 and December 27, 2022.</p> <p>(C) Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), a designated enforcement officer has issued this notice of violation believing Delta Air Lines, Inc. has committed 7 violations of failing to make available the prescribed notice pursuant to subsection 5(5) of the <i>Air Passenger Protection Regulations</i>, on a document on which the itinerary of passengers (H2ULQ2), (G9XWX9), (HURS77), (HOYVLO), (GTK99D) appear, thereby contravening that subsection of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>These contraventions occurred between on or about August 5, 2022 and December 27, 2022.</p>	2023-07-14	Monetary penalty \$52,500

Regulated entity	Contravention	Date of Issuance	Penalty
<u>1263343 Alberta Inc. (Lynx Air)</u>	<p>(1) On or about May 15, 2023, 1263343 Alberta Inc. failed to make available, in simple, clear and concise language, on a digital platform that it uses to sell tickets (www.flylynx.com), its terms and conditions referred to in paragraphs 5(1)(a) and 5(1)(c) of the <i>Air Passenger Protection Regulations</i>, precisely information on denied boarding circumstances and information on the assignment of seats for children under the age of 14 years, thereby contravening subsection 5(2) of those Regulations.</p> <p>(2) On or about May 15, 2023, 1263343 Alberta Inc. failed to provide, in simple, clear and concise language, on a digital platform that 1263343 Alberta Inc. uses to sell tickets (www.flylynx.com), information on the treatment of passengers and minimum compensation owed by the carrier thereby contravening subsection 5(3) of the <i>Air Passenger Protection Regulations</i>.</p> <p>(3) On or about May 15, 2023, 1263343 Alberta Inc. failed to make available the prescribed notice pursuant to subsection 5(5) of the <i>Air Passenger Protection Regulations</i>, on a digital platform that 1263343 Alberta Inc. uses to sell tickets (www.flylynx.com), thereby contravening that subsection of the Regulations.</p>	2023-07-11	Monetary penalty \$7,500

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Air Canada</u>	<p>(1) On or about June 29, 2022, Air Canada failed to provide passenger (48TBKE), affected by the delay of flight AC94 scheduled to depart on June 29, 2022, the reason for the delay using the available communication method for which she had indicated a preference, including a method that is compatible with adaptive technologies intended to assist persons with disabilities, thereby contravening subsection 13(5) of the <i>Air Passenger Protection Regulations</i>.</p> <p>(2) On or about June 29, 2022, Air Canada failed to provide passenger (3C8CTP), affected by the delay of flight AC94 scheduled to depart on June 29, 2022, the reason for the delay using the available communication method for which he had indicated a preference, including a method that is compatible with adaptive technologies intended to assist persons with disabilities, thereby contravening subsection 13(5) of the <i>Air Passenger Protection Regulations</i>.</p> <p>(3) On or about June 29, 2022, Air Canada failed to provide passengers (4VXQGG), affected by the delay of flight AC94 scheduled to depart on June 29, 2022, the reason for the delay using the available communication method for which they had indicated a preference, including a method that is compatible with adaptive technologies intended to assist persons with disabilities, thereby contravening subsection 13(5) of the <i>Air Passenger Protection Regulations</i>.</p>	2023-06-30	Monetary penalty \$5,250
<u>Air Canada</u>	<p>(A) On or about February 25, 2023, at Montréal-Trudeau International Airport (CYUL), Air Canada failed to provide the passengers, by means of the audible announcement made at 10:23, the reason for the delay for flight number AC944, thereby contravening subsection 13(4) of the <i>Air Passenger Protection Regulations</i>.</p>	2023-06-28	Monetary penalty \$5,500

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Porter Airlines Inc.</u>	<p>(A) On or about December 16, 2022, Porter Airlines Inc. on its website (www.flyporter.com) sold, caused to be sold or publicly offered for sale in Canada an air service using large aircraft without holding a licence issued under Part II of the <i>Canada Transportation Act</i> in respect of that service , thereby contravening section 59 of the <i>Canada Transportation Act</i>.</p> <p>(B) On or about December 16, 2022, Porter Airlines Inc. on its Facebook account sold, caused to be sold or publicly offered for sale in Canada an air service using large aircraft without holding a licence issued under Part II of the <i>Canada Transportation Act</i> in respect of that service , thereby contravening section 59 of the <i>Canada Transportation Act</i>.</p> <p>(C) On or about December 16, 2022, Porter Airlines Inc. on its Twitter account sold, caused to be sold or publicly offered for sale in Canada an air service using large aircraft without holding a licence issued under Part II of the <i>Canada Transportation Act</i> in respect of that service , thereby contravening section 59 of the <i>Canada Transportation Act</i>.</p> <p>(D) On or about December 19, 2022, Porter Airlines Inc. on its LinkedIn account sold, caused to be sold or publicly offered for sale in Canada an air service using large aircraft without holding a licence issued under Part II of the <i>Canada Transportation Act</i> in respect of that service, thereby contravening section 59 of the <i>Canada Transportation Act</i>;</p>	2023-06-20	Monetary penalty \$12,000
<u>Japan Airlines Co., Ltd.</u>	(A) On or about March 19, 2023, at Vancouver International Airport (CYVR), Japan Airlines Co., Ltd. failed to provide the passengers, by means of an audible announcement, the reason for the delay for flight number JL17, thereby contravening subsection 13(4) of the <i>Air Passenger Protection Regulations</i> (APPR).	2023-06-16	Monetary penalty \$2,500

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Notice of Violation – with Warning ²	0	0	0	0	2
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Regulated entity	Contravention	Date of Issuance	Penalty
Aerovias del Continente Americano S.A.	(A) On or about May 8, 2023, Aerovias del Continente Americano S.A. advertised the price of an air service on their website (www.avianca.com) without including the total price, expressed in Canadian Dollars, that must be paid to the advertiser to obtain the air service, thereby contravening paragraph 28(1)(a) of the <i>Air Passenger Protection Regulations</i> (APPR).	2023-06-16	Monetary penalty \$2,500

Regulated entity	Contravention	Date of Issuance	Penalty
<u>United Airlines, Inc.</u>	<p>(A) Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), a designated enforcement officer has issued this notice of violation believing United Airlines, Inc. has committed 10 violations of failing to make available, in simple, clear and concise language, on a document on which the itinerary of passengers (NJ4ZXX), (DP151W), (DPP19H), (ELWS89), (HWYJ2Q), (EDQ5CR), (HGP7NP), (LLNS1F), (AYFRP4), (CJNNEJ) appear, the terms and conditions referred to in subsection 5(1) of the <i>Air Passenger Protection Regulations</i>, specifically terms and conditions regarding flight delay, flight cancellation, denial of boarding and the assignment of seats to children who are under the age of 14 years, contrary to subsections 5(2) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>These contraventions occurred between on or about November 2, 2022 and March 8, 2023.</p> <p>(B) Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), a designated enforcement officer has issued this notice of violation believing United Airlines, Inc. has committed 10 violations of failing to provide, in simple, clear and concise language, on a document on which the itinerary of passenger (NJ4ZXX), (DP151W), (DPP19H), (ELWS89), (HWYJ2Q), (EDQ5CR), (HGP7NP), (LLNS1F), (AYFRP4), (CJNNEJ) appear, information on the treatment of passengers and minimum compensation owed by the carrier and the recourse against the carrier available to passengers, including their recourse to the Agency, thereby contravening subsection 5(3) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>These contraventions occurred between on or about November 2, 2022 and March 8, 2023.</p> <p>(C) Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), a designated enforcement officer has issued this notice of violation believing United Airlines, Inc. has committed 10 violations of failing to make available the prescribed notice pursuant to subsection 5(5) of the <i>Air Passenger Protection Regulations</i>, on a document on which the itinerary of passenger (NJ4ZXX), (DP151W), (DPP19H),</p>	2023-06-07	Monetary penalty \$75,000

Regulated entity	Contravention	Date of Issuance	Penalty
	<p>(ELWS89), (HWYJ2Q), (EDQ5CR), (HGP7NP), (LLNS1F), (AYFRP4), (CJNNEJ) appear, thereby contravening subsection 5(3) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>These contraventions occurred between on or about November 2, 2022 and March 8, 2023.</p>		
<u>Flair Airlines Ltd.</u>	<p>(1) On or about May 10, 2023, Flair Airlines Ltd. failed to make available on a digital platform that Flair Airlines Ltd. uses to sell tickets (www.flyflair.com), the terms and conditions referred to in paragraph 5(1)(a) of the <i>Air Passenger Protection Regulations</i>, specifically information on alternative travel arrangements or refunds to a passenger affected by delay, cancellation or denial of boarding when the delay, cancellation or denial of boarding is outside carrier control and information on providing written confirmation of benefit, to volunteers who willingly give up their seat before the flight departs, thereby contravening subsection 5(2) of those Regulations.</p>	2023-06-07	Monetary penalty \$2,500
<u>Air India Limited</u>	<p>(A) On or about May 2, 2023, Air India Limited did not set out an air transportation charge ("Carrier Imposed Surcharges (YQ)") under the heading "Air Transportation Charges" in the booking system found on the web site airindia.in/, thereby contravening subsection 28(3) of the <i>Air Passenger Protection Regulations</i>.</p> <p>(B) On or about May 2, 2023, Air India Limited, in an advertisement on airindia.in/, interfered with the ability of anyone to determine the total price for an optional incidental service by listing the cost of "Upfront Upgrades for International Flights" in USD, thereby contravening section 29 of the <i>Air Passenger Protection Regulations</i>.</p>	2023-05-31	Monetary penalty \$1,100

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Canada Jetlines Operations Ltd.</u>	<p>(1) On or about May 17, 2023, Canada Jetlines Operations Ltd. failed to make available, in simple, clear and concise language, on a digital platform that Canada Jetlines Operations Ltd. uses to sell tickets (http://www.jetlines.com/), the terms and conditions referred to in paragraph 5(1)(a) of the Air Passenger Protection Regulations, thereby contravening subsection 5(2) of those Regulations.</p> <p>(2) On or about May 17, 2023, Canada Jetlines Operations Ltd. failed to provide, in simple, clear and concise language, on a digital platform that Canada Jetlines Operations Ltd. uses to sell tickets (http://www.jetlines.com/), information on the treatment of passengers and minimum compensation owed by the carrier and the recourse against the carrier available to passengers, including their recourse to the Agency, thereby contravening subsection 5(3) of the Air Passenger Protection Regulations.</p> <p>(3) On or about May 17, 2023, Canada Jetlines Operations Ltd. failed to make available the prescribed notice pursuant to subsection 5(5) of the Air Passenger Protection Regulations, on a digital platform that Canada Jetlines Operations Ltd. uses to sell tickets (http://www.jetlines.com/), thereby contravening that subsection of the Regulations.</p>	2023-05-24	Monetary penalty \$7,500
<u>American Airlines Inc.</u>	<p>(A) On or about January 18, 2023, American Airlines Inc., advertised the price of an air service on the website www.aa.com without including in the advertisement the total price for each optional incidental service offered for which a fee or charge is payable, thereby contravening paragraph 28(1)(e) of the APPR.</p> <p>(B) On or about January 18, 2023, American Airlines Inc. advertised the price of an air service on the website www.aa.com without setting out all third party charges under the heading “Taxes, Fees and Charges”, thereby contravening subsection 28(2) of the APPR.</p>	2023-05-17	Monetary penalty \$1,100
<u>WestJet</u>	<p>(A) On or about March 11, 2023, at Vancouver International Airport (CYVR), WestJet failed to provide the passengers, by means of an audible announcement, the reason for the delay for flight number WS1790, thereby contravening subsection 13(4) of the <i>Air Passenger Protection Regulations</i>.</p>	2023-05-16	Monetary penalty \$5,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Flair Airlines Ltd.</u>	(A) On or about March 12, 2023, at Vancouver International Airport (CYVR), Flair Airlines Ltd. failed to provide the passengers, by means of an audible announcement, the reason for the delay for flight number F8264, thereby contravening subsection 13(4) of the <i>Air Passenger Protection Regulations</i> .	2023-05- 16	Monetary penalty \$2,500

Regulated entity	Contravention	Date of Issuance	Penalty
<u>SkyService Business Aviation Inc.</u>	<p>(1) On or about May 26, 2022, SkyService Business Aviation Inc. operated an international passenger charter, using an aircraft bearing registration C-GWFM from Toronto, Ontario (YYZ) to Nice, France (NCE) without first obtaining the required charter permit, in the absence of prior written notification to the Agency, thereby contravening section 21 of the <i>Air Transportation Regulations</i>.</p> <p>(2) On or about May 29, 2022, SkyService Business Aviation Inc. operated an international passenger charter, using an aircraft bearing registration C-GJFG from Toronto, Ontario (YYZ) to San Jose, Costa Rica (SJO) without first obtaining the required charter permit, in the absence of prior written notification to the Agency, thereby contravening section 21 of the <i>Air Transportation Regulations</i>.</p> <p>(3) On or about May 30, 2022, SkyService Business Aviation Inc. operated an international passenger charter, using an aircraft bearing registration C-GJFG from Nassau, Bahamas (NAS) to Montreal, Quebec (YUL) without first obtaining the required charter permit, in the absence of prior written notification to the Agency, thereby contravening section 21 of the <i>Air Transportation Regulations</i>.</p> <p>(4) On or about June 7, 2022, SkyService Business Aviation Inc. operated an international passenger charter, using an aircraft bearing registration C-GJFG from San Jose, Costa Rica (SJO) to Toronto, Ontario (YYZ) without first obtaining the required charter permit, in the absence of prior written notification to the Agency, thereby contravening section 21 of the <i>Air Transportation Regulations</i>.</p> <p>(5) On or about October 20, 2022, SkyService Business Aviation Inc. operated an international passenger charter, using an aircraft bearing registration C-GSMR from Toronto, Ontario (YYZ) to Nassau, Bahamas (NAS) without first obtaining the required charter permit, in the absence of prior written notification to the Agency, thereby contravening section 21 of the <i>Air Transportation Regulations</i>.</p>	2023-05-12	Monetary penalty \$30,000

Regulated entity	Contravention	Date of Issuance	Penalty
	(6) On or about October 23, 2022, Skyservice Business Aviation Inc. operated an international passenger charter, using an aircraft bearing registration C-GSMR from Nassau, Bahamas (NAS) to Toronto, Ontario (YYZ) without first obtaining the required charter permit, in the absence of prior written notification to the Agency, thereby contravening section 21 of the <i>Air Transportation Regulations</i> .		
<u>Elite Air, Inc.</u>	<p>(A) On or about December 30, 2022, Elite Air, Inc. operated an air service using a Gulfstream V type aircraft bearing registration N529RE from Orlando, Florida USA (MCO) to Toronto, Ontario CA (YYZ), without holding a Canadian aviation document thereby contravening section 57(b) of the <i>Canada Transportation Act</i>.</p> <p>(B) On or about December 31, 2022, Elite Air, Inc. operated an air service using a Gulfstream V type aircraft bearing registration N529RE from Toronto, Ontario CA (YYZ) to Orlando, Florida USA (MCO), without holding a Canadian aviation document thereby contravening subsection 57(b) of the <i>Canada Transportation Act</i>.</p> <p>(C) On or about January 7, 2023, Elite Air, Inc. operated an air service using a Gulfstream V type aircraft bearing registration N529RE from Orlando, Florida USA (MCO) to Toronto, Ontario CA (YYZ), without holding a Canadian aviation document thereby contravening subsection 57(b) of the <i>Canada Transportation Act</i>.</p>	2023-05-08	Monetary penalty \$13,500
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Regulated entity	Contravention	Date of Issuance	Penalty
<u>Air Canada</u>	(A) On or about March 19, 2023, at Vancouver International Airport (CYVR), Air Canada failed to provide the passengers, by means of an audible announcement, the reason for the delay for flight number AC306, thereby contravening subsection 13(4) of the <i>Air Passenger Protection Regulations</i> .	2023-05-04	Monetary penalty \$6,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>American Airlines Inc.</u>	(1) On or about February 24, 2023, American Airlines, Inc. failed to provide passenger (MZBXUX), affected by the delay of flight AA4550 scheduled to depart on February 24, 2023, the reason for the delay using the available communication method for which he had indicated a preference, including a method that is compatible with adaptive technologies intended to assist persons with disabilities, most specifically an email, thereby contravening subsection 13(5) of the <i>Air Passenger Protection Regulations</i> .	2023-05-01	Monetary penalty \$2,250
<u>Flair Airlines Ltd.</u>	(1) On or about October 1, 2022, Flair Airlines Ltd. accepted for carriage and damaged the electric wheelchair of a passenger, and failed to, without charge, immediately provide the passenger with a suitable temporary replacement at the person's destination, thereby contravening subsection 155(1) of the <i>Air Transportation Regulations</i> . (2) On or about October 1, 2022, Flair Airlines Ltd. accepted for carriage and damaged an electric wheelchair of a passenger that could be repaired promptly and adequately, and failed to forthwith arrange for the prompt and adequate repair of the reparable aid, at the carrier's expense, thereby contravening subsection 155(2) of the <i>Air Transportation Regulations</i> .	2023-04-18	Monetary penalty \$82,500

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Ottawa International Airport Authority.</u>	<p>Note: Subject to a Compliance Agreement</p> <p>(1) On or about March 27, 2023, the Ottawa International Airport Authority failed to have a signage that indicates the direction to follow in order to access a designated relief area for service dogs, specifically the designated relief area located past security, near Gate 18 in the Canada/International gate area, thereby contravening subsection 227(2) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i>.</p> <p>(2) On or about March 27, 2023, the Ottawa International Airport Authority failed to have a signage that indicates the direction to follow in order to access a designated relief area for service dogs, specifically the designated relief area located past security, near the bottom of the escalator in the U.S. gate area, thereby contravening subsection 227(2) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i>.</p>	2023-04-14	Monetary penalty \$14,000

Compliance Agreement

After a request by the Ottawa International Airport Authority, the Agency has agreed to enter into a compliance agreement pursuant to subsection 180.62(1) of the *Canada Transportation Act*. The terms of the compliance agreement go beyond the Ottawa International Airport Authority's regulatory obligations and the contraventions in the Notice of Violation to remove additional barriers for persons with disabilities and improve travelling conditions for passengers.

Date of the agreement: December 22, 2023

Notice of Compliance

The Ottawa International Airport Authority was served with a Notice of Compliance pursuant to 180.62(3) of the *Canada Transportation Act* as the Agency is satisfied that the Ottawa International Airport Authority has complied with the Agreement entered into. Consequently, no further proceedings under Part

Regulated entity	Contravention	Date of Issuance	Penalty
	<p>VI of the <i>Canada Transportation Act</i> shall be taken against the Ottawa International Airport Authority with respect to the contravention.</p> <p>Date of Notice of Compliance: March 8, 2024</p>		
<u>Swoop Inc.</u>	<p>(1) On or about March 24, 2023, Swoop Inc. failed to make available, in simple, clear and concise language, on a digital platform that Swoop Inc. uses to sell tickets (www.flyswoop.com), the terms and conditions referred to in paragraph 5(1)(a) of the <i>Air Passenger Protection Regulations</i>, specifically information on alternative travel arrangements or refunds to a passenger affected by delay, cancellation or denial of boarding when the delay, cancellation or denial of boarding is outside carrier control, thereby contravening subsection 5(2) of those <i>Regulations</i>.</p> <p>(2) On or about March 24, 2023, Swoop Inc. failed to provide, in simple, clear and concise language, on a digital platform that Swoop Inc. uses to sell tickets (www.flyswoop.com), information on the treatment of passengers and minimum compensation owed by the carrier and the recourse against the carrier available to passengers, including their recourse to the Agency, thereby contravening subsection 5(3) of the <i>Air Passenger Protection Regulations</i>.</p> <p>(3) On or about March 24, 2022, Swoop Inc. failed to make available the prescribed notice pursuant to subsection 5(5) of the <i>Air Passenger Protection Regulations</i>, on a digital platform that Swoop Inc. uses to sell tickets (www.flyswoop.com), thereby contravening that subsection of the <i>Regulations</i>.</p>	2023-04- 13	Monetary penalty \$7,500

Regulated entity	Contravention	Date of Issuance	Penalty
<u>WestJet</u>	<p>Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), a designated enforcement officer has issued this notice of violation believing WestJet has committed 24 violations of not providing a passenger with a written confirmation of the benefit that the carrier has offered, and that the passenger has accepted, in exchange for the passenger to willingly give up their seat before the flight departs in accordance with subsection 15(1) of the <i>Air Passenger Protection Regulations</i>, contrary to subsection 15(3) of those <i>Regulations</i>.</p> <p>These contraventions occurred on or about February 4, 2023.</p>	2023-04-11	Monetary penalty \$5,280
<u>United Airlines, Inc.</u>	<p>(A) On or about March 10, 2023, at or near Toronto Pearson International Airport (CYYZ), United Airlines, Inc. failed to provide the passengers, by means of an audible announcement, the reason for the delay for flight number UA5634, thereby contravening subsection 13(4) of the <i>Air Passenger Protection Regulations</i>.</p>	2023-03-31	Monetary penalty \$2,500

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Air Transat A.T. Inc.</u>	<p>(1) On or about August 9, 2022, Air Transat A.T. Inc. failed to make available, in simple, clear and concise language, on a document on which the itinerary of passenger (BUI8IG) appears, the terms and conditions of carriage referred to in subsection 5(1) of the <i>Air Passenger Protection Regulations</i>, thereby contravening subsection 5(2) of the APPR.</p> <p>(2) On or about August 9, 2022, Air Transat A.T. Inc. failed to provide, in simple, clear and concise language, on a document on which the itinerary of passenger (BUI8IG) appears, information on the treatment of passengers and minimum compensation owed by the carrier and the recourse against the carrier available to passengers, including their recourse to the Agency, thereby contravening subsection 5(3) of the <i>Air Passenger Protection Regulations</i>.</p> <p>(3) On or about August 9, 2022, Air Transat A.T. Inc. failed to make available the prescribed notice pursuant to subsection 5(5) of the <i>Air Passenger Protection Regulations</i>, on a document on which the itinerary of passenger (BUI8IG) appears, thereby contravening that subsection of the Regulations.</p> <p>(4) On or about August 10, 2022, Air Transat A.T. Inc. failed to make available, in simple, clear and concise language, on a document on which the itinerary of passenger (G443FJ) appears, the terms and conditions of carriage referred to in subsection 5(1) of the <i>Air Passenger Protection Regulations</i>, thereby contravening subsection 5(2) of those Regulations.</p> <p>(5) On or about August 10, 2022, Air Transat A.T. Inc. failed to provide, in simple, clear and concise language, on a document on which the itinerary of passenger (G443FJ) appears, information on the treatment of passengers and minimum compensation owed by the carrier and the recourse against the carrier available to passengers, including their recourse to the Agency, thereby contravening subsection 5(3) of the <i>Air Passenger Protection Regulations</i>.</p> <p>(6) On or about August 10, 2022, Air Transat A.T. Inc. failed to make available the prescribed notice pursuant to subsection 5(5) of the <i>Air Passenger Protection Regulations</i>, on a</p>	2023-03-27	Monetary penalty \$41,250

Regulated entity	Contravention	Date of Issuance	Penalty
	<p>document on which the itinerary of passenger (G443FJ) appears, thereby contravening that subsection of the Regulations.</p> <p>(7) On or about August 10, 2022, Air Transat A.T. Inc. failed to make available, in simple, clear and concise language, on a document on which the itinerary of passenger (P21BJX) appears, the terms and conditions of carriage referred to in subsection 5(1) of the <i>Air Passenger Protection Regulations</i>, thereby contravening subsection 5(2) of those Regulations.</p> <p>(8) On or about August 10, 2022, Air Transat A.T. Inc. failed to provide, in simple, clear and concise language, on a document on which the itinerary of passenger (P21BJX) appears, information on the treatment of passengers and minimum compensation owed by the carrier and the recourse against the carrier available to passengers, including their recourse to the Agency, thereby contravening subsection 5(3) of the <i>Air Passenger Protection Regulations</i>.</p> <p>(9) On or about August 10, 2022, Air Transat A.T. Inc. failed to make available the prescribed notice pursuant to subsection 5(5) of the <i>Air Passenger Protection Regulations</i>, on a document on which the itinerary of passenger (P21BJX) appears, thereby contravening that subsection of the Regulations.</p> <p>(10) On or about August 10, 2022, Air Transat A.T. Inc. failed to make available, in simple, clear and concise language, on a document on which the itinerary of passenger (G15T4U or 89UWPN) appears, the terms and conditions of carriage referred to in subsection 5(1) of the <i>Air Passenger Protection Regulations</i>, thereby contravening subsection 5(2) of those Regulations.</p> <p>(11) On or about August 10, 2022, Air Transat A.T. Inc. failed to provide, in simple, clear and concise language, on a document on which the itinerary of passenger (G15T4U or 89UWPN) appears, information on the treatment of passengers and minimum compensation owed by the carrier and the recourse against the carrier available to passengers, including their recourse to the Agency, thereby contravening subsection 5(3) of the <i>Air Passenger Protection Regulations</i>.</p>		

Regulated entity	Contravention	Date of Issuance	Penalty
	<p>(12) On or about August 10, 2022, Air Transat A.T. Inc. failed to make available the prescribed notice pursuant to subsection 5(5) of the <i>Air Passenger Protection Regulations</i>, on a document on which the itinerary of passenger (G15T4U or 89UWPN) appears, thereby contravening that subsection of the Regulations.</p>		
	<p>(13) On or about August 10, 2022, Air Transat A.T. Inc. failed to make available, in simple, clear and concise language, on a document on which the itinerary of passenger (ZQI5DM) appears, the terms and conditions of carriage referred to in subsection 5(1) of the <i>Air Passenger Protection Regulations</i>, thereby contravening subsection 5(2) of those Regulations.</p>		
	<p>(14) On or about August 10, 2022, Air Transat A.T. Inc. failed to provide, in simple, clear and concise language, on a document on which the itinerary of passenger (ZQI5DM) appears, information on the treatment of passengers and minimum compensation owed by the carrier and the recourse against the carrier available to passengers, including their recourse to the Agency, thereby contravening subsection 5(3) of the <i>Air Passenger Protection Regulations</i>.</p>		
	<p>(15) On or about August 10, 2022, Air Transat A.T. Inc. failed to make available the prescribed notice pursuant to subsection 5(5) of the <i>Air Passenger Protection Regulations</i>, on a document on which the itinerary of passenger (ZQI5DM) appears, thereby contravening that subsection of the Regulations.</p>		

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Aéroports de Montréal</u>	<p>(1) On or about March 15, 2023, Aéroports de Montréal failed to identify by tactile and Braille signage, the designated area for service dogs to relieve themselves located in the Public area of the terminal (Multi-Level parking lot, Arrivals level), thereby contravening paragraph 227(1)(a) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i>.</p> <p>(2) On or about March 15, 2023, Aéroports de Montréal failed to identify by tactile and Braille signage, the designated area for service dogs to relieve themselves located in the Domestic area of the terminal, thereby contravening paragraph 227(1)(a) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i>.</p> <p>(3) On or about March 15, 2023, Aéroports de Montréal failed to identify by tactile and Braille signage, the designated area for service dogs to relieve themselves located in the International area of the terminal, thereby contravening paragraph 227(1)(a) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i>.</p> <p>(4) On or about March 15, 2023, Aéroports de Montréal failed to identify by tactile and Braille signage, the designated area for service dogs to relieve themselves located in the Transborder area of the terminal, thereby contravening paragraph 227(1)(a) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i>.</p>	2023-03-23	Monetary penalty \$36,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Jet Aviation Flight Services, Inc.</u>	<p>(A) On or about May 31, 2022, Jet Aviation Flight Services, Inc., a non-Canadian air carrier, operated a non-scheduled international service pursuant to paragraph 5(3)(b) of the ATR using an aircraft bearing registration N950X from San Francisco, California, USA (KSFO) to Toronto, Canada (CYYZ) without first filing with the Agency, in respect of the service to be provided or being provided, a valid certificate of insurance in the prescribed form set out in Schedule I of the ATR, thereby contravening subsection 8(1) of the <i>Air Transportation Regulations</i>.</p> <p>(B) On or about June 2, 2022, Jet Aviation Flight Services, Inc., a non-Canadian air carrier, operated a non-scheduled international service pursuant to paragraph 5(3)(b) of the ATR using an aircraft bearing registration N950X from Toronto, Canada (CYYZ) to San Francisco, California, USA (KSFO) without first filing with the Agency, in respect of the service to be provided or being provided, a valid certificate of insurance in the prescribed form set out in Schedule I of the ATR, thereby contravening subsection 8(1) of the <i>Air Transportation Regulations</i>.</p>	2023-03-07	Monetary penalty \$2,600

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Statistics

	2024-2025 (year to date)	2023-2024	2022- 2023	2021- 2022	2020- 2021
Notice of Violation – with Administrative Monetary Penalty ¹	31	75	33	11	6
Notice of Violation – with Warning ²	0	0	0	0	2
Total amount of Administrative Monetary Penalties ¹	\$800,110	\$1,343,430	\$725,380	\$253,975	\$54,500

Endnotes

- ¹ The numbers related to the following categories - "Notice of Violation - with Administrative Monetary Penalty"; "Total number of violations found"; and "Total amount of Administrative Monetary Penalties" - are subject to change where Notices of Violation or specific violations are withdrawn or reversed by the Transportation Appeal Tribunal of Canada.
- ² Power under the *Canada Transportation Act*, as amended by the Act to Ensure a Barrier-Free Canada (*Accessible Canada Act*).

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List of Notices of Violations

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Consistent with statutory provisions and best practices, the Agency undertakes to publish on its website the results of its formal enforcement actions at the time of the issuance of a Notice of Violation. More detailed information can be found in the CTA's Compliance and Enforcement Policy.

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Regulated entity	Contravention	Date of Issuance	Penalty
<u>Calgary Airport Authority</u>	<p>(1) On or about February 23, 2023, Calgary Airport Authority failed to have a designated area for service dogs to relieve themselves that is identified by tactile and Braille signage, specifically the designated relief area located Pre-security: Adjacent to Door 1 on the Arrivals level, thereby contravening paragraph 227(1)(a) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ATPDR).</p> <p>(2) On or about February 23, 2023, Calgary Airport Authority failed to have a designated area for service dogs to relieve themselves that is identified by tactile and Braille signage, specifically the designated relief area located Pre-security: Adjacent to Door 17 on the Arrivals level, thereby contravening paragraph 227(1)(a) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ATPDR).</p> <p>(3) On or about February 23, 2023, Calgary Airport Authority failed to have a designated area for service dogs to relieve themselves that is identified by tactile and Braille signage, specifically the designated relief area located Post-security in Concourse D, thereby contravening paragraph 227(1)(a) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ATPDR).</p> <p>(4) On or about February 23, 2023, Calgary Airport Authority failed to have a designated area for service dogs to relieve themselves that is identified by tactile and Braille signage, specifically the designated relief area located Post-security in Concourse E, thereby contravening paragraph 227(1)(a) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ATPDR).</p>	2023-03-03	Monetary penalty \$44,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Air Transat A.T. Inc.</u>	<p>Pursuant to section 180 of the <i>Canada Transportation Act</i>, S.C., 1996, c. 10, as amended (CTA), the undersigned Enforcement Officer has issued this notice of violation believing Air Transat A.T. Inc. has committed 14 violations of not providing passengers affected by a delay the reason for the delaying using the available communication method for which passengers should have been able to indicate a preference, including a method that is compatible with adaptive technologies intended to assist persons with disabilities, contrary to subsection 13(5) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>These contraventions occurred between August 8, 2022 and August 30, 2022.</p>	2023-03-03	Monetary penalty \$38,500
<u>WestJet</u>	<p>On or about November 30, 2022, in a terminal of Edmonton International Airport, the software components of its automated self-service kiosks available for public use, that are owned, operated or controlled by WestJet, failed to meet the requirements set out in clauses 4 and 6 of the National Standard of Canada CAN/CSA-B651.2-07 (R2017), thereby contravening subsection 11(1) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ATPDR).</p>	2023-02-21	Monetary penalty \$30,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Greater Toronto Airports Authority.</u>	<p>(1) On or about February 8, 2023, Greater Toronto Airports Authority failed to have a designated area for service dogs to relieve themselves that is identified by tactile and Braille signage, specifically the designated relief area located in Terminal 1 (International – Located on the Arrival Transfer level near International gates), thereby contravening paragraph 227(1)(a) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ATPDR).</p> <p>(2) On or about February 8, 2023, Greater Toronto Airports Authority failed to have a designated area for service dogs to relieve themselves that is identified by tactile and Braille signage, specifically the designated relief area located in Terminal 3 (Transborder – by gate A9), thereby contravening paragraph 227(1)(a) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ATPDR).</p> <p>(3) On or about February 8, 2023, Greater Toronto Airports Authority failed to have a signage that indicates the direction to follow in order to access a designated relief area for service dogs, specifically the designated relief area located in Terminal 1, International departures zone (Located on the Arrival Transfer level near International gates), thereby contravening subsection 227(2) of the <i>Accessible Transportation for Persons with Disabilities Regulations</i> (ATPDR).</p>	2023-02-16	Monetary penalty \$36,000
<u>Sunwing Airlines Inc.</u>	<p>Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA) the undersigned Enforcement Officer has issued this notice of violation believing Sunwing Airlines Inc. has committed 32 violations of failing to provide the reason for a delay of flight to affected passengers, contrary to paragraph 13(1)(a) of the <i>Air Passenger Protection Regulations</i> (APPR) and 4 violations of failing to communicate status updates to passengers every 30 minutes when their flight was delayed and a new departure time was not set, contrary to subsection 13(2) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>These contraventions occurred between December 16, 2022 and January 1, 2023.</p>	2023-02-14	Monetary penalty \$126,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>WestJet</u>	<p>Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), the undersigned enforcement officer has issued this notice of violation believing WestJet has committed 122 violations of not providing the prescribed compensation requested by a passenger or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, contrary to subsection 19(4) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>These contraventions occurred between July 4, 2022 and January 7, 2023.</p>	2023-02-09	Monetary penalty \$112,800
<u>9736140</u> <u>Canada Inc.</u> <u>(Pascan</u> <u>Aviation)</u>	<p>Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 as amended (CTA), the undersigned Enforcement Officer has issued this notice of violation, believing 9736140 Canada Inc. (Pascan Aviation) , has committed 22 violations of not providing the prescribed compensation requested by a passenger or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the <i>Air Passenger Protection Regulations</i>.</p> <p>These contraventions occurred between May 22, 2022 and November 4, 2023.</p>	2023-02-03	Monetary penalty \$4,840

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Porter Airlines (Canada) Limited</u>	<p>(A) On or about January 23, 2023, Porter Airlines (Canada) Limited advertised the price of an air service on their Facebook page without including the total price that must be paid to the advertiser to obtain the air service, thereby contravening paragraph 28(1)(a) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>(B) On or about January 23, 2023, Porter Airlines (Canada) Limited advertised the price of an air service on their Instagram page without including the total price that must be paid to the advertiser to obtain the air service, thereby contravening paragraph 28(1)(a) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>(C) On or about January 23, 2023, Porter Airlines (Canada) Limited advertised the price of an air service on their Twitter page without including the total price that must be paid to the advertiser to obtain the air service, thereby contravening paragraph 28(1)(a) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>(D) On or about January 23, 2023, Porter Airlines (Canada) Limited advertised the price of an air service on their Twitter page without including the point of origin and point of destination of the service and whether the service is one-way or round-trip, thereby contravening paragraph 28(1)(b) of the <i>Air Passenger Protection Regulations</i> (APPR).</p>	2023-02-03	Monetary penalty \$11,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>1263343 Alberta Inc. (Lynx Air)</u>	<p>(A) On or about January 24, 2023, 1263343 Alberta Inc. (Lynx Air) advertised the price of an air service in a marketing email sent by noreply@lynxair.com without including the total price that must be paid to the advertiser to obtain the air service, thereby contravening paragraph 28(1)(a) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>(B) On or about January 31, 2023, 1263343 Alberta Inc. (Lynx Air) advertised the price of an air service in a marketing email sent by noreply@lynxair.com without including the total price that must be paid to the advertiser to obtain the air service, thereby contravening paragraph 28(1)(a) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>(C) On or about January 24, 2023, 1263343 Alberta Inc. (Lynx Air) advertised the price of an air service in a marketing email sent by noreply@lynxair.com without including the point of origin and point of destination of the service and whether the service is one-way or round-trip, thereby contravening paragraph 28(1)(b) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>(D) On or about January 31, 2023, 1263343 Alberta Inc. (Lynx Air) advertised the price of an air service in a marketing email sent by noreply@lynxair.com without including the point of origin and point of destination of the service and whether the service is one-way or round-trip, thereby contravening paragraph 28(1)(b) of the <i>Air Passenger Protection Regulations</i> (APPR).</p>	2023-02-03	Monetary penalty \$11,000
<u>Swoop Inc</u>	<p>Pursuant to section 180 of the <i>Canada Transportation Act</i>, SC 1996, c 10 (CTA), the undersigned enforcement officer has issued this notice of violation believing Swoop Inc. has 61 violations of not providing the prescribed compensation requested by a passenger or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, contrary to 19(4) of the <i>Air Passenger Protection Regulations</i>, SOR/2019-150 (APPR).</p> <p>These contraventions occurred between May 10, 2022 and September 7, 2022.</p>	2023-02-02	Monetary penalty \$14,640

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	2024-2025 (year to date)	2023-2024	2022- 2023	2021- 2022	2020- 2021
Notice of Violation – with Administrative Monetary Penalty ¹	31	75	33	11	6
Notice of Violation – with Warning ²	0	0	0	0	2
Total amount of Administrative Monetary Penalties ¹	\$800,110	\$1,343,430	\$725,380	\$253,975	\$54,500

Endnotes

- ¹ The numbers related to the following categories - "Notice of Violation - with Administrative Monetary Penalty"; "Total number of violations found"; and "Total amount of Administrative Monetary Penalties" - are subject to change where Notices of Violation or specific violations are withdrawn or reversed by the Transportation Appeal Tribunal of Canada.
- ² Power under the *Canada Transportation Act*, as amended by the Act to Ensure a Barrier-Free Canada (*Accessible Canada Act*).

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List of Notices of Violations

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Regulated entity	Contravention	Date of Issuance	Penalty
<u>Flair Airlines Ltd.</u>	<p>Pursuant to section 180 of the <i>Canada Transportation Act</i>, S.C., 1996, c. 10, as amended (CTA), the undersigned Enforcement Officer has issued this notice of violation believing Flair Airlines Ltd. committed 40 violations of not providing the minimum compensation of \$500 to a passenger who arrived at their destination nine or more hours after the original flight time for reasons within the carriers control, and who was informed of the flight delay fourteen (14) days or less before the departure time on their original ticket, thereby contravening subparagraph 19(1)(b)(iii) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>These contraventions occurred between June 27, 2022 and August 8, 2022.</p>	2023-01-27	Monetary penalty \$39,000
<u>Air Liaison Inc.</u>	<p>(A) On or about January 28, 2022, Air Liaison Inc. advertised the price of an air service on their Facebook page without including the total price that must be paid to the advertiser to obtain the air service, thereby contravening paragraph 28(1) (a) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>(B) On or about January 28, 2022, Air Liaison Inc. advertised the price of an air service on their Instagram page without including the total price that must be paid to the advertiser to obtain the air service, thereby contravening paragraph 28(1) (a) of the <i>Air Passenger Protection Regulations</i> (APPR).</p>	2023-01-23	Monetary penalty \$5,500
<u>Air Canada</u>	<p>Pursuant to section 180 of the <i>Canada Transportation Act</i>, S.C., 1996, c. 10, as amended (CTA), the undersigned Enforcement Officer has issued this notice of violation believing Air Canada committed 67 violations of not providing, within 30 days after the day on which it received the request, the prescribed compensation requested or an explanation as to why compensation is not payable, contrary to ss. 19(4) of the <i>Air Passenger Protection Regulations</i>.</p> <p>These contraventions occurred between July 16, 2022 and August 6, 2022.</p>	2022-12-22	Monetary penalty \$13,400

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Executive Jet Management, Inc</u>	(A) On or about April 20, 2022, Executive Jet Management, Inc., a non-Canadian air carrier, operated a non-scheduled international service pursuant to paragraph 5(3)(b) of the <i>Air Transportation Regulations</i> (ATR) using an aircraft bearing registration N881FS from West Palm Beach, Florida, USA (PBI) to Montreal, Canada (YUL) without first filing with the Agency, in respect of the service to be provided or being provided, a valid certificate of insurance in the prescribed form set out in Schedule I of the ATR, thereby contravening subsection 8(1) of the ATR.	2022-12-14	Monetary penalty \$1,000
<u>Flair Airlines Ltd.</u>	Pursuant to section 180 of the <i>Canada Transportation Act</i> , S.C., 1996, c. 10, as amended (CTA), the undersigned Enforcement Officer has issued this notice of violation believing Flair Airlines Ltd. committed 140 violations of not providing, within 30 days after the day on which it received the request, the prescribed compensation requested or an explanation as to why compensation is not payable, contrary to ss. 19(4) of the <i>Air Passenger Protection Regulations</i> . These contraventions occurred between December 1, 2021 and July 15, 2022.	2022-11-25	Monetary penalty \$28,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>WestJet</u>	<p>(1) On or about January 18, 2022, WestJet did not provide the prescribed compensation requested by passenger (SVMEME) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)</p> <p>(2) On or about January 19, 2022, WestJet did not provide the prescribed compensation requested by passenger (SVMEME) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)</p> <p>(3) On or about January 19, 2022, WestJet did not provide the prescribed compensation requested by passenger (SVMEME) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)</p> <p>(4) On or about January 18, 2022, WestJet did not provide the prescribed compensation requested by passenger (JPKAFU) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)</p> <p>(5) On or about January 18, 2022, WestJet did not provide the prescribed compensation requested by passenger (JPKAFU) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)</p> <p>(6) On or about January 18, 2022, WestJet did not provide the prescribed compensation requested by passenger (JPKAFU) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)</p>	2022-09-13	Monetary penalty \$11,000

Regulated entity	Contravention	Date of Issuance	Penalty
	<p>(7) On or about January 22, 2022, WestJet did not provide the prescribed compensation requested by passenger (GAOYCH) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)</p>		
	<p>(8) On or about January 22, 2022, WestJet did not provide the prescribed compensation requested by passenger (GAOYCH) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)</p>		
	<p>(9) On or about January 22, 2022, WestJet did not provide the prescribed compensation requested by passenger (GARCAS) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)</p>		
	<p>(10) On or about January 22, 2022, WestJet did not provide the prescribed compensation requested by passenger (GARCAS) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)</p>		
	<p>(11) On or about January 25, 2022, WestJet did not provide the prescribed compensation requested by passenger (WJPHDK) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)</p>		
	<p>(12) On or about January 25, 2022, WestJet did not provide the prescribed compensation requested by passenger (WJPHDK) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)</p>		

Regulated entity	Contravention	Date of Issuance	Penalty
	(13) On or about January 25, 2022, WestJet did not provide the prescribed compensation requested by passenger (WJPHDK) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(14) On or about January 25, 2022, WestJet did not provide the prescribed compensation requested by passenger WJPHDK) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(15) On or about January 21, 2022, WestJet did not provide the prescribed compensation requested by passenger (HBYEOW) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(16) On or about January 21, 2022, WestJet did not provide the prescribed compensation requested by passenger (HBYEOW) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(17) On or about January 22, 2022, WestJet did not provide the prescribed compensation requested by passenger (MPWLJU) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(18) On or about January 23, 2022, WestJet did not provide the prescribed compensation requested by passenger (AHNXZC) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		

Regulated entity	Contravention	Date of Issuance	Penalty
	(19) On or about January 25, 2022, WestJet did not provide the prescribed compensation requested by passenger (REJTPY) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(20) On or about January 23, 2022, WestJet did not provide the prescribed compensation requested by passenger (FCTBQF) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(21) On or about January 23, 2022, WestJet did not provide the prescribed compensation requested by passenger (FCTBQF) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(22) On or about January 23, 2022, WestJet did not provide the prescribed compensation requested by passenger (HBKZPC) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(23) On or about January 23, 2022, WestJet did not provide the prescribed compensation requested by passenger (HBKZPC) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(24) On or about January 27, 2022, WestJet did not provide the prescribed compensation requested by passenger (CBHRTM) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		

Regulated entity	Contravention	Date of Issuance	Penalty
	(25) On or about January 26, 2022, WestJet did not provide the prescribed compensation requested by passenger (UGHXQF) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(26) On or about January 26, 2022, WestJet did not provide the prescribed compensation requested by passenger (UGHXQF) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(27) On or about January 22, 2022, WestJet did not provide the prescribed compensation requested by passenger (QFBXHS) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(28) On or about January 22, 2022, WestJet did not provide the prescribed compensation requested by passenger (QFBXHS) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(29) On or about January 29, 2022, WestJet did not provide the prescribed compensation requested by passenger (YHJWJZ) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(30) On or about January 27, 2022, WestJet did not provide the prescribed compensation requested by passenger (COLXXM) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		

Regulated entity	Contravention	Date of Issuance	Penalty
	(31) On or about January 27, 2022, WestJet did not provide the prescribed compensation requested by passenger (COLXXM) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(32) On or about January 27, 2022, WestJet did not provide the prescribed compensation requested by passenger (UUZJOG) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(33) On or about January 27, 2022, WestJet did not provide the prescribed compensation requested by passenger (UUZJOG) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(34) On or about January 23, 2022, WestJet did not provide the prescribed compensation requested by passenger (RWRQTX) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(35) On or about January 23, 2022, WestJet did not provide the prescribed compensation requested by passenger (RWRQTX) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(36) On or about January 26, 2022, WestJet did not provide the prescribed compensation requested by passenger (CBMRDJ) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		

Regulated entity	Contravention	Date of Issuance	Penalty
	(37) On or about January 29, 2022, WestJet did not provide the prescribed compensation requested by passenger (ZIKYHN) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(38) On or about January 29, 2022, WestJet did not provide the prescribed compensation requested by passenger (ZIKYHN) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(39) On or about January 29, 2022, WestJet did not provide the prescribed compensation requested by passenger (GQZYGf) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(40) On or about January 29, 2022, WestJet did not provide the prescribed compensation requested by passenger (YUXJWW) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(41) On or about January 29, 2022, WestJet did not provide the prescribed compensation requested by passenger (BSWJIB) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(42) On or about January 27, 2022, WestJet did not provide the prescribed compensation requested by passenger (ABQJBN) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		

Regulated entity	Contravention	Date of Issuance	Penalty
	(43) On or about January 28, 2022, WestJet did not provide the prescribed compensation requested by passenger (FGYBZY) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(44) On or about January 27, 2022, WestJet did not provide the prescribed compensation requested by passenger (BBKXOD) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(45) On or about January 29, 2022, WestJet did not provide the prescribed compensation requested by passenger (QSRQTI) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(46) On or about January 29, 2022, WestJet did not provide the prescribed compensation requested by passenger (QSRQTI) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(47) On or about January 29, 2022, WestJet did not provide the prescribed compensation requested by passenger (QSRQTI) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(48) On or about January 23, 2022, WestJet did not provide the prescribed compensation requested by passenger (ALRFYK) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		

Regulated entity	Contravention	Date of Issuance	Penalty
	(49) On or about January 24, 2022, WestJet did not provide the prescribed compensation requested by passenger (ALRFYK) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(50) On or about January 28, 2022, WestJet did not provide the prescribed compensation requested by passenger (UCNNER) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(51) On or about January 27, 2022, WestJet did not provide the prescribed compensation requested by passenger (AVTMEU) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(52) On or about January 27, 2022, WestJet did not provide the prescribed compensation requested by passenger (AVTMEU) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(53) On or about January 27, 2022, WestJet did not provide the prescribed compensation requested by passenger (LOCMTY) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
	(54) On or about January 29, 2022, WestJet did not provide the prescribed compensation requested by passenger (RSWWAR) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		

Regulated entity	Contravention	Date of Issuance	Penalty
	(55) On or about January 30, 2022, WestJet did not provide the prescribed compensation requested by passenger (CGIJVO) or an explanation as to why compensation is not payable, within 30 days after the day on which it received the request, thereby contravening subsection 19(4) of the Air Passenger Protection Regulations. (\$200)		
<u>Calm Air International</u>	<p>(A) On or about April 27, 2022, Calm Air International LP advertised the price of an air service on the website calmair.com and in an email sent from social@calmair.com without including in the advertisement the total price that must be paid to the advertiser to obtain the air service, thereby contravening paragraph 28(1)(a) of the APPR. \$2,500.00</p> <p>(B) On or about April 27, 2022, Calm Air International LP advertised the price of an air service on the website calmair.com and in an email sent from social@calmair.com without including in the advertisement the point of origin and point of destination of the service, thereby contravening paragraph 28(1)(b) of the APPR. \$2,500.00</p>	2022-09-12	Monetary penalty \$5,000
<u>WestJet</u>	(A) On or about July 7, 2022, at or near Kelowna International Airport (CYLW), WestJet failed to provide the passengers, by means of an audible announcement, the reason for the delay for flight number WS3323, thereby contravening subsection 13(4) of the Air Passenger Protection Regulations.	2022-09-09	Monetary penalty \$2,500
<u>AIR TRANSAT A.T. INC.</u>	(A) On or about January 6, 2022, Air Transat A.T. Inc. failed to provide the reason for the cancellation of the flight TS681 scheduled on January 25, 2022, thereby contravening paragraph 13(1)a) of the Air Passenger Protection Regulations.	2022-08-31	Monetary penalty \$2,500
<u>AIR CANADA</u>	(A) On or about July 20, 2022, at Montreal-Trudeau International Airport (CYUL), Air Canada failed to provide the passengers, by means of an audible announcement, the reason for the delay for flight number AC8011, thereby contravening subsection 13(4) of the Air Passenger Protection Regulations.	2022-08-31	Monetary penalty \$2,500

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Notices of Violations issued by CTA's enforcement officers

Statistics

	2024-2025 (year to date)	2023-2024	2022- 2023	2021- 2022	2020- 2021
Notice of Violation – with Administrative Monetary Penalty ¹	31	75	33	11	6
Notice of Violation – with Warning ²	0	0	0	0	2
Total amount of Administrative Monetary Penalties ¹	\$800,110	\$1,343,430	\$725,380	\$253,975	\$54,500

Endnotes

- ¹ The numbers related to the following categories - "Notice of Violation - with Administrative Monetary Penalty"; "Total number of violations found"; and "Total amount of Administrative Monetary Penalties" - are subject to change where Notices of Violation or specific violations are withdrawn or reversed by the Transportation Appeal Tribunal of Canada.
- ² Power under the *Canada Transportation Act*, as amended by the Act to Ensure a Barrier-Free Canada (*Accessible Canada Act*).

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List of Notices of Violations

This list below includes Notices of Violations issued by [enforcement officers](#). Learn more about [types of enforcement actions and contraventions](#).

Consistent with statutory provisions and best practices, the Agency undertakes to publish on its website the results of its formal enforcement actions at the time of the issuance of a Notice of Violation. More detailed information can be found in the CTA's [Compliance and Enforcement Policy](#).

Displaying 131 - 140 of 247 actions.

Regulated entity	Contravention	Date of Issuance	Penalty
Delta Air Lines, Inc.	(A) On or about August 4, 2022, at or near Toronto Pearson International Airport (CYYZ), Delta Air Lines, Inc. failed to provide the passengers, by means of an audible announcement, the reason for the delay for flight number DL5483, thereby contravening subsection 13(4) of the <i>Air Passenger Protection Regulations</i> (APPR).	2022-08-12	Monetary penalty \$2,500

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Flair Airlines Ltd.</u>	<p>(A) On or about August 19, 2021, when Flight F8306 was cancelled for reasons within Flair Airlines Ltd.'s control but required for safety purposes, Flair Airlines Ltd. failed to provide, free of charge, food and drink in reasonable quantities to 4 passengers who waited two hours after the departure time that is indicated on their original ticket, thereby contravening paragraph 14(1)(a) of the Air Passenger Protection Regulations. \$400.00</p> <p>(B) On or about August 19, 2021, when Flight F8306 was cancelled for reasons within Flair Airlines Ltd.'s control but required for safety purposes, Flair Airlines Ltd. failed to offer, free of charge, hotel or other comparable accommodation that was reasonable, as well as transportation to the hotel or other accommodation and back to the airport, to 4 passengers who were required to wait overnight for a flight reserved as part of alternate travel arrangements, thereby contravening subsection 14(2) of the Air Passenger Protection Regulations. \$1,000.00</p> <p>(C) On or about August 23, 2021, when Flight F8824 was cancelled for reasons within Flair Airlines Ltd.'s control but required for safety purposes, Flair Airlines Ltd. failed to provide, free of charge, food and drink in reasonable quantities to 4 passengers who waited two hours after the departure time that is indicated on their original ticket, thereby contravening paragraph 14(1)(a) of the Air Passenger Protection Regulations. \$400.00</p> <p>(D) On or about August 23, 2021, when Flight F8824 was cancelled for reasons within Flair Airlines Ltd.'s control but required for safety purposes, Flair Airlines Ltd. failed to offer, free of charge, hotel or other comparable accommodation that was reasonable, as well as transportation to the hotel or other accommodation and back to the airport, to 5 passengers who were required to wait overnight for a flight reserved as part of alternate travel arrangements, thereby contravening subsection 14(2) of the Air Passenger Protection Regulations. \$1,250.00</p>	2022-07-28	Monetary penalty \$4,450

Regulated entity	Contravention	Date of Issuance	Penalty
	<p>(E) On or about August 23, 2021, when Flight F8828 was cancelled for reasons within Flair Airlines Ltd.'s control but required for safety purposes, Flair Airlines Ltd. failed to provide, free of charge, food and drink in reasonable quantities to 4 passengers who waited two hours after the departure time that is indicated on their original ticket, thereby contravening paragraph 14(1)(a) of the Air Passenger Protection Regulations. \$400.00</p> <p>(F) On or about August 23, 2021, when Flight F8828 was cancelled for reasons within Flair Airlines Ltd.'s control but required for safety purposes, Flair Airlines Ltd. failed to offer, free of charge, hotel or other comparable accommodation that was reasonable, as well as transportation to the hotel or other accommodation and back to the airport, to 4 passengers who were required to wait overnight for a flight reserved as part of alternate travel arrangements, thereby contravening subsection 14(2) of the Air Passenger Protection Regulations. \$1,000.00</p>		
<u>London Air Services Ltd.</u>	<p>(A) On or about February 26, 2022, London Air Services Ltd. operated an international passenger charter without first obtaining the required charter permit or instead providing prior written notification to the Agency, thereby contravening section 21 of the Air Transportation Regulations.</p>	2022-06-28	Monetary penalty \$1,500
<u>Kississing Lake Lodge Ltd.</u>	<p>(A) On or about April 27-2022, Kississing Lake Lodge Ltd., advertised the price of an air service on their Facebook page without including in the advertisement the total price that must be paid to the advertiser to obtain the air service, thereby contravening paragraph 28(1)(a) of the APPR.</p>	2022-06-27	Monetary penalty \$3,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Flair Airlines Ltd.</u>	<p>(A) On or about April 27, 2022, Flair Airlines Ltd. advertised the price of an air service on the website flyflair.com without including in the advertisement the name and amount of each tax, fee or charge relating to the air service that is a third party charge, thereby contravening paragraph 28(1)(d) of the APPR. \$500.00</p> <p>(B) On or about April 27, 2022, Flair Airlines Ltd. advertised the price of an air service on the website flyflair.com without including in the advertisement the total price or range of total prices for each optional incidental service offered for which a fee or charge is payable, thereby contravening paragraph 28(1)(e) of the APPR. \$500.00</p> <p>(C) On or about April 27, 2022, Flair Airlines Ltd. advertised the price of an air service on the website flyflair.com without setting out all third party charges under the heading “Taxes, Fees and Charges”, thereby contravening subsection 28(2) of the APPR. \$1,000.00</p>	2022-05-25	Monetary penalty \$2,000
<u>Tailwind Air, LLC</u>	Pursuant to section 180 of the <i>Canada Transportation Act</i> , SC 1996, c 10 (CTA) the undersigned Enforcement Officer has issued this notice of violation believing Tailwind Air, LLC has committed 12 violations of operating an air service without holding a licence issued under Part II of the <i>Canada Transportation Act</i> , contrary to section 57 of the <i>Canada Transportation Act</i> , SC 1996, c 10 (CTA).	2022-05-19	Monetary penalty \$48,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Jet Select LLC</u>	<p>(A) On or about October 3, 2021, Jet Select LLC, a non-Canadian air carrier, operated a non-scheduled international service pursuant to paragraph 5(3)(b) of the ATR using an aircraft bearing registration N338JE from Vancouver, Canada (CYVR) to Van Nuys, California, USA (KVNY) without first filing with the Agency, in respect of the service to be provided or being provided, a valid certificate of insurance in the prescribed form set out in Schedule I of the ATR, thereby contravening subsection 8(1) of the <i>Air Transportation Regulations</i>.</p> <p>(B) On or about October 13, 2021, Jet Select LLC, a non-Canadian air carrier, operated a non-scheduled international service pursuant to paragraph 5(3)(b) of the ATR using an aircraft bearing registration N338JE from Miami, Florida, USA (KOPF) to Toronto, Canada (CYYZ) without first filing with the Agency, in respect of the service to be provided or being provided, a valid certificate of insurance in the prescribed form set out in Schedule I of the ATR, thereby contravening subsection 8(1) of the <i>Air Transportation Regulations</i>.</p> <p>(C) On or about December 27, 2021, Jet Select LLC, a non-Canadian air carrier, operated a non-scheduled international service pursuant to paragraph 5(3)(b) of the ATR using an aircraft bearing registration N338JE from Montreal, Canada (CYUL) to Boca Raton, Florida, USA (KBCT) without first filing with the Agency, in respect of the service to be provided or being provided, a valid certificate of insurance in the prescribed form set out in Schedule I of the ATR, thereby contravening subsection 8(1) of the <i>Air Transportation Regulations</i>.</p>	2022-04-26	Monetary penalty \$2,400

Regulated entity	Contravention	Date of Issuance	Penalty
<u>WestJet</u>	<p>(A) On or about January 06, 2022, WestJet failed to provide the reason for the delay, cancellation, or denial of boarding to affected passengers (VZRVNP) thereby contravening paragraph 13(1)a of the Air Passenger Protection Regulations.</p> <p>(B) On or about December 31, 2021, WestJet failed to provide the reason for the delay, cancellation, or denial of boarding to affected passengers (DNMZBO) thereby contravening paragraph 13(1)a of the Air Passenger Protection Regulations.</p> <p>(C) On or about January 09, 2022, WestJet failed to provide the reason for the delay, cancellation, or denial of boarding to affected passengers (SWDSYE) thereby contravening paragraph 13(1)a of the Air Passenger Protection Regulations.</p> <p>(D) On or about January 08, 2022, WestJet failed to provide the reason for the delay, cancellation, or denial of boarding to affected passengers (QQOSEB) thereby contravening paragraph 13(1)a of the Air Passenger Protection Regulations.</p> <p>(E) On or about January 09, 2022, WestJet failed to provide the reason for the delay, cancellation, or denial of boarding to affected passengers (FEIRAL) thereby contravening paragraph 13(1)a of the Air Passenger Protection Regulations.</p> <p>(F) On or about December 31, 2022, WestJet failed to provide the reason for the delay, cancellation, or denial of boarding to affected passengers (GHWIFS) thereby contravening paragraph 13(1)a of the Air Passenger Protection Regulations.</p> <p>(G) On or about December 31, 2021, WestJet failed to provide the reason for the delay, cancellation, or denial of boarding to affected passengers (APIDDX) thereby contravening paragraph 13(1)a of the Air Passenger Protection Regulations.</p>	2022-04-11	Monetary penalty \$20,000

Regulated entity	Contravention	Date of Issuance	Penalty
	(H) On or about January 06, 2022, WestJet failed to provide the reason for the delay, cancellation, or denial of boarding to affected passengers (XRGPYM) thereby contravening paragraph 13(1)a of the Air Passenger Protection Regulations.		

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Sea to Sky Air, Inc. carrying on business as Flying Zebra</u>	<p>(A) On or about May 27, 2021, Sea to Sky Air, Inc. carrying on business as Flying Zebra operated an air service using an aircraft bearing registration N245PE from Toronto, Canada (CYYZ) to Hyannis, MA, USA (KHYA) without holding a licence issued under Part II of the <i>Canada Transportation Act</i> thereby contravening section 57 of the <i>Canada Transportation Act</i>. (\$4,000)</p> <p>(B) On or about May 28, 2021, Sea to Sky Air, Inc. carrying on business as Flying Zebra operated an air service using an aircraft bearing registration N245PE from East Hampton, NY, USA (KHTO) to Toronto, Canada (CYYZ) without holding a licence issued under Part II of the <i>Canada Transportation Act</i> thereby contravening section 57 of the <i>Canada Transportation Act</i>. (\$4,000)</p> <p>(C) On or about June 5, 2021, Sea to Sky Air, Inc. carrying on business as Flying Zebra operated an air service using an aircraft bearing registration N245PE from Toronto, Canada (CYYZ) to Hyannis, MA, USA (KHYA) without holding a licence issued under Part II of the <i>Canada Transportation Act</i> thereby contravening section 57 of the <i>Canada Transportation Act</i>. (\$4,000)</p> <p>(D) On or about June 6, 2021, Sea to Sky Air, Inc. carrying on business as Flying Zebra operated an air service using an aircraft bearing registration N245PE from Fredericton, Canada (CYFC) to Teterboro, NJ, USA (KTEB) without holding a licence issued under Part II of the <i>Canada Transportation Act</i> thereby contravening section 57 of the <i>Canada Transportation Act</i>. (\$4,000)</p> <p>(E) On or about June 15, 2021, Sea to Sky Air, Inc. carrying on business as Flying Zebra operated an air service using an aircraft bearing registration N408FZ from White Plains, NY, USA (KHPN) to Fredericton, Canada (CYFC) via Montreal, Canada (CYUL) without holding a licence issued under Part II of the <i>Canada Transportation Act</i> thereby contravening section 57 of the <i>Canada Transportation Act</i>. (\$4,000)</p>	2022-04-11	Monetary penalty \$10,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Partner Jet Inc.</u>	(A) On or about April 26, 2021, Partner Jet Inc. operated an international passenger charter without first obtaining the required charter permit or instead providing prior written notification to the Agency, thereby contravening section 21 of the Air Transportation Regulations.	2022-03-30	Monetary penalty \$1,000

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	2024-2025 (year to date)	2023-2024	2022- 2023	2021- 2022	2020- 2021
Notice of Violation – with Administrative Monetary Penalty ¹	31	75	33	11	6
Notice of Violation – with Warning ²	0	0	0	0	2
Total amount of Administrative Monetary Penalties ¹	\$800,110	\$1,343,430	\$725,380	\$253,975	\$54,500

Endnotes

- ¹ The numbers related to the following categories - "Notice of Violation - with Administrative Monetary Penalty"; "Total number of violations found"; and "Total amount of Administrative Monetary Penalties" - are subject to change where Notices of Violation or specific violations are withdrawn or reversed by the Transportation Appeal Tribunal of Canada.
- ² Power under the *Canada Transportation Act*, as amended by the Act to Ensure a Barrier-Free Canada (*Accessible Canada Act*).

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List of Notices of Violations

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Consistent with statutory provisions and best practices, the Agency undertakes to publish on its website the results of its formal enforcement actions at the time of the issuance of a Notice of Violation. More detailed information can be found in the CTA's Compliance and Enforcement Policy.

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Regulated entity	Contravention	Date of Issuance	Penalty
<u>Chartright Air Inc</u>	<p>(A) On or about November 15, 2021, Chartright Air Inc. operated an international passenger charter, using an aircraft bearing registration C-FFBE from Toronto, Ontario (CYYZ) to Providenciales, Turks and Caicos (MBPV) without first obtaining the required charter permit or instead providing prior written notification to the Agency, thereby contravening section 21 of the Air Transportation Regulations.</p> <p>(B) On or about November 19, 2021, Chartright Air Inc. operated an international passenger charter, using an aircraft bearing registration C-FGCV from Hamilton, Bermuda (TXKF) to Toronto, Canada (CYYZ) without first obtaining the required charter permit or instead providing prior written notification to the Agency, thereby contravening section 21 of the Air Transportation Regulations.</p> <p>(C) On or about November 26, 2021, Chartright Air Inc. operated an international passenger charter, using an aircraft bearing registration C-GWPB from Toronto, Canada (CYYZ) to Grand Cayman, Cayman Islands (MWCR) without first obtaining the required charter permit or instead providing prior written notification to the Agency, thereby contravening section 21 of the Air Transportation Regulations.</p> <p>(D) On or about November 26, 2021, Chartright Air Inc. operated an international passenger charter, using an aircraft bearing registration C-GWPB from Grand Cayman, Cayman Islands (MWCR) to Toronto, Canada (CYYZ) without first obtaining the required charter permit or instead providing prior written notification to the Agency, thereby contravening section 21 of the Air Transportation Regulations.</p>	2022-03-29	Monetary penalty \$4,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Qatar Airways Group</u>	<p>(A) On or about January 28, 2022, Qatar Airways Group (Q.C.S.C.) advertised the price of an air service on the website www.qatarairways.com without setting out all third party charges under the heading “Taxes, Fees and Charges”, thereby contravening subsection 28(2) of the APPR.</p> <p>(B) On or about January 28, 2022, Qatar Airways Group (Q.C.S.C.) made reference to an air transportation charge in an advertisement on the website www.qatarairways.com without setting the charge out under the heading “Air Transportation Charges”, thereby contravening subsection 28(3) of the APPR.</p> <p>(C) On or about January 28, 2022, Qatar Airways Group (Q.C.S.C.) provided information in an advertisement in a manner that could interfere with the ability of anyone to readily determine the total price that must be paid for an optional incidental service on the website www.qatarairways.com, thereby contravening section 29 of the APPR.</p>	2022-03-01	Monetary penalty \$2,000
<u>Rider Express Transportation Corp.</u>	<p>(A) On or about November 10, 2021, Rider Express Transportation Corp. did not have published on its website a list of the routes on which each type of buses are operated, thereby contravening a requirement imposed by the Agency in Decision No. <u>26-AT-MV-2021</u>, which was issued pursuant to subsection 172(2) of the <i>Canada Transportation Act</i>.</p> <p>(B) On or about November 24, 2021, Rider Express Transportation Corp. failed to provide reasonable assistance at the request of an enforcement officer, thereby contravening subsection 178(5) of the <i>Canada Transportation Act</i>.</p>	2022-03-01	Monetary penalty \$11,250
<u>Swoop Inc.</u>	<p>(A) On or about November 26, 2021 Swoop Inc. advertised the price of an air service on the website flyswoop.com without including in the advertisement the total price that must be paid to the advertiser to obtain the air service, thereby contravening paragraph 28(1)(a) of the APPR.</p>	2021-12-23	Monetary penalty \$2,750

Regulated entity	Contravention	Date of Issuance	Penalty
<u>British Airways Plc</u>	<p>(A) On or about November 30, 2021, British Airways Plc advertised the price of an air service on the website britishairways.com without setting out all third party charges under the heading “Taxes, Fees and Charges”, thereby contravening subsection 28(2) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>(B) On or about November 30, 2021, British Airways Plc made reference to an air transportation charge in an advertisement on the website britishairways.com without setting the charge out under the heading “Air Transportation Charges”, thereby contravening subsection 28(3) of the APPR.</p>	2021-12-13	Monetary penalty \$6,500

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Cascadia Airways Inc.</u>	<p>(A) On or about September 2, 2021, Cascadia Airways Inc. advertised the price of an air service on the website cascadiaair.com without including in the advertisement the total price that must be paid to the advertiser to obtain the air service, thereby contravening paragraph 28(1)(a) of the <i>Air Passenger Protection Regulations</i> (APPR).</p> <p>(B) On or about September 2, 2021, Cascadia Airways Inc. advertised the price of an air service on the website cascadiaair.com without including in the advertisement the point of origin and point of destination of the service, thereby contravening paragraph 28(1)(b) of the APPR.</p> <p>(C) On or about September 10, 2021, Cascadia Airways Inc. advertised the price of an air service on the website cascadiaair.com without including in the advertisement the total price or range of total prices for an optional incidental service, thereby contravening paragraph 28(1)(e) of the APPR.</p> <p>(D) On or about September 10, 2021, Cascadia Airways Inc. advertised the price of an air service on the website cascadiaair.com without setting out all third party charges under the heading “Taxes, Fees and Charges”, thereby contravening subsection 28(2) of the APPR.</p> <p>(E) On or about September 10, 2021, Cascadia Airways Inc. made reference to an air transportation charge in an advertisement on the website cascadiaair.com without setting the charge out under the heading “Air Transportation Charges”, thereby contravening subsection 28(3) of the APPR.</p>	2021-11-26	Monetary penalty \$5,750
<u>Cottage Air Inc.</u>	<p>(A) On or about April 19, 2021, Cottage Air Inc. sold, caused to be sold or publicly offered for sale in Canada an air service without holding a licence issued under Part II of the <i>Canada Transportation Act</i> thereby contravening section 59 of the <i>Canada Transportation Act</i>.</p>	2021-09-09	Monetary penalty \$2,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Skyservice Business Aviation Inc.</u>	<p>Note : this Notice of Violation was amended on July 16, 2021.</p> <p>(1) On or about October 12, 2020, Skyservice Business Aviation Inc. operated an international passenger charter, using an aircraft bearing registration C-GJFG from Toronto, Ontario (YYZ) to Grand Cayman, Cayman Islands (GCM) without first obtaining the required charter permit, in the absence of prior written notification to the Agency, thereby contravening section 21 of the <i>Air Transportation Regulations</i>.</p> <p>(2) On or about October 12, 2020, Skyservice Business Aviation Inc. operated an international passenger charter, using an aircraft bearing registration C-GJFG from Grand Cayman, Cayman Islands (GCM) to Toronto, Ontario (YYZ) without first obtaining the required charter permit, in the absence of prior written notification to the Agency, thereby contravening section 21 of the <i>Air Transportation Regulations</i>.</p> <p>(3) On or about October 15, 2020, Skyservice Business Aviation Inc. operated an international passenger charter, using an aircraft bearing registration C-FDOL from Montreal, Quebec (YUL) to Cali, Columbia (CLO) without first obtaining the required charter permit, in the absence of prior written notification to the Agency, thereby contravening section 21 of the <i>Air Transportation Regulations</i>.</p> <p>(4) On or about November 07, 2020, Skyservice Business Aviation Inc. operated an international passenger charter, using an aircraft bearing registration C-GWFM from London (LTN) to Toronto, Ontario (YYZ) without first obtaining the required charter permit, in the absence of prior written notification to the Agency, thereby contravening section 21 of the <i>Air Transportation Regulations</i>.</p> <p>(5) On or about November 25, 2020, Skyservice Business Aviation Inc. operated an international passenger charter, using an aircraft bearing registration C-GRPF from Toronto, Ontario (YYZ) to Comayagua, Honduras (XPL) without first</p>	2021-07-08	Monetary penalty \$9,000

Regulated entity	Contravention	Date of Issuance	Penalty
	<p>obtaining the required charter permit, in the absence of prior written notification to the Agency, thereby contravening section 21 of the <i>Air Transportation Regulations</i>.</p> <p>(6) On or about November 26, 2020, Skyservice Business Aviation Inc. operated an international passenger charter, using an aircraft bearing registration C-GRBA from Montreal, Quebec (YUL) to Philipsburg, Saint Maarten (SXM) without first obtaining the required charter permit, in the absence of prior written notification to the Agency, thereby contravening section 21 of the <i>Air Transportation Regulations</i>.</p>		
<u>Canadian National Railway Company</u>	<p>Pursuant to section 180 of the <i>Canada Transportation Act</i>, S.C., 1996, c. 10, as amended (CTA), the undersigned Enforcement Officer has issued this notice of violation believing Canadian National Railway Company has committed the following 329 violations contrary to subsection 127(3) of the <i>Canada Transportation Act</i>:</p> <p>See <u>Appendix 1</u></p> <p>The provision listed in the appendix has been designated pursuant to the <i>Designated Provisions Regulations</i>, SOR/99-244, and the procedures in section 180 through 180.8 of the CTA respecting monetary penalties apply.</p>	2021-06-29	Monetary penalty \$90,475
<u>Canadian Pacific Railway Company</u>	<p>Pursuant to section 180 of the <i>Canada Transportation Act</i>, S.C., 1996, c. 10, as amended (CTA), the undersigned Enforcement Officer has issued this notice of violation believing Canadian Pacific Railway Company has committed the following 477 violations contrary to 127(3) of the <i>Canada Transportation Act</i>:</p> <p>See <u>Appendix 1</u></p> <p>The provision listed in the appendix has been designated pursuant to the <i>Designated Provisions Regulations</i>, SOR/99-244, and the procedures in section 180 through 180.8 of the CTA respecting monetary penalties apply.</p>	2021-06-29	Monetary penalty \$119,250

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Notice of Violation – with Administrative Monetary Penalty ¹	31	75	33	11	6
Notice of Violation – with Warning ²	0	0	0	0	2
Total amount of Administrative Monetary Penalties ¹	\$800,110	\$1,343,430	\$725,380	\$253,975	\$54,500

Endnotes

- ¹ The numbers related to the following categories - "Notice of Violation - with Administrative Monetary Penalty"; "Total number of violations found"; and "Total amount of Administrative Monetary Penalties" - are subject to change where Notices of Violation or specific violations are withdrawn or reversed by the Transportation Appeal Tribunal of Canada.
- ² Power under the *Canada Transportation Act*, as amended by the Act to Ensure a Barrier-Free Canada (*Accessible Canada Act*).

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Regulated entity	Contravention	Date of Issuance	Penalty
<u>Winnipeg Airports Authority</u>	<p>Note: Subject to a Compliance Agreement</p> <p>(A) On or about February 27, 2020, the Winnipeg Airports Authority failed to ensure that all their employees and contractors who are required by the <i>Personnel Training for the Assistance of Persons with Disabilities Regulations</i> to receive training completed their initial training within 60 days after the commencement of their duties thereby violating section 8 of these regulations.</p> <p>(B) On or about February 27, 2020, the Winnipeg Airports Authority failed to ensure that all their employees and contractors received periodic refresher training sessions appropriate to the requirements of their function, thereby violating section 9 of the <i>Personnel Training for the Assistance of Persons with Disabilities Regulations</i>.</p>	2021-02-10	Monetary penalty \$3,000
<h3 data-bbox="293 953 773 995">Compliance Agreement</h3> <p data-bbox="293 1031 1154 1150">After a request by Winnipeg Airports Authority, the Agency has agreed to enter into a compliance agreement pursuant to subsection 180.62(1) of the <i>Canada Transportation Act</i>.</p> <p data-bbox="293 1186 881 1213">Date of the agreement: January 14, 2022</p> <h3 data-bbox="293 1289 634 1331">Notice of Default</h3> <p data-bbox="293 1367 1179 1619">Winnipeg Airports Authority was served with a Notice of Default pursuant to 180.62(4) of the <i>Canada Transportation Act</i> as the Agency is of the opinion that the Winnipeg Airports Authority has not complied with the agreement entered into. As per the terms of the agreement, the security of \$6,000 was forfeited to His Majesty in right of Canada.</p> <p data-bbox="293 1654 911 1682">Date of Notice of Default: February 8, 2023</p>			

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Air Alsie A/S</u>	(A) On or about October 22, 2019, Air Alsie A/S operated an international charter between London, UK (EGGW) and Montreal, Canada (CYUL) using a Falcon 7X bearing registration OY-RAB without holding a charter permit issued by the Canadian Transportation Agency in respect of that charter, thereby violating section 21 of the <i>Air Transportation Regulations</i> .	2020-10-20	Monetary penalty \$2,250
<u>Island Express Air Inc.</u>	(A) On or about October 1, 2020 Island Express Air Inc. sold, caused to be sold or publicly offered for sale in Canada an air service through its online website. https://www.islandexpressair.com without holding a license issued under Part II of the <i>Canada Transportation Act</i> in respect to that service thereby contravening paragraph 59 of the <i>Canada Transportation Act</i> .	2020-10-19	Monetary penalty \$3,250
<u>Saskatoon Airport Authority</u>	(A) On or about February 26, 2020, the Saskatoon Airport Authority failed to ensure that all their employees and contractors who are required by the <i>Personnel Training for the Assistance of Persons with Disabilities Regulations</i> to receive training completed their initial training within 60 days after the commencement of their duties thereby violating section 8 of these regulations. (B) On or about February 26, 2020, the Saskatoon Airport Authority failed to ensure that all their employees and contractors received periodic refresher training sessions appropriate to the requirements of their function, thereby violating section 9 of the <i>Personnel Training for the Assistance of Persons with Disabilities Regulations</i> .	2020-09-21	Notice of Violation – with Warning

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Regina Airport Authority.</u>	<p>(A) On or about February 25, 2020, the Regina Airport Authority failed to ensure that all their employees and contractors who are required by the <i>Personnel Training for the Assistance of Persons with Disabilities Regulations</i> to receive training completed their initial training within 60 days after the commencement of their duties thereby violating section 8 of these regulations.</p> <p>(B) On or about February 25, 2020, the Regina Airport Authority failed to ensure that all their employees and contractors received periodic refresher training sessions appropriate to the requirements of their function, thereby violating section 9 of the <i>Personnel Training for the Assistance of Persons with Disabilities Regulations</i>.</p>	2020-09-14	Notice of Violation – with Warning
<u>Jetcall GmbH & Co. KG</u>	<p>(A) On or about November 15, 2019, Jetcall GmbH & Co. KG operated an air service between St. Johns, New Brunswick(CYSJ) and Cairo, Egypt (HECA) via Shannon, Ireland (EINN) using a Challenger 604 bearing registration D-AUKE, to transport passengers without holding a licence issued in respect of that service, thereby violating section 57 (a) of the CTA.</p>	2020-07-29	Monetary penalty \$5,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>Aéroports de Montréal</u>	<p>(A) On or about December 10, 2019, Aeroports de Montreal failed to ensure that all employees of contractor "Auberge de ('Aéroport Inn" who provide transportation-related services and who may be required to interact with the public or to make decisions in respect of the carriage of persons with disabilities receive a level of training appropriate to the requirements of their function, contravening section 4 of the <i>Personnel Training for the Assistance of Persons with Disabilities Regulations</i> (SOR/94-42). (\$2,500,00)</p> <p>(B) On or about December 10, 2019, Aeroports de Montreal failed to ensure that all employees of contractor "Beausejour Hotel Apartments / Hotel Dorval" who provide transportation-related services and who may be required to interact with the public or to make decisions in respect of the carriage of persons with disabilities receive a level of training appropriate to the requirements of their function, contravening section 4 of the <i>Personnel Training for the Assistance of Persons with Disabilities Regulations</i> (SOR/94-42). (\$2,500,00)</p> <p>(C) On or about December 10, 2019, Aeroports de Montreal failed to ensure that all employees of contractor "Days Inn & Centre de Conference — Aéroport de Montreal" who provide transportation-related services and who may be required to interact with the public or to make decisions in respect of the carriage of persons with disabilities receive a level of training appropriate to the requirements of their function, contravening section 4 of the <i>Personnel Training for the Assistance of Persons with Disabilities Regulations</i> (SOR/94-42). (\$2,500.00)</p> <p>(D) On or about December 10, 2019, Aeroports de Montreal failed to ensure that all employees of contractor "Fairfield Inn & Suites by Marriott Aéroport de Montreal" who provide transportation-related services and who may be required to interact with the public or to make decisions in respect of the carriage of persons with disabilities receive a level of training appropriate to the requirements of their function, contravening section 4 of the <i>Personnel Training for the Assistance of Persons with Disabilities Regulations</i> (SOR/94-42). (\$2,500,00)</p>	2020-07-28	Monetary penalty \$25,000

Regulated entity	Contravention	Date of Issuance	Penalty
	<p>(E) On or about December 10, 2019, Aeroports de Montreal failed to ensure that all shared employees of contractors "Holiday Inn Express Aeroport Montreal" and "Hotel Novotel Montreal Aeroport" who provide transportation-related services and who may be required to interact with the public or to make decisions in respect of the carriage of persons with disabilities receive a level of training appropriate to the requirements of their function, contravening section 4 of the <i>Personnel Training for the Assistance of Persons with Disabilities Regulations</i> (SOR/94-42). (\$2,500,00)</p>		
	<p>(F) On or about December 10, 2019, Aeroports de Montreal failed to ensure that all employees of contractor "Quality Hotel Dorval" who provide transportation-related services and who may be required to interact with the public or to make decisions in respect of the carriage of persons with disabilities receive a level of training appropriate to the requirements of their function, contravening section 4 of the <i>Personnel Training for the Assistance of Persons with Disabilities Regulations</i> (SOR/94-42). (\$2,500,00)</p>		
	<p>(G) On or about December 10, 2019, Aeroports de Montreal failed to ensure that all employees of contractor "Travelodge Hotel by Wyndham Montreal Airport" who provide transportation-related services and who may be required to interact with the public or to make decisions in respect of the carriage of persons with disabilities receive a level of training appropriate to the requirements of their function, contravening section 4 of the <i>Personnel Training for the Assistance of Persons with Disabilities Regulations</i> (SOR/94-42). (\$2,500,00)</p>		
	<p>(H) On or about December 10, 2019, Aeroports de Montreal failed to ensure that all employees of contractor "Budget" who provide transportation-related services and who may be required to interact with the public or to make decisions in respect of the carriage of persons with disabilities receive a level of training appropriate to the requirements of their function, contravening section 4 of the <i>Personnel Training for the Assistance of Persons with Disabilities Regulations</i> (SOR/94-42). (\$2,500,00)</p>		

Regulated entity	Contravention	Date of Issuance	Penalty
	<p>(I) On or about December 10, 2019, Aeroports de Montreal failed to ensure that all shared employees of contractors "Dollar Rent A Car" and "Thrifty Rent A Car" who provide transportation-related services and who may be required to interact with the public or to make decisions in respect of the carriage of persons with disabilities receive a level of training appropriate to the requirements of their function, contravening section 4 of the <i>Personnel Training for the Assistance of Persons with Disabilities Regulations</i> (SOR/94-42). (\$2,500,00)</p> <p>(J) On or about December 10, 2019, Aeroports de Montreal failed to ensure that all employees of contractor "Budget" receive refresher training sessions appropriate to the requirements of their function every three years as established in its training program, contravening section 9 of the <i>Personnel Training for the Assistance of Persons with Disabilities Regulations</i> (SOR/94-42). (\$2500,00)</p>		

Regulated entity	Contravention	Date of Issuance	Penalty
<u>RED STAR Havacilik Hizmetleri A.S.</u>	<p>(1) On or about August 04, 2019, RED STAR Havacilik Hizmetleri A.S. operated an air service using an aircraft bearing registration TC-RSB from Keflavik, Iceland (BIFK) to Goose Bay, Newfoundland and Labrador (CYYR) without holding a licence thereby contravening paragraph 57(a) of the <i>Canada Transportation Act</i>.</p> <p>(2) On or about October 08, 2019, RED STAR Havacilik Hizmetleri A.S. operated an air service using an aircraft bearing registration TC-RSB from Keflavik, Iceland (BIFK) to Vancouver, British Columbia (CYVR) via Goose Bay, Newfoundland and Labrador (CYYR) and Winnipeg, Manitoba (CYWG) without holding a licence thereby contravening paragraph 57(a) of the <i>Canada Transportation Act</i>.</p> <p>(3) On or about October 11, 2019, RED STAR Havacilik Hizmetleri A.S. operated an air service using an aircraft bearing registration TC-RSB from Sydney, Nova Scotia (CYQY) to Keflavik, Iceland (BIFK) via Goose Bay, Newfoundland and Labrador (CYYR) without holding a licence thereby contravening paragraph 57(a) of the <i>Canada Transportation Act</i>.</p> <p>(4) On or about October 16, 2019, RED STAR Havacilik Hizmetleri A.S. operated an air service using an aircraft bearing registration TC-RSD from Anchorage, Alaska (PANC) to Vancouver, British Columbia (CYVR) without holding a licence thereby contravening paragraph 57(a) of the <i>Canada Transportation Act</i>.</p>	2020-07-15	Monetary penalty \$16,000

Regulated entity	Contravention	Date of Issuance	Penalty
<u>British Airways PLC</u>	<p>(A) On or about December 11 2019, British Airways Plc. Advertised the price of an air service without setting out all third party charges under the heading "Taxes, Fees and Charges" in the booking system found on the web site britishairways.com/en-ca, thereby contravening subsection 28(2) of the <i>Air Passenger Protection Regulations</i>. \$3000</p> <p>(B) On or about December 11 2019, British Airways Plc. set out Air Transportation Charges under the heading "British Airways fees and carrier charges" in the booking system found on the web site britishairways.com/en-ca, thereby contravening subsection 28(3) of the <i>Air Passenger Protection Regulations</i>. \$750</p> <p>(C) On or about December 11 2019, British Airways Plc. set out an air transportation charge in the booking system found on the web site britishairways.com/en-ca as if it were a third party charge, thereby contravening section 30 of the <i>Air Passenger Protection Regulations</i>. \$3000</p>	2020-01-31	Monetary penalty \$6,750
<u>JustFly Inc.</u>	(A) On or about July 29 2019, JustFly Inc. advertised the price of an air service without including in the advertisement the total price that must be paid to the advertiser to obtain the air service in the booking system found on the web site flighthub.com, thereby contravening paragraph 28(1)(a) of the <i>Air Passenger Protection Regulations</i> . \$3000	2020-01-22	Monetary penalty \$3,000

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