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March 22, 2013

Via E-mail: Judy.OHeare@otc-cta.gc.ca

Canadian Transportation Agency,
Air and Marine Investigations Division,
Air and Marine Disputes Directorate,
Disputes Resolution Branch
Ottawa, Ontario K1A 0N9

Attention: Judy O’Heare, Senior Analyst

Dear Sirs/Mesdames:

**RE: File No. M4120/13-00661
Dr. Gabor Lukacs and British Airways Plc.
LET-C-A-32-2013
Our File: 213036**

Submissions by British Airways Plc.

With respect to the ‘Applicable legal principles’ set out by Dr. Lukacs in section I of his letter of January 30, 2013, British Airways submits that it is not settled law that a tariff provision that is inconsistent with the legal principles of the *Montreal Convention* cannot be just and reasonable within the meaning of s. 111(1) of the *ATR*. The *Montreal Convention*, an international treaty that has the force of law in Canada pursuant to the provisions of the *Carriage by Air Act*, R.S.C. 1985, c. C-26, applies to international contracts of carriage by air that come under the Act pursuant to the terms and conditions set out in the *Act*.

Article 26 of the *Montreal Convention*, which is *Schedule VI* to the *Act*, has been considered by the Agency in a number of its decisions referred to by Dr. Lukacs in his letter on the issue of whether tariff rules containing provisions which tend to relieve a carrier of liability or fix a lower limit than that provided in the *Convention* will be disallowed as unreasonable on the basis that they would be null and void under Article 26.

The Agency has also looked at the limits set out in the *Convention* as a measure in considering whether limits provided in carrier’s tariff rules are reasonable. The Agency has not determined that the provisions of the *Montreal Convention* should replace the general common law of contract and tort liability which governs the relationship between carriers and passengers in all circumstances and contracts of carriage which are not international carriage governed by the provisions of the *Montreal Convention*. Such a

determination is a matter for the legislature to decide by legislative change, not by the Agency in exercising its jurisdiction under the *Canada Transportation Act* and the *ATR*. The Agency has not and it is submitted should not make rulings that have the effect of making legislative changes when considering whether or not tariff rules are reasonable and just within the meaning of s. 111(1) of the *ATR*.

BA Tariff Rule 55(C)(1) is a Rule of general application containing the preamble "Except as the convention or other applicable law may require:" that is applicable to each subsection. The intent of the preamble is to make it clear that British Airways will fully comply with the provisions of the *Montreal Convention*. The balance of subsection (1) sets out the general provisions of the common law applicable in contract and tort in the absence of the regime of liability established under the *Montreal Convention* or a change to the common law that is the result of statutory and/or regulatory law provisions. It is not a blanket exclusion of liability. The Rule recognizes common law liability for damage caused by the carrier's negligence or wilful fault (the torts of negligence or intentional act or omission) of the carrier and excludes damage due to contributory negligence. The burden of proof is on the passenger as in any other tort or contract claim.

British Airways submits that the intent of the Rule 55(C)(1) is reasonable and that the liability provisions of the *Montreal Convention* do not need to apply to all circumstances in which loss or damage arises in the course of carriage by air in order for the Rule to be reasonable. The Parliament of Canada has not enacted that the provisions of the *Montreal Convention* be applicable to all international carriage by air. British Airways submits that the wording of the Rule is clear..

BA Tariff Rules 115(H) and 116(H) set out the original limit of liability for baggage under the *Montreal Convention* of 1,000 Special Drawing Rights, which has been subsequently revised as set out by Dr. Lukacs. British Airways complies with the baggage liability limitation currently applicable.

To the extent that the first sentence in BA Tariff Rule 55(C)(7) may be no longer applicable under the *Montreal Convention*, British Airways does not apply the sentence in determining baggage claims under the *Convention*. The sentence continues to apply to international carriage governed by the provisions of the *Warsaw Convention*. British Airways submits that the Rule is clear and reasonable.

BA Tariff Rule 55(C)(6) is not intended to overrule the provisions of Article 22(5) of the *Montreal Convention*. It is intended to clarify that the liability of the carrier for delay shall be the liability provided for under the *Convention* and no more.

To the extent that BA Tariff Rule 55(C)(8) may no longer be applicable under the *Montreal Convention*, it is not applied to the determination of baggage claims under the *Convention*.. The rule continues to apply to international carriage governed by the provisions of the *Warsaw Convention*. British Airways submits that the Rule is clear and reasonable.

BA Tariff Rules 55(C)(10), 115(N) and 116(N) continue to apply to non *Montreal Convention* international carriage and are clear and reasonable.

BA Tariff Rules 85(A) and 85(B)(2) are clear and reasonable and are virtually the same wording as that contained in Air Canada's Tariff Rules 85(A) and 85(B)(2).

BA Tariff Rule 87(B)(3)(B) applies only when British Airways is dealing with denied boarding compensation in circumstances when the *Regulation (EC) No 261/2004* regulatory scheme of the European Parliament and of the Council of 11 February 2004 is inapplicable according to the terms of the *Regulation*. As such it is clear and reasonable.

British Airways complies with *Regulation (EC) No 261/2004* that applies, pursuant to Article 3, section 1. *Regulation (EC) No 261/2004* was legislated by the European Parliament and provides rights to passengers under that law, and not pursuant to the provisions of a contract of carriage. The *Regulation* provides in Article 15 that the obligations pursuant to the Regulation may not be limited or waived by any clause in a contract of carriage. By Article 16, infringements of the *Regulation* are to be dealt with by bodies designated by each Member State that are to be responsible for enforcement of the *Regulation* and are to receive passenger complaints about infringement of the *Regulation* by air carriers. The *Regulation* does not provide passengers with any contractual rights and does not provide for the enforcement of the rights under the *Regulation* by legal proceedings before the general courts of law. Article 12 provides only that passengers' rights to further compensation are not prejudiced by the *Regulation*.

With respect to Dr. Lukacs's position that the British Airways' Tariff ought to reflect the legal obligations in accordance with *Regulation (EC) No 261/2004*, British Airways takes serious objection. What Dr. Lukacs is seeking is the assistance of the Agency in providing passengers with contractual rights that the *Regulation* itself does not provide to passengers. As noted above, *Regulation (EC) No 261/2004* is a regulatory scheme only and does not require the addition of any provisions to the passengers' contracts of carriage.

British Airways submits that it is inappropriate for the Agency to be enforcing foreign laws by requiring air carriers to include provisions of a European regulation in Canadian contracts of carriage. The jurisdiction of the Agency derives from the *Canada Transportation Act* and the *Air Transportation Regulations*, neither of which has any reference to the Agency being empowered or authorized to enforce of foreign laws. As the Agency has no authority or jurisdiction to enforce foreign laws directly, neither does it have the jurisdiction to enforce foreign laws indirectly by requiring air carriers to incorporate the rights granted under foreign laws as terms in their contracts of carriage by means of required tariff provisions. Further, by requiring the incorporation of the rights provided under foreign law in the case of the *EC Regulation*, the Agency changes the very nature of the effect of the *Regulation* by creating contractual rights and thereby contractual remedies that can be exercised by legal proceedings before the courts. In such a way, the Agency would change the effect of a foreign law in a manner that does not respect the European Parliament. Had the European Parliament intended the rights set out in *Regulation (EC) No 261/2004* to be contractual rights, it would have so legislated.

British Airways submits that the Agency has no jurisdiction to require it to include any reference, directly or indirectly, to *Regulation (EC) No 261/2004* in its Canadian Tariff Rules.

With respect to the questions to be answered by direction of the Agency, British Airways attaches a list of the amounts paid by British Airways for denied boarding compensation to individual passengers departing from Canada to the U.K. in the years 2010, 2011 and 2012. With respect to the list of the amounts of denied boarding compensation paid by British Airways to individual passengers departing the U.K. to Canada in the years 2010, 2011 and 2012, British Airways is unable to provide such a list because it does not record amounts paid with any reference to the destination of the passenger's flight. British Airways' information technology personnel are examining the electronic data on denied boarding compensation to determine whether there is any basis on which the data can be sorted and collated to identify the amounts paid to passengers departing the U.K. for Canada during the specified years.

With respect to competitive disadvantage that British Airways would suffer if British Airways were required to replace RULE 87(B)(3)(B) with the amounts prescribed by *Regulation (EC) No 261/2004*, as its primary competitor on the Canada/U.K. routes is Air Canada, it would suffer a competitive disadvantage because Air Canada only has to pay compensation of cash CAD 200 or voucher CAD 500 by the terms of its Tariff Rule 89(E)(2) for passengers departing from Canada to the U.K.

All of which is respectfully submitted.

Yours truly,


Carol E. McCall

Attachments Exhibits "A" and "B"

c.c Dr. Gabor Lukacs – by email: lukacs@AirPassengerRights.ca

Exhibit "A" to Submissions of British Airways

NTA(A) No. 458 T.C.A.B. No. 696

Airline Tariff Publishing Company, Agent
INTERNATIONAL PASSENGER RULES AND FARES TARIFF
 NO. AC-2

4th Revised Page AC-22-B
 Cancels 3rd Revised Page AC-22-B

RULE	AIR CANADA SECTION I - GENERAL RULES
80	<p><u>REVISED ROUTINGS, FAILURE TO CARRY AND MISSED CONNECTIONS</u> (Continued)</p> <p>(D) <u>MISSED CONNECTIONS</u> In the event a passenger misses an onward connecting flight on which space has been reserved because the delivering carrier did not operate its flight according to schedule or changed the schedule of such flight, the delivering carrier will arrange for the carriage of the passenger or make involuntary refund in accordance with Rule 90.</p> <p>(E) <u>FREE BAGGAGE ALLOWANCE</u> An involuntarily rerouted passenger shall be entitled to retain the free baggage allowance applicable for the type of service originally paid for. This provision shall apply even though the passenger may be transferred from one fare class to another.</p> <p>(F) Time limits on cancellations and charges for late cancellations will be applicable to revised routings requested by passenger.</p> <p>(G) The rules set out in EU regulation no. 261/2004 are fully incorporated herein and shall supersede and prevail over any provision of this tariff which may be inconsistent with those rules.</p>
85	<p><u>SCHEDULES, DELAYS AND CANCELLATION OF FLIGHTS</u></p> <p>(A) <u>SCHEDULES</u> Times and aircraft type shown in timetables or elsewhere are approximate and not guaranteed, and form no part of the contract of carriage. Schedules are subject to change without notice and carrier assumes no responsibility for passenger making connections. Carrier will not be responsible for errors or omissions either in timetables or other representations of schedules. No employee, agent or representative of carrier is authorized to bind carrier by any statements or representation as to the dates or times of departure or arrival, or of the operation of any flight.</p> <p>(B) <u>CANCELLATIONS</u></p> <p>(1) Carrier undertakes to use its best efforts to carry the passenger and baggage with reasonable dispatch, but no particular time is fixed for the commencement or completion of carriage. Subject thereto carrier may, without notice, substitute alternate carriers or aircraft and may alter the route, add stopovers or omit the stopping places shown on the face of the ticket in case of necessity.</p> <p>(2) Carrier may, without notice, cancel, terminate, divert, postpone, or delay any flight or the further right of carriage or reservation of traffic accommodations and determine if any departure or landing should be made, without any liability except to refund in accordance with its tariffs the fare and baggage charges for any unused portion of the ticket, when it would be advisable to do so:</p> <p>(a) because of any fact beyond its control (including, but without limitation, meteorological conditions, acts of God, force majeure, strikes, riots, civil commotions, embargoes, wars, hostilities, disturbances or unsettled international conditions), actual, threatened or reported or because of any delay, demand, condition, circumstances or requirement due, directly or indirectly, to such fact; or</p> <p>(b) because of any fact not reasonably to be foreseen, anticipated, or predicted; or</p> <p>(c) because of any government regulation, demand, or requirement; or</p> <p>(d) because of shortage of labor, fuel, or facilities or labor difficulties of carrier or others.</p> <p>(3) Carrier may cancel the right or further right of carriage of the passenger and his baggage upon refusal of the passenger, after demand by carrier, to pay the fare or portion thereof so demanded, or to pay any charge so demanded and assessable with respect to the baggage of the passenger, without being subject to any liability therefore except to refund, in accordance herewith, the unused portion of the fare and baggage charge(s) previously paid, if any.</p>

† - Effective August 16 per CTA decision 250 - C - A - 2012

For unexplained abbreviations, reference marks and symbols see IPGT-1, C.A.B. NO. 581, NTA(A) NO. 373.

ISSUED: August 15, 2012

EFFECTIVE: September 29, 2012 (Except as Noted)

Exhibit "B" to Submissions of British Airways

DBOI

Station Code	Case Received Date	Airport Reason Desc	Settlement Type Code	Case ID	Claim Vlu (GBP)
YUL	02/10/2011	Denied Boarding Other-Involuntary	COMP CARD	9394397	1,500.00
YUL	25/02/2010	Denied Boarding Other-Involuntary	COMP CARD	8027292	750.00
YUL	26/02/2010	Denied Boarding Other-Involuntary	COMP CARD	8029917	750.00
YUL	26/02/2010	Denied Boarding Other-Involuntary	COMP CARD	8029919	750.00
YUL	26/02/2010	Denied Boarding Other-Involuntary	COMP CARD	8029921	750.00
YUL	11/04/2010	Denied Boarding Other-Involuntary	COMP CARD	8117307	750.00
YUL	11/04/2010	Denied Boarding Other-Involuntary	COMP CARD	8117315	750.00
YUL	11/04/2010	Denied Boarding Other-Involuntary	COMP CARD	8117317	750.00
YUL	23/09/2011	Denied Boarding Other-Involuntary	COMP CARD	9375777	750.00
YUL	02/10/2011	Denied Boarding Other-Involuntary	COMP CARD	9394390	750.00
YUL	02/10/2011	Denied Boarding Other-Involuntary	COMP CARD	9394395	750.00
YUL	02/10/2011	Denied Boarding Other-Involuntary	COMP CARD	9394397	750.00
YUL	02/10/2011	Denied Boarding Other-Involuntary	COMP CARD	9394411	750.00
YUL	04/03/2012	Denied Boarding Other-Involuntary	COMP CARD	9738719	750.00
YUL	22/04/2012	Denied Boarding Other-Involuntary	COMP CARD	9858173	750.00
YUL	15/10/2012	Denied Boarding Other-Involuntary	COMP CARD	10375684	750.00
YUL	15/10/2012	Denied Boarding Other-Involuntary	COMP CARD	10375693	750.00
YUL	15/10/2012	Denied Boarding Other-Involuntary	COMP CARD	10375696	750.00
YUL	15/10/2012	Denied Boarding Other-Involuntary	COMP CARD	10375699	750.00
YUL	15/10/2012	Denied Boarding Other-Involuntary	COMP CARD	10375758	750.00
YUL	31/10/2012	Denied Boarding Other-Involuntary	COMP CARD	10434366	750.00
YVR	26/07/2010	Denied Boarding Other-Involuntary	COMP CARD	8372288	1,521.00
YVR	23/12/2011	Denied Boarding Other-Involuntary	COMP CARD	9572902	1,515.00
YVR	01/07/2011	Denied Boarding Other-Involuntary	COMP CARD	9183156	1,500.00
YVR	25/04/2010	Denied Boarding Other-Involuntary	COMP CARD	8154741	750.00
YVR	25/07/2010	Denied Boarding Other-Involuntary	COMP CARD	8372050	750.00
YVR	26/07/2011	Denied Boarding Other-Involuntary	COMP CARD	9240340	750.00
YVR	12/08/2011	Denied Boarding Other-Involuntary	COMP CARD	9281025	750.00

YVR	16/12/2011	Denied Boarding Other-Involuntary	COMP CARD	9558285	750.00
YVR	14/03/2012	Denied Boarding Other-Involuntary	COMP CARD	9761812	750.00
YVR	14/03/2012	Denied Boarding Other-Involuntary	COMP CARD	9761813	750.00
YYC	08/08/2011	Denied Boarding Other-Involuntary	COMP CARD	9269671	750.00
YYC	09/04/2012	Denied Boarding Other-Involuntary	COMP CARD	9821656	750.00
YYC	30/06/2012	Denied Boarding Other-Involuntary	COMP CARD	10078239	750.00
YYC	30/09/2011	Denied Boarding Other-Involuntary	COMP CARD	9391114	375.00
YYZ	16/09/2010	Denied Boarding Other-Involuntary	COMP CARD	8488607	1,500.00
YYZ	16/06/2012	Denied Boarding Other-Involuntary	COMP CARD	10038450	1,500.00
YYZ	16/04/2012	Denied Boarding Other-Involuntary	COMP CARD	9838819	1,485.00
YYZ	24/12/2010	Denied Boarding Other-Involuntary	COMP CARD	8735646	750.00
YYZ	16/04/2012	Denied Boarding Other-Involuntary	COMP CARD	9838819	744.00
YYZ	17/09/2010	Denied Boarding Other-Involuntary	COMP CARD	8491018	375.00
YYZ	24/09/2010	Denied Boarding Other-Involuntary	COMP CARD	8507428	375.00
YYZ	10/06/2011	Denied Boarding Other-Involuntary	COMP CARD	9132325	375.00
YYZ	10/06/2011	Denied Boarding Other-Involuntary	COMP CARD	9132331	375.00
YYZ	10/06/2011	Denied Boarding Other-Involuntary	COMP CARD	9132341	375.00
YYZ	10/06/2011	Denied Boarding Other-Involuntary	COMP CARD	9132358	375.00
YYZ	30/06/2011	Denied Boarding Other-Involuntary	COMP CARD	9182936	375.00
YYZ	16/06/2012	Denied Boarding Other-Involuntary	COMP CARD	10038445	375.00
YYZ	13/08/2012	Denied Boarding Other-Involuntary	COMP CARD	10205937	375.00

DBSI

Station Code	Case Received Date	Airport Reason Desc	Settlement Type Code	Case ID	Claim Vlu (GBP)
YUL	02/10/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9394376	3,000.00
YUL	02/10/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9394376	2,250.00
YUL	17/09/2010	Denied Boarding Oversales-Involuntary	COMP CARD	8488720	1,500.00
YUL	26/02/2010	Denied Boarding Oversales-Involuntary	COMP CARD	8029919	750.00
YUL	09/03/2010	Denied Boarding Oversales-Involuntary	COMP CARD	8053319	750.00
YUL	11/04/2010	Denied Boarding Oversales-Involuntary	COMP CARD	8117270	750.00
YUL	11/04/2010	Denied Boarding Oversales-Involuntary	COMP CARD	8117299	750.00
YUL	11/04/2010	Denied Boarding Oversales-Involuntary	COMP CARD	8117301	750.00
YUL	11/04/2010	Denied Boarding Oversales-Involuntary	COMP CARD	8117305	750.00
YUL	11/04/2010	Denied Boarding Oversales-Involuntary	COMP CARD	8117312	750.00
YUL	17/09/2010	Denied Boarding Oversales-Involuntary	COMP CARD	8488716	750.00
YUL	17/09/2010	Denied Boarding Oversales-Involuntary	COMP CARD	8488779	750.00
YUL	01/10/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9394363	750.00
YUL	02/10/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9394377	750.00
YUL	02/10/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9394443	750.00
YUL	29/10/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9452113	750.00
YUL	29/10/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9452115	750.00
YUL	29/10/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9452129	750.00
YUL	18/12/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9562092	750.00
YUL	18/12/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9562093	750.00
YUL	04/03/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9738922	750.00
YUL	21/02/2010	Denied Boarding Oversales-Involuntary	COMP CARD	8018560	375.00
YUL	28/10/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9452101	375.00
YUL	28/10/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9452102	375.00
YUL	03/11/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9465794	375.00
YUL	03/11/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9465799	375.00
YUL	03/11/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9465801	375.00

YUL	03/11/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9465803	375.00
YUL	03/11/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9465806	375.00
YUL	03/11/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9465807	375.00
YUL	03/11/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9465811	375.00
YUL	03/11/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9465819	375.00
YUL	03/11/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9465821	375.00
YUL	03/11/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9465825	375.00
YUL	03/11/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9465827	375.00
YUL	03/11/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9465828	375.00
YUL	03/11/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9465837	375.00
YUL	03/11/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9465851	375.00
YUL	03/11/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9465865	375.00
YVR	01/07/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9183154	3,000.00
YVR	26/07/2010	Denied Boarding Oversales-Involuntary	COMP CARD	8372288	1,521.00
YVR	09/01/2010	Denied Boarding Oversales-Involuntary	COMP CARD	7905097	1,500.00
YVR	27/02/2010	Denied Boarding Oversales-Involuntary	COMP CARD	8032541	1,500.00
YVR	24/04/2010	Denied Boarding Oversales-Involuntary	COMP CARD	8154617	1,500.00
YVR	12/08/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9281058	1,500.00
YVR	15/12/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9558101	1,500.00
YVR	09/01/2010	Denied Boarding Oversales-Involuntary	COMP CARD	7905039	750.00
YVR	09/01/2010	Denied Boarding Oversales-Involuntary	COMP CARD	7905085	750.00
YVR	27/02/2010	Denied Boarding Oversales-Involuntary	COMP CARD	8032546	750.00
YVR	27/02/2010	Denied Boarding Oversales-Involuntary	COMP CARD	8032547	750.00
YVR	24/04/2010	Denied Boarding Oversales-Involuntary	COMP CARD	8155793	750.00
YVR	25/04/2010	Denied Boarding Oversales-Involuntary	COMP CARD	8154693	750.00
YVR	25/04/2010	Denied Boarding Oversales-Involuntary	COMP CARD	8154740	750.00
YVR	14/09/2010	Denied Boarding Oversales-Involuntary	COMP CARD	8480195	750.00
YVR	14/09/2010	Denied Boarding Oversales-Involuntary	COMP CARD	8482877	750.00
YVR	14/09/2010	Denied Boarding Oversales-Involuntary	COMP CARD	8482880	750.00
YVR	14/09/2010	Denied Boarding Oversales-Involuntary	COMP CARD	8482891	750.00
YVR	12/08/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9281032	750.00
YVR	12/08/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9281054	750.00

YVR	12/08/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9281072	750.00
YVR	12/08/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9281075	750.00
YVR	16/12/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9558158	750.00
YVR	09/03/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9753328	750.00
YVR	10/03/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9753529	750.00
YVR	10/03/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9753530	750.00
YVR	10/03/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9753532	750.00
YVR	10/03/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9753533	750.00
YVR	10/03/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9753534	750.00
YVR	10/03/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9754319	750.00
YVR	12/03/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9755344	750.00
YVR	09/01/2010	Denied Boarding Oversales-Involuntary	COMP CARD	7905039	375.00
YVR	09/01/2010	Denied Boarding Oversales-Involuntary	COMP CARD	7905152	375.00
YVR	09/01/2010	Denied Boarding Oversales-Involuntary	COMP CARD	7905676	375.00
YVR	09/01/2010	Denied Boarding Oversales-Involuntary	COMP CARD	7905678	375.00
YVR	09/01/2010	Denied Boarding Oversales-Involuntary	COMP CARD	7905685	375.00
YVR	30/07/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9252155	375.00
YVR	23/12/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9572901	375.00
YVR	23/12/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9572902	375.00
YVC	15/04/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9837679	2,229.00
YVC	29/06/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9177533	1,500.00
YVC	29/06/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9177522	750.00
YVC	29/06/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9177527	750.00
YVC	30/09/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9391102	750.00
YVC	17/02/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9699684	750.00
YVC	15/04/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9837680	750.00
YVC	30/06/2012	Denied Boarding Oversales-Involuntary	COMP CARD	10078245	750.00
YVC	02/09/2012	Denied Boarding Oversales-Involuntary	COMP CARD	10256202	750.00
YVC	20/09/2012	Denied Boarding Oversales-Involuntary	COMP CARD	10304241	750.00
YVC	29/06/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9177497	375.00
YVC	29/06/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9177641	375.00
YVC	30/09/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9391114	375.00

YYC	29/01/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9650136	375.00
YYC	30/06/2012	Denied Boarding Oversales-Involuntary	COMP CARD	10078239	375.00
YYZ	02/10/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9394381	1,500.00
YYZ	12/03/2010	Denied Boarding Oversales-Involuntary	COMP CARD	8058688	750.00
YYZ	10/03/2011	Denied Boarding Oversales-Involuntary	COMP CARD	8931174	750.00
YYZ	07/03/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9747738	750.00
YYZ	07/03/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9747742	750.00
YYZ	07/03/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9747746	750.00
YYZ	09/03/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9750750	750.00
YYZ	09/03/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9750767	750.00
YYZ	09/03/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9750777	750.00
YYZ	09/03/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9750837	750.00
YYZ	09/03/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9750847	750.00
YYZ	09/03/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9750854	750.00
YYZ	09/03/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9750906	750.00
YYZ	09/03/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9750974	750.00
YYZ	09/03/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9750977	750.00
YYZ	12/03/2010	Denied Boarding Oversales-Involuntary	COMP CARD	8058660	375.00
YYZ	12/03/2010	Denied Boarding Oversales-Involuntary	COMP CARD	8058664	375.00
YYZ	12/03/2010	Denied Boarding Oversales-Involuntary	COMP CARD	8058688	375.00
YYZ	07/09/2010	Denied Boarding Oversales-Involuntary	COMP CARD	8468129	375.00
YYZ	09/03/2011	Denied Boarding Oversales-Involuntary	COMP CARD	8928276	375.00
YYZ	10/03/2011	Denied Boarding Oversales-Involuntary	COMP CARD	8931143	375.00
YYZ	10/03/2011	Denied Boarding Oversales-Involuntary	COMP CARD	8931148	375.00
YYZ	04/05/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9050126	375.00
YYZ	10/06/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9132358	375.00
YYZ	29/06/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9180268	375.00
YYZ	29/06/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9180452	375.00
YYZ	23/09/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9377835	375.00
YYZ	03/11/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9463453	375.00
YYZ	15/12/2011	Denied Boarding Oversales-Involuntary	COMP CARD	9558120	375.00
YYZ	07/03/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9747763	375.00

YYZ	07/03/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9747796	375.00
YYZ	08/03/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9750616	375.00
YYZ	09/03/2012	Denied Boarding Oversales-Involuntary	COMP CARD	9750889	375.00
YYZ	05/07/2012	Denied Boarding Oversales-Involuntary	COMP CARD	10093286	375.00
YYZ	14/10/2012	Denied Boarding Oversales-Involuntary	COMP CARD	10375508	375.00
YYZ	14/10/2012	Denied Boarding Oversales-Involuntary	COMP CARD	10375508	375.00

DBOV

Station Code	Case Received Date	Airport Reason Desc	Settlement Type Code	Case ID	Claim Vlu (GBP)
YUL	22/04/2012	Denied Boarding Other-Voluntary	COMP CARD	9858245	1,500.00
YUL	02/10/2011	Denied Boarding Other-Voluntary	COMP CARD	9394387	750.00
YUL	02/10/2011	Denied Boarding Other-Voluntary	COMP CARD	9394392	750.00
YUL	02/10/2011	Denied Boarding Other-Voluntary	COMP CARD	9394407	750.00
YUL	02/10/2011	Denied Boarding Other-Voluntary	COMP CARD	9394417	750.00
YUL	02/10/2011	Denied Boarding Other-Voluntary	COMP CARD	9394419	750.00
YUL	02/10/2011	Denied Boarding Other-Voluntary	COMP CARD	9394426	750.00
YUL	02/10/2011	Denied Boarding Other-Voluntary	COMP CARD	9394437	750.00
YUL	02/10/2011	Denied Boarding Other-Voluntary	COMP CARD	9394449	750.00
YUL	02/10/2011	Denied Boarding Other-Voluntary	COMP CARD	9394456	750.00
YUL	02/10/2011	Denied Boarding Other-Voluntary	COMP CARD	9394463	750.00
YUL	29/10/2011	Denied Boarding Other-Voluntary	COMP CARD	9452117	750.00
YUL	11/04/2010	Denied Boarding Other-Voluntary	COMP CARD	8117270	375.00
YVR	30/07/2011	Denied Boarding Other-Voluntary	COMP CARD	9252141	1,587.00
YVR	14/08/2012	Denied Boarding Other-Voluntary	COMP CARD	10209206	1,500.00
YVR	10/01/2010	Denied Boarding Other-Voluntary	COMP CARD	7908084	750.00
YVR	10/01/2010	Denied Boarding Other-Voluntary	COMP CARD	7908110	750.00
YVR	10/01/2010	Denied Boarding Other-Voluntary	COMP CARD	7908141	750.00
YVR	10/01/2010	Denied Boarding Other-Voluntary	COMP CARD	7908151	750.00
YVR	10/01/2010	Denied Boarding Other-Voluntary	COMP CARD	7908188	750.00
YVR	10/01/2010	Denied Boarding Other-Voluntary	COMP CARD	7908195	750.00
YVR	10/01/2010	Denied Boarding Other-Voluntary	COMP CARD	7908197	750.00
YVR	24/04/2010	Denied Boarding Other-Voluntary	COMP CARD	8155785	750.00
YVR	26/07/2011	Denied Boarding Other-Voluntary	COMP CARD	9240328	750.00
YVR	26/07/2011	Denied Boarding Other-Voluntary	COMP CARD	9240336	750.00
YYC	08/09/2010	Denied Boarding Other-Voluntary	COMP CARD	8468273	1,500.00
YYC	01/07/2011	Denied Boarding Other-Voluntary	COMP CARD	9183043	1,500.00

YYC	02/07/2011	Denied Boarding Other-Voluntary	COMP CARD	9185840	1,500.00
YYC	12/07/2012	Denied Boarding Other-Voluntary	COMP CARD	10115477	1,500.00
YYC	08/09/2010	Denied Boarding Other-Voluntary	COMP CARD	8468273	750.00
YYC	08/09/2010	Denied Boarding Other-Voluntary	COMP CARD	8468274	750.00
YYC	02/07/2011	Denied Boarding Other-Voluntary	COMP CARD	9186509	375.00
YYC	02/07/2011	Denied Boarding Other-Voluntary	COMP CARD	9186509	375.00
YYZ	14/09/2010	Denied Boarding Other-Voluntary	COMP CARD	8482937	750.00
YYZ	08/03/2012	Denied Boarding Other-Voluntary	COMP CARD	9750524	750.00
YYZ	11/03/2010	Denied Boarding Other-Voluntary	COMP CARD	8056603	375.00
YYZ	14/09/2010	Denied Boarding Other-Voluntary	COMP CARD	8483038	375.00
YYZ	15/09/2010	Denied Boarding Other-Voluntary	COMP CARD	8486138	375.00
YYZ	15/09/2010	Denied Boarding Other-Voluntary	COMP CARD	8486141	375.00
YYZ	15/09/2010	Denied Boarding Other-Voluntary	COMP CARD	8486144	375.00
YYZ	16/09/2010	Denied Boarding Other-Voluntary	COMP CARD	8486175	375.00
YYZ	16/09/2010	Denied Boarding Other-Voluntary	COMP CARD	8486180	375.00
YYZ	16/09/2010	Denied Boarding Other-Voluntary	COMP CARD	8486216	375.00
YYZ	14/10/2010	Denied Boarding Other-Voluntary	COMP CARD	8554192	375.00
YYZ	09/03/2011	Denied Boarding Other-Voluntary	COMP CARD	8928317	375.00
YYZ	16/06/2012	Denied Boarding Other-Voluntary	COMP CARD	10038442	375.00

DBSV

Station Code	Case Received Date	Airport Reason Desc	Settlement Type Code	Case ID	Claim Vlu (GBP)
YUL	11/04/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8117304	1,500.00
YUL	22/04/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9858258	1,500.00
YUL	22/04/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9858260	1,500.00
YUL	22/04/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9858262	1,500.00
YUL	11/04/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8117277	750.00
YUL	11/04/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8117293	750.00
YUL	11/04/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8117293	750.00
YUL	11/04/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8117301	750.00
YUL	11/04/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8117303	750.00
YUL	11/04/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8117309	750.00
YUL	11/04/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8117316	750.00
YUL	22/04/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9858132	750.00
YUL	22/04/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9858132	750.00
YUL	22/04/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9858163	750.00
YUL	22/04/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9858201	750.00
YUL	22/04/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9858247	750.00
YUL	22/04/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9858249	750.00
YUL	22/04/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9858250	750.00
YUL	22/04/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9858253	750.00
YUL	22/04/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9858256	750.00
YUL	22/04/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9858257	750.00
YUL	22/04/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9858259	750.00
YUL	22/04/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9858261	750.00
YUL	22/04/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9858263	750.00
YUL	29/08/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10245398	750.00
YUL	11/04/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8117270	375.00
YUL	09/11/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9477183	375.00

YUL	29/08/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10245398	375.00
YVR	26/07/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8372288	4,563.00
YVR	26/07/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8372375	2,250.00
YVR	26/07/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8372462	2,250.00
YVR	24/04/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8155794	1,581.00
YVR	24/04/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8154587	1,500.00
YVR	26/07/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8372361	1,500.00
YVR	26/07/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8372368	1,500.00
YVR	07/11/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8604446	1,500.00
YVR	07/11/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8604490	1,500.00
YVR	07/11/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8604491	1,500.00
YVR	13/08/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9283538	1,500.00
YVR	14/08/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9284625	1,500.00
YVR	15/08/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9285566	1,500.00
YVR	14/08/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10206279	1,500.00
YVR	14/08/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10206291	1,500.00
YVR	15/08/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9285564	1,125.00
YVR	24/04/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8154580	750.00
YVR	24/04/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8154583	750.00
YVR	24/04/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8154589	750.00
YVR	24/04/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8155795	750.00
YVR	25/04/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8154694	750.00
YVR	26/07/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8372314	750.00
YVR	26/07/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8372323	750.00
YVR	26/07/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8372327	750.00
YVR	26/07/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8372328	750.00
YVR	26/07/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8372331	750.00
YVR	26/07/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8372337	750.00
YVR	26/07/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8372339	750.00
YVR	26/07/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8372341	750.00
YVR	26/07/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8372345	750.00
YVR	26/07/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8372350	750.00

YVR	26/07/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8372353	750.00
YVR	26/07/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8372357	750.00
YVR	26/07/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8372360	750.00
YVR	26/07/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8372468	750.00
YVR	26/07/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8372469	750.00
YVR	14/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8480195	750.00
YVR	14/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8482897	750.00
YVR	14/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8482902	750.00
YVR	14/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8482904	750.00
YVR	14/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8482910	750.00
YVR	07/11/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8604452	750.00
YVR	07/11/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8604454	750.00
YVR	07/11/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8604465	750.00
YVR	07/11/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8604467	750.00
YVR	07/11/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8604468	750.00
YVR	07/11/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8604470	750.00
YVR	07/11/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8604471	750.00
YVR	25/07/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9237574	750.00
YVR	25/07/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9237576	750.00
YVR	25/07/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9237579	750.00
YVR	14/08/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9285479	750.00
YVR	14/08/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9285491	750.00
YVR	14/08/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9285495	750.00
YVR	15/08/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9285565	750.00
YVR	23/12/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9572902	750.00
YVR	14/08/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10206261	750.00
YVR	14/08/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10206261	750.00
YVR	14/08/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10209153	750.00
YVR	07/11/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8604454	375.00
YVR	13/09/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9350841	375.00
YVR	19/10/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9431469	375.00
YVR	26/10/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9445887	375.00

YVR	14/08/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10206273	375.00
YYC	17/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8488731	3,000.00
YYC	01/07/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9183164	3,000.00
YYC	12/07/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9207032	3,000.00
YYC	24/07/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9236432	2,250.00
YYC	30/06/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9180446	1,875.00
YYC	07/03/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8048816	1,500.00
YYC	04/08/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8394225	1,500.00
YYC	17/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8488681	1,500.00
YYC	18/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8491131	1,500.00
YYC	20/02/2011	Denied Boarding Oversales-Voluntary	COMP CARD	8888552	1,500.00
YYC	13/07/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9209911	1,500.00
YYC	30/09/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9392707	1,500.00
YYC	17/02/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9699694	1,500.00
YYC	06/04/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9818114	1,500.00
YYC	27/06/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10068861	1,500.00
YYC	29/09/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10331933	1,500.00
YYC	08/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8468273	750.00
YYC	08/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8468276	750.00
YYC	10/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8473429	750.00
YYC	18/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8491134	750.00
YYC	18/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8491137	750.00
YYC	18/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8491145	750.00
YYC	18/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8491150	750.00
YYC	18/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8491157	750.00
YYC	20/02/2011	Denied Boarding Oversales-Voluntary	COMP CARD	8888557	750.00
YYC	26/03/2011	Denied Boarding Oversales-Voluntary	COMP CARD	8971321	750.00
YYC	29/06/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9177535	750.00
YYC	29/06/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9178334	750.00
YYC	29/06/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9180252	750.00
YYC	02/07/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9185840	750.00
YYC	24/07/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9236433	750.00

YYC	25/07/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9237612	750.00
YYC	08/08/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9269671	750.00
YYC	22/09/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9373250	750.00
YYC	22/09/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9373251	750.00
YYC	22/09/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9373339	750.00
YYC	24/09/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9377973	750.00
YYC	24/09/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9377973	750.00
YYC	24/09/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9377977	750.00
YYC	24/09/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9377981	750.00
YYC	17/12/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9560844	750.00
YYC	17/02/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9699667	750.00
YYC	19/02/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9703501	750.00
YYC	19/02/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9703544	750.00
YYC	25/03/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9787812	750.00
YYC	25/03/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9787821	750.00
YYC	25/03/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9787828	750.00
YYC	25/03/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9787829	750.00
YYC	07/04/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9820769	750.00
YYC	27/06/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10068864	750.00
YYC	30/06/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10078239	750.00
YYC	02/07/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10080963	750.00
YYC	02/09/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10256202	750.00
YYC	26/09/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10322253	750.00
YYC	26/09/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10322255	750.00
YYC	08/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8468289	375.00
YYC	29/06/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9177491	375.00
YYC	21/09/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9373334	375.00
YYC	22/09/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9373272	375.00
YYC	30/09/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9391102	375.00
YYC	30/09/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9391114	375.00
YYC	04/11/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9467750	375.00
YYC	02/09/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10256157	375.00

YYZ	08/03/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9747913	1,500.00
YYZ	28/08/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10245214	1,500.00
YYZ	11/03/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8056603	750.00
YYZ	05/08/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8399870	750.00
YYZ	05/08/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8399871	750.00
YYZ	09/03/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9750838	750.00
YYZ	09/03/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9750868	750.00
YYZ	09/03/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9750872	750.00
YYZ	28/08/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10245214	750.00
YYZ	29/08/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10245233	750.00
YYZ	30/08/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10251485	750.00
YYZ	30/08/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10251485	750.00
YYZ	30/08/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10251492	750.00
YYZ	12/03/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8058658	375.00
YYZ	12/03/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8058662	375.00
YYZ	12/03/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8058663	375.00
YYZ	12/03/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8058665	375.00
YYZ	12/03/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8058667	375.00
YYZ	12/03/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8058669	375.00
YYZ	12/03/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8058672	375.00
YYZ	12/03/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8058673	375.00
YYZ	12/03/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8058675	375.00
YYZ	12/03/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8058676	375.00
YYZ	12/03/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8058678	375.00
YYZ	12/03/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8058679	375.00
YYZ	12/03/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8058680	375.00
YYZ	12/03/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8058683	375.00
YYZ	07/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8468118	375.00
YYZ	07/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8468119	375.00
YYZ	07/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8468123	375.00
YYZ	16/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8486182	375.00
YYZ	16/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8488577	375.00

YYZ	16/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8488610	375.00
YYZ	16/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8488614	375.00
YYZ	16/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8488615	375.00
YYZ	16/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8488622	375.00
YYZ	17/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8488654	375.00
YYZ	18/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8491070	375.00
YYZ	18/09/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8491074	375.00
YYZ	04/11/2010	Denied Boarding Oversales-Voluntary	COMP CARD	8601095	375.00
YYZ	29/06/2011	Denied Boarding Oversales-Voluntary	COMP CARD	9180287	375.00
YYZ	04/01/2012	Denied Boarding Oversales-Voluntary	COMP CARD	9593915	375.00
YYZ	17/06/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10038571	375.00
YYZ	17/06/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10038572	375.00
YYZ	17/06/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10038578	375.00
YYZ	17/06/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10038579	375.00
YYZ	07/11/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10452382	375.00
YYZ	07/11/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10452389	375.00
YYZ	07/11/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10452393	375.00
YYZ	07/11/2012	Denied Boarding Oversales-Voluntary	COMP CARD	10452395	375.00