

From lmackenzie@westjet.com Fri Jul 4 22:16:17 2014
Date: Fri, 4 Jul 2014 20:16:07 +0000
From: Lorne Mackenzie <lmackenzie@westjet.com>
To: Gabor Lukacs <lukacs@airpassengerrights.ca>, secretariat <secretariat@otc-cta.gc.ca>, Mike Redmond <Mike.Redmond@otc-cta.gc.ca>
Cc: Cathy Murphy <Cathy.Murphy@otc-cta.gc.ca>, Jeff Landmann <jlandmann@westjet.com>
Subject: RE: Answer to WestJet's motion for an extension [RE: Complaint concerning WestJet's policies and practices with respect to claims for delay, damage, and loss of baggage]

Dear Madam Secretary and Mr. Redmond,

Our response to Mr. Gabor's answer to WestJet's motion for an extension is as follows:

WestJet currently relies on IATA's Resolution 780 in its policy for successive carriage. Accordingly, we are currently seeking further information from IATA as such information is of paramount importance to this matter. It is absolutely vital that IATA provide input as this industry standard lies at the heart of WestJet's current policy with respect to claims involving successive carriage.

While some preliminary information has been received from IATA, further necessary information has not yet been received. To date, WestJet has made considerable and ongoing efforts to obtain this information before the deadline, but has not yet received the information it needs in order to properly respond in this matter.

WestJet respectfully requests the extension be granted on this basis.

Sincerely,

Lorne Mackenzie
Director Regulatory Affairs
WestJet
Tel: 403 444 6065

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

From: Gabor Lukacs [mailto:dr.gabor.lukacs@gmail.com] On Behalf Of Gabor Lukacs
Sent: Friday, July 04, 2014 8:12 AM
To: secretariat; Mike Redmond
Cc: Cathy Murphy; Jeff Landmann; Lorne Mackenzie
Subject: Answer to WestJet's motion for an extension [RE: Complaint concerning WestJet's policies and practices with respect to claims for delay, damage, and loss of baggage]

Dear Madam Secretar and Mr. Redmond,

Enclosed please find my answer to WestJet's motion for an extension.

Best wishes,
Dr. Gabor Lukacs