

Jerzy (George) Radzimirski
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Toronto, ON
M5A - 3M3

Toronto, Jan.14/2011

Mr. Stephen Hunter
President of
Sunwing Airlines Company
27 Fasken Drive
Toronto, ON
M9W -1K6

Re: Sunwing Vacation 7 day Package – Club Amigo Marea Del Portillo (CUBA) from Jan 13/2011 to Jan.20/2011 - Confirmation: 50859563; Booking No. 50859563.

Dear Mr. Hunter,

As long time Sunwing vacationers, who was using yours Airlines approx. 3 – 4 times every winter season for at least 5 or 6 years, (only this winter season in October my wife and I bought 7 days' package to Havana – hotel "Tropicoco", and in Nov. /Dec. - 7 days' package to Club Amigo Marea Del Portillo), and every time enjoying your reliable, very hospitable and honest service, we booked another 7 days' vacation to Club Amigo Marea Del Portillo. Reason for this very often vacationing in Cuba, using your 7 days' vacation packages is disability of my wife – Barbara. She suffer very deep progressing scoliosis with very rapidly progressing arthritis, and only relief from her constant, excruciating pain, especially during cold winter weather is warm, sunny Cuba(appr. medical assessment reports attached).

Unfortunately our last attempt to fly to Cuba using your company ended in disaster. Early morning on Jan. 13/2011, as usual when we taking 7 days' vacation package, we park our car on airport parking **at 5:10 a.m.**, and immediately, (knowing the Sunwing counter location in terminal 1) came to this place. As in early morning – there was no traffic in the short distance between parking and terminal 1 – Segment K, and airport parking shuttle took us there immediately. It didn't take more than approx. 5 – 8 min. As law obedient Sunwing customers, we begin waiting in long line with another Sunwing customers – it was **around 5:18 max. 5:20 a.m.** We knew that we are not late, because according Sunwing rule –**Check-in closes 60 minutes prior to departure for all flights from all airports in all countries. – and in addition to proof on our parking ticket with time 5:10, we have witnesses – passengers of Sunwing, who the same as we were waiting in this long line before 5:20 a.m.** I took names and tel. 3 of them, and they are willing confirm this time described facts. One of them is Mr. **Scott Alexander Wray who was waiting in line right in front of us, and traveled to Varadeiro at the same time as we at 6:20 a.m.** During time that

we were waiting in line Sunwing personnel announced 2 times that they are closing check - in for passengers to Las Vegas and Florida, **but never, ever announced that they are closing check – in to Cuba, and this fact can confirm all my 3 witnesses.** Finally, when we reach counter, young, lady ask us why we didn't come to the side counter to speed up our check-in - **it was already 5:55 a.m.** – I told her that, nobody announced that check – in to Cuba is closing. I was stunned, when she told me that she announced twice, and is over, and if I want, I can purchase fly ticket from other airlines, because Sunwing is flying to Manzanillo de Cuba only once a week. Because she was telling me obvious lie about announcement, I ask her about her name – She told me that her name is Shawna, I ask her again for her family name, and why she not wearing badge with her name, since I see that everybody from Sunwing is wearing one, and I ask her that I want to speak with supervisor. She told me that supervisor will come after when airplane departure and she will not tell me her family name and her badge is not for me. Generally speaking –she was very rude. During this “hot” conversation, another very nice lady from Sunwing personnel approached, and asks how she can help me. I explained her all situation, and she said that is too late, and she advised me to call Sunwing reservations, and give me tel. no. 905- 620-4955, and said that Sunwing's office working hours are 9 -5, and also gave us her name: Ms. Sara Quintanilla. In such situation we return home, and immediately after 9 a.m. I start calling – finally after **approx. one hour (sic!) lady from Sunwing pick up my call.** I explained above described situation, but she was not competent to help me, so I ask for address of your office, and again I was driving to airport to your office. The girl from reception desk, told me probably obvious story in such situation, that “ manager right now is on the meeting, and I should present my complain in the writing”. Fortunately for me, as long time employee of Ministry of Government Services – Consumer Right Protection Branch, I know my customer rights according ruling Consumer Protection Act and Tourism Act – so after approx. 0.5 hour waiting in Reception –Ms. Heather Metcalfe Vice President, Operations appeared. Mr. Hunter I must congratulate you, to have such excellent Vice President, professional PR “trouble shutter” as Ms. Metcalfe. She politely and patiently was listening to my story, and on my proposal of reimbursement or eventual replacement on another 7 days' vacation package to Cuba or other Carabien destination with eventual paying difference, if cost will exceeded previous one (C\$ 505.00 per person –C\$ 1010.00 total – copy of invoice attached). She told me, that she “will try to do, what will be possible”, and she will call me the same day, or next day. I was very surprised, that after a few hours, someone from her Sunwing's employees –colleagues call me, and informed me, that Ms. Metcalfe can only offer me to buy from Sunwings another 7 days' vacation package with discount approx. C\$ 10.00 –C\$ 15.00 compare to price advertised from on line offer. In such situation, I politely declined “generous” offer from Ms. Metcalfe, and call directly to her, reminding, that when we met in her office a few hours ago, she promised me, that she” will try to do whatever possible” to reimbursed me wholly with C\$ 1010.00 – with eventual modification that I already described.

Dear Mr. Hunter –since I was on airport on time – that is show on my airport parking ticket, and I have additional confirmations of this fact of 3 witnesses – I think that fault of this regretfully unfortunately incident is fully on Sunwing side, because Sunwing personnel not announced that they were closing check-in to Cuba, when we were waiting for long period of time in very long line, before reaching Sunwings employee (Shauna). I will really appreciate, if you will change Ms. H. Metcalfe decision and fully reimbursed us on the conditions proposed by me to Ms. Metcalfe.

As long time of Sunwing costumer, still want to believe that courteous and honest hospitality services of Sunwing company is still actual policy of your company, and such incidents as cases of cutting last night in 7 days' Sunwings vacation packages to Cuba described a few weeks ago in "Globe & Mail", are not norm, but sporadic event, the same as in my situation. As long time, retired employee of Ministry of Government Services – Consumer Right Protection Branch, I know that is very easy to tarnish good activity record of company, but is very difficult to build up very good one. For this reason, I am withholding sending copies of this letter with appr. comments, to below mentioned institutions until your response.

I still want to believe, that my relations with Sunwing Company can be long lasting and prosperous for both sides.

Sincerely,

George J. Radzimirski Ph. D., Pr. Eng.

C.c.

1. Ministry of Government Services – Consumer Right Protection Branch
2. Ontario Tourist Board – Ministry of Tourism
3. Ombudsman Ontario
4. Better Business Bureau
5. "Globe & Mail"
6. E-mail: cbc.ca\gopublic