



Thursday, April 3, 2014

Leslie and Nancy Jutasi

Ottawa, Ontario

Dear Mr. and Mrs. Jutasi,

Thank you for your letter dated March 10, 2014, addressed to Mark Williams, President of Sunwing Airlines Inc. ("Sunwing").

This letter will respond to the issues raised in your letter.

During any travel experience, we realize that we have opportunities to meet and/or exceed our customers' expectations. Regrettably, there are instances in which those expectations are not met and we understand that our passengers' travel experience is less than positive as a result. However, with our passengers' feedback, we are able to identify and rectify any shortcomings which allow us to introduce measures to prevent their recurrence.

Sunwing does not dispute that you had a confirmed reservation for Flight SWG 034 departing Ottawa to Orlando on January 11, 2014 at 06:30 a.m. However, Sunwing denies that it breached its obligations under its International Tariff.

Sunwing believes that it did make reasonable efforts to inform the passengers of flight SWG 034 of the delay. All passengers, upon check-in at the Ottawa airport on the morning of January 11, 2014 were advised that the flight would be delayed until 9.15 p.m. later that day.

Sunwing did not become aware until late into the evening of January 10, 2014 that the flight would be delayed beyond its original scheduled departure time.

Sunwing denies that the flight was cancelled; therefore, Sunwing's International Tariff Rule 15(1)(f) is not applicable. Accordingly, there was no legal requirement for Sunwing to rebook passengers on another flight or another airline.

Continued on page 2

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Page 2 of 2

To Sunwing's knowledge, United States Customs at Orlando Sanford International Airport does not operate on a 24-hour basis.

Sunwing apologizes that the extra legroom seating you purchased was not available for your outbound flight. Sunwing has authorized a reimbursement in the full amount of \$80.00 paid for this seating which will be applied as a credit to the original form of payment on file.

In addition, noting that you did not receive a taxi voucher, Sunwing has also authorized a reimbursement in the amount of \$50.00 towards any transportation expenses you may have incurred upon your return journey to Ottawa airport on the evening of January 11, 2014.

In recognition of your upset, please find attached two future travel vouchers, each in the amount of \$150.00.

Given that Sunwing has met all of its contractual obligations with respect to this delay, Sunwing is unable to meet your request for additional compensation as set out in your letter.

We apologize for any upset caused due to the delay and hope that you will utilize the vouchers to travel with Sunwing in the future.

Sincerely,

Joanne Dhue

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National Director, Customer Relations Sunwing
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