

WITNESSED STATEMENT OF CHRISTOPHER C. JOHNSON

(November 27, 2015)

I, **CHRISTOPHER C. JOHNSON**, of the Town of Kanata, in the Province of Ontario, DO SOLEMNLY DECLARE THAT:

1. I am one of the applicants, and as such, I have personal knowledge of the information set out below, which is to my knowledge true, accurate, and complete.

2. I held the following confirmed itinerary on flights of Air Canada:

Flight	Date	Depart	Arrive
AC 888	Dec 4, 2013	Ottawa (YOW) 21:45	London (LHR) 09:35 (+1)
AC 889	Dec 10, 2013	London (LHR) 13:00	Ottawa (YOW) 15:45

A copy of the electronic ticket is attached and marked as Exhibit "A".

3. On December 10, 2013, Flight AC 889 from London to Ottawa was first delayed for more than four hours (with passengers on board), and then cancelled. A copy of the email notification about the cancellation is attached and marked as Exhibit "B".

4. I have no personal knowledge of the cause of the cancellation, and I hold Air Canada to the strict burden of proof to establish same.

5. After deplaning the aircraft, Air Canada's agents asked for 20 volunteers to stay in London for the night and to be transported the next day. My understanding is that passengers who did not volunteer were transported on other Air Canada flights on the same day (December 10, 2013). I volunteered to stay in London for the night with the clear understanding that Air Canada would provide me with accommodation and meals.

6. One of Air Canada's agents told me to collect my checked baggage in the Arrivals Area and that there would be a van outside the Arrivals Area to take us to a local hotel where we would be provided with a room and a meal voucher.

7. I did as I was told, collected my checked baggage, and waited outside the Arrivals Area for almost 30 minutes. I saw neither a van nor anyone else from the group of 20 volunteers.

8. I then re-entered the terminal, and asked an attendant at the information desk to contact any Air Canada service staff who might still be available. The attendant was unable to locate any Air Canada representative even after making announcements over the Arrivals area PA system, going into the restricted area (where I could not go), and attempting to call Air Canada's phone at Terminal 3. There were no Air Canada agents at the check-in desks either, because the last flight for the day had already departed.

9. At this point, at approximately 8 pm, I phoned Air Canada Reservations in Montreal, Canada, and spoke to an agent by the name of Louise M. She also attempted to contact Air Canada agents on the Terminal 3 premises, but was unable to reach anyone. Subsequently, the agent advised me to seek my own accommodation and dinner, and then seek reimbursement from Air Canada after the fact.

10. I obtained accommodation for the night at the Holiday Inn at the airport through British Hotels Reservations Centre for the cost of GBP 257.96, which was charged to my credit card as CAD\$461.77. This cost included transportation to and from the hotel, and a breakfast. I booked my accommodation through the Centre because it was cheaper than through the hotel directly. A copy of the booking confirmation and the credit card slip is attached and marked as Exhibit "C".

11. On December 10, 2013, I had a dinner at the Holiday Inn for the cost of GBP 38.99, which was billed to my credit card as CAD \$69.79. A copy of my credit card statement, showing the charges for my accommodation and meal, is attached and marked as Exhibit "D".

12. On December 17, 2013, I requested that Air Canada reimburse me for the out-of-pocket expenses that I have incurred: CAD\$461.77 for accommodation and \$69.79 for a meal.

13. On December 22, 2013, Air Canada refused my request for full reimbursement on the basis that:

In an delay or cancel situation such as the one you encountered, our hotel accommodation policy allows up to \$100 reimbursement towards your claim. For meals we allow \$7 for breakfast, \$10 lunch and \$15 for dinner.

A copy of Air Canada's email of December 22, 2013 is attached and marked as Exhibit "E".

14. A copy of the email I sent to Air Canada on January 3, 2014 is attached and marked as Exhibit "F".

15. A copy of the email I sent to Air Canada on January 9, 2014 is attached and marked as Exhibit "G".

16. A copy of Air Canada's response, dated January 15, 2014, is attached and marked as Exhibit "H".

17. A copy of the email I sent to Mr. Calin Rovinescu, Air Canada's President and CEO, and other Air Canada staff, is attached and marked as Exhibit "I".

18. A copy of Air Canada's response, dated February 4, 2014, is attached and marked as Exhibit "J".

19. A copy of Air Canada's response, dated February 6, 2014, is attached and marked as Exhibit "K".

20. A copy of the email I sent to Air Canada on February 6, 2014 is attached and marked as Exhibit "L".

21. A copy of Air Canada's response, dated February 21, 2014, is attached and marked as Exhibit "M".

22. Subsequently, I received from Air Canada a cheque for the amount of CAD\$222.00. I have received no further payment from Air Canada in relation to this claim.

SIGNED in the Town of Kanata,
in the Province of Ontario,
on November 27, 2015, in the presence
of:

CHRISTOPHER C. JOHNSON

Witness signature

Print Witness Name:

LIST OF EXHIBITS

- A. Booking confirmation sent by Air Canada on November 28, 2013
- B. Cancellation notification, sent by Air Canada on December 10, 2013 at 17:59 GMT
- C. Hotel booking confirmation and credit card slip, dated December 10, 2013
- D. Visa statement for the period November 26 to December 23, 2013
- E. Email of Air Canada to Mr. Johnson, dated December 22, 2013
- F. Email of Mr. Johnson to Air Canada, dated January 3, 2014
- G. Email of Mr. Johnson to Air Canada, dated January 9, 2014
- H. Email of Air Canada to Mr. Johnson, dated January 15, 2014
- I. Email of Mr. Johnson to Mr. Rovinescu and others, dated January 17, 2014
- J. Email of Air Canada to Mr. Johnson, dated February 4, 2014
- K. Email of Air Canada to Mr. Johnson, dated February 6, 2014
- L. Email of Mr. Johnson to Air Canada, dated February 6, 2014
- M. Email of Air Canada to Mr. Johnson, dated February 21, 2014

This is **Exhibit “A”** to the
Witnessed Statement
of Christopher C. Johnson
dated November 27, 2015.

Date: Thu, 28 Nov 2013 21:02:29 +0000
From: confirmation@aircanada.ca
To: ccjohnson@sympatico.ca
Subject: Air Canada - 04-Dec: Ottawa - London (booking ref: PBK77V) - booking modified

***** PLEASE DO NOT REPLY TO THIS E-MAIL *****

Confirmation

Your passenger information has been successfully updated

Your passenger information is confirmed. Please print/retain this page for your financial records (e.g. for taxation, expense claim or payment card reconciliation purposes). We thank you for choosing Air Canada and look forward to welcoming you on board.

Booking Information

Booking Reference: **PBK77V**

This is your confirmation

Main Contact:

Mr Christopher Johnson
ccjohnson@sympatico.ca
Mobile: [REDACTED]
Home: [REDACTED]

Online Services

- [Manage](#) my booking online (view/change my booking; select seats*).
- [Select Seats](#)
- [Maple Leaf Lounge | Meal Vouchers | On My Way](#)
- [Check-in online](#) and print my boarding pass.

* [Can my booking be changed online?](#)

Customer Care

Air Canada
03 6072111

Flight Arrivals and Departures
03 6072111


Flight Itinerary

Flight	From	To	Stops	Duration	Aircraft	Fare Type
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AC888	Ottawa, Ottawa Int'l (YOW) Wed 04-Dec 2013 21:45	London, Heathrow (LHR) Thu 05-Dec 2013 09:35 - Terminal 3	0	6hr50	<u>763</u>	<u>Tango,</u> K
AC889	London, Heathrow (LHR) Tue 10-Dec 2013 13:00 - Terminal 3	Ottawa, Ottawa Int'l (YOW) Tue 10-Dec 2013 15:45	0	7hr45	<u>763</u>	<u>Tango,</u> K

Passenger Information

1: Mr Christopher Johnson : Adult (16+), Ticket Number: 0142127721484

Air Canada - Aeroplan :		Meal Preference :	Regular
Payment Card:	xxxx-xxxx-xxxx-3998	Special Needs:	None
Seat Selection:	AC888 16C , AC889 16C		

This is **Exhibit “B”** to the
Witnessed Statement
of Christopher C. Johnson
dated November 27, 2015.

Date: Tue, 10 Dec 2013 17:59:02 +0000

> From: flightnotification@aircanada.ca

> Subject: Air Canada Flight Notification - AC0889 - Cancellation

> To: ccjohnson@sympatico.ca

>

> We regret to inform you that the flight you are tracking with Air Canada Flight Notification has been cancelled.

>

> Flight Number: AC0889

>

> Scheduled:

> Departing London (UK) on December 10, 2013 @ 13:00

> Arriving in Ottawa December 10, 2013 @ 15:45

>

> We apologize for the inconvenience this may have caused.

>

> You can view all your available flight notification messages here:

> <http://mymessages.aircanada.com/en/8myjHiWNQW7kIq3mStA>

>

> *This is an automated message, please do not reply to this e-mail*

>

> *****

>

> Voted the Best Airline in North America four years running -- Skytrax World Airline Awards 2013.

>

> Meilleur transporteur aérien en Amérique du Nord pour la quatrième année -- Skytrax World Airline Awards 2013.

>

> *****

>

>

> ----- Disclaimer/Avertissement -----

> This email and any files transmitted with it are privileged, confidential,
> and intended solely for the use of the individual or entity to whom they
> are addressed. Views expressed are those of the author and not necessarily those
> of the Corporation or its affiliates. Any unauthorized use or disclosure is
> prohibited. Please notify the sender if you have received this email in error.
> Thank you for your co-operation.

>

> Le présent courriel et, s'il y a lieu, ses pièces jointes constituent des
> renseignements confidentiels et destinés au seul usage de leurs destinataires,
> qu'il s'agisse de particuliers ou d'organismes. Les opinions qui y sont
> exprimées sont celles de l'auteur et ne correspondent pas nécessairement
> celles de l'entreprise ou de ses affiliés. Il est interdit d'utiliser ou de
> divulguer ces renseignements sans autorisation. Si vous avez reçu ce courriel

- > par erreur, veuillez communiquer avec son expéditeur. Nous vous remercions de
- > votre collaboration.
- > -----

This is **Exhibit “C”** to the
Witnessed Statement
of Christopher C. Johnson
dated November 27, 2015.



We Know London



Booking Confirmation - T3136534 - 1

Hotel Details

Hotel Name : **Holiday Inn London Heathrow Ariel** Hotel Reference:
BHRC2
 Hotel Address : **118 Bath Road, Hayes, London Heathrow, United Kingdom, UB3 5AJ**
 Tel : 0871 942 9040

Visit Details

Guest name: **Mr Johnson Charles**
 Check In: **10 Dec 2013** ETA: Check Out: **11 Dec 2013**
 No of Rooms : **1** Nights: **1** Guest per Room: **1**
 Room Type: **Single Ensuite**

Note: Hotel booking was made at the airport using this booking service.

10 Dec 2013 Breakfast Included

Additional Requirements

Payment mode:

BHRC voucher

Please adjust in the final bill

British Hotels
 Reservation Centre
 Heathrow Airport T3
 Arrivals
 Hounslow, Middlesex
 TW8M 6AN

MID: 76001 TID: 4466
 10-12-2013 20:13:08
 BATCH: 00001565
 ICC

AID: A0000000031010
 APP LABEL: VISA
 TRANS TYPE: 0
 TRC: B24486AB02465C4
 TVR: 000000000000 TSI: F800
 CVMR: 410302
 VISA XXXX XXXX 3998
 SALE

TOTAL £257.95

PERMISSION TO DEBIT
 ACCOUNT

PIN VERIFIED
 AUTH CODE: 001317

PLEASE KEEP RECEIPT FOR
 YOUR OWN RECORDS
 CUSTOMER COPY

Cancellation Policy

1 Day prior to 12:00 hrs Hotel time on Day of Arrival to avoid cancellation charges of 100 % on Entire Stay

Sold at: Heathrow Terminal 3, Terminal 3 Arrivals Hall, Heathrow Airport
Enquiries Tel: 020 8759 8797 **E-Mail:** customer.services@bhrc.co.uk **Web:** <http://www.bhrconline.com/>
Sent by: Teresa Fedullo **Date:** 10 Dec 2013

All reservations made on behalf of our Clients are made in good faith and BHRC accept no liability whatsoever for non-arrival charges or cancellation charges. The Hotel should obtain authorisation of charges on Guest credit cards prior to their arrival as BHRC will not accept responsibility for incorrect or invalid credit card details. British Hotel Reservation Centre (BHRC) and The Corporate Team are divisions of The Polyglobe Group. The Polyglobe Group is the trading name of Polyglobe Ltd registered in England No. 484213

This is **Exhibit “D”** to the
Witnessed Statement
of Christopher C. Johnson
dated November 27, 2015.

This is **Exhibit “E”** to the
Witnessed Statement
of Christopher C. Johnson
dated November 27, 2015.

[Print](#)[Close](#)

**Issue#:ABDA-SPVDCE:12/17/2013
10:48:47:Hotel and Delayed Flight
Reimbursement**

From: support@help-aircanada.com
Sent: December-22-13 6:56:32 PM
To: ccjohnson@sympatico.ca

=====
Please do not change the Subject Line - Veuillez ne pas
modifier le Sujet de ce courriel
=====

Dear Mr. Johnson,

Thank you for your email. We appreciate the time you have taken to contact us and we are grateful for an opportunity to try to address your concerns.

Our records confirm that AC889 was cancelled due to mechanical requirements.

While we make every effort to operate our flights as scheduled, regrettably, delays sometimes occur. In these circumstances, it is very important to ensure that the needs of all affected customers are being met. When handled with courtesy and professionalism, most passengers will accept the inconvenience and understand that their safe travel must always be our first priority. We realize how important on-time departures are for our customers, and certainly regret the inconvenience you experienced as a result of this delay.

As there are instances where avoiding a flight delay is impossible, times shown on tickets are not guaranteed.

In an delay or cancel situation such as the one you encountered, our hotel accommodation policy allows up to \$100 reimbursement towards your claim. For meals we allow \$7 for breakfast, \$10 lunch and \$15 for dinner. Should you send in your receipts for the above mentioned items, we will submit for consideration of refund. Please send to:

Air Canada Centre 3700 - Hangar 101
8050 2nd St NE
Calgary, AB
T2E 7H6
REF-ABDA-SPVDCE

In addition to reimbursement for accommodation and meals, as a gesture of goodwill, we are pleased to offer you a one time saving of 25% off of the base fare on your next booking at aircanada.com.

To receive your discount, enter the one time use Promotion Code JEW3G2K1 in the Promo Code box at www.aircanada.com when you make your booking. This offer is valid for one year from today.

This means the booking and travel must be completed within the year. It is available on a new booking only and applies to a maximum of two passengers, provided both passengers are booked at the same time.

The discount applies exclusively on published fares for Air Canada, Air Canada Express and Air Canada rouge designated flights. Flight pass purchases are not eligible for the discount and promo codes cannot be combined with other discount codes.

Please note the fare displayed on the Select Flights screen will reflect the discount rounded to the nearest dollar.

Thank you for contacting us. We hope we will have the opportunity to welcome you on board again in the near future.

Warm Regards,
Harmony
Customer Relations

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

From: ccjohnson@sympatico.ca
Sent: 17/12/2013 08:48 AM
Subject: Hotel and Delayed Flight Reimbursement

On Tuesday, 10 December 2013, my flight (889) from London (England) to Ottawa (Canada) was cancelled due to a mechanical problem; this, after sitting on the aircraft for approximately four hours until the cancellation decision was made. After deplaning the service staff asked for 20 volunteers to stay behind. The remaining passengers were to be accommodated on other Air Canada flights. I elected to volunteer to stay behind.

One of the service staff told me to collect my luggage in the Arrivals Area and there would be a van outside the Arrivals Area to take us to a local hotel where we would be provided with a room and a meal voucher. I did as I was told and waited outside for almost 30 minutes. I saw neither a van nor anybody else I recognized from the group of 20 volunteers. I then re-entered the Terminal and asked one of the ladies at the information desk to contact any Air Canada service staff still available. This proved to be fruitless, even when she ventured

into the restricted areas where I could not go and used the Arrivals area PA system. She also tried the Air Canada Terminal 3 phone number, still with no success. There were also no Air Canada personnel at the Check-in desk as the last flight of the day had already departed.

At this point in time it was about 8 PM and I then phoned the Air Canada Reservation number in Montreal, Canada. Louise M. took my call and also attempted to contact any Air Canada staff still on the Terminal 3 premises. This also proved fruitless. We agreed that my only course of action was to arrange for my own accommodation and dinner and then seek reimbursement after the fact. This leads us into the purpose of this email.

In order to receive reimbursement to whom do I send a copy of my receipts, along with the actual Canadian value as evidenced by my Visa statement?

- a. Hotel, Holiday Inn Express - 257.95 pounds/\$461.77 Canadian (this includes transport to and from the hotel and breakfast); and
- b. Dinner - 38.99 pounds - \$69.79 Canadian

What other compensation will be provided given that I suffered a 24 hour delay in returning to Ottawa, due to a mechanical problem on your aircraft?

Regards,

Chris Johnson
613-270-8959
ccjohnson@sympatico.ca

This is **Exhibit “F”** to the
Witnessed Statement
of Christopher C. Johnson
dated November 27, 2015.

[Print](#)[Close](#)

RE: Issue#:ABDA-SPVDCE:12/17/2013 10:48:47:Hotel and Delayed Flight Reimbursement

From: ccjohnson@sympatico.ca
Sent: January-03-14 6:18:37 PM
To: support@help-aircanada.com (support@help-aircanada.com)

Harmony,

Thanks for your reply. I would ask that you reconsider your current policy stance insofar as my request for reimbursement due to a flight cancellation is concerned. Your reimbursement amounts are significantly less than the actual and reasonable costs I incurred as a result of the flight cancellation. The dollar values for both my room and meals represent the bare minimum associated with staying in the London/Heathrow. I don't believe anybody would suggest that I tried to take advantage of Air Canada in that I stayed as a Holiday Inn Express and had a meal in their restaurant. Food and accommodations anywhere in the London area are quite expensive when compared to similar Canadian values and Air Canada's reimbursement policies must reflect these differences.

I would also point out that the other passengers who managed to meet up with one of your on-site representatives were provided with a free room (not sure which hotel) and meal vouchers of enough value to pay for both a reasonable dinner and breakfast. I did point out that I made all reasonable effort to contact one of your on-site representatives to no avail; even going so far as to phone your Montreal Reservations Office to see if they could contact any of your on-site representatives.

Lastly, I would like to remind you of a recent Canadian Transportation Agency ruling a few months ago with respect to flight delays or cancellations.

*"As of September 18, 2013 Air Canada must pay passengers who are bumped from flights without their permission between \$200 and \$800 cash depending on the length of the resulting delay. For a delay of less than 2 hours, the compensation will be \$200; for a delay between 2 and 6 hours it will be \$400; and for a **6-hour delay or longer, \$800**. The CTA also ruled that passengers can now insist on receiving cash rather than travel vouchers, and that vouchers must be issued at a 1 to 3 ratio, that is that \$1 in cash equal to \$3 in travel vouchers.*

*In a separate decision, the CTA also found that it was unreasonable for Porter Airlines to refuse to refund the fare paid by a passenger because of the airline's cancellation of a flight. It ordered Porter to refund fares for cancelled flights as well as **reasonable expenses for flight delays**. It also said that Porter's policies were unclear. Porter Airlines has been given until the end of September 2013 to revise its relevant tariff provisions.*

With the above in mind I am requesting that you reconsider your previous stance and agree to provide full reimbursement for all reasonable expenses associated with my overnight stay in London as a result of a mechanical problem with your aircraft.

I am also requesting compensation in keeping with the Canadian Transportation Agency's

ruling. My preference would be for a travel voucher with a value of \$2400 (3 X the \$800 cash award stipulated by the Canadian Transportation Agency).

regards,

Chris Johnson

613-270-8959

> From: support@help-aircanada.com

> To: ccjohnson@sympatico.ca

> Subject: Issue#:ABDA-SPVDCE:12/17/2013 10:48:47:Hotel and Delayed Flight Reimbursement

> Date: Sun, 22 Dec 2013 10:56:31 -0800

>

>

=====
> Please do not change the Subject Line - Veuillez ne pas modifier le Sujet de ce courriel

>

=====
> Dear Mr. Johnson,

>

>

> Thank you for your email. We appreciate the time you have taken to contact us and we are grateful for an opportunity to try to address your concerns.

>

> Our records confirm that AC889 was cancelled due to mechanical requirements.

>

> While we make every effort to operate our flights as scheduled, regretfully, delays sometimes occur. In these circumstances, it is very important to ensure that the needs of all affected customers are being met. When handled with courtesy and professionalism, most passengers will accept the inconvenience and understand that their safe travel must always be our first priority. We realize how important on-time departures are for our customers, and certainly regret the inconvenience you experienced as a result of this delay.

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> As there are instances where avoiding a flight delay is impossible, times shown on tickets are not guaranteed.

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> In an delay or cancel situation such as the one you encountered, our hotel accommodation policy allows up to \$100 reimbursement towards your claim. For meals we allow \$7 for breakfast, \$10 lunch and \$15 for dinner. Should you send in your receipts for the above mentioned items, we will submit for consideration of refund. Please send to:

>

> Air Canada Centre 3700 - Hangar 101

> 8050 2nd St NE

> Calgary, AB

> T2E 7H6

> REF-ABDA-SPVDCE

>

>

> In addition to reimbursement for accommodation and meals, as a gesture of goodwill, we are pleased to offer you a one time saving of 25% off of the base fare on your next booking at aircanada.com.

>

> To receive your discount, enter the one time use Promotion Code JEW3G2K1 in the

Promo Code box at www.aircanada.com when you make your booking. This offer is valid for one year from today.

>
> This means the booking and travel must be completed within the year. It is available on a new booking only and applies to a maximum of two passengers, provided both passengers are booked at the same time.

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> The discount applies exclusively on published fares for Air Canada, Air Canada Express and Air Canada rouge designated flights. Flight pass purchases are not eligible for the discount and promo codes cannot be combined with other discount codes.

>
> Please note the fare displayed on the Select Flights screen will reflect the discount rounded to the nearest dollar.

>
> Thank you for contacting us. We hope we will have the opportunity to welcome you on board again in the near future.

>
>
> Warm Regards,
> Harmony
> Customer Relations

>
> ----- Original Message -----

>
> From: ccjohnson@sympatico.ca
> Sent: 17/12/2013 08:48 AM
> Subject: Hotel and Delayed Flight Reimbursement

>
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> On Tuesday, 10 December 2013, my flight (889) from London (England) to Ottawa (Canada) was cancelled due to a mechanical problem; this, after sitting on the aircraft for approximately four hours until the cancellation decision was made. After deplaning the service staff asked for 20 volunteers to stay behind. The remaining passengers were to be accommodated on other Air Canada flights. I elected to volunteer to stay behind.

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> One of the service staff told me to collect my luggage in the Arrivals Area and there would be a van outside the Arrivals Area to take us to a local hotel where we would be provided with a room and a meal voucher. I did as I was told and waited outside for almost 30 minutes. I saw neither a van nor anybody else I recognized from the group of 20 volunteers. I then re-entered the Terminal and asked one of the ladies at the information desk to contact any Air Canada service staff still available. This proved to be fruitless, even when she ventured into the restricted areas where I could not go and used the Arrivals area PA system. She also tried the Air Canada Terminal 3 phone number, still with no success. There were also no Air Canada personnel at the Check-in desk as the last flight of the day had already departed.

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> At this point in time it was about 8 PM and I then phoned the Air Canada Reservation number in Montreal, Canada. Louise M. took my call and also attempted to contact any Air Canada staff still on the Terminal 3 premises. This also proved fruitless. We agreed that my only course of action was to arrange for my own accommodation and dinner and then seek reimbursement after the fact. This leads us into the purpose of this email.

>
> In order to receive reimbursement to whom do I send a copy of my receipts, along with the actual Canadian value as evidenced by my Visa statement?

- >
- > a. Hotel, Holiday Inn Express – 257.95 pounds/\$461.77 Canadian (this includes transport to and from the hotel and breakfast); and
- > b. Dinner – 38.99 pounds - \$69.79 Canadian
- >
- > What other compensation will be provided given that I suffered a 24 hour delay in returning to Ottawa, due to a mechanical problem on your aircraft?
- >
- > Regards,
- >
- > Chris Johnson
- > 613-270-8959
- > ccjohnson@sympatico.ca

This is **Exhibit “G”** to the
Witnessed Statement
of Christopher C. Johnson
dated November 27, 2015.

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FW: Issue#:ABDA-SPVDCE:12/17/2013 10:48:47:Hotel and Delayed Flight Reimbursement

From: ccjohnson@sympatico.ca
Sent: January-09-14 11:52:57 PM
To: nick.careen@aircanada.ca (nick.careen@aircanada.ca)

Mr. Careen,

Enclosed is a series of emails between me and your customer relations staff. I have yet to receive a reply to my query of last Fri. As you will be able to discern my disagreement centres around reimbursement for a mechanical-caused delay I encountered in early Dec 13 while returning from London to Ottawa. I can assure you that a Heathrow Holiday Inn Express room and a simple meal at that same hotel was hardly extravagant. Over my many years of passenger travel with Air Canada (current Aeroplan 50K status) I have encountered a few similar delays where my hotel and meal costs were fully covered. I have also been provided with some substantial compensation for previous delays. While I appreciate that your airline strives to reduce costs, please don't try to save cash by picking my pocket.

I'm hopeful that your intervention will resolve this matter in an amicable manner.

I look forward to your reply.

regards,

Chris Johnson
Colonel
Canadian Armed Forces

613-270-8959

From: ccjohnson@sympatico.ca
To: support@help-aircanada.com
Subject: RE: Issue#:ABDA-SPVDCE:12/17/2013 10:48:47:Hotel and Delayed Flight Reimbursement
Date: Fri, 3 Jan 2014 18:18:36 +0000

Harmony,

Thanks for your reply. I would ask that you reconsider your current policy stance insofar as my request for reimbursement due to a flight cancellation is concerned. Your reimbursement amounts are significantly less than the actual and reasonable costs I incurred as a result of the flight cancellation. The dollar values for both my room and meals represent the bare minimum associated with staying in the London/Heathrow. I don't believe anybody would suggest that I tried to take advantage of Air Canada in that I stayed as a Holiday Inn Express and had a meal in their restaurant. Food and

accommodations anywhere in the London area are quite expensive when compared to similar Canadian values and Air Canada's reimbursement policies must reflect these differences.

I would also point out that the other passengers who managed to meet up with one of your on-site representatives were provided with a free room (not sure which hotel) and meal vouchers of enough value to pay for both a reasonable dinner and breakfast. I did point out that I made all reasonable effort to contact one of your on-site representatives to no avail; even going so far as to phone your Montreal Reservations Office to see if they could contact any of your on-site representatives.

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regards,

Chris Johnson
613-270-8959

> From: support@help-aircanada.com
> To: ccjohnson@sympatico.ca
> Subject: Issue#:ABDA-SPVDCE:12/17/2013 10:48:47:Hotel and Delayed Flight Reimbursement
> Date: Sun, 22 Dec 2013 10:56:31 -0800

>
>

=====
> Please do not change the Subject Line - Veuillez ne pas modifier le Sujet de ce courriel

>

>

> Dear Mr. Johnson,

>

- >
- > Thank you for your email. We appreciate the time you have taken to contact us and we are grateful for an opportunity to try to address your concerns.
- >
- > Our records confirm that AC889 was cancelled due to mechanical requirements.
- >
- > While we make every effort to operate our flights as scheduled, regretfully, delays sometimes occur. In these circumstances, it is very important to ensure that the needs of all affected customers are being met. When handled with courtesy and professionalism, most passengers will accept the inconvenience and understand that their safe travel must always be our first priority. We realize how important on-time departures are for our customers, and certainly regret the inconvenience you experienced as a result of this delay.
- >
- > As there are instances where avoiding a flight delay is impossible, times shown on tickets are not guaranteed.
- >
- > In an delay or cancel situation such as the one you encountered, our hotel accommodation policy allows up to \$100 reimbursement towards your claim. For meals we allow \$7 for breakfast, \$10 lunch and \$15 for dinner. Should you send in your receipts for the above mentioned items, we will submit for consideration of refund. Please send to:
- >
- > Air Canada Centre 3700 - Hangar 101
- > 8050 2nd St NE
- > Calgary, AB
- > T2E 7H6
- > REF-ABDA-SPVDCE
- >
- >
- > In addition to reimbursement for accommodation and meals, as a gesture of goodwill, we are pleased to offer you a one time saving of 25% off of the base fare on your next booking at aircanada.com.
- >
- > To receive your discount, enter the one time use Promotion Code JEW3G2K1 in the Promo Code box at www.aircanada.com when you make your booking. This offer is valid for one year from today.
- >
- > This means the booking and travel must be completed within the year. It is available on a new booking only and applies to a maximum of two passengers, provided both passengers are booked at the same time.
- >
- > The discount applies exclusively on published fares for Air Canada, Air Canada Express and Air Canada rouge designated flights. Flight pass purchases are not eligible for the discount and promo codes cannot be combined with other discount codes.
- >
- > Please note the fare displayed on the Select Flights screen will reflect the discount rounded to the nearest dollar.
- >
- > Thank you for contacting us. We hope we will have the opportunity to welcome you on board again in the near future.
- >
- >
- > Warm Regards,
- > Harmony
- > Customer Relations

>
> ----- Original Message -----
>
> From: ccjohnson@sympatico.ca
> Sent: 17/12/2013 08:48 AM
> Subject: Hotel and Delayed Flight Reimbursement
>
>
> On Tuesday, 10 December 2013, my flight (889) from London (England) to Ottawa (Canada) was cancelled due to a mechanical problem; this, after sitting on the aircraft for approximately four hours until the cancellation decision was made. After deplaning the service staff asked for 20 volunteers to stay behind. The remaining passengers were to be accommodated on other Air Canada flights. I elected to volunteer to stay behind.
>
> One of the service staff told me to collect my luggage in the Arrivals Area and there would be a van outside the Arrivals Area to take us to a local hotel where we would be provided with a room and a meal voucher. I did as I was told and waited outside for almost 30 minutes. I saw neither a van nor anybody else I recognized from the group of 20 volunteers. I then re-entered the Terminal and asked one of the ladies at the information desk to contact any Air Canada service staff still available. This proved to be fruitless, even when she ventured into the restricted areas where I could not go and used the Arrivals area PA system. She also tried the Air Canada Terminal 3 phone number, still with no success. There were also no Air Canada personnel at the Check-in desk as the last flight of the day had already departed.
>
> At this point in time it was about 8 PM and I then phoned the Air Canada Reservation number in Montreal, Canada. Louise M. took my call and also attempted to contact any Air Canada staff still on the Terminal 3 premises. This also proved fruitless. We agreed that my only course of action was to arrange for my own accommodation and dinner and then seek reimbursement after the fact. This leads us into the purpose of this email.
>
> In order to receive reimbursement to whom do I send a copy of my receipts, along with the actual Canadian value as evidenced by my Visa statement?
>
> a. Hotel, Holiday Inn Express – 257.95 pounds/\$461.77 Canadian (this includes transport to and from the hotel and breakfast); and
> b. Dinner – 38.99 pounds - \$69.79 Canadian
>
> What other compensation will be provided given that I suffered a 24 hour delay in returning to Ottawa, due to a mechanical problem on your aircraft?
>
> Regards,
>
> Chris Johnson
> 613-270-8959
> ccjohnson@sympatico.ca

This is **Exhibit “H”** to the
Witnessed Statement
of Christopher C. Johnson
dated November 27, 2015.

[Print](#)[Close](#)

**Issue#:ABDA-SPVDCE:12/17/2013
10:48:47:Hotel and Delayed Flight
Reimbursement**

From: support@help-aircanada.com
Sent: January-15-14 8:36:05 PM
To: ccjohnson@sympatico.ca

=====
Please do not change the Subject Line - Veuillez ne pas
modifier le Sujet de ce courriel
=====

Dear Mr. Johnson,

Thank you for your continued correspondence.

The CTA rulings in which you have referred to are for Denied Boarding scenarios when a flight is overbooked. The rulings pertain to a flight that is able to operate and does not have availability for all booked passengers.

In the case of AC889 on the 10th December, this was a Mechanical flight cancellation not a Denied Boarding.

All passengers receive the same compensation with regards to the amount of meal vouchers as previously advised. Additionally, our partner hotels are within our policy guideline costs.

We apologize you were unable to locate a representative that was able to give you vouchers. Should you wish to submit your receipts for meals and accommodation, we would be happy to reimburse you to our maximum allowable amount.

Thank you for taking the time to contact us and for allowing us to clarify our position. We hope we'll have the opportunity to welcome you on board in the future.

Sincerely,
Harmony
Customer Relations

----- Previous Message -----

From: ccjohnson@sympatico.ca
To: support@help-aircanada.com;
Sent: 03/01/2014 04:18:38 PM
Subject: Issue#:ABDA-SPVDCE:12/17/2013 10:48:47:Hotel and Delayed Flight Reimbursement

Harmony,

Thanks for your reply. I would ask that you reconsider your current policy stance insofar as my request for reimbursement due to a flight cancellation is concerned. Your reimbursement amounts are significantly less than the actual and reasonable costs I incurred as a result of the flight cancellation. The dollar values for both my room and meals represent the bare minimum associated with staying in the London/Heathrow. I don't believe anybody would suggest that I tried to take advantage of Air Canada in that I stayed as a Holiday Inn Express and had a meal in their restaurant. Food and accommodations anywhere in the London area are quite expensive when compared to similar Canadian values and Air Canada's reimbursement policies must reflect these differences.

I would also point out that the other passengers who managed to meet up with one of your on-site representatives were provided with a free room (not sure which hotel) and meal vouchers of enough value to pay for both a reasonable dinner and breakfast. I did point out that I made all reasonable effort to contact one of your on-site representatives to no avail; even going so far as to phone your Montreal Reservations Office to see if they could contact any of your on-site representatives.

Lastly, I would like to remind you of a recent Canadian Transportation Agency ruling a few months ago with respect to flight delays or cancellations.

"As of September 18, 2013 Air Canada must pay passengers who are bumped from flights without their permission between \$200 and \$800 cash depending on the length of the resulting delay. For a delay of less than 2 hours, the compensation will be \$200; for a delay between 2 and 6 hours it will be \$400; and for a 6-hour delay or longer, \$800. The CTA also ruled that passengers can now insist on receiving cash rather than travel vouchers, and that vouchers must be issued at a 1 to 3 ratio, that is that \$1 in cash equal to \$3 in travel vouchers.

In a separate decision, the CTA also found that it was unreasonable for Porter Airlines to refuse to refund the fare paid by a passenger because of the airline's cancellation of a flight. It ordered Porter to refund fares for cancelled flights as well as reasonable expenses for flight delays. It also said that Porter's policies were unclear. Porter Airlines has been given until the end of September 2013 to revise its relevant tariff provisions.

With the above in mind I am requesting that you reconsider your previous stance and agree to provide full reimbursement for all reasonable expenses associated with my overnight stay

in London as a result of a mechanical problem with your aircraft.

I am also requesting compensation in keeping with the Canadian Transportation Agency's ruling. My preference would be for a travel voucher with a value of \$2400 (3 X the \$800 cash award stipulated by the Canadian Transportation Agency).

regards,

Chris Johnson
613-270-8959

> From: support@help-aircanada.com
> To: ccjohnson@sympatico.ca
> Subject: Issue#:ABDA-SPVDCE:12/17/2013 10:48:47:Hotel and
Delayed Flight Reimbursement
> Date: Sun, 22 Dec 2013 10:56:31 -0800

>
>

=====
> Please do not change the Subject Line - Veuillez ne pas
modifier le Sujet de ce courriel

>

=====
>

> Dear Mr. Johnson,

>

>

> Thank you for your email. We appreciate the time you have
taken to contact us and we are grateful for an opportunity to
try to address your concerns.

>

> Our records confirm that AC889 was cancelled due to
mechanical requirements.

>

> While we make every effort to operate our flights as
scheduled, regretfully, delays sometimes occur. In these
circumstances, it is very important to ensure that the needs
of all affected customers are being met. When handled with
courtesy and professionalism, most passengers will accept the
inconvenience and understand that their safe travel must
always be our first priority. We realize how important on-time
departures are for our customers, and certainly regret the
inconvenience you experienced as a result of this delay.

>

> As there are instances where avoiding a flight delay is
impossible, times shown on tickets are not guaranteed.

>

> In an delay or cancel situation such as the one you
encountered, our hotel accommodation policy allows up to \$100
reimbursement towards your claim. For meals we allow \$7 for
breakfast, \$10 lunch and \$15 for dinner. Should you send in
your receipts for the above mentioned items, we will submit
for consideration of refund. Please send to:

>

> Air Canada Centre 3700 - Hangar 101
> 8050 2nd St NE
> Calgary, AB
> T2E 7H6

> REF-ABDA-SPVDCE

>

>

> In addition to reimbursement for accommodation and meals, as a gesture of goodwill, we are pleased to offer you a one time saving of 25% off of the base fare on your next booking at aircanada.com.

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> To receive your discount, enter the one time use Promotion Code JEW3G2K1 in the Promo Code box at www.aircanada.com when you make your booking. This offer is valid for one year from today.

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> This means the booking and travel must be completed within the year. It is available on a new booking only and applies to a maximum of two passengers, provided both passengers are booked at the same time.

>

> The discount applies exclusively on published fares for Air Canada, Air Canada Express and Air Canada rouge designated flights. Flight pass purchases are not eligible for the discount and promo codes cannot be combined with other discount codes.

>

> Please note the fare displayed on the Select Flights screen will reflect the discount rounded to the nearest dollar.

>

> Thank you for contacting us. We hope we will have the opportunity to welcome you on board again in the near future.

>

>

> Warm Regards,
> Harmony
> Customer Relations

>

> ----- Original Message -----

>

> From: ccjohnson@sympatico.ca
> Sent: 17/12/2013 08:48 AM
> Subject: Hotel and Delayed Flight Reimbursement

>

>

> On Tuesday, 10 December 2013, my flight (889) from London (England) to Ottawa (Canada) was cancelled due to a mechanical problem; this, after sitting on the aircraft for approximately four hours until the cancellation decision was made. After deplaning the service staff asked for 20 volunteers to stay behind. The remaining passengers were to be accommodated on other Air Canada flights. I elected to volunteer to stay behind.

>

> One of the service staff told me to collect my luggage in the Arrivals Area and there would be a van outside the Arrivals Area to take us to a local hotel where we would be provided with a room and a meal voucher. I did as I was told and waited outside for almost 30 minutes. I saw neither a van nor anybody else I recognized from the group of 20 volunteers. I then re-entered the Terminal and asked one of the ladies at the information desk to contact any Air Canada service staff

still available. This proved to be fruitless, even when she ventured into the restricted areas where I could not go and used the Arrivals area PA system. She also tried the Air Canada Terminal 3 phone number, still with no success. There were also no Air Canada personnel at the Check-in desk as the last flight of the day had already departed.

>

> At this point in time it was about 8 PM and I then phoned the Air Canada Reservation number in Montreal, Canada. Louise M. took my call and also attempted to contact any Air Canada staff still on the Terminal 3 premises. This also proved fruitless. We agreed that my only course of action was to arrange for my own accommodation and dinner and then seek reimbursement after the fact. This leads us into the purpose of this email.

>

> In order to receive reimbursement to whom do I send a copy of my receipts, along with the actual Canadian value as evidenced by my Visa statement?

>

> a. Hotel, Holiday Inn Express - 257.95 pounds/\$461.77 Canadian (this includes transport to and from the hotel and breakfast); and

> b. Dinner - 38.99 pounds - \$69.79 Canadian

>

> What other compensation will be provided given that I suffered a 24 hour delay in returning to Ottawa, due to a mechanical problem on your aircraft?

>

> Regards,

>

> Chris Johnson

> 613-270-8959

> ccjohnson@sympatico.ca

This is **Exhibit “I”** to the
Witnessed Statement
of Christopher C. Johnson
dated November 27, 2015.

[Print](#)[Close](#)

FW: Issue#:ABDA-SPVDCE:12/17/2013 10:48:47:Hotel and Delayed Flight Reimbursement

From: ccjohnson@sympatico.ca

Sent: January-17-14 10:07:18 PM

To: calin.rovinescu@aircanada.ca (calin.rovinescu@aircanada.ca); nick.careen@aircanada.ca (nick.careen@aircanada.ca); support@help-aircanada.com (support@help-aircanada.com); calin.rovinescu@aircanada.com (calin.rovinescu@aircanada.com); nicj.careen@aircanada.com (nicj.careen@aircanada.com)

Mr. Rovinescu,

The following is a lengthy email exchange, and continued disagreement, between me and your Customer Relations department. I have tried to escalate the issue to your VP Customer Relations, Mr. Nick Careen and, to date, have not received the courtesy of a reply. To that end I am escalating the issue to you in the hope that you will look at the merits of the case and adjudicate in my favour. The essence of the disagreement is as follows:

On Tuesday, 10 December 2013, my flight (889) from London (England) to Ottawa (Canada) was cancelled due to a mechanical problem; this, after sitting on the aircraft for approximately four hours until the cancellation decision was made. After deplaning the service staff asked for 20 volunteers to stay behind and travel to Ottawa the following day. The remaining passengers were to be accommodated on other Air Canada flights. I elected to volunteer to stay behind as I had no pressing business in Ottawa, while most of the other passengers indicated that they wished to return as soon as possible. This was not my first experience in a flight delay requiring an overnight stay; a few times over the years with Air Canada and other commercial carriers, in addition to numerous times with Canadian military aircraft.

One of the service staff told me to collect my luggage and there would be a van outside the Arrivals Area to take us to a local hotel where we would be provided with a room and a meal voucher. I did as I was told and waited outside for almost 30 minutes. I saw neither a van nor anybody else I recognized from the group of 20 volunteers. I then re-entered the Terminal and asked one of the ladies at the information desk to contact any Air Canada service staff still available. This proved to be fruitless, even when she ventured into the Restricted Areas where I could not go and used the Arrivals area PA system to page any Air Canada employee. She also tried the Air Canada Terminal 3 phone number, still with no success. There were also no Air Canada personnel at the Check-in desk as the last flight of the day had already departed.

At this point in time it was about 8 PM and I then phoned the Air Canada Reservation number in Montreal, Canada. Louise M. took my call and also attempted to contact any Air Canada Heathrow staff. This also proved fruitless. We agreed that my only course of action was to arrange for my own accommodation and dinner and then seek reimbursement after the fact. This leads us into the purpose of this email.

My accommodation (Holiday Inn Express) came to a total of 257.95 pounds/\$461.77 Canadian. This included transport to and from the hotel and breakfast). Dinner cost me a total of 38.99 pounds/\$69.79 Canadian. I can assure you that my meal was not extravagant. My out of pocket expenses totalled \$531.56.

The reimbursement I have been offered provides for \$100 toward the cost of my hotel room, \$7 for breakfast and \$15 for dinner for a total of \$122. I am being told that I have to "eat" the difference of \$409.56.

My request to you is that you examine the facts of the case and conclude that, given the effort I made to contact your Heathrow staff, that my case is unique and not precedent setting and therefore conclude that I merit full reimbursement of my actual and reasonable expenses of \$531.56.

I am available for discussion should you so wish.

regards,

Colonel Chris Johnson
613-270-8959

Calin Rovinescu

> From: support@help-aircanada.com
> To: ccjohnson@sympatico.ca
> Subject: Issue#:ABDA-SPVDCE:12/17/2013 10:48:47:Hotel and Delayed Flight Reimbursement
> Date: Wed, 15 Jan 2014 12:36:05 -0800
>
>

=====
> Please do not change the Subject Line - Veuillez ne pas modifier le Sujet de ce courriel
>

=====
>
> Dear Mr. Johnson,
>
>
> Thank you for your continued correspondence.
>
> The CTA rulings in which you have referred to are for Denied Boarding scenarios when a flight is overbooked. The rulings pertain to a flight that is able to operate and does not have availability for all booked passengers.
>
> In the case of AC889 on the 10th December, this was a Mechanical flight cancellation not a Denied Boarding.
>
> All passengers receive the same compensation with regards to the amount of meal vouchers as previously advised. Additionally, our partner hotels are within our policy guideline costs.
>
> We apologize you were unable to locate a representative that was able to give you vouchers. Should you wish to submit your receipts for meals and accommodation, we would be happy to reimburse you to our maximum allowable amount.

>
> Thank you for taking the time to contact us and for allowing us to clarify our position.
We hope we'll have the opportunity to welcome you on board in the future.
>
>
> Sincerely,
> Harmony
> Customer Relations
>
>
> ----- Previous Message -----
>
> From: ccjohnson@sympatico.ca
> To: support@help-aircanada.com;
> Sent: 03/01/2014 04:18:38 PM
> Subject: Issue#:ABDA-SPVDCE:12/17/2013 10:48:47:Hotel and Delayed Flight
Reimbursement
>
>
> Harmony,
>
> Thanks for your reply. I would ask that you reconsider your current policy stance insofar
as my request for reimbursement due to a flight cancellation is concerned. Your
reimbursement amounts are significantly less than the actual and reasonable costs I
incurred as a result of the flight cancellation. The dollar values for both my room and
meals represent the bare minimum associated with staying in the London/Heathrow. I
don't believe anybody would suggest that I tried to take advantage of Air Canada in that I
stayed as a Holiday Inn Express and had a meal in their restaurant. Food and
accommodations anywhere in the London area are quite expensive when compared to
similar Canadian values and Air Canada's reimbursement policies must reflect
these differences.
>
> I would also point out that the other passengers who managed to meet up with one of
your on-site representatives were provided with a free room (not sure which hotel) and
meal vouchers of enough value to pay for both a reasonable dinner and breakfast. I did
point out that I made all reasonable effort to contact one of your on-site representatives
to no avail; even going so far as to phone your Montreal Reservations Office to see if they
could contact any of your on-site representatives.
>
> Lastly, I would like to remind you of a recent Canadian Transportation Agency ruling a
few months ago with respect to flight delays or cancellations.
>
> "As of September 18, 2013 Air Canada must pay passengers who are bumped from
flights without their permission between \$200 and \$800 cash depending on the length of
the resulting delay. For a delay of less than 2 hours, the compensation will be \$200; for a
delay between 2 and 6 hours it will be \$400; and for a 6-hour delay or longer, \$800.
> The CTA also ruled that passengers can now insist on receiving cash rather than travel
vouchers, and that vouchers must be issued at a 1 to 3 ratio, that is that \$1 in cash equal to
\$3 in travel vouchers.
> In a separate decision, the CTA also found that it was unreasonable for Porter Airlines to
refuse to refund the fare paid by a passenger because of the airline's cancellation of a
flight. It ordered Porter to refund fares for cancelled flights as well as reasonable expenses
for flight delays. It also said that Porter's policies were unclear. Porter Airlines has been
given until the end of September 2013 to revise its relevant tariff provisions.

>
> With the above in mind I am requesting that you reconsider your previous stance and agree to provide full reimbursement for all reasonable expenses associated with my overnight stay in London as a result of a mechanical problem with your aircraft.
>
> I am also requesting compensation in keeping with the Canadian Transportation Agency's ruling. My preference would be for a travel voucher with a value of \$2400 (3 X the \$800 cash award stipulated by the Canadian Transportation Agency.

>
> regards,
>
> Chris Johnson
> 613-270-8959
>> From: support@help-aircanada.com
>> To: ccjohnson@sympatico.ca
>> Subject: Issue#:ABDA-SPVDCE:12/17/2013 10:48:47:Hotel and Delayed Flight Reimbursement
>> Date: Sun, 22 Dec 2013 10:56:31 -0800
>>
>>

=====
>> Please do not change the Subject Line - Veuillez ne pas modifier le Sujet de ce courriel
>>
=====

>>
>> Dear Mr. Johnson,
>>
>>
>> Thank you for your email. We appreciate the time you have taken to contact us and we are grateful for an opportunity to try to address your concerns.
>>
>> Our records confirm that AC889 was cancelled due to mechanical requirements.
>>
>> While we make every effort to operate our flights as scheduled, regretfully, delays sometimes occur. In these circumstances, it is very important to ensure that the needs of all affected customers are being met. When handled with courtesy and professionalism, most passengers will accept the inconvenience and understand that their safe travel must always be our first priority. We realize how important on-time departures are for our customers, and certainly regret the inconvenience you experienced as a result of this delay.
>>
>> As there are instances where avoiding a flight delay is impossible, times shown on tickets are not guaranteed.
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>> In an delay or cancel situation such as the one you encountered, our hotel accommodation policy allows up to \$100 reimbursement towards your claim. For meals we allow \$7 for breakfast, \$10 lunch and \$15 for dinner. Should you send in your receipts for the above mentioned items, we will submit for consideration of refund. Please send to:
>>
>> Air Canada Centre 3700 - Hangar 101
>> 8050 2nd St NE
>> Calgary, AB
>> T2E 7H6
>> REF-ABDA-SPVDCE
>>

>>

>> In addition to reimbursement for accommodation and meals, as a gesture of goodwill, we are pleased to offer you a one time saving of 25% off of the base fare on your next booking at aircanada.com.

>>

>> To receive your discount, enter the one time use Promotion Code JEW3G2K1 in the Promo Code box at www.aircanada.com when you make your booking. This offer is valid for one year from today.

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>> This means the booking and travel must be completed within the year. It is available on a new booking only and applies to a maximum of two passengers, provided both passengers are booked at the same time.

>>

>> The discount applies exclusively on published fares for Air Canada, Air Canada Express and Air Canada rouge designated flights. Flight pass purchases are not eligible for the discount and promo codes cannot be combined with other discount codes.

>>

>> Please note the fare displayed on the Select Flights screen will reflect the discount rounded to the nearest dollar.

>>

>> Thank you for contacting us. We hope we will have the opportunity to welcome you on board again in the near future.

>>

>>

>> Warm Regards,

>> Harmony

>> Customer Relations

>>

>> ----- Original Message -----

>>

>> From: ccjohnson@sympatico.ca

>> Sent: 17/12/2013 08:48 AM

>> Subject: Hotel and Delayed Flight Reimbursement

>>

>>

>> On Tuesday, 10 December 2013, my flight (889) from London (England) to Ottawa (Canada) was cancelled due to a mechanical problem; this, after sitting on the aircraft for approximately four hours until the cancellation decision was made. After deplaning the service staff asked for 20 volunteers to stay behind. The remaining passengers were to be accommodated on other Air Canada flights. I elected to volunteer to stay behind.

>>

>> One of the service staff told me to collect my luggage in the Arrivals Area and there would be a van outside the Arrivals Area to take us to a local hotel where we would be provided with a room and a meal voucher. I did as I was told and waited outside for almost 30 minutes. I saw neither a van nor anybody else I recognized from the group of 20 volunteers. I then re-entered the Terminal and asked one of the ladies at the information desk to contact any Air Canada service staff still available. This proved to be fruitless, even when she ventured into the restricted areas where I could not go and used the Arrivals area PA system. She also tried the Air Canada Terminal 3 phone number, still with no success. There were also no Air Canada personnel at the Check-in desk as the last flight of the day had already departed.

>>

>> At this point in time it was about 8 PM and I then phoned the Air Canada Reservation number in Montreal, Canada. Louise M. took my call and also attempted to contact any

Air Canada staff still on the Terminal 3 premises. This also proved fruitless. We agreed that my only course of action was to arrange for my own accommodation and dinner and then seek reimbursement after the fact. This leads us into the purpose of this email.

>>

>> In order to receive reimbursement to whom do I send a copy of my receipts, along with the actual Canadian value as evidenced by my Visa statement?

>>

>> a. Hotel, Holiday Inn Express – 257.95 pounds/\$461.77 Canadian (this includes transport to and from the hotel and breakfast); and

>> b. Dinner – 38.99 pounds - \$69.79 Canadian

>>

>> What other compensation will be provided given that I suffered a 24 hour delay in returning to Ottawa, due to a mechanical problem on your aircraft?

>>

>> Regards,

>>

>> Chris Johnson

>> 613-270-8959

>> ccjohnson@sympatico.ca

This is **Exhibit “J”** to the
Witnessed Statement
of Christopher C. Johnson
dated November 27, 2015.

[Print](#)[Close](#)

**Issue#:ABDA-SPVDCE:12/17/2013
10:48:47:Hotel and Delayed Flight
Reimbursement**

From: support@help-aircanada.com
Sent: February-04-14 6:30:44 PM
To: ccjohnson@sympatico.ca

=====
Please do not change the Subject Line - Veuillez ne pas
modifier le Sujet de ce courriel
=====

Dear Mr. Johnson,

Thank you again for your follow-up email.

Please be assured we truly regret your dissatisfaction. The compensation offered as a measure of goodwill was based on guidelines that are used consistently. We believe these guidelines are fair and respectfully, we are unable to offer additional compensation.

While we wish to assure you that we value your patronage, we are unable to offer further consideration to this matter. Our previous correspondence has provided our explanations and the continual exchange of emails will not alter our position.

We regret we did not conclude this matter to your satisfaction.

Sincerely,
Harmony
Customer Relations

----- Previous Message -----

From: ccjohnson@sympatico.ca
To: calin.rovinescu@aircanada.ca; nick.careen@aircanada.ca; support@aircanada.com; calin.rovinescu@aircanada.com; nicj.careen@aircanada.com
Sent: 17/01/2014 08:07:20 PM
Subject: Issue#:ABDA-SPVDCE:12/17/2013 10:48:47:Hotel and Delayed Flight Reimbursement

Mr. Rovinescu, The following is a lengthy email exchange, and continued disagreement, between me and your Customer Relations department. I have tried to escalate the issue to your VP Customer Relations, Mr. Nick Careen and, to date, have not received the courtesy of a reply. To that end I am escalating the issue to you in the hope that you will look at the merits of the case and adjudicate in my favour. The essence of the disagreement is as follows: On Tuesday, 10 December 2013, my flight (889) from London (England) to Ottawa (Canada) was cancelled due to a mechanical problem; this, after sitting on the aircraft for approximately four hours until the cancellation decision was made. After deplaning the service staff asked for 20 volunteers to stay behind and travel to Ottawa the following day. The remaining passengers were to be accommodated on other Air Canada flights. I elected to volunteer to stay behind as I had no pressing business in Ottawa, while most of the other passengers indicated that they wished to return as soon as possible. This was not my first experience in a flight delay requiring an overnight stay; a few times over the years with Air Canada and other commercial carriers, in addition to numerous times with Canadian military aircraft.

One of the service staff told me to collect my luggage and there would be a van outside the Arrivals Area to take us to a local hotel where we would be provided with a room and a meal voucher. I did as I was told and waited outside for almost 30 minutes. I saw neither a van nor anybody else I recognized from the group of 20 volunteers. I then re-entered the Terminal and asked one of the ladies at the information desk to contact any Air Canada service staff still available. This proved to be fruitless, even when she ventured into the Restricted Areas where I could not go and used the Arrivals area PA system to page any Air Canada employee. She also tried the Air Canada Terminal 3 phone number, still with no success. There were also no Air Canada personnel at the Check-in desk as the last flight of the day had already departed.

At this point in time it was about 8 PM and I then phoned the Air Canada Reservation number in Montreal, Canada. Louise M. took my call and also attempted to contact any Air Canada Heathrow staff. This also proved fruitless. We agreed that my only course of action was to arrange for my own accommodation and dinner and then seek reimbursement after the fact. This leads us into the purpose of this email. My accommodation (Holiday Inn Express) came to a total of 257.95 pounds/\$461.77 Canadian. This included transport to and from the hotel and breakfast). Dinner cost me a total of 38.99 pounds/\$69.79 Canadian. I can assure you that my meal was not extravagant. My out of pocket expenses totalled \$531.56. The reimbursement I have been offered provides for \$100 toward the cost of my hotel room, \$7 for breakfast and \$15 for dinner for a total of \$122. I am being told that I have to "eat" the difference of \$409.56. My request to you is that you examine the facts of the case and conclude that, given the effort I made to contact your Heathrow staff, that my case is unique and not precedent setting and therefore conclude that I merit full reimbursement of my actual and reasonable expenses of \$531.56. I am available for discussion should you so wish. regards, Colonel Chris Johnson613-270-8959 Calin

Rovinescu

> From: support@help-aircanada.com
> To: ccjohnson@sympatico.ca
> Subject: Issue#:ABDA-SPVDCE:12/17/2013 10:48:47:Hotel and
Delayed Flight Reimbursement
> Date: Wed, 15 Jan 2014 12:36:05 -0800

>
>

=====
> Please do not change the Subject Line - Veuillez ne pas
modifier le Sujet de ce courriel

>

=====
>

> Dear Mr. Johnson,

>

>

> Thank you for your continued correspondence.

>

> The CTA rulings in which you have referred to are for Denied
Boarding scenarios when a flight is overbooked. The rulings
pertain to a flight that is able to operate and does not have
availability for all booked passengers.

>

> In the case of AC889 on the 10th December, this was a
Mechanical flight cancellation not a Denied Boarding.

>

> All passengers receive the same compensation with regards to
the amount of meal vouchers as previously advised.
Additionally, our partner hotels are within our policy
guideline costs.

>

> We apologize you were unable to locate a representative that
was able to give you vouchers. Should you wish to submit your
receipts for meals and accommodation, we would be happy to
reimburse you to our maximum allowable amount.

>

> Thank you for taking the time to contact us and for allowing
us to clarify our position. We hope we'll have the opportunity
to welcome you on board in the future.

>

>

> Sincerely,

> Harmony

> Customer Relations

>

>

> ----- Previous Message -----

>

> From: ccjohnson@sympatico.ca
> To: support@help-aircanada.com;
> Sent: 03/01/2014 04:18:38 PM
> Subject: Issue#:ABDA-SPVDCE:12/17/2013 10:48:47:Hotel and
Delayed Flight Reimbursement

>

>

> Harmony,

>

> Thanks for your reply. I would ask that you reconsider your current policy stance insofar as my request for reimbursement due to a flight cancellation is concerned. Your reimbursement amounts are significantly less than the actual and reasonable costs I incurred as a result of the flight cancellation. The dollar values for both my room and meals represent the bare minimum associated with staying in the London/Heathrow. I don't believe anybody would suggest that I tried to take advantage of Air Canada in that I stayed as a Holiday Inn Express and had a meal in their restaurant. Food and accommodations anywhere in the London area are quite expensive when compared to similar Canadian values and Air Canada's reimbursement policies must reflect these differences.

>

> I would also point out that the other passengers who managed to meet up with one of your on-site representatives were provided with a free room (not sure which hotel) and meal vouchers of enough value to pay for both a reasonable dinner and breakfast. I did point out that I made all reasonable effort to contact one of your on-site representatives to no avail; even going so far as to phone your Montreal Reservations Office to see if they could contact any of your on-site representatives.

>

> Lastly, I would like to remind you of a recent Canadian Transportation Agency ruling a few months ago with respect to flight delays or cancellations.

>

> "As of September 18, 2013 Air Canada must pay passengers who are bumped from flights without their permission between \$200 and \$800 cash depending on the length of the resulting delay. For a delay of less than 2 hours, the compensation will be \$200; for a delay between 2 and 6 hours it will be \$400; and for a 6-hour delay or longer, \$800.

> The CTA also ruled that passengers can now insist on receiving cash rather than travel vouchers, and that vouchers must be issued at a 1 to 3 ratio, that is that \$1 in cash equal to \$3 in travel vouchers.

> In a separate decision, the CTA also found that it was unreasonable for Porter Airlines to refuse to refund the fare paid by a passenger because of the airline's cancellation of a flight. It ordered Porter to refund fares for cancelled flights as well as reasonable expenses for flight delays. It also said that Porter's policies were unclear. Porter Airlines has been given until the end of September 2013 to revise its relevant tariff provisions.

>

> With the above in mind I am requesting that you reconsider your previous stance and agree to provide full reimbursement for all reasonable expenses associated with my overnight stay in London as a result of a mechanical problem with your aircraft.

>

> I am also requesting compensation in keeping with the Canadian Transportation Agency's ruling. My preference would be for a travel voucher with a value of \$2400 (3 X the \$800 cash award stipulated by the Canadian Transportation Agency.

>

> regards,

>
> Chris Johnson
> 613-270-8959
> > From: support@help-aircanada.com
> > To: ccjohnson@sympatico.ca
> > Subject: Issue#:ABDA-SPVDCE:12/17/2013 10:48:47:Hotel and
Delayed Flight Reimbursement
> > Date: Sun, 22 Dec 2013 10:56:31 -0800
> >
> >
=====

> > Please do not change the Subject Line - Veuillez ne pas
modifier le Sujet de ce courriel
> >
=====

> >
> > Dear Mr. Johnson,
> >
> >
> > Thank you for your email. We appreciate the time you have
taken to contact us and we are grateful for an opportunity to
try to address your concerns.
> >
> > Our records confirm that AC889 was cancelled due to
mechanical requirements.
> >
> > While we make every effort to operate our flights as
scheduled, regretfully, delays sometimes occur. In these
circumstances, it is very important to ensure that the needs
of all affected customers are being met. When handled with
courtesy and professionalism, most passengers will accept the
inconvenience and understand that their safe travel must
always be our first priority. We realize how important on-time
departures are for our customers, and certainly regret the
inconvenience you experienced as a result of this delay.
> >
> > As there are instances where avoiding a flight delay is
impossible, times shown on tickets are not guaranteed.
> >
> > In an delay or cancel situation such as the one you
encountered, our hotel accommodation policy allows up to \$100
reimbursement towards your claim. For meals we allow \$7 for
breakfast, \$10 lunch and \$15 for dinner. Should you send in
your receipts for the above mentioned items, we will submit
for consideration of refund. Please send to:
> >
> > Air Canada Centre 3700 - Hangar 101
> > 8050 2nd St NE
> > Calgary, AB
> > T2E 7H6
> > REF-ABDA-SPVDCE
> >
> >
> > In addition to reimbursement for accommodation and meals,
as a gesture of goodwill, we are pleased to offer you a one
time saving of 25% off of the base fare on your next booking
at aircanada.com.
> >
> > To receive your discount, enter the one time use Promotion

Code JEW3G2K1 in the Promo Code box at www.aircanada.com when you make your booking. This offer is valid for one year from today.

> >

> > This means the booking and travel must be completed within the year. It is available on a new booking only and applies to a maximum of two passengers, provided both passengers are booked at the same time.

> >

> > The discount applies exclusively on published fares for Air Canada, Air Canada Express and Air Canada rouge designated flights. Flight pass purchases are not eligible for the discount and promo codes cannot be combined with other discount codes.

> >

> > Please note the fare displayed on the Select Flights screen will reflect the discount rounded to the nearest dollar.

> >

> > Thank you for contacting us. We hope we will have the opportunity to welcome you on board again in the near future.

> >

> >

> > Warm Regards,

> > Harmony

> > Customer Relations

> >

> > ----- Original Message -----

> >

> > From: ccjohnson@sympatico.ca

> > Sent: 17/12/2013 08:48 AM

> > Subject: Hotel and Delayed Flight Reimbursement

> >

> >

> > On Tuesday, 10 December 2013, my flight (889) from London (England) to Ottawa (Canada) was cancelled due to a mechanical problem; this, after sitting on the aircraft for approximately four hours until the cancellation decision was made. After deplaning the service staff asked for 20 volunteers to stay behind. The remaining passengers were to be accommodated on other Air Canada flights. I elected to volunteer to stay behind.

> >

> > One of the service staff told me to collect my luggage in the Arrivals Area and there would be a van outside the Arrivals Area to take us to a local hotel where we would be provided with a room and a meal voucher. I did as I was told and waited outside for almost 30 minutes. I saw neither a van nor anybody else I recognized from the group of 20 volunteers. I then re-entered the Terminal and asked one of the ladies at the information desk to contact any Air Canada service staff still available. This proved to be fruitless, even when she ventured into the restricted areas where I could not go and used the Arrivals area PA system. She also tried the Air Canada Terminal 3 phone number, still with no success. There were also no Air Canada personnel at the Check-in desk as the last flight of the day had already departed.

> >

> > At this point in time it was about 8 PM and I then phoned

the Air Canada Reservation number in Montreal, Canada. Louise M. took my call and also attempted to contact any Air Canada staff still on the Terminal 3 premises. This also proved fruitless. We agreed that my only course of action was to arrange for my own accommodation and dinner and then seek reimbursement after the fact. This leads us into the purpose of this email.

> >

> > In order to receive reimbursement to whom do I send a copy of my receipts, along with the actual Canadian value as evidenced by my Visa statement?

> >

> > a. Hotel, Holiday Inn Express - 257.95 pounds/\$461.77 Canadian (this includes transport to and from the hotel and breakfast); and

> > b. Dinner - 38.99 pounds - \$69.79 Canadian

> >

> > What other compensation will be provided given that I suffered a 24 hour delay in returning to Ottawa, due to a mechanical problem on your aircraft?

> >

> > Regards,

> >

> > Chris Johnson

> > 613-270-8959

> > ccjohnson@sympatico.ca

This is **Exhibit “K”** to the
Witnessed Statement
of Christopher C. Johnson
dated November 27, 2015.

[Print](#)[Close](#)

**Issue#:ABDA-SPVDCE:12/17/2013
10:48:47:Hotel and Delayed Flight
Reimbursement**

From: support@help-aircanada.com

Sent: February-06-14 2:38:28 AM

To: ccjohnson@sympatico.ca

=====
Please do not change the Subject Line - Veuillez ne pas
modifier le Sujet de ce courriel
=====

Dear Mr. Johnson,

Thank you for your correspondence that was sent to Nick
Careen. I am happy to respond on his behalf.

We regret you feel your original inquiry was not handled
appropriately, but can assure you it was
reviewed thoroughly by Harmony.

We recognize on time performance as an integral part of our
business. While we do our best to operate flights as planned,
factors such as weather and the need for unscheduled
maintenance may precipitate changes. Of necessity, a
transportation company's liability for expenses incurred as a
result of a schedule disruption is limited. While a ticket
holds a guarantee of transportation, the schedule itself is
never guaranteed.

In the event a customers travel plans are disrupted, Air
Canada does provide assistance towards the cost of hotel and
meals. To be consistent, we follow a guideline so that all
customers are treated equally. We realize you have requested
an exception to this policy, however, to allow this can be
seen as discriminatory to those customers who received the
normal assistance.

With receipts we will reimburse you the amount discussed
previously. You may scan and attach them to your original
email thread with Harmony.

We regret we are unable to conclude this to your satisfaction,
however, the continual exchange of correspondence will not
alter our decision. Thank you for this final opportunity to
review this with you. Once we receive your receipts we
will consider this matter concluded.

Sincerely,

Michelle Sturge
Lead
Customer Relations

From: ccjohnson@sympatico.ca [mailto:ccjohnson@sympatico.ca]
Sent: Thursday, January 9, 2014 6:53 PM
To: Nick Careen
Subject: FW: Issue#:ABDA-SPVDCE:12/17/2013 10:48:47:Hotel and Delayed Flight Reimbursement

Mr. Careen,

Enclosed is a series of emails between me and your customer relations staff. I have yet to receive a reply to my query of last Fri. As you will be able to discern my disagreement centres around reimbursement for a mechanical-caused delay I encountered in early Dec 13 while returning from London to Ottawa. I can assure you that a Heathrow Holiday Inn Express room and a simple meal at that same hotel was hardly extravagant. Over my many years of passenger travel with Air Canada (current Aeroplan 50K status) I have encountered a few similar delays where my hotel and meal costs were fully covered. I have also been provided with some substantial compensation for previous delays. While I appreciate that your airline strives to reduce costs, please don't try to save cash by picking my pocket.

I'm hopeful that your intervention will resolve this matter in an amicable manner.

I look forward to your reply.

regards,

Chris Johnson
Colonel
Canadian Armed Forces

613-270-8959

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

From: ccjohnson@sympatico.ca
Sent: 17/12/2013 08:48 AM
Subject: Hotel and Delayed Flight Reimbursement

On Tuesday, 10 December 2013, my flight (889) from London (England) to Ottawa (Canada) was cancelled due to a mechanical problem; this, after sitting on the aircraft for approximately four hours until the cancellation decision was made. After

deplaning the service staff asked for 20 volunteers to stay behind. The remaining passengers were to be accommodated on other Air Canada flights. I elected to volunteer to stay behind.

One of the service staff told me to collect my luggage in the Arrivals Area and there would be a van outside the Arrivals Area to take us to a local hotel where we would be provided with a room and a meal voucher. I did as I was told and waited outside for almost 30 minutes. I saw neither a van nor anybody else I recognized from the group of 20 volunteers. I then re-entered the Terminal and asked one of the ladies at the information desk to contact any Air Canada service staff still available. This proved to be fruitless, even when she ventured into the restricted areas where I could not go and used the Arrivals area PA system. She also tried the Air Canada Terminal 3 phone number, still with no success. There were also no Air Canada personnel at the Check-in desk as the last flight of the day had already departed.

At this point in time it was about 8 PM and I then phoned the Air Canada Reservation number in Montreal, Canada. Louise M. took my call and also attempted to contact any Air Canada staff still on the Terminal 3 premises. This also proved fruitless. We agreed that my only course of action was to arrange for my own accommodation and dinner and then seek reimbursement after the fact. This leads us into the purpose of this email.

In order to receive reimbursement to whom do I send a copy of my receipts, along with the actual Canadian value as evidenced by my Visa statement?

- a. Hotel, Holiday Inn Express - 257.95 pounds/\$461.77 Canadian (this includes transport to and from the hotel and breakfast); and
- b. Dinner - 38.99 pounds - \$69.79 Canadian

What other compensation will be provided given that I suffered a 24 hour delay in returning to Ottawa, due to a mechanical problem on your aircraft?

Regards,

Chris Johnson
613-270-8959
ccjohnson@sympatico.ca

This is **Exhibit “L”** to the
Witnessed Statement
of Christopher C. Johnson
dated November 27, 2015.

[Print](#)[Close](#)

RE: Issue#:ABDA-SPVDCE:12/17/2013 10:48:47:Hotel and Delayed Flight Reimbursement

From: ccjohnson@sympatico.ca
Sent: February-06-14 3:21:03 AM
To: support@help-aircanada.com (support@help-aircanada.com)

As somebody who regularly flies in excess of 50,000 miles a year with Air Canada I find your lack of compensation for actual and reasonable expenses unacceptable. In fact, in other similar circumstances I have been housed and fed in some rather nice hotels as a result of aircraft issues in the past. Your aircraft was deemed to be not airworthy for flight and as a result some passengers had to stay in London as you could not accommodate everybody on your other flights. I made every effort to connect with your staff to ensure that I would be provided with an Air Canada sanctioned room and meals. I believe that the other "guests" who stayed behind had their room charges covered. I am asking for the same standard.

I have forwarded my receipts for reimbursement. I will be seeking any discrepancy through Small Claims Court.

regards,

Colonel Chris Johnson
Canadian Forces

> From: support@help-aircanada.com
> To: ccjohnson@sympatico.ca
> Subject: Issue#:ABDA-SPVDCE:12/17/2013 10:48:47:Hotel and Delayed Flight Reimbursement
> Date: Wed, 5 Feb 2014 18:37:33 -0800
>
>

=====
> Please do not change the Subject Line - Veuillez ne pas modifier le Sujet de ce courriel
>

=====
>
> Dear Mr. Johnson,
>
> Thank you for your correspondence that was sent to Nick Careen. I am happy to respond on his behalf.
>
> We regret you feel your original inquiry was not handled appropriately, but can assure you it was
> reviewed thoroughly by Harmony.
>
> We recognize on time performance as an integral part of our business. While we do our best to operate flights as planned, factors such as weather and the need for unscheduled

maintenance may precipitate changes. Of necessity, a transportation company's liability for expenses incurred as a result of a schedule disruption is limited. While a ticket holds a guarantee of transportation, the schedule itself is never guaranteed.

>

> In the event a customer's travel plans are disrupted, Air Canada does provide assistance towards the cost of hotel and meals. To be consistent, we follow a guideline so that all customers are treated equally. We realize you have requested an exception to this policy, however, to allow this can be seen as discriminatory to those customers who received the

> normal assistance.

>

> With receipts we will reimburse you the amount discussed previously. You may scan and attach them to your original email thread with Harmony.

>

> We regret we are unable to conclude this to your satisfaction, however, the continual exchange of correspondence will not alter our decision. Thank you for this final opportunity to review this with you. Once we receive your receipts we

> will consider this matter concluded.

>

>

> Sincerely,

>

> Michelle Sturge

> Lead

> Customer Relations

>

> From: ccjohnson@sympatico.ca [mailto:ccjohnson@sympatico.ca]

> Sent: Thursday, January 9, 2014 6:53 PM

> To: Nick Careen

> Subject: FW: Issue#:ABDA-SPVDCE:12/17/2013 10:48:47:Hotel and Delayed Flight Reimbursement

>

>

>

> Mr. Careen,

>

> Enclosed is a series of emails between me and your customer relations staff. I have yet to receive a reply to my query of last Fri. As you will be able to discern my disagreement centres around reimbursement for a mechanical-caused delay I encountered in early Dec 13 while returning from London to Ottawa. I can assure you that a Heathrow Holiday Inn Express room and a simple meal at that same hotel was hardly extravagant. Over my many years of passenger travel with Air Canada (current Aeroplan 50K status) I have encountered a few similar delays where my hotel and meal costs were fully covered. I have also been provided with some substantial compensation for previous delays. While I appreciate that your airline strives to reduce costs, please don't try to save cash by picking my pocket.

>

> I'm hopeful that your intervention will resolve this matter in an amicable manner.

>

> I look forward to your reply.

>

> regards,

>

> Chris Johnson

> Colonel

> Canadian Armed Forces

>

> 613-270-8959

>

>

>

> ----- Original Message -----

>

> From: ccjohnson@sympatico.ca

> Sent: 17/12/2013 08:48 AM

> Subject: Hotel and Delayed Flight Reimbursement

>

>

> On Tuesday, 10 December 2013, my flight (889) from London (England) to Ottawa (Canada) was cancelled due to a mechanical problem; this, after sitting on the aircraft for approximately four hours until the cancellation decision was made. After deplaning the service staff asked for 20 volunteers to stay behind. The remaining passengers were to be accommodated on other Air Canada flights. I elected to volunteer to stay behind.

>

> One of the service staff told me to collect my luggage in the Arrivals Area and there would be a van outside the Arrivals Area to take us to a local hotel where we would be provided with a room and a meal voucher. I did as I was told and waited outside for almost 30 minutes. I saw neither a van nor anybody else I recognized from the group of 20 volunteers. I then re-entered the Terminal and asked one of the ladies at the information desk to contact any Air Canada service staff still available. This proved to be fruitless, even when she ventured into the restricted areas where I could not go and used the Arrivals area PA system. She also tried the Air Canada Terminal 3 phone number, still with no success. There were also no Air Canada personnel at the Check-in desk as the last flight of the day had already departed.

>

> At this point in time it was about 8 PM and I then phoned the Air Canada Reservation number in Montreal, Canada. Louise M. took my call and also attempted to contact any Air Canada staff still on the Terminal 3 premises. This also proved fruitless. We agreed that my only course of action was to arrange for my own accommodation and dinner and then seek reimbursement after the fact. This leads us into the purpose of this email.

>

> In order to receive reimbursement to whom do I send a copy of my receipts, along with the actual Canadian value as evidenced by my Visa statement?

>

> a. Hotel, Holiday Inn Express – 257.95 pounds/\$461.77 Canadian (this includes transport to and from the hotel and breakfast); and

> b. Dinner – 38.99 pounds - \$69.79 Canadian

>

> What other compensation will be provided given that I suffered a 24 hour delay in returning to Ottawa, due to a mechanical problem on your aircraft?

>

> Regards,

>

> Chris Johnson

> 613-270-8959

> ccjohnson@sympatico.ca

This is **Exhibit “M”** to the
Witnessed Statement
of Christopher C. Johnson
dated November 27, 2015.

[Print](#)[Close](#)

**Issue#:ABDA-SPVDCE:12/17/2013
10:48:47:Hotel and Delayed Flight
Reimbursement**

From: support@help-aircanada.com
Sent: February-21-14 4:46:02 PM
To: ccjohnson@sympatico.ca

=====
Please do not change the Subject Line - Veuillez ne pas
modifier le Sujet de ce courriel
=====

Dear Mr. Johnson,

Thank you for your continued correspondence.

A draft for \$222CAD will be processed and mailed to the address on file. As you are a premium passenger with us we have reimbursed \$150 towards your hotel, \$7 for breakfast, \$15 for dinner and \$50 for transportation to your hotel.

Additionally, we do hope you will be able to make use of the promotional code offered as we look forward to welcoming you back on board in the near future.

Warm Regards,
Harmony
Customer Relations
Air Canada

----- Previous Message -----

From: ccjohnson@sympatico.ca
To: support@help-aircanada.com;
Sent: 06/02/2014 01:21:05 AM
Subject: Issue#:ABDA-SPVDCE:12/17/2013 10:48:47:Hotel and Delayed Flight Reimbursement

As somebody who regularly flies in excess of 50,000 miles a year with Air Canada I find your lack of compensation for actual and reasonable expenses unacceptable. In fact, in other similar circumstances I have been housed and fed in some rather nice hotels as a result of aircraft issues in the past. Your aircraft was deemed to be not airworthy for flight

and as a result some passengers had to stay in London as you could not accommodate everybody on your other flights. I made every effort to connect with your staff to ensure that I would be provided with an Air Canada sanctioned room and meals. I believe that the other "guests" who stayed behind had their room charges covered. I am asking for the same standard.

I have forwarded my receipts for reimbursement. I will be seeking any discrepancy through Small Claims Court.

regards,

Colonel Chris Johnson
Canadian Forces

> From: support@help-aircanada.com
> To: ccjohnson@sympatico.ca
> Subject: Issue#:ABDA-SPVDCE:12/17/2013 10:48:47:Hotel and
Delayed Flight Reimbursement
> Date: Wed, 5 Feb 2014 18:37:33 -0800

>
>

=====
> Please do not change the Subject Line - Veuillez ne pas
modifier le Sujet de ce courriel

>

=====
>

> Dear Mr. Johnson,

>

> Thank you for your correspondence that was sent to Nick
Caren. I am happy to respond on his behalf.

>

> We regret you feel your original inquiry was not handled
appropriately, but can assure you it was
> reviewed thoroughly by Harmony.

>

> We recognize on time performance as an integral part of our
business. While we do our best to operate flights as planned,
factors such as weather and the need for unscheduled
maintenance may precipitate changes. Of necessity, a
transportation company's liability for expenses incurred as a
result of a schedule disruption is limited. While a ticket
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never guaranteed.

>

> In the event a customers travel plans are disrupted, Air
Canada does provide assistance towards the cost of hotel and
meals. To be consistent, we follow a guideline so that all
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an exception to this policy, however, to allow this can be
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> normal assistance.

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> With receipts we will reimburse you the amount discussed
previously. You may scan and attach them to your original
email thread with Harmony.

>

> We regret we are unable to conclude this to your

satisfaction, however, the continual exchange of correspondence will not alter our decision. Thank you for this final opportunity to review this with you. Once we receive your receipts we

> will consider this matter concluded.

>

>

> Sincerely,

>

> Michelle Sturge

> Lead

> Customer Relations

>

> From: ccjohnson@sympatico.ca [mailto:ccjohnson@sympatico.ca]

> Sent: Thursday, January 9, 2014 6:53 PM

> To: Nick Careen

> Subject: FW: Issue#:ABDA-SPVDCE:12/17/2013 10:48:47:Hotel and Delayed Flight Reimbursement

>

>

>

> Mr. Careen,

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> Enclosed is a series of emails between me and your customer relations staff. I have yet to receive a reply to my query of last Fri. As you will be able to discern my disagreement centres around reimbursement for a mechanical-caused delay I encountered in early Dec 13 while returning from London to Ottawa. I can assure you that a Heathrow Holiday Inn Express room and a simple meal at that same hotel was hardly extravagant. Over my many years of passenger travel with Air Canada (current Aeroplan 50K status) I have encountered a few similar delays where my hotel and meal costs were fully covered. I have also been provided with some substantial compensation for previous delays. While I appreciate that your airline strives to reduce costs, please don't try to save cash by picking my pocket.

>

> I'm hopeful that your intervention will resolve this matter in an amicable manner.

>

> I look forward to your reply.

>

> regards,

>

> Chris Johnson

> Colonel

> Canadian Armed Forces

>

> 613-270-8959

>

>

>

> ----- Original Message -----

>

> From: ccjohnson@sympatico.ca

> Sent: 17/12/2013 08:48 AM

> Subject: Hotel and Delayed Flight Reimbursement

>

>
> On Tuesday, 10 December 2013, my flight (889) from London (England) to Ottawa (Canada) was cancelled due to a mechanical problem; this, after sitting on the aircraft for approximately four hours until the cancellation decision was made. After deplaning the service staff asked for 20 volunteers to stay behind. The remaining passengers were to be accommodated on other Air Canada flights. I elected to volunteer to stay behind.

>
> One of the service staff told me to collect my luggage in the Arrivals Area and there would be a van outside the Arrivals Area to take us to a local hotel where we would be provided with a room and a meal voucher. I did as I was told and waited outside for almost 30 minutes. I saw neither a van nor anybody else I recognized from the group of 20 volunteers. I then re-entered the Terminal and asked one of the ladies at the information desk to contact any Air Canada service staff still available. This proved to be fruitless, even when she ventured into the restricted areas where I could not go and used the Arrivals area PA system. She also tried the Air Canada Terminal 3 phone number, still with no success. There were also no Air Canada personnel at the Check-in desk as the last flight of the day had already departed.

>
> At this point in time it was about 8 PM and I then phoned the Air Canada Reservation number in Montreal, Canada. Louise M. took my call and also attempted to contact any Air Canada staff still on the Terminal 3 premises. This also proved fruitless. We agreed that my only course of action was to arrange for my own accommodation and dinner and then seek reimbursement after the fact. This leads us into the purpose of this email.

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> In order to receive reimbursement to whom do I send a copy of my receipts, along with the actual Canadian value as evidenced by my Visa statement?

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> a. Hotel, Holiday Inn Express - 257.95 pounds/\$461.77 Canadian (this includes transport to and from the hotel and breakfast); and
> b. Dinner - 38.99 pounds - \$69.79 Canadian

>
> What other compensation will be provided given that I suffered a 24 hour delay in returning to Ottawa, due to a mechanical problem on your aircraft?

>
> Regards,
>
> Chris Johnson
> 613-270-8959
> ccjohnson@sympatico.ca