

## WITNESSED STATEMENT OF NOPSIE RUBENSTEIN

(May 16, 2016)

I, **NOPSIE RUBENSTEIN**, of the City of Winnipeg, in the Province of Manitoba, DO SOLEMNLY DECLARE THAT:

1. The present statement concerns my own travel with Air Canada. As such, I have personal knowledge of the information set out below, which is to my knowledge true, accurate, and complete.
2. I am providing the present statement in support of the application of Col. Christopher Johnson and Dr. Gábor Lukács against Air Canada. I consent to the disclosure of my personal information for the purpose of adjudication of the application.

### THE ITINERARY

3. My husband and I held the following confirmed itinerary on flights of Air Canada:

<b>Flight</b>	<b>Date</b>	<b>Depart</b>		<b>Arrive</b>	
AC 268	Nov 24, 2015	Winnipeg (YWG)	17:30	Toronto (YYZ)	20:57
AC 966	Nov 25, 2015	Toronto (YYZ)	13:00	Bridgetown (BGI)	15:05
AC 1965	Mar 24, 2016	Bridgetown (BGI)	15:10	Toronto (YYZ)	21:05
AC 273	Mar 24, 2016	Toronto (YYZ)	22:55	Winnipeg (YWG)	00:37 (+1)

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

4. Subsequently, our return flights were changed at our request as follows:

<b>Flight</b>	<b>Date</b>	<b>Depart</b>		<b>Arrive</b>	
AC 1965	Apr 1, 2016	Bridgetown (BGI)	15:10	Toronto (YYZ)	20:55
AC 273	Apr 1, 2016	Toronto (YYZ)	23:05	Winnipeg (YWG)	00:45 (+1)

A copy of the "Notice of Change in Itinerary" is attached and marked as **Exhibit "B"**.

## FLIGHT DELAY AND EXPENSES INCURRED

5. On April 1, 2016, at the Bridgetown Airport, I learned that the departure of Flight AC 1965 to Toronto was delayed by 5 hours 40 minutes, to 20:50, which would result in missing my connecting to Winnipeg. A copy of an email from Air Canada confirming the flight delay is attached and marked as **Exhibit "C"**.

6. On April 1, 2016, my husband received a "Notice of Change in Itinerary" from Air Canada, a copy of which is attached and marked as **Exhibit "D"**, indicating that my husband and I were rebooked on the following flights:

<b>Flight</b>	<b>Date</b>	<b>Depart</b>	<b>Arrive</b>
AC 440	Apr 4, 2016	Toronto (YYZ) 07:10	Ottawa (YOW) 08:13
AC 8525	Apr 4, 2016	Ottawa (YOW) 09:00	Winnipeg (YWG) 10:41

7. While still in Barbados, upon realizing that we would be stranded in Toronto for two nights, my husband booked a room for us at the Sheraton Gateway Hotel in Toronto, which is located at the airport.

8. We arrived in Toronto on April 2, 2016 at approximately 3 am. We had to wait until 5 am to speak to an Air Canada customer service and/or ticket agent, who provided us with:

- (a) a printout of the alternative Toronto-Winnipeg itinerary, via Ottawa, a copy of which is attached and marked as **Exhibit "E"**; and
- (b) a "we are sorry" card, offering a promotion code, a copy of which is attached and marked as **Exhibit "F"**.

9. We were not offered accommodation by Air Canada. My husband advised the Air Canada agent he had booked accommodation for us in Toronto at the Sheraton Gateway Hotel. The agent advised him that this hotel was on the list of accommodations approved by

Air Canada, and advised us to submit a claim for our expenses to Air Canada. A copy of a "Customer Relations" card that was provided to us by the agent is attached and marked as **Exhibit "G"**.

10. My husband paid the Sheraton Gateway Hotel \$561.28 for two nights of accommodation and \$72.63 for our meals, for a total of \$633.91. A copy of the invoices, showing payment with my MasterCard, is attached and marked as **Exhibit "H"**.

11. As a result of the delay of Flight AC 440 on April 4, 2016, we missed Flight AC 8525, and were rebooked on the following flight:

<b>Flight</b>	<b>Date</b>	<b>Depart</b>	<b>Arrive</b>
AC 8527	Apr 4, 2016	Ottawa (YOW) 16:00	Winnipeg (YWG) 17:41

In total, our return to Winnipeg was delayed by more than two and a half days (65 hours).

**SIGNED** in the City of Winnipeg,  
in the Province of Manitoba,  
on May 16, 2016, in the presence of:

\_\_\_\_\_  
**NOPSIE RUBENSTEIN**

\_\_\_\_\_  
Witness signature

Print Witness Name:

## **LIST OF EXHIBITS**

- A. Booking confirmation sent by Air Canada on August 21, 2015
- B. Notice of Change in Itinerary, received on March 25, 2016
- C. Email from Air Canada, dated April 1, 2016
- D. Notice of Change in Itinerary, received on April 1, 2016
- E. Alternative itinerary, printed by Air Canada agent on April 2, 2016
- F. A “we are sorry” card, offering a promotion code, provided by Air Canada agent on April 2, 2016
- G. “Customer Relations” card, provided by Air Canada agent on April 2, 2016
- H. Invoices from the Sheraton Gateway Hotel, dated April 4, 2016

This is **Exhibit “A”** to the  
Witnessed Statement  
of Nopsie Rubenstein  
dated May 16, 2016.

From: **Air Canada** confirmation@aircanada.ca  
Subject: Air Canada - 24-Nov: Winnipeg - Bridgetown (booking ref: LNADJI)  
Date: August 21, 2015 at 7:17 PM  
To: hymie\_rubenstein@icloud.com



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

## AIR CANADA Itinerary/Receipt

**Your booking 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.

[Scan this barcode to check in at any Air Canada check in kiosk.](#)



Access your personalized Air Canada travel information

[View your planner >](#)

### Booking Information

Booking Reference: **LNADJI**

**Electronic Ticketing confirmed. This is your official itinerary/receipt.**

**Main Contact:**

Mr Hymie Rubenstein  
hymie\_rubenstein@icloud.com  
Mobile: 1-204-8874550  
Home: 1-204-2697006

#### Online Services

- [Manage](#) my booking online (view/change my booking; select seats\*).
- [Select Seats](#)
- [Maple Leaf Lounge](#) | [Meal Vouchers](#) | [On My Way](#)
- [Alert me](#) of flight status changes directly to my mobile phone or email.
- [Flight Arrivals & Departures](#) - check online if my flight is on time.
- [Check-in online](#) and print my boarding pass.

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

#### Additional passenger information is required

Your current flight itinerary includes travel to a country that requires additional passenger information.

#### Customer Care

**Air Canada**  
1-888-247-2262

**Flight Arrivals and Departures**  
1-888-422-7533

We strongly encourage you to provide this information ahead of time from the comfort of your home or office with our secure online form.

[Provide passenger information](#)

## Flight Itinerary

Flight	From	To	Stops	Duration	Aircraft	Fare Type	Meal
AC268	<b>Winnipeg (YWG)</b> Tue 24-Nov 2015 17:30	<b>Toronto, Pearson Int'l (YYZ)</b> Tue 24-Nov 2015 20:57 - Terminal 1	0	19hr35	320	Tango, S	YIS F
AC966	<b>Toronto, Pearson Int'l (YYZ)</b> Wed 25-Nov 2015 08:45 - Terminal 1	<b>Bridgetown (BGI)</b> Wed 25-Nov 2015 15:05	0		319	Tango, S	YIS F
<b>AC1965<sup>1</sup></b>	<b>Bridgetown (BGI)</b> Thu 24-Mar 2016 15:10	<b>Toronto, Pearson Int'l (YYZ)</b> Thu 24-Mar 2016 21:05 - Terminal 1	0	10hr27	763	Tango, S	YIS F
AC273	<b>Toronto, Pearson Int'l (YYZ)</b> Thu 24-Mar 2016 22:55 - Terminal 1	<b>Winnipeg (YWG)</b> Fri 25-Mar 2016 00:37	0		320	Tango, S	YIS F

**Flight AC1965:**

This flight is operated by Air Canada rouge. You'll want to [learn more](#) about Air Canada rouge's in-flight services and amenities, as these differ from those of Air Canada.

AIR CANADA 

 F: [Food for purchase on board](#) All Air Canada Café purchases made on board Air Canada and Air Canada rouge flights, as well as on Air Canada Express flights operated by Jazz, are payable only with Visa, MasterCard and American Express credit cards.

Operated by:

<sup>1</sup> Air Canada rouge

## Passenger Information

<b>1: Mr Hymie Rubenstein : Adult (16+), Ticket Number: 0142152065663</b>			
Air Canada - Aeroplan :	<b>135286847</b>	Meal Preference :	<b>None</b>
Payment Card:	<b>xxxx-xxxx-xxxx-1345</b>	Special Needs:	<b>None</b>
Seat Selection:	<b>None</b>		
<b>2: Mrs Nopsie Carnetta Rubenstein : Adult (16+), Ticket Number: 0142152065664</b>			
Air Canada - Aeroplan :	<b>116509134</b>	Meal Preference :	<b>None</b>
Payment Card:	<b>xxxx-xxxx-xxxx-1345</b>	Special Needs:	<b>None</b>
Seat Selection:	<b>None</b>		

## Purchase Summary

## Purchase Summary

### Fare Summary

Passenger Type	Adult
<b>Air Transportation Charges</b>	
Departing Flight - <u>Tango</u>	<b>307.00</b>
Return Flight - <u>Tango</u>	<b>326.99</b>
<u>Surcharges</u>	15.01
<u>Carrier surcharges</u>	24.00
<b>Taxes, Fees and Charges</b>	
<u>Canada Airport Improvement Fee</u>	33.00
Canada Goods and Services Tax (GST/HST # 10009-2287 RT0001)	1.25
Canada Harmonized Sales Tax (GST/HST # 10009-2287 RT0001)	1.04
<u>Air Travellers Security Charge (ATSC)</u>	25.91
Airport facilitation fee	1.96
Barbados - Passenger Service Charge	35.96
Security Fee	4.18
Total before options (per passenger)	<b>776.30</b>
Number of passengers	x 2
Total with options	<b>1552.60</b>
Travel Insurance (declined)	0.00
<b>Grand Total - Canadian dollars</b>	<b>\$1552.60</b>

### Payment Information

**Credit/Debit Card xxxx-xxxx-xxxx-1345** - Amount paid: **\$1552.60**

The following amount (tax inclusive) will appear on your credit card or debit card statement:

- Air Canada: \$776.30 (Air Transp. Charges - per adult)

Ticket number(s): 0142152065663, 0142152065664

## Fare Rules

### Departing Flight Winnipeg (YWG) To Bridgetown (BGI) - Tango

- **Changes:**
  - Prior to day of departure - **Change fee** per direction, per passenger, is \$75 CAD plus applicable taxes and any additional fare difference. **Changes** can be made up to 2 hours prior to departure.
  - Day of departure, at check-in or at the airport - \$150 CAD per direction, per passenger, plus applicable taxes (no charge for fare difference) for same-day flights only.
  - Flights can only be used in sequence from the place of departure specified on the itinerary.
  - **Minimum/maximum stay** and other conditions may apply.
- **Cancellations:**
  - Tickets are **non-refundable and non-transferable**.
  - **Cancellations** can be made up to 45 minutes prior to departure.
  - Provided the original booking is cancelled prior to the original flight departure, the value of the unused ticket can be applied within a one year period from date of issue of the original ticket to the value of a new ticket subject to a change fee per direction, per passenger, plus applicable taxes and any additional fare difference, subject to availability and advance purchase requirements. The new outbound travel date must commence within a one year period from the original date of ticket issuance. If the fare for the new journey is lower, any residual amount will be forfeited.
- **Paid Advance Seat Selection** is available on Air Canada, Air Canada rouge and Air Canada Express, subject to availability.



This is **Exhibit “B”** to the  
Witnessed Statement  
of Nopsie Rubenstein  
dated May 16, 2016.

## Notice of Change in Itinerary

**\*\*PLEASE CONTACT US IMMEDIATELY AT THE RESERVATIONS NUMBER BELOW IF YOU HAVE ANY QUESTIONS CONCERNING THIS SCHEDULE CHANGE NOTICE.\*\***

Thank you for choosing Air Canada.

Please print this new itinerary and keep your original for your reference.

### Main Contact Information

Booking reference: **LNADJI**

Name: [Mr Hymie Rubenstein](#)  
 E-mail: [HYMIE\\_RUBENSTEIN@ICLOUD.COM](mailto:HYMIE_RUBENSTEIN@ICLOUD.COM)

#### Customer Care

Air Canada Reservations  
 1-888-247-2262

Air Canada Flight Information  
 1-888-422-7533

[International Reservations](#)

Alert me of flight changes  
[Flight notification](#)

### Updated Flight Itinerary

Flight	From	To	Aircraft	Cabin (Booking class)	Status
AC1965	Bridgetown (BGI)	Toronto Pearson (YYZ)	763	Economy (M)	Confirmed
<i>Operated by:</i>	Fri 01-Apr 2016	Fri 01-Apr 2016			
<i>Air Canada rouge</i>	15:10	20:55 - TERMINAL T1			
AC273	Toronto Pearson (YYZ)	Winnipeg (YWG)	320	Economy (M)	Confirmed
	Fri 01-Apr 2016 23:05 - TERMINAL T1	Sat 02-Apr 2016 00:45			

### Previous Flight Itinerary

Flight	From	To	Aircraft	Cabin (Booking class)	Status
AC268	Winnipeg (YWG) Tue 24-Nov 2015 17:25	Toronto Pearson (YYZ) Tue 24-Nov 2015 20:53		Economy (S)	Confirmed
AC966	Toronto Pearson (YYZ) Wed 25-Nov 2015 8:45	Bridgetown (BGI) Wed 25-Nov 2015 15:05		Economy (S)	Confirmed
AC1965	Bridgetown (BGI) Thu 24-Mar 2016 15:10	Toronto Pearson (YYZ) Thu 24-Mar 2016 21:05	763	Economy (S)	Confirmed

## Passenger Information

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Passenger 1  
 Name: Mr Hymie Rubenstein Ticket number: 014 2160 481816

Frequent Flyer Pgm: Air Canada Aeroplan Program number: [AC0135286847](#)

Passenger 2  
 Name: Mrs Nopsie Rubenstein Ticket number: 014 2160 481817

Frequent Flyer Pgm: Air Canada Aeroplan Program number: [AC0116509134](#)

If the flight for which you have a confirmed upgrade has been cancelled and we were not able to rebook you in the Business Class cabin, any eUpgrade Credits or frequent flyer miles/points that were used for the initial upgrade will be returned to your account.

You can change your new seat assignment by going to the Manage My Bookings tab on [aircanada.com](http://aircanada.com). If you wish to change your new flight, please contact Air Canada Reservations.

You can check in for your flight within 24 hours of departure through our convenient Web check-in or Mobile check-in options, or within 12 hours at one of our self-service check-in kiosks located in most of the airports Air Canada serves.

You must obtain your boarding pass and check in any baggage by the check-in deadline shown below.

Additionally, you must be available for boarding at the boarding gate by the boarding gate deadline shown below. Failure to respect check-in and boarding gate deadlines may result in the reassignment of any pre-reserved seats, the cancellation of reservations, and/or ineligibility for denied boarding compensation.

Travel	Recommended Check-in Time	Check-in Deadline	Boarding Gate Deadline
Within Canada	90 min.	45 min.	20 min.
To/from the US	120 min.	60 min.	20 min.
International (incl. Mexico & Caribbean)	120 min.	60 min.	30 min.
From Toronto City Airport, Ontario Canada	60 min.	20 min.	20 min.
From Tel Aviv, Israel	180 min.	75 min.	60 min.

Note: If your itinerary now includes a flight operated by another airline, please refer to the [code share flights](#) page as baggage allowance and fees may vary with other carriers.

### Comments, Compliments and Complaints

Would you like to comment on a past travel experience? Your comments, compliments and complaints will help us improve the services we offer. Send us an e-mail ( [aircanada.com/customerrelations](mailto:aircanada.com/customerrelations) ) or write to us at: Air Canada - Customer Relations, PO Box 64239, RPO Thorncliffe, Calgary, AB, Canada T2K 6J7.

### Schedules and Timetables

Time and aircraft type shown in timetables or elsewhere are approximate and not guaranteed, and form no part of the contract. Schedules are subject to change without notice and carrier assumes no responsibility for passenger making connections not included as part of the itinerary set out in the ticket. Carrier is not responsible for changes, errors or omissions either in timetables or in other representations of schedules.

This is **Exhibit “C”** to the  
Witnessed Statement  
of Nopsie Rubenstein  
dated May 16, 2016.

From: **Air Canada** Notification@aircanada.ca  
Subject: Air Canada: FLIGHT DISRUPTION (Booking ref: LNADJI)  
Date: April 1, 2016 at 7:15 PM  
To: hymie\_rubenstein@icloud.com



Booking Reference: LNADJI

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ZX1965  
Bridgetown to Toronto Pearson  
Departing: Fri Apr-1, 2016 at 20:50 PM  
Arriving: Fri Apr-1, 2016 at 2:44 AM  
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Dear Valued Customer:

Please accept our sincere apologies for the disruption to your flight. We recognize that we have upset your travel plans.

Our goal and responsibility is to ensure that your travel with us is reliable and on time. Considerable effort is made to keep these promises on a consistent basis and we are sorry that we were not able to do so on this occasion.

As a gesture of goodwill, we are pleased to offer you a one-time use promotion code to use on your next booking at aircanada.com. You have 60 days to retrieve your code, which can be applied to new tickets purchased for travel completed within the next 13 months.

About your Promotion Code:

- Your Promotion Code allows 2 customers per booking and applies to any flight operated by Air Canada, Air Canada Rouge, Air Canada Express or one of our codeshare partners.
- Promotion Code discounts apply only to new bookings made on aircanada.com for published fares.
- Promotion Codes cannot be applied to Flight Pass purchases or combined with other discount codes.
- Please note the fare displayed on the Select Flights screen will reflect the discount rounded to the nearest dollar.
- Promotion Codes apply to undiscounted published fares. Some of our previously discounted fares, while not eligible for the promotion, may be lower than the final price of the undiscounted fare to which the promotion applies.

Retrieve your promotion code now  
<http://aircanada.com/flight/promocode>

To check the status of your flights, please use our Flight Status tool (<http://aircanada.com/flightstatus>) or call Air Canada's automated flight information system at 1-888-422-7533.

For more information on our policies or to contact us, please refer to the URLs below:

Flight Delay Policy: <http://aircanada.com/delaypolicy>  
Flight Cancellation Policy: <http://aircanada.com/cancellationpolicy>  
Customer Relations: <http://aircanada.com/customerrelations>

Thank you for flying with Air Canada. We truly hope we will have another opportunity to welcome you on board.

Sincerely,

Air Canada

\*\*\*\*\*  
This service email was sent by Air Canada to you and contains important information that must be communicated to you regarding an Air Canada Product or Service that you have requested. This service email is not a promotional email.

Your privacy is important to us. To learn how Air Canada collects, uses, and protects the personal information you provide, please view our Privacy Policy (<http://www.aircanada.com/en/about/legal/privacy/policy.html>).

Please do not reply to this email, as this inbox is not monitored. If you have any questions regarding other Air Canada product or service please visit aircanada.com (<http://www.aircanada.com/en/customercare/index.html>).

Air Canada, PO Box 64239, RPO Thornccliffe, Calgary, Alberta, T2K 6J7

\*\*\*\*\*

This is **Exhibit “D”** to the  
Witnessed Statement  
of Nopsie Rubenstein  
dated May 16, 2016.

## Notice of Change in Itinerary

**\*\*PLEASE CONTACT US IMMEDIATELY AT THE RESERVATIONS NUMBER BELOW IF YOU HAVE ANY QUESTIONS CONCERNING THIS SCHEDULE CHANGE NOTICE.\*\***

Thank you for choosing Air Canada.

**Please print this new itinerary and keep your original for your reference.**

### Main Contact Information

**Booking reference: LNADJI**

**Name:** Mr Hymie Rubenstein  
**E-mail:** HYMIE\_RUBENSTEIN@ICLOUD.COM

#### Customer Care

**Air Canada Reservations**  
 1-888-247-2262

**Air Canada Flight Information**  
 1-888-422-7533

[International Reservations](#)

Alert me of flight changes  
[Flight notification](#)

### Updated Flight Itinerary

Flight	From	To	Aircraft	Cabin (Booking class)	Status
AC1965	Bridgetown (BGI)	Toronto Pearson (YYZ)	763	Economy (M)	Confirmed
<i>Operated by:</i>	Fri 01-Apr 2016	Fri 01-Apr 2016			
<i>Air Canada rouge</i>	15:10	20:55 - TERMINAL T1			
Seat number(s) requested:	40D 40E				
AC440	Toronto Pearson (YYZ)	Ottawa (YOW)	321	Economy (B)	Confirmed
	Mon 04-Apr 2016	Mon 04-Apr 2016			
	07:10 - TERMINAL T1	08:13			
Seat number(s) requested:	29B 29C				
AC8525	Ottawa (YOW)	Winnipeg (YWG)	CRA	Economy (B)	Confirmed
<i>Operated by:</i>	Mon 04-Apr 2016	Mon 04-Apr 2016			
<i>Air Canada Express-Jazz</i>	09:00	10:41			
Seat number(s) requested:	21A 21C				

### Previous Flight Itinerary

Flight	From	To	Aircraft	Cabin (Booking class)	Status
AC1965	Bridgetown (BGI) Fri 01-Apr 2016 15:10	Toronto Pearson (YYZ) Fri 01-Apr 2016 20:55	763	Economy (M)	Confirmed

## Passenger Information

**Passenger 1**  
 Name: **Mr Hymie Rubenstein** Ticket number: **014 2160 731170**

Frequent Flyer Pgm: Air Canada Aeroplan Program number: AC0135286847

**Passenger 2**  
 Name: **Mrs Nopsie Rubenstein** Ticket number: **014 2160 731171**

Frequent Flyer Pgm: Air Canada Aeroplan Program number: AC0116509134

If the flight for which you have a confirmed upgrade has been cancelled and we were not able to rebook you in the Business Class cabin, any eUpgrade Credits or frequent flyer miles/points that were used for the initial upgrade will be returned to your account.

You can change your new seat assignment by going to the Manage My Bookings tab on [aircanada.com](http://aircanada.com). If you wish to change your new flight, please contact Air Canada Reservations.

You can check in for your flight within 24 hours of departure through our convenient Web check-in or Mobile check-in options, or within 12 hours at one of our self-service check-in kiosks located in most of the airports Air Canada serves.

You must obtain your boarding pass and check in any baggage by the check-in deadline shown below.

Additionally, you must be available for boarding at the boarding gate by the boarding gate deadline shown below. Failure to respect check-in and boarding gate deadlines may result in the reassignment of any pre-reserved seats, the cancellation of reservations, and/or ineligibility for denied boarding compensation.

Travel	Recommended Check-in Time	Check-in Deadline	Boarding Gate Deadline
Within Canada	90 min.	45 min.	20 min.
To/from the US	120 min.	60 min.	20 min.
International (incl. Mexico & Caribbean)	120 min.	60 min.	30 min.
From Toronto City Airport, Ontario Canada	60 min.	20 min.	20 min.
From Tel Aviv, Israel	180 min.	75 min.	60 min.

**Note:** If your itinerary now includes a flight operated by another airline, please refer to the [code share flights](#) page as baggage allowance and fees may vary with other carriers.

### Comments, Compliments and Complaints

Would you like to comment on a past travel experience? Your comments, compliments and complaints will help us improve the services we offer. Send us an e-mail ( [aircanada.com/customerrelations](mailto:aircanada.com/customerrelations) ) or write to us at: Air Canada - Customer Relations, PO Box 64239, RPO Thorncliffe, Calgary, AB, Canada T2K 6J7.

### Schedules and Timetables

Time and aircraft type shown in timetables or elsewhere are approximate and not guaranteed, and form no part of the contract. Schedules are subject to change without notice and carrier assumes no responsibility for passenger making connections not included as part of the itinerary set out in the ticket. Carrier is not responsible for changes, errors or omissions either in timetables or in other representations of schedules.



This is **Exhibit “E”** to the  
Witnessed Statement  
of Nopsie Rubenstein  
dated May 16, 2016.

PASSENGER ITINERARY FOR  
HYMIE RUBENSTEIN  
NOPSIE RUBENSTEIN

AIR CANADA  
TORONTO  
CANADA  
2 APRIL 16

BOOKING REFERENCE  
LNADJI

WE ARE PLEASED TO CONFIRM THE FOLLOWING TRAVEL ARRANGEMENTS

AIR CANADA	AC440	B ECONOMY	CONFIRMED
DEPART	MON 4 APRIL 16	TORONTO PEARSON INTL	0710
ARRIVE	MON 4 APRIL 16	OTTAWA	0813

LATEST CHECK IN IS 60 MINUTES BEFORE DEPARTURE  
DEPARTS FROM TERMINAL T1  
THE FOLLOWING SEATS HAVE BEEN PRE-ASSIGNED FOR YOU  
29B 29C

AIR CANADA	AC8525	B ECONOMY	CONFIRMED
DEPART	MON 4 APRIL 16	OTTAWA	0900
ARRIVE	MON 4 APRIL 16	WINNIPEG	1041

THIS FLIGHT IS OPERATED BY JAZZ  
THE FOLLOWING SEATS HAVE BEEN PRE-ASSIGNED FOR YOU  
21A 21C

\*\*FREQUENT TRAVELLER\*\*  
\*\*FREQUENT TRAVELLER\*\*

THANK YOU FOR CHOOSING AIR CANADA

This is **Exhibit “F”** to the  
Witnessed Statement  
of Nopsie Rubenstein  
dated May 16, 2016.



We are sorry for any inconvenience this disruption may have caused.

To show our concern and appreciation, we are **pleased to offer you a one time Promotion Code** that entitles you to a discount on a future booking at [aircanada.com](http://aircanada.com).

**To claim your code**, please go to [aircanada.com/flight/promocode](http://aircanada.com/flight/promocode). You have **60 days** to retrieve your code which can be applied to new tickets purchased for travel completed within the next **13 months**.

You will be required to enter the following information, as well as your name, exactly as it appears on your booking. Please take a moment to write this down for your reference:

Flight No. .... Flight Date .....

Any one of the following:

Booking Reference .....

Aeroplan / Frequent Flyer No. ....

Ticket No. ....

**About your Promotion Code:**

- Your Promotion Code allows 2 customers per booking and applies to any flight operated by Air Canada, Air Canada rouge, Air Canada Express™, or one of our codeshare partners.
- Your Promotion Code is fully transferable.
- All travel must be completed within 13 months of retrieving your code. Please retrieve your code within 60 days of your affected flight.
- Promotion Code discounts apply only to new bookings made on [aircanada.com](http://aircanada.com) for published fares. Please note that promotional codes apply to undiscounted published fares. Some of our previously discounted fares, while not eligible for the promotion, may be lower than the final price of the undiscounted fare to which the promotion applies.
- Promotion Codes cannot be applied to Flight Pass purchases or combined with other discount codes.
- Please note the fare displayed on the Select Flights screen will reflect the discount rounded to the nearest dollar.

**For more information about Air Canada's Customer Service policies, go to [aircanada.com](http://aircanada.com) or visit the following pages:**

Flight Delay Policy: [aircanada.com/delaypolicy](http://aircanada.com/delaypolicy)

Flight Cancellation Policy: [aircanada.com/cancellationpolicy](http://aircanada.com/cancellationpolicy)

Customer Relations: [aircanada.com/customerrelations](http://aircanada.com/customerrelations)

To check the status of your flights, use our Flight Status tool, [aircanada.com/flightstatus](http://aircanada.com/flightstatus) or call Air Canada's automated flight information system at 1-888-422-7533.

We look forward to seeing you soon and thank you for



We are sorry for any inconvenience this disruption may have caused.

To show our concern and appreciation, we are **pleased to offer you a one time Promotion Code** that entitles you to a discount on a future booking at [aircanada.com](http://aircanada.com).

**To claim your code**, please go to [aircanada.com/flight/promocode](http://aircanada.com/flight/promocode). You have **60 days** to retrieve your code which can be applied to new tickets purchased for travel completed within the next **13 months**.

You will be required to enter the following information, as well as your name, exactly as it appears on your booking. Please take a moment to write this down for your reference:

Flight No. .... Flight Date .....

Any one of the following:

Booking Reference .....

Aeroplan / Frequent Flyer No. ....

Ticket No. ....

**About your Promotion Code:**

- Your Promotion Code allows 2 customers per booking and applies to any flight operated by Air Canada, Air Canada rouge, Air Canada Express™, or one of our codeshare partners.
- Your Promotion Code is fully transferable.
- All travel must be completed within 13 months of retrieving your code. Please retrieve your code within 60 days of your affected flight.
- Promotion Code discounts apply only to new bookings made on [aircanada.com](http://aircanada.com) for published fares. Please note that promotional codes apply to undiscounted published fares. Some of our previously discounted fares, while not eligible for the promotion, may be lower than the final price of the undiscounted fare to which the promotion applies.
- Promotion Codes cannot be applied to Flight Pass purchases or combined with other discount codes.
- Please note the fare displayed on the Select Flights screen will reflect the discount rounded to the nearest dollar.

**For more information about Air Canada's Customer Service policies, go to [aircanada.com](http://aircanada.com) or visit the following pages:**

Flight Delay Policy: [aircanada.com/delaypolicy](http://aircanada.com/delaypolicy)

Flight Cancellation Policy: [aircanada.com/cancellationpolicy](http://aircanada.com/cancellationpolicy)

Customer Relations: [aircanada.com/customerrelations](http://aircanada.com/customerrelations)

To check the status of your flights, use our Flight Status tool, [aircanada.com/flightstatus](http://aircanada.com/flightstatus) or call Air Canada's automated flight information system at 1-888-422-7533.

We look forward to seeing you soon and thank you for

This is **Exhibit “G”** to the  
Witnessed Statement  
of Nopsie Rubenstein  
dated May 16, 2016.

**AIR CANADA** 

**Customer Relations  
Contact Information**

*Air Canada, Air Canada Express and Air Canada rouge:*  
P.O. Box 64239, RPO Thorncliffe  
Calgary, AB T2K 6J7 Canada  
Toll-free fax: 1-866-584-0380  
[www.aircanada.com/customerrelations](http://www.aircanada.com/customerrelations)

**Baggage:**

**Call Center:** 1-888-689-2247 (Canada and USA only)

**Lost and Found:** <http://www.aircanada.com/en/travelinfo/airport/baggage/lost-and-found-form.html>

**Baggage Claims:** PO Box 8000, Station Airport, Dorval, H4Y 1C3  
[www.aircanada.com/customerrelations](http://www.aircanada.com/customerrelations)

All claims for delay of baggage must be made in writing within 21 days from the date on which the baggage has been placed at passenger's disposal.

All claims for damage (including missing items) must be made forthwith after the discovery of the damage, and in writing, at the latest, within 7 days from the date of receipt of the checked baggage.

**Refund Services**

**(Passenger Ticket Inquiry - Past Travel Refunds):**

P.O. Box 6475, Winnipeg, MB R3C 3V2 Canada  
<http://www.aircanada.com/en/customercare/index.html>

**Call Centres**

**(Current/Future Travel Inquiries):**

1-888-247-2262 (Canada and USA only)

ACF008 (2014-10)

A STAR ALLIANCE MEMBER  
MEMBRE DU RÉSEAU STAR ALLIANCE



This is **Exhibit “H”** to the  
Witnessed Statement  
of Nopsie Rubenstein  
dated May 16, 2016.

Sheraton Gateway Hotel  
 PO Box 3000  
 Toronto AMF  
 Toronto, ON L5P 1C4  
 Canada  
 Tel: 905-672-7000 Fax: 905-672-7100



Dr. Hymie Rubenstein  
 197 AUGUSTA DR  
 WINNIPEG, MB R3T 4H3  
 Canada

Page Number : 1 Invoice Nbr : 293807  
 Guest Number : 2267435  
 Folio ID : A  
 Arrive Date : 02-APR-16 05:35  
 Depart Date : 04-APR-16 03:57  
 No. Of Guest : 2  
 Room Number : 892  
 Club Account : SPG - Axxxxxxx5934

Copy Tax Invoice

Tax ID : 140047879  
 Sheraton Gateway 05-APR-16 03:10 9999

Date	Time	Reference	Description	Charges (CAD)	Credits (CAD)
02-APR-16	05:35	DEPOSIT	Deposit-MC-1345		-531.28
02-APR-16	07:01	S794	Telecom	15.00	
02-APR-16	07:52	7271	Club Lounge	5.00	
02-APR-16	03:01	RT892	Room Revenue	229.00	
02-APR-16	03:01	RT892	Rooms HST	29.77	
02-APR-16	03:01	RT892	Destination Marketing Program	6.09	
02-APR-16	03:01	RT892	HST Destination Marketing Prog	0.78	
03-APR-16	09:43	7292	Club Lounge	5.00	
03-APR-16	18:00	7295	Club Lounge	5.00	
03-APR-16	03:05	RT892	Room Revenue	229.00	
03-APR-16	03:05	RT892	Rooms HST	29.77	
03-APR-16	03:05	RT892	Destination Marketing Program	6.09	
03-APR-16	03:05	RT892	HST Destination Marketing Prog	0.78	
04-APR-16	04:55	MC	MasterCard-1345		-30.00

\*\*\*For Authorization Purpose Only\*\*\*

xxxxxx1345

Date	Code	Authorized
02-APR-16	03784Z	100
02-APR-16	05424Z	100
03-APR-16	01385Z	100

\*\* Total 561.28 -561.28  
 \*\*\* Balance -0.00

Continued on the next page



Sheraton Gateway Hotel  
 PO Box 3000  
 Toronto AMF  
 Toronto, ON L5P 1C4  
 Canada  
 Tel: 905-672-7000 Fax: 905-672-7100



Dr. Hymie Rubenstein  
 197 AUGUSTA DR  
 WINNIPEG, MB R3T 4H3  
 Canada

Page Number : 1 Invoice Nbr : 293935  
 Guest Number : 2267435  
 Folio ID : B  
 Arrive Date : 02-APR-16 05:35  
 Depart Date : 04-APR-16 03:57  
 No. Of Guest : 2  
 Room Number : 892  
 Club Account : SPG - Axxxxxxx5934

Copy

Tax ID : 140047879  
 Sheraton Gateway 05-APR-16 03:10 9999

Date	Time	Reference	Description	Charges (CAD)	Credits (CAD)
02-APR-16	19:46	3828	Mahogany Grill	129.13	
02-APR-16	00:11	adj	Service Promise Rooms		-56.50
05-APR-16	03:10	MC	MasterCard		-72.63
** Total				129.13	-129.13
*** Balance				0.00	

For your convenience, we have prepared this zero-balance folio indicating a \$0 balance on your account. Please be advised that any charges not reflected on this folio will be charged to the credit card on file with the hotel. While this folio reflects a \$0 balance, your credit card may not be charged until after your departure. You are ultimately responsible for paying all of your folio charges in full.

HST Summary for your stay:	Amount (CAD)
Room Revenue HST	-6.50
Food & Beverage HST	13.13
Photo/Fax/Copy Services HST	0.00
Other Revenue HST	0.00
Total HST for your stay:	6.63

Visit the Sheraton Store and take home our signature bedding, bath and more. Shop now at [www.sheraton.com/store](http://www.sheraton.com/store)

Tell us about your stay [www.sheraton.com/reviews](http://www.sheraton.com/reviews) for billing please connect with us at [00692guestionquiries@sheraton.com](mailto:00692guestionquiries@sheraton.com)

Sheraton Gateway Hotel  
PO Box 3000  
Toronto AMF  
Toronto, ON L5P 1C4  
Canada  
Tel: 905-672-7000 Fax: 905-672-7100



Dr. Hymie Rubenstein  
197 AUGUSTA DR  
WINNIPEG, MB R3T 4H3  
Canada

Page Number	:	2	Invoice Nbr	:	293935
Guest Number	:	2267435			
Folio ID	:	B			
Arrive Date	:	02-APR-16	05:35		
Depart Date	:	04-APR-16	03:57		
No. Of Guest	:	2			
Room Number	:	892			
Club Account	:	SPG - Axxxxxxx5934			

Tell us about your stay. [www.sheraton.com/reviews](http://www.sheraton.com/reviews). For billing, please connect with us at [00692guestinquiries@sheraton.com](mailto:00692guestinquiries@sheraton.com)