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VIA EMAIL: secretariat@otc-cta.gc.ca

January 11, 2016

The Secretary
CANADIAN TRANSPORTATION AGENCY
15 Eddy Street
17th Floor, Mailroom
Gatineau, Quebec
Canada J8X 4B3

**SUBJECT: Mr. Christopher C. Johnson and Dr. Gábor Lukács
v. Air Canada
Case No.: 15-05627
Our File No.: LIT-2015-000544
Answer - Notice of Written Questions and Production
of Documents**

Dear Secretary:

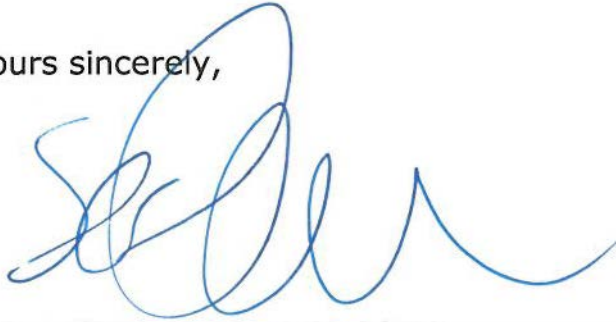
Please find our response to the complainants' questions as set out in Dr. Lukács letter dated December 29, 2015.

- Q1. You will find attached to the present as document A-1 a copy of the internal recommendations, pertaining to the reimbursement of expenses in place at the relevant time to the present application. Another section of the document has not been disclosed as it does not relate to Irregular operations or schedule changes and related expenses therefrom.
- Q2. Air Canada confirms that the internal recommendations contained in document A-1 are not set out in its international Tariff.

Q3. Air Canada chose to reimburse Mr. Johnson, and based its goodwill offer to provide accommodation, within the context of a call for volunteers to stay overnight as a result of the flight cancellation at issue which was uncontrollable.

All of which is respectfully submitted.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'JFBR', with a large, stylized flourish at the end.

Jean-François Bisson-Ross
Counsel – Litigation

JFBR/sa

Encl.

c.c. Dr. Gábor Lukács, Co-applicant and representative for Mr. Johnson

A-1



- ✦ Receipts always required
- ✦ Scan receipts acceptable up to \$150.00 total
- ✦ Expenses exceeding \$150.00 original receipts required
- ✦ Accommodation is per room not per passenger
- ✦ Meal allowance is per passenger based on time of re-accommodation.
- ✦ USA meal allowance amounts also apply for international locations
- ✦ Amounts in charts are maximum, if actual cost less, pay the actual cost
- ✦ Lead approval required for expenses that exceed the per room or meal allowance amount listed
- ✦ Lead approval required for total expenses that exceed \$300.00
- ✦ Lead approval required for expenses of more than 1 night in uncontrollable situations
- ✦ Lead approval must always be obtained before responding to writer
- ✦ Special case customers (customers with disabilities, UMNR, minors 12-17 travelling alone, and elderly customers) are entitled to meals and hotel accommodation regardless of the situation
- ✦ Premium customers are VIP Red Card Holders, Super Elite 100K, Elite 75K, Elite 50K, Star Alliance Gold, Executive, Executive First class
- ✦ In controllable situations only, if pax chose to find own ground transportation, ie bus or car rental, and this is a less expensive option than the flight coupon cost plus accommodation cost, refund ground transportation but not the flight coupon.
- ✦ In uncontrollable situations, if pax chose to find own ground transportation, refund flight coupon only

Irregular Operations - Controllable Situations

- Outbound flight (start of passenger journey with Air Canada) NO EXPENSES
- Return flight, connection point or diversion as follows:

	Accommodation	Breakfast	Lunch	Dinner	Transport
Regular Customers	\$100.00 per room	7.00 per person Canada/10 per person USA	10.00 per person Canada/12 per person USA	15.00 per person Canada/USA	Shuttle service
Premium Customers	\$150.00 per room	7.00 per person Canada/10 per person USA	10.00 per person Canada/12 per person USA	15.00 per person Canada/USA	Taxi cost if applicable



Irregular Operations - Uncontrollable Situations

- Outbound flight and return flight **NO EXPENSES**
- Connection point or diversion only - one night only as follows:

	Accommodation	Breakfast	Lunch	Dinner	Transport
Regular Customers	\$100.00 per room	7.00 per person Canada/10 per person USA	10.00 per person Canada/12 per person USA	15.00 per person Canada/USA	Shuttle service
Premium Customers	\$150.00 per room	7.00 per person Canada/10 per person USA	10.00 per person Canada/12 per person USA	15.00 per person Canada/USA	Taxi cost if applicable

All compensation is goodwill and costs should never exceed amounts above.

Schedule Change

- If pax did not like or accept alternate flight that would have provided same day travel **NO EXPENSES**
- When schedule change requires an overnight at a connecting city and there is no alternate flight service the same day or when schedule change requires a customer to travel the day before/after originally scheduled flight causing an overnight at the destination as follows:

	Accommodation Canada/US Itinerary	Accommodation International & Sun Itinerary
Regular Customers	\$100.00 per room	\$175.00 per room
Premium Customers	\$100.00 per room	\$175.00 per room

All compensation is goodwill and costs should never exceed amounts above.