

1526 W. 66th Ave.
Vancouver, BC V6P 2R9
February 12, 2015

Air Canada - Customer Relations

PO Box 64239,
RPO Thorncliffe
Calgary, AB, Canada
T2K 6J7

Dear Air Canada,

On Air Canada flight 301, on November 15, 2014, the flight was delayed by more than 4 hours. This caused me to return home at 1am, instead of my scheduled 9pm arrival, causing me to miss time with my family for the holidays. According to your website, this entitles me to a free voucher for food. However, no vouchers were offered to any of the customers on the flight.

It would give all your customers a good impression of your airline if compensation were offered when such a long delay occurs. It would also make it more likely for your customers to choose your airline in the future. United Airlines also offers the same flight from SF to Vancouver.

I chose Canadian Air because of your excellent reputation for quality of service. Your airline has consistently been rated highly, and all my past experiences flying with you have been positive. Although the flight delay was inconvenient for me, and all your customers that day, I believe that compensation in the form of a food voucher for future flights is reasonable. If you provide this voucher for a future flight, it would uphold my expectation for the high quality of service I have always received from your airline.

Regards,

Leo Teng-Hou Liu