



Rick McCharles <rickmccharles@gmail.com>

Re: APPR Claim

APPR Claims <apprclaims@westjet.com>

4 August 2022 at 01:48

To: "rickmccharles@gmail.com" <rickmccharles@gmail.com>

Thank you for contacting WestJet.

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Merci de contacter WestJet.

Afin de vous assurer de recevoir les courriels de WestJet, veuillez nous ajouter à vos contacts.



Hello Richard,

Reservation: TTYJMM

City Pairs: London (Gatwick) to Nanaimo via Toronto and Calgary

Thank you for submitting a claim under the Air Passenger Protection Regulations (APPR).

We apologize for the interruption to your travel plans. It is never our intention to delay or cancel flights and we regret this was your experience. A review of your claim for compensation pursuant to the APPR has been completed taking the flight itinerary into consideration, which includes the original departure city to the final destination.

Upon review of your reservation, we are unable to approve your claim for compensation as the most significant reason for your flight interruption was due to delays at customs and immigration and outside of WestJet's control.

For more information about your passenger rights, please visit www.westjet.com/guestrights, review the updated terms and conditions of carriage or read the full tariff. You can also visit the Canadian Transportation Agency website for additional information.

We appreciate your understanding and hope to welcome you on a future WestJet flight.

Regards,

Hassan H | On behalf of WestJet



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