

Customer Relations

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10 November 2009

Reference: 1189599

Mr. Nathan S Segal
PO Box 8
621 Discovery Street
Victoria, BC
V8W 2M1

Dear Mr. Segal:

We have received a copy of your correspondence to our Media relations website and have been asked to review your concerns. We appreciate the time you have taken to contact us and are pleased to provide an explanation.

On behalf of Air Canada and our Star Alliance partner United Airlines, we offer our sincere apologies for the disappointment that you experienced.

In situations such as this, our sole responsibility is to provide you with transportation from your point of origin to your point of turnaround and then to your point of destination. As we did provide transportation to your ticketed destination, our contractual obligation in the passenger ticket was accomplished. Therefore, we must respectfully deny your request for any refund. For more information, please refer to the Conditions of Contract included with your ticket.

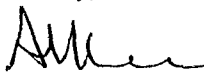
We certainly understand that it is reassuring to have your preferred seat confirmed in advance of travel. Due to the operational nature of our business, however, there may be occasions when the specific seat you booked is not available. Some of the reasons for this include weight and balance requirements and accommodation of special needs customers.

Seat selection is a difficult service to provide in a way that satisfies all demands and it is unfortunate that you were unable to obtain the seating you desired. Pre-reserved seating is a service we offer but do not guarantee.

We regret you found certain aspects of our service disappointing and apologize for leaving you with a less than satisfactory opinion of Air Canada. We welcome letters from our customers, as they allow us to evaluate our performance. Changes in policy or procedures do occur in areas where improvements should be made and we are attentive to the needs of our customers.

Mr. Segal, thank you for choosing Air Canada. We look forward to the opportunity of welcoming you onboard in the near future.

Sincerely,



Andy Lee
Customer Relations