

10. Were non-scheduled passengers treated any differently in respect of compensation for expenses due to passenger and baggage delay? Please provide the data related to expenses paid out in relation to the four non-scheduled flights.

No.

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For passenger delay expenses (excluding baggage):

WG201 BON/YYZ Apr 18

We received a total of 19 complaints.

WG783 RIH/YYZ Apr 16

We received a total of 77 complaints.

WG784 YYZ/RTB Apr 15

We received a total of 34 complaints.

WG785 RTB/YYZ Apr 16

We received a total of 4 complaints.