

PRESIDENT Călin Rovinescu AIR CANADA 18-63223.

DEMAND LETTER

MARCH 2, 1018

CALIN ROVINESCU

PRESIDENT OF AIR CANADA

QIAJGE

You have made my holiday vacation a nightmare

Approximately, 1130 pm

Air canada

Honolulu to Vancouver canada

1. The tug pushed US onto the taxi runway
2. The APU died on the push
3. A CATASTROPHIC FAILURE
4. **The captain tried 25 times**
5. To restart the apu
6. We had a catastrophe failure of the apu
7. The air conditioning
8. 25 times
9. **That should have triggered a cancellation of the flight**
10. We were pushed back to the ramp
11. I asked 3 times to be let OUT of the airplane
12. The lead crew member said she cannot reach the captain
13. The captain refused to answer THE PHONE
14. I ASKED THAT SHE TELL THE CAPTAIN I WANT OFF THE PLANE
15. **After 2 hours**
16. THE LEAD CREW SAID THAT I CAN NOT GO
17. HAVE ANOTHER 35 TIMES THE APU DID NOT START
18. AFTER 3 HOURS OF NO AIR CONDITIONING
19. THE CAPTAIN HAD THE PLANE Dis IMBARK
20. **THAT SHOULD HAVE CANCELLED THE FLIGHT**
21. **We were locked in our gate**
22. **I demanded to be let out**
23. Or I would call the police

24. 2am
25. We were told that all flights are booked including the competition
26. No food
27. No vouchers
28. No hotel
29. Again, the crew and ground crews should be fired for negligence not providing reasonable alternatives such as hotel and vouchers for meals
30. At 3am I demanded to see the supervisors
31. Emily told me that she would provide updates but did not do so
32. Or misinformation and no show
33. 25 people demanded to have hotels
34. 4am email was told by me to inform
35. Peter kempt that I would inform the newspapers
36. Still nothing
37. maintenance crew say that there are 3 parts that need to be replaced
38. NO POWER TO APU MAINTENANCE CREW RADIO
39. At 5 am
40. One part was replaced from united airlines
41. 8 am were told that the flight was cancelled
42. It took another 3 hours to give hotel and vouchers to be given out
43. Instead of allowing check in online
44. We were told to come back the next day
45. For tickets and check in
46. In person
47. **The voucher did not include lunch**
48. **I tried a dozen times to get air canada**
49. **But the line was busy**

I went to airport got nothing

no one there

1. **I booked a flight on West jet on emergency basis**
2. **Sleep deprivation**
3. **Back and neck and pain from sleeping on the floor**
4. **with no blanket**
5. **And facing a flight again at 10 30**
6. **With out sleep**
7. **And pain in back neck**

I TOOK WEST JET BACK AT 3 PM

ROBERT MELYNCHUK 808 354 1112