

Sunwing Inquiry : Appendix 10 – All Affected Flights

Toronto Airport (YYZ) Departures

Flights	Original Date of Flight	Destination	Passengers	Original Scheduled Time of Departure	Actual Date of Departure	Actual Time of Departure	Original Scheduled Time of Arrival	Actual Date of Arrival	Actual Time of Arrival	Boarding time	Take-off / Wheels up	Delay 4+ hrs	Duration of Delay	Flight Delay: Meal vouchers provided	Flight Delay: Delay 8+ hrs + Overnight	Flight Delay: Hotel + shuttle provided to eligible Passengers	Tarmac Delay: 90 mins +	Tarmac Delay: Duration	Tarmac Delay: Option of deplaning offered	Tarmac Delay: Snacks provided	Tarmac Delay: Drinks provided	Delayed Baggage	(*)Mitigated Facts	Relevant Issues
SWG022	15/04/2018	FLL	166	7:45	15/04/2018	15:44	11:10	15/04/2018	20:01	14:53	16:50	Yes	07:59	Yes	No	No	Yes*	01:57	No*	No*	No*	No	<p>TARMAC DELAY:</p> <ul style="list-style-type: none"> Some passengers testimonies and data provided by the Greater Toronto Airports Authority indicate a tarmac delay exceeding 90 minutes. Sunwing does not consider this event as a tarmac delay of over 90 minutes according to its criteria. 	<ul style="list-style-type: none"> Meal vouchers were available for passengers. Passengers testimonies report communication issues.
SWG026	16/04/2018	PIE	95	6:15	17/04/2018	6:44	9:15	17/04/2018	9:41	6:42	07:19	Yes	24:29	Yes*	Yes	Yes*	No	N/A	N/A	N/A	N/A	Yes	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Some passengers report they have not received any vouchers. Sunwing states that 365 meal vouchers were made available for this flight and that a \$20 meal allowance was included with hotel accommodation. <p>HOTELS:</p> <ul style="list-style-type: none"> Some passengers report they have not received hotel accommodation. Sunwing states that 80 rooms were blocked at Eaton Chelsea for this flight. <p>LIMO VOUCHERS:</p> <ul style="list-style-type: none"> Some passengers report they have not been provided with limo/taxi vouchers. Sunwing states that taxi vouchers were issued and specifies that Airline Limousine invoiced \$29,381 to Sunwing for this period. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Not all passengers were eligible for hotel accommodation and/or limo vouchers as per Sunwing's tariff. Sunwing states that "rooms were blocked" but the number of rooms used remains undetermined. Sunwing reports that \$29,381 were invoiced by Airline Limousine" for this period" but it remains unknown whether this applies only to flight. Sunwing does not dispute baggage incidents.
SWG030	15/04/2018	MCO	122	6:20	15/04/2018	12:30	9:20	15/04/2018	16:37	12:00	13:20	Yes	06:10	Yes	No	No	No	N/A	N/A	N/A	N/A	No		<ul style="list-style-type: none"> Meal vouchers were available for passengers. Passengers testimonies report communication issues.
SWG068	16/04/2018	MCO	122	06:20	16/04/2018	10:57	09:20	16/04/2018	13:59	10:33	11:21	Yes	04:37	Yes	No	No	No	N/A	N/A	N/A	N/A	Yes		<ul style="list-style-type: none"> Meal vouchers were available for passengers. Passengers testimonies report communication issues. Sunwing does not dispute baggage incidents.
SWG218	15/04/2018	SNU	180	11:45	16/04/2018	21:47	15:30	16/04/2018	02:52	21:46	22:23	Yes	34:02	Yes	Yes	No	Yes	04:50	N/A	No	Yes*	Yes	<p>DRINKS DURING TARMAC DELAY:</p> <ul style="list-style-type: none"> Some passengers report they have not received water to drink. Sunwing states that two services of water were provided; The first at 22:57 and a second around 01:30. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues and multiple gate changes. Meal vouchers were available for passengers. With regard to tarmac delay, boarding time was 22:02 and deplaning took place around 02:52. Deplaning was not offered since it was the sole intention of the pilot after the failure of the flight plan; Pilot was then awaiting a gate. Snacks were not provided; Sunwing states that it was considered but as engines were running they could not be offered. Sunwing also states that there was not enough on board. Hotel accommodation was not made available; Sunwing states hotels were unavailable.

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SWG436	15/04/2018	PUJ	109	9:15	16/04/2018	8:33	10:30	16/04/2018	14:20	8:38	09:54	Yes	23:18	Yes*	Yes	No	No	N/A	N/A	N/A	N/A	Yes	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Some passengers report they have not received \$15 or \$20 meal vouchers. Other passengers report they haven't received any vouchers. Sunwing states that 408 meal vouchers were made available for this flight. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues and multiple gate changes. Hotel accommodation were not made available; Sunwing states that hotels were unavailable. Sunwing states that taxi and/or limo vouchers were issued for this flight. Sunwing does not dispute baggage incidents. Sunwing reports that a water leak was detected after boarding and the aircraft had to be deplaned.
SWG442	17/04/2018	PUJ	176	15:55	17/04/2018	20:28	20:10	18/04/2018	0:51	20:22	21:05	Yes	04:33	No	No	No	No	N/A	N/A	N/A	N/A	No	<ul style="list-style-type: none"> Meal vouchers were not available for passengers; Sunwing states that at 15:01 meal vouchers were authorized to be distributed through the flight delay notification but didn't seem to have reached the gate. Passenger testimony report communication issues. 	
SWG511	17/04/2018	CUN	185	10:15	17/04/2018	14:06	13:30	17/04/2018	17:36	14:08	15:04	Yes*	03:51	Yes	No	No	No	N/A	N/A	N/A	N/A	No	<p>DELAY:</p> <ul style="list-style-type: none"> One passenger reports they boarded the plane 4 hours later. Data provided by Sunwing indicate the delay was 03:51. Data provided by the Greater Toronto Airports Authority cannot be used to arbitrate. 	<ul style="list-style-type: none"> Meal vouchers were available for passengers. Passenger testimony report communication issues.
SWG513	16/04/2018	CUN	162	6:15	16/04/2018	20:05	23:23	17/04/2018	23:16	20:05	20:36	Yes	13:50	Yes*	No	No	No	N/A	N/A	N/A	N/A	Yes	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Meal vouchers were made available for passengers; however, one passenger reports that they only got distributed after 12 hours. Sunwing states that 162 meal vouchers were made available for this flight. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues and multiple gate changes. Sunwing does not dispute baggage incidents.
SWG515	15/04/2018	CUN	180	10:15	15/04/2018	23:41	13:30	16/04/2018	3:20	23:00	00:22	Yes	13:26	Yes	No	No	No	N/A	N/A	N/A	N/A	Yes	<ul style="list-style-type: none"> passengers testimonies report communication issues and multiple gate changes. Meal vouchers were available for passengers. Sunwing does not dispute baggage incidents. 	
SWG535	16/04/2018	CUN	189	10:15	16/04/2018	13:31	13:30	16/04/2018	17:10	11:51	14:08	No	03:16	No	No	No	Yes	02:17	No	No	No	Yes	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Sunwing indicated that deplaning was not offered during tarmac delay. Snacks and drinks were not provided during tarmac delay. Sunwing does not dispute baggage incidents. 	
SWG600	16/04/2018	CCC	178	15:45	17/04/2018	7:06	19:20	17/04/2018	10:40	6:29	07:34	Yes	15:21	Yes	Yes	Yes	No	N/A	N/A	N/A	N/A	No	<ul style="list-style-type: none"> Passengers testimony report communication issues. Meal vouchers were available for passengers. Hotel accommodation was made available for this flight. Taxi and/or limo vouchers were issued for this flight. 	
SWG620	16/04/2018	VRA	179	16:30	17/04/2018	10:38	20:00	17/04/2018	14:57	10:05	11:54	Yes	18:08	Yes	Yes	Yes	No	N/A	N/A	N/A	N/A	No	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Meal vouchers were available for passengers. Sunwing states that hotel accommodation was made available for this flight. Taxi and/or limo vouchers were issued for this flight. 	
SWG626	15/04/2018	VRA	187	6:15	15/04/2018	14:40	9:45	15/04/2018	18:57	14:30	15:31	Yes	08:25	Yes*	No	No	No	N/A	N/A	N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Some passengers report that they have not received any meal vouchers. Sunwing states that 197 meal vouchers were made available for this flight. 	<ul style="list-style-type: none"> Passengers testimony report communication issues.
SWG642	18/04/2018	HOG	183	6:15	18/04/2018	19:24	10:05	18/04/2018	23:36	18:42	20:08	Yes	13:09	Yes*	No	No	No	N/A	N/A	N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Some passengers report they have not received any meal vouchers. Sunwing states that 213 meal vouchers were made available for this flight. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues.
SWG680	16/04/2018	VRA	189	6:15	16/04/2018	8:37	9:45	16/04/2018	12:26	8:31	09:09	No	02:22	No	No	No	No	N/A	N/A	N/A	N/A	Yes	<ul style="list-style-type: none"> Passengers testimony reports communication issues and baggage issues. Sunwing does not dispute baggage incidents. 	
SWG682	17/04/2018	VRA	171	6:15	18/04/2018	0:20	9:45	18/04/2018	3:33	23:41	00:40	Yes	18:05	Yes	No	No	No	N/A	N/A	N/A	N/A	No	<ul style="list-style-type: none"> Passengers testimonies report communication issues and multiple gate changes. Meal vouchers were available for passengers; Sunwing states that 343 meal vouchers were made available for this flight. 	
SWG684	15/04/2018	VRA	136	13:50	16/04/2018	16:52	17:20	16-04-2018	20:29	16:06	17:20	Yes	27:02	Yes*	Yes	No	No	N/A	N/A	N/A	N/A	Yes	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Meal vouchers were made available for passengers; however, some passengers report they only got distributed after 14 or 20 hours. Sunwing states that 329 meal vouchers were made available for this flight. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues and multiple gate changes. Hotel accommodation was not made available; Sunwing states hotels were unavailable. Unknown if taxi and/or limo vouchers were issued for this flight. Sunwing does not dispute baggage incidents.

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SWG684	17/04/2018	VRA	172	16:30	18/04/2018	7:22	20:00	18/04/2018	10:46	6:56	07:40	Yes	14:52	Yes	Yes	Yes*	No	N/A	N/A	N/A	N/A	No	<p>HOTELS:</p> <ul style="list-style-type: none"> One passenger reports that hotel accommodation was denied. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues Meal vouchers were available for passengers. Not all passengers were eligible for hotel accommodation and/or limo vouchers as per Sunwing's tariff. Taxi and/or limo vouchers were issued for this flight.
SWG706	16/04/2018	AUA	164	6:10	16/04/2018	12:42	11:05	16/04/2018	18:10	10:57	13:11	Yes	06:32	No	No	No	Yes*	02:14	No*	No*	No*	No	<p>TARMAC DELAY:</p> <ul style="list-style-type: none"> A passenger's testimony indicates a tarmac delay exceeding 90 minutes. Sunwing does not consider this event as a tarmac delay of over 90 minutes according to its criteria. Data provided indicates the aircraft was pushed back at 12:42 approximately 1:45 after boarding, and took off at 13:10. 	<ul style="list-style-type: none"> Passenger testimony report communication issues and multiple gate changes. Meal vouchers were not available for passengers. Unknown if deplaning was offered during tarmac delay (if applicable). Snacks and drinks were not provided during tarmac delay (if applicable).
SWG714	15/04/2018	AUA	162	9:30	15/04/2018	11:10	14:30	15/04/2018	16:28	9:22	11:57	No	01:40	No	No	No	Yes*	02:35	No*	No*	No*	No	<p>TARMAC DELAY:</p> <ul style="list-style-type: none"> A passenger testimony and data provided by the Greater Toronto Airports Authority indicate a tarmac delay exceeding 90 minutes. Sunwing does not consider this event as a tarmac delay of over 90 minutes according to its criteria. 	<ul style="list-style-type: none"> Passenger testimony report communication issues. Unknown if deplaning was offered during tarmac delay (if applicable). Snacks and drinks were not provided during tarmac delay (if applicable).
SWG730	17/04/2018	MBJ	155	10:15	18/04/2018	7:14	9:40	18/04/2018	10:13	6:59	07:43	Yes	20:59	Yes	Yes	Yes	No	N/A	N/A	N/A	N/A	No	<ul style="list-style-type: none"> Passenger testimony report communication issues and multiple gate changes. Meal vouchers were available for passengers. Not all passengers were eligible for hotel accommodation and/or limo vouchers as per Sunwing's tariff. Sunwing states that hotel accommodation was made available for this flight Unknown if taxi and/or limo vouchers were issued for this flight. 	
SWG732	16/04/2018	MBJ	137	10:15	17/04/2018	7:03	13:25	17/04/2018	10:14	6:20	07:36	Yes	20:48	Yes*	Yes	Yes	No	N/A	N/A	N/A	N/A	Yes	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> One passenger reports that he was advised that if he was to use the \$20 vouchers, then he would not be able to receive a full refund if he decides to cancel his vacation. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Meal vouchers were available for passengers. Not all passengers were eligible for hotel accommodation and/or limo vouchers as per Sunwing's tariff. Sunwing states that hotel accommodation was made available for this flight. Unknown if taxi and/or limo vouchers were issued for this flight. Sunwing does not dispute baggage incidents.
SWG746	15/04/2018	NAS	144	16:45	16/04/2018	5:00	20:05	16/04/2018	8:45	4:10	05:37	Yes	12:15	Yes*	Yes*	No*	No*	01:27	No*	No*	No*	No	<p>TARMAC DELAY:</p> <ul style="list-style-type: none"> Some passengers testimonies indicate a tarmac delay exceeding 90 minutes. Data provided by both Sunwing and the Greater Toronto Airports Authority does not indicate a tarmac delay exceeding 90 minutes (points towards a delay of 87 minutes). <p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Some passengers report they have not received any meal vouchers. Sunwing states that 141 meal vouchers were made available for this flight. <p>HOTELS:</p> <ul style="list-style-type: none"> Sunwing does not consider this event as an overnight according to its criteria because the flight departure was delayed at 02:30 and then delayed again. <p>LIMO VOUCHERS:</p> <ul style="list-style-type: none"> Sunwing does not consider this event as an overnight according to its criteria because the flight departure was delayed at 02:30 and then delayed again. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues and multiple gate changes. Unknown if deplaning was offered during tarmac delay (if applicable). Snacks and drinks were not provided during tarmac delay (if applicable). Not all passengers were eligible for hotel accommodation and/or limo vouchers as per Sunwing's tariff.
SWG752	14/04/2018	MBJ	170	15:05	14/04/2018	21:30	18:15	14/04/2018	n/a	22:30	0:35	Yes	06:25	Yes	No	No	Yes*	02:05	No*	No*	No*	No	<p>TARMAC DELAY:</p> <ul style="list-style-type: none"> Some passengers testimonies and data provided by the Greater Toronto Airports Authority indicate a tarmac delay exceeding 90 minutes just before departure. Sunwing does not consider this event as a tarmac delay of over 90 minutes according to its criteria. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Meal vouchers were available for passengers; Sunwing states that 172 meal vouchers were made available for this flight. Sunwing reports that the aircraft had to be deplaned and reboarded after 8 hours. Unknown if deplaning was offered during tarmac delay (if applicable). Snacks and drinks were not provided during tarmac delay (if applicable).
SWG784	16/04/2018	RTB	107	6:15	17/04/2018	6:34	9:00	17/04/2018	9:22	6:14	07:07	Yes	24:19	Yes*	Yes	Yes	No	N/A	N/A	N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Some passengers report that they have not received any vouchers on the first day. Sunwing states that 87 meal vouchers were made available for this flight over the 2 days. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Sunwing states that hotel accommodation was made available for this flight. Taxi and/or limo vouchers were issued for this flight.

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Montreal Airport (YUL) Departures

Flights	Original Date of Flight	Destination	Passengers	Original Scheduled Time of Departure	Actual Date of Departure	Actual Time of Departure	Original Scheduled Time of Arrival	Actual Date of Arrival	Actual Time of Arrival	Boarding time	Take-off / Wheels up	Delay 4+ hrs	Duration of Delay	Flight Delay: Meal vouchers provided	Flight Delay: Delay 8+ hrs + Overnight	Flight Delay: Hotel + shuttle provided to passengers	Tarmac Delay: 90 mins +	Tarmac Delay: Duration	Tarmac Delay: Option of deplaning offered	Tarmac Delay: Snacks provided	Tarmac Delay: Drinks provided	Delayed Baggage	(*)Mitigated Facts	Relevant Issues
SWG248	18/04/2018	CCC	188	6:00	18/04/2018	10:00	09:50	18/04/2018	13:47	9:43	10:20	Yes	04:00	Yes	No	No	No	N/A	N/A	N/A	N/A	No		<ul style="list-style-type: none"> Meal vouchers were available for passengers; Sunwing states that 186 meal vouchers were made available for this flight. Passengers testimonies report communication issues.
SWG306	16/04/2018	SNU	166	17:10	17/04/2018	15:50	21:15	17/04/2018	19:39	15:40	16:13	Yes	22:40	Yes*	Yes	Yes*	No	N/A	N/A	N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Some passengers report they have not received any vouchers. Sunwing states that 446 meal vouchers were made available for this flight. <p>HOTELS:</p> <ul style="list-style-type: none"> Some passengers report that they have not received hotel accommodation. Sunwing states that 8 rooms were used at the Holiday Inn in Dorval. <p>LIMO VOUCHERS:</p> <ul style="list-style-type: none"> Some passengers report they have not been provided with limo/taxi vouchers. Sunwing states that they do not provide taxi vouchers at the Montreal airport (YUL) because of previous fraud but rather reimburse taxi fares incurred. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Not all passengers were eligible for hotel accommodation and/or limo vouchers as per Sunwing's tariff.
SWG308	17/04/2018	SNU	172	17:00	17/04/2018	21:51	21:05	18/04/2018	01:42	21:36	22:22	Yes	04:51	Yes*	No	No	No	N/A	N/A	N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> One passenger reports that he and his group have not received any meal vouchers. Sunwing states that 65 meal vouchers were made available for this flight. 	<ul style="list-style-type: none"> Passenger testimony report communication issues.
SWG378	16/04/2018	VRA	189	17:15	17/04/2018	00:06	21:20	16/04/2018	04:18	0:11	00:38	Yes	06:51	Yes	No	No	No	N/A	N/A	N/A	N/A	No		<ul style="list-style-type: none"> Meal vouchers were available for passengers; Sunwing states that 188 meal vouchers were made available for this flight. Passengers testimonies report communication issues.
SWG414	17/04/2018	POP	155	06:00	17/04/2018	07:27	10:20	17/04/2018	11:42	7:05	07:47	No	01:27	No	No	No	No	N/A	N/A	N/A	N/A	No		<ul style="list-style-type: none"> Passengers testimonies report communication issues. Some passengers testimonies detail an incident where several customers were misinformed and returned home in the morning only to realize later that the flight had left without them; Sunwing confirms the incident and specifies that this has affected 32 passengers. These passengers were reprotected on Flight SWG428 the same day. Meal vouchers were available for other passengers.

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SWG426	16/04/2018	PUJ	156	6:00	17/04/2018	02:35	06:30	17/04/2018	06:56	2:26	02:46	Yes	20:35	Yes*	Yes	Yes*	No	N/A	N/A	N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Some passengers report they have not received any vouchers. Sunwing states that 375 meal vouchers were made available for this flight. <p>HOTELS:</p> <ul style="list-style-type: none"> Some passengers report they have not received hotel accommodation. Sunwing states that 17 rooms were used at the Sheraton Montreal Airport. <p>LIMO VOUCHERS:</p> <ul style="list-style-type: none"> Some passengers report they have not been provided with limo/taxi vouchers. Sunwing states that they do not provide taxi vouchers at the Montreal airport (YUL) because of previous fraud but rather reimburse taxi fares incurred. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Not all passengers were eligible for hotel accommodation and/or limo vouchers as per Sunwing's tariff.
SWG428	17/04/2018	PUJ	147	8:00	18/04/2018	07:59	11:00	18/04/2018	12:27	7:29	8:15	Yes	23:59	Yes*	Yes	Yes	No	N/A	N/A	N/A	N/A	Yes	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Some passengers report they have not received any vouchers. Sunwing states that 473 meal vouchers were made available for this flight. <p>HOTELS:</p> <ul style="list-style-type: none"> Some passengers report they have not received hotel accommodation. Sunwing states that 20 rooms were used at the Aloft Hotel in Dorval <p>LIMO VOUCHERS:</p> <ul style="list-style-type: none"> Some passengers report they have not been provided with limo/taxi vouchers. Sunwing states that they do not provide taxi vouchers at the Montreal airport (YUL) because of previous fraud but rather reimburse taxi fares incurred. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Some passengers testimonies show that they are upset about the unannounced stop at the Puerto Plata airport (POP) to disembark the 32 customers that were misinformed and missed Flight SWG414. Not all passengers were eligible for hotel accommodation and/or limo vouchers as per Sunwing's tariff. Sunwing does not dispute baggage incidents.
SWG434	18/04/2018	PUJ	165	06:00	18/04/2018	19:26	10:30	18/04/2018	23:39	18:33	19:46	Yes	13:26	Yes	No	No	No	N/A	N/A	N/A	N/A	No		<ul style="list-style-type: none"> Meal vouchers were available for passengers; Sunwing states that 356 meal vouchers were made available for this flight. Passengers testimonies report communication issues.
SWG470	15/04/2018	POP	75	16:30	15/04/2018	23:02	20:50	16/04/2018	03:28	22:48	23:37	Yes	06:32	Yes	No	No	No	N/A	N/A	N/A	N/A	No	<ul style="list-style-type: none"> Passenger testimony reports communication issues. Meal vouchers were available for passengers. 	
SWG517	16/04/2018	CUN	159	06:00	17/04/2018	00:50	09:50	16/04/2018	04:27	0:38	01:05	Yes	18:50	Yes	Yes	Yes*	No	N/A	N/A	N/A	N/A	No	<p>HOTELS:</p> <ul style="list-style-type: none"> Some passengers report they have not received hotel accommodation. Sunwing states that 8 rooms were used at the Holiday Inn in Dorval. Data provided may indicate that this was not an overnight situation (departure at 01:05) 	<ul style="list-style-type: none"> Passengers testimonies report communication issues and multiple gate changes. Meal vouchers were available for passengers; Sunwing states that 400 meal vouchers were made available for this flight. Not all passengers were eligible for hotel accommodation and/or limo vouchers as per Sunwing's tariff. Unknown if taxi and/or limo vouchers were issued for this flight.
SWG519	17/04/2018	CUN	182	06:00	17/04/2018	18:30	09:50	17/04/2018	21:50	18:20	18:50	Yes	12:30	Yes	No	No	No	N/A	N/A	N/A	N/A	No	<ul style="list-style-type: none"> Passengers testimonies report communication issues and multiple gate changes. Meal vouchers were available for passengers; Sunwing states that 414 meal vouchers were made available for this flight. 	
SWG604	17/04/2018	CCC	187	17:10	18/04/2018	06:27	21:10	17/04/2018	10:37	6:13	07:12	Yes	13:17	Yes	Yes	Yes	No	N/A	N/A	N/A	N/A	Yes	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Meal vouchers were available for passengers; Sunwing states that 258 meal vouchers were made available for this flight. Sunwing states that hotel accommodation was made available for this flight. Unknown if taxi and/or limo vouchers were issued for this flight. Sunwing does not dispute baggage incidents. 	
SWG688	17/04/2018	VRA	182	17:10	18/04/2018	07:09	21:15	17/04/2018	12:25	6:29	07:39	Yes	13:59	Yes	Yes	No*	No	N/A	N/A	N/A	N/A	No	<p>HOTELS:</p> <ul style="list-style-type: none"> Some passengers report they have not received hotel accommodation. Some passengers report they have been told that only those who live more than 3 hours drive would get hotel accommodation. Sunwing states that 8 rooms were booked at the Quality Inn in Dorval. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Meal vouchers were available for passengers; Sunwing states that 292 meal vouchers were made available for this flight. Sunwing states that "rooms were blocked" but the number of rooms used remains undetermined. Unknown if taxi and/or limo vouchers were issued for this flight.

Sunwing Inquiry : Appendix 10 – All Affected Flights

Toronto Airport (YYZ) Arrivals

Flights	Original Date of Flight	Origin	Passengers	Original Scheduled Time of Departure	Actual Date of Departure	Actual Time of Departure	Original Scheduled Time of Arrival	Actual Date of Arrival	Actual Time of Arrival	Gate assignment (latest)	Deplaning (gate or stairs time)	Delay 4+ hrs	Duration of Delay	Flight Delay: Meal vouchers provided	Flight Delay: Delay 8+ hrs + Overnight	Flight Delay: Hotel + shuttle provided to eligible Passengers	Tarmac Delay: 90 mins +	Tarmac Delay: Duration	Tarmac Delay: Option of deplaning offered	Tarmac Delay: Snacks provided	Tarmac Delay: Drinks provided	Delayed Baggage	(*)Mitigated Facts	Relevant Issues
SWG031	15/04/2018	MCO	187	10:25	15/04/2018	17:46	13:10	15/04/2018	23:40	C38	3:32	Yes	07:21	Yes	No	No	Yes	03:52		Yes*	Yes	Yes		<ul style="list-style-type: none"> Passengers testimonies report communication issues. Flight delayed at the Orlando Airport (MCO). Meal vouchers were available for passengers. Tarmac delay at the Toronto airport (YYZ). Water service provided during tarmac delay. Sunwing does not dispute baggage incidents.
SWG031	18/04/2018	MCO	121	10:25	18/04/2018	14:32	13:10	18/04/2018	N/A	H1B	17:43	Yes	04:07	Yes	No	No	No	N/A		N/A	N/A	Yes		<ul style="list-style-type: none"> Passenger testimony report communication issues. Flight delayed at the Orlando Airport (MCO). Meal vouchers were available for passengers. Passenger testimony report lack of assistance to a person with disabilities (wheelchair). Sunwing does not dispute baggage incidents.
SWG201	15/04/2018	BON	139	16:10	15/04/2018	19:29	21:40	16/04/2018	0:39	H3A	5:15	No	03:19	No	No	No	Yes	04:36		No	Yes*	Yes		<ul style="list-style-type: none"> Passengers testimonies report communication issues. Tarmac delay at the Toronto Airport (YYZ). No snacks or food provided during tarmac delay. Sunwing does not dispute baggage incidents.
SWG208	15/04/2018	SJD	187	19:20	15/04/2018	21:26	01:59	16/04/2018	N/A	B14	04:25	No	02:06	No	No	No	No	N/A		N/A	N/A	Yes		<ul style="list-style-type: none"> Passengers testimonies report communication issues. Sunwing does not dispute baggage incidents.
SWG305	17/04/2018	SNU	175	22:05	18/04/2018	02:20	01:40	18/04/2018	N/A	C30A	06:02	Yes	04:15	Yes*	No	No	No	N/A		N/A	N/A	Yes		<ul style="list-style-type: none"> Passenger testimony report communication issues. Flight delayed at the Santa Clara airport (SNU). Sunwing does not dispute baggage incidents.
SWG343	15/04/2018	CCC	186	11:10	15/04/2018	14:15	14:40	15/04/2018	N/A	C37A	18:20	No*	03:05	No	No	No	No	N/A		N/A	N/A	Yes		<ul style="list-style-type: none"> Passengers testimonies report communication issues. Sunwing does not dispute baggage incidents.
SWG407	15/04/2018	PUJ	184	21:15	17/04/2018	14:02	10:55	17/04/2018	N/A	C36	18:48	Yes	40:47	Yes*	Yes	Yes	No	N/A		N/A	N/A	No		<ul style="list-style-type: none"> Passengers testimonies report communication issues. Flight delayed at the Punta Cana airport (PUJ) for almost 2 days. Passengers initially taken to airport on first day but bussed back to a resort after waiting approximately 2 hours at terminal.

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SWG411	15/04/2018	POP	184	21:40	16/04/2018	4:35	01:59	16/04/2018	8:09	C38	9:38	Yes	06:55	Yes*	No	No	No*	01:29	No*	No*	Yes	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Passengers report that the majority of the waiting period took place at a resort. Sunwing's position is that when customers remain and/or return to a resort, they are deemed to have access to meals (restaurant) making meal vouchers unnecessary. Sunwing reports that 4 meal vouchers were made available for passengers who went to the terminal on their own. <p>TARMAC DELAY:</p> <ul style="list-style-type: none"> Some passengers testimonies indicate a tarmac delay exceeding 90 minutes. Data provided by Sunwing does not indicate a tarmac delay exceeding 90 minutes (point towards a delay of 89 minutes). Data provided by the Greater Toronto Airports Authority cannot be used to arbitrate. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Flight delayed at the Puerto Plata airport (POP). Possible tarmac delay in Toronto Airport (YYZ). No snacks or food provided during tarmac delay (if applicable). No water or drinks provided during tarmac delay (if applicable). Sunwing does not dispute baggage incidents.
SWG413	16/04/2018	POP	177	21:45	18/04/2018	01:57	01:54	18/04/2018	N/A	C40	06:29	Yes	28:12	Yes*	Yes	Yes	No	N/A	N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Passengers report that the majority of the waiting period took place at a resort. Sunwing's position is that when customers remain and/or return to a resort they are deemed to have access to meals (restaurant) making meal vouchers unnecessary. 	<ul style="list-style-type: none"> Passenger testimony report communication issues. Flight delayed at the Puerto Plata airport (POP) for almost 2 days. Sunwing states that passengers were kept at the hotel and stayed less than 4 hours in the airport.
SWG421	16/04/2018	PUJ	182	14:50	17/04/2018	13:38	17:30	17/04/2018	N/A	B19	18:42	Yes	22:48	Yes*	Yes	Yes	No	N/A	N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Passengers report that the majority of the waiting period took place at a resort. Sunwing's position is that when customers remain and/or return to a resort they are deemed to have access to meals (restaurant) making meal vouchers unnecessary. 	<ul style="list-style-type: none"> Passenger testimony report communication issues. Flight delayed at the Punta Cana airport (PUJ) for almost 2 days. Sunwing states that passengers were kept at the hotel and stayed less than 4 hours in the airport.
SWG437	15/04/2018	PUJ	183	14:50	16/04/2018	15:37	15:40	16/04/2018	N/A	B9	20:25	Yes	24:47	Yes*	Yes	Yes	No	N/A	N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Passengers report that the majority of the waiting period took place at the terminal. Meal vouchers were made available for passengers; however, one passenger reports they only got distributed after 13:00 on the second day. Sunwing states that 492 meal vouchers were made available for this flight. Sunwing's position is that when customers remain and/or return to a resort they are deemed to have access to meals (restaurant) making meal vouchers unnecessary. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Flight delayed at the Punta Cana airport (PUJ) for almost 2 days. Passengers were bussed back to a different resort for the night.
SWG439	14/04/2018	PUJ	183	14:50	14/04/2018	14:42	19:30	14/04/2018	N/A	B12	20:32	No	00:08	No	No	No	No	N/A	N/A	N/A	Yes	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Passengers testimonies report communication issues. This flight actually left 00:08 ahead of schedule. Sunwing does not dispute baggage incidents. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Sunwing does not dispute baggage incidents.
SWG443	14/04/2018	PUJ	175	21:35	15/04/2018	4:06	01:59	15/04/2018	N/A	C30A	8:30	No*	06:31	No	No	No	No	N/A	N/A	N/A	Yes	<p>DELAY:</p> <ul style="list-style-type: none"> Data provided by Sunwing and the Greater Toronto Airports Authority suggests an approximate delay of 6:30 at the Punta Cana airport (PUJ). Passengers report delay but no details; mainly report baggage issues. Raw Data provided by Sunwing indicates Sunwing does not consider this event as a delayed flight according to its criteria. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Sunwing does not dispute baggage incidents.

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SWG514	16/04/2018	CUN	178	10:30	17/04/2018	15:04	05:13	17/04/2018	N/A	C31	20:59	Yes	28:34	Yes	Yes	Yes*	No	N/A	N/A	N/A	Yes	<p>HOTELS:</p> <ul style="list-style-type: none"> Passengers testimonies indicate that after spending approximately 18:00 at the terminal, passengers were bussed back to a different resort around 01:30 and only had access to rooms between 03:30 and 05:00 (varies). 	<ul style="list-style-type: none"> Passengers testimonies report communication issues and multiple gate changes. Flight delayed at the Cancun airport (CUN). Meal vouchers were available for passengers and some got 2 each; Sunwing states that 554 meal vouchers were made available for this flight. One passenger testimony reports that a person with disability was provided with a broken wheelchair, resulting in injury. Passengers report being provided a sandwich on flight back. Sunwing does not dispute baggage incidents.
SWG516	15/04/2018	CUN	177	14:50	16/04/2018	16:34	20:50	16/04/2018	N/A	C39A	22:15	Yes	25:44	Yes*	Yes	Yes*	No	N/A	N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Passengers report that the majority of the waiting period took place at the terminal. Meal vouchers were made available for passengers; however, passengers testimonies indicate they only received 1 vouchers of \$15 for the entire delay; Sunwing states that 342 meal vouchers were made available for this flight. Sunwing's position is that when customers remain and/or return to a resort they are deemed to have access to meals (restaurant) making meal vouchers unnecessary. <p>HOTELS:</p> <ul style="list-style-type: none"> One passenger testimony indicates that after spending approximately 12:00 at the terminal passengers were bussed back at resort and only had access to rooms at 04:30. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Flight delayed at the Cancun airport (CUN).
SWG601	16/04/2018	CCC	189	20:30	17/04/2018	11:46	23:59	17/04/2018	N/A	C38	15:45	Yes	15:16	Yes*	Yes	Yes	No	N/A	N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Passengers report that the majority of the waiting period took place at a resort. Sunwing's position is that when customers remain and/or return to a resort they are deemed to have access to meals (restaurant) making meal vouchers unnecessary. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Flight delayed in CCC. Passengers initially taken to airport on first day but bussed back to a resort after waiting approximately 3 hours at terminal.
SWG603	14/04/2018	CCC	189	22:15	14/04/2018	22:58	01:45	15/04/2018	2:33	B15	3:53	No	00:43	No	No	No	No*	01:20	No*	No*	Yes	<p>TARMAC DELAY:</p> <ul style="list-style-type: none"> Passengers testimony indicates a tarmac delay "for close to 2 hours", thus exceeding 90 minutes. However, the same passengers report they "Landed at 2:30 AM" and "We were kept inside the plane till 4 AM indicate a tarmac delay" thus not exceeding 90 minutes. Data provided by Sunwing does not indicate a tarmac delay exceeding 90 minutes (point towards a delay of 80 minutes). Data provided by the Greater Toronto Airports Authority cannot be used to arbitrate. 	<ul style="list-style-type: none"> Passenger testimony report communication issues. Possible tarmac delay in Toronto Airport (YYZ). No snacks or food provided during tarmac delay (if applicable). No water or drinks provided during tarmac delay (if applicable). Sunwing does not dispute baggage incidents.
SWG621	16/04/2018	VRA	185	22:20	17/04/2018	05:19	01:45	17/04/2018	N/A	H1A	09:01	Yes	06:59	No	No	No	No	N/A	N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Some passengers report that they have not received any meal vouchers during delay at the airport. Sunwing states meal vouchers were not issued as this was a night flight and passengers were kept at their resort until 23:30. 	<ul style="list-style-type: none"> Passenger testimony report communication issues. Flight delayed at the Varadero airport (VRA).

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SWG627	15/04/2018	VRA	179	10:55	15/04/2018	20:08	14:20	16/04/2018	02:25	C27A	4:53	Yes	09:13	Yes*	No	No	Yes	02:28	No	No*	Yes	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Some passengers report they have not received any meal vouchers during delay at the airport; however, testimonies indicate they were provided with 2 sandwiches and 2 beverages at the airport. Sunwing states that catering was provided to waiting clientele instead of meal vouchers. <p>DRINKS DURING TARMAC DELAY:</p> <ul style="list-style-type: none"> Some passengers report they have not received drinks. One passenger reports that Sunwing “ran out of water very quickly”. Sunwing states that they have no specific on the flight report. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Flight delayed at the Varadero airport (VRA). Tarmac delay in Toronto Airport (YYZ). No snacks or food provided during tarmac delay. Sunwing does not dispute baggage incidents.
SWG683	17/04/2018	VRA	189	10:55	18/04/2018	04:38	07:15	18/04/2018	N/A	C41	08:56	Yes	17:43	Yes*	No*	No	No	N/A	N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Passengers report that the majority of the waiting period took place at a resort. Sunwing’s position is that when customers remain and/or return to a resort they are deemed to have access to meals (restaurant) making meal vouchers unnecessary. <p>HOTELS:</p> <ul style="list-style-type: none"> This was a night flight after a 17:47 delay. Unknown if an overnight stay is to be considered for this event. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Flight delayed at the Varadero airport (VRA). Sunwing states that passengers were kept at the hotel and stayed less than 4 hours in the airport.
SWG685	15/04/2018	VRA	180	22:20	16/04/2018	00:02	01:45	16/04/2018	3:06	H8	05:35	No	01:42	No	No	No	Yes	02:29	No	Yes*	Yes	<p>DRINKS DURING TARMAC DELAY:</p> <ul style="list-style-type: none"> Some passengers report they have not received water or drinks. Sunwing states that water and juice was served to everyone as per flight report. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Tarmac delay in Toronto Airport (YYZ). No snacks or food provided during tarmac delay. Sunwing does not dispute baggage incidents.
SWG685	17/04/2018	VRA	184	22:15	18/04/2018	13:51	01:45	18/04/2018	N/A	H1A	17:37	Yes	15:36	No*	Yes	Yes	No	N/A	N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Passengers report that the majority of the waiting period took place at a resort; however, testimonies indicate they stayed more than 4 hours at the airport before boarding. Sunwing states that passengers were kept at the hotel, thus meal vouchers were not issued. Sunwing’s position is that when customers remain and/or return to a resort they are deemed to have access to meals (restaurant) making meal vouchers unnecessary. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Flight delayed at the Varadero airport (VRA).
SWG715	15/04/2018	AUA	177	15:35	15/04/2018	17:27	20:55	15/04/2018	22:21	H2	4:35	No	01:52	No	No	No	Yes	06:14	No	Yes*	Yes	<p>DRINKS DURING TARMAC DELAY:</p> <ul style="list-style-type: none"> Some passengers report they have not received water or drinks. Sunwing states that 2 water services were done, but specifies that not all passengers were served. 	<ul style="list-style-type: none"> This flight is detailed in the Inquiry report Passengers testimonies report communication issues. Tarmac delay in Toronto Airport (YYZ). No snacks or food provided during tarmac delay except for one passenger who requested it. Sunwing does not dispute baggage incidents.
SWG727	14/04/2018	LIR	152	18:50	14/04/2018	19:35	01:59	15/04/2018	N/A	B8	03:28	No	00:45	No	No	No	No	N/A	N/A	N/A	Yes	<p>Passengers testimonies report communication issues.</p> <p>Sunwing does not dispute baggage incidents.</p>	
SWG731	15/04/2018	MBJ	188	14:55	15/04/2018	15:57	20:05	15/04/2018	20:32	C24	22:31	No	01:02	No	No	No	Yes	01:59	Yes*	Yes*	Yes	<p>DRINKS DURING TARMAC DELAY:</p> <ul style="list-style-type: none"> Some passengers report they have not received water or drinks. Some passengers report that water was distributed only in first 3–4 rows. Sunwing states that they have no specific on the flight report. <p>SNACKS DURING TARMAC DELAY:</p> <ul style="list-style-type: none"> Some passengers report they have not received any snack or food. Some passengers report that a few packages of twizzlers were provided to kids. Sunwing states that food was not offered. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Tarmac delay in Toronto Airport (YYZ). Sunwing does not dispute baggage incidents.

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SWG731	17/04/2018	MBJ	178	14:55	17/04/2018	15:48	20:05	17/04/2018	20:59	H1A	21:24	No	00:53	No	No	No	No*	00:25		No*	No*	No*	<p>TARMAC DELAY:</p> <ul style="list-style-type: none"> Passengers testimony indicates a “major delay in getting out of the plane” Data provided by Sunwing does not indicate a tarmac delay exceeding 90 minutes (point towards a delay of 25 minutes). Data provided by the Greater Toronto Airports Authority cannot be used to arbitrate. <p>DELAYED BAGGAGE:</p> <ul style="list-style-type: none"> Passengers testimony indicates that “Once we got through customs our bags were delayed for over 1.5 hours.” Sunwing does not consider this event as delayed baggage according to its criteria. 	<ul style="list-style-type: none"> Passenger testimony report communication issues. Possible tarmac delay in Toronto Airport (YYZ). No snacks or food provided during tarmac delay (if applicable). No water or drinks provided during tarmac delay (if applicable).
SWG753	14/04/2018	MBJ	183	20:50	14/04/2018	20:52	01:59	15/04/2018	N/A	B19	02:32	No	00:02	No	No	No	No	N/A		N/A	N/A	Yes	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Sunwing does not dispute baggage incidents. 	
SWG781	15/04/2018	MBJ	177	14:20	15/04/2018	19:11	19:59	16/04/2018	0:05	H3B	04:50	Yes	04:51	Yes	No	No	Yes	04:45		No	Yes*	Yes	<p>DRINKS DURING TARMAC DELAY:</p> <ul style="list-style-type: none"> Some passengers report they have not received water or drinks. Sunwing states that water and juices services were served but flight report not precise on the number of services. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Flight delayed at the Montego Bay airport (MBJ). Meal vouchers were available for passengers; Sunwing states that 178 meal vouchers were made available for this flight. Flight was scheduled for a stop in Hamilton but went straight to Toronto Airport (YYZ). Tarmac delay in Toronto Airport (YYZ). No snacks or food provided during tarmac delay. Sunwing does not dispute baggage incidents.
SWG783	16/04/2018	RIH	182	17:40	17/04/2018	0:09	09:45	17/04/2018	10:55	C41	N/A	Yes	06:29	Yes*	No	No	Yes*	5:00*	Yes*	No	Yes*	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> No meal vouchers were giving during delay at the Rio Hato airport (RIH); however, testimonies indicate they were provided with boxed meals. Sunwing states that catering was provided to waiting clientele instead of meal vouchers. <p>TARMAC DELAY:</p> <ul style="list-style-type: none"> A tarmac delay of approximately 5:00 occurred during a stopover at the Cancun airport (CUN) following Mexican authorities refusal to deplane. One passenger reports they were initially “told arrangements had been made to fly us all to Cancun, where we would all be put up in hotels overnight”. Sunwing states that option of deplaning was considered, as it was the purpose of this stopover, but that it was not allowed. No food or water replenished while at the Cancun airport (CUN) <p>DRINKS DURING TARMAC DELAY:</p> <ul style="list-style-type: none"> Some passengers report they have not received enough water (was highly limited). Sunwing states that water and juice was served to everyone as per flight report. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Flight delayed at the Rio Hato airport (RIH). An unscheduled stop in Cancun was added to avoid time crew expiry, resulting in a tarmac delay. Tarmac delay at the Cancun airport (CUN). No snacks or food provided during tarmac delay.
SWG785	16/04/2018	RTB	117	10:55	17/04/2018	11:03	16:15	17/04/2018	N/A	C39A	17:45	Yes	24:08	Yes*	Yes	Yes	No	N/A		N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Passengers report that the majority of the waiting period took place at the terminal. One passenger reports that they have not received any vouchers. Sunwing states that 149 meal vouchers were made available for this flight. Sunwing’s position is that when customers remain and/or return to a resort they are deemed to have access to meals (restaurant) making meal vouchers unnecessary. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Flight delayed at the Roatan airport (RTB). Passengers were bussed back to a resort for the night.

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Montreal Airport (YUL) Arrivals

Flights	Original Date of Flight	Origin	Passengers	Original Scheduled Time of Departure	Actual Date of Departure	Actual Time of Departure	Original Scheduled Time of Arrival	Actual Date of Arrival	Actual Time of Arrival	Gate assignment (latest)	Deplaning (gate or stairs time)	Delay 4+ hrs	Duration of Delay	Flight Delay: Meal vouchers provided	Flight Delay: Delay 8+ hrs + Overnight	Flight Delay: Hotel + shuttle provided to	Tarmac Delay: 90 mins +	Tarmac Delay: Duration	Tarmac Delay: Option of deplaning	Tarmac Delay: Snacks provided	Tarmac Delay: Drinks provided	Delayed Baggage	(*)Mitigated Facts	Relevant Issues
SWG063	15/04/2018	FLL	182	12:05	15/04/2018	22:18	15:30	16/04/2018	01:49	N/A	N/A	Yes	10:13	Yes	No	No	No	N/A		N/A	N/A	No		<ul style="list-style-type: none"> Passengers testimonies report communication issues and multiple gate changes. Flight delayed at the Fort Lauderdale airport (FLL). Meal vouchers were available for passengers and testimonies report that most passengers got 2 each; Sunwing states that 414 meal vouchers were made available for this flight.
SWG249	18/04/2018	CCC	188	10:55	18/04/2018	14:37	14:35	18/04/2018	18:31	N/A	N/A	No	03:42	No	No	No	No	N/A		N/A	N/A	No		<ul style="list-style-type: none"> Passengers testimonies report communication issues. Flight delayed at the Cayo Coco airport (CCC), but less than 4 hours.
SWG307	16/04/2018	SNU	185	20:15	17/04/2018	17:05	23:59	17/04/2018	21:05	N/A	N/A	Yes	20:50	No*	Yes	Yes	No	N/A		N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Passengers report that the majority of the waiting period took place at the terminal. Some passengers report they have not received any vouchers One passenger reports he was given a sandwich at terminal. Sunwing states that \$2,095.00 CUC were invoiced for food and drinks by airport retailers for this flight. Sunwing's position is that when customers remain and/or return to resort they are deemed to have access to meals (restaurant) making meal vouchers unnecessary. Some passengers testimonies indicate that restaurants were closed at resort when they were bussed back late evening or at night. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Flight delayed in at the Santa Clara airport (SNU). Passengers were taken to the airport and bussed back to a resort twice during delay. Sunwing states that passengers from flight SWG307 were bumped on the airplane by those of flight SWG309 who had waited longer. Sunwing reports that \$2,095.00 CUC were invoiced by airport retailers which equals approximately CAN\$2,748.59 or CAN\$14.86 per passengers for the entire delay.
SWG309	15/04/2018	SNU	184	20:15	16/04/2018	23:55	20:14	17/04/2018	3:31	N/A	N/A	Yes	27:40	No*	Yes	Yes	No	N/A		N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Passengers report that the majority of the waiting period took place at the terminal. Some passengers testimonies indicate that 2 lunches were provided at the airport instead of meal vouchers. One passenger reports he was left without food for 8 hours. Sunwing states that \$1,790.00 CUC were invoiced for food and drinks by airport retailers for this flight. Sunwing's position is that when customers remain and/or return to resort they are deemed to have access to meals (restaurant) making meal vouchers unnecessary. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Flight delayed at the Santa Clara airport (SNU). This plane landed at the Montreal airport (YUL) during curfew. Passengers were taken to airport and bussed back to a resort during delay; Sunwing states that when passengers were bussed and no plane was waiting, it was because the delay notification did not arrive at the hotel before the beginning of the bussing operation. Sunwing states that passengers from flight SWG309 bumped those of flight SWG307 on their dedicated aircraft because they had waited longer. Sunwing reports that \$1,790.00 CUC were invoiced by airport retailers which equals approximately CAN\$2,347.30 or CAN\$12.76 per passengers for the entire delay.

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SWG379	16/04/2018	VRA	186	20:55	17/04/2018	15:57	00:35	17/04/2018	19:58	N/A	N/A	Yes	19:02	No*	Yes	Yes	No	N/A	N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Passengers report that the majority of the waiting period took place at a resort; testimonies indicate that they stayed less than 4 hours at the airport before boarding. Passengers report that the unorganized bussing operations have prevented them from being able to attend buffet resulting in long delays between meals. Sunwing's position is that when customers remain and/or return to a resort, they are deemed to have access to meals (restaurant), making meal vouchers unnecessary. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Flight delayed at the Varadero airport (VRA).
SWG427	16/04/2018	PUJ	187	11:30	17/04/2018	10:33	16:09	17/04/2018	14:52	N/A	N/A	Yes	23:03	No*	Yes	Yes	No	N/A	N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Passengers report that the majority of the waiting period took place at a resort; testimonies indicate that they stayed less than 4 hours at the airport before boarding. Passengers report that the unorganized bussing operations have prevented them from being able to attend buffet resulting in long delays between meals. Sunwing's position is that when customers remain and/or return to a resort they are deemed to have access to meals (restaurant) making meal vouchers unnecessary. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Flight delayed at the Punta Cana airport (PUJ).
SWG429	17/04/2018	PUJ	181	13:55	18/04/2018	15:16	18:15	18/04/2018	20:15	N/A	N/A	Yes	25:21	No*	Yes	Yes*	No	N/A	N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Passengers report that the majority of the waiting period took place at a resort; testimonies indicate that they stayed less than 4 hours at the airport before boarding. Passengers report that the unorganized bussing operations have prevented them from being able to attend buffet resulting in long delays between meals. Sunwing's position is that when customers remain and/or return to a resort they are deemed to have access to meals (restaurant) making meal vouchers unnecessary. <p>HOTELS:</p> <ul style="list-style-type: none"> Some passengers testimonies indicate that the hotel where they were transferred was below expectations. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Flight delayed at the Punta Cana airport (PUJ).
SWG435	18/04/2018	PUJ	168	11:30	19/04/2018	02:29	16:05	19/04/2018	07:08	N/A	N/A	Yes	14:59	No*	Yes	Yes*	No	N/A	N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Passengers report that the majority of the waiting period took place at a resort; testimonies indicate that they stayed less than 4 hours at the airport before boarding. Passengers report that the unorganized bussing operations have prevented them from being able to attend buffet resulting in long delays between meals. Sunwing's position is that when customers remain and/or return to a resort, they are deemed to have access to meals (restaurant), making meal vouchers unnecessary. <p>HOTELS:</p> <ul style="list-style-type: none"> Some passengers testimonies indicate that the hotel where they were transferred was below expectations. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Flight delayed at the Punta Cana airport (PUJ).
SWG471	15/04/2018	POP	187	19:25	16/04/2018	19:23	22:15	16/04/2018	23:35	N/A	N/A	Yes	23:58	Yes*	Yes	Yes*	No	N/A	N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Passengers report that about 12 hours of the waiting period took place at the terminal. Meal vouchers were made available for passengers; however, passengers testimonies indicate that no breakfast was available. Sunwing states that 345 meal vouchers were made available for this flight. Sunwing's position is that when customers remain and/or return to a resort they are deemed to have access to meals (restaurant) making meal vouchers unnecessary. <p>HOTELS:</p> <ul style="list-style-type: none"> Some passengers testimonies indicate that they were transferred in an unsafe and unhealthy closed section of an hotel where some have found excrement and/or cockroach in rooms. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Flight delayed at the Puerto Plata airport (POP).

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SWG518	16/04/2018	CUN	182	10:50	17/04/2018	23:57	16:00	18/04/2018	05:20	N/A	N/A	Yes	37:07	Yes*	Yes	Yes	No	N/A	N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Passengers report that the majority of the waiting period took place at a resort; testimonies indicate that they stayed less than 4 hours at the airport before boarding. Passengers report that meal vouchers were available at the airport for lunch. Sunwing cannot provide meal vouchers data for this flight. Sunwing's position is that when customers remain and/or return to a resort, they are deemed to have access to meals (restaurant), making meal vouchers unnecessary. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Flight delayed at the Cancun airport (CUN) more than 2 days.
SWG520	17/04/2018	CUN	182	10:50	17/04/2018	22:56	16:00	18/04/2018	04:14	N/A	N/A	Yes	12:06	Yes*	No	No	No	N/A	N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Passengers report that the majority of the waiting period took place at a resort; testimonies indicate that they stayed less than 4 hours at the airport before boarding. Sunwing states that 9 meal vouchers were made available for this flight. Sunwing's position is that when customers remain and/or return to a resort, they are deemed to have access to meals (restaurant), making meal vouchers unnecessary. <p>HOTELS:</p> <ul style="list-style-type: none"> One passenger states that she had to pay for the extra night at the hotel. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Flight delayed at the Cancun airport (CUN).
SWG534	18/04/2018	CUN	189	16:15	18/04/2018	15:39	21:30	18/04/2018	21:06	N/A	N/A	No	00:36	No	No	No	No	N/A	N/A	N/A	No	<ul style="list-style-type: none"> Passengers testimonies report communication issues. This flight actually left 00:36 ahead of schedule. Some passengers missed their connections to Sept-Îles, but got provided 4 meal vouchers and hotel accommodation. 	
SWG538	15/04/2018	CUN	189	10:50	15/04/2018	11:28	16:00	15/04/2018	16:59	N/A	N/A	No	00:38	No	No	No	No	N/A	N/A	N/A	Yes	<ul style="list-style-type: none"> Passenger testimony report communication issues. Sunwing does not dispute baggage incidents. 	
SWG538	17/04/2018	CUN	188	10:50	18/04/2018	02:03	16:00	18/04/2018	07:22	N/A	N/A	Yes	15:13	Yes*	No*	No	No	N/A	N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Passengers report that the majority of the waiting period took place at a resort. Sunwing states that 13 meal vouchers were made available for this flight at the airport. Sunwing states that most passengers were kept at the resort. Sunwing's position is that when customers remain and/or return to a resort, they are deemed to have access to meals (restaurant), making meal vouchers unnecessary. <p>HOTELS:</p> <ul style="list-style-type: none"> This was a night flight after a 15:13 delay. Unknown if an overnight stay is to be considered for this event. 	<ul style="list-style-type: none"> Passenger testimony report communication issues. Flight delayed at the Cancun airport (CUN).
SWG605	17/04/2018	CCC	189	19:45	17/04/2018	22:34	23:25	18/04/2018	02:20	N/A	N/A	No	02:49	No	No	No	No	N/A	N/A	N/A	No	<ul style="list-style-type: none"> Passengers testimonies report communication issues. 	
SWG607	14/04/2018	CCC	186	21:00	14/04/2018	23:48	00:40	15/04/2018	03:33	N/A	N/A	No	02:48	No	No	No	No	N/A	N/A	N/A	No	<ul style="list-style-type: none"> Passenger testimony report communication issues. 	
SWG653	15/04/2018	VRA	187	20:55	16/04/2018	21:18	21:50	16/04/2018	00:59	N/A	N/A	Yes	24:23	Yes*	Yes	Yes*	No	N/A	N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Passengers report that the majority of the waiting period took place at the terminal. Some passengers testimonies indicate that a sandwich and a soda were provided at the airport instead of meal vouchers. One passenger reports he was left without food for 16 hours. Sunwing states that \$1,348.00 CUC were invoiced for food and drinks by airport retailers for this flight. Sunwing's position is that when customers remain and/or return to a resort, they are deemed to have access to meals (restaurant), making meal vouchers unnecessary. <p>HOTELS:</p> <ul style="list-style-type: none"> Some passengers testimonies indicate that the hotel where they were transferred was unacceptable. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Flight delayed at the Varadero airport (VRA). Passengers were taken to airport and bussed back to a resort twice during delay. Sunwing reports that \$1,348.00 CUC were invoiced by airport retailers, which equals approximately CAN\$1,767.87 or CAN\$9.45 per passenger for the entire delay.

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SWG653	18/04/2018	VRA	188	20:40	19/04/2018	03:27	00:20	18/04/2018	07:11	N/A	N/A	Yes	06:47	Yes*	No	No	No	N/A	N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Passengers report that the majority of the waiting period took place at a resort. One passenger reports that lunch was provided on board during return flight. Sunwing states that most passengers were kept at original resort. Sunwing's position is that when customers remain and/or return to a resort they are deemed to have access to meals (restaurant) making meal vouchers unnecessary. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Flight delayed at the Varadero airport (VRA). Flight landed the Montreal airport (YUL) on April 19th but was scheduled to land on the 18th thus considered in-scope.
SWG659	18/04/2018	MZO	188	18:40	18/04/2018	22:03	22:40	19/04/2018	02:07	N/A	N/A	No*	03:23	No*	No	No	No	N/A	N/A	N/A	No	<p>DELAY:</p> <ul style="list-style-type: none"> Passengers testimonies indicate a flight delayed in Manzanillo de Cuba Airport (MZO) for more than 4 hours (approximately 5 hours). Data provided by Sunwing indicates the delay was 03:23. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Passengers report lack of drinking water on board during return flight. Passengers testimonies report no meal vouchers or food provided at airport (if applicable) One passenger reports that lunch was provided on board during return flight.
SWG689	17/04/2018	VRA	182	20:55	18/04/2018	13:36	00:35	18/04/2018	17:27	N/A	N/A	Yes	16:41	No*	Yes	Yes	No	N/A	N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Passengers report that after spending the night at another resort they were bussed to terminal were they stayed more than 4 hours before boarding. Passengers report that meal vouchers were not available at the airport for lunch. Some passengers report that half a sandwich was provided on board during return flight. Sunwing cannot provide meal vouchers data for this flight. Sunwing's position is that when customers remain and/or return to a resort, they are deemed to have access to meals (restaurant), making meal vouchers unnecessary. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Flight delayed at the Varadero airport (VRA).
SWG793	14/04/2018	MBJ	172	19:10	15/04/2018	5:05	00:30	15/04/2018	9:23	N/A	N/A	Yes	09:55	No*	Yes	No*	No	N/A	N/A	N/A	No	<p>MEAL VOUCHERS:</p> <ul style="list-style-type: none"> Passengers report that the majority of the waiting period took place at the terminal. Sunwing states that no meal vouchers were provided at the airport; instead, passengers were transferred back to resort. Sunwing's position is that when customers remain and/or return to a resort, they are deemed to have access to meals (restaurant), making meal vouchers unnecessary. <p>HOTELS:</p> <ul style="list-style-type: none"> Some passengers testimonies indicate that they were stuck in the lobby. Sunwing states that passengers were transferred back to the resort only for food and comfort (evening passes) and not for rooms. Sunwing reports that 29 passengers chose to remain at the airport. 	<ul style="list-style-type: none"> Passengers testimonies report communication issues. Flight delayed at the Montego Bay airport (MBJ).