

\*copied from email\*

Hello Ms. Barker,

My name is Manuel Verge.

I was a presenter today at the Toronto session.

I apologize but I had to get back to the office and left shortly before 4pm.

You had asked me a question about my experience with TAP Air Portugal specifically if they had offered to reimburse me the difference in fare between business and economy class for my downgrade.

I don't think I completely answered your question. I'd like to provide you with further details, if I may.

TAP did offer to give me the difference however, the problem was the way they were calculating the fare difference.

I had paid about \$2900.00 for a return business class ticket and they divided that by 2 for each way = \$1800 but they said the fare for a one way economy was \$1200.00 and that they only owed me \$600.

I knew when I had booked the ticket they were selling return tickets for less than \$1200. I asked them how were they calculating the difference because the fares on their website were much lower.

They said the regular one way economy fare basis they have filed for that route was \$1200.

I explained that the comparison was not fair because they were using their highest fare as comparison. So I suggested they compare the regular business class fare basis for that route minus the economy fare of \$1200 but they refused.

On the conditions of carriage listed on their website - when it comes to downgrading I was entitled to 75% refund of the fare (\$1800) which was \$1350 yet they were only offering me \$600.

This is why it is important when it comes to downgrades that The CTA mandate compensation be a percentage of the fare paid and not a flat payout since airlines use dynamic pricing and everyone pays a different fare.

I hope the above addressed your question.

Thank you once again for allowing the opportunity to be part of the process.

Best Regards,

Manuel Verge