



Porter Airlines Inc.
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March 19, 2019

Porter Customer Relations
Billy Bishop Toronto City Airport
Toronto, ON M5V 1A1

To Whom It May Concern:

Porter Airlines confirms that passenger Peter Collins (Q7RRTZ),

- Was booked to travel on October 3, 2018, on PD-236, Toronto (YTZ) to Thunder Bay (YQT), scheduled to depart at 6:35 p.m and arrive at 8:39 p.m.
- PD-236 was cancelled due to unfavourable weather conditions.
- Was re-booked to travel on October 4, 2018, PD-454, Toronto (YTZ) to Thunder Bay (YQT), scheduled to depart at 9:55 a.m. and arrive at 11:59 a.m.
- PD-454 arrived in Thunder Bay (YQT) at 12:21 p.m. on October 4, 2018. 1 day and 3 hours from the originally scheduled arrival time.
- Porter Airlines did not provide compensation or reimbursement of any out-of-pocket expenses due to the uncontrollable nature of the travel disruption.

If you have any further questions, please contact our Call Centre at 1-888-619-8622. An agent will be available to assist you Monday through Friday from 5:30 a.m. to 11 p.m. ET and Saturday/Sunday from 6 a.m. to 10 p.m. ET.

Sincerely,
Porter Customer Relations