



March 15, 2012

Amanda [REDACTED]
SENT VIA EMAIL

Amanda [REDACTED]
Corrine [REDACTED]

Re: [REDACTED] x 3 [REDACTED] x1 Booking Number: [REDACTED]

Dear Mrs. [REDACTED]:

Thank you for your email regarding your recent flight using Sunwing Airlines to Puerto Vallarta Mexico on February 17th, 2012. We sincerely appreciate your having taken the time to contact us to provide us your observations with respect to the movable armrests on our aircraft and the potential hazard that might exist if or when small children hands mistakenly come in contact with the hinges.

Please let us begin by offering our sincere apologies for the cut that you have advised your son Jake sustained to his finger when the armrest was placed back in the folded down position. We imagine as his mother that you were frightened by the experience as we are sure that Jake would have been very upset and reacted as any infant would when something like this unexpectedly occurred.

As per your request we did review the Maintenance records for the aircraft used that day for your flight. Sunwing Airlines does not record any defects with respect to the armrests at the seats you occupied on this aircraft. . Due to the nature of the movable armrests and requirements that handicap seating be provided for those passengers such as carry-on/carry-offs who require that armrests move in order for them to be seated, we do wish to advise you that we have movable armrests at most seating on our aircraft. The structure and construction of the armrest is regulated and specific to allow it to specifically move up and down with ease. Similar to any other product a person might have or purchase, caution and common sense should always be exercised when a moveable or small parts are involved so as to avoid any serious personal injury.

Please note that during Flight Attendant training, we advise our trainees that they should allow passengers to fasten their own seatbelt, open their own window shade, put their own armrest down, etc. Additionally, we always encourage infants to be secured, whether the seat belt sign is on or off during flight. Lying across the parent's lap, although we are sure is more comfortable for the parent, is not the most secure for the infant (in the event of unexpected turbulence,) which unfortunately can happen. Little tiny fingers can easily fit into less visible areas on the aircraft that an adult may not even think twice about, which is why it is the recommended best practice if the infant remains in the seated, "burping" position or in an approved Child Restraint Device (i.e. car seat) during the flight.

We sincerely regret to hear of your disappointment with the members of our flight crew with respect to the provision of first aid to your son. They are usually praised for their courteous and efficient service and we can only apologize if you feel that their services failed to meet those standards on this occasion. The review conducted with respect to their handling did not show any reporting with respect to the cut experienced by your son nor a request for assistance or for first aid to be applied to your son by you. One of the flight attendants recalled only that a man came to the aft galley and requested a Band-Aid indicating that his son required one. While we acknowledge that this was not the first thing on your mind it is imperative in situations such as this for the adult to advise our staff of any instances of injury for the appropriate reporting to be initiated and for the application of any first aid required. In the absence of that the flight attendants would assume it was a simple need for a Band-Aid.

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We have provided a copy of your letter to Inflight Upper Management in line with Sunwing policy. All feedback from our passengers is reviewed and dealt with on an internal level to ensure that the highest level of cabin safety and customer service is provided to our passengers

Once again please allow me to extend our sincerest apologies for the cut that you have advised was sustained to Jake's finger while onboard our flight. It is never our intention for our valued customers not to be satisfied with our crew and we are truly apologetic for the short comings of their service that you highlighted for us. We wish to advise you that I have personally brought your concerns to the attention of every department affected by this incident and. I can assure you that the internal review that is being conducted between the airline and our Executive Management team will be guided by your experience and we thank you for shedding light on this situation.

Sincerely,

(SUNWING TRAVEL GROUP.)

Terri Hamilton
Coordinator, Customer Relations

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