



COMPENSATION CLAIM

Air Passenger Protection Regulations (APPR) - SOR/2019-150

TEMPLATE NOTICE: This is a letter template based on information you provided. Review all details carefully before sending to the airline. Guidepost is not a law firm; this is not legal advice.

LETTER HEADER

Sam Sample

123 Example Street, Exampleton, K1A0B1

June 15, 2026

Example Air: Customer Relations / Compensation Claims Department

Re: Compensation Claim: undefined, Flight XX000 on _____ (_____ to _____)

CLAIM BODY

Dear Customer Relations Team,

I am writing to formally claim compensation under the Air Passenger Protection Regulations (APPR, SOR/2019-150) for a undefined I experienced on Flight XX000 operated by Example Air on _____, travelling from _____ to _____.

The airline did not provide a clear reason for the disruption. Under the APPR, airlines are required to provide an explanation. I am claiming compensation as a disruption within the airline's control until a valid alternative reason is documented.

COMPENSATION CLAIMED

\$ _____

I request that Example Air provide written confirmation of receipt of this claim and a response within 30 days. If I do not receive a satisfactory response within this period, I will file a complaint with the Canadian Transportation Agency at <https://protection-passager-passenger.otc-cta.gc.ca/en/air-travel-complaints>.

Sincerely,

Sam Sample | 123 Example Street, Exampleton, K1A0B1



IF THE AIRLINE REFUSES

Next steps: Canadian Transportation Agency (CTA) complaint process

WHAT TO EXPECT AFTER YOU SEND YOUR LETTER

- The airline must respond to your claim within 30 days of receiving it (APPR s.19(4)). Their response must either: (a) pay you the compensation; or (b) explain in writing why compensation is not payable.
- If the airline denies your claim, they must give a written reason. If they claim the disruption was outside their control or safety-related, ask for specific documentation of that reason.
- Airlines cannot substitute a travel voucher for cash unless you voluntarily agree AND the voucher is at least equal in value to the cash compensation.

HOW TO FILE A COMPLAINT WITH THE CTA

1. Visit the CTA complaint portal

<https://protection-passenger-passenger.otc-cta.gc.ca/en/air-travel-complaints>. Filing is free and can be done entirely online.

2. Have your documentation ready

Booking confirmation, boarding pass, airline's written denial or silence (show the 30 days elapsed), your original claim letter, and any receipts for out-of-pocket expenses (meals, hotel).

3. Describe the dispute clearly

Reference the APPR, state your flight details, what happened, the reason the airline gave (or that they gave no reason), and the exact amount you are claiming.

4. CTA review process

The CTA will contact the airline and give them a chance to respond. In many cases, disputes are resolved through facilitation before a formal ruling. If not, an adjudicator reviews the evidence and issues a binding decision.

5. Time limits

The CTA publishes no deadline for filing a complaint. A separate time limit under the Montreal Convention applies only to lawsuits in court, not to a CTA complaint. Do not wait regardless: the 1-year deadline to claim from the airline (APPR s.19(3)) runs from the date of the disruption.

FLIGHT DETAILS REFERENCE

Passenger:

Sam Sample

Airline:

Example Air

Flight number:

XX000

Date of flight:

Route:

_____ to _____

Official CTA source: <https://otc-cta.gc.ca/eng/air-passenger-protection-regulations>