



Dear Jean,

Thanks for contacting us about your request for compensation due to your flight disruption.

We've reviewed your booking and we've confirmed that the root cause and the most significant contributing factor of your delay was due to

This flight was delayed due to unforeseen maintenance that does not include scheduled maintenance or mechanical problems identified during scheduled maintenance.

In accordance with the Air Passenger Protection Regulations, a delay caused by

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is determined to be within our control but required for safety-related reasons and you are not eligible to receive any compensation. [Learn more about your rights when there is a flight disruption.](#)

While this may not be the answer you are looking for, we apologize that you were not able to get to your destination at the originally planned arrival time. Please know that we are committed to serving you better the next time you fly with us.

Sincerely,

Air Canada

A STAR ALLIANCE MEMBER 

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