

FEEDBACK PROCESS

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a) INTRODUCTION

As a French airline, Corsair is subject to European regulations.

Corsair is committed to respect the provisions of the EC Regulation n°1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air.

Since the airline offers seasonal flights to Canada, Corsair is also subject to Canadian Regulations on accessibility for people with disability.

In accordance with the Accessible Transportation Planning and Reporting Regulations (ATPRR), Corsair presents in this document its Feedback process.

b) FEEDBACK PROCESS

Like for all its customers, Corsair is committed to provide to people with specific needs a reliable, comfortable and secure transport experience, while respecting their dignity and well-being.

Quality of service is an ongoing commitment of Corsair. We are inviting passengers to submit their feedback about any situation or obstacle that they may have experienced or observed during any part of their journey, before departure, on board or on arrival of a Corsair flight.

Customers can also send feedback about the Multiyear accessible plan of Corsair. A copy of this plan is available on Corsair's website, on the "[Canadian Regulations on Accessible Transportation for Persons with Disabilities](#)" page:

<https://www.flycorsair.com/en-ca/Canadian-Regulations-Accessible-Transportation-Persons-Disabilities>

The various feedback channels are described in paragraph c) below.

In accordance with ATPRR, an acknowledgement receipt will be sent if the feedback was not provided anonymously.

c) HOW TO GIVE FEEDBACK

Feedback can be transmitted to Corsair at the following contact and according to one of the options below:

CORSAIR - Attention: Legal director

- By e-mail: accessibilite@corsair.fr
- By phone: from Canada: +18445155665
(Free from a fixed line)
Our service is available every day, from 7:00 AM to 00:00 (Paris time).
- By postmail: CORSAIR, 2 Place de l'Equerre, 94150 Rungis, France
or Cabinet McMillan 1000 Sherbrooke O./W., #2700 Montréal, Québec H3A 3G4

Customers can also contact Corsair through the following social media accounts:

[Facebook](https://www.facebook.com/CorsairFR): www.facebook.com/CorsairFR

[Twitter](https://twitter.com/CorsairFr): @CorsairFr

[Instagram](https://www.instagram.com/flycorsair): @flycorsair

Customers can download a standard feedback form available on Corsair's website at:

<https://www.flycorsair.com/en-ca/corsair/customer-service>

This form can be completed and sent to Corsair, by e-mail at accessibilite@corsair.fr or by any other means listed in this feedback process.

d) PROCESSING FEEDBACK

Feedback may be submitted anonymously. If the sender provides their contact information, an acknowledgement receipt will be sent to them according to the format used or chosen.

We recommend that customers provide as much relevant information and elements as possible to enable us to take your feedback into account in the best possible way and to improve our procedures in line with the accessibility plan.

We will conduct regular and *ad hoc* reviews of comments received as part of the feedback process in order to put in place appropriate measures to eliminate any obstacles that may be identified.