

FEEDBACK PROCESS

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a) INTRODUCTION

As a French Airline, Corsair is submitted to the respect of European Regulation.

Corsair is committed to respect the provisions of the EC Regulation n° 1107/2006 of the 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 operates flights between Paris and Montréal, in Canada, during the summer season, Corsair is also submitted to the respect of Canadian Regulations on accessibility, for people with disability.

In accordance with the Canadian Accessible Canada Act and Accessible Transportation Planning and Reporting Regulations (ATPRR), Corsair present 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 transport experience, comfortable and secure, in the respect of their human dignity and well-being.

Quality of service is a permanent commitment of our company. We are inviting people to submit their feedback about any situation or obstacle that they could experience or have witnessed during their journey, before the flight, at the airport, on board or after the arrival of the 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 page "[Canadian Regulations on Accessible Transportation for Persons with Disabilities](#)" :

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

The different means of communication are described in paragraph c) below.

In application of ATPRR, an acknowledgment of receipt shall be sent if the customer has given his/her contact details.

c) HOW TO SEND FEEDBACK

Feedback can be transmitted to Corsair through the following possibilities:

CORSAIR – Attention: Legal director

- By email: accessibilite@corsair.fr
- By phone : from Canada : +18445155665
(Free from a fixed line)
Our team is available all the days, from 07h00 am to 00h00 (Paris time)
- By postmail : CORSAIR, 2 Place de l'Équerre, 94150 Rungis, France
or Cabinet McMillan 1000 Sherbrooke O./W., #2700 Montréal, Québec H3A 3G4

Customers can also contact Corsair through the social medias:

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

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

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

d) TRAITEMENT DES RETROACTIONS

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

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 carry out 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.