

## Feedback Process

Sunwing Airlines welcomes all feedback relating to accessibility. Our goal is to empower our teams with knowledge that we will use to work toward a more accessible future. The Manager of Airport Regulatory Compliance and their team is designated to receive the feedback on behalf of Sunwing Airlines. They will inform and involve other departments as required based on the content of the feedback. The feedback will also be monitored and reviewed by the Company's Accessibility Committee. Any feedback relating to accessibility is stored in our internal database and kept for 7 years. We will acknowledge all feedback unless it is submitted anonymously.

The Accessibility Plan and Feedback Process are available in the following formats: An electronic version that is compatible with assistive technology is available on our website, large print can be available within 15 days, braille and audio can be available within 45 days. Feedback along with requests for any of these formats may be made through the contact information below.

Web Form: [Sunwing Cares](#)

Email: [accessibility@flysunwing.com](mailto:accessibility@flysunwing.com)

Phone: 1-877-786-9464

TTY: 1-800-855-0511

Mailing Address:

27 Fasken Drive

Toronto, Ontario M9W 1K6 Canada