**Two Sample Reviews of Air Canada**

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"turning me into a customer for life"

**Olivia Jain (United States) 18th June 2020**

[***Not Verified***](https://www.airlinequality.com/verified-reviews/) | I Booked a Ticket Through +1 855-948-3661 , I recently had a horrible experience with my luggage on a Air Canada flight but it was corrected right immediately. After coming home from a work trip, the weather wasn't great and I was in a hurry to get home to my fur baby. I got my luggage and it was soaked and I assumed it was from the rain ... but I was wrong. I smelled something a little funny but didn't think much of it since there was a lot of people around. I threw my luggage in my car and while driving I started getting bursts of fishy odor. I got home and opened my trunk and almost fell over by the scent of fish. I took my luggage out and opened it and everything inside was covered in a gray liquid. My stuff was ruined. I came right back to the airport and Sherry and Luis helped me out. It was really embarrassing walking through the airport smelling like fish but they were so kind. The scent was so strong we had to cover our noses and hold our breath as we went through what items needed to be reimbursed. Luis took me to get a new suitcase since mine needed to be thrown away and Sherry gave me a nice Air Canada duffel bag to help transfer over some shoes and purses I wanted to try and clean. While it was a big inconvenience after a long and tiring day, I was happy with the outcome of the situation. Thank you Sherry and Luis for helping me that day and turning me into a customer for life.

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"my flights kept on changing"

**S Meade (Canada) 13th June 2020**

✅ [***Trip Verified***](https://www.airlinequality.com/verified-reviews/) | I booked a flight 5 months in advance, from the booking date to two weeks before departure my flights kept on changing until i had 8 flights overlapping. There was no contact from Air Canada about the flight changes, I thought it was a technical issue with the app but when the problem was not resolved I contacted customer service and was told I would have to stay over night at my own expense at connecting airports on both directions. So my flight I paid extra for, to be as short as possible, was originally 6 hours there and back became 28 and 22 hours with no other option. It took 3 days of contacting customer support to get a reasonable flight rebooked. They wanted an extra 1200$ per ticket to change which would be triple of my original ticket and would take more than double the travel time. At multiple airports the counter staff tried moving me and my wife to opposite sides of the plane and called me selfish for not agreeing to their terms. Saying "you are so me me me" on top of the poor customer service the policy for free seat selection during 24 hour checkin changed and I had to pay an extra 98$ to sit next to my wife again! The Only positive experience was the plane it was quite nice and on board crew were very polite.