

FEEDBACK PROCESS
REGARDING
ACCESSIBLE TRANSPORTATION

JANUARY 2024

TABLE OF CONTENTS

1. INTRODUCTION.....	2
2. FEEDBACK PROCESS.....	2
3. CONTACT INFORMATION FOR FEEDBACK PURPOSES.....	2
4. ACKNOWLEDGMENT OF RECEIPT.....	3
5. ALTERNATE FORMAT.....	3
6. CONFIDENTIALITY AND PROTECTION OF PERSONAL INFORMATION.....	4

FEEDBACK PROCESS

1. INTRODUCTION

TAP Air Portugal submits herein the description of its feedback process regarding accessible transportation within the meaning of the *Accessible Transportation Planning and Reporting Regulations* (SOR/2021-243), in compliance with applicable Canadian legislation, such as, without limitation, the *Accessible Transportation for Persons with Disabilities Regulations* (SOR/2019-244).

This process provides a description of the different feedback channels made available and dedicated to people with disabilities who wish to bring to the carrier's attention an accessibility limitation they experienced during their transportation.

This process complements the other mechanisms made available to our clients.

2. FEEDBACK PROCESS

Any person wishing to provide feedback to TAP Air Portugal in relation to one of the subjects below, may do so through one of the means described in section 3 hereunder:

- 1) its Accessibility Plan made under the foregoing regulations, including its implementation;
- 2) the barriers encountered by persons that deal with TAP Air Portugal;
- 3) a service offered by TAP Air Portugal (such as, without limitation: a service provided when purchasing a ticket, at check-in, baggage drop off, boarding, on board, or at the arrival of the flight);
- 4) a medium through which TAP Air Portugal interacts with the public (such as its website).

Feedback may be provided anonymously.

TAP Air Portugal will respond to any feedback on its accessibility plan in the same manner in which it was received, other than anonymous feedback.

All feedback received will be followed-up by an acknowledgment of receipt, upon condition that the person providing feedback submits their contact information.

3. CONTACT INFORMATION FOR FEEDBACK PURPOSES

Feedback may be provided by using one of the means listed below addressed to:

TAP Air Portugal
Care of: Customer Engagement Coordinator

- i) By Email: – via the following link on TAP’s website:
<https://www.flytap.com/en-us/support/talk-to-us/suggestion-or-praise>
- ii) By Mail: **TAP Air Portugal**
C/O: Customer Engagement Coordinator
Edifício 25 do Aeroporto de Lisboa
1700-008 Lisbon
Portugal
- iii) By Phone: 1-800-903-7914
- iv) On our website, whose address is listed below, in the “Accessibility Information” section:
<https://www.flytap.com/en-ca/accessibility-information>

In order for TAP Air Portugal to adequately use the feedback received, as much information as possible should be provided, such as, by way of example, the date of the flight, the flight number, and the details on the perceived limitation on accessibility.

4. ACKNOWLEDGMENT OF RECEIPT

At the time of provision of feedback, an acknowledgment of receipt is sent to the feedback provider in the same manner in which it was provided, to the extent that contact information has been supplied.

If the feedback provider requests a reply or particulars in addition to the acknowledgment of receipt, TAP Air Portugal will endeavor to address such requests within its normal processing times.

5. ALTERNATE FORMAT

By using the means and contact information hereinabove, a person may request that TAP Air Portugal make the present description of its feedback process as well as its Accessibility Plan available to them in print, large print, braille or audio format, or in an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities.

The person may make the request through any means by which the TAP Air Portugal communicates with the public, including by mail, telephone, or electronic means.

TAP Air Portugal will take the necessary steps to ensure the description of the feedback process is provided in the requested format within the applicable processing times, namely:

- (a) in the case of a request for a description in braille or an audio format, on the 45th day after the day on which the request is received; and
- (b) in the case of a request for a description in any other format, on the 15th day after the day on which the request is received.

6. CONFIDENTIALITY AND PROTECTION OF PERSONAL INFORMATION

TAP Air Portugal is subject to and respects the Canadian legislation applicable to the protection of personal information, namely the *Personal Information Protection and Electronic Documents Act* (S.C. 2000, c. 5).

The provisions of said act will be applied and respected by TAP Air Portugal in relation to the feedback received hereunder.

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