

MONIQUE SHINOHARA

CONVENTION SALES COORDINATOR

COORDONNATRICE COMMERCIAL - CONGRÈS

Edifice Sun Life Building

1155 Metcalfe, #1600, Montréal, Québec H3B 4T5

1-800-361-7585 ext. 3781 (514) 393-6787 Fax: (514) 393-6775



Air Canada



Convention Centrale
Central de congrès

Édifice Sun Life Building
1155, rue Metcalfe Street
16^e étage / Floor
Montréal, Québec H3B 4T5
Fax / Télécopieur : (514) 393-6775
1-800-361-7585

Event File No.: CV910851

April 22, 1991

Miss Carol Murray
Coordinator, CRIAW Conference
Women's Research Centre
University of Alberta
11043 - 90th Avenue
Edmonton, Alberta
T6G 2E6

Dear Miss Murray:

Re: Canadian Institute for Research Advancement of Women
Edmonton CRIAW Conference, November 8-10, 1991, in Edmonton

We have been informed by Lindy Brown of our Edmonton office of your upcoming event and wish to thank you for your interest in appointing Air Canada as the Official Airline. We have highlighted the numerous benefits provided by Air Canada's Convention Central, accruing to both you, the organizer and your travelling delegates in the attached information sheet.

Should your delegates require reservation/ticketing assistance, in Edmonton, during the convention, please direct them as follows:

Reservations: 423-1222 (0600-2330 daily)

Ticket Offices:

708-10303 Jasper Ave. Mon-Fri 0800-1630
Metropolitan Place

10180-101 St. Mon-Sat 0900-1700
Manulife Place

Please be advised that we now require at least four (4) weeks notice for delivery of direct mail pieces. However, should you require them within a shorter time frame, you will be responsible for the courier charges incurred.

.../2

Sept. 23

4 reservations

Phone end of Oct -

They will issue 1
free ticket per every
30 reservation.

2...

Event File No.: CV910851

April 22, 1991

Miss Carol Murray

If you are in agreement with our offer, please sign and return a copy of this letter appointing Air Canada as your chosen airline. For your convenience, we have enclosed a pre-addressed envelope.

We look forward to working closely with you towards a most successful convention.

Yours truly,

I confirm the appointment of Air Canada as Official Airline and request my event be registered with Convention Central.



Monique Shinohara (Mrs.)
Convention Sales Coordinator

Carol Murray for the
CRIA W Conference

Encl.

DATE: _____
of Flyers Required: 200
Delivery by: 06-05-91

cc: Miss Lindy Brown, Air Canada - Edmonton (804)

Convention Centrale Central de congrès

SOME REASONS TO CHOOSE AIR CANADA

- Toll-free 1-800-361-7585 from anywhere across Canada and the U.S.A.
- Travel Agencies could either call our 1-800 number or if Reservac equipped, queue the reservations in EQI YUL/SP09 quoting your Event number or fax the information to (514) 393-6775.
- Air fare savings of up to 50%*, but minimum guaranteed savings of 15%* in Canada and to/from the U.S.A. off regular economy.
- From June 20th to Labour Day, guaranteed convention savings of 15%* off regular business class.
- 25% Savings with Air Canada Cargo to/from any Air Canada on-line destination is available when making flight reservations with Convention Central.
- Aeroplan points for the frequent flyer members.
- Direct Mail Inserts available upon request. However, should you print your own material, final approval must be given by this office.
- Car rental discounts available.
- One Complimentary Hospitality Class Ticket per every 30 North American reservations received by Convention Central, valid on Air Canada and/or its partners, in Canada and the United States.

OR

- One Complimentary Hospitality Class Ticket per every 50 North American reservations received by Convention Central, valid on Air Canada, on any of its serviced destinations**.

Tickets must be used within twelve (12) months of your event. Two to four weeks' notice are required for their issuance.

*Certain conditions apply.

**Certain blackout periods may apply.

--All fares are subject to change without notice.--

--Agencies: REFER TO DRI 6651/6652



Air Canada

August 12, 1991

Attn: Ms. M. Forestier
Conference Coordinator

Canadian Research Institute
for the Advancement of Women
University of Alberta
11043 - 90th Avenue
Edmonton, AB
T6G 2E1

Dear Ms. Forestier:

Thank you for taking the time to write to me explaining the recent problems you encountered with our Convention Sales Department.

It appears that we did not provide the service you had every right to expect and I sincerely apologize for the inconvenience created for you and your committee.

Unfortunately, due to some major staff adjustments within our company, specifically at the time of your request, your requirements were not handled in the professional and efficient manner Canadian Airlines is known for. A Convention Sales Service Centre staffed with 10 dedicated sales and reservation professionals whom you can access by calling 1-800-665-5554 from 0600 to 1800 Monday to Friday has recently been established.

This department was created to coordinate specific requirements and negotiate convention agreements, register conventions, process printing requirements, and a unique feature where we can telemarket (or call your registered delegates) offering the services of Canadian Airlines, thereby assisting with your attendee building and travel credits.

If it is not too late for your November 1991 conference, I would like to offer your delegates who select Canadian Airlines' service 1,000 Canadian Plus bonus points (for delegates who are not members of our Frequent Flyer Program, we will be pleased to offer instant free enrollment).

In addition, I would be pleased to offer all delegates travelling on Canadian Airlines access to our Empress Club lounges.

Canadian Research Institute
for the Advancement of Women
August 12, 1991
Page 2

For the organizers I would be pleased to offer one complimentary domestic pass to be issued in conjunction with the conference for every 25 passengers booked through our Convention Services office.

Once again, I must apologize for the inconvenience caused and would ask if any problems arise in the future please contact either myself at (403) 221-4991 (fax 221-4990) or our Convention Sales Centre at 1-800-665-5554 and ask for Vivian Mouradian.

Yours truly,



Ken Meville
Manager, Convention Development
#330, 2912 Memorial Drive SE
Calgary, AB T2A 6R1

KM/is
C2/01IS/W

cc: Vivian Mouradian, YULSC



July 24th, 1991

CRIAW
ICREF

CANADIAN RESEARCH INSTITUTE
FOR THE ADVANCEMENT OF WOMEN
INSTITUT CANADIEN DE RECHERCHES
SUR LES FEMMES

Mr. Ken Maville
Manager of Conventions
700 - 2nd Street, S.W., suite 2800
Calgary, Alberta
T2P 2W2

Dear Mr. Maville,

RE: CRIAW Conference - November 08-10, 1991

The Canadian Research Institute for the Advancement of Women is holding its annual conference in Edmonton this year. We are expecting approximately 400 delegates from across Canada and overseas. Having made several calls it was decided that Canadian Airlines would be selected as the conference's official airline. This confirmation was made with Mr. Pat Paulsen in your Edmonton office.

Unfortunately, following this confirmation we received extremely poor service and cooperation from your Edmonton office and have thus decided to go with another airline. We feel however that it is important that you be made aware of the problems we encountered.

After confirmation with Mr. P. Paulsen, a letter was sent requesting 4000 mail pieces for our delegates with information in regards to your services. In this letter I included the bilingual text that was to appear at the top of each page of the mail-out. This request was never acknowledged so I tried contacting the office and was told that Mr. Paulsen was no longer there and that the CRIAW file had been transferred to Ms. Marlane McGowan. After several attempts to reach Ms. McGowan over a period of ten days I was again referred to another person, Ms. Margaret Nicol. Ms. Nicol assured me that the mail-outs were being processed and that I would receive them shortly.

...2

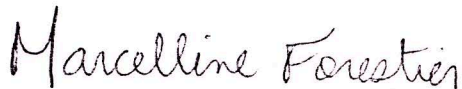
The mail-outs arrived but were unuseable for the following reasons:

- title of the conference on the French side of pamphlet was printed in English
- the month on the French side of the pamphlet was misspelled and capitalized (I have enclosed a copy of the mail-out)

When I tried to reach Ms. Nicol to advise her of these mistakes, I was told that she was away for a month. I asked to speak to the manager of the office and my call was never returned.

Following this series of frustrating events a decision was made to transfer our business to another airline. I hope that this experience will not be endured by your other clients and that this information will be useful to you. Thank you for your attention.

Yours sincerely,

A handwritten signature in cursive script that reads "Marcelline Forestier".

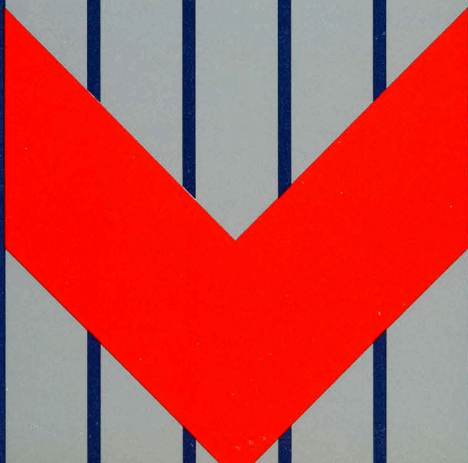
Marcelline Forestier
Conference coordinator

c.c.: Marlane McGowan
Margaret Nicol

Canadi



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CONVENTIONAIR

GLOBAL VISION / LOCAL ACTION CRIAW CONFERENCE 1991

Edmonton, Alb - November 8, 9, 10

916

Canadian Airlines International **Your "Official Conference Airline"**

Book through *Canadian Conventionair* and take advantage of *savings of 15% and 30% or even more**. You will be offered the lowest fare available on Canadian Airlines or any of its Commuter Partners.

Canadian Plus members continue to earn valuable mileage points with Canada's best frequent flyer program.

Whether your convention takes you to Canada, the U.S.A., or any international destination served by Canadian Airlines, our Canadian Conventionair Specialists will assist in making all of your travel arrangements.

For Information and Reservations

Simply call the following toll-free numbers and identify your conference and its location.

In NORTH AMERICA: 1-800-665-5554

In TORONTO: 798-2288

In MONTREAL: 847-0611

By FAX: 514-847-2055

Outside North America: *Call your local Canadian Airlines Reservations Office.*

You may present this brochure to your Travel Agent or Corporate Travel Planner who will contact *Canadian Conventionair* on your behalf.

Travel Agent Reference: Pegasus – G/PRO/CVN
Reservac – DRI-10368
Sabre – Y/SYS/QCP/P63
Apollo – QEP/BW7/13

** Certain advance purchase conditions may apply.
Discounts are off full economy fares only.*

TimeAir CalmAir Canadian Partner AirAtlantic InterCanadian

CONVENTIONAIR

GLOBAL VISION / LOCAL ACTION
CONFERENCE ICREF 1991

Edmonton, Alb - 8, 9, 10 Novembrer

916

Lignes aériennes Canadien International votre "transporteur aérien officiel"

Faites vos réservations par le biais de Canadien Conventionair et profitez de *réductions de 15 p. cent, de 30 p. cent et même plus**. Vous obtiendrez le tarif le plus bas des Lignes aériennes Canadien International et de leurs partenaires d'appoint.

Les membres de *Canadien Plus* continueront par ailleurs d'accumuler de précieux points dans le cadre du meilleur programme pour grands voyageurs au Canada.

Que votre congrès se déroule au Canada, aux États-Unis ou à tout autre endroit dans le monde desservi par les Lignes aériennes Canadien International, les spécialistes de Canadien Conventionair vous aideront à faire toutes les réservations de voyage.

Informations et réservations

Téléphonez aux lignes de libre-appel ci-dessous en précisant le congrès auquel vous désirez assister et le lieu où il se déroule.

En Amérique du Nord: 1-800-665-5554

A TORONTO: 798-2288

A MONTREAL: 847-0611

PAR FAX: 514-847-2055

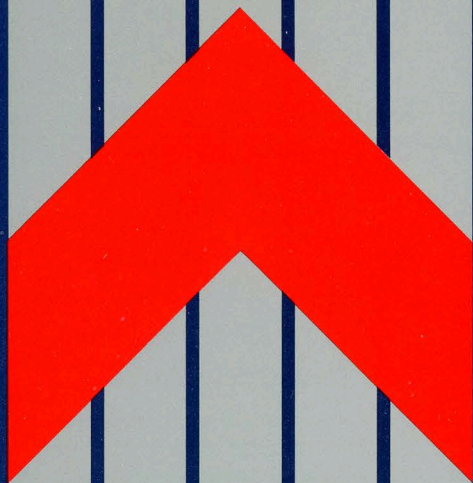
Ailleurs dans le monde: *communiquez avec le bureau local des Réservations des Lignes aériennes Canadien International.*

Remettez le présent document à votre agent de voyages ou au responsable des voyages dans votre société, qui communiquera avec *Canadien Conventionair* en votre nom.

Référence pour agents Pegasus – G/PRO/CVN
de voyages: Reservac – DRI-10368
Sabre – Y/SYS/QCP/P63
Apollo – QEP/BW7/13

** Certaines exigences d'achat des billets à l'avance peuvent s'appliquer.
Les réductions portent seulement sur le plein tarif en classe économique.*

TimeAir CalmAir Canadien Partner AirAtlantic Inter Canadien



Canadiⁿ



**CRIAW
ICREF**

CANADIAN RESEARCH INSTITUTE
FOR THE ADVANCEMENT OF WOMEN
INSTITUT CANADIEN DE RECHERCHES
SUR LES FEMMES

May 30th, 1991

Dear Mr. Paulsen,

Following our recent telephone conversation, I am sending you the requested information concerning our November conference. I am now replacing our interim coordinator, Carol Murray. All further contact can be made with me.

We will be requiring 4000 mail pieces from you providing our delegates with information on "Canadian Airlines International's Conventionair" service. Here is the text we would like at the top of the brochure:

Global Vision/Local Action
CRIAW Conference 1991
November 8, 9, 10
Westin Hotel
Edmonton, Alberta

Vision Globale/Action Locale
Conférence ICREF 1991
8, 9, 10 novembre
Hôtel Westin
Edmonton, Alberta

As you mentioned on the phone, we can expect this material in approximately three weeks. This timeframe is acceptable to us. I am also sending you the confirmation form appointing "Canadian Airlines International Ltd." as our official conference airline.

Thank you for your attention and I look forward to working with you.

Yours sincerely,

Marcelline Forestier

Marcelline Forestier
Conference coordinator

AIR CANADA - LINDY

Convention Central

- ⇒ info package
- flyers to delegates
- toll-free booking
- lowest fare at time of travel - Sat. night
- ⇒ 1/30 → tour conductor
"free" CRAW people

→ how many have booked.

event #

200 flyers.

MONIQUE SHINOHARA

CONVENTION SALES COORDINATOR

COORDONNATRICE COMMERCIALE - CONGRÈS

Edifice Sun Life Building

1155 Metcalfe, #1660, Montréal, Québec H3B 4T5

1-800-361-7585 ext. 3781 (514) 393-6787 Fax: (514) 393-6775



Air Canada



CENTRALE DE CONGRÈS
Air Canada
CONVENTION CENTRAL



CENTRALE DE CONGRÈS
Air Canada



PRINTING INSTRUCTIONS

Note: Preferred version for reproduction is in two colours — black and PMS 485 red. See box for correct colour break.

For black/white reproduction, screen maple leaf rondel 50%.

For more information on Convention Central and/or the correct use of the logo, call (514) 879-6080.

LE MODE D'IMPRESSION

À noter : Nous préférons une impression en deux couleurs : noir et rouge PMS 485. Voir l'encadré pour obtenir les proportions correctes des couleurs.

Pour les reproductions en noir et blanc, masquer 50% de la rondelle feuille d'érable.

Pour de plus amples informations sur la Centrale de Congrès et/ou pour une utilisation exacte du logo, téléphonez (514) 879-6080.

Air Canada
CONVENTION CENTRAL



CENTRALE DE CONGRÈS
Air Canada
CONVENTION CENTRAL



CENTRALE DE CONGRÈS
Air Canada



Air Canada
CONVENTION CENTRAL



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CONVENTION CENTRAL



CENTRALE DE CONGRÈS
Air Canada
CONVENTION CENTRAL



CENTRALE DE CONGRÈS
Air Canada



Monique

514 393-6775

Kim Mulhoney

433 3210

re submission

Barbara Watkins

439 4285 evening

469-4401 Christiane

childcare Fri 5⁰⁰ - 8:00

Sat. 8:30 - 8:30

Sun. 8:30 - 4:00

✓ Canadian Airlines:

4,000 mail-outs

Garry Ross (district sales mgr)

June 19, 1991

Ms. Marcelline Forestier
CRIAW/ICREF
University of Alberta
11043 - 90 Avenue
Edmonton, Alberta
T6G 2E1

Dear Ms. Forestier:

RE: CONFERENCE: CRIAW/ICREF CONFERENCE

DATES: NOVEMBER 08 - 10, 1991

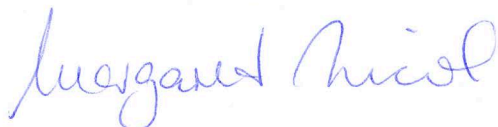
Thank you for appointing **Canadian Airlines International** for the above Convention.

Your Convention Registration Number is (**#0916**)

Convention Brochures will be forwarded to you as soon as the over-printing is completed.

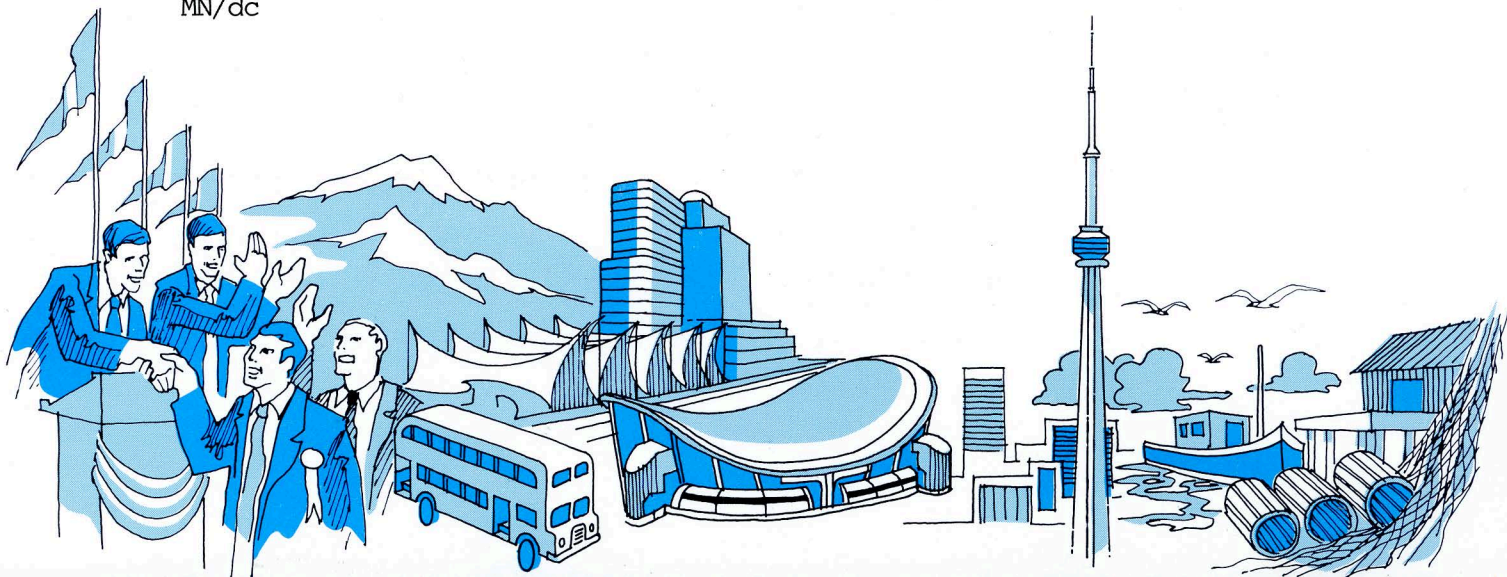
We look forward to working with you.

Yours very truly,



Margaret Nicol
Area Manager
Conventions

MN/dc



018 YVR 56966781

018-56966781

Shipper's Name and Address Nom et adresse de l'expéditeur CANADIAN AIRLINES INTL PRINTING DEPT VANCOUVER B.C.		Shipper's Account Number Numéro de compte de l'expéditeur 00000000000000		Not negotiable / Non négociable Air Waybill Lettre de transport aérien Issued by / Emise par			
Consignee's Name and Address Nom et adresse du destinataire UNIVER OF ALTA RESEARCH CTR 11019 90 AVE EDMONTON ALTA ATTN MRS M FORESTIER		Consignee's Account Number Numéro de compte du destinataire 00000000000000		Copies 1, 2 and 3 of this Air Waybill are originals and have the same validity Les exemplaires 1, 2 et 3 de cette lettre de transport aérien sont originaux et ont la même validité			
Issuing Carrier's Agent Name and City / Nom et ville de l'agent du transporteur émetteur CANADIAN AIRLINES INTL YVRFF <i>House Main Floor</i>		Accounting Information / Renseignements comptables <i>Notified</i>		It is agreed that the goods described herein are accepted in apparent good order and condition (except as noted) for carriage SUBJECT TO THE CONDITIONS OF CONTRACT ON THE REVERSE HEREOF. THE SHIPPER'S ATTENTION IS DRAWN TO THE NOTICE CONCERNING CARRIER'S LIMITATION OF LIABILITY. Shipper may increase such limitation of liability by declaring a higher value for carriage and paying a supplemental charge if required. Il est convenu que les marchandises décrites dans le présent document sont acceptées pour le transport en bon état apparent (sauf annotation contraire) et que le transport est SOUMIS AUX CONDITIONS DU CONTRAT QUI FIGURENT AU VERSO. L'ATTENTION DE L'EXPÉDITEUR EST ATTIRÉE SUR L'AVIS CONCERNANT LA LIMITATION DE RESPONSABILITÉ DU TRANSPORTEUR. L'expéditeur peut augmenter cette limitation de responsabilité en déclarant une valeur pour le transport plus élevée et en payant des frais supplémentaires s'il y a lieu.			
Agent's IATA Code / Code IATA de l'agent 61 9 9185		Account No. / Numéro de compte		Declared Value for Carriage Valeur déclarée pour le transport NVD			
Airport of Departure (Addr. of first Carrier) and Requested Routing Aéroport de départ (Adresse du premier transporteur) et itinéraire demandé VANCOUVER BC CA		Amount of Insurance Montant de l'assurance XXXXX		Declared Value for Customs Valeur déclarée pour la douane NCV			
to / à YEG CP		Routing and Destination Routage et dest.		Currency Monnaie CAD			
Flight Date Vol. / Date		For Carrier Use Only Réservé au transporteur		Insurance - If Carrier offers insurance, and such insurance is requested in accordance with conditions on reverse hereof, indicate amount to be insured in figures in box marked Amount of Insurance. ASSURANCE - Si le transporteur propose une assurance et que l'expéditeur en fait la demande conformément aux conditions figurant au verso indiquer le montant à assurer en chiffres dans la case Montant de l'assurance.			
Airport of Destination / Aéroport de destination EDMONTON ALT CA		Flight Date Vol. / Date					
Handling Information / Renseignements pour le traitement de l'expédition NTF-CHARGE TO P962E651 OPR-GUARANTEED FIRST AVAIL FLT REM- ATTN MRS M FORESTIER 492-8950							
No. of Pieces Nombre de colis RCP	Gross Weight Poids brut	kg lb	Rate Class / Classif. du tarif Commodity Item No. N° d'article de la marchandise	Chargeable Weight Poids de taxation	Rate / Charge Tarif / Montant	Total	Nature and Quantity of Goods (inc. Dimensions or Volume) Nature et quantité des marchandises (y compris dimensions ou volume)
1	25.0K	6		.0	.00	.00	CONVENTION WALLETS
			COMPANY MATERIAL				
1	25.0K					.00	TIME ACCEPTED 0919L
Prepaid / Port payé		Weight Charge/Taxation au poids		Collect / Port dû		Other Charges / Autres frais	
Valuation charge / Taxation à la valeur							
Tax / Taxe							
Total other Charges Due Agent / Total des autres frais dus à l'agent						Shipper certifies that the particulars on the face hereof are correct and that insofar as any part of the consignment contains dangerous goods, such part is properly described by name and is in proper condition for carriage by air according to the applicable Dangerous Goods Regulations. L'expéditeur certifie que les indications portées sur le présent document sont exactes et que dans la mesure où une partie quelconque de l'expédition contient des marchandises dangereuses, cette partie d'expédition est correctement dénommée et bien préparée pour le transport par air conformément à la réglementation applicable.	
Total other Charges Due Carrier / Total des autres frais dus au transporteur							
Total prepaid / Total port payé		Total collect / Total port dû				Signature of Shipper or his Agent / Signature de l'expéditeur ou de son agent	
Currency Conversion Rates Taux conversion monnaie		CC Charges in Dest. Currency Port dû en monnaie du pays de destination		24 JUN 1991		Signature of Issuing Carrier or its Agent Signature du transporteur émetteur ou de son agent	
For Carrier's Use only at Destination Réservé au transporteur à destination		Charges at Destination / Frais à l'arrivée		Total collect Charges / Total dû		CAD 018 56966781	

XXXXXXXXXXXXXXXXXXXXX

ORIGINAL 2 (FOR CONSIGNEE)
ORIGINAL 2 (POUR LE DESTINATAIRE)

NOTICE CONCERNING CARRIERS' LIMITATION OF LIABILITY

IF THE CARRIAGE INVOLVES AN ULTIMATE DESTINATION OR STOP IN A COUNTRY OTHER THAN THE COUNTRY OF DEPARTURE, THE WARSAW CONVENTION MAY BE APPLICABLE AND THE CONVENTION GOVERNS AND IN MOST CASES LIMITS THE LIABILITY OF THE CARRIER IN RESPECT OF LOSS, DAMAGE OR DELAY TO CARGO TO 250 FRENCH GOLD FRANCS PER KILOGRAMME, UNLESS A HIGHER VALUE IS DECLARED IN ADVANCE BY THE SHIPPER AND A SUPPLEMENTARY CHARGE PAID IF REQUIRED.

THE LIABILITY LIMIT OF 250 FRENCH GOLD FRANCS PER KILOGRAMME IS APPROXIMATELY U.S. \$20.00 PER KILOGRAMME ON THE BASIS OF U.S. \$42.22 PER OUNCE OF GOLD.

CONDITIONS OF CONTRACT

- As used in this contract "Carrier" means all air carriers that carry or undertake to carry the goods hereunder or perform any other services incidental to such air carriage, "Warsaw Convention" means the Convention for the Unification of certain Rules relating to International Carriage by Air, signed at Warsaw, 12 October 1929, or that Convention as amended at The Hague, 28 September 1955, which ever may be applicable, and "French gold francs" means francs consisting of 65 1/2 milligrams of gold with a fineness of nine hundred thousandths.
- carriage hereunder is subject to the rules relating to liability established by the Warsaw Convention unless such carriage is not "international carriage" as defined by that Convention;
 - to the extent not in conflict with the foregoing, carriage hereunder and other services performed by each Carrier are subject to:
 - applicable laws (including national laws implementing the Convention), government regulations, orders and requirements,
 - provisions herein set forth, and
 - applicable tariffs, rules, conditions of carriage, regulations and timetables (but not the times of departure and arrival therein) of such carrier, which are made part hereof and which may be inspected at any of its offices and at airports from which it operates regular services. In transportation between a place in the United States or Canada and any place outside thereof the applicable tariffs are the tariffs in force in those countries.
- the first Carrier's name may be abbreviated on the face hereof, the full name and its abbreviation being set forth in such Carrier's tariffs, conditions of carriage, regulations and timetables. The first Carrier's address is the airport of departure shown on the face hereof. The agreed stopping places (which may be altered by Carrier in case of necessity) are those places, except the place of departure and the place of destination, set forth on the face hereof or shown in Carrier's timetables as scheduled stopping places for the route. Carriage to be performed hereunder by several successive carriers is regarded as a single operation.
- except as otherwise provided in Carrier's tariffs or conditions of carriage, in carriage to which the Warsaw Convention does not apply Carriers' liability shall not exceed U.S. \$20.00 or the equivalent per kilogramme of goods lost, damaged or delayed, unless a higher value is declared by the shipper and a supplementary charge paid.
- if the sum entered on the face of the Air Waybill as "Declared Value for Carriage" represents an amount in excess of the applicable limits of liability referred to in the above Notice and in these Conditions and if the shipper has paid any supplementary charge that may be required by the Carrier's tariffs, conditions of carriage or regulations, this shall constitute a special declaration of value and in this case Carrier's limit of liability shall be the sum so declared. Payment of claims shall be subject to proof of actual damages suffered.
- in cases of loss, damage or delay of part of the consignment, the weight to be taken into account in determining Carrier's limit of liability shall be only the weight of the package or packages concerned.
NOTE: Notwithstanding any other provision, for foreign air transportation as defined in the U.S. Federal Aviation Act, as amended, in case of loss or damage or delay of a shipment or part thereof, the weight to be used in determining the carrier's limit of liability shall be the weight which is used (for a *pro rata* share in the case of a part shipment loss, damage or delay) to determine the transportation charge for such shipment.
- any exclusion or limitation of liability applicable to Carrier shall apply to and be for the benefit of Carrier's agents, servants and representatives and any person whose aircraft is used by Carrier for carriage and its agents, servants and representatives. For purpose of this provision Carrier acts herein as agent for all such persons.
- Carrier undertakes to complete the carriage hereunder with reasonable dispatch. Carrier may substitute alternate carriers or aircraft and may without notice and with due regard to the interests of the shipper substitute other means of transportation. Carrier is authorized to select the routing or to change or deviate from the routing shown on the face hereof. This Subparagraph is not applicable to/from U.S.A.;
 - Carrier undertakes to complete the carriage hereunder with reasonable dispatch. Except within U.S.A. where carrier tariffs will apply, Carrier may substitute alternate carriers or aircraft and may without notice and with due regard to the interests of the shipper substitute other means of transportation. Carrier is authorized to select the routing or to change or deviate from the routing shown on the face hereof. This Subparagraph is applicable only to/from U.S.A.
- subject to the conditions herein, the Carrier shall be liable for the goods during the period they are in its charge or the charge of its agent.
- except when the Carrier has extended credit to the consignee without the written consent of the shipper, the shipper guarantees payment of all charges for carriage due in accordance with Carrier's tariffs, conditions of carriage and related regulations, applicable laws (including national laws implementing the Convention), government regulations, orders and requirements;
 - when no part of the consignment is delivered, a claim with respect to such consignment will be entertained even though transportation charges thereon are unpaid.
- notice of arrival of goods will be given promptly to the consignee or to the person indicated on the face hereof as the person to be notified. On arrival of the goods at the place of destination, subject to the acceptance of other instructions from the consignor prior to arrival of the goods at the place of destination, delivery will be made to, or in accordance with the instructions of the consignee. If the consignee declines to accept the goods or cannot be communicated with, disposition will be in accordance with instructions of the consignor.
- the person entitled to delivery must make a complaint to the Carrier in writing in the case
 - of visible damage to the goods, immediately after discovery of the damage and at the latest within 14 days from receipt of the goods,
 - of other damage to the goods, within 14 days from the date of receipt of the goods,
 - of delay, within 21 days of the date the goods are placed at his disposal, and
 - of non-delivery of the goods, within 120 days from the date of the issue of the Air Waybill;
 - for the purpose of Subparagraph (a) above complaint in writing may be made to the Carrier whose Air Waybill was used, or to the first Carrier or to the last Carrier or to the Carrier who performed the transportation during which the loss, damage or delay took place;
 - any rights to damages against Carrier shall be extinguished unless an action is brought within two years from the date of arrival at the destination, or from the date on which the aircraft ought to have arrived, or from the date on which the transportation stopped.
- the shipper shall comply with all applicable laws, and government regulations of any country to, from, through or over which the goods may be carried, including those relating to the packing, carriage or delivery of the goods, and shall furnish such information and attach such documents to this Air Waybill as may be necessary to comply with such laws and regulations. Carrier is not liable to the shipper for loss or expense due to the shipper's failure to comply with this provision.
- no agent, servant or representative of the Carrier has authority to alter, modify or waive any provisions of this contract.
- if Carrier offers insurance and such insurance is requested, and if the appropriate premium is paid and the fact recorded on the face hereof, the goods covered by this Air Waybill are insured under an open policy for the amount requested as set out on the face hereof (recovery being limited to the actual value of goods lost or damaged provided that such amount does not exceed the insured value). The insurance is subject to the terms, conditions and coverage (from which certain risks are excluded) of the open policy, which is available for inspection at an office of the issuing Carrier by the interested party. Claims under such policy must be reported immediately to an office of Carrier.
- The carrier maintains cargo liability insurance to protect itself against claims for which it is legally liable.

AVIS CONCERNANT LA LIMITATION DE RESPONSABILITE DU TRANSPORTEUR

SI LE TRANSPORT COMPORTE UNE DESTINATION FINALE OU UNE ESCALE DANS UN PAYS AUTRE QUE CELUI DU POINT DE DEPART, IL PEUT ÊTRE SOUMIS AUX CONDITIONS DE LA CONVENTION DE VARSOVIE. CETTE CONVENTION RÉGIT ET, DANS LA PLUPART DES CAS, LIMITE LA RESPONSABILITÉ DU TRANSPORTEUR AU CAS OU LA MARCHANDISE SERAIT PERDUE, ENDOMMAGÉE OU RETARDÉE, À 250 FRANCS FRANÇAIS-OR PAR KILOGRAMME, À MOINS QU'UNE VALEUR PLUS ÉLEVÉE N'AIT ÉTÉ DÉCLARÉE À L'AVANCE PAR L'EXPÉDITEUR ET QU'UN SUPPLÉMENT ÉVENTUEL N'AIT ÉTÉ PAYÉ.

CETTE LIMITATION DE RESPONSABILITÉ À 250 FRANCS FRANÇAIS OR CORRESPOND APPROXIMATIVEMENT À UN MONTANT DE \$US20.00 PAR KILOGRAMME CALCULÉ SUR LA BASE DE \$US42.22 L'ONCE D'OR.

CONDITIONS DU CONTRAT DE TRANSPORT

- Au sens du présent contrat, le mot "transporteur" désigne toutes les compagnies aériennes qui transportent ou entreprennent le transport des marchandises en vertu de la présente lettre de transport aérien ou qui rendent tout autre service en relation avec ce transport. La "Convention de Varsovie" désigne la Convention pour l'unification de certains règles relatives au transport aérien international, signée à Varsovie le 12 octobre 1929, ou cette même Convention telle qu'amendée à La Haye le 28 septembre 1955, selon que l'une ou l'autre est applicable; les "francs français-or" désignent les francs français constitués par 65 1/2 milligrammes d'or au titre de 900 millièmes de fin.
- Le transport effectué en vertu des présentes conditions est soumis aux règles de responsabilité édictées par la Convention de Varsovie, sauf dans le cas où ce transport n'est pas un "transport international" au sens de cette Convention;
 - Dans la mesure compatible avec ce qui précède, le transport effectué et tous autres services rendus par chaque transporteur en vertu de cette lettre de transport aérien sont régis par:
 - la législation applicable (y compris les lois nationales ratifiant la Convention de Varsovie ou portant extension de celle-ci), les décisions, instructions et règlements gouvernementaux,
 - les présentes Conditions,
 - les Conditions générales de transport, les tarifs, règlements et horaires du transporteur (à l'exclusion des heures d'arrivée et de départ) réputés faire partie intégrante du contrat de transport et qui peuvent être consultés dans les bureaux du transporteur et aux aéroports où il exploite des services réguliers. Pour les transports effectués entre un point aux États-Unis ou au Canada et tout autre lieu, les tarifs applicables sont ceux en vigueur dans ces pays.
- Le nom du premier transporteur peut être inscrit en abrégé sur le recto de la présente lettre de transport aérien. Sa dénomination complète et abrégée figure sur ses tarifs, sur ses conditions générales de transport, sur ses règlements et sur ses horaires. L'adresse du premier transporteur aérien est celle de l'aéroport du point de départ du transport, qui figure au recto de la présente lettre de transport aérien. Les arrêts prévus (susceptibles d'être modifiés au profit du transporteur en cas de nécessité) sont les points, à l'exception des points de départ et de destination qui sont indiqués au recto de la présente lettre de transport aérien ou qui figurent aux horaires du transporteur comme des arrêts réguliers de l'itinéraire. Le transport qui doit être effectué, en vertu du présent contrat, par plusieurs transporteurs successifs, est réputé ne constituer qu'une seule et même opération.
- Sauf dispositions contraires figurant dans les Conditions Générales de Transport ou dans le tarif du transporteur, la responsabilité du transporteur est limitée, pour les transports non régis par la Convention de Varsovie, à \$US20.00 ou un montant équivalent, par kilogramme de marchandise perdue, endommagée ou dont l'acheminement a été retardé, à moins qu'une valeur plus élevée n'ait été déclarée par l'expéditeur et qu'un supplément n'ait été payé.
- Il y a déclaration spéciale d'intérêt à la livraison si le montant inscrit au recto de la lettre de transport aérien comme "valeur déclarée pour le transport" est supérieur aux limites applicables de responsabilité mentionnées dans l'avis ci-dessus et dans les présentes Conditions de Transport, et si l'expéditeur a payé le supplément prévu dans les tarifs, dans les Conditions Générales de Transport ou dans les règlements du transporteur. Dans ce cas, la responsabilité du transporteur sera limitée à la valeur déclarée. Il est nécessaire d'apporter la preuve des dommages réellement subis en vue du remboursement des réclamations.
- En cas de perte, d'avarie ou de retard d'une partie de l'expédition, seul le poids total du ou des colis dont il s'agit sera pris en considération pour déterminer la limite de responsabilité du transporteur.
Nonobstant toute autre disposition, lorsque le transport répond à la définition de "foreign air transportation" du Federal Aviation Act des États-Unis, tel que modifié, le poids utilisé pour le calcul de la limite de responsabilité du transporteur en cas de perte, d'avarie ou de retard de tout ou partie d'une expédition est le poids (ou la partie du poids calculée au prorata de la partie de l'expédition touchée par la perte, l'avarie ou le retard, utilisé pour l'établissement des frais de transport de ladite expédition.
- Toute exclusion ou limitation de responsabilité applicable au transporteur s'applique et bénéficie également à ses préposés, agents et représentants de même qu'à toute personne dont l'aéronef viendrait à être utilisé par le transporteur pour ce transport, ainsi qu'aux agents, préposés et représentants d'une telle personne. En ce qui concerne cette disposition, le transporteur est réputé agent de ces personnes.
- Le transporteur s'engage à effectuer aussi promptement que possible le transport objet de la présente lettre de transport aérien. Le transporteur pourra faire appel à d'autres transporteurs et utiliser d'autres aéronefs, et pourra, sans préavis et en tenant compte de l'intérêt de l'expéditeur, acheminer les marchandises par d'autres moyens de transport. Le transporteur est libre de choisir l'itinéraire figurant au recto de la présente lettre de transport aérien. (Ce paragraphe n'est pas applicable à destination et au départ des États-Unis d'Amérique)
 - Le transporteur s'engage à effectuer aussi promptement que possible le transport objet de la présente lettre de transport aérien. Sauf à l'intérieur des États-Unis d'Amérique où les tarifs agréés du transporteur régissent le transport, le transporteur pourra faire appel à d'autres transporteurs et utiliser d'autres aéronefs, et pourra, sans préavis et en tenant compte de l'intérêt de l'expéditeur, acheminer les marchandises par d'autres moyens de transport. Le transporteur est libre de choisir l'itinéraire par lequel la marchandise sera acheminée, il pourra également modifier l'itinéraire figurant au recto de la présente lettre de transport aérien. (Ce paragraphe est applicable seulement à destination et au départ des États-Unis d'Amérique)
- Sous réserve des présentes Conditions, le transporteur sera responsable de la marchandise pendant qu'elle est sous sa garde ou celle de son agent.
- Sauf si le transporteur a accordé au destinataire un paiement différé sans le consentement écrit de l'expéditeur, ce dernier garantit le paiement de tous frais de transport exigibles en vertu du tarif du transporteur ou de ses conditions générales de transport ou de sa réglementation, ou encore en vertu des lois applicables (y compris les lois nationales ratifiant la Convention de Varsovie ou portant extension de celle-ci), des décisions, instructions et règlements gouvernementaux.
 - Lorsque aucune partie de l'expédition n'est livrée, une réclamation relative à cette expédition sera néanmoins recevable, même si les frais de transport y afférents n'ont pas été payés.
- Le destinataire, ou la personne à prévenir mentionnée au recto de la présente lettre de transport aérien, sera avisé promptement de l'arrivée de la marchandise. La marchandise arrivée à destination sera, sauf si d'autres instructions ont été acceptées de l'expéditeur préalablement à l'arrivée de la marchandise à destination, livrée au destinataire ou conformément à ses instructions; si le destinataire n'accepte pas la marchandise ou s'il ne peut être touché, la livraison sera faite selon les instructions de l'expéditeur.
- La personne autorisée à enlever la marchandise doit adresser au transporteur une réclamation écrite dans les délais suivants:
 - si la marchandise est visiblement endommagée, cette réclamation devra être faite dès la découverte du dommage et au plus tard dans un délai de quatorze jours à dater de la réception de la marchandise,
 - pour les autres dommages subis par la marchandise, la réclamation doit être faite dans un délai de quatorze jours à compter de la date de réception,
 - en cas de retard, de délai est de 21 jours à dater du jour où la marchandise a été mise à sa disposition,
 - en cas non-livraison, le délai est porté à 120 jours à compter de la date d'établissement de la lettre de transport aérien;
 - En ce qui concerne le Paragraphe (a) ci-dessus, la réclamation écrite peut être adressée au transporteur dont la lettre de transport aérien a été utilisée, au premier ou au dernier transporteur, ou encore au transporteur qui a effectué le transport au cours duquel la perte, le dommage ou le retard s'est produit;
 - Toute action en responsabilité à l'encontre du transporteur doit être intentée sous peine de déchéance, dans un délai de deux ans à compter de la date de l'arrivée de l'expédition à destination, ou de la date à laquelle l'aéronef aurait dû arriver ou de la date d'interruption du transport.
- L'expéditeur est tenu de se conformer aux lois et règlements gouvernementaux en vigueur dans les pays de destination, d'origine et de transit des marchandises ainsi que dans les pays survolés, y compris les dispositions relatives à l'emballage au transport et à la livraison des marchandises. Il doit fournir tous renseignements utiles et joindre à la lettre de transport aérien tous documents exigés par ces lois et règlements. Le transporteur n'assume aucune responsabilité à l'égard de l'expéditeur ou de toute autre personne pour les dommages subis ou les dépenses engagées du fait de l'inobservation par l'expéditeur de la présente disposition.
- Aucun agent, préposé ou représentant du transporteur n'est autorisé à changer, modifier ou supprimer l'une quelconque des dispositions du présent contrat.
- Si le transporteur propose une assurance et que l'expéditeur en fait la demande et ce moyennant le paiement de la prime correspondante et pourvu que ce paiement soit constaté au recto, la marchandise objet de la présente lettre de transport aérien est assurée au moyen d'une police flottante pour le montant mentionné au recto. L'indemnisation est limitée à la valeur réelle de la marchandise perdue ou avariée jusqu'à concurrence de la valeur assurée. L'assurance est sujette aux termes, conditions et à la couverture (certains risques sont exclus) de la police flottante dont le texte peut être consulté par toute personne intéressée aux bureaux du transporteur émetteur. Les réclamations fondées sur cette assurance doivent être notifiées immédiatement à un bureau du transporteur.
- Le transporteur détient une assurance du fret pour se protéger des réclamations dont il serait légalement l'objet.



Margaret Nichol

To:

Canadian airline

From:

Department: June

Telephone number:

Please call ☐Will call back ☐Returned call ☐

Message:

" # 0916 "

" Diana "

CRIA W

4,000

1,000

Date: Time:

Received by:

CONVENTION REGISTRATION # _____

CONFIRMATION

NAME OF CONFERENCE: **C.R.I.A.W. CONFERENCE**

DATE(S): **NOVEMBER 8 - 10, 1991**

I confirm the appointment of **Canadian Airlines International Ltd.** as Official Airline for above convention as per attached terms and conditions.

NAME: Marcelline Forestier

ADDRESS: 11043 - 90 ave
T6G 1A6

SIGNATURE: M. Forestier

DATE: May 30th/91 PHONE NUMBER: 492-8950

FAX NUMBER: 492-1186

EXPECT DELEGATES FROM CANADA ONLY ☒ YES

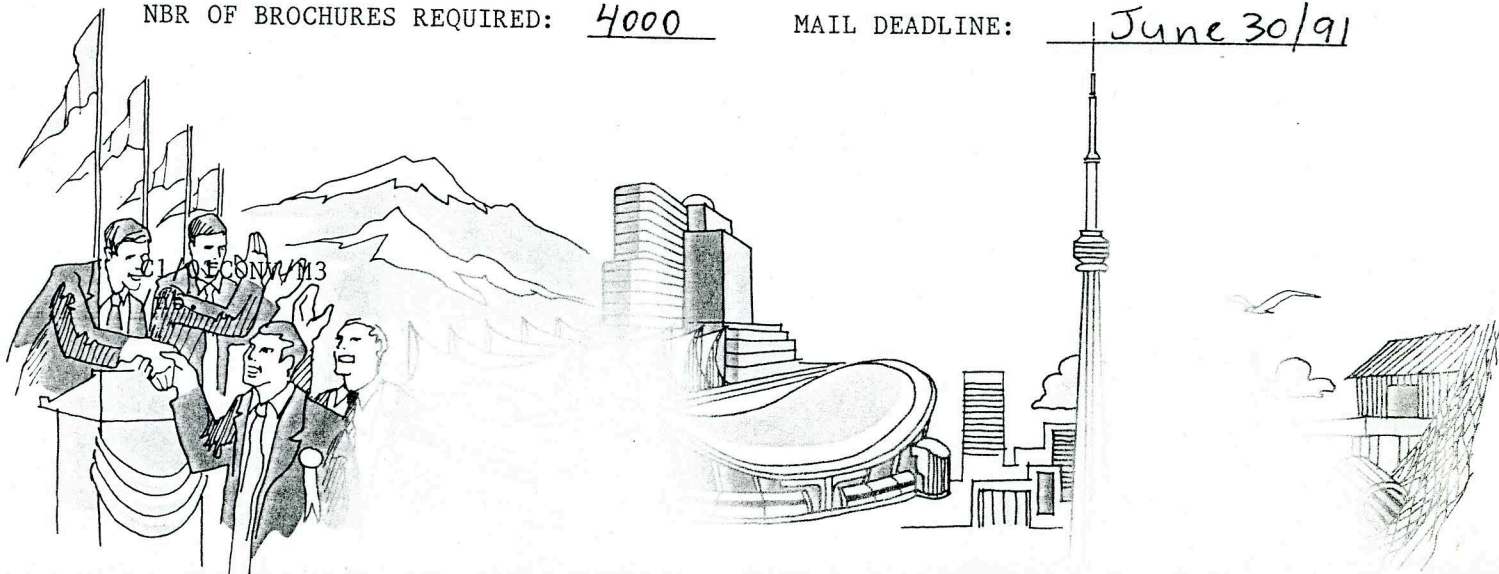
FROM U.S.A. ☐ YES ☐ NO

INTERNATIONALLY ☐ YES ☐ NO

CONVENTION BROCHURES REQUIRED?: _____

NBR OF BROCHURES REQUIRED: 4000

MAIL DEADLINE: June 30/91



April 18, 1991

Ms. Carol Murray
c/o Women's Research Centre
11043 - 90 Avenue
Edmonton, Alberta
T6G 2E6

Dear Ms. Murray:

RE: C.R.I.A.W. CONFERENCE - NOVEMBER 08-10, 1991

This will confirm our proposal with reference to the above.

We will provide the following, when **Canadian Airlines International** is appointed as your sole **"Official Conference Airline"**:

Special air fare discounts on **Canadian Airlines International**, our Commuter Partners, Air Atlantic, Ontario Express, Calm Air, Time Air.

We will assign to your conference a registration number to be used by your delegates only.

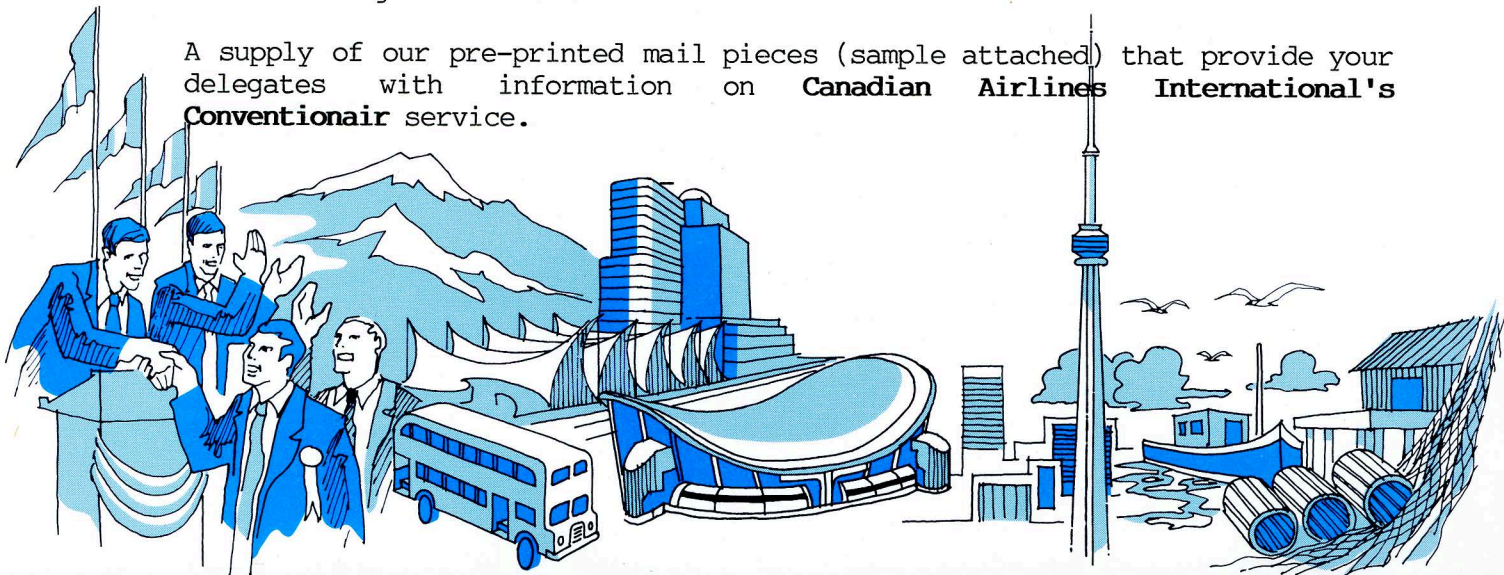
A special toll free 1-800 number in Canada and the U.S.A. for Conventionair delegates exclusive use.

Delegates using our special Conventionair number, will be guaranteed a 15% discount off of full Economy fares. Savings of 30% or more are available subject to availability. Higher reductions will be offered to your delegates if available at time of booking.

Savings on **Canadian Air Cargo** within North America 50% off on the return portion when shipping exhibit or trade show material.

Your organization will earn one free ticket in North America (excluding Hawaii) for every 30 passengers booked - or - 1 free ticket to any destination served by **Canadian Airlines International** for every 50 delegates booked through Conventionair.

A supply of our pre-printed mail pieces (sample attached) that provide your delegates with information on **Canadian Airlines International's Conventionair** service.



The details of your conference will be listed in our system for access by our reservation agents in Canada, the U.S.A., and around the world.

In turn, we will require the following:

Mention of **Canadian Airlines International** as "**Official Airline**" in all your pre-event promotional print material. Please contact the undersigned to obtain approved copy for your brochure.

In order for your delegates to take advantage of our special convention services, we require your confirmation in writing that you agree with the terms of this proposal and that **Canadian Airlines International** is appointed as your "**Official Conference Airline.**"

Please sign the attached confirmation and return it to the undersigned. Upon receipt of your confirmation you will receive your conference registration number along with the **Conventionair** mailing pieces for distribution to your delegates.

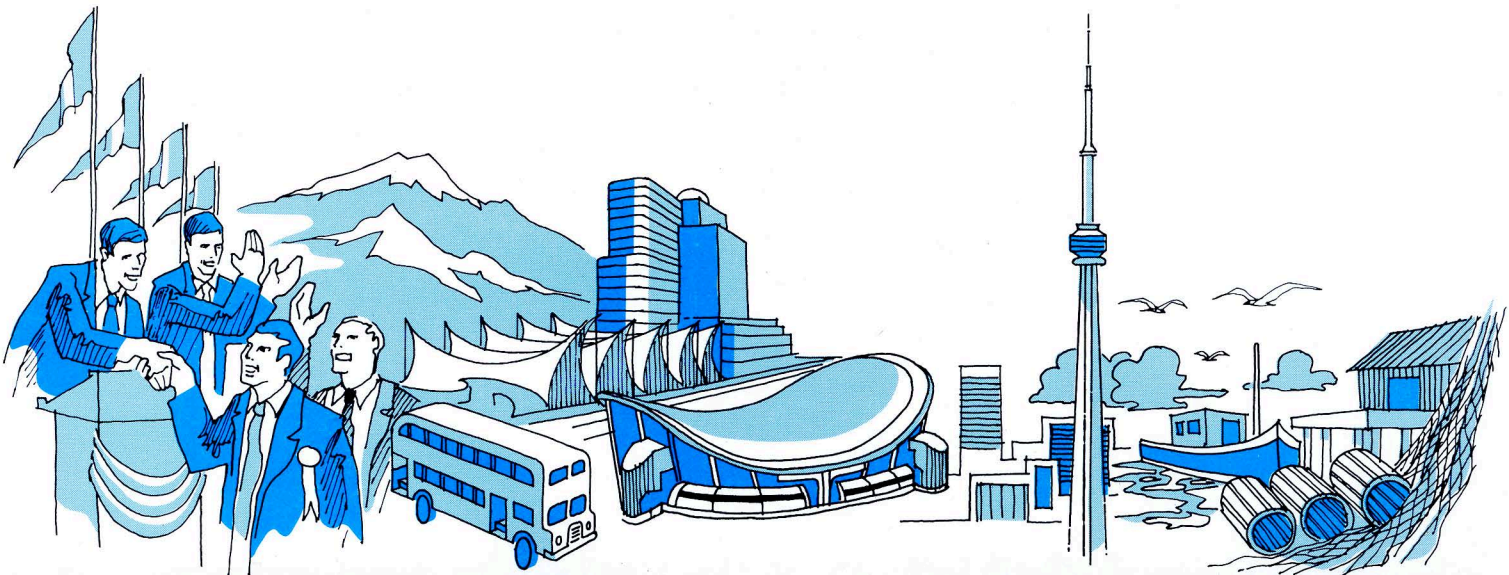
I look forward to your confirmation that the foregoing arrangements are satisfactory.

Your interest is very much appreciated.

Yours truly,

Paul C. Paulsen
Area Manager
Conventions

PCP/dc



confirm @ Canadian;

French announcements
on flights - assurances
that bilingual services
will be provided

CANADIAN

Paul Paulson 498-3871

CONVENTIONAIRE

if
- no seat sale, then 15% discount
off econ. airfare

MIL → { Reg. # + details of conf
in computer → toll free
phone to book

1/30 - 1 pass in NA }
1/50 - anywhere }

as entry for pass

⇒ Time Air
Air Atlantic

company
procedure

2 pieces of info

① - conf. sheet

②

ticket jacket

- order any number

can be customized
bilingual

Convention Centrale
Central de congrès

Édifice Sun Life Building
1155, rue Metcalfe Street
16th étage/Floor
Montréal, Québec H3B 4T5
Fax/Télécopieur : (514) 393-6775
1-800-361-7585

Event File No.: CV910851

April 22, 1991

Miss Carol Murray
Coordinator, CRIAW Conference
Women's Research Centre
University of Alberta
11043 - 90th Avenue
Edmonton, Alberta
T6G 2E6

Dear Miss Murray:

Re: Canadian Institute for Research Advancement of Women
Edmonton CRIAW Conference, November 8-10, 1991, in Edmonton

We have been informed by Lindy Brown of our Edmonton office of your upcoming event and wish to thank you for your interest in appointing Air Canada as the Official Airline. We have highlighted the numerous benefits provided by Air Canada's Convention Central, accruing to both you, the organizer and your travelling delegates in the attached information sheet.

Should your delegates require reservation/ticketing assistance, in Edmonton, during the convention, please direct them as follows:

Reservations: 423-1222 (0600-2330 daily)

Ticket Offices:

708-10303 Jasper Ave. Mon-Fri 0800-1630
Metropolitan Place

10180-101 St. Mon-Sat 0900-1700
Manulife Place

Please be advised that we now require at least four (4) weeks notice for delivery of direct mail pieces. However, should you require them within a shorter time frame, you will be responsible for the courier charges incurred.

.../2

2...

Event File No.: CV910851

April 22, 1991

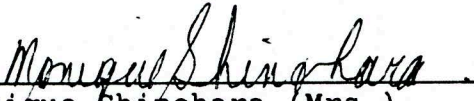
Miss Carol Murray

If you are in agreement with our offer, please sign and return a copy of this letter appointing Air Canada as your chosen airline. For your convenience, we have enclosed a pre-addressed envelope.

We look forward to working closely with you towards a most successful convention.

Yours truly,

I confirm the appointment of Air Canada as Official Airline and request my event be registered with Convention Central.


Monique Shinohara (Mrs.)
Convention Sales Coordinator

Carol Murray for the
CRIAW Conference

Encl.

DATE: _____
of Flyers Required: 200
Delivery by: 06-05-91

cc: Miss Lindy Brown, Air Canada - Edmonton (804)

Cdn airline :

- 1) Paul Paulsen (original contact)
- 2) Marlane McGowan (could not be reached; did not return calls)
- 3) Margaret Nicol (away for a month)

Spent over 2 weeks trying to contact above people and CRIAW file was transferred from one to the other.

Mail-outs were ordered end of May. Never received acknowledge of request for 4000 customized mail-outs.

Mail-outs arrived with following mistakes :

- title on French side of pamphlet printed in English
- month misspelled and capitalized