

Submitted by email to the Canadian Transportation Agency

Subject: Consultation on Air Passenger Rights

Please do not proceed with clawing back of air passengers rights and swinging more in favour of the airlines than you already have been and continuously proceed to do.

Please protect the passengers and consumers by making sure their money for services paid is actually rendered in a timely and appropriate manner with no further extensions in the matter given to airlines.

Please also don't hold consumers and passengers liable to bail out the airlines as they continue to hold consumers and passengers money interest free in lieu of imaginary credits.

They do not require more time to respond to requests as the response should be in protection of consumer rights for goods and services paid and not rendered.

Please align with the law and not just fanciful recommendations and suggestions. The law!

Thank you,

Amy and Corey Andress