

STRENGTHENING AIR PASSENGER PROTECTION

The Transportation Modernization Act, which came into force on May 23, 2018, amends the Canada Transportation Act (Act) to give the Canadian Transportation Agency (CTA) the authority to make regulations defining airlines' minimum obligations to passengers.

The CTA has launched a public consultation examining:

- ▶ the communication of passengers rights and recourse options;
- ▶ flight delays, cancellations and denied boarding (including bumping);
- ▶ tarmac delays;
- ▶ lost or damaged baggage;
- ▶ the seating of children under the age of 14 years; and
- ▶ the transportation of musical instruments.

As part of this regulatory development process, the CTA is also seeking views on other consumer related issues, such as air services price advertising as well as other topics such as updating the tariff filing process.

The new regulations will ensure clearer, more consistent passenger rights by establishing minimum standards of passenger treatment, and in some situations minimum levels of compensation that airlines must provide. They will also require that airlines provide passengers with readily accessible information on any recourse they have available in language that is simple, clear, and consistent. Once in effect, airlines will be required to follow the new obligations and the CTA will be able to take corrective measures if they don't.

The CTA is consulting broadly with the travelling public, consumer groups, airlines, experts, and other stakeholders. Following the consultations, the CTA will make regulations, taking into consideration the comments received.

Consultations close **August 28, 2018**.

Have your say!

Read our **discussion paper**.
Complete a **questionnaire**.
Make a **written submission**.
Attend an **in-person session**

June 14 · Toronto

June 18 · Vancouver

June 20 · Calgary

June 22 · Yellowknife

June 25 · Winnipeg

June 27 · Montreal

June 29 · Halifax

July 4 · Ottawa

July 5 · Webcast

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