

Comments on proposed regulations published in Canada Gazette, Part I, Volume 158, Number 51: Regulations Amending the Air Passenger Protection Regulations

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Objective

CTA review process must be clear with a maximum number of days to review and respond to every compliant.

Make it simple for passengers

Description

define "original scheduled departure time". Airlines will state different times depending on the situation. This should be the time when the booking is confirmed with the passenger or any notice received at least 14 days before the departure date.

Implementation compliance and enforcement and service standards

CTA should match the EU standard
