

# **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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## **General Comment**

Rebooking a cancelled flight: initially, I booked a first class ticket. I am 70 yrs old and need the comfort for a 5 hr flight. I'm willing to pay for this convenience. When my flight was cancelled, I was offered a middle isle seat in the ultra discount section. Obviously, I rejected the offer.

Accommodations not available: on the same cancelled flight I just mentioned, hotel accommodation was not available anywhere in the city (Calgary) as Stampede was in full swing. WestJet was more than willing to leave me in the terminal for over 48 hrs. After spending 18 hrs, I had enough. It was either get me home or take me to the hospital. Initially, I started my trip in Kelowna and stopped in Calgary for a connection. After 2 hours on hold, I managed to have WestJet get me back to Kelowna (home) later that day. 36 hours later, I started the whole trip again. The 2nd round went without a hitch but was stressful as I expected to be cancelled at any moment. Hell of a way to start a holiday.

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