

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

**Submitted to:** Canada Gazette, Part I via the on-line commenting feature

**Submission type:** Public

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## **General Comment**

I would like for the APPR to make it explicitly clear in the text that the regulations apply to tickets booked using reward points/miles in the same manner they do to tickets booked using cash.

## **Description**

Please clearly indicate timelines and airline obligations for refunding tickets purchased with miles/points (miles redeposit, method of refund of taxes and fees, etc.). Please also take into consideration differences in mileage tickets booked using the airline's own reward program (e.g., Aeroplan points for travel on Air Canada), a partner airline's reward program (e.g., United MileagePlus points for travel on Air Canada), a non-Canadian airline's reward program (e.g., United MileagePlus points for travel on United to/from Canada), and reward tickets from non-branded loyalty programs (e.g., AirMiles points for travel on WestJet or TD Rewards Points for travel on Porter).

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