

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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Issues

The whole regulatory framework is flawed. Air travel is one of the few instances where a commercial contract is not a commercial contract. Why should I have to pay for a service before the service is received? Payment should only be required when I arrive at my destination on time. Late arrival should produce a reduced payment - perhaps based on the percentage of time delayed with a certain margin for error (say 10%). If airlines revenues were contingent on timely arrival, that's where they would focus their attention.

This whole consultation is too complex for meaningful consumer comment. It is designed to meet the needs of industry and lawyers, not lay consumers. You need to do better!
