

# 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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**Name:** Commenter 21

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## General Comment

I have been an Air Canada Aeroplan Diamond and Elite flyer for over 30 years. Until recently, the amounts of canceled flights could be counted on one hand. In the past 2 years, I have had at least 10 flights rebooked or canceled completely without rebooking. In one instance, a flight was canceled by Air Canada under 7 days with no replacement flight offered. The refund notice was by text and I was unjustifiably inconvenienced by having to scramble to find a new flight. The prices were now higher as it was under 7 days to departure. Now, I am dealing with a similar issue, which is why I am writing. Air Canada just advised me that my Feb 17 flight to Barcelona is being canceled and they are moving it by 2 days to Feb 19. (These flights were booked in October.). Air Canada is taking complete advantage of their customers and need to be penalized for this unprofessional behavior. Flights being canceled that are more than 6 weeks out is unacceptable and is only a result of disorganization, in my opinion. Planes get moved around regularly due to maintenance. Canceling a flight 6 weeks out and moving it by 2 days is, obviously, only a schedule change to pad or insulate the airlines bottom line. My next example is how Air Canada is using "weather related" as their preferred excuse for cancellation when it is not a weather problem. My son's flight on Dec 22 from YVR was delayed by 2 days due to "weather". The text he received from the airline stated that the flight was delayed due to maintenance. Thankfully, my son screenshotted the maintenance excuse and is pursuing it further after the airline refused compensation due to weather. The bottom line is that the airlines are taking advantage of lax rules and regulations in Canada. The USA is implementing compensation for all delays, including weather. Canada needs to do the same to protect consumers.

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