

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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Description

It should be mandatory for the airline to publicly (preferably on the website and mobile apps) disclose the reason for a delay. This becomes more important when looking at why the incoming or downline flights are delayed and gives more information to the flying public. As an example currently Air Canada has stopped doing that and will only disclose some information about your flight in an email. I find that's not sufficient.

A labour dispute involving the carrier should be under their control and thus should be eligible for compensation.

I agree that mechanical issues should for the most part qualify for compensation (like in Europe).

I think there should be compensation for delays more than 2 hours.

There might need to be more information provided on what compensation is to be given by the airline if the choice to get a refund is selected. For example, if the delay is 7 hours but the option to take a refund is taken after 2 hours, what compensation is provided?

Implementation compliance and enforcement and service standards

There could be an extra charge as a penalty when the government agency handling the complaint rules against the airline but the airline should have approved it without having to through a government complaint.
