

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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Provision of Information

As a Canadian passenger, I have major concerns with this section, specifically allowing maintenance issues to be considered exceptional circumstances.

The amendment of APPR is supposed to clarify regulations for both passengers and airlines. However, by allowing the existing wording surrounding maintenance to go through, airlines will continue to use this section as a catch-all to deny passengers compensation. In 2024, I had four flights cancelled/delayed due to “mechanical safety issues” under the current APPR regulations. Only one of these turned out to actually be a legitimate mechanical issue upon further questioning and submission of CTA complaints. Friends and family have had similar issues, where mechanical issues were used as an excuse to cover staffing issues, IT issues, and more.

Canadian airlines have had years to show they are good actors when it comes to APPR and have not demonstrated good faith, which is one of the drivers of this amendment. In addition, all major Canadian airlines already operate under passenger protection regulations of the EU and UK which specifically do not allow for mechanical reasons to be grounds to deny compensation. While the addition of detailed requirements for reason of cancellation are a good improvement, similar wording already exists in the APPR and is not strong enough to ensure compliance.

In order to meet the objective of increased clarity, reduce the number of cases referred to the CTA, and match existing regulations, section 18 (G) must be removed in its entirety.
