

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: Consumer organization / Passenger advocate

Name: GBTA Canada

Date: 03/06/2025

General Comment

GBTA Canada is the Canadian region of the Global Business Travel Association (GBTA), which is the largest organization of its kind in the world. GBTA Canada's mission is to advocate for, learn about, and build community within the Canadian business travel industry

According to the Global Business Travel Association's Business Travel Index (BTI) Outlook, Canadian business travel is forecasted in 2025 to reach \$31 billion USD*.

What is business travel in Canada

IT'S TRAVEL FOR WORK

Business travel covers trips undertaken for work purposes, as opposed to leisure trips. It includes traveling to meet business partners or constituents, participate in training, attend events and conferences, or conduct diplomatic and political negotiations. It allows people to connect in person, offers fulfilling career opportunities, and ultimately enables societies and economies to thrive and grow.

IT'S DOOR-TO-DOOR JOURNEYS

From the moment a business traveller leaves on a trip to the moment they return home; all the services they make use of are part of the business travel supply chain. This includes transport (air, ground, rail), urban mobility (public transit, taxis, shared rides), hospitality (hotel, restaurants), and ancillary services.

IT'S VERY OFTEN 'MANAGED'

Travel is managed by organizations that prioritize traveller safety and well-being, known as "Duty of Care," to ensure travellers depart and return safely. Managed travel

also helps control expenses, costs, and emissions within given budgets. Organizations generally institute a travel policy that reflects these values and preferences overseen by a travel manager. They normally contract with “preferred suppliers” to provide services that meet the goals of the organization.

*2024 GBTA Business Travel Index Outlook

Regulatory development

According to the GBTA BTI Nearly two-thirds (61%) of global business travellers are given a corporate credit card by their employer. Credit card utilization is significantly higher among North American business travellers as nearly a third put 100% of their trip expenses on their corporate card.

For this reason, GBTA Canada encourages the Canadian Transportation Agency and federal government that when a reimbursement is made for a canceled flight, the regulations adopt the following language. A refund authorized by an airline should be made to the original form of payment.