

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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Submission type: Consumer organization / Passenger advocate

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Executive summary

On behalf of the Travel Health Insurance Association of Canada (THIA) and its members, I wish to thank the Canadian Transportation Agency for the opportunity to provide input on the Air Passenger Protection Regulations.

Founded in 1998, THIA is the leading voice of the travel insurance industry in Canada. THIA's membership includes travel insurers, brokers, underwriters, re-insurers, emergency assistance companies, air ambulance companies and allied services in the travel insurance field.

THIA supports any measure to further clarify air carriers' obligations when there is a flight disruption, including situations in which a passenger may receive the minimum compensation for inconvenience; assistance to be given to passengers; rebooking that must be provided to ensure that passengers complete their itinerary within a reasonable time; and a passenger's right to choose a refund in certain situations.

THIA also supports the air carriers' obligations with respect to ensuring its claims process is accessible to passengers through better information on the process and providing adequate explanation for denied claims, to ensure clearer and more consistent passenger rights.

THIA believes that predictability and greater transparency in the relationship between Canadian travellers and air carriers will promote greater consumer confidence.

Thank you for the opportunity to provide our comments. Should you require further information from THIA or wish to discuss in further detail, please contact info@thiaonline.com.