

## Submitted to the Canadian Transportation Agency (Form submission)

**Subject:** Consultation on proposed changes to strengthen the Air Passenger Protection Regulations

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hi,

i wish to say simply this - any failure of an airline to render pre-paid conveyance services should be compensated in full; this includes service outages, overbooking, scheduling backlogs, staff shortages, natural disasters, acts of God, etc; in addition there should be more transparency around what is included, what is excluded and what the hidden fees will be with each booking; in extreme cases such as stranding passengers in remote areas, far from origin or destination, compensation should include full room, board and associated expenses; for far too long passengers have had a bad deal;

regarding the scourge of lost or misplaced baggage, airlines should ask up front what the estimated costs of the contents are, and if they fail to return said baggage to passenger within 2 weeks of owner arrival at destination, that amount should be reimbursed, even if the luggage arrives later; it is up to airlines to get their logistics act together, not the gambling fate of passengers to wonder if luggage will be returned;

thanks

Tarek