

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

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

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**Date:** 2023-08-03

I strongly support the keeping passenger informed in a timely manner of interruptions and delays and of their right to be reimbursed without bureaucracy to intimidate their rights to get a refund or choice to a helpful alternative. I also strongly support 3 hr timeline as reasonable. Finally given our experience with Covid, local conflict or extreme climate situation, any change in a country risk level as per Government of Canada 's website should be reflected by agency/ airline instant refund or passenger choice of alternate compensation- no bureaucracy and no referring to this or that organization. The passenger right should not be complicated by bureaucracy. Too much of this ( personally over 60 hours of follow up to get refund during Covid) bureaucracy and bouncing around happened during Covid