

Submitted to the Canadian Transportation Agency (Form submission)

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

Name: VERONICA CALLAGHAN

Date: 2023-07-11

Communication, communication. communication!! Tell passengers WHAT'S going on. Have staff available to direct passengers if delayed or if rerouted where to claim luggage, where to go to rebook, get vouchers, or hotels if required.[Paid for by airline]. Don't leave it for word of mouth from other passengers . Leaving us wandering around like lost sheep. We are human beings! This should be the airline's duty.<Removed> More empathy with disabled passengers . Don't leave them abandoned in hallways waiting for the next person to transport us.. Or in wheelchair section waiting to go through customs on arrival.. Call for wheelchair ahead so passenger is not left waiting after all others have deplaned.. Especially if they have a connecting flight.. If a passenger is inconvenienced by delays, or cancellations. Compensate them. They paid for the flights, so they deserve it, not excuses to not compensate.