

Submitted to the Canadian Transportation Agency (Form submission)

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

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1. Agree with improvements to passenger protection improvements. Refund, rebook immediately.
2. Need a "communicate with passengers" requirement - with a time limit. Need clear statement of what has happened, what passengers' options are and what they should do next. Walking a km through an airport to find the service desk and then having to stand in line behind 500 other passengers isn't a reasonable service. From the minute of cancellation, there should be enough service people available to do the immediate rebook refund.
3. Mechanical failures are within the airline's control. If they maintained the planes properly, they wouldn't have mechanical failures. So these should be included in passenger refund/rebook rules.
4. Flight vouchers with an expiry date should not be allowed at all. Many people have limited vacation time to travel. Many can't travel again within a year. I'm guessing that many of them never get used. Existing flight vouchers should be exchangeable for the original cash value.