

Submitted to the Canadian Transportation Agency (Form submission)

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

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<Removed > It should be made clear that the airlines must treat a complete journey as being compensable, not just individual flights, especially when there is no inter-carrier connections. This is not evident in any of the documentation that I have been able to find, and I believe that this should be a fundamental piece of the new legislation. The ability of airlines to focus only on single flights when awarding compensation severely reduces the ability of travellers to hold the airline responsible for poor operation.

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<Attachment removed for privacy reasons>