

Submitted to the Canadian Transportation Agency (Form submission)

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

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Airline travel within Canada is almost a monopoly with Air Canada and West Jet being able to do how they please, at the expense of travellers. As a consumer, we are real human beings being treated like a pay check for these companies. They artificially inflate prices, cancel and rebook flights with no notice for no reason, and the process to get compensated is so lengthy and tedious that they count on a large proportion of passengers abandoning their claims to avoid added stress. The stress should be on the airline not the passengers! These companies took tax payer money for bail outs during the pandemic, and since then their customer service has been ABYSMAL, the amount of delays and cancellations are through the roof. And Canadians and travellers foot the bill and the stress for their incompetence. The government needs to PROTECT Canadians and those travelling through Canada from these slimy business practices. It's truly embarrassing that these two major companies fly our flag and claim to represent Canadian values. Air travel has become so expensive it's unattainable for many, and yet the service and quality has gone down substantially. Protect us from the corporate greed that is Air Canada and West Jet!