

Submitted to the Canadian Transportation Agency (Form submission)

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

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When a delay/cancellation occurs regardless if it was within control of the airline, the airline should communicate this to all passengers on the same day. Most passengers have provided emails and phone numbers, so communication should be easy.

The communication should provide the specifics of the delay/cancellation and whether to expect compensation, how much, when to expect it and how (example: credit to visa ending 1234).