

Submitted to the Canadian Transportation Agency (Form submission)

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

Name: Eugene Elliott

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Once the infraction by the airline is made there should be no further documentation required on behalf of the passenger. So often the passenger (client) of the airline is disadvantaged in that they are in a foreign country, language, local customs, stress, baggage, urgency to acquire lodging, puts the onus on the passenger and not the airline. All of this leads to the airline to amplify these stresses so as one miss step by the passenger leads to their legitimate claim being denied. I would suggest a blanket \$2000 per passenger rather than the current \$1000 per passenger plus receipts for food and lodging. These charges are so often denied deliberately by the airline for various reasons as outlined above. Would suggest an automatic escalator percentage above inflation to incentivize the bad actors to amend their ways.

Thank you for the opportunity to give input feedback.