

## Submitted to the Canadian Transportation Agency (Form submission)

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

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### REBOOKING AFTER 48 HOURS TO A NEARBY AIRPORT

Suggest a clarification that the clock starts ticking with the initial cancellation. If the airline rebooks the passenger on its own aircraft and then cancels the rebooked flight the second cancellation would not restart the 48 hour clock – the passenger would have the right to demand a rebooking on another airline leaving from a nearby airport.

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### ASSISTANCE

Regardless of whether there has been a cancellation or a late arrival, all flights should have someone available after landing to deal with matters such as lost luggage or missed connections. Currently smaller airlines often leave passengers to fend for themselves.

### CHANGES TO GOVERNMENT TRAVEL ADVISORIES

Sometimes the government will only change its advisory for a particular region within a country, and not for the country itself. However, the proposal is expressed exclusively in terms of countries.

As written, if a passenger is ticketed to a region where the advisory has been changed he or she is not protected if the advisory for the country as a whole remains