

Submitted to the Canadian Transportation Agency (Form submission)

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

Name: Emile J Franco

Date: 2023-08-07

With respect to labour disputes, if passengers are not to be compensated as set out in the proposal, could the regulations at least provide passengers with some rights regarding their ability to cancel tickets and receive a refund in a manner that allows them to plan alternative travel?

If crew are on strike or locked out, passengers need to be able to make alternative arrangements, ideally without waiting until the last minute.

Recommendation: From the time a strike/lockout date is announced until the time the labour dispute ends, passengers should have the right to cancel and receive a full refund for any travel already booked for any date in the subsequent two weeks.

Example: On October 1 an airline announces that its employees will be locked out on October 4. Mary has a flight home to Canada on October 10. The dispute may or may not be resolved by then, but the longer Mary waits to book an alternative flight, the fewer and more expensive her options. As of the date the lockout is announced Mary should have the right to be refunded her ticket if she instead books on another airline.