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

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In trying to book a flight with Air Canada I find some travelers face a big problem. Many Canadians hold residente- temporal, permanente status or they have naturalized citizenship in Mexico... and this applies perhaps to other countries as well. In booking a flight to Mexico the airlines automatically add the Mexican tourist tax to the price of a ticket. Air Canada is NOT supposed to add this tax for these travelers, they are exempt by Mexican law, yet there is no way to have Air Canada waive this tax.

There is great danger here, based on the tax paid, travelers with residente status could possibly be automatically classed as tourists.. there is no guaranteed way of differentiating this and it is up to a busy immigration officer, who may processing planeloads of tourists coming to Mexico to categorize your arrival properly. Once you are classed as a tourist.. literally by the press of a key on a computer terminal.. you automatically lose your residente status.

Air Canada has advised me that you MUST fly as a tourist, no matter what your immigration status at the arrivals country is. Passengers need protection against this kind of abuse. All that's needed is a way to book a ticket without the tax by offering scanned-uploaded proof of your Mexican immigration status... Residente status in any country (just try to get it in Canada) is expensive and often difficult to get.. why does Air Canada put their passengers at such risk?

Richard Fryer