

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

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

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**<Removed >** As a customer who has travelled frequently since then, I have noticed that WestJet and Air Canada frequently misrepresent the facts to customers. They claim to be boarding in electronic communication, while all passengers are still waiting to board. They delay flights by 15 minute increments, and then claim there is no time to compensate customers for food and drink when they reach the 2 hour mark. In one instance, I was given a food voucher that no food outlet in the Punta Cana airport accepted. I have never experienced such delays in compensation or customer misinformation about delays with other airlines worldwide. I believe these airlines need to be given such significant fines that it starts to make sense to these air operators to just be honest and compensate clients rather than the current situation which allows them to deny and keep their money for several more years before being forced into compensating customers. With 52 000 cases currently waiting to be adjudicated, some people will be dead before they ever get compensated by airlines.