

Submitted to the Canadian Transportation Agency (Form submission)

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

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The APPR should have clear language for both industry and customers to follow.

The APPR should use the EU airline protection as a template.

All operations of Air Travel are under the control of the airlines, the only acceptable excuse for not paying compensation should be weather, civil unrest or ground stops.

Weather in another part of the country should not be eligible excuse for not paying compensation for a delay/cancelled flight.

Airlines that cancel a flight should be made to put you on the next available flight, on any airline.

Delays - compensation is due after 3 hours.

Tarmac delays - must be deplaned after 1 hour. Lack of Customs officials should not be an excuse. Airports should have a plan to deal with all types of situations to allow for deplaning customers.