

Submitted to the Canadian Transportation Agency (Form submission)

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

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I fully support the strengthening of airline regulations. **<Removed >** When I have submitted receipts of the extra costs associated with the delays (once more than 12 hours on a three-day trip, which forfeited the purpose of the trip) I have only received generic responses that the delay was out of Air Canada's control. In comparison, when I book the same Europe flights with European Union carriers (Lufthansa, KLM, Air France) I always receive the legally determined compensation as well as compensation for hotels and food. Please compare the Canadian air traffic regulations with the EU regulations and strengthen the Canadian regulations to the same level. There are several recent court judgments from the ECJ which interpret the regulations in a customer-friendly way. If Canadian air passenger rights regulations were at the same level as the EU ones, I would probably go back to travelling with Air Canada. Right now, I usually pay a bit more to choose an EU carrier, because I know that I will be compensated for extra costs if the delay is attributable to crew shortages, airport cleaning and other delays which are not of force majeure character. Right now, the air carriers interpret the Canadian regulations in a way that clearly favours them.

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