

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 had a nightmare return trip <Removed >, with Air Canada. Various elements of my experience are currently in consideration by Air Canada's complaints mechanism and I will be following up with CTA if not resolved. There are 2 things I would like this APPR review to take into account:

1) I was very surprised (after a 9 hour delay on one leg of my journey) that Air Canada would not be compensating me because the technical issue leading to the flight cancellation had 'not been foreseen by regular maintenance'. This seems ludicrous, so am pleased to see this loophole closing in the proposed new regulations.

2) In the other leg of the trip, I had to make a last minute decision whether to cancel or change my flight due to heavy wildfire smoke in the destination. I tried frantically for 2 days before departure to contact Air Canada by every means possible because I had questions about how to do this and what kind of reimbursement I'd be entitled to (there was conflicting/unclear info on website, in app and in ticket details)--but they were completely uncontactable, their phone line never picked up. I ended up buying an entirely new flight bc the change/voucher process didn't work, and have still not heard from Air Canada more than a month later. In future I would like assurance that the airline will ensure customer services are available in urgent situations--otherwise it's not a 'service' at all. In my case there simply was no customer service.