

Submitted to the Canadian Transportation Agency (Form submission)

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Whatever the rules and compensation is, enforce it and ensure that passengers are compensated fairly and promptly. I am a frequent flyer and I am fortunate to be able to afford a fare class that gets re-booked quickly if there are cancellations. That is not the case for the majority of travellers. For many families, delays and additional costs can be devastating. Further, many have saved for years to take a trip of a lifetime only to have it ruined by delays and missed connections. Enough is enough. Make the airlines pay promptly or face additional compensation/fines that are paid directly to the passengers. Finally, all airlines should be held to a strict, 2 hour minimum between connecting flights for all passengers.