

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

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

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Keep the rules simple, like they have in Europe. Higher penalties for longer delays, and prompt payment. The near-monopoly of airlines in Canada gives the carriers too much power in shirking their responsibilities to passengers. With Canadian fares among the highest in the world, there has to be accountability on the airlines to deliver a service as promised and if they don't do it, they have to compensate their customers fairly and quickly. Just like in Europe.