

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

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

**Name:** Robert Macdonald

**Date:** 2023-07-13

Major Canadian airlines, which rely on passenger fares, have taken it upon themselves to use their position of transport dominance to dictate how and when you fly, rather than customer satisfaction. A passenger turning over their money for a service not provided or provided in a manner not as requested, should have immediate and unrestricted access to a return of that airfare. No qualifiers such as vouchers/ecoupons, cash money returned. The old adage: "The customer is always right" has long fallen from grace in Canada. I have flown around the world most likely 10 times over the past 10 years and have learned that using Asian Air Carriers is the best policy to avoid Canadian air carriers dismal and pathetic service of transportation. The pandemic was a perfect storm in seeing how well Canadian Air Carriers fared in Customer Service and Support. A complete failure on their part. **<Removed >**