Submitted to the Canadian Transportation Agency (Form submission)

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The list of exceptions that clear airlines of obligation includes "hidden manufacturing defects" — potentially comparable to the mechanical issues frequently cited by carriers. This exception is not permitted in Europe. Please remove this "hidden manufacturing defects" from the list. Essentially, you're allowing the airlines a large loophole to avoid paying passengers compensation. If European airlines can live without this exception, Canadian airlines can, too. In general, the CTA should change Canada's air passenger protection regulations to mirror that in Europe, which is the gold standard.