

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

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

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A strike or lock out is not entirely outside of the airline's control. Therefore, they should bear more responsibility than something entirely outside their control.

Using the recent WJ debacle, they canceled flights with less than 24 hours notice meaning passengers lost their cancellation fee for hotels. Refunding the airfare did NOT compensate those passengers. The airline should have canceled 2 days earlier or compensate for losses such as accommodation cancellation fees.

Or WJ should have allowed full refund (even on economy tickets without refunds) at least 2 WEEKS before the threatened strike to allow passengers to rebook on another airline.

Keep in mind, WJ actually implemented a lock out! So they DID have some control. And although they settled on the Friday, they had already canceled flights. Those booked to fly on the Thursday were completely out on their own with NO chance to rebook for that weekend.

Another issue...

delays or cancellations due to weather should NOT be considered out of the airline's control if the foul weather is 3000 km away. For example, weather in Ontario should not be an acceptable excuse for a delay on a flight from Victoria to Kamloops. The airlines are responsible for how they deploy their aircraft and staff. Otherwise, how can any passenger refute such a nonsensical excuse? We don't have access to their scheduling system and they will NOT provide it. So they will continue to use such excuses.