

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

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

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It appears that Air Canada is using the “Unscheduled Maintenance” clause as a loophole to avoid paying any claims. **<Removed >** I believe that if the unscheduled maintenance loophole is closed people will be better served. What other industry can claim unscheduled maintenance on their equipment as a reason to void a contract? All maintenance is under the control of the owners, if they want to reduce unscheduled maintenance they better look at their current maintenance program. If they truly maintain their aircraft properly, the number of unscheduled maintenance events would be minimal and the number of compensation claims would be reduced proportionally.

**<Attachment removed for privacy reasons>**