

Submitted to the Canadian Transportation Agency (Form submission)

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

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1. luggage, lost or mis-handled luggage is very important to address
2. equal, dignified treatment: I am tired of Air Canada employees dismissing (ticket office), disregarding (check-in counter), so right out shouting (flight attendant) me as a traveler. As a person of colour, I am constantly subjected to double standards and open dismissal and rudeness, which impact my experience of travelling in a very negative way. I am paying the same price for a business class ticket, but I am openly being treated in a different way. The employees often act as if I should feel privileged to be there!
3. upgrading services: Air Canada has one of the worst business class meal/professional services and at best mediocre lounges in terms of space, line-ups, and food.