

Submitted to the Canadian Transportation Agency (Form submission)

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

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I agree with all the high level changes. It is time that airlines can no longer hide behind excuses..

- every flight disruption that results in the passenger arriving at their destination more than three hours after their scheduled arrival, or delays at departure of over three hours which result in the passenger deciding not to travel;
- the right to choose between rebooking or a refund in every disruption, after a certain period of time;
- food and drink, and other assistance, during every flight disruption that occurs on short notice and delays the flight's departure by two or more hours, depending on the situation.

As well as:

- proactive, timely information about disruptions and about passengers' right to compensation, refund/rebooking, and assistance;
- a limit on the number of flights in a row that can be claimed as exceptional if such a disruption on one flight causes a chain reaction of delays or cancellations (also called "knock-on effects"); and
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