

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

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

**Name:** Craig Pencer

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As with any dealings with the general public, the wording should be kept simple enough to be understood by the lowest common denominator. KISS (Keep It Simple Silly). Regardless of the reason, if the airline cannot provide the service as promised, the customer should get an immediate refund and be placed on the next available flight by any Airline or airlines that are arriving at the scheduled destination. Refunds by “airline voucher” should not be an option except as additional compensation for the inconvenience and agreed to by the customer. The airline voucher, if accepted, should NEVER expire.

The customer has fulfilled their obligation by paying for the ticket and showing up on time to board the flight.

Regardless of the reason, if they airline cannot fulfill their obligation to deliver the customer where and when they agreed on, then the airline should be held responsible and held accountable. This should include reimbursing the customer for any expenses resulting from the delay or cancelation. The reimbursement should be, but not limited to, hotel, food, transportation, alternate transportation to their destination.

Airlines should be treated like any other business that takes money from the customer and fails to provide the services.