

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

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

**Name:** Sheila Penny

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I would like to see some kind of accommodations/food provided to passengers who miss their connector flight because the airline was delayed from the originating Airport and we are left by the airline at midnight with nothing opened in the airport to provide food and 9 hours before our next flight. They should also accommodate passengers flying together and seat them together on their next flight and not leave it up to the passenger to try and convince another passenger to switch seats to accommodate.

Customer service is scarce at midnight when you are left at the airport for 9 hours. A little bit of reassurance from the airline at midnight would go a long way. Show that you care about your passengers who paid lots of money to fly with you. Communication is lacking when you're flying and asking if we will make our next flight. No one wants to answer questions. The only communication was, "A customer service agent will greet you when you land and give you details" which did not happen. Boarding passes were left by someone when we arrived so we had to look through them all to find our names. Not one customer service agent to greet us. No one wanted to answer any questions. I'm sure the airline knew long before we did that we were going to be left at the airport at midnight. Communication is poor to say the least.

I hope to never fly Westjet again as they refused us any kind of compensation for their unreliability and our hardship because of it.