

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

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

**Name:** Anthony Ponsford

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Under the CTA guide "Types and Categories of Flight Disruptions - section 7: Considerations "Knock on effects to minimize impact", it states that the airline must provide reliable evidence to show that the airline took all reasonable measures to minimize the impacts of knock-on weather travel disruptions.

Our experience with Air Canada showed that they do not have capacity to accommodate extra passengers as a consequence of a cancelled flight long after the reason for the original flight cancellation had passed. See attached file for details.

My recommendation to CTA is an amendment to the Long Delay and Flight Cancellation Notice under the Canadian Air Passenger Protection Regulations (APPR) to require that Airlines without the capacity to accommodate passenger delays in a reasonable time frame to offer passengers the option to take alternative flights with airlines that do. I would also recommend adding legislation that prevents hotels from excess profiting from passengers forced into taking accommodation at short notice due to delayed/cancelled flights. For example, I recently had the experience of paying approximately twice the rate for an extra day accommodation compared to what I paid the previous day when booked in advance.

**<Attachment removed for privacy reasons>**