

Submitted to the Canadian Transportation Agency (Form submission)

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

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We should have the same rights that are enforced as people in Europe have when flying. The airline industry must communicate with passengers better especially during delays and cancellations. It should not be up to airlines to police themselves as to WHY a flight is delayed or cancelled as right now it is too easy for them to blame "outside" factors and not compensate, and passengers are left trying to verify why a flight is delayed or cancelled which is ridiculous. Airlines should face very substantial fines for giving false reasons for delays, and compensation/refunds should be automatic to people's accounts, we should not have to chase that down and spend countless hours of our (unpaid) time doing so. Please provide MUCH MORE teeth and enforcement in the next bill of rights. We are seniors, and we find this exhausting. We remember when flying was courteous, respectful and even fun. Now we dread it. Thanks Diane in **<Removed >**