

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

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

**Name:** Miguel Prohaska

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The regulations should include at least the following:

They must be formulated in language that can easily be understood and easy to be explained by airline staff to passengers, regardless of the last ones abilities to comprehend.

Passengers who are denied the ability to fly at the time their flight was scheduled to depart, for any reason, should be refunded immediately:

if the itinerary has not begun then they should be refunded for the whole itinerary;

If their itinerary is interrupted then they should be compensated sufficiently so that they can return to their point of origin without extra cost.