

Submitted to the Canadian Transportation Agency (Form submission)

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

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The proposed changes seem fair and reasonable overall, but I would specify or include the following:

1 - Should a flight be cancelled or delayed for more than 2 hours there NEEDS to be a notification, on the AIRPORT SCREEN, about where to proceed for more information/ assistance. This information should also be sent to cell phone, email...etc.

For example: Air Canada Flight 223 cancelled: Proceed to Air Canada Gate/Kiosk 40 for more information & assistance.

At that time representatives could hand out written information and answer any/all questions. **I recommend this because sometimes it is hard to hear the airport intercoms, cell phone issues, no internet, no email...etc.

Clear and precise instruction, guidance, organization, patience and professionalism from all staff should be a top PRIORITY when customers proceed to specified gate or kiosk for additional information or assistance.

2 - There should absolutely be no additional charges incurred by the customers for flights rebooked due to cancellations or delays. Specifically, luggage / baggage fees.

3 - Government issued advisories: Should the advisory change after I book my ticket (to ANY higher level than what I booked) I should be entitled to a full refund without any questions asked.

Should the advisory CHANGE while I am IN the stated country, I should be entitled to rebook my flight back home immediately, at NO additional charge. This information should be communicated via cell, email...etc.