

Submitted to the Canadian Transportation Agency (Form submission)

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In my experience airlines are being incredibly vague about the reason for a cancellation or a delay. I have had them say simply "that the delay occurred for reasons outside of their control". When I asked for more details they simply said that I should contact the government and that the wait was 2 years. It is very clear that airlines have instructed staff to give almost no information to passengers and they are using the slow claims process as a shield. I didn't even bother registering my claims because I don't have faith that the system will work.