

Submitted to the Canadian Transportation Agency (Form submission)

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

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I think the proposed changes are great. An issue we encountered that I am not sure is fully addressed, was one where our flights were changed, and we were notified by email. We could click to accept, choose a refund, or else we had to call in order to obtain alternative options. However, the wait time was over 3 hours (we were not sure exactly how long at that time). People (our wedding guests) chose to cancel and rebook, but then were left paying full current price for the new itinerary (which was the same itinerary we were switched to). The airline refused any assistance, despite the fact that we should have been able to select the alternative itinerary at the same price, but were unable to get through in a timely or convenient fashion in order to do so. Thank you for the consideration!