

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

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

**Name:** Colin Wiley

**Date:** 2023-08-09

Airlines have been requiring passengers to check carry on bags to preserve overhead storage space. I have personally seen multiple cases of carry on bags requiring to be checked because of space, only to find the overhead storage to have ample space for more bags. Airlines are doing this because there are no repercussions and it makes passenger loading/unloading easier. Consequently, the reimbursement for delayed checked baggage as it is written in the APPR is to reimburse the cost of the baggage. Since carry on baggage is included in the ticket price there is no reimbursement for delayed checked carry on bags. The policy needs to be updated to reflect the way airlines are operating, lost or delayed carry on baggage should also be reimbursed the cost of a checked bag on the flight, despite having not had to pay to check carry on luggage.

Currently, lost baggage policies are dictated by the last airline operator on your itinerary. So, while the majority of your flight may have been serviced by a North American airline, the policy may be that of a European airline, which differs in a few, but important, ways. The APPR should protect Canadians and ensure consumers are provided reimbursement that equal to that of Canadian policies regardless of the last operator.

Airlines should be held accountable for providing incorrect information that persuades customers to stop seeking reimbursement. False information about claims should be financially compensated through CTA mediation.