

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 agree with the proposed changes to the regulations that would require airlines to compensate passengers for any flight disruptions unless they can prove "exceptional circumstances" caused the delay or cancellation. I feel that the burden of proof should be on airlines, not the passengers as there is very little information given to passengers except that which is given by the airline staff at the airport and there is almost no way for passengers to verify the veracity of the information given.

I support fully the proposed CTA changes to the Air Passenger Protection Regulations. Canada has been woefully behind Europe and other jurisdictions in terms of passengers rights and consumer protection with regards to travel. Without the proposed regulatory changes, the airlines operating in Canada have demonstrated that they will not fairly compensate or treat passengers if there are significant delays or interruption or cancellation of their travel plans.