

**Submitted by email to the Canadian Transportation Agency**

**Subject: Airlines seeking relaxation of customer rights**

No. Even prior to the pandemic, major airlines (personal experience with both AirCanada & Westjet) continued to show disregard for the reality of customers leading scheduled lives. In addition, health issues or family circumstances make rescheduling impractical or impossible at times.

If anything, we need stronger rules on consumer rights, not less. Thank you.

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