

copied from email

My wife flew from Toronto to Halifax (AC620, depart 2230) this week. The passengers were kept on the plane, with the a/c not working for some of the time, for 90 minutes. They were told the pilot was on another flight coming in.

Since that was a known fact, and that the plane's arrival time was uncertain, it would have been easy to arrange and far more considerate of the passengers to tell them on the PA to stay waiting in the terminal and that they'd be given updates. Sitting in a plane, that was too hot with the usual issues is awful. I'm glad I wasn't with her. I have a lousy back due to surgery so often travel standing in the aisle, I have cancer and if I get hot I start to get heavy hot flushes which soak my clothes and I have a catheter so need a bathroom regularly (wheels falling off!). If I'd been on that plane I'd would have been a mess.

In the new bill of passenger rights, please insist that no-one boards until the crew are ready to fly.

Anything you can do to on our behalf is very much appreciated,

Nick Newbery

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