

Airlines should have no right to limit compensation or reimbursement related to bags, transportation (taxis) etc. if a delay or cancellation or baggage is lost or delayed on the flight home – this presumes you have duplicates of all items in your bags at home (may not be the case for cosmetics, business attire or other specific clothing or equipment), hair dryers, etc which you may need upon arriving at home. Similarly denying compensation related to home-going taxis etc. doesn't account for the fact that if a flight is significantly delayed previously-made transportation arrangements may need to be rescheduled (for example my father was supposed to pick me up from Pearson recently but my flight was cancelled and my rebooked flight got in nine hours later. I then had to pay \$69 for a taxi, an expense I would not have incurred had my flight gotten in on time)

Technical issues on an earlier flight should not be allowed to be used to justify delays or cancellations on subsequent flights (for example, if a flight from Ottawa to Toronto is delayed due to a malfunction, the next outbound flight from Toronto should not be able to claim a safety-related delay; the airline should still be responsible for ensuring that a domino effect does not occur and should be required to appropriately compensate on subsequent flights; similarly, a crew timeout following a safety-related delay should not exempt the airline. Once the safety issue is fixed, any subsequent delay should be considered controllable and subject to compensation (for example, if a malfunction takes two hours to fix but by then the crew has timed out or will time out during the flight, requiring a new crew, any additional delay finding the new crew or waiting for the original crew to have their allotted break should be considered controllable)

In the event of a delay or cancellation (controllable or uncontrollable) airlines must be responsible for wifi or roaming fees associated with rebooking or making any necessary arrangements if a passenger is away from home. Passengers should be able to submit a bill showing use on the day of their cancellation and be directly compensated within a reasonable timeframe (30 days).

There should be additional penalties for airlines who attempt to mislead passengers about their rights – pre-emptively giving promo codes to discourage passengers from claiming rightful compensation, telling passengers meal vouchers can't be used at a particular airport, etc. Ignorance by staff of the rules should not be a defence for this either – it is employees' job to be up to

are on passenger entitlements

I would hope that any new minimum limits do not replace those established by the Montreal Convention

Rosie Schwartz

54 Pinnacle Rd

North York, ON

M2L 2V8

[Schwartz1@sympatico.ca](mailto:Schwartz1@sympatico.ca)

[416-449-2053](tel:416-449-2053)