

FORM 4D  
*Courts of Justice Act*  
AFFIDAVIT

**ONTARIO SUPERIOR COURT OF JUSTICE**

AIR PASSENGER RIGHTS

Applicant

- and -

THE ATTORNEY GENERAL OF CANADA

Respondent

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**AFFIDAVIT OF MARIE CALOZ**

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I, Marie Caloz, hereby solemnly AFFIRM the following:

- 1) I am the Senior Director of Legal Issues and Risk in Journalism for Canadian Broadcasting Corporation ("CBC"). As such, I have personal knowledge of all matters deposed to herein, except where otherwise stated to be based on opinion or belief.
- 2) As part of my role, I am required to assess and approve CBC's involvement in any court challenges to any rules or regulations that unduly limit CBC's ability to report on matters of public interest.
- 3) The *Air Passenger Rights Regulations* passed in 2019 (the "Regulations") have been a significant source of public interest since their inception. In particular, there have been significant questions raised about their efficacy, and whether the exclusions for airlines contained in them are being properly applied. I am informed by CBC Senior Media Librarian Kate Zieman, and I do verily believe that CBC alone has published at least 200 articles on this topic since 2020. A list of the articles located by Ms. Zieman is attached hereto as Exhibit "A".
- 4) I understand that, as written, the prohibition contained in section 85.09(1) of the *Canada Transportation Act* (the "CTA") severely impairs CBC's ability to report on the process that handles and resolves complaints filed under the *Regulations* (the "CTA Complaints Process").

5) Over the years, CBC has been a party to or intervened in a number of matters that addressed similar restrictions, including the following:

a) *Toronto Star Newspapers Ltd. v. Canada*, 2010 SCC 21 - CBC challenged the constitutionality of mandatory nature of the publication ban contained s. 517 of the *Criminal Code*;

b) *R. v. Penunsi*, 2019 SCC 39 - CBC intervened to argue the mandatory publication ban in s. 517 of the *Criminal Code* should not be imported into the peace bond application process;

c) *R. v. Coban*, 2022 BCSC 14 - CBC challenged the constitutionality of the automatic publication ban created by s. 486.4(3) of the *Criminal Code*;

d) *La Presse inc. v. Quebec*, 2023 SCC 22 - CBC sought to clarify the proper application of the automatic publication ban created by s. 648 of the *Criminal Code*; and

e) *S.E.C. v. M.P.*, 2023 ONCA 821 - CBC intervened to oppose an interpretation that would have removed settlement approvals under Rule 7.08 from public scrutiny.

6) It is my belief that CBC can bring a useful and unique perspective that will assist the Court in determining the matter that is presently before it. I am advised by my counsel that if CBC is granted permission to intervene in this matter, it intends to make the following arguments:

a) that based on the Supreme Court of Canada holding in *Toronto Star* (described above), the question of whether the open court principle ought to apply to the CTA Complaints Process is a distinct question from whether the impugned provisions in the *CTA* are unconstitutional;

b) that based on that same decision, the mandatory nature of the ban created by section 89.05(1) of the *CTA* means the question of whether the impugned provisions are unconstitutional can be resolved by applying the test set out in *R v Oakes* 1986 CanLII 46;

c) that the factors set out in *Toronto Star* justifying a mandatory ban on publication are likely not present in the CTA Complaints Process; and

d) that any number of lesser restrictive means exists to adequately address whatever federal purpose the scheme set out in the CTA seeks to achieve.

7) I further understand from my counsel that the parties have consented to CBC's participation in this matter. I am told though that the Attorney General's consent is conditioned on CBC not duplicating the argument of any party, that it not be allowed to file evidence, that it be limited to filing a 10 page written argument, as well as a 10 minute oral argument.

8) CBC is prepared to accept these conditions provided they apply equally to any other party that is granted intervener status.

9) I affirm this affidavit in support of CBC's application to intervene in this matter and for no improper purpose.

AFFIRMED before me at Toronto

this 26 day of August, 2025.

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MARIE CALOZ



Commissioner for Taking Oaths

This is Exhibit "A"

Of Marie Caloz

Affirmed Before me this 26 day of August, 2025

A handwritten signature in blue ink, consisting of a series of loops and flourishes, positioned above a horizontal line.

Commissioner of Oaths

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## Saved documents

Friday, July 11, 2025 at 3:10 p.m.

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By Toronto - Bibliothèque (Kate Zieman)



# Summary

## Saved documents • 96 documents

	June 23, 2025	
CBC News (web site)	<b>Air travel complaints backlog could soar to 126,000 by 2028</b> ... method of adjudicating complaints. "The system is way too complicated," said Gábor Lukács, founder of Air Passenger Rights. "It requires an unreasonable amount of resources to deal with each complaint." The CTA ...	14
	June 14, 2025	
CBC Nova Scotia (web site)	<b>He thought he was calling Air Canada. The airline says it wasn't them</b> ... the legitimate website and contact information for a company. Gábor Lukács, founder of advocacy group Air Passenger Rights, says it should still not be all up to the client to protect themselves ...	17
	June 3, 2025	
CBC News (web site)	<b>Air passenger rights group files court challenge to 'unconstitutional' rules it says muzzle travellers</b> ... Rorabeck. "There is zero accountability on the part of the airlines or the CTA." The Air Passenger Rights organization — a Halifax-based nonprofit — has now filed a constitutional challenge in Ontario's ...	19
	March 31, 2025	
CBC News (web site)	<b>Ontario judge condemns WestJet's attempt to include gag order in settlement offer</b> ... an airline for trying to gag passengers," said Gábor Lukács, founder and president of the Air Passenger Rights group. "That is a stern warning ... they cannot get away with it." How it ...	21
	March 7, 2025	
CBC News (web site)	<b>Sunwing stranded couple for 5 days after vacation, charged them \$50 flight change fee to fly home</b> ... Melanie Anne Filipp in an email. 'Airline can't just make up its own rules' Air passenger rights expert Ian Jack says, regardless of the circumstances, Sunwing still had to play by ...	25
	February 10, 2025	
CBC News (web site)	<b>Air Canada had no idea these passengers were on its flights and cancelled their tickets home</b> ... Banff, Alta. Go Public spoke to him after he posted about his ordeal on the Air Passenger Rights Facebook group. Passenger goes to court Christopher Bailey of Vancouver was so exasperated by ...	28
	December 23, 2024	
CBC News (web site)	<b>Passengers facing flight disruptions could get more protections under Canadian proposals</b> The Canadian Transportation Agency, the quasi-judicial tribunal and regulator tasked with enforcing air passenger rights and compensation rules, has unveiled proposed amendments to the Air Passenger Protection Regulations. If the amendments ...	31
	November 25, 2024	
CBC British Columbia (web site)	<b>WestJet tried to silence couple fighting for compensation after airline cancelled their flight</b> ... refused. The couple decided to go to small claims court and sought information from the Air Passenger Rights Facebook group. But WestJet's lawyers discovered their post there and told them that ...	33

	September 5, 2024	<b>Canada has a bill of rights for air passengers. What about train riders?</b>	
CBC Montreal (web site)		... For tarmac delays, which most resemble the delays faced by Via Rail riders, Canada's Air Passenger Protection Regulations (APPR) stipulate that airlines must provide passengers with free food and drinks in ...	36
	August 6, 2024	<b>Airlines ordered to compensate passengers in 50% of recent air travel complaint rulings, data shows</b>	
CBC News (web site)		... University of Ottawa. "I have grave doubts about the constitutionality of this provision." Canada's air passenger protection regulations started rolling out in 2019. According to the rules, airlines must cover added ...	39
	July 5, 2024	<b>Travellers frustrated with WestJet during mechanics strike</b>	
CBC British Columbia (web site)		... rebooked within 48 hours, in accordance with the country's passenger rights charter. However, the Air Passenger Protection Regulations also require airlines to book travellers on "the next available flight" from any ...	41
	July 4, 2024	<b>Sunwing launches court battle to overturn order to compensate couple \$800 for flight delay</b>	
CBC News (web site)		... not obligated to pay compensation. Safety issues 'a big grey area' According to Canada's Air Passenger Protection Regulations, airlines must pay up to \$1,000 for a flight disruption if it ...	43
	July 3, 2024	<b>Passengers 'in the dark' as WestJet flight cancellations continue days after strike ends</b>	
CBC News (web site)		... where they're going. In its Tuesday update, WestJet wrote that, in compliance with the Air Passenger Protection Regulations, "in the event reaccommodation with WestJet or an alternative airline isn't available ...	46
	June 29, 2024	<b>Was your WestJet flight cancelled this weekend? Here's what you need to know</b>	
CBC News (web site)		... are the rules in a situation like this? Airlines have to comply with Canada's Air Passenger Protection Regulations (APPR), which give air passengers using Canadian airlines certain rights by laying out ...	48
	June 29, 2024	<b>Regina travellers scramble to make new plans after strike forces WestJet flight cancellations</b>	
CBC Saskatchewan (web site)		... before coming to the airport. (Shlok Talati/CBC) Airlines have to comply with Canada's Air Passenger Protection Regulations, which give air passengers using Canadian airlines certain rights by laying out the ...	50
	April 25, 2024	<b>Air passenger complaint backlog hits new high, but agency says it's processing complaints faster</b>	
CBC News (web site)		... standards from airlines," a statement from Rodriguez's office said. "When that doesn't happen, Air Passenger Protection Regulations are there to protect Canadians. The CTA has an important role to play ...	52
	March 4, 2024	<b>CAA launches guide to help passengers navigate flight disruptions, compensation</b>	
CBC New Brunswick (web site)		... of dollars. CAA's Air Passenger Help Guide pares down the 60 pages of federal air passenger protection regulations to "five clicks or less," said Julia Kent, director of social responsibility and ...	54



	February 16, 2024	<b>A wedding party had their suitcases ransacked. They want Sunwing to take responsibility</b>	
CBC News (web site)	... Mitsui/CBC)She said that travellers who've had items stolen are protected by the Air Passenger Protection Regulations (APPR) in two ways. These passengers can claim up to \$2,300 in ...		56
	February 15, 2024	<b>WestJet CEO apologizes for accessibility failures</b>	
CBC British Columbia (web site)	... fail to clearly spell out financial consequences for breaches, said Gabor Lukacs, president of the Air Passenger Rights advocacy group. "The culprit is the perennial problem of inadequate enforcement and inadequate legislation ...		59
	January 8, 2024	<b>Sunwing passengers still awaiting compensation more than a year after vacation flight disruptions</b>	
CBC Saskatoon (web site)	... and refuse some of these expenses," he said. He said a new version of the Air Passenger Protection Regulations coming out this year aims at removing loopholes airlines have historically used to ...		61
	November 20, 2023	<b>3 missing letters in his name cost man \$10K trip after Air Transat and Porter fail to fix ticket</b>	
CBC News (web site)	... eight-day tour. Got a story for Go Public? Contact Erica and the team at GoPublic@cbc.ca "We were looking forward to something that we had never seen before," said Nancy, adding that ...		64
	November 8, 2023	<b>Dozens of travellers with disabilities report injuries, damaged wheelchairs while flying</b>	
CBC British Columbia (web site)	... attention and triggered an investigation by the Canadian Transportation Agency (CTA). Gábor Lukács, president of Air Passenger Rights, said he believes it will take major policy reform to change how airlines manage ...		67
	October 26, 2023	<b>Winnipeg couple takes Air Canada to court over delayed flights to Scotland</b>	
CBC Manitoba (web site)	... the airline failed to compensate them in accordance with Canada's passenger rights charter, the Air Passenger Protection Regulations (APPR). Further, it claims the hotel and rental car losses were a result ...		69
	October 10, 2023	<b>Almost half of all flight delays in 2022 were airlines' responsibility, government data suggests</b>	
CBC News (web site)	... by a spokesperson for federal Transport Minister Pablo Rodriguez. "We can have both a solid air passenger rights regime and safe air travel," the spokesperson said in an email. Transport Canada's ...		71
	September 29, 2023	<b>Airlines push their case for looser compensation rules amid planned overhaul</b>	
CBC Montreal (web site)	New draft of Air Passenger Protection Regulations expected before year's end Aviation companies are making the pitch to Ottawa for looser rules around customer compensation ahead of an overhaul to passenger ...		74
	September 18, 2023	<b>Backlog of air passenger complaints tops 57,000, hitting new peak</b>	
CBC Montreal (web site)	... WestJet for comment. While most reforms aren't slated to take effect until Sept. 30, Air Passenger Rights advocacy group president Gábor Lukács claims the agency could take steps immediately to raise ...		76



CBC Newfoundland and Labrador (web site)	<p>August 16, 2023</p> <p><b>When Lynx Air cancelled this couple's flight, it offered a rebooking -- 4 days later</b></p> <p>... good enough." If there is a flight cancellation by a small carrier, Gábor Lukács of Air Passenger Rights said, the carrier has to provide the passenger with a meal, accommodations, and transportation ...</p>	78
CBC British Columbia (web site)	<p>August 13, 2023</p> <p><b>B.C. couple wins compensation in legal battle with Air Canada over delayed flight</b></p> <p>... ,000 for each passenger who arrived more than nine hours late according to Canada's Air Passenger Protection Regulations. CBC ExplainsSo your flight got cancelled -- here's what you need to know ...</p>	80
CBC News (web site)	<p>July 26, 2023</p> <p><b>'Huge kettle of fish' faces new Transport Minister Pablo Rodriguez</b></p> <p>... frankly will do nothing to actually improve the overall air travel sector." Major reforms to air passenger rights needed, says House committee reportSurveys show Canadians increasingly frustrated by lengthy air passenger complaint ...</p>	82
CBC Saskatoon (web site)	<p>July 22, 2023</p> <p><b>Compensation prospects unclear for passengers appalled by Flair Airlines service</b></p> <p>... that means. On Friday, a passenger told CBC their compensation claim had just been denied. Air Passenger Protection Regulations (APPR) state that small airlines have to provide passengers with at least \$500 ...</p>	84
CBC Saskatoon (web site)	<p>July 21, 2023</p> <p><b>Passengers dismayed by Flair Airlines service to Saskatoon in 'traumatic' flight experience</b></p> <p>... rain than expected earlier this week. (Travis Reddaway/CBC) Gabor Lukacs, the president of the Air Passenger Rights advocacy group, said he isn't buying the airline's excuses for not landing ...</p>	87
CBC News (web site)	<p>July 11, 2023</p> <p><b>Regulator proposes changes to air passenger bill of rights, wants Canadians to weigh in</b></p> <p>... passenger complaints The Canadian Transportation Agency -- the quasi-judicial tribunal and regulator tasked with enforcing air passenger rights and compensation rules -- has proposed a new set of air travel compensation rules and ...</p>	89
CBC News (web site)	<p>July 8, 2023</p> <p><b>So your flight got cancelled -- here's what you need to know about compensation</b></p> <p>... Airport on July 3, 2023. (Alex Lupul/CBC) Airlines have to comply with Canada's Air Passenger Protection Regulations (APPR). When a flight is delayed or cancelled, airlines must first inform passengers ...</p>	91
CBC News (web site)	<p>June 20, 2023</p> <p><b>Liberals table bill meant to make transportation sector more efficient</b></p> <p>... arrive or for a passenger to get through security. NDP critic calls proposed changes to air passenger rights 'bureaucratic, expensive'As It Happens Q&amp;ACanadian air passenger rights law will be 'toughest' ...</p>	93
CBC News (web site)	<p>June 5, 2023</p> <p><b>Flair is Canada's worst airline when it comes to passenger complaints, federal data shows</b></p> <p>... Some Flair Airlines customers still demanding March Break cancellation refundsNDP critic calls proposed changes to air passenger rights 'bureaucratic, expensive' What's unique about Flair, passengers say, is its inadequate level of ...</p>	94

CBC News (web site)	<p>April 25, 2023</p> <p><b>Canadian air passenger rights law will be 'toughest in the world': transport minister</b></p> <p>... say proposed rule changes don't go far enough; airlines say it will hike ticket prices As It Happens6:23Canadian air passenger rights will be 'toughest in the world,' says minister ...</p>	98
CBC News (web site)	<p>April 24, 2023</p> <p><b>NDP critic calls proposed changes to air passenger rights 'bureaucratic, expensive'</b></p> <p>... air passengers sleeping on airport floors and out thousands of dollars.' The European Union's air passenger rights regime entitles passengers to either automatic financial compensation or a rebooked flight if a ...</p>	101
CBC Hamilton (web site)	<p>April 24, 2023</p> <p><b>'I want my money back': Some Flair Airlines customers still demanding March Break cancellation refunds</b></p> <p>... made an announcement last week about legislation tabled in the House of Commons to strengthen air passenger rights. Some proposed changes might have helped Penner and Dunham. Right now, for example, small ...</p>	104
CBC News (web site)	<p>April 21, 2023</p> <p><b>Liberals table legislation to overhaul passenger rights charter</b></p> <p>... up their service and thus reduce the number of grievances against them. Major reforms to air passenger rights needed, says House committee reportWestJet pilots vote in favour of strike mandate, could walk ...</p>	106
CBC News (web site)	<p>April 18, 2023</p> <p><b>Major reforms to air passenger rights needed, says House committee report</b></p> <p>... monetary penalties and automatic payout offers after cancellations A parliamentary committee has recommended sweeping changes to Canada's air passenger rights framework, stressing tougher enforcement and compensation rules for flight delays. ...</p>	108
CBC Calgary (web site)	<p>April 12, 2023</p> <p><b>WestJet CEO asks feds to allow compensation cost sharing after flight delays</b></p> <p>... von Hoensbroech told reporters, adding that none of these parties are subject to the existing air passenger protection regulations the way that airlines are. "Whatever happens, it's always the airline. and ...</p>	110
CBC News (web site)	<p>March 15, 2023</p> <p><b>Following recent travel chaos, Canada's major airlines hit with fines for hundreds of violations</b></p> <p>... big stick on anything." The CTA, Canada's transport regulator, is tasked with enforcing federal air passenger protection regulations (APPR). Since the regulations came into effect in 2019, the agency has been ...</p>	112
CBC British Columbia (web site)	<p>March 15, 2023</p> <p><b>Some passengers stranded at YVR for more than 24 hours after Air India flight to New Delhi cancelled</b></p> <p>... any reason . Great service Air india you are truly making Making India proud  <a href="https://twitter.com/hashtag/madhavraoscindia?src=hash&amp;ref_src=twsrc%5Etfw">#madhavraoscindia</a>  <a href="https://twitter.com/hashtag/YVR?src=hash&amp;ref_src=twsrc%5Etfw">#YVR</a> ...</p>	114



	March 14, 2023	<b>Federal government announces \$75.9 million to tackle air passenger complaints backlog</b>	
CBC News (web site)		... measures coming Alghabra said the Liberal government is also working on significant reforms to the Air Passenger Protection Regulations, which he said will ensure passenger rights are even more protected going forward ...	116
	March 11, 2023	<b>A look at compensation, accommodation and who gets it when flights are disrupted</b>	
CBC Calgary (web site)		... industry to break down some of the regulations airlines follow. Why flights are cancelled The Air Passenger Protection Regulations (APPR) -- the standards governing airlines operating in Canada -- group flight disruptions into three ...	118
	January 23, 2023	<b>Why the flood of air traveller complaints has resulted in few fines against the airlines</b>	
CBC News (web site)		... the ability to fine airlines up to \$25,000 if they don't comply with air passenger protection regulations that came into force in 2019. Those rules require an airline to compensate ...	121
	January 19, 2023	<b>B.C. couple turns to small claims court seeking compensation over cancelled WestJet flight</b>	
CBC British Columbia (web site)		... is not hiding: transport minister Transport Minister Omar Alghabra says he's looking to strengthen air passenger protection regulations. While Alghabra told members of the House of Commons transport committee that extreme ...	123
	January 12, 2023	<b>Sunwing has received 7,000 complaints about holiday travel disruptions</b>	
CBC News (web site)		... Alghabra repeatedly called the travel situation "unacceptable." Last week, he said he was looking at air passenger protection regulations. "Last summer and this winter, we've seen certain examples where passengers felt ...	125
	January 11, 2023	<b>For this Regina family, rebooking their Sunwing Cuba vacation meant adding a drive to Winnipeg</b>	
CBC Manitoba (web site)		... flights from Saskatoon and Regina as a result. Passenger rights advocate Gabor Lukacs, president of Air Passenger Rights, suggested Sunwing is breaching contracts with some passengers. "They should pay for any extra ...	129
	January 8, 2023	<b>Government looking to strengthen air passenger protection rules after holiday chaos, minister says</b>	
CBC News (web site)		... rules to impose more responsibility on airlines Transport Minister Omar Alghabra says he's looking to strengthen air passenger protection regulations at a time of rising frustration with Canada's airlines. ...	131
	January 5, 2023	<b>London, Ont., travellers frustrated with no communication from airlines after holiday flights cancelled</b>	
CBC London (web site)		... no response. No semblance of good faith effort: advocate Gábor Lukács, founder and co-ordinator of Air Passenger Rights, says they get 'flooded' with complaints from upset passengers. (Saskatoon Morning) Fellows has since ...	133
	January 4, 2023	<b>Sunwing passengers left stranded are now home, but frustrations continue</b>	
CBC Ottawa (web site)		... However, Oommen said its backlog is now 32,000-complaints long. According to Canada's Air Passenger Protection Regulations, Oommen said, in cases of weather delays, airlines are required to keep passengers ...	136



	January 3, 2023	<b>Hundreds of Sask. residents finally make their way home after being stranded in Cuba almost a week</b>	
CBC Saskatoon (web site)		... service. 'Airlines are not typically held accountable': advocate Gábor Lukács, founder and co-ordinator of Air Passenger Rights, told CBC's Saskatoon Morning that all passengers are entitled to alternate transportation to ...	138
	December 29, 2022	<b>Fed up with federal agency delays, air passengers turn to courts for compensation instead</b>	
CBC News (web site)		... the ability to fine airlines up to \$25,000 if they don't comply with air passenger protection regulations. But the agency says it has levied only 25 fines since the regulations ...	141
	December 28, 2022	<b>Was your travel disrupted? Here's what you're owed -- and what you won't get</b>	
CBC News (web site)		... of flight or train cancellations? We want to talk to you. Send an email to ask@cbc.ca. WestJet and Air Canada passengers also reported issues reaching their destinations. Meanwhile, some rail passengers are ...	143
	December 21, 2022	<b>Snow brought Vancouver flights to a halt Tuesday. What's next for passengers?</b>	
CBC British Columbia (web site)		... flights within 48 hours. (Ben Nelms/CBC) The new rules are an extension of stricter air passenger rights laid out by the federal government in 2019. According to the Canadian Transportation Agency ...	145
	November 4, 2022	<b>Air Canada, WestJet launch legal battles to overturn orders to compensate passengers for cancelled flights</b>	
CBC News (web site)		... cancelled flight caused by a staffing shortage. Have a question or something to say? Email: ask@cbc.ca or join us live in the comments now. The airlines each allege in court documents that ...	147
	September 15, 2022	<b>Air Canada ordered to pay passengers \$2,000 for flight cancellation caused by crew shortage</b>	
CBC News (web site)		... C., to Halifax by almost 16 hours. Have a question or something to say? Email: ask@cbc.ca or join us live in the comments now. According to the CTA, Air Canada initially told ...	150
	September 5, 2022	<b>New protections for air travellers come into force this week -- but they don't go far enough, critics say</b>	
CBC News (web site)		... airlines accountable," Alhabra's office said in a separate statement. Further improvements needed, advocate says Air passenger rights expert Ian Jack said he thinks the new rules would apply only in another ...	153
	August 30, 2022	<b>Windsor family still waiting for lost luggage 2 weeks after vacation</b>	
CBC Windsor (web site)		... a claim with Air Canada for the monetary loss. He says there is also the Air Passenger Rights group that can help people like Abdollahi, but he expects it will take another ...	155
	August 25, 2022	<b>WestJet launches legal battle to overturn order to compensate passenger \$1,000</b>	
CBC News (web site)		... CTA's ruling was flawed, because it was based on a misinterpretation of Canada's Air Passenger Protection Regulations (APPR). The court has yet to decide if WestJet can proceed with its ...	157

	August 18, 2022	<b>More complaints Air Canada, WestJet unfairly denying passengers compensation</b>	
CBC News (web site)		... an explanation on why it denied her compensation for a cancelled flight. Under Canada's Air Passenger Protection Regulations, airlines are supposed to provide an explanation when denying passenger compensation for delays ...	159
	August 14, 2022	<b>Air passengers losing patience with enforcement agency as backlog of complaints balloons</b>	
CBC News (web site)		... the CTA and haven't heard back? Tell us about it in an email to ask@cbc.ca. The CTA said the backlog of complaints has risen to 18,200 after a spike in ...	162
	August 13, 2022	<b>'Radio silence' from WestJet as B.C. woman's luggage lost for almost 7 weeks</b>	
CBC British Columbia (web site)		... Agency (CTA) has received 1,176 baggage-related complaints. Fortunately, air passengers are protected by Air Passenger Protection Regulations (APPR). In Canada, airlines are required to cover expenses incurred while checked baggage ...	164
	August 12, 2022	<b>Customers cry foul as Air Canada, WestJet deny certain compensation claims despite new directive</b>	
CBC News (web site)		... priority. Air Canada said airlines shouldn't be penalized for cancelling flights for safety reasons. Air passenger rights expert Ian Jack said the CTA needs to threaten airlines with harsh penalties, such ...	166
	August 11, 2022	<b>Travellers say Air Canada misled passengers whose Vancouver plane was rerouted to Winnipeg</b>	
CBC Manitoba (web site)		... be proud of Canada," Braga said, "Come on. Step it up." Gabor Lukacs, president of Air Passenger Rights, said passengers need to hold airlines accountable when they breach their responsibilities. (CBC) The ...	169
	August 8, 2022	<b>Giving sleeping mats to stranded Winnipeg-bound passengers an 'insult' by Air Canada: advocate</b>	
CBC Manitoba (web site)		... "It's an insult to passengers," said Gabor Lukacs, president of Air Passenger Rights, which advocates for airline customers in Canada. CBC reported that several passenger were left stranded after their flights ...	171
	August 7, 2022	<b>Air Canada denies certain compensations claims, calls staff shortages a 'safety-related issue'</b>	
CBC News (web site)		... have a question, experience or story tip to share? Send them in an email to ask@cbc.ca. The rejection "feels like a slap in the face," Farrell said. "If they don't have ...	173
	July 19, 2022	<b>B.C. woman wins \$1,200 payout from Air Canada after baggage was delayed 2 days</b>	
CBC British Columbia (web site)		... purchases were reasonable. (Geoff Robins/AFP/Getty Images)Passengers entitled to compensation Gabor Lukacs, an air passenger rights expert, welcomes the decision. "[It] shows that passengers going to the CRT are going ...	176



	July 15, 2022	<b>More Air Canada, WestJet passengers baffled by reasons for denied compensation</b>	
CBC News (web site)	... are providing suspect reasons why they were denied compensation for flight disruptions. Hey <a href="https://twitter.com/AirCanada?ref_src=twsrc%5Etfw">@AirCanada</a> when you first delayed my flight today, trying your best to ruin or 30th ...	178	
	July 6, 2022	<b>Flight changes, cancellations causing chaos for Fort McMurray travellers</b>	
CBC Edmonton (web site)	... payment at any time and where compensation is due Air Canada will abide by its [Air Passenger Protection Regulations] obligations," the statement said. Berthelot said her last cancellation was a surprise, as ...	181	
	February 7, 2022	<b>Air Canada abandons 14-year-old at Toronto airport after cancelling her flight</b>	
CBC News (web site)	... said. A passengers' advocate who was part of the government consultations that led to the Air Passenger Protection Regulations says the airline's own rules allow it to avoid taking responsibility. "[This ...	183	
	June 28, 2022	<b>Missing baggage adds to chaos at Canadian airports</b>	
CBC News (web site)	... a top priority for us." Toronto Pearson Airport baggage area is just insane... ???????? <a href="https://t.co/m5O43RwWz8">pic.twitter.com/m5O43RwWz8</a> &mdash;@KrisReports WestJet blamed missing baggage on myriad challenges including resource ...	186	
	January 6, 2022	<b>WestJet passengers frustrated after flights from Winnipeg cancelled, hours on hold over holidays</b>	
CBC Manitoba (web site)	... both say they want WestJet to offer compensation for the cancelled flights. Under the Canadian Air Passenger Protection Regulations, airlines are required to compensate passengers when flights are cancelled or delayed by ...	188	
	November 25, 2021	<b>Complaints over denied compensation for flight delays still unresolved following lengthy inquiry</b>	
CBC News (web site)	... compensation based on new guidance the agency has provided. The disputes stem from the federal Air Passenger Protection Regulations (APPR) launched in 2019. The regulations mandate that passengers receive up to \$1 ...	190	
	August 7, 2021	<b>Claim dismissed in dispute over cancelled Air Canada flight that delayed Halifax man's trip</b>	
CBC Nova Scotia (web site)	... Initial claim denied Two weeks later, Geddes submitted a request for standard compensation under the Air Passenger Protection Regulations, which govern passenger rights when a flight disruption occurs. The regulations state that ...	192	
	July 14, 2021	<b>WestJet admits it was wrong to refuse customer refunds for rebooked flights</b>	
CBC News (web site)	... 72 complaints from WestJet customers involving the matter. Please help! I booked through <a href="https://twitter.com/Expedia?ref_src=twsrc%5Etfw">@Expedia</a> and am still dealing with <a href="https://twitter.com/WestJet?ref_src=twsrc">WestJet</a> ...	194	



	July 1, 2021	<b>WestJet sparks customer fury after refusing refunds for cancelled flights -- again</b>	
CBC News (web site)	... dozens of similar customer complaints concerning WestJet flight changes posted on social media. <a href="https://twitter.com/WestJet?ref_src=twsrc%5Etfw">@WestJet</a> So you cancel our direct flight, put us on awful connecting flights. I go ...	197	
	June 15, 2021	<b>U.S. seeking \$25M from Air Canada for being slow to refund customers</b>	
CBC News (web site)	... in credit provided by the Canadian government. Gabor Lukacs, president of the non-profit organization Air Passenger Rights, said the notice from the Transportation Department is "warmly welcomed, but not surprising." "What ...	200	
	December 20, 2020	<b>B.C.-based class-action lawsuit targets one-year expiry on WestJet travel credits</b>	
CBC British Columbia (web site)	... WestJet tells MPs and senators it wasn't 'prompted' by gov't to refund passengers Air passenger rights advocate Gabor Lukacs says he was thrilled to find out the class action had ...	202	
	December 10, 2020	<b>WestJet tells MPs and senators it wasn't 'prompted' by gov't to refund passengers</b>	
CBC News (web site)	... told MPs on Dec. 1 that the pandemic exposed a major gap in Canada's Air Passenger Protection Regulations -- the fact that airlines are not required to refund passengers if cancellations are ...	204	
	December 9, 2020	<b>As passengers pushed for refunds, Air Canada got more than \$400 million for wage subsidy</b>	
CBC News (web site)	... refund for Air Canada flights they couldn't board. (Submitted) Major gap in Canada's Air Passenger Protection Regulations Air Canada said it's offering non-refundable ticket holders travel credits with ...	206	
	October 26, 2020	<b>Canada's transport regulator hasn't settled a single COVID-19 flight cancellation complaint</b>	
CBC News (web site)	... pandemic struck. The backlog is tied to a significant influx of complaints received after new air passenger protection regulations came into effect in December 2019. COVID-19 hampered further efforts to process ...	210	
	October 21, 2020	<b>WestJet to provide refunds (not just credits) for flights cancelled due to pandemic</b>	
CBC Calgary (web site)	... Disney World vacation turns to 4-month battle with WestJet over flight refunds Canada's Air Passenger Protection Regulations state that if an airline is unable to provide a reasonable alternative itinerary ...	213	
	October 17, 2020	<b>B.C. couple's Disney World vacation turns to 4-month battle with WestJet over flight refunds</b>	
CBC British Columbia (web site)	... on the misconception that somehow the airline can override the law," said Gábor Lukács, an air passenger rights advocate, who points to B.C.'s Consumer Protection Act as the first line ...	215	

	July 17, 2020	<b>Brampton man stuck between airline, booking website in fight over \$7K in cancelled tickets</b>	
CBC Toronto (web site)	... back," said Al Shayeib. Airlines 'holding on to passengers' money' Gabor Lukacs, an advocate for air passenger rights, says airlines have been abusing travellers during the COVID-19 pandemic. "They have been ...	217	
	July 7, 2020	<b>Canadian airlines accused of ignoring COVID precautions, denying refunds</b>	
CBC Edmonton (web site)	... physical distancing policies as air travel picks up Gabor Lukacs, head of the advocacy group Air Passenger Rights Canada, said he has fielded countless complaints from passengers during the COVID-19 pandemic ...	219	
	May 31, 2020	<b>Canadian Transportation Agency overwhelmed by 2-year backlog of air passenger complaints</b>	
CBC News (web site)	... around the world. The number of complaints more than doubled after the second wave of air passenger protection regulations came into effect in December 2019, the agency said. The regulations, first enacted ...	221	
	May 22, 2020	<b>Grounded travellers call on government to force airlines to issue refunds for cancelled flights</b>	
CBC News (web site)	... to support Canadians financially. Well, this is part of all of it." The consumer group Air Passenger Rights says it has been overwhelmed by more than 50 complaints a day and is ...	224	
	April 8, 2020	<b>Canada OKs travel vouchers for cancelled flights while U.S. and EU say passengers deserve a refund</b>	
CBC News (web site)	... that it's waiting on advice from its U.S. lawyers on how to proceed. Air passenger rights expert Christian Nielsen said airlines are obligated to pay up, but because their revenues ...	227	
	March 26, 2020	<b>Canadians demand refunds from travel companies for trips ruined by COVID-19</b>	
CBC Nova Scotia (web site)	... so a full refund is due to passengers," she said. Gábor Lukács, the creator of Air Passenger Rights Canada, says passengers should be refunded. He points to an Aug. 29, 2013, decision ...	229	
	March 19, 2020	<b>Air Canada charges couple extra \$2,000 to get home from Chile during pandemic</b>	
CBC News (web site)	... Facebook group he runs has been swamped with questions and complaints. Gabor Lukacs, founder of Air Passenger Rights, says he's sympathetic to passengers like Lopez and Godoy, but says the airline ...	231	
	February 29, 2020	<b>Canadians may be out thousands of dollars after Saudi Arabia suspends entry for religious pilgrims</b>	
CBC Toronto (web site)	... policies as warranted," the airline said. Some will be 'out of pocket' Under Canada's Air Passenger Protection Regulations, flight cancellations or delays based primarily on catastrophes or public health emergencies may ...	233	



	February 14, 2020	
	<b>Mounting complaints spark federal inquiry into airlines' reasons for denying flight delay compensation</b>	
CBC News (web site)	... allegations that in some cases airlines haven't lived up to this obligation." <a href="https://twitter.com/hashtag/NEWS?src=hash&ref_src=twsrc%5Etfw">#NEWS</a> <a href="https://twitter.com/CTA_gc?ref_src=twsrc%5Etfw">@CTA_gc</a> ...	235
	January 24, 2020	
	<b>Tales from the terminal: What's driving people crazy at the Calgary airport</b>	
CBC Calgary (web site)	... of adequate training and passengers should not be tolerating that," Gabor Lukacs, the founder of Air Passenger Rights, said. Unlike the new federal Air Passenger Protection Regulations that applies to airlines, there ...	237
	January 16, 2020	
	<b>'Very troubling:' Passenger rights advocate says Swoop failed Canadians</b>	
CBC Hamilton (web site)	Some passengers say they are planning to take the airline to court An air passenger rights advocate says the botched Swoop Airlines flight from Cancun to Hamilton is an example of how ...	239



FORM 4C

*Courts of Justice Act*

BACKSHEET

*Motion by Canadian Broadcasting Corporation For Leave to Intervene*

*CV-25-00100065-0000*

*Ontario Superior Court of Justice*

PROCEEDING COMMENCED AT OTTAWA

AFFIDAVIT OF MARIE CALOZ

SWORN BY MARIE CALOZ  
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RCP-E 4C (September 1, 2020)