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Air Passenger Protection Regulations

Regulations

The regulations provide for clearer and more consistent air passenger rights by imposing certain minimum airline requirements in air travel – including standards of treatment and, in some situations, compensation for passengers.

The *Air Passenger Protection Regulations* came into effect in two stages. On July 15, 2019, airlines were required to meet new obligations concerning communication, denied boarding, tarmac delay, baggage and the transportation of musical instruments. The remaining obligations on flight disruptions and seating of children came into effect on December 15, 2019.

The *Regulations Amending the Air Passenger Protection Regulations*, which include new refunds provisions, came into effect September 8, 2022.

Air Passenger Protection



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New **Refund regulations - Regulations Amending the Air Passenger Protection Regulations**

The *Regulations Amending the Air Passenger Protection Regulations* are now in force.

Application of the Regulations

The new requirements require airlines to provide passengers with either a refund or rebooking, at the passenger's choice, when there is a flight cancellation, or a lengthy delay, due to a situation outside the airline's control that prevents it from ensuring that passengers complete their itinerary within a reasonable time. They apply to all flights to, from and within Canada, including connecting flights, as of **September 8, 2022**. **Note: they are not retroactive.**



The new requirements:

- Require airlines to provide a passenger affected by a cancellation or a lengthy delay due to a situation outside the airline's control with a confirmed reservation on the next available flight that is operated by them or a partner airline, leaving within 48 hours of the departure time indicated on the passenger's original ticket. If the airline cannot provide a confirmed reservation within this 48-hour period, it is required to provide, at the passenger's choice, a refund or rebooking;
- Identify what costs must be refunded (unused portion of the ticket, which includes any unused add-on services paid for);
- Identify the method to be used for refunds (same as the original payment, e.g., a return on the person's credit card);
- Require airlines to provide a refund within 30 days.
- [Highlights of Proposed Airline Refund Requirements](#)
- [FAQs – Amendments to the Air Passenger Protection Regulations \(Refunds\)](#)
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Air passenger protection consumer microsite

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Guidance

- [Application of the Air Passenger Protection Regulations: A Guide](#)
- [Baggage Requirements for Domestic Services: A Guide](#)
- **Updated** [Communicating Key Information to Passengers: A Guide](#)
- **Updated** [Denied Boarding: A Guide](#)
- **Updated** [Flight Delays and Cancellations: A Guide](#)

- [Seating of Children with an Accompanying Passenger on an Airplane: A Guide](#)
- [Tarmac Delay Standards of Treatment and Disembarkation: A Guide](#)
- **Updated** [Types and Categories of Flight Disruption: A Guide](#)

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