

NORTHWEST TERRITORIES CONSUMER AFFAIRS BULLETIN



Air Passenger Rights

The Northwest Territories does not regulate air carriers but here are some things to think about before purchasing an airline ticket.

Air passengers in Canada have rights. These rights are set out in the airlines “tariff.” This is the contract between the airline and its passengers and contains terms and conditions about how the airline will deal with issues like cancellations, delays, passenger re-routing, and lost or damaged baggage.

The Canadian Transportation Agency makes sure that air carriers fully respect the rights of air travelers. The agency helps air passengers by offering informal dispute resolution processes and offers a court like complaint process.

To learn more you can contact the agency by calling 1-888-222-2592 or by email at info@otc-cta.gc.ca

Consultations on the Transportation Modernization Act, a piece of legislation introduced two years ago, have recently concluded. The legislation provides a framework for monetary penalties that can be levied against airlines that mistreat or fail to uphold standards of responsibility to passengers. The act received royal assent and was enacted on May 23rd, 2018. For more information on the Transportation Modernization Act, you can visit the following site:

https://laws-lois.justice.gc.ca/eng/AnnualStatutes/2018_10/page-1.html

Contact Us

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