

# PRESS RELEASE

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Halifax, NS  
lukacs@AirPassengerRights.ca



## **Regulator orders Air Transat to compensate passengers for missed connections and flight advancement**

Halifax, August 23, 2013 – Air Transat must compensate passengers for missed connections and for advanced flight departures according to a ruling of the Canadian Transportation Agency (CTA), released yesterday.

The CTA found that Air Transat’s policy stating that it is “not responsible or liable for failure to make connections, or for failure to operate any flight according to schedule, or for a change to the schedule of any flight” was unreasonable, and inconsistent with the Montreal Convention.

The CTA also held that passengers whose flight departure time is advanced by more than 45 minutes are entitled to the same protection as passengers affected by flight delays, including alternative transportation or a refund, at the passenger’s choice.

The decision, which upholds a complaint by Gabor Lukacs, a Halifax mathematician and air passengers’ rights advocate, orders Air Transat to revise its policy by September 23, 2013.

The Canadian Transportation Agency is a quasi-judicial body that is empowered to regulate the airline industry.

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For further information, please contact:

Dr. Gábor Lukács

Email: [lukacs@AirPassengerRights.ca](mailto:lukacs@AirPassengerRights.ca)

Twitter: [@AirPassRightsCA](https://twitter.com/AirPassRightsCA)

Web: <http://topgroups.ca/>