

Office
des transports
du Canada



Canadian
Transportation
Agency

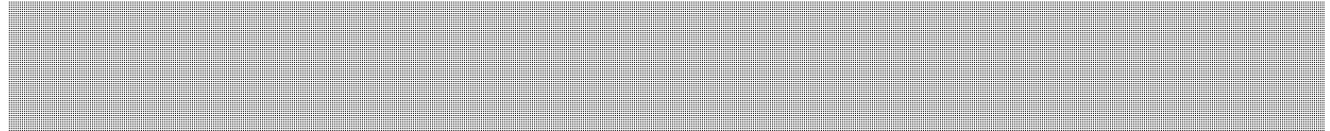
Protected A
28/05/2020

TO: The Members

Resumption of Dispute Resolution with Air Carriers

For decision

ISSUES

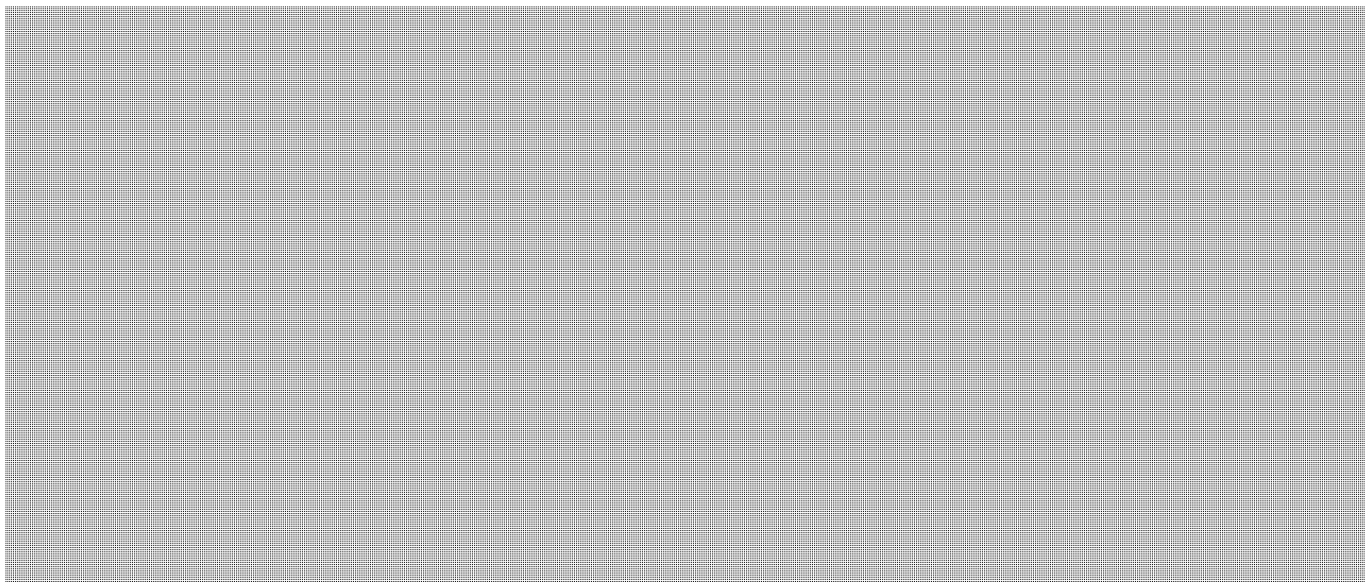


BACKGROUND

The Agency has taken steps to address the major impacts that the COVID-19 pandemic has on the airline industry by making temporary exemptions to certain requirements of the *Air Passenger Protection Regulations* (APPR) that apply from March 13, 2020 until June 30, 2020. In particular, these exemptions provide air carriers up to 120 days after June 30th to respond to APPR claims for compensation and delays.

In addition, the Agency has paused all dispute resolution activities and stayed all dispute proceedings involving air carriers until June 30, 2020, to permit them to focus on immediate and urgent operational demands.

The stay and exemption orders indicated that the stay and exemptions could be extended by decision of the Agency to be made on or before June 30, 2020.



**Pages 2 to / à 3
are withheld pursuant to sections
sont retenues en vertu des articles**

21(1)(a), 21(1)(b)

**of the Access to Information Act
de la Loi sur l'accès à l'information**

s.21(1)(a)
s.21(1)(b)

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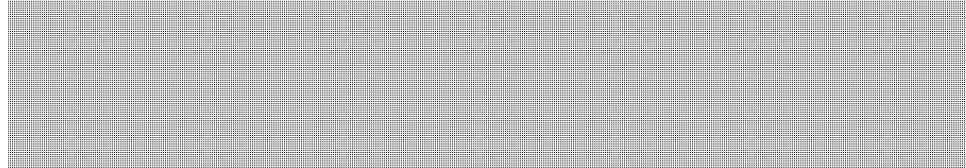
Protected A
12/05/2020

TO: The CEO of the Canadian Transportation Agency

Resumption of Dispute Resolution with Air Carriers

For decision

ISSUES

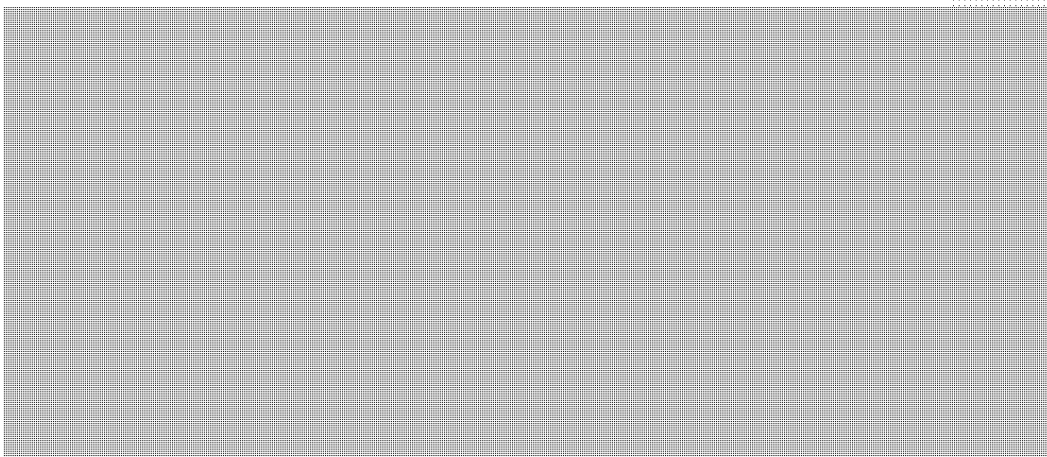


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In addition, the Agency has paused all dispute resolution activities and stayed all dispute proceedings involving air carriers until June 30, 2020, to permit them to focus on immediate and urgent operational demands.

The stays and exemptions may be extended by decision of the Agency to be made on or before June 30, 2020.



**Pages 5 to / à 11
are withheld pursuant to sections
sont retenues en vertu des articles**

21(1)(a), 21(1)(b)

**of the Access to Information Act
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s.21(1)(a)

s.21(1)(b)

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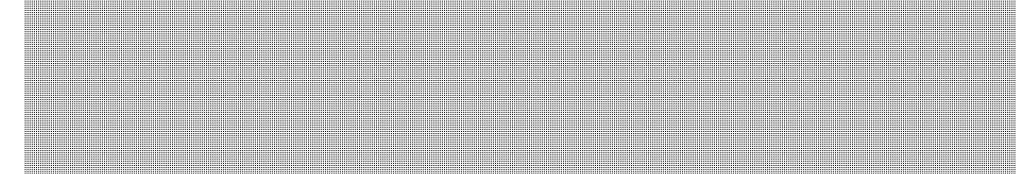
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Resumption of Dispute Resolution with Air Carriers

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ISSUES

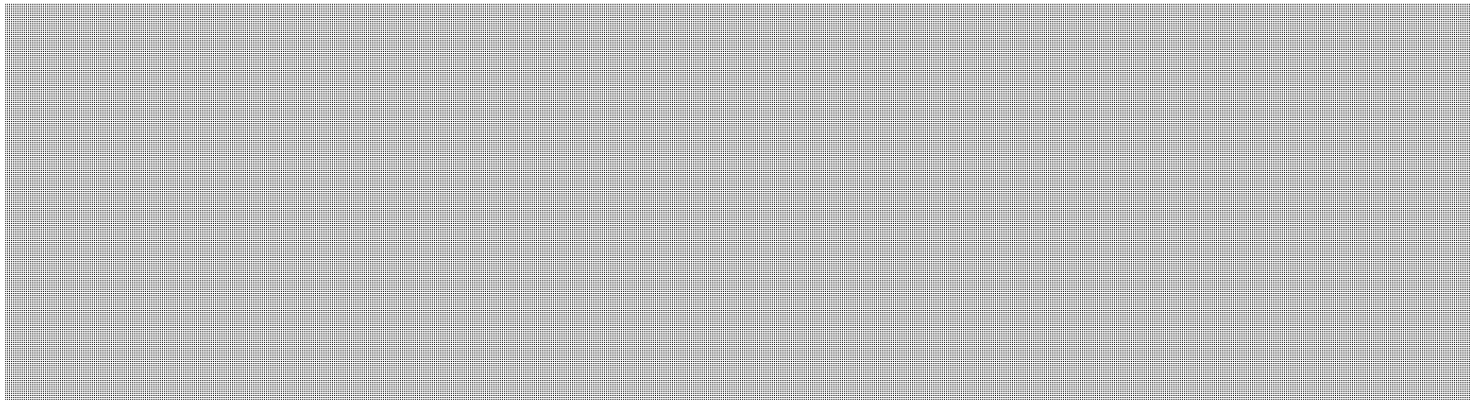


BACKGROUND

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The stays and exemptions may be extended by decision of the Agency to be made on or before June 30, 2020.



**Pages 13 to / à 20
are withheld pursuant to sections
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21(1)(a), 21(1)(b)

**of the Access to Information Act
de la Loi sur l'accès à l'information**