



## CAA's New Guide Offers Help for Travellers During Flight Disruptions

THOROLD, ON (February 27, 2024) – The Canadian Automobile Association (CAA) has launched the Air Passenger Help Guide today. A new, user-friendly resource designed to assist passengers in navigating the often complex and lengthy regulations surrounding air travel disruptions.

“The Air Passenger Help Guide provides a simplified approach to understanding the rights and entitlements of passengers in cases of flight delays, cancellations, lost baggage, and involuntary bumping,” says Marrienne Wilson, vice-president, marketing, strategy and member engagement at CAA Niagara. “With just five clicks or less, travellers can access plain-language explanations of their rights, empowering them with the information they need when faced with unexpected disruptions.”

CAA’s Air Passenger Help Guide is available online at [CAANIagara.ca/AirPassengerHelpGuide](http://CAANIagara.ca/AirPassengerHelpGuide). Travellers are encouraged to consult the guide the next time something goes wrong to find out the rules that apply to them.

A recent survey conducted by CAA revealed that over six in ten (61%) Canadians have experienced a flight disruption in the past two years, underscoring the importance of accessible resources like the Air Passenger Help Guide.

In addition to helping travellers, CAA continues to advocate for improvements in air passenger rights regulations. “CAA runs one of Canada’s largest leisure-travel agencies and has been a strong advocate of strengthening passenger protections. CAA has been pushing the federal government to simplify the rules to make them easier to use,” says Ian Jack, vice-president, public affairs for CAA National. “But until then, CAA’s Air Passenger Help Guide will be there to help air travellers when something goes wrong.”

The latest CAA findings are based on a poll of 2,503 Canadians carried out from October 20 to 30, 2023. A probability sample of the same size would yield a margin of error of +/-2%.

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### **ABOUT CAA NIAGARA**

Founded in 1911 as the St. Catharines Automobile Club with just 16 members, CAA Niagara has grown to more than 150,000 Members with five Niagara locations; St. Catharines (Pen Centre), Niagara Falls, Welland (Seaway Mall), Thorold (administrative office) and Grimsby. A not-for-profit membership organization, CAA Niagara, provides emergency road services, travel, insurance and Member rewards.

### **ABOUT THE CANADIAN AUTOMOBILE ASSOCIATION (CAA)**

CAA is a federation of eight Clubs providing 7 million Members with exceptional emergency roadside service, complete automotive and travel services, Member savings and comprehensive insurance services. CAA also advocates on issues of concern to its Members and all Canadians, including road safety, the environment, mobility, infrastructure, and consumer protection. CAA has been ranked among the most trusted brands for seven years in a row by the Peter B. Gustavson School of Business at the University of Victoria.