

Mr. JOHNSTON (*Bow River*): When people are purchasing their tickets like that and you say two-thirds of them do not go they would have to pay for their tickets when they first make their application?

Mr. MCGREGOR: No, they may pay for their tickets, but that really does not matter. They can make a reservation without holding a ticket and at the time a deadline for a ticket pick-up is set. But even if they bought their ticket and failed to show up or notify us any length of time before flight time, that they were not going to travel, the money paid is completely refundable.

Mr. JOHNSTON (*Bow River*): You mean if they just fail to show up for the flight you have no possible chance of selling that seat, have you?

Mr. MCGREGOR: That is quite correct. That is the reason for this unpopular reconfirmation procedure instituted in an effort to reduce the number of empty seats that would otherwise occur. That again ties in with the fact that under present law if we do not provide a transportation service we cannot retain any of the money that we receive for the ticket.

There is a method of avoiding that which is rather complicated. It consists of dividing the price of the ticket into two parts, one for transportation and the other a reservation charge. In the event of what we call a "No show" we could retain the reservation charge if that arrangement was entered into but we can't retain any money legally for transportation if we have not provided the transportation service.

Mr. JOHNSTON (*Bow River*): Well, that does not apply on the railway, does it?

Mr. MCGREGOR: With respect to transportation, I believe it does, having regard to berths, staterooms and so on, I think payments can be retained.

Mr. LANGLOIS (*Gaspé*): Do you still require a six hours notice to confirm a reservation for a flight?

Mr. MCGREGOR: Only in the case of travel commencing at an airport other than where the ticket was purchased, or where there has been a stop-over.

Mr. LANGLOIS (*Gaspé*): I had a very annoying experience. Perhaps you have heard about it. I went to Montreal one day and I had a ticket to come back at 11.00 o'clock the next day. I did not confirm the fact that I was coming back at 8.00 o'clock the next morning because I was not going to get up at 5.00 o'clock in the morning in order to notify you. However, when I got to the airport in time for 8.00 o'clock I was told that I was too late. The result was that I would have had to wait all day in Montreal doing nothing, so I took the train back.

Mr. MCGREGOR: There is another method by which it could have been done. The regulations say six hours or more. You can reconfirm your flight the moment you arrive. That is a handy way of doing it.

The CHAIRMAN: If you are confirming a reservation at the airport from which the ticket was purchased, what is the period of time required?

Mr. MCGREGOR: There is no reconfirmation in effect at all, when your ticket has been purchased at the point from which travel starts.

The CHAIRMAN: Yes.

Mr. FAIREY: There are awkward spots on the Victoria-Vancouver run. Quite frequently, as you probably know, we go to Vancouver, and we may want to return from Vancouver long before the six hours which is required for notice of reconfirmation. Nevertheless there is the necessity for a six-hour period.

Mr. LANGLOIS (*Gaspé*): Would not three hours be sufficient?