

From Cathy.Murphy@otc-cta.gc.ca Fri Mar 14 11:30:07 2014
Date: Fri, 14 Mar 2014 10:29:55 -0400
From: Cathy Murphy <Cathy.Murphy@otc-cta.gc.ca>
To: Gabor Lukacs <lukacs@airpassengerrights.ca>, cmccall@pmlaw.com
Cc: Mike Redmond <Mike.Redmond@otc-cta.gc.ca>
Subject: This refers to Decision No. 10-C-A-2014 (Lukacs v. British Airways) in which
, in part, British Airways was ordered to show cause regarding the matter of denied boarding compensation by February 17, 2014.

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This refers to Decision No. 10-C-A-2014 (Lukacs v. British Airways) in which, in part, British Airways was ordered to show cause regarding the matter of denied boarding compensation by February 17, 2014.

On February 24, 2014, British Airways requested a 3-week extension from that date, i.e. until March 20, 2014, to file its response to the show cause order. Mr. Lukács, on March 7, 2014, opposed British Airways' request for various reasons, and asked that certain action be taken. On March 13, 2014, British Airways filed its reply.

I have been requested by the Panel assigned to this matter to convey the following decision to the parties.

As British Airways is aware, and as has been noted by Mr. Lukács in his answer, the Agency considers certain factors when a party requests an extension. The Panel has considered the submissions relating to British Airways' request for an extension in relation to those factors, and has determined that British Airways has not made a compelling case for the request for an extension. The Agency notes that British Airways has had since January 17, 2014, the date on which Decision No. 10-C-A-2014 was issued, to address the matter, that is two months ago. It is clear that British Airways has made no effort to meet the deadline in question given its apparent inaction on the matter prior to being prompted by Agency staff. The delay in this case impacts on the travelling public, which is subject to a regime that the Agency has determined to be unreasonable. Also, the Agency notes that two extensions were granted during the course of pleadings respecting Mr. Lukacs' complaint.

In view of the foregoing, British Airways' request for an extension until March 20, 2014 is denied, and the carrier is ordered to submit its response to the show cause order set out in Decision No. 10-C-A-2014 by no later than 5:00 p.m. (Gatineau local time) on Monday, March 17, 2014.

Please confirm receipt.

Sincerely,

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