

**U.S. DEPARTMENT OF TRANSPORTATION**



**Public Hearing**

**Notice of Proposed Rulemaking: Airline Ticket Refunds and Consumer Protections**

**March 21, 2023**

**10:00 – 10:05**      **Opening Remarks (5 min)**  
**Blane Workie**, Designated Hearing Officer

**10:05 – 11:05**      **Topic 1: Whether consumers can make reasonable self-determinations  
regarding contracting a serious communicable disease. (60 min)**

**SPEAKERS**

- 1. Andrew Appelbaum** (*FlyersRights.org*)
- 2. John Breyault** (*National Consumers League*)
- 3. Graham Keithley** (*A4A*)  
**Paulo Alves** (*MedAire*)  
**Richard Gomez** (*MedAire*)
- 4. William McGee** (*American Economic Liberties Project*)
- 5. Kevin Mitchell** (*Business Travel Coalition*)
- 6. Dr. Ed Nardell** (*Harvard Medical School/A4A*)
- 7. Dr. David Powell** (*IATA, remarks to be presented by Doug Lavin*)

**11:05 – 11:45**      **Topic 2: Whether documentation requirement (medical attestation and/or  
public health guidance) is sufficient to prevent fraud. (40 min)**

**SPEAKERS**

- 1. Andrew Appelbaum** (*FlyersRights.org*)
- 2. John Breyault** (*National Consumers League*)
- 3. Graham Keithley** (*A4A*)  
**Paulo Alves** (*MedAire*)  
**Richard Gomez** (*MedAire*)  
**Jonathan Foglia** (*A4A*)
- 4. David Lee** (*A4A*)

*\*The session times below may be slightly adjusted throughout the day if needed.*

**11:45 – 12:00**                      **BREAK** (15 min)

**12:00 – 1:00**                      **Topic 3: How to determine whether a downgrade of amenities or travel experiences qualifies as a “significant change of flight itinerary” that would entitle an individual to a ticket refund.** (60 min)

**SPEAKERS**

- 1. Heather Ansley** (*Paralyzed Veterans of America, remarks to be presented by Danica Gonzalves*)
- 2. Andrew Appelbaum** (*FlyersRights.org*)
- 3. John Breyault** (*National Consumer League*)
- 4. Laura Chadwick** (*Travel Tech*)
- 5. Kimberly Ellis** (*Travel Management Coalition*)
- 6. Jonathan Foglia** (*A4A*)
- 7. Chad Heflin** (*IATA*)
- 8. Alice Hinton** (*Law Office of A. L. Hinton*)
- 9. William McGee** (*American Economic Liberties Project*)
- 10. Kevin Mitchell** (*Business Travel Coalition*)

**1:00**                                      **Additional comments from attendees and Closing Remarks**