

At this time there is no regulated standard across modes of transportation and different companies. There absolutely needs to be a regulated standard applied so that staff can be trained accordingly and those living with severe food allergies can prepare accordingly. West Jets policy and procedures and staff training are excellent. We have always had a positive experience when traveling with our son who has life threatening allergies. On the other hand Air Canada is difficult to deal with, have policy and procedures that are not as robust (and often change) as they should be and the staff are often rude, not well trained and difficult to deal with.

Sincerely

Kim Homenuk

Sent from my iPad