

Submitted to the Canadian Transportation Agency (Form submission)

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Subject : Consultation on new refund requirements

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1. reasonable time - 5 hrs
2. lengthy delay - 8 hrs
3. Anything that was not delivered on: The unused portion of the passenger's ticket;

Any additional services the passenger purchased, but did not use (for example, seat selection or extra baggage, change in plane leading to seat type or meal type no longer available);

The full cost of the passenger's ticket, if their trip no longer serves a purpose because of the flight disruption.

4. Credits or rewards or vouchers SHOULD NOT be allowed as a refund. It should be "the same method used to buy the ticket";

5. 30 days to provide refund

6. No flexibility should be allowed. As customers do not have this flexibility.

7. No. Be careful with this as many airlines find loopholes and will claim things are beyond their control when they are not to get out of paying.

8. Anything that protects the consumers, especially when it comes to overselling flights or failing to offer refunds or compensation. In Canada, the fines and payouts are so low that (pre-pandemic) the airlines didn't really care how they treated the customer as the fines were either not that harsh or the payouts were too low.