

Submitted by email to the Canadian Transportation Agency

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Subject: Consultation on new refund requirements

Good day, I tried a few times to send these comments via your form and was not able to do so. I provide the comments below :

Airlines cannot be judge, jury and executioner when they cancel flights or holidays. The choices they offer clients should be client centric and not intended to be the best for them ie their bottom line.

Airlines should be offering choices and the clients should be allowed a certain amount of time - if possible - to select these options so that clients can make an informed decision and not be forced to make one on the spot.

Options should include:

full cash refund; or travel voucher (unlimited time line) or booking at a later date.

The first offer of full cash refund is basic contract law - we paid for a service they did not provide it - then we should be able to get a reimbursement. It is of no risk to the client but of course a financial impact for the airlines.

Options 2 and 3 offer some degree of flexibility and reasonableness for the clients - especially if they know they will be travelling in the near future. They do however are of greater risk to the client as if the airlines goes out of business before you have had a chance to travel or use the voucher, you are out of pocket and will never see the money again.

There needs to be a balance and all options should be looked at from what is a reasonable accommodations - asking for your money back should me that test of reasonable accommodation although current practices do not include those - at least for Air Canada Vacations.

Last May - Air Canada vacations cancelled our trip to Mexico due to Covid 19. They call us and told us we had 2 options - rebook for the same date but departing from Toronto (we were originally scheduled to leave from Montreal) or take a voucher which was good for 2 years. We were forced to make a decision right then and there on the phone call. We opted for a voucher.

Since that time they have changed their policy for an open ended voucher but as we do

not see ourselves travelling any time in the future. We have approached Air Canada Vacations but have consistently refused to provide us with a full reimbursement for the trip.

While I recognize the new legislation will not provide any relief for past trips - I do believe that airlines companies should be held accountable for their decisions and that clients should not have to suffer financial hardship.

merci.

Anik Dupont

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