

Submitted to the Canadian Transportation Agency (Form submission)

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Subject: Consultation on new refund requirements

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We had our flight cancelled by WestJet in April/20 and still have not received a refund of the approx. \$4500 we paid. It was only given on form of credit for future travel, which at this time now is unacceptable. We paid for this trip in its entirety in Oct of 2019, with travel booked for April of 2020.

The money should have been refunded within 12 months of purchase date in full back to the form of original payment, there is no reason why this has not happened!

I have made several attempts asking for a refund, all to no avail. The last response from them, was for me to file a complaint with Transport Canada.

-Prepaid flights and vacations should be fully refunded within 12 months of cancellation, no exceptions. The airlines are using our money to fund their business and did not provide a service. The refund should NEVER expire.....nor should travel credits or any other form of refund.