

Submitted to the Canadian Transportation Agency (Form submission)

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Subject: Consultation on new refund requirements

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Two tickets were purchased for both myself and my husband through WestJet directly for flights to Puerto Plata, Dominican Rep departing on April 21, 2020 from Toronto for one week. My daughter and her husband also purchased two tickets for the same day and flight. I contacted WestJet to determine the airlines position about cancellation and flight status.

We were advised that there were no cancellations due to covid and flights would continue as planned. We did not receive any communications from them advising that flights would be cancelled and refunds given whatsoever. We then were given the choice to cancel our flights and receive a flight credit less a non refundable amount charged and deducted to our flight credit. Having no choices given about receiving a full refund, we had no alternative but to take the flight credit which as they advised was good for travel within 2 years. My daughter however received email confirmation of flight cancellation and received a refund credit on her Visa card literally a few days after my request for a refund from WestJet. This is very frustrating how we were not given this option. We cannot predict our health 2 years from now and what happens to our deposit if we are not able to travel after the 2 year period. We are both seniors and would like a full refund. We would appreciate any advice you have to offer in order to help us get our full deposit back on our VISA card thank you