

**Submitted to the Canadian Transportation Agency (Form submission)**

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**Subject:** Consultation on new refund requirements

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I purchased online a flight for 2 adults from Montreal to Vancouver on November 23rd 2019 for a flight on June 13th 2020. This was the arrival to our cruise to Alaska with Celebrity cruises. On April 12th 2020, I received an email from Air Canada saying my booking had been cancelled and a credit for 825.80\$ Cdn was issued since February 25th 2020. I was therefore given 24 months from February 25th 2020 to take advantage of my credit. Well we are in now in 2021 with still a code red enforcement in Quebec and to not travel. Air Canada has refused to refund me my money, and it also refuses to postponed the February 2022 deadline. I am 56 years old, probably won't be getting a vaccine for quite some months. Where would you like me to fly to at this time? My money is being held hostage by Air Canada. I demand my money back please. thank you.