

Submitted by email to the Canadian Transportation Agency

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Subject: Consultation on new refund requirements

Back in March 2020 the Federal Government issued a travel advisory and as a result my trip was cancelled. I requested a full refund as Sunwing put up a bulletin on their website stating that I could ask for a full refund or travel voucher. (See below) I requested a full refund at that time and was told I would get it only to get an email saying that Sunwing was back-logged and my refund was overlooked and therefore I would not get the refund but would be issued a voucher. Which I again declined. (See below) I did a charge back with my credit card company and was successful in receiving a partial refund. However, Sunwing still owes me \$1050.00. My travel partner is deceased and her family could use the money to offset funeral costs and quite frankly with this pandemic lingering I could use the rest of my portion of the refund as well. Please see attachments