

Submitted to the Canadian Transportation Agency (Form submission)

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Subject: Consultation on new refund requirements

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I purchased a ticket through Redtag for a Sunwing Vacation that was to occur on Apr 10, 2020. Flights were cancelled due to Covid. I was offered a 2 year trip voucher. I have contacted the vendor and Sunwing for a refund which has been denied. I am out of pocket \$1800 and don't foresee using a voucher anytime soon under the current circumstances.

Trip cancellation was out of my control and the vendor who has had an emergency bail out of significant value, my money should be refunded.