

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

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In the case outside the airline and the passenger's control such as a global pandemic or war or natural disaster regardless of whether the passenger cancelled their flight (due to knowing they would not be traveling under these circumstances), or the flight was cancelled - all funds should be reimbursed through the original form of payment.

The money should not be held hostage in the airline's "travel bank".

Under global travel ban circumstances if airlines do not have the funds to refund their customers their government should provide grants or loans to cover the reimbursements. In these circumstances the airlines should not be going bankrupt and their customers should not have their finances being held hostage.