

Submitted to the Canadian Transportation Agency (Form submission)

Name: Claudette Hickey

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I understand for airlines to find it difficult to refund all flights. It could severely impact the life of the company. I also believe, however, that the airline (business) should do everything it can to provide to the customer, what they paid for. I personally have \$3200 invested in a trip that was cancelled mere days before I was due to travel. As a result, I was lucky enough to get credit with the airline. HOWEVER, there is an expiry on the credit. How is this helpful? At a time when many people are losing jobs or work hours, or finding it more difficult, this is money that could be used by the customer. If all else, there should at least be no expiry so that the credit is there when people are able to travel; or returned in the form of a gift card so that it could be used at a later time. Mine, for instance, will expire before it will be possible to travel....the airline does not even service our province right now! It is very frustrating when you are not in the high-income category, save for a trip, only to have no option for a refund or chance to take that trip you saved for.