

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

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The offering of flights is just a scam to raise cash. They have no intention of flying, offering the nicest, easiest, fastest non-stop flight so you book, and then they change it to a much less desirable flight with connections, and when you change to a different day, they do it again. When you ask for your cash back since they have not delivered on more than one booking the promised flight, they say no, you get a credit. Even though they have not delivered what was purchased and you can see the game of the fake flights being offered continuing. This is just a scam to raise and keep your cash all the while they are not delivering what was purchased. Disgusting business practice and if they do not provide the exact flight that was booked they should be forced by law to refund the cash, not a voucher.