

Submitted to the Canadian Transportation Agency (Form submission)

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In short, we had flights booked from Edmonton to Gold Coast Australia with Westjet/Air New Zealand. Flights were cancelled due to COVID19. We paid to reschedule our flights which again were cancelled. We then had credit but the airlines has cancelled the route. We have been told the credits should be applied on the same route, but it doesn't exist. Further to that, the airline cites different rules but contends that these rules don't apply if booked through a travel agent. In order to seek legal routes to reclaim this money, the New Zealand government requires I be there in person. You can see the dilemma. The airline won't speak with me as I booked through a travel agent. If they are holding my \$5000, they should guarantee that it has some value. It's not right, there should be a process for me to use airline credits directly with the airline regardless of who they are purchased through.

Any help from the CTA would be greatly welcomed.