

Submitted to the Canadian Transportation Agency (Form submission)

Name: Diane Walton

Subject: Consultation on new refund requirements

Date: 02-16-2021

We were booked for travel to Varadero Cuba leaving March 28, 2020. The resort closed and the flight was cancelled. We were issued a travel voucher. We told the airline we want our travel costs refunded and they have refused. There is no reason for the airline to be allowed to keep money for a service they did not provide and hold us hostage to booking a trip with them in order to recoup OUR money!