

Submitted to the Canadian Transportation Agency (Form submission)

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Subject: Consultation on new refund requirements

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Hello,

Air Transat has cancelled our booked flights twice in June 2020 and March 2021. In both cases they refused to refund money and gave their useless travel vouchers.

In both cases we lost money because of these cancellations. We can't book flights with other companies because Air Transat keeping our money. It is a grave injustice and robbery officially supported by the Government of Canada.

I want to let you know that we(three families in total) are not happy with your ruling regards air flight refunds in Canada. It is hypocrisy in its purest form.

We are ordinary people, but I want to let you know that you are responsible for what is happening in Canadian air flight industry today. You are killing trust of general public in government institutions.

Thank you for reading.

Regards,

Eugene Aleksandroff

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