

Submitted to the Canadian Transportation Agency (Form submission)

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My wife and I had bought tickets for her family to come to Canada in June for a wedding ceremony. However, she was then diagnosed with an aggressive form of cancer, and is currently undergoing chemotherapy. After providing proof of her chemotherapy, Air Canada offered to refund the tickets if I agreed to a refund charge of 300CAD/ticket, amounting to 1200CAD for the 4 tickets. Would it be possible to add a regulation that, in the case of serious illness of an immediate relative, refunds are done without charges? This 1200 is a huge sum for us.