

Submitted to the Canadian Transportation Agency (Form submission)

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Subject: Consultation on new refund requirements

Date: 12-22-2020

I believe the Airline Industry should be made to operate the same as the Hotel Industry in that payment is not taken until the boarding pass is activated. If the flight is cancelled for any reason the Customer should have the option of taking a different flight or taking a refund which should be issued upon request. Why are Airlines allowed to use Customers money to run their operations sometimes months before the reserved flights? If a Customer has booked a flight and not cancelled at least 24 hours before departure then the payment can be activated. It is time for the Airline Industry to operate like all other Industries that get paid when they have provided the service, not months in advance.