

Submitted to the Canadian Transportation Agency (Form submission)

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My partner and I booked a trip to Jamaica for last March. It was then cancelled due to the increasing uncertainty of COVID and were issued "Travel Vouchers" to use for a vacation in the future.

We never wanted vouchers, we wanted our money back. Here we are almost a year later with no prospective on travelling anywhere this year and probably anytime in the near future. Our money was simply taken, not used for anything, and then held from us during a time when we needed it the most.

We fully support new regulation and I find it ridiculous that it's even in question whether we deserve our money back or not for a service we never received.

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