

**Submitted to the Canadian Transportation Agency (Form submission)**

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**Subject:** Consultation on new refund requirements

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AirTransat cancelled my flight and would not refund my money. I've attempted to get CTA to help, they did not, I've attempted to get a remedy from US Department of Transport (it was a flight to Florida), I attempted to put in an insurance claim and it was denied. It should be very simple, money paid for a flight from Toronto to Florida, if there is no flight, the money should be refunded.

I'm not rich, I was taking my family on a trip and with covid I could really use that money, I don't understand how the airlines can keep my money.

It's extremely frustrating to know CTA didn't do anything to help, other countries have strong passenger protection.