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When something like a pandemic happens, airlines must take control over all tickets, i.e., both tickets that are booked directly or via travel agencies. Right now, airlines like Air Canada refer canceled flight that was booked through a travel agency to the agents and travel agencies refer customers to airlines. Moreover, airlines must give flexibility in payment method of refunds. For example, I cannot receive and use a travel voucher since I was a visitor in Canada, but the airline forcing me to accept it.