

Submitted to the Canadian Transportation Agency (Form submission)

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I believe if the airline companies cancel the flight due to COVID-19 pandemic should refund the passenger in full to the original payment of method, because the airline failed to deliver the service that they promise to render, and the passenger should not put into burden for this situation. taking in another way if the passenger is not able to on-board the flight for reasons without they control, will the airline company allow the passenger to break the contract without penalty. Therefore I believe by issuing only voucher is not reasonable, also Air Canada sells tickets for routes that have been cancelled for a while and there is no foreseeable future that the route will resume, therefore it's purposely collecting money from passenger to meet their own liquidity issue.