

Submitted to the Canadian Transportation Agency (Form submission)

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Subject: Consultation on new refund requirements

Date: 01-29-2021

My flight to the Dominican Republic in March of 2020 was cancelled by Sunwing 4 days before it was scheduled to leave. Initially, Sunwing communicated that they would refund my money, but quickly retracted when they were told by this agency that they didn't have to, in spite of the guidelines at the time. To my knowledge, that scheduled flight never flew. I was issued credits for future travel. Effective today (January 29, 2021), at the behest of the Canadian government, Canadian airlines have cancelled all flights to the Caribbean and Mexico until April 30, 2021. Sunwing, as you know, is a sun destination charter service. That date effectively means that we will not be able to fly until winter 2022 at the earliest. This means that I am out of pocket approximately \$3500 from January of 2020 for a flight which didn't occur (and thus couldn't have a cost to Sunwing) with no foreseeable chance to redeem the credits, which I believe are set to expire in July 2021. Clearly this is not reasonable. People are entitled to their money back. Peoples lives and circumstances change. If a flight does not fly it is abusive that the individuals that prepaid for it are left holding the bag.