

## **Submitted by email to the Canadian Transportation Agency**

### **Subject: Temporary Adjustments to APPR**

To all those involved in this decision proposal, both Commercial and Federal,

We do not agree with the proposed adjustments requested by the airlines and seriously considered by the Canadian Transportation Agency. The airlines have consistently thrown up roadblocks for passengers attempting to receive cash refunds for flights cancelled due to Covid-19. This includes situations where the passengers have cancelled flights as recommended by the Canadian Government Health Authorities, Provinces have closed their borders to incoming flights and/or flights within Canada have been cancelled due to repeated scheduling changes by the airlines that have made the flights either unsafe during the pandemic or not useable due to timing of flight changes and layovers. For some people, my husband and I included and both seniors, the potential financial costs are considerable and the ability to use vouchers for future flights within 24 months is uncertain. Vaccine roll out for Canada is expected to continue into the Fall of 2021 and the pandemic restrictions will not disappear overnight.

If these "adjustments" are permitted in order to ensure financial security for the airlines, then the affected passengers have the right to expect that similar concessions will be made for them. To that end We would expect the following.

- vouchers not used within the 24 month expiry period would be refunded to the passenger in the same manner as purchase payment,
- the passenger should receive an immediate refund upon request with no strings attached and no impediments attached by the issuing airline,
- passengers may opt to keep vouchers on their request, in which case any expiry date or conditions should be removed immediately.

In addition, it should be noted that in the province of British Columbia, where my husband and I reside, the Consumer Protection BC regulations state,

"The following information applies if you live in BC or if you live outside of the province but dealt with a business located in BC.

If a business offers you a voucher, they need to be aware that BC's prepaid purchase card law says that, in most cases, prepaid purchase cards/vouchers/gift certificates are not allowed to have expiry dates."

I believe this proposal is a fair alternative to the blanket adjustments proposed by the airline industry. It grants some rights and protections to the passengers while at the same time allowing airlines to maintain some form of financial security.

We hope the Canadian Transportation Agency will consider both sides of this situation.  
After all, it should work for all of us

Kent and Channing Holland