

Submitted to the Canadian Transportation Agency (Form submission)

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This shouldn't be that hard. If you can't use the booking you should be refunded completely. Provide an example of another industry that can take \$5000 of your money (and if something like Covid happens) just keep your money. We were subjected to this for what was supposed to be a milestone vacation and I'm deeply upset. We booked almost a year in advance of the travel date and paid upfront when requested. We've had to fight to get a "credit" which has all kinds of stipulations attached to it because Covid cancelled the trip. I'm sure the providers (airline, resort) haven't been charged any costs related to this booking (airport fees, fuel, labour costs) - so how can they justify keeping the money?

It's pretty simple - services were not provided and money should be refunded completely.