

Submitted to the Canadian Transportation Agency (Form submission)

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Subject: Consultation on new refund requirements

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My partner and I reserved on Westjet Oct 31 and were scheduled to fly to San Jose, Costa Rica on Jan 5 2021, returning to Montreal on Jan 26. I paid in full by Mastercard and was given a locator code, ENLCFF. On Nov 29. Westjet informed me that San Jose was no longer available (with no explanation) and that we could travel to Liberia, Costa Rica on Jan 2, instead. On or about Dec 26, we began hearing that foreign travel was discouraged, and that the Canadian re-entry requirements were changing, to include self-quarantine. This was not the vacation we planned. On Dec 28, we cancelled our reservations, and WestJet placed a full refund in my "travelbank" .

There are a number of issues with this sequence:

- 1) Our destination was San Jose, not Liberia and we were not given the option to have a refund when WestJet made the change.
- 2) our travel date was Jan 5, not Jan 2. We had gone to considerable trouble to reserve accommodations because of WestJet's destination and date change.
- 3) WestJet holds our refund in their "travelbank" for a maximum of 2 years. Our tickets have become an un-necessary expenditure; Westjet's travelbank limits our future travel choices to destinations WestJet serves.

How are we to be repaid

when and by whom

and what recourse do we have if WestJet becomes insolvent?