

Submitted to the Canadian Transportation Agency (Form submission)

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There are strange, multi-tiered outcomes for Covid-based cancellations with Canadian carriers. I cancelled a cross-country flight at Xmas for myself, my spouse and our dog, due to BC's restrictions. The dog (!) got a full refund. My wife's booking is under a 10-to-12-week review for a voucher. In my case, I made an initial booking with RBC Rewards, cancelled that summer flight, transferred the file to Air Canada, rebooked with them for the Xmas flight, which again, was cancelled due to covid restrictions. For mine, I am only getting credit. Credit, rather than a voucher, is severely limited in how it can be used. There's a two-year expiry date. You can only make one booking. It must be domestic. And if you don't use the full amount -- in this case, around \$750, which is pretty pricey for a domestic flight -- you forfeit the rest. If this isn't illegal, then it should be.

Air Canada says I can get a voucher, if RBC requests it. Having contacted RBC twice now, they are not aware of this process. Both parties are shirking responsibility in securing the best possible outcome for me -- which again, is nowhere near as good as the full refund my dog got.