

Submitted by email to the Canadian Transportation Agency

Subject: Submission: Reference Case Number Victim Paul Lahaie v WestJet/CTA

Well, here we go again chasing our tail trying to delay the right decision.

I booked two flight tickets for Las Vegas on January 4, 2020 for December 30 to January 4, 2021.

My total cost was \$1610 CAD.

November 16, 2020 my flight was cancelled by WestJet. They wanted to rebook me for December 31, 2020 to January 5, 2021. Explanation given it was because of COVID-19.

I declined and asked for my money back.

I was told no because they hide behind the CTA said it's your rules and they only have to offer a travel voucher for the next years. Take it or leave it. Huh?

Provincially, they are in breach of a contract for not providing a service so the legislation is in conflict with each other and not nationally coordinated. It is skewed favorably towards the airline industry at the expense of the consumer. Ironically, the consumer is the tax payer who provides additional funding in the airline industry bail out. Double dipping from the same pot. I wonder what happened to my money?

So the traveler is left unprotected.

Buried under a maze of beauracy so that the consumer will abandon their interests.

The CTA well they are co-conspirators as well, let's hear submissions.

Yip keep that maze turning. Submissions January 21, 2021 I suspect a fact finding report to be completed say January 21, 2022. That will be two years where WestJet had had my money and the CTA has done nothing more than dither.

Thank-you for your assistance.

Paul Lahaie