

**Submitted to the Canadian Transportation Agency (Form submission)**

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**Subject:** Consultation on new refund requirements

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Our family trip to Azores was canceled June 17, 2020 for 7 people! The airline gave us all vouchers for a later time. They didn't mention that we could ask for a refund. Vouchers were emailed to us for us to book by the end of May 2021. The pandemic is getting worse and we would like to request a refund. I emailed the airline themselves plus the travel agency who helped us book the trip. Their answer is that they can't send us a refund and we just get vouchers. We are out over \$5,000 with vouchers, instead we wished to use that money for other important things. What else can I do? At the moment, Ontario is in a lockdown and I am not sure what will happen between now and May 2021. We wish to travel to Azores but only in the near future. Please guide me in the direction I need to go. I don't know what else to do. How do I go about getting my money back before I lose it all?

Thank you for reading,

Paula Pereira