

Submitted to the Canadian Transportation Agency (Form submission)

Name: Peter Hartmaier

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Because I cancelled my May 2020 flight, Seattle - Toronto because of Covid quarantine restrictions, Westjet is saying that it was a voluntary cancellation and so I only get a flight credit and no cash back. As they were flying, they say I could have travelled. That is a ridiculous statement on its face. The event I was attending was also cancelled because of Covid and the quarantine effectively blocked me from travelling. If I had not cancelled, Westjet would not have cancelled and I would have lost even this credit. The border and quarantine situation has still not changed, with no forecast of when it would change and there is really no reason for me to travel to Canada anytime soon. For Westjet to claim that I did this voluntarily is unconscionable. For those of us in the USA, we should get a cash refund.

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