

To whom it may concern:

**RE: Request for refund to my credit card for all flights cancelled due to Covid-19!**

After hearing the news that the Ministry of Transportation had worked out a deal to aid in helping the airlines and as part of the package it was expected that the airlines would return money to 'guests' that had been affected by Covid-19, my wife contacted WestJet once again (for the 3<sup>rd</sup> time) today to have our ticket moneys refunded. However agent Donna #20498 informed her that, 'due to the fact that we had placed our funds into a travel bank that we were not eligible for a refund'. Please read the following details below.

On Nov 6<sup>h</sup> 2020 and again on Nov 26<sup>th</sup> 2020 we booked 2 round trip flights to Las Vegas for 2 adults for each trip. One trip was for the ASD trade show in March and the other was for a wedding in May.

We booked Nov 06 2019 to attend a trade show in Las Vegas. Show was cancelled March 12<sup>th</sup>. We attempted to cancel our reservation on March 16<sup>th</sup> 2020 asking for a refund at the time. West Jet **acknowledged our desire to refund** the tickets in whole but would only refund our seat fees of \$109.20. They refused to refund the balance of the ticket therefore we were 'forced' to accept putting our funds into the 'Travel Bank' against our wishes but we were given no alternative at the time. Therefore, March 21, under protest we reluctantly agreed to the travel bank option as we did not want to be seen as **'not boarding'** the flight and forfeit all of our money. Railroaded? Absolutely!

WestJet flight details:

Toronto to Las Vegas round trip. Reservation code: [REDACTED]  
Ticket #: [REDACTED]. Prepared for [REDACTED].  
Same Flight:  
Ticket# [REDACTED]. Prepared for Raymond Riddell.  
Depart March 21<sup>st</sup> 2020 returning March 26<sup>th</sup> 2020.  
Total paid: 1098.94  
Total refund issued: \$109.20  
Balance owing to me: \$989.74  
**\*Removed for privacy reasons**

In that we had a wedding to attend in Las Vegas in May, Nov 26<sup>th</sup> 2019 we booked a 2nd flight to Las Vegas in May 2020. Details below:

WestJet flights:  
Toronto to Las Vegas round trip. Reservation code: [REDACTED]  
Ticket #: [REDACTED]. Prepared for [REDACTED].  
Same Flight:  
Ticket# [REDACTED]. Prepared for Raymond Riddell.  
Depart May 12<sup>th</sup> 2020 returning May 16<sup>th</sup> 2020.  
Total paid: \$1268.98  
Total refund issued: \$0.00  
Balance owing to me: \$1268.98  
**\*Removed for privacy reasons**

We called April 14 2020 to cancel this flight when it became apparent that the flight would be cancelled due to Covid-19. Again we were told that WestJet would not issue a refund. When we indicated that they had previously refunded our seat reservation on our last trip due to Covid-19 and could they at least refund our seat reservation as a last-ditch effort to get something refunded. This time they even refused to refund our seat reservation. This again left us with no alternative but to use

the travel bank as we did not want to be seen as 'not boarding' the flight and forfeit all of our money. Railroaded? Absolutely!

Additionally, all this time we have been paying interest on the funds on our Visa hoping that WestJet at one point would refund the amount to my Visa card. West Jet is also not paying us any interest for the use of our money all this time!

Today December 12 2020, my wife called WestJet and spoke with agent, Donna ID: 20498. Agent Donna. Donna stated: 'due to the fact that we had 'voluntarily' cancelled the flights (Railroaded as noted above) we were not eligible for refunds for either flights and the funds will remain in the 'Travel Bank'. This will expire in 2022 and for a FEE we can get a further extension. Agent Donna also added: 'Covid-19 or not this is WestJet's policy.

Agent Donna when asked by my wife: 'Would we have lost our money if we simply did not board the booked flight?' Agent Donna replied: 'Yes you would have lost your money'. This goes to the point as to why we attempted to obtain refunds as per above.

You can always tell how well a company is run, not by how they handle things during good times but how things are handled when things go wrong. WestJet has failed this test in spades!

In stark contrast ALL of the hotels in Las Vegas where we booked were 110% in favor of issuing a refund due to Covid-19 without question or trying to 'railroad' our funds into some sort of 'bank'!

What can your office do to help me get my funds refunded to my credit card a.s.a.p.? The **services noted in this complaint were not rendered for payment received due to Covid-19!**

Please contact me with your decision.

Thank you!

Regards,

Regards,  
Raymond V.R. Riddell, President  
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