

Submitted to the Canadian Transportation Agency (Form submission)

Name: Rene King

Subject: Consultation on new refund requirements

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My experience is with WestJet... the airline is being extremely difficult with it's refund policy regarding the impact of COVID-19... I initiated the cancellation of my flights in March/20 as directed by the government of Alberta... Westjet gave me no option but to accept travel credit.. I specifically asked for a refund..citing policy.. when in fact policy would be looked at greater than 6 months later.. my request was denied for the reason being that I "initiated" the refund. There was NO way for me to know this would be an eligibility requirement in the future when this "policy" was determined after the fact. Westjet is operating with poor faith and poor business practice.. holding my much needed money hostage.. and I am helpless. It should not matter WHO initiated the cancellation. The fact remains the same... there was a legal order to stay home