

**Submitted by email to the Canadian Transportation Agency**

**Name:** Ron Dorazio

**Subject:** Consultation on new refund requirements

**Date:** February 28, 2021

To: Scott Streiner, Chair and CEO of the Canadian Transportation Agency

Thank you for the opportunity to provide my comments on this issue. These are my view points, my comment as they are important to me. I do feel that the airlines are of the thought that the refund on the flights cancelled during the past year will disappear. The customers will just accept that a voucher is acceptable. This is not right.

Item 1

When an airline does not complete the flight itinerary the “reasonable time” to complete the flight is unknown in my situation. I have booked a trip for the period, I have no option to take another period of time off. We are in a pandemic and how can I as a customer as a person foresee the when it would be safe to travel.

I do not understand your question at all and what kind of light you are trying to portray.

For your information I received a full refund for a theatre play production play in 30 days. I have also received a full refund for a music concert show (North America wide) in 30 days. These refund were processed quickly without reservations.

I am very concerned as to why there is an issue with airlines in Canada. The Department of Transportation (DOT) in the USA expect refunds to be made to the consumers whom paid for there trip, as do the European Union(EU).

This is from the EU: “European Union law says that the money must be refunded within seven days.”

Item 2

Currently the airline provided a voucher with a 2-year time window (24 months) this timeframe is extremely to too long. The time line to the delay for me is not acceptable. There should options for customers to settle their account, a full refund, or voucher.

This pandemic from the very start in late 2019, was short term health problem, it is a long term health problem as this is well documented now.

Given the current health and financial my comments below.

Health

The best guess that the public will be vaccinated by the fall to me seems a very optimistic.

There have been supply delay in the past with Pfizer and Moderna, can there be further supply issue It may occur?

Another concern, will the full population be vaccinated? There are individuals whom do not believe in vaccines, some believe that COVID-19 is a non issue its nothing. There is a variant of COVID-19 and current medical reports questions the efficiency of a vaccine for a certain (age group) segment of the population.

## Financial

Each customer has their own obligation and financial well being. The airline has been paid and basically by issuing a voucher they seem to thinks this is acceptable. I have not agreed to this voucher; I was given on other options. It was issued and that's it. Why? They point the finger to our Government says this is acceptable to do. Why?

### Item3

The full cost of the ticket is the amount paid by the customer which may include baggage fees, seat upgrade. The full amount paid, full value paid by the consumer to the airline is to be refunded.

### Item 4

The refund to be paid by the airline should be refunded in same mode of payment made by the consumer. If an option is presented such as vouchers or refunds that would fine for some consumers, however I would choose a full refund.

### Item 5

Refunds to be issued within 30 days. I feel very strongly about this as I am expected to pay up front for the full cost of my trip. The airline has had my money for 1 full year, will I be paid for lost income my money could have earned? The airline has used my money for a full year have they not?

### Item 6

A - What is the question here?

I would ask when the airline is paid in advance a trip, how are the funds in advance treated as a general operating account? These payments made by customers are advance payments for a service and are treated as a liability a debt which may be to be reversed and should be refunded to the customer as the airline did not provide their services.

Would there be an option to have the money paid in advance protected for the customer in the event that a refunded may be issued back to the customer? Why not?

You ask “if the event could threaten an airline’s financial viability”? Did you ask about the customers “financial viability”? We have debt, timely payment to make, we have wages reduced hours of work reduced, we have no work.

All businesses are suffering, many businesses have closed, a large corporation do have more options than a small business.

Airline has not provided services and further they are pointing their finger to the Federal Government of Canada as the voucher given to customer is correct to do. It would seem that a Minister did issue a clarification, however the airline has not moved forward.

From the website of the CTA: **Determination No. A-2020-122**

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“deny the request to extend the exemptions that were ordered in Determination No. A-2020-42 and Determination No. A-2020-47 “

B – I fully believe a full refund to be made to the customer.

#### Item 7

The airline company do have control over the operational affairs. When faced with difficult times do they balance their operational affairs to suit the current business environment.

Your question seems to be more airline focus than a customer whom paid hard cash for services.

Much of our population had to change we live, many have lost their jobs, had wages reduced. Lifestyles have changed and people have obligations to meet, and we live within our means.

#### Item 8

I have not fully researched the Department of Transportation (DOT) of the United States (US) or the European Union (EU). My research has been limited, but I am following up on policies, regulations of the US and EU.

A few items I have read, see below.

The DOT expect full refund for their citizens whom have paid for flight cancelled not only by the airline or flights cancelled by Government action during this pandemic. I have read that it seems the DOT also take an interest with all airlines that land on US soil and fly in airspace to what degree I am not sure. But the DOT aim is to protect/aid all customers fully with all their dealing with airlines.

The EU expects refunds to be issued to customers whom flights have been cancelled due to this pandemic. Again it is the goal to protect/aid all customer dealings with airlines.

Kind regards,