

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

**Name:** Sheryll

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I believe that since this is an unprecedented time for everyone, airlines should be more flexible in offering refunds either through the original form of payment or even via cheques. It is unfortunate for businesses like them, but what about the consumers who set aside hard earned money for travel, and if it wasn't fulfilled to reasons beyond both parties control, the aggrieved party is the only one who suffers? If there is certainty in a situation, I agree that a credit should be offered under the consumers account but with pandemic looming over us, if the credit cannot be used in 12 month's time, then the airline should be under obligation to refund the money. Airlines get bailout from government but consumer like us don't. What if the airline folds up in the future, how would that safeguard the consumer? Again, with uncertainty looming globally due to Covid, it would be best to just offer to refund(not credit vouchers) to the aggrieved party. It's not like we'd get billed the same plane fare amount, for sure the trip would cost so much more and the consumer will end up paying more than what they initially purchase.