

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

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West Jet is refusing to give back monies from the initial Covid shut down of March 2020. We cancelled as soon as the gov't recommended not flying before the do not fly and return home order was posted. Our monies were put into a "travel bank". We rescheduled for this March and had to cancel again. The airline is refusing to pay back the monies from the original as we cancelled within hours from the recommended not to travel to the do not travel. They have also put a time frame on when I have to use this money. Basically with the travel bank I will end up losing money if my flights are cheaper or spending more as I have no option but to fly with WestJet and that is if they fly to the point I need to go when the time becomes available.

Travel banks should be outlawed unless mutually agreed. I am skeptical that I will ever see my money back now as the industry is slowly having to have further shut downs.