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I have several friends that are out thousands of dollars for trips they had booked in 2020. They have requested refunds and got travel vouchers instead. What is unfair about this is when they're able to use these, the fares could skyrocket in price. They've also been given expiry dates on these vouchers, which should not be as this is out of the passenger's control. Everyone deserves their refunds! Too bad for the shareholders of these companies. Regular folks have suffered gravely during this pandemic and should be entitled to have their money back. Not to mention, if the customers were to get sick and unable to work or travel in the future, this money helps.