

Submitted to the Canadian Transportation Agency (Form submission)

Name: Vincenzo Alex Calo

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We shall all consider in our regulatory paper:

- The importance of providing legal certainty for consumers and airline customers to apply their rights

- The cancellation policies cannot be leveraged by airline companies if the provider is aware of consequent failure to provide services

e. g. Canadian governance announces travel restrictions. Customers call airlines to receive information about their trips. Airline suggests to cancel the trip and get a travel credit. Airline does not provide a refund in the initial form of payment.

- Service failure without any possible immediate action/offer from provider should signify refund to the customer

- No company should be able to retain thousands of dollars without providing any immediate service to their customers

- The travel credit should only be considered upon customer request and acceptance, if the intention and possibilities are to travel again in near future (not over a year time, now to be extended to 2022)

These comments apply all to my case of flight cancellation and enormous time spent in order to get my money back without results, which one thousand dollar for the airline might be nothing but for my family (like many others in the same situation) could really help supporting pay the bills.