

Submitted by email to the Canadian Transportation Agency

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Subject: Consultations on New Airline Refund Requirements

Hello,

I was unable to forward this submission from the CTA website after numerous attempts.

William EMERSLUND <**REMOVED**>

Issues for Consultation:

1/2. Entitlement to a refund should include 'extended' delays such as Covid which caused the cancellation of thousands of flights over several months.

3. The refund should cover the full cost of the ticket including extras where the customer's trip no longer serves a purpose because of extended periods.

4. Airlines should be required to refund in Monetary form by cash, cheque, bank deposit (or by vouchers if the customer requests and agrees).

5. Airlines should in future be required to provide refunds within 60 days (however due to the present Covid an extension of up to one year).

6. a) Yes there can be reasonable extensions in certain circumstances. b) There should be a defined deadline to provide a refund.

7. If a customer has to cancel a ticket due to a cancellation of their plans and then the Airline subsequently cancels flights, they should still receive a refund and not be forced to take a travel voucher only.

8. The Legal Frameworks should conform to the EU and US Legislations and International Laws.

*** In the case of WestJet, their policies on refunds do not conform to and violate Canadian Laws in regards to the Consumer Protection Act, The Frustrated Contract Act and several others.

Due to Covid-19 thousands of travellers had their planned events or meetings for which they were flying to attend were cancelled, leaving them no reason to continue with their flights. It was also very apparent that due to Covid several thousand flights would also be cancelled in the near future. WestJet then made it their 'policy' that they would not provide refunds to customers (and only offer travel vouchers) if it was the customer who cancelled the tickets and not the Airline even though it was very inevitable that these flights would be cancelled anyways. These flights were subsequently cancelled by the Airlines and often on the direction of Government Agencies.

These customers who cancelled their tickets should be entitled to full refunds.

William Emerslund