

On Tariffs

Ken Victor kvelg@aol.com

Thank you for this process.

One area that needs attention is what happens when a passenger cancels a flight they have booked. Currently, when a passenger cancels a flight, they are not entitled to a refund, and they have one year to use the fare for another ticket.

Even more troubling is that it is often difficult to apply the exact fare of your previous ticket to a new fare, and if your new fare is less expensive, you simply lose the remainder. For example, suppose I bought a ticket for \$1000 and then had to cancel the trip; six months later I want to use the fare for another ticket, only this ticket is valued at \$600—in this case, Air Canada would apply my \$1000 to the new \$600 fare, but the remaining \$400 disappears, as the original fare can only be applied once to a new ticket purchase and they don't preserve the \$400 as additional credit that I could use later.

And to add insult to injury, Air Canada also charges a \$200 administration fee for this process, and that administration fee must be paid separately—it cannot be deducted from the original fare. In other words, in the example above, not only do I lose \$400, but I also have to pay Air Canada an additional \$200 in order to do the transaction and apply my original \$1000 fare to a new \$600 fare.

My suggestions:

If the original fare has some value remaining after being applied to a new fare, require airlines to preserve that remaining value as credit for the passenger to use.

Allow the administration fee to be paid out of the remaining original fare.

Extend the useful period for redeeming the expired ticket from one year to two years.

Cap the administration fee at a considerably less than \$200.