

Submitted to the Canadian Transportation Agency (Form submission)

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Subject: Consultation on new refund requirements

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Hi there,

Yes, covid has thrown us all for a loop. Here's what happened to my husband and I in 2020. We had a trip booked for March 2020 to a friends wedding. West Jet cancelled our flight and we were rebooked for Nov 2020. That trip was also cancelled by West Jet. So now West Jet is holding onto our almost \$5000 and refusing to refund us. They've told us they can only offer us West Jet dollars that expire in Feb 2022. At this rate with the future uncertain we fear our hard earned money that we spend a long time saving for will be gone, out of no fault of our own.

I know the CTA is making changes for FUTURE FLIGHTS but that does not help me and I'm sure hundreds of others dealing with the same issue. Can these changes be made so those affected in 2020 can get their refunds as well?

I'd love for your help or advice on this matter if you can. We're desperate to get our refund.

Thanks,

Lorraine Stuart

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