

Submitted to the Canadian Transportation Agency (Form submission)

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I had to cancel my flight on March 12 2020 due to Covid, as I was travelling from Abbotsford, B.C. to Guelph, Ontario to help my friend through a stem cell surgery. As the doctors were concerned about her acquiring Covid, we agreed to cancel. I asked West Jet for a refund and they said the only option was a portion of the amount would be put into a "Travel Bank" and I had to use it in one year. I asked this month for a refund because my friend's health has further declined and it is still not possible for me to see her during Covid. The West Jet rep said the fund was extended for another year and they would not refund the money. The representative told me to email the CTA if I was not satisfied with this. To put in a formal complaint with the CTA, I need to ask West Jet in writing for a refund. However, West Jet does not provide an email address or address to send such a request to. So, I am stuck. This amount is \$742 and as a retired senior, I could use the money. I have no idea when I may be able to travel again.