



REIMBURSEMENT ALTERNATIVES TRIP CANCELLATION / INTERRUPTION

You can contact the following bodies if a credit or voucher for future travel is not to your satisfaction, or should your claim not be eligible with us.

Canadian Transportation Agency (CTA):

If you were offered a credit or voucher by an airline, you could require a refund from them:

[FAQ: Statement on Vouchers](#)

[File an air travel complaint](#)

Compensation Fund for Customers of Travel Agents (CFCTA) – Quebec only

If you have made travel arrangements through a travel agent/agency that holds a licence in Quebec, the Compensation Fund for Customers of Travel Agents (CFCTA) offers coverage for travel services paid but not received.

The Compensation Fund for Customers of Travel Agents is a financial protection plan from which you benefit automatically and free of charge by doing business with a travel agency that holds a licence from the Office de la protection du consommateur, regardless of whether the agency conducts its activities in a brick-and-mortar establishment or online. (Excerpt from OPC website)

How to submit your claim to the CFCTA:

Click on this link for general information:

<https://www.opc.gouv.qc.ca/en/consumer/good-service/travel/compensation-fund/>

To verify if your travel agent/agency holds a Quebec licence:

<https://www.opc.gouv.qc.ca/en/information-merchant/>

(Take note that some online travel service providers, such as **Expedia**, hold a Quebec licence and your claim must be submitted to the CFCTA.)

The claim form can be answered online or printed:

<https://www.opc.gouv.qc.ca/fileadmin/media/documents/consommateur/Indemnisation/covid19-en-dynamique.pdf>

Credit card purchase and Trip Cancellation Insurance on your credit card

If you have booked your trip using a credit card, ask a chargeback for services not rendered. Contact the issuing company or visit their website for instructions on how to submit your claim.

Keep copies of all your documents.