

Consumer tips for Canada 3000 Airline ticket buyers

In light of the recent bankruptcy announced by Canada 3000 Airlines, Alberta Government Services encourages Albertans who purchased tickets from the airline to be aware of the options available for dealing with these tickets.

Some quick tips include the following:

- Canada 3000 ticket holders are advised to check first if they have travel insurance and whether or not it will provide coverage in the event of the vendor's bankruptcy.
- Consumers who purchased tickets by credit card should contact the credit card issuer involved and request a refund, since this may be part of their cardholder agreement with the credit card company. Refunds are only available once the date to deliver the services has passed and the services were not provided.

American Express cardholders, however, have the option of filing claims immediately and may contact 1-800-668-2639 for more information.

- As of December 3, 2001, all Canada 3000 bankruptcy claims are being dealt with by PricewaterhouseCoopers. PricewaterhouseCoopers has a web site and an information hotline for consumers. The web site address is www.pwcglobal.com/brs-canada3000. The hotline is 1-877-973-3000.
- Since the new Internet Sales Contract Regulation took effect on October 15, Albertans who purchased tickets over the Internet and paid by credit card on or after this date are entitled to cancel their contracts, if the services are not provided. The business must then provide a refund within 15 days of the cancellation. If it fails to do so, the credit card company must then process a refund.

Internet purchases made with other forms of payment must be canceled and refunded by the airline under the new law. However, in this case, consumers should also contact PricewaterhouseCoopers to file a claim if the services are not provided.

Albertans who are concerned about their ticket purchases are also welcome to call Alberta Government Services' Consumer Information Centre toll-free at 1-877-427-4088 for more information. Updates as required will be made available on Government Services' web site at www.gov.ab.ca/gs under Consumer Alerts.