**U.S. DEPARTMENT OF TRANSPORTATION**

***Aviation Consumer Protection Advisory Committee (ACPAC)***

**Airline Ticket Refunds and Related Consumer Protection Matters**

**August 22, 2022**

**10:00 –** **10:15** **Welcome, Introductions, and Opening Remarks**

**Blane Workie,**Designated Federal Officer (DFO)

*ACPAC Chair and Committee Members*

**Dana Nessel,** Attorney General of Michigan, ACPAC Chair and State/Local Government Representative

**Mario Rodriguez**, Executive Director of the Indianapolis Airport Authority, Airports Representative

**John Breyault**, Vice President of Public Policy, Telecommunications, and Fraud at National Consumers League, Consumer Representative

**Patricia Vercelli**, General Counsel of Airlines for America, Airline Representative

**10:15 – 12:45** **Ticket Refunds When Airlines Cancel or Significantly Change Flights**

***DOT Presentation***

Clereece Kroha, Senior Attorney, DOT

***Questions and Comments from ACPAC Members***

***Public Comment***

**12:45 – 1:45**  **LUNCH**

**1:45 – 3:45** **Non-Expiring Travel Credits or Vouchers When Passengers Are Unable to Fly for Pandemic - Related Reasons**

***DOT Presentation***

Clereece Kroha, Senior Attorney, DOT

***Questions and Comments from ACPAC Members***

***Public Comment***

**3:45 – 3:55 BREAK**

**3:55 – 5:25** **Significant Government Assistance Related to Pandemic –**

**Refunds Required In Lieu of Non-Expiring Travel Credits or Vouchers When Passengers Are Unable to Fly for Pandemic - Related Reasons**

***DOT Presentation***

Clereece Kroha, Senior Attorney, DOT

***Questions and Comments from ACPAC Members***

***Public Comment***

**5:25 -5:30 Closing remarks**