



October 8, 2025

The Honorable Sam Graves
Chairman
House Committee on Transportation & Infrastructure
2165 Rayburn House Office Building
Washington, D.C. 20515

The Honorable Rick Larsen
Ranking Member
House Committee on Transportation & Infrastructure
2163 Rayburn House Office Building
Washington, D.C. 20515

Dear Chairman Graves and Ranking Member Larsen:

On behalf of the Travel Technology Association (Travel Tech) and our member companies, I write to express strong support for H.R. 5556, the *Flight Refund Fairness Act*, introduced by Representative Maria Elvira Salazar and a bipartisan group of co-sponsors. This legislation would ensure that air carriers transfer funds to ticket agents for cancelled, significantly delayed, or significantly changed flights within the same statutory timelines that apply to consumer refunds.

Travel Tech is the trade association representing the leading online ticket agents, including Online Travel Agencies, Global Distribution Systems, metasearch engines, and Travel Management Companies. Our members serve millions of travelers each year by delivering transparency, comparison shopping across carriers, itinerary management tools, and essential support when disruptions occur. By providing access to real-time fares and schedules from multiple airlines in one place, Travel Tech members help consumers to find the best options, manage changes or cancellations, and make informed travel decisions that promote transparency and competition across the marketplace.

As it stands today, the U.S. Department of Transportation's (DOT) refund regulations require ticket agents serving as the merchant of record to issue refunds to passengers following flight cancellations within seven business days. Yet the DOT failed to impose a corresponding deadline on airlines to return the passengers' funds to those ticket agents. This imbalance potentially forces ticket agents into a financially precarious position of being required to refund travelers after flight cancellations before receiving the consumers' refunds from airlines. H.R. 5556 closes this loophole by aligning airline-to-agent reimbursement obligations with consumer refund deadlines and requiring ticket agents to complete refunds within seven days of receiving funds from airlines.



This common-sense reform protects consumers while restoring fairness to the refund process by aligning airline and ticket agent obligations under a single, consistent standard. The result is a more balanced and transparent refund system that benefits passengers, agents, and the broader air travel marketplace.

Travel Tech thanks Representative Salazar and her colleagues for their leadership in introducing this important legislation. We respectfully urge the Committee to advance H.R. 5556 promptly to ensure that both airlines and ticket agents are accountable under the same clear standards.

Thank you for your consideration. Travel Tech stands ready to work with you and your staff to support passage of this bipartisan bill.

Sincerely,

A handwritten signature in black ink that reads "Laura Chadwick". The script is fluid and cursive.

Laura Chadwick
President & CEO
Travel Technology Association