

At the start of the year I had plans to visit my mom in Cuba. It had been two years since I last had seen her. I used to go every year for a month, then I started going for only a week my last two years of high school, but now in college is no longer possible for me to go visit her anymore. The reason why I was going this year was because she had been diagnosed with breast cancer. I had made plans to go see her as soon as possible, and I was planning to just skip school for a week in order to go there, but then all airports started closing. Covid had become a world-wide pandemic and American Airlines had canceled my flight. Thankfully my mom's surgery went with no problems, and she's been recovering since. American Airlines refused to give me a refund, for which I really needed the money. They told me that my next flight to Cuba would be free instead. To be reasonable, they must've have canceled thousands of flights due to Covid and I'm sure they just weren't able to refund all of them. Recently I decided to take the flight back home for Christmas and took a week off work to do so. American Airlines promised my flight to be free, and everything seemed to be working out. But today, days before the flight they decided to cancel it again and gave me no explanation why. They even refunded my money, after keeping it for almost a year, at first, I was confused but then I understood. The price for flights to Cuba had skyrocketed after the country opened, and they refunded my money, because they expected me to pay the full price from \$900 to \$1000 instead. I had lost my patience with them and decided to contact their customer service, and after talking to 3 different employees and being kept on hold for over 90 minutes, they hanged up on me. I ended up having to quit my job in order to make the new date of travel that I bought from a different Airline. So... life is going great.