Ontario & Atlantic Canada contact information

EASTERN STANDARD TIME

Customer Care Centre
Direct: 416.847.8600
- Monday to Friday: 8:30am to 9:00pm
- Saturdays: 9:00am to 8:00pm
- Sundays: 10:00am to 6:00pm

The main menu features 6 options:
1 South & USA products
2 Europe products
3 Tours
4 Cruise
5 Seat selection, Option Plus, baggage allowance, Kid's Club, and special services on board our aircraft
6 All other inquires

The Tours menu features 2 options:
1 For individual reservations
2 For groups reservations of 10 passengers or more

***All other inquiries* features 8 options:**
1 Ticketing
2 GDS Support
3 Agent Direct password Support
4 Accounting
5 Inside Sales
6 Schedule or hotel changes
7 Arrivals and Departures
8 To enter a direct extention
***** To repeat message
0 To return to previous menu

Ticketing
Option 6 + 1
- Monday to Friday: 8:30am to 7:00pm
- Saturday: 9:00am to 5:00pm
- Sunday: Closed

Schedule & hotel changes
Option 6 + 6
- Monday to Friday: 8:30am to 7:00pm
- Saturday: 9:00am to 5:00pm
- Sunday: Closed

Tours
Option 3
- Monday to Friday: 8:30am to 8:00pm
- Saturday: 9:00am to 5:00pm
- **NEW!** Sunday: 10:00am to 6:00pm

Groups Department
Direct: 1.888.256.9259 ext. 5
- Monday to Friday: 8:00am to 6:00pm
- yyzgroup@transat.com

One number nationally!
1.800.5.TRANSAT | 1.800.587.2672

Cruise Customer Care Centre
Direct: 1.888.222.0690
- Monday to Friday: 8:30am to 9:00pm
- Saturday: 9:00am to 8:00pm
- Sunday: 10:00am to 6:00pm

Cruise Groups Department
Direct: 1-866-922-8328
- Monday to Friday: 8:30am to 8:00pm
- cruisegrp@transat.com

Cruise B2B Support Desk
Direct: 1.888.627.2224
- Monday to Friday: 8:30am to 5:30pm

Book online at transatagentdirect.com

Sales Department
Option 6 + 5
- Monday to Friday: 8:30am to 7:00pm
- insidesales@transat.com

Sales Manager
Ontario & Atlantic Canada
- Robin Danes
  robin.danes@transat.com

Business Development Representatives
Golden Horseshoe & Mississauga
- Chad Burnett
  chad.burnett@transat.com

Southwestern & Northern Ontario
- Sharon Smith
  sharon.smith@transat.com

Toronto, Etobicoke, Barrie & Muskoka
- Denisa Stancikova
  denisa.stancikova@transat.com

Eastern Ontario
- Heidi Lord
  heidi.lord@transat.com

Key Accounts
- Susan Kooiman
  susan.kooiman@transat.com

Atlantic Canada
- Sherri Bourne
  sherri.bourne@transat.com

Administration
1.888.256.9259 or 416.847.8610
- Monday to Friday: 9:00am to 4:30pm
- Fax: 416.847.8603

Menu Options:
1 Company Directory
2 Accounting
3 Ticketing
4 Customer Care Centre (Reservations)
5 Groups
6 Prize Winners & Interline Bookings
7 Inside Sales
8 Our Address
0 Reception

Customer Relations
Direct: 1.800.387.2672
or 514.987.6078

Place du Parc,
300 Leo Pariseau, Suite 500
Montreal, Quebec, H2X 4C2
- Monday to Thursday: 10:00am to 4:00pm
- relationsclientele@transat.com

GetConnected Inquiries
- getconnected@transat.com

Brochure Orders
- fulfillment.transcontinental.ca

Price Match
- ttcmatch@transat.com

WHAT ARE YOU WAITING FOR!
bonbon.trucash.com
1.800.624.6171

For the latest flight schedules and promotions visit Agent Direct at www.transatagentdirect.com
For further assistance email insidesales@transat.com

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Etobicoke, ON, M9C 5K8

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