

Contact

191 The West Mall, Suite 800,
Etobicoke, Ontario, M9C 5K8

ONE NATIONAL NUMBER
1-800-587-2672

EASTERN STANDARD TIME • SERVICES AVAILABLE VIA 1-800-5-TRANSAT (1-800-587-2672)

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 an individual reservation
- 2 For a group reservation of 10 passengers or more

All other inquiries features 8 options:

- 1 Ticketing
 - 2 GDS Support
 - 3 Agent Direct Support
 - 4 Accounting
 - 5 Inside Sales
 - 6 If you have received a schedule or hotel change notification
 - 7 Arrivals and Departures
 - 8 To enter a direct extension
- * 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: 9:00am to 7:00pm
- Saturday: 9:00am to 5:00pm

Groups Department

Direct: 1-888-256-9259 ext. 5

- Monday to Friday: 8:00am to 6:00pm
- Saturday: 9:00am to 5:00pm
- yyzgroup@transat.com

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
- Saturday: 9:00am to 5:00pm
- cruisegrp@transat.com

Cruise B2B Support Desk

Direct: 1-888-627-2224

- Monday to Friday: 8:30am to 5:30pm
- Book online at www.transatholidaysagent.com

Sales Department

Option 6 + 5

- Monday to Friday: 8:30am to 5:30pm
- yyzinsidesales@transat.com

Sales Manager

Ontario & Atlantic Canada

- Dan Prior: 416 847-8610 X 12.8134
- dan.prior@transat.com

Business Development Representatives

Golden Horseshoe

- Chad Burnett ext. 12.8366
- chad.burnett@transat.com

Southwestern Ontario

- Charlotte Antill ext. 12.8367
- charlotte.antill@transat.com

GTA North & West

- Denisa Stancikova ext. 12.8232
- denisa.stancikova@transat.com

Eastern and Northern Ontario

- Susan Kooiman ext. 12.8364
- susan.kooiman@transat.com

Toronto

- Maria Gibson ext. 12.8365
- maria.gibson@transat.com

Key Accounts

- Brian Joseph ext. 12.8361
- brian.joseph@transat.com

Atlantic Canada

- Cathy Dunn ext. 12.8357
- cathy.dunn@transat.com

Administration

1-888-256-9259 or 416-847-8610

- Monday to Friday: 9:00am to 5:30pm
- 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
- Fax: 1-866-828-6099 or 514-987-6099
 - customerrelations@transat.com

GetConnected Inquiries

- getconnected@transat.com

Brochure Orders

Brochures can be ordered through
Transcontinental:

- To register:
<https://fulfillment.transcontinental.ca/trvl/register>
- To Order Brochures:
<https://fulfillment.transcontinental.ca>

Bonbon Trucash: 1-800-624-6171