



Small Change, Big Hearts **Online donations now possible**

Since 2009, through its *Small Change, Big Hearts* fundraising program, Air Transat has collected pocket change, in all currencies, from its passengers at the end of every flight. These funds are donated in equal amounts to SOS Children's Villages and the Children's Wish Foundation.

Effective this November 6, it will be possible to contribute to the program when booking a package online at transat.com and in TTS.

If customers wish to contribute, they can choose to donate \$1, \$2 or \$5, which will be multiplied by the number of people in the booking file, including children.



The Children's Wish Foundation is an organization whose mission is to enable children with life-threatening illnesses to fulfil their most heartfelt wish.



SOS Children's Villages is an organization that provides a stable family environment for 80,000 orphaned and abandoned children in 134 countries.

Please join in supporting this cause by mentioning this new option to customers!

[Click here](#) for more details

transat.com

November 6, 2017

Q&A Travel consultants and Call Centre agents

1. Why this initiative?

Since 2009, Air Transat has collected pocket change from its passengers at the end of each flight as part of its *Small Change, Big Hearts* program. However, passengers' contributions have been declining for a few years, mainly because of the increasing use of bank cards instead of cash.

Through this initiative, we are hoping to reinvigorate the *Small Change, Big Hearts* program and continue to support SOS Children's Villages and the Children's Wish Foundation.

2. Who are the funds raised given to?

The money will be shared equally between:

- **SOS Children's Villages:** international organization that cares for orphaned and abandoned children in 134 countries.
- **Children's Wish Foundation:** organization dedicated to granting the most heartfelt wishes of Canadian children who are diagnosed with a life-threatening illness.

3. Will it still be possible to make a donation aboard our aircraft?

Yes, the *Small Change, Big Hearts* program will still be available aboard our planes.

4. Can a customer make a donation of any amount online?

No. If customers want to donate to the *Small Change, Big Hearts* program, they can choose to give \$1, \$2 or \$5, multiplied by the number of people in their booking file, including children.

5. Are charitable receipts issued for passengers' online donations?

No, in the same way that no receipt is given aboard our aircraft.

6. On which travel products can this option be offered?

It will be possible to contribute to the *Small Change, Big Hearts* program when booking a package online at transat.com and in TTS. This option will also be available in the reservation systems used by travel consultants and Call Centre agents.

7. Is it possible to donate on an air-only sale?

No. Flight inventories are centralized in Radixx and Datalex, which do not support sub-products.

8. Is the donation refundable if the file is cancelled?

No, donations will not be refundable, even if the file is cancelled and refunded.

9. Is it possible to donate via Datalex and Radixx?

No, because these systems do not support this type of product.

10. Will a commission be paid on donations?


No commission will be paid on donations.

11. In which window in TTS is this option found?

This option will be in *sub-products*, just like excursions.

12. How is this option identified in invoices?

The option is identified in the description, under the heading "*Small Change – Petite Monnaie.*"

	File number	33128492
	Invoice number	1
	Invoice date	01NOV2017
	Book date	01NOV2017
Invoiced to (agent: STEPH)	Invoiced from	Page: 1
DEMO B2B TRAINING	TRANSAT TOURS CANADA INC	
300, LEO PARISEAU	300, LÉO-PARISEAU	
(NE PAS SUPRIMER)	BUREAU 1200	
MONTREAL(QC) CA	MONTREAL (QC) (CA	
	H2X 4C2	
Tel : (514)222-2222	Tel : (888)937-7233	
Fax : (514)987-1852	Fax : (514)987-1852	
Email:supportb2b2@transat.com	GST# :121536437R PST# :100387325T	
# Passenger name		
1 M D TEST		
2 M T TEST		
	Taxes, Fees	
Description	Amount & Surcharges	Com%
Small Change - Petite Monnaie	OK Donation - 5 dollars per person	Comm
Dep: 15-JAN-18 Qty: 2 Dur: 7		
1 M D TEST	5.00	
2 M T TEST	5.00	