



New tool to track refund requests

Travellers and travel agents can now track refund requests with a [new tool available on our website](#). To check the status of a refund request, you or your client simply needs to enter their Transat booking number and full name.

Please note that this tool does not provide tracking for group or GDS bookings.

Refund requests will have one of the following statuses:

- Received
- Processing
- Review has been completed

When a refund request has been reviewed, one of these two messages will appear:

- You are eligible for a refund. The request has been sent to your financial institution on (date). Please allow 5-10 business days for the transaction to appear on your bank statement.
- We reviewed your request, and unfortunately, you are not eligible for a refund. Please refer to our FAQ for more details.