

# IMPORTANT INFORMATION ON PROGRAM CHANGES – Winter 2021-2022



## INDIVIDUAL PACKAGES

### Destination or route cancellations

We cannot offer re-protection if:

- We no longer offer a destination
- We no longer offer a route and cannot propose a reasonable alternative gateway

In these cases, bookings will be cancelled.

Your agency will receive a notification that a booking has been cancelled due to changes to our flight schedule. When a booking is cancelled, a future travel credit (FTC) will be added to that file. Once you receive an invoice (up to 14 days after notification), you may request a refund, if this is what the client prefers, by using the [refund request form](#) that has been available since April 29. The deadline to do so is August 26, 2021, 11:59 pm.

### Changes with re-protection

#### **Flight changes with the same travel duration (same number of days/nights)**

If we make flight changes to a destination (original departure date is no longer available), we will offer your clients alternative travel dates at no price difference, provided the same room category and length of stay are available.

Your agency will receive an invoice that shows that a booking has been impacted by changes made to our flight schedule. This invoice will only show changes to the flights and not the land components. At that time, no changes can be made to the booking. You must wait to receive a notification (“TRANSAT TOURS CANADA SCHEDULE CHANGE ALERT”).

The notification will include a URL. Use this to access an online form that will show you the proposed new flight. **You must accept or decline** the new proposed itinerary within 21 days of receiving the notification.

If your client **refuses** the change, click “Decline” on the online form and submit it. You do not have to take any additional action; the refund will automatically be processed. The invoice you receive will show a credit on file, but rest assured that your client will,



indeed, receive a refund. You do not need to fill out the online refund request form. If you do, you will get an error message.

If your client **accepts** the change, click “Accept” on the online form and submit it. We will work on adjusting the land portion only after you’ve accepted the flight re-protection (new travel dates). By accepting the flight re-protection at this stage, you are NOT committing to taking the final proposal; you’re simply indicating that your client is interested in those new travel dates.

In most cases, you will receive an email within four days with the details of the land portion. In some instances, we may require more time as we await responses from hotels.

This email will advise you of one of the following scenarios:

- The hotel and room category are available: we will absorb any additional cost associated with the date change.
- The hotel is available, but the room category is not: any difference in price for a different room category will be applied to your client’s file (refund or additional cost).
- The hotel is not available: you will be asked to contact us to review alternative options. The client will have to pay the current rate for the new package, minus what was already paid.

The email about the land portion will clearly explain options and next steps. After reviewing the details with your client, you may still decline the re-protection by responding to the email. The refund will then automatically be processed. While the invoice you receive will show a credit on file, rest assured that it is, in fact, a refund. You do not need to fill out the online refund request form. If you do, you will get an error message.

### **Important policy change: Notifications indicating a change of duration**

Your agency may have received notifications of flight changes and re-protection offers for itineraries with a different duration than that of the original booking. However, we have amended our re-protection policy on bookings that have a different duration than that of the original booking. You’ll receive a revised notification with instructions.

We will no longer offer re-protection on bookings with a different duration than that of the original booking. The **exceptions** are:

- If the new itinerary is **shorter** than the original and if **either** the original departure OR return date is the same, we will grant re-protection and refund the price difference for the hotel nights lost. You must contact our reservations team to request this re-protection, as it will not be automatic.

Therefore, if the new itinerary is **longer** than the original or if **neither** the original departure NOR return date is the same, we will not offer reprotection.

- If you find that the length of stay can be maintained by moving the outbound and return flights (no more than seven days before or after the original travel dates), we invite you to contact our reservations team to adjust the file. If the hotel and room category are available, we will absorb any additional cost associated with the date change. If the hotel is available but not the room category, any difference in price for a different room category will be applied to your client's file (refund or additional cost). If the hotel is not available, you will be asked to contact us to review alternative options. The client will have to pay the current rate for the new package, minus what was already paid.

## HERE COMES THE SUN PROMO

We're pleased to confirm that we will honour the Here Comes the Sun Promo on bookings impacted by changes to our winter 2021-2022 program. The promo benefits include:

- Reduced deposit
- Price Drop Guarantee
- Flexibility (changes up to seven days before departure / cancellations up to 25 days before departure)
- Final payment due 25 days before departure
- 5 x Bonbon for agents

### Eligibility

- Original bookings must have been made under the promotion.
- Clients who accepted a reprotection are eligible.
- Clients whose bookings were cancelled and who wish to rebook are eligible.
- New bookings must be made by [September 30, 2021](#), for travel between October 1, 2021, and April 30, 2022.

### Steps

You can make a new booking and then call our Contact Centre to add the promotion, or alternatively, you can complete the entire transaction with our agents.

## SEAT SELECTION AND OPTION PLUS

If your clients had purchased seat selection or Option Plus and their bookings are now affected by a reprotection, our system will automatically reassign seats that may not



match what they had booked. Our team is working on rectifying this. Please give us some time to update files once the re-protection is accepted and completed. If we cannot offer seats equivalent to what your clients had purchased, you will be notified and your clients refunded.

## **GROUP BOOKINGS**

You'll be contacted by your group agents to discuss any impact on your files and to review alternatives.

## **REMINDERS**

Notifications for any flight time changes will be sent to agencies.

Please remember that the Sales Department cannot modify client files. You must call our Contact Centre at 1-800-587-2672 to discuss any bookings impacted by changes.