

Cancellation requests for bookings with flexibility

Option Flex – Peace of Mind – Here Comes the Sun



December 3, 2021

Dear travel agent partner,

As part of our continued effort to offer more self-serve options, we are pleased to launch a revised process for cancellations using flexibility programs through the [web form](#) dedicated to travel agents.

Flexibility Programs eligible for cancellations using the form:

- Package booked with [Option Flex Extra](#)
- Package booked with [Option Flex Standard](#)
- Air Only booked during the [Book with Peace of Mind](#) promotion (up to November 30, 2021)
- Package booked during the 2021 [Here Comes the Sun](#) promotion (April 8 to May 31, 2021)

Enhancements & Changes:

All requests for cancellations using one of the flexibility programs listed above **MUST** be submitted using this form. We will not longer accept cancellations of this nature via the call centre.

It is now possible to use this form [up to the deadline of each flexibility program](#) and to cancel all or some passengers on file:

OFFER/PROMOTION	FLEXIBILITY	CREDIT OR REFUND
Option Flex Extra	Cancel using the form up to 24h before departure	Refund in form of payment on file
Option Flex Standard	Cancel using the form up to 72h before departure	Penalty converted to a credit
Peace of Mind	Cancel using the form up to 24h before departure	Penalty converted to a credit
Here Comes the Sun	Cancel using the form up to 25 days before departure	Refund in form of payment on file

Important Reminders:

- You must use the [web form](#) dedicated to travel agents.
- This form is not to be used for group bookings or reservations made via GDS.
- Ensure the departure date is accurate and in the right format (YYYY-MM-DD).
- You must ensure the form is submitted within the allowable timeline of the flexibility program.
- It is the responsibility of the travel agent to accurately list the passengers to be cancelled.
- Partially cancelling one room usually results in a fare increase for the remaining passenger(s). Transat will contact you if applicable.
- Refund, if applicable, will be issued to the form of payment on file. Cancellation requests are final.
- Once the file is processed, an updated invoice will be sent to the agency.
- We kindly ask travel agents to submit the form with as much notice as possible and, when possible, to avoid submitting forms Friday 17:00 – Monday 09:00 ET.

We appreciate your patience during this very challenging time. Our recruitment efforts are underway, but the global labour shortage is creating havoc for many businesses and is certainly having a dramatic impact on the tour operators and airlines in Canada.