



## FAQ – Bistro pre-order service

### Available on flights to the South, the United States and Canada

**1. What is the Bistro pre-order service?**

Air Transat will be offering Economy Class passengers on flights of more than three hours to the South, the United States and Canada the possibility to order their meal in advance.

**2. When will the new pre-order program take effect?**

Passengers will be able to pre-order their meal starting November 1, 2021, for departures as of November 15, 2021, on flights of over three hours to the South, the United States and Canada.

**3. When will passengers be able to select their meal?**

Passengers will be able to select their meal up to 72 hours before the flight for departures between November 15, 2021, and April 30, 2022.

**4. What will be the advantages of pre-ordering for passengers?**

It will improve overall passenger satisfaction with:

- Access to reduced rates
- The assurance that they are getting the on-board meal they want
- A selection of one of four meals available exclusively for pre-order from Montreal, Quebec City and Toronto in addition to our popular trios
- Contribution to the reduction of food waste

**5. Why has the current menu offer been revised?**

This revision is directly in line with Air Transat's eco-responsibility approach. The pre-order service will allow us to offer passengers fresh, made-to-order meals (e.g., salads, breakfast boxes with yogurt and fresh fruit) and thus optimize inventory management to fight food waste in the aviation industry.

**6. What is on the new Bistro pre-order menu?**

Passengers will be able to choose from eight items, of which four are exclusive:

- Chicken Caesar salad – **Pre-order exclusive**
- Caesar salad – **Pre-order exclusive**
- Breakfast bento box – **Pre-order exclusive**
- Mediterranean bento box with wine or beer – **Pre-order exclusive**
- Pizza trio including snack and drink of choice\*
- Croque monsieur trio including snack and drink of choice\*
- Turkey croissant trio including snack and drink of choice\*
- Reuben sandwich trio including snack and drink of choice\*

Passengers will not be required to select a snack and drink of choice at time of booking, but rather during in-flight service.

\***Snacks:** Original or BBQ Pringles potato chips, Kit Kat chocolate, Bad Monkey popcorn or Maynards Swedish Berries candy. Subject to availability. **Drinks:** beer, wine, spirits (available on flights to and from South destinations and the U.S. only), soft drinks or bottled water. Subject to availability. Bottega Gold sparkling wine is excluded.

**7. Which destinations will pre-order be available for?**

For flights to the South and the United States that are longer than three hours, customers will be able to choose from eight pre-order items. However, for operational reasons, the four exclusive products will only be available for flights departing from Montreal, Quebec City and Toronto.

For flights within Canada from Montreal, Quebec City and Toronto that are longer than three hours, customers will be able to choose from a full selection of eight meals available for pre-order. For flights operating from other Canadian gateways that are over three hours, customers will be able to pre-order the pizza, croque monsieur and turkey croissant trios.

**8. Will these passengers be served first?**

No, there will be no priority service. Passengers will be served according to the regular order of service.

**9. Is it possible to purchase more than one meal?**

Yes, a passenger may purchase more than one meal if they like.

**10. Will passengers be able to purchase additional items on board?**

Yes, passengers may purchase additional items on board.

**11. Will a special meal service be offered?**

No, special meal service is currently unavailable on Air Transat flights to and from the South, the United States and Canada. That said, the wide range of new menu options will cater to various dietary restrictions.

**12. Will the Option Plus service be modified?**

No, Option Plus for the South and the United States will remain unchanged for winter 2021-2022 on departures until April 30, 2022. Once on board, passengers will be able to select a quick meal from the Bistro menu and a drink of choice, excluding Bottega Gold sparkling wine.

However, the Option Plus offer for the South and the United States will be modified for summer 2022 for bookings as of November 1, 2021, on departures from May 1, 2022. To standardize the South, United States and Europe offers, quick meals will no longer be included with Option Plus. Passengers will be able to obtain a snack and drink of their choice, excluding Bottega Gold sparkling wine.

**13. Will Option Plus customers be able to select their included meal in advance?**

No, the pre-order service does not apply to Option Plus customers. They can, however, pre-order an additional meal by paying the corresponding fees.

**14. Can an Option Plus passenger pre-order a Bistro item and enjoy Option Plus benefits at the same time?**

Yes, an Option Plus passenger who has purchased an additional meal using the pre-order service can also enjoy the Option Plus inclusions on board (quick meal and drink). However, they will not be issued a refund if they decide not to use their Option Plus perks on board.

**15. Will the children's meals remain the same?**

There are no meals that are exclusively for children. Children get the same meals as adults and can select a non-alcoholic drink of their choice.

**16. How does pre-ordering work?**

It is quite simple. The travel agent or the customer will be able to add their meal to [My Booking](#) after having booked.

**17. Is the pre-order service available for groups?**

Yes, passengers travelling in a group will be able to pre-order their meals.

**18. Will travel agents receive commission on meal selections?**

No, the pre-order service is non-commissionable.

**19. Do customers need to pre-order their meal for each flight segment?**

Yes, customers must choose their meal for each flight individually.

**20. Can customers modify or cancel their selection?**

No. Once a selection has been made, it cannot be changed nor cancelled.

**21. What should customers do if their flight is changed?**

In the case of a flight change initiated by Air Transat, the meal selection will automatically be transferred to the new booking. However, if Air Transat is unable to honour the meal selection due to inventory constraints or because the meal is not available on the new flight, the passenger will be advised.

When a flight change is requested by the travel agent or the customer, the meal selection is processed at the time of the change and transferred to the new flight if available.

**22. What should customers do if their flight is cancelled?**

If a flight is cancelled by Air Transat, Bistro pre-order items will be fully refunded according to the payment method on file. If a flight is cancelled by the customer, pre-order is non-refundable.