



New credit vouchers available!

Travel advisers, you asked and we listened! For flights/packages cancelled by Air Transat/Transat due to COVID-19, Transat Tours Canada is pleased to introduce new vouchers that indicate the total amount of the credit applied to a file, as well as its validity date. These vouchers are applicable to individual bookings of flights, hotel packages and à la carte hotels made with the tour operator.

The amount indicated on the credit voucher represents the total amount for all the passengers on the booking. The individual value of the credit is distributed according to the products initially reserved by each passenger*. Please refer to the invoice of the cancelled file for details on individual credit amounts.

Go to our website to download the credit vouchers for past and future departures that had to be cancelled: [Download e-documents](#). If you have trouble retrieving the vouchers, please call our Contact Centre at 1.800.587.2672. Please [click here](#) to see an example.

We will keep you updated as we continue to develop new tools to help support you when rebooking customers with COVID-19 credits and managing these files.

*In most cases, there is one voucher per file. In some circumstances, they may be a second voucher.

June 2, 2020

Soon travel will once again
brighten your everyday. And so will we.