



Option Flex: Standard and Extra

Find the flexibility you need

We all know that sometimes travel plans change. For ultimate flexibility should something unexpected happen, we offer two types of Option Flex for **South and Europe packages**: **Option Flex Standard** and **Option Flex Extra**.

	Option FLEX Standard	Option FLEX Extra
Cancel your trip up to	72 hours before departure and get a travel credit ¹	24 hours before departure and get a refund ²
Change your travel dates, destination or hotel up to	72 hours before departure	24 hours before departure
Transfer your package to a friend or family member up to 30 days before departure	✓	✓
Price per passenger	\$59	\$99

¹With Option Flex Standard, you can cancel your trip up to 72 hours before departure and get a travel credit in the amount of the penalty at the time of cancellation, and a refund for the balance and in accordance with the cancellation terms outlined on www.transat.com.

²With Option Flex Extra, you can cancel your trip up to 24 hours before departure and get a refund for the amount paid at the time of cancellation and in accordance with the cancellation terms outlined on www.transat.com. Some restrictions apply.



FREQUENTLY ASKED QUESTIONS

Option Flex

1. What is Option Flex?

Available for purchase on South and Europe packages, Option Flex allows travellers to change their travel dates, destination and/or hotel, cancel their trip or transfer their vacation package to a friend or family member, offering them flexibility and peace of mind.

2. Why does Transat offer two types of Option Flex?

More than ever, travellers want flexibility, and for some, getting a refund should they decide to cancel their booking is very important. So, to give them the ultimate level of flexibility, we offer two types of Option Flex for South and Europe packages: Option Flex Standard and Option Flex Extra.

The flexible terms and conditions offered with Option Flex Standard and Option Flex Extra override our regular terms and conditions, which are more restrictive. Please review our [terms and conditions](#).

3. What is the difference between Option Flex Standard and Option Flex Extra?

For **\$59** per person, **Option Flex Standard** allows travellers to:

- **Change** their travel dates, destination, hotel, room category or room occupancy up to **72 hours before departure** from Canada
- **Cancel** their trip up to **72 hours before departure** and get a travel credit in the amount of the penalty at the time of cancellation, and a refund for the balance
- **Transfer** their vacation package to a friend or family member up to **30 days before departure**

For **\$99** per person, **Option Flex Extra** offers even more flexibility than **Option Flex Standard** and allows travellers to:

- **Change** their travel dates, destination, hotel, room category or room occupancy up to **24 hours before departure** from Canada
- **Cancel** their trip up to **24 hours before departure** and get a refund for the amount paid at the time of cancellation
- **Transfer** their vacation package to a friend or family member up to **30 days before departure**

4. Can Option Flex be purchased by customers who have a COVID-19 travel credit?

Yes, customers who would like more flexibility can purchase Option Flex Standard or Extra when redeeming their COVID-19 travel credit for a package.

5. What commission is earned on Option Flex Standard and Option Flex Extra?

Commission on Option Flex Standard and Option Flex Extra is 15%.

In the event of a cancellation of a booking with Option Flex Extra, the agent will lose commission on that booking; however, they will retain the commission paid on Option Flex Extra, plus \$50 per traveller (adult or child) as compensation. The \$50 applies only to files that were paid in full.

6. Which products does Option Flex Standard and Option Flex Extra apply to?

Option Flex applies to Transat South and Europe packages. It is available all year long.

For the South, it does not apply to groups, air-only bookings, à la carte hotels, guided tours, United States packages, Guadeloupe & Les Saintes Duo packages, Cartagena & Baru Duo packages, or packages that include car rental, transatlantic flights with an airline other than Air Transat or transfers by air, train, cruise, ferry or speedboat. Option Flex also does not apply to packages to Marival Residences Luxury Nuevo Vallarta, Marival Distinct Luxury Residences, Sandals Resorts, Beaches Resorts, Couples Resorts, Grand Pineapple Beach Resorts or Velas Resorts.

For Europe, Option Flex does not apply to groups, air-only bookings, à la carte hotels, guided tours, Sorrento & Amalfi multi-city packages, Sorrento & Positano multi-city packages, or packages that include car rental, transatlantic flights with an airline other than Air Transat or transfers by air, train, cruise, ferry or speedboat.

7. Are Option Flex Standard and Option Flex Extra available for group bookings?

No, but we have similar products that offer flexibility to groups travelling to the South (excluding USA). Group Flex Standard and Group Flex Extra are available for up to 30% of the travellers in a group (max. 15 per group) and must be purchased at least 60 days prior to departure. When booking, please check with your Transat group agent for the conditions, as these may change during promotional offers.

For Group Flex Standard, changes or cancellations are permitted up to 10 days before departure. For Group Flex Extra, changes or cancellations are permitted up to seven days before departure.

Group Flex is not available on packages to Europe.

8. Can Option Flex be purchased after a package has been booked?

No, Option Flex Standard or Option Flex Extra must be purchased at the time of booking and is non-refundable.

9. Are Option Flex travel credits transferable?

No. Option Flex travel credits are non-transferable.

CHANGES

10. Can more than one change be made to the same file?

Yes. Multiple changes can be made, but they must all be made at the same time, and only once. Additional changes after that will be subject to penalty. Changes are subject to availability.

FREQUENTLY ASKED QUESTIONS

Option Flex

11. If the package price is higher after a change, will the customer be required to pay the difference? If lower, will they be refunded?

If the price for the new travel dates/destination/hotel/room category/room occupancy is higher, the client must pay the difference. No refund will be given should the price be lower than the initial price. For Option Flex Standard, any leftover credit will remain on file and can be redeemed any time until expiry.

12. Can customers repurchase Option Flex on a new package?

Yes. Option Flex Standard or Option Flex Extra can be repurchased but only at the time the change is made.

CANCELLATIONS

13. How long after cancellation do customers have to wait before booking another package?

For both Option Flex Standard and Option Flex Extra, customers must wait 15 days after cancellation to make a new booking.

14. Can Option Flex credits be used on any product?

Yes. Option Flex credits can be redeemed for any Transat product.

15. How can customers with Option Flex Standard or Option Flex Extra cancel their bookings?

Customers should contact their travel agents to cancel their bookings. The travel agents should then contact Transat at 1-800-587-2672 (or 1-866-322-6649 after regular business hours) to process the request.

If the travel agent is not available within the time window required for cancellations, customers may contact Transat directly at 1-877-TRANSAT (872-6728), seven days a week.

16. Will customers be refunded if they cancel a booking with Option Flex Standard or Option Flex Extra?

Customers who purchased **Option Flex Standard** can get a travel credit in the amount of the penalty at the time of cancellation, and the balance will be refunded in the original method of payment. The refund excludes the amount paid for Option Flex Standard.

They will receive the travel credit and refund within about 15 days. Travel credits will be issued in the name of each traveller on file at their travel agency and may be redeemed for any Transat product.

Customers who purchased **Option Flex Extra** can get a refund for the amount paid at the time of cancellation, in the method of payment on file. This excludes the amount paid for Option Flex Extra.

17. How long are travel credits valid for?

The expiry dates differ for Option Flex travel credits issued for bookings made by October 31, 2021, due to relaxed conditions as a result of the pandemic. However, for bookings made as of November 1, 2021, Option Flex credits will remain valid for 12 months from the original return date.

18. Can a customer book through another travel agency after cancelling?

No. After cancelling, the Option Flex credit will remain on their file; therefore, they will need to rebook with the same agency.

19. Can customers use Option Flex as a way to secure a lower rate if their package price drops?

No. There is no refund if their package price drops.

20. Is Option Flex the same price for children?

Yes. The price and conditions remain the same for all travellers who purchase Option Flex.