



Policies and procedures for cancelled flights and information on future travel

How to reach Transat

Important contacts – Ontario & Atlantic Canada

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|-----------------------|--|-----------------------------|
| Contact Centre: | 1-800-587-2672 | Mon - Fri / 9 am - 8 pm EST |
| Inside Sales: | insidesales@transat.com | Mon - Fri / 9 am - 6 pm EST |
| Business Development: | yyzsales@transat.com | Mon - Fri / 9 am - 5 pm EST |
| Groups Department: | yyzgroup@transat.com | Mon - Fri / 9 am - 5 pm EST |

For details on business hours and contact information, please [click here](#).

Reminders

Future travel credits

For flights/packages cancelled by Air Transat/Transat due to COVID-19, you do not have to do anything to the files. The bookings will automatically be adjusted with a future travel credit (FTC) for the value of the amount that was paid. The FTC is valid for 24 months from the original return date. You don't need to contact us to request this credit; it will automatically be applied to the files affected by the cancelled flights. You will receive a confirmation email as soon as a file has been processed.

There will be no cash refunds offered; an FTC will be applied to all eligible cancelled bookings. Once a file has been credited, a COVID-19 travel voucher can be downloaded in the e-documents section of our website: [Download e-documents](#). If you have trouble retrieving this document, please call our Contact Centre.

FTCs are non-transferable, and travellers will have to pay the difference in price if the rate of the new booking is higher.



Invoices

Once a file has been adjusted, the invoice will be sent to you. If you're looking for information on a specific file, log on to Agent Direct to find out [how to consult an invoice in Revnet](#) (this will allow you to see if your file has been adjusted or not). Please note that files are not adjusted in order of departure date. We thank you for your patience and are doing our best to treat these files as soon as possible.

Bonbon

For all files paid in full at the time of the flight cancellation, Transat will apply Bonbon rewards to the travel professional's account.



FAQ for travel professionals for flights/packages cancelled by Air Transat/Transat due to COVID-19 (up to June 30, 2020)

1. My client's trip was cut short due to the cancellation of flights. Will they be reimbursed for unused land components?

ITC pax whose vacations were cut short due to the cancellation of flights will not get a refund; however, they will receive an FTC for the unused land components (i.e., hotel nights, excursions, car rentals). Either the traveller or their travel agent must complete this online claim form: <https://www.airtransat.com/en-CA/forms/Post-travel>.

2. My client was at destination when the situation worsened. They purchased a new ticket to return home. Will they be reimbursed for the new ticket or for the unused portion of their original Air Transat ticket?

Your client will receive an FTC for the unused portion of their original Air Transat ticket only if that flight was cancelled. Either the traveller or their travel agent must complete this online claim form:

<https://www.airtransat.com/en-CA/forms/Post-travel>. If their original Air Transat flight operated and neither you nor your client notified us at least 24 hours prior to departure that they would not be taking that flight, then they would be considered a no-show. In which case, they would not be eligible for an FTC for the unused portion of their original ticket or for their new ticket, whether or not that new ticket was with Air Transat.

3. My client can get a refund by making an insurance claim. How do I proceed?

You must send an email to EFTPayment@transat.com requesting that we remove the FTC from your client's file. The updated invoice will include a note confirming that the FTC was declined. We suggest that you check if the insurance claim has been considered before taking this step.

If a claim is submitted by your client and denied by the insurance company, send us an email at the same address with official proof from the insurance company that the claim was denied, and we will reinstate the credit to the file.

4. My client had purchased ancillary services for a flight that was cancelled. Will they get a refund for those?

An FTC will automatically be applied to files for seat selection, Option Plus and Daniel Vézina meal purchases. The credit for these may not be processed at the same time as the booking, so we ask you to remain patient and not contact us. Depending on where the ancillary services were purchased, we may not be able to provide a credit note or voucher for them, but rest assured that these will remain on your client's file.

5. How do I proceed if my client wants to take advantage of the benefits of Option Flex that they had purchased?

A client cannot take advantage of the benefits of Option Flex if their flight was cancelled by Air Transat due to COVID-19. However, they will receive a travel credit valid for 24 months that will include the cost of the Option Flex they had purchased. There is no need to contact us.



6. Will I receive commission for bookings that were cancelled due to COVID-19?

Files fully paid at the time of the flight cancellation:

Commission will be processed as usual for these files. No commission will be paid for the new booking except if the price of the new booking is higher than that of the original, you will receive a commission on the difference in price. There are delays due to the number of files that require adjustments. Your patience is appreciated. Please note that for group booking commissions, the delay may be longer, due to the manual process.

Files that had a deposit at the time of the flight cancellation:

Since commission is only paid on files that were fully paid, you will receive commission on the new booking made by the client.

7. How is Transat handling chargebacks?

We will vigorously contest any chargeback claim and are working closely with major financial institutions, credit card providers and various levels of government to minimize these. If a client successfully claims a chargeback, we will not put the burden of payment on the travel agency; however, we will have to recall the commission.

8. How do I apply the FTC on a new file when my client is ready to book?

For now, you must make the booking and then call our Contact Centre to have the credit applied to the file. The travel credit issued as a result of COVID-19 can be redeemed for packages, flights, à la carte hotels, or any other products or services, at any Air Transat destination. It may be used for future purchases with Transat or Air Transat directly. Exception: The credit issued for cruise packages has specific conditions and must be redeemed for a booking with the same cruise line.

The credit is specific to each passenger, so passengers who were travelling together initially do not need to rebook together. The credit can be redeemed for multiple bookings; any residual amount will remain on file and may be used subsequently by the passenger.

9. How do I apply a group FTC on a new file when my client is ready to book?

If the group is travelling together using FTC travel agents must contact the groups department to make the new reservation and to have the FTC applied to the new booking. However, clients can choose to no longer travel as a group when redeeming their travel credits; in this case travel agents can create a new individual booking and then contact the Group Department to have the FTC applied to the new booking.



10. Are there any restrictions on what can be booked using a FTC?

There are no limits on the number of credits redeemed per flight, and there are no blackout dates. For individual bookings, clients can redeem their credits for any type of product (flights, packages, hotels, excursions, etc.), except for cruise packages. Also, certain promotional offers may not apply to bookings made with the travel credit issued as a result of COVID-19.

There are some restrictions for group travel. Credit for a South package must be redeemed for another South package. There may be further restrictions on group travel to Europe that included land components. Please contact the Groups Department to discuss options.

11. Can my client purchase Option Flex when making a new booking with their COVID-19 FTC?

Yes. And once the new booking is made, standard Option Flex terms and conditions will apply.

12. What are the policies and procedures for bookings made in GDS?

Conditions applicable to bookings made in GDS are [available here](#).



Policies and promotions for packages/flights for travel from July 1, 2020, onward

Temporary easing of final payment conditions

Effective March 24, 2020, final payment is due 25 days before departure (instead of the usual 45 days before departure). This is valid for:

- Travel between July 1, 2020, and October 31, 2021
- Individual bookings of flights and packages made via the tour operator (excluding cruise packages)

Package cancellation terms are also aligned with these amended final payment conditions:

Cancellation fees

- 25 days or more before departure: loss of deposit
- 22 to 24 days before departure: 50% of the total amount
- 21 days or less before departure: 100% of the total amount

All other terms and conditions remain the same. This is also applicable to bookings made before March 24. Your files will continue to show the original due date for final payment, but your clients can rest assured that final payment will now be due 25 days before departure. It is not necessary to call us.

Book with peace of mind

Clients can book a flight to any destination or a South package between April 30 and May 31, 2020, and if their travel plans change, we will waive the change fees.

- They can reschedule their travel for any time within 12 months of the original return date, changing travel dates, hotel or destination (or all three) at no charge up to 24 hours before departure.
- If they wish to cancel instead, we have also relaxed our cancellation terms and conditions: they will receive a future travel credit for the value of the amount paid, valid for 12 months from their original return date.

Clients can book a South package in May with a reduced deposit of only \$100 per person.

Applicable to new individual bookings only; conditions apply.

[See details here.](#)



Group promotions

Book a group package by July 31, 2020, with a deposit of only \$300

Valid on ITC South packages for departures between November 1, 2020, and April 30, 2021.

Book up to 40 seats/20 rooms.

Offer valid on new bookings only; restrictions apply.

[See details here.](#)

Book a group to Europe by December 24, 2020, and earn 10x Bonbon

Valid on packages, tours and air-only groups, for travel in 2021.

Offer valid on new bookings only; restrictions apply.

[See details here.](#)