



TRAVELLER CARE

Discover Transat's
health and safety program

Transat's health and safety program FAQ for travel professionals

July 26, 2021

We, at Transat, have implemented our Traveller Care program to ensure the health and safety of our employees and clients at every step:

- At the airport
- On board
- At destination (the hotel portion will, of course, be the responsibility of the hoteliers)

1. Since when have these measures been in place?

For air operations, the measures have been in place since the resumption of our flights in 2020, on July 23.

2. What are the guiding principles of the health measures?

All the measures are based on recommendations from civil aviation regulatory authorities, such as the International Civil Aviation Organization (ICAO), as well as guidelines from the Government of Canada (Transport Canada, Public Health Agency, etc.) and jurisdictions of the countries to which we travel.

The guiding principles are as follows:

- Respecting social distancing
- Limiting physical contact
- Reducing handling

Travel eligibility

3. Can customers travel to all destinations offered?

As the impact of COVID-19 continues to evolve and government guidelines in various countries change rapidly, we strongly recommend that customers check the entry requirements of their destinations via our [practical guide](#) before travelling.

4. Will passengers have to quarantine upon arrival at destination or upon their return home?

Passengers are advised to familiarize themselves with the government guidelines and entry requirements of their destination and home countries, as they vary from country to country and from traveller to traveller. This info is available via our [practical guide](#).

5. Passengers are asked to watch for common symptoms of COVID-19 to make sure their health allows them to travel. What should they do if they have symptoms? Who should they contact?

All passengers travelling to all destinations, including within Canada, will be required to answer these questions when checking in online or at the airport:

1. Do you have or suspect you may have COVID-19?
2. Do you have a fever?
3. Do you have a cough?
4. Do you have difficulty breathing?
5. Have you been denied boarding for medical reasons related to COVID-19 in the last 14 days?
6. For international flights from Canada: Upon arrival at destination, you must complete a form detailing your travel plans and contact information. Do you have any concerns about providing this information?

7. For international flights to Canada: Canada currently has entry restrictions for foreign nationals. Is there any reason you would be denied entry into Canada?
8. Do you have a mask to cover your nose and mouth at the airport and on board?

If a passenger answers YES to any of the questions 1 to 7 at home or at the airport, they will be prohibited from travelling, unless they present a medical certificate attesting that their symptoms are not related to COVID-19.

Passengers who are denied boarding should contact Transat's Contact Centre to postpone their trips at no charge.

Before departure

6. Passengers are recommended to check in online. Is this available at all airports?

Online check-in can be done either on our [website](#) or through the [Air Transat app](#). It is available for most destinations, except Port-au-Prince in Haiti. For Port-au-Prince, check-in will take place at the check-in counters at the airport. Passengers must keep two metres (six feet) distance from others when queuing at the check-in counters.

However, some passengers may still be required to go to the check-in counter so the agents can verify their proof of a negative COVID-19 test (or that they're complying with any other entry requirement), if it's required by their destination country.

7. Will passengers be able to get mobile boarding passes on their phones?

Passengers will be able to get mobile boarding passes on their phones for flights from Montreal, Quebec City, Ottawa, Toronto, Hamilton, London (Ontario), Calgary, Vancouver, Fort Lauderdale, Orlando, London (Gatwick), Manchester, Paris, Malaga, Lisbon, Porto and Faro.

For flights from other airports, we recommend that passengers print their boarding passes before arriving at the airport. They can also print them at the self-service kiosks at the airport, where available, or obtain them at the Air Transat check-in counters.

8. Why are passengers being asked to inquire about the health measures at their airports of departure?

Health measures vary from airport to airport. As these are protocols beyond our control, it's important that passengers get informed about these measures. For example, some airports require the wearing of masks upon arrival, while others require it at the security checkpoints.

9. Can passengers still bring carry-ons with them on board?

Yes, there are no changes there. Passengers are allowed one carry-on and one personal item. The allowed dimensions must be checked before departure. It is worth noting that carry-on regulations will be strictly enforced. Any bag that exceeds the limits must be checked in, and a surcharge may apply.

At the airport

10. Will Air Transat be taking passengers' temperatures?

Passengers' temperatures may be taken at the airport as part of screening procedures prior to departure (by the country's government authorities, in accordance with the health and safety measures in place).

In addition, Air Transat will ask passengers these questions:

1. Do you have or suspect you may have COVID-19?
2. Do you have a fever?
3. Do you have a cough?
4. Do you have difficulty breathing?
5. Have you been denied boarding for medical reasons related to COVID-19 in the last 14 days?
6. For international flights from Canada: Upon arrival at destination, you must complete a form detailing your travel plans and contact information. Do you have any concerns about providing this information?
7. For international flights to Canada: Canada currently has entry restrictions for foreign nationals. Is there any reason you would be denied entry into Canada?
8. Do you have a mask to cover your nose and mouth at the airport and on board?

If a passenger answers YES to any of the questions 1 to 7, they will be prohibited from travelling, unless they present a medical certificate attesting that their symptoms are not related to COVID-19.

If proof of a negative COVID-19 test is required by the destination country, this will be verified at the check-in counter.

11. What happens if the authorities take a passenger's temperature and deny them boarding?

The Contact Centre agent will cancel the booking and issue a travel credit so that the passenger can postpone their trip. The passenger would have to pay any difference in price for the new booking.

12. What happens if a passenger shows COVID-19 symptoms before their return flight?

The passenger will be denied boarding and must remain at destination. They should contact their Transat destination representative or our Contact Centre to book a new return flight—for travel 14 days after diagnosis—with no change fees or difference in price. However, the passenger will be responsible for any additional costs, such as for accommodations.

13. Are priority check-in counters still available (Club Class, Option Plus, Eco Flex, families)?

Yes, but we still recommend that passengers check in online before arriving at the airport. If proof of a negative COVID-19 test is required by the destination country, passengers must go to the check-in counter for verification.

14. Is wheelchair service still available at the airport?

Yes, and wheelchairs are disinfected regularly.

15. Is the unaccompanied minor service still available?

Yes.

16. If a passenger arrives at the airport without a mask, will Air Transat provide them with one?

The airport may require that passengers wear masks upon arrival. It's therefore the passengers' responsibility to have masks with them upon arrival at the airport. It's important for passengers to check the airport health measures before departure.

Air Transat will provide a free Traveller Care kit on board, which includes a mask, hand sanitizer and disinfecting wipes.

17. Is the baggage handling process the same?

Regular baggage check-in procedures apply. However, during bus transfers to/from hotels (for those with an all-inclusive package), customers will be asked to handle their own luggage, if possible.

18. Is priority queue at checkpoints still available for Club Class and Option Plus passengers?

Yes, at airports where this service is available.

19. How long before boarding will it be recommended to arrive at the boarding gate?

Sixty minutes before the flight, as before.

20. How will boarding take place? Is there still priority boarding?

In addition to passengers with reduced mobility, priority boarding will now also be offered to those travelling in Club Class, with Option Plus or with kids.

The rest of the boarding will be done by zone. The zone number is indicated on the boarding pass. Passengers will be asked to keep two metres (six feet) distance from other passengers while boarding.

21. How will boarding take place if a shuttle is required?

There will be an increased number of shuttles used to allow additional space for distancing between passengers.

Cleaning of aircraft

22. How are the aircraft cleaned and disinfected, and how often?

Before each flight, the aircraft is thoroughly cleaned with hospital-grade disinfectant, including seats, headrest covers, seat belt buckles, seat controls, seat-back pockets, armrests, light switches, air circulation controls, tray tables, individual entertainment screens and overhead bins. The entire aircraft is also cleaned every 24 hours with an electrostatic disinfectant sprayer.

23. What is an electrostatic disinfectant sprayer?

An electrostatic sprayer is a device used by Air Transat and other airlines to clean and disinfect large surfaces more efficiently. It produces a disinfectant mist that takes three to five minutes to dry. The solution used is safe for passengers, equipment and the environment. But while it cleans and disinfects, the solution does not prevent future contamination.

24. How do the new measures for cleaning and disinfecting the aircraft differ from before?

Pre-pandemic, a mix of cleaning and disinfecting solutions was used, but the focus was mostly on cleaning; disinfection was done only on specific areas and in specific situations. But now all cleaning solutions include a disinfectant, and the entire aircraft is disinfected. Our flight schedule has been adjusted to allow for this daily thorough cabin disinfection, ensuring a clean and safe environment for passengers to fly in.

25. Is the risk of COVID-19 infection high on planes?

We are taking every measure to limit the risk of spread, as recommended by regulatory authorities: disinfection, wearing of masks, limiting contact. In addition, on board all our aircraft, our reliable HEPA (High Efficiency Particulate Air) filters eliminate 99.995% of small particles, such as bacteria and viruses, refreshing cabin air every three minutes.

On-board experience

26. Are passengers required to wear masks on board?

Canadian authorities require that passengers wear masks on board at all times. Exempt from this requirement are children under the age of two and passengers with a medical condition that prevents them from wearing masks.

If a passenger does suffer from such a medical condition, they must ask their doctor to complete the Air Transat medical form in the 30 days before their departure and submit it to us at least seven business days before their departure flight. The passenger will also have to present the medical form to the agents on the ground in order to justify not wearing a mask during the flight.

All masks must meet public health criteria, which means they must completely cover the nose, mouth and chin, and must be securely fastened to stay in place.

27. Is the cabin crew required to wear masks on board?

Yes, crew members are required to wear masks at all times. During the inflight service, they wear masks and, at certain times, may also wear face shields and gloves.

28. What happens if a passenger on board shows symptoms of COVID-19?

The passenger must immediately notify a flight attendant. If a flight attendant suspects a passenger might have symptoms of COVID-19, the infectious disease protocol will be immediately implemented. The passenger with symptoms will be isolated, and nearby passengers will be protected.

29. What happens if a passenger is diagnosed with COVID-19 after their flight? Will the other passengers be informed?

In Canada, the infected traveller will fall under the care of the Public Health Agency, which will then contact the passengers at risk according to the standards in effect.

30. Is Air Transat selling spaced-out seats like other airlines, for example by leaving a seat free next to each passenger?

No. We are following the ICAO recommendations. Passengers are encouraged to keep their assigned seats as much as possible.

31. What is the procedure for lavatory use?

Passengers are asked to remain seated throughout the flight. One passenger at a time may wait their turn outside the lavatory. Other passengers must wait for this space to become available before standing up.

On-board services

32. Are Club Class services affected by the health measures?

All Club Class services are now reinstated, with the exception of the meal, which remains a prepackaged gourmet meal. Therefore, priority airport services (check-in, queue at security checkpoints, baggage handling), two pieces of checked baggage, a welcome cocktail, Comfort Kit, amenity kit, beverages and snacks are all offered. The gourmet meals are presented at the end of this document.

33. Is Option Plus affected by the health measures?

Not anymore. All the Option Plus services are now reinstated. These include priority airport services (check-in, queue at security checkpoints, baggage handling), a piece of checked baggage, meals (on flights to the South), alcoholic beverages, a snack and Comfort Kit.

34. Is Chef Daniel Vézina's gourmet menu available?

No.

35. Is there a meal served on flights to/from Europe?

A prepackaged meal consisting of a cold dish and dessert will be served. A snack will also be offered.

36. Are special meals available?

No. Passengers with dietary restrictions can bring their own meals on board. They should inquire about restricted items at their airport checkpoints.

37. Are passengers able to purchase products from the Bistro menu?

The Bistro menu is available on all flights longer than three hours.

38. Is there bar service during the flight?

Bar service with soft drinks, juice and water will be offered. Passengers can also purchase beer in cans and wine in single-serve bottles at affordable prices.

39. When is the Traveller Care kit given to passengers?

It is distributed by the crew before takeoff.

40. Are the Comfort Kit and earbuds available for sale?

Yes. The Comfort Kit will also be offered for free to passengers who have purchased Option Plus.

41. Are the travel goodies for Kids Club members distributed on board?

Yes, the on-board surprises for Kids Club members will be offered to our mini-globetrotters.

42. Are products from the duty-free boutique available for sale?

The duty-free boutique will be reinstated on flights to the South and the United States starting November 1, 2021, with a limited offer. The complete offer is available for pre-order for South and Europe flights.

43. Are the print documents still in seat-back pockets?

Only the safety card required by regulatory authorities is in the seat-back pocket. Atmosphere magazine and the duty-free catalogue are currently suspended.

44. Is priority baggage handling available (Club Class, Option Plus, Eco Flex, Kids Club)?

Yes.

[At destination \(for those with an all-inclusive package\)](#)

45. How will passengers know where to go to take the transfer bus to the hotel?

Passengers will receive a notification from the Air Transat app before departure that will tell them where to go. This information will also be included in their e-documents. People who cannot find this information can present themselves at the Transat counters in the airport (just before exiting the airport).

46. Does the Air Transat app work at all destinations?

All, except Cuba. In Europe, a toll-free line offering 24/7 assistance is available to travellers who have purchased a package.

47. Are there welcome meetings/briefings?

Yes, welcome meetings/briefings can now take place at hotels. Information on the destination and available excursions can also be found via the Air Transat app. Customers can also make an appointment with their Transat representatives via the Air Transat app or by phone. The representatives' phone numbers are indicated in the e-documents.

48. What are the safety measures taken by the hotels?

Hotels are taking health measures very seriously and have developed rigorous protocols. As these protocols vary by hotel and are the responsibility of the hoteliers, we urge travellers to get informed about them. This information will also be shared on the hotel pages of transat.com as they become available.

49. What happens if a traveller shows symptoms of COVID-19 during their stay?

The traveller will fall under the care of the hotel. Rooms will be available to isolate the guest prior to case confirmation. The on-site physicians will test and monitor the guest. If the case is confirmed, the hotel will follow the measures established by the country's public health, keeping the guest isolated in their room or taking them to the hospital if necessary.

50. Are excursions available?

A selection of excursions that meet our health and safety criteria is available. To limit contact, we recommend that customers purchase them online before departure.

51. Canada requires a negative PCR test no later than 72 hours prior to returning to the country. How does Transat help its customers comply with this requirement?

Some of our [hotel partners](#) now offer their guests COVID-19 testing on-site or at an external clinic.