

Web form to apply future travel credits on new bookings



March 22, 2022

Transat is pleased to launch a temporary web [form](#) that enables travel advisors to apply a future travel credit to a new reservation. This form eliminates the need for advisors to call our Contact Centre to apply credits.

We are presently working to automate the process of applying these types of FTCs as form of payment directly in Sirev (as enabled currently for COVID-19 credits).

This form is for travel agents exclusively when applying a FTC as form of payment on an **individual booking** made via the Transat Contact Centre, Sirev or Revnet. This form can not be used if departure is within 7 days.

The webform is to be used when applying these types of credits:

- ✓ [Option Flex FTC¹](#)
- ✓ [Peace of Mind FTC²](#)
- ✓ Omicron FTC
- ✓ Denied boarding FTC
- ✓ COVID-19 FTC (only if the credit has been transferred to another person, otherwise please redeem it in Sirev)

¹IMPORTANT: If a file was cancelled using **Option Flex Standard**, per the conditions, a 15-day wait period applies before booking a new file if passengers intend to use these credits as payment. Option Flex credits will not be applied to any file booked before this wait period expires, the file will be subject to regular payment and cancellation terms.

²If a FTC was issued for a flight booked in Sirev with Transat as supplier, use the web form to apply it to a new booking with Transat (tour operator). However, if the FTC was issued for a flight booked with a fare option (Eco fare) with Air Transat as supplier, apply the FTC directly in Sirev when booking a new flight with Air Transat. Any request to apply a FTC than involves a transfer from Air Transat to Transat, or vice-versa, must be done via our Contact Centre.

To apply FTCs issued by Transat's Customer Relations department, travel advisors must call our Contact Centre.

For files with departure in less than 7 days, please contact our Contact Centre. We expect a high volume of form submissions, therefore due to delay in treatment, these files must be processed by phone.

The travel agency will receive an updated invoice for each file (original and new booking) once the transfer of credits has been completed. It is the travel advisor's responsibility to verify the availability of the credit and obtain instructions and consent from their customers to apply this credit as requested on the form. As well, the agent must ensure accuracy of the file once it is adjusted and to pay any balance owing if the credits do not cover the cost of the new file. E-docs will only be available once the credit is applied and that any remaining balance has been paid in full.



Requests are prioritized based on departure date, please expect a delay of up to 14 days. By guaranteeing the file with a cheque you are ensuring that the booking will not be cancelled before the credit can be applied / transferred.

The form is only applicable to files booked with the tour operator. Please do not use it for GDS bookings.