

Tips to help you avoid calls to our Contact Centre

Recap of tools and resources for travel advisors



December 03, 2021

It is more important than ever to ensure accuracy of information when making a booking:

- ✓ Validate and enter the correct date of birth for all passengers.
- ✓ Ensure that names match the information on the travellers' passports.
- ✓ Confirm which [Option Flex](#) your customers wish to purchase (Standard or Extra)

Update - Cancelling files with flexibility up to the limit of flexibility ([all details](#))

The [form](#) allows agents to submit cancellation requests online for individual files **up to the flexibility limit, for all or part of the passengers on file** (Option Flex Standard or Extra, Book with Peace of Mind, Here Comes the Sun promo).

Price Drop Guarantee – web form to Request a Fare Adjustment

A web [form](#) is available to request a Price Drop Guarantee fare adjustment for files booked during the [Here Comes the Sun promo](#). The Price Drop Guarantee is valid **up to 30 days before departure** and bookings must meet all criterias (same departure city, travel dates, destination, room category, and flights as those booked). Files not paid in full at time of request must be paid in full including a \$25 per person administration fee once the Price Drop Guarantee is redeemed. Files paid in full at time of request will be refunded the difference in fare less a \$25 per person administration fee. The new fare is not guaranteed until you receive an updated invoice from Transat confirming that the request has been granted and processed.

Please use the tools & resources that are available to you:

- [Transat Agent Direct](#) is the information center for travel advisors.
- If you have lost your access codes to Agent Direct, please use the [quick links](#).
- If you are looking for a [hotel offering a covid test](#).
- If the hotel does not offer a test, consult the [directory of COVID-19 testing centers](#) per region.
- If you are looking for [entry requirements](#) by destination or have questions on [Traveller Care](#).
- If you have questions concerning [baggage and onboard services](#).
- If you wish to submit a [price match request](#).
- If you wish to [book a file using a covid credit](#).
- Familiarize yourself and your client with our [Terms & Conditions](#).

By booking your files using Sirev or Revnet you gain access to self-service functionalities in TripBook. Files booked over the phone do not have access to TripBook. If you've booked in Sirev or Revnet, please manage the following tasks on your own (watch our how-to video for help):

- Put a [file on option](#) (including Option Flex).
- [Confirm a file or add a payment](#).
- [Add a special request to a booking](#)
- **[Make a FREE name correction up to 3 days before departure](#)** (change a few letters, add/remove a middle name). Fees are temporarily being waived.
- [Make seat selection, add Option Plus, prepay a meal or add a piece of luggage](#).
- [Booking one file with multiple occupancies](#) in Revnet.
- [Book Option Flex per person for travellers sharing the same room](#) in Revnet.

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Temporary extension of validity on files booked on option

- Departure 25 days or more: option is available for 72 hours
- Departure between 22 and 24 days: option is available for 24 hours
- Valid on all departure dates, packages and air-only, South and Europe.

Assistance for passengers in destination

Transat offers destination representative services for your clients travelling on a package. For any assistance, your clients must contact the destination representative. Contact information is available in the travel documents and via the [Air Transat mobile app](#) (by adding their trip / contact my representative).

What happens if a client tests positive at destination? Transat will be able to book a new return flight, 14 days after the diagnosis, with no change fees or price difference. Customers travelling on a package must contact their destination representative for the change; flight-only customers must contact Transat. Additional costs such as accommodation are at the client's expense.

Additional tools

- [E-brochures](#) per destination
- Access our [Virtual Academy podcasts](#)
- View our [recorded webinars](#)
- Share your [hotel recommendation](#) with clients – click the share button and create a personalized email

Group seat selection

We're happy to announce that our group seat selection team is in place and ready to help with all your group needs (seatgroup@airtransat.com). This includes:

- Changes to the group seat blocks
- Changes to the Option Plus for the wedding couple
- Purchasing seat selection for passengers within the group
- Purchasing option Plus for passengers within a group
- Purchasing excess baggage for passengers within a group
- Sporting equipment requests and bookings for a group

We continue to seek opportunities where we can help alleviate calls to the contact centre and will notify you if we add functions to this list. Thank you so much for your patience!