

Tips, tools and resources for travel advisors



April 11, 2022

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

- ✓ Ensure that names match the information on all traveller's passports
- ✓ Validate and enter the correct date of birth for all passengers
- ✓ Confirm which Option Flex your clients wish to purchase (Standard or Extra)

Webforms available to travel advisors

NEW – form to apply a future travel credit on a new booking ([form](#))

Apply one of the credit types below by using this [form](#). Applies to Transat Tours Canada individual bookings only made via the Contact Centre, Sirev or Revnet, and for departures at least 7 days out.

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

¹If 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.

Form to cancel a file with flexibility ([form](#))

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). Travel advisors must use this form to cancel files with these flexibility offers; our Contact Centre will no longer accept requests for these cancellations. [Do not cancel the reservation in your system before or after submitting the form, our team will process the changes on the file.](#)

Form to request a Price Drop Guarantee fare adjustment ([form](#))

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 criteria (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.

Form to process an automatic Price Match or to request a Price Match over \$50 (form)

Our new form for Price Match is easy to use. Once you have verified that the Price Match meets the terms & conditions, make the reservation (or option) and fill out the form by clicking on the blue button '*Request a quote*' on top of the page.

Assistance available

Temporary assistance for managing files

A temporary procedure allowing sales to help you with certain file modifications is available to you. From now on, we will accept, for a limited period, requests for the following modifications to files booked with Transat Tours Canada:

- ✓ Add Option Flex (Standard or Extra) up to 2 business days after booking for travel beyond 21 days. The agent must apply the payment themselves.
- ✓ Remove Option Flex (Standard or Extra) from a file booked on option that is being confirmed. The removal request must be made when the file is being guaranteed.
- ✓ Modify Option Flex up to 2 business days after booking for travel beyond 21 days. The agent must apply the payment themselves.
- ✓ Name correction for travel outside of 5 days.
- ✓ Correction of date of birth for adults (18 years old +) for travel outside of 5 days.
- ✓ Add a free flow remark (only ones that are not available in self-service).

Requests listed above may be done for one or more passengers on file. You must send us an email to commsupport@transat.com.

Email Subject Line:

DEPARTURE DATE / TTC FILE NUMBER / SUBJECT (Adding Option Flex, Name correction, etc.)

Body of Email:

- ✓ Agency PIN
- ✓ Agency phone number
- ✓ Number to reach you (if different)
- ✓ Passenger names
- ✓ Clear description on action required and passengers it applies to

Please do not send follow-up emails, we will treat requests based on urgency, departure date and time sensitivity. Due to high volumes, please allow for a few days to receive a response. Rest assured that we will action your request as soon as possible. Including the requested information in the subject line will help us prioritize requests.

Issues 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).

File Management Tips

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

Name corrections and applying payment:

It is possible for travel advisors to manage these two tasks on most files without the assistance of the Contact Centre. Before calling, please try to manage your files independently.

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

Other important resources

- [Transat Agent Direct](#) is the information centre for travel advisors
- If you have lost your access codes to Agent Direct, please use the [quick links](#)
- If you are looking for [entry requirements](#) by destination or have questions on [Traveller Care](#)
- If you have questions concerning [baggage and onboard services](#)
- Familiarize yourself and your clients with our [Terms & Conditions](#)
- [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
- Quick [e-learning](#) information clips



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