



Canada Transat Contact Information

EASTERN STANDARD TIME

Customer Care Center

Hours of operation

Monday – Friday : 9am–9pm

Saturday – Sunday : 9am–5pm

The main menu features a few options. Please listen carefully as options may have changed.

- > Make a reservation
- > Modify an existing reservation, add on board services or general inquiry
- > GDS Helpdesk
- > Groups of 10 or more
- > Ticketing or Agent Direct
- > Commercial Team – Sales
- > Accounting

Groups Department

Monday to Friday 9:00am to 5:00 pm
Ontario, Atlantic and Western Canada
1 888 256 9259 or 416 847 8610
Email: transatgroups@transat.com

Quebec and Ottawa

1 800 277-7421 ou 514 987-7421
Email: groupe@transat.com

Price Match

Email: ttcmatch@transat.com

Customer Relations

Online Form: [Available here](#)
Email: relationsclientele@transat.com
Mail: Place du Parc, 300 Leo-Pariseau Suite 500
Montreal, Quebec, H2X 4C2

Transat Agent Direct

Email: agentdirect@transat.com

Get Connected Inquiries

Email: getconnected@transat.com



One number nationally!

1.800.5.TRANSAT | 1.800.587.2672

Commercial Department

Monday to Friday: 9:00am to 5:00pm

Ontario & Atlantic Canada

Email: insidesales@transat.com

Quebec & Ottawa

Email: repsinternes@transat.com

Business Development Representatives

Ontario & Atlantic Canada

Chad Burnett – chad.burnett@transat.com

Ontario

Susan Kooiman – susan.kooiman@transat.com

Ontario

Sherri Bourne – sherri.bourne@transat.com

Atlantic Canada

Quebec & Ottawa

Maryanne Dubé – maryanne.dube@transat.com

Quebec, Saguenay, East of Quebec, Estrie & Monteregie

Valerie Gagnon – valerie.gagnon@transat.com

Montreal, Laval, Laurentians, Outaouais & Ottawa

Sales Manager

Ontario, Atlantic & Western Canada

Lindsay Merrill – lindsay.merrill@transat.com

Quebec & Ottawa

Marjorie Larose – marjorie.larose@transat.com

Commercial Director

Ontario, Atlantic & Western Canada

Nicole Bursey – nicole.bursey@transat.com

Quebec & Ottawa

Karine Gagnon – karine.gagnon@transat.com

Please join our Facebook Groups

For English Canada: Follow Your Transat Sales Team
<https://www.facebook.com/groups/followyourtransatsalesteam>

For Quebec: Suivez votre équipe Transat!

<https://www.facebook.com/groups/suivezvotreequipetransat>

Air Transat

Baggage

See our web site: [Available here](#)

Fare Options

[Available here](#)

Commission Structure for Air Transat Flights

[Available here](#)

Flight Status and Schedule

[Available here](#)

Disruptions & Recourses

Delays & Flight disruptions/ Baggage :
Delayed, lost or damaged/ Denied
boarding [Available here](#)

Special Requests and Reduced Mobility

Fill in the [form](#) for a request or email
requests@airtransat.com.

GDS Helpdesk

gds-helpdesk@transat.com

Option Plus Commission

For inquiries about Option Plus commission
only
oplus-commission@airtransat.com

Air Transat Accounting

For inquiries regarding BSP ticketing with Air
Transat
airtransat.revenus@transat.com

Air Transat App

You can download it on Apple and Android
mobile devices. It's free and available in English
and French



For the latest flight schedules and promotions visit
Agent Direct www.transatagentdirect.com