

TERMS & CONDITIONS – EUROPE WINTER – 2017-2018

The purchase of packages, flights, à la carte accommodations, excursions, transfers, À la carte visits, show tickets and car rentals (hereinafter referred to as the “Services”) offered by Transat Tours Canada Inc. operating as Transat (hereinafter “Transat”) constitutes a contract between you (the “Customer” or “Customers”) and Transat, which includes namely the terms and conditions described hereinafter. Please ensure that you carefully read and fully understand these terms and conditions prior to booking.

ACCURACY OF INFORMATION

Transat has put forth all necessary efforts to ensure that all the information in the Winter Europe 2017-18 brochure (hereinafter the “brochure”) is current and accurate at the time of publication and posted on our website. However, changes to the Services, descriptions, prices and terms and conditions can take place at any time and without prior notice after publication namely to add new Services, correct errors and omissions or for other reasons beyond our control. Any such updates will be made through notices to travel agents or on our website. If there is any discrepancy between the terms and conditions of the brochure in paper format (or its equivalent e-brochure) and those posted on our website, the terms and conditions appearing on the latter shall prevail. Therefore, please contact your travel agent or visit our Website to verify any such updates prior to booking.

SERVICES

Packages featured in this brochure include, unless otherwise indicated, roundtrip flights in Economy class from the selected departure city, roundtrip airport/hotel transfers at destination, accommodation for the length of the stay in accordance with the room category and occupation selected, and as appropriate, other service offerings related to such package, hotel taxes and service charges (unless otherwise indicated).

À la carte accommodations include lodging according to the length of stay, room category and occupation selected and all hotel taxes and service charges (unless otherwise indicated). À la carte accommodation can be provided in an À la carte hotel or through the rental of studios, apartments or villas.

Car rentals are subject to specific terms and conditions that vary in accordance with the car rental agency and country of rental. Please consult the Website for further information regarding car rentals.

Services do not include the Customer’s personal expenses, tips, telecommunication fees, certain taxes as well as any other services or activities that are not specifically described herein. Some cruise lines may require, in certain circumstances, the payment of a fuel surcharge.

For flights operated by an air carrier other than Air Transat, please contact your travel agent directly to enquire about their applicable terms and conditions.

Local tourism taxes are not included.

PRICES

Prices on our Website are set based on several factors including, but not limited to, prices of suppliers, exchange rates, fuel costs, taxes and other fees in effect at time of publication. To the best of our knowledge, prices indicated are valid as of the date of publication and are subject to change without notice. Unless otherwise indicated, all prices are quoted in Canadian dollars (CAD) on a per person basis and include the applicable retail sales tax, the federal goods and services tax, governmental and airport fees and duties, local airport taxes at destination, tourist card fees and service fees. For Québec residents, prices exclude the contribution to the Compensation Fund for Customers of Travel Agents equivalent to \$1 per \$1,000 of travel Services purchased.

The airfare used to establish the prices for South Packages and Guided Tours is the most advantageous fare available with the air carrier selected by Transat as of date of publication for flights from the Canadian gateway to the chosen destination during the dates of travel. Aircraft seats at such fares are therefore subject to availability and may no longer be available at the time of booking. Accordingly, the prices of South Packages and Guided Tours contained on our Website may increase due to the unavailability of seats in this particular fare category or further to the imposition of a surcharge by the air carrier.

Price reductions resulting from a promotion or a decision by Transat are applicable to new bookings only. Transat also reserves its right to refuse any booking made at an erroneous price.

For Services booked through a travel agent licensed in Québec, prices may be increased in the event of the imposition of the air carrier’s surcharges or an increase in the exchange rate, insofar as the exchange rate applicable 45 days before the date on which the Services are provided has increased by more than 5% since the date of the reservation. If the increase, without taking into account any increase in the Québec sales tax or the federal goods and services tax, is equal to or greater than 7% of the price of the Services, the Customer may choose between full and immediate reimbursement of the Services or the provision of similar services of the same price, otherwise the difference in price shall be borne by the Customer; no price increase may occur within 30 days preceding the date on which the Services must be provided.

For Services booked through a travel agent registered in Ontario, except if paid in full, the total price of the Services may be increased. If the cumulative increase, without taking into account any increase in the retail sales tax or the federal goods and services tax, is more than 7%, the Customer has the right to cancel the booking (and obtain a full refund of the Services) or opt for comparable alternate Services acceptable to the Customer, as long as the price of the alternate Services corresponds to the price of the original Services, otherwise the difference in price shall be borne by the Customer.

DEPOSIT, TERMS OF PAYMENT AND ISSUANCE OF TRAVEL DOCUMENTS

Any reservation of Services made 45 days or more prior to departure date must be accompanied by a deposit as follows:

- **Transatlantic flights only:** \$300
- **Packages:** \$300
- **À la carte accommodations:** \$100
- **Excursions, à la carte visits, show tickets, connecting flights, travel insurance policies, transfer:** 100% of total cost, at time of booking

Unless otherwise specified, final payment must be made no later than 44 days prior to the scheduled departure date. Reservations made 44 days or less before the departure date must be accompanied by payment in full. Final payment dates may vary for À La Carte Hotels, promotional fares and groups.

If final payment is not received within the required period, Transat reserves the right to cancel any such reservation, in whole or in part, without prior notice and without recourse by the Customer and charge the applicable cancellation fees indicated at the end of these terms and conditions.

Electronic tickets and other travel documents will be issued by the travel agent or Transat only if full payment for the Services has been received. It is the responsibility of the Customer and of the travel agent to ensure that the information shown on all travel documents is accurate and consistent with the reservation.

PAYMENT OF SERVICES

Verbal or written authorization provided by the Customer to the travel agent or Transat for the use of a personal credit card number constitutes a confirmation of the reservation, acceptance of the present terms and conditions and authorization to pay the deposit and/or the purchase of Services, as the case may be. However, upon request by the travel agent or Transat, the Customer may be required to provide written confirmation that the credit card may be used without a signature. Once a credit card number has been provided to guarantee a reservation, the travel agent (or Transat) becomes responsible for such payment and must keep a signed copy of the Customer's authorization on file.

Transat reserves the right to cancel any reservation without prior notice and without recourse by the Customer if credit card charges are not honored.

PROMOTIONS

The promotions announced by Transat during the season are valid for new bookings only, may not be combined, and apply only to Packages, air only and hotels featured on our Website and are subject to any applicable restriction. Transat reserves the right to modify the conditions or withdraw any promotion at any time without notice. Certain Packages may include bonus offers, namely free unlimited drinks, gratuities, drinks included with meals, shore excursions or special pricing on beverage packages, which may be subject to change at any time without prior notice.

FLIGHTS AND OTHER AIR, SEA AND GROUND TRANSPORTATION

Unless otherwise indicated, all flights are operated by Air Transat.

Changes: All flights offered by Transat are conducted in accordance with the applicable tariff of the air carrier and pursuant to regulations set out by the Canadian Transportation Agency. All such flights and tariffs are also subject to approval by the relevant government authorities. Flight consolidations and changes in the published schedules, aircraft type, days of operation, air carrier providing air travel or flight itineraries may be undertaken at any time and without prior notice, in accordance with the air carrier's tariff.

Flight schedules and connecting flights: Flight times, even as they appear on airline tickets, are subject to change without notice. Flight schedules may be altered or affected by various circumstances over which the air carrier or Transat has no control. Customers having purchased a package or a flight with Transat are carefully responsible for verifying flight times with the air carrier or Transat's representative during the 24-hour period immediately preceding departure and return flights. Transat undertakes to notify Customers reasonably in advance, through means it deems appropriate, of any schedule changes resulting in the advancement or delay of flight departure time or in case of any flight cancellation. Customers with connecting flights have the responsibility to allow themselves sufficient time to make their connection. Unless airline tickets from "point of origin to final destination" were purchased from Transat, the latter will not be liable for any scheduling change or missed flight connection, including any additional costs incurred and special, incidental or consequential damages (including namely the loss of wages and the loss of vacation days) arising from the foregoing.

Airport check-in: We recommend that Customers arrive at the airport check-in counter at least three (3) hours prior to departure in order to ensure sufficient time to obtain their boarding pass and register their baggage. Air Transat check-in counters close one (1) hour prior to the time of departure, therefore passengers arriving after that time may be denied boarding. Furthermore, Customers must be at the boarding gate at the specified time, failing which their seat may be re-assigned to another passenger and their reservation may be cancelled, with no right of recourse or refund.

Seat assignment: Unless pre-assigned, aircraft seating is conducted by personnel at the air carrier's check-in counter. In the event of the loss or unavailability of confirmed Club Class seats with Air Transat or similar upgrade with another air carrier further to the change of air carrier, aircraft type or flight consolidation, the refund by Transat of the amount paid for Club Class service or similar upgrade shall be deemed a complete and final settlement.

Baggage: Air carriers have individual rules and regulations with respect to the number of bags allowed, weight and dimensions. Also, the authorized allowance for checked baggage granted by air carriers may also vary depending on the city of departure or return of a flight. Customers are invited to consult their travel agent or air carrier to obtain pertinent information. Please note that baggage and property are transported, stored and handled at owner's risk at all times.

Non-permitted and prohibited items in checked or carry-on baggage: It is recommended that Customers consult the Canadian Air Transport Security Authority's website (www.catsa.gc.ca) prior to travel to determine if any restrictions apply to items contained in their checked or carry-on baggage or carried on their person that may pose a danger if carried by air.

Other applicable conditions and limitation of liability of the air carrier: The terms of carriage and claims relating to the loss of, or damage to, baggage are governed by the Montreal Convention or the Warsaw Convention, as the case may be, the applicable tariffs of the air carrier as well as the conditions of contract appearing on the airline ticket, boarding pass and baggage check, and are subject to all applicable government regulations that establish the limit of the air carrier's liability. Once filed with and approved by federal regulatory authorities, any amendments or changes to the applicable air carrier's general terms and conditions of carriage are not subject to additional public notice and are legally binding. Any unused portion of an airline ticket on the dates specified cannot be used for travel on another flight, and upon request, may be subject to a partial refund of certain taxes and fees in accordance with Transat's terms and conditions.

Refusal to transport/removal of Customer: Transat shall not be liable for refusal for its or another air carrier's refusal to transport Customers caused by one of the following circumstances: a Customer who fails to register for a flight (no show), a customer who jeopardizes public safety, a Customer who does not hold the proper travel documents or the latter are invalid, a Customer who violates or may violate any applicable law; or Transat or the air carrier deems it necessary to deny boarding of a Customer in order to prevent any danger or risk to such Customer or to any other person or property, or to ensure the safe conduct of the flight. This section also applies to, with the necessary adjustments, ground and maritime transportation.

MINORS

A Customer who is a minor pursuant to the laws of the country of travel must be accompanied by a parent or a legal guardian that is over the legal age in such country and must share the same room. Air navigation orders adopted by Transport Canada allow infants (under 2 years of age at date of completion of travel) to travel free of charge provided they do not occupy a seat (the purchase of a tourist card may be required for certain destinations). A flight reservation must be made and no meal service will be provided. Please consult the air carrier to enquire about the conditions and fees applicable to the transportation of unaccompanied minors.

TRAVEL INSURANCE

Transat highly recommends the purchase of travel insurance at time of booking to cover against unexpected events, namely trip cancellation, damage or loss of luggage, as well as insurance covering medical and hospitalization costs abroad. Insurance premiums are payable in full at time of booking. Consult your travel agent or visit the Website for more information on the various insurance plans available.

TRAVEL DOCUMENTS

A valid Canadian passport is the only reliable and universally travel and identification document available to Canadians for the purpose of international travel. Certain countries require that passports be valid for six (6) months beyond the date of return to Canada. It is the full responsibility of the Customers to obtain, at their own expense, all necessary travel documents required by the relevant government authorities, and to comply with the various laws thereof. Canadian citizens born in certain countries may require a visa in addition to a valid passport. A permanent resident card will be required for permanent residents/landed immigrants who are not Canadian citizens. Minors travelling with only one parent or legal guardian may have to obtain a signed consent letter by the other parent authorizing the child to travel.

Customers are fully responsible for obtaining the required travel documents and must ensure they have the necessary documents in hand prior to departure. For more information on required travel documents, please visit www.travel.gc.ca. Customers who fail to provide the required documents may be denied boarding privileges by the carrier, cruise line or relevant authorities, without further recourse or the possibility of a refund. Entry to another country may also be refused even if the required information and travel documents are complete. No refund or replacement will be issued for lost or stolen travel documents. Transat shall not be liable for any assistance or information provided by its employees or the travel agent in connection with obtaining any necessary travel documents or complying with any laws, whether given verbally, in writing or otherwise, or for any adverse consequences to any Customer resulting from failure to obtain such documents or to comply with such laws.

CUSTOMER ADVISORY

Certain events are part of normal unpleasant occurrences which may arise when travelling abroad. The Customer realizes this possibility, solely assumes the consequences thereof and agrees that Transat cannot be held responsible for any damages owing to such occurrences as outlined hereafter.

Living standards: Customers are asked to bear in mind and accept that living standards, including sanitary conditions, local practices, religions, political regimes, as well as the conditions with respect to the provision of public utilities, services and accommodations at destination, may differ from those in Canada.

Service disruptions: Some services including local public water, electricity, air conditioning, hot water, security measures and other services or benefits may be partially or completely suspended or interrupted during the Customer's stay. Likewise, depending on the hotel's occupancy rate, à la carte dining may be replaced by buffet dining or vice-versa.

Food, water and beverages: Some services including local public water, electricity, air conditioning, hot water, security measures and other services or benefits may be partially or completely suspended or interrupted during the Customer's stay. Likewise, depending on the hotel's occupancy rate, à la carte dining may be replaced by buffet dining or vice-versa.

Social and sports activities: Some social activities, organized sports and entertainment, as well as the use of sports equipment in participating hotels, are included in packages and as such, do not impact the cost of packages. These added benefits vary and are subject to change or cancellation without notice at any time during the Customer's stay.

Insects: Insect life thrives in certain climates and can therefore be commonly found inside and outside of any hotel, regardless of its classification. Customers are advised to take all necessary precautions.

Natural phenomena: Certain natural phenomena may occur at times causing temporary or permanent changes to the natural landscape.

Construction and maintenance: In order to maintain the quality of services, resorts must regularly undergo routine maintenance, improvement and renovation work and, in some instances, expansion. Whenever construction or maintenance work likely to interfere with the use and enjoyment of any accommodation is brought to the attention of Transat, every reasonable effort will be deployed to promptly notify Customers however, Transat cannot be held accountable for any inconvenience caused to them.

Religious holidays, school breaks, elections and conventions: Certain inconveniences, such as cancellation or unavailability of some Services, may arise when travelling during periods designated as religious holidays, school breaks, elections or conventions. Given that these periods vary according to the country and relevant authorities, it is practically impossible for Transat to provide any indication of such dates. The Customer acknowledges this and solely assumes the possible consequences of travelling during these periods.

Pregnant women: Certain destinations may present potential risks to pregnant women (or those who may become pregnant) and/or their unborn children. Prior to travel, Customers should inform themselves of the potential risks for pregnant women travelling abroad to the intended destination and the preventative measures to be undertaken. Transat cannot be held responsible for any health problems or illness resulting therefrom and the Customer is advised to take all necessary precautions.

ROOM AND HOTEL ALLOCATION

Hoteliers are solely responsible for room allocation in accordance with the category reserved by the Customer. Transat has no responsibility with respect to the location, decor, furnishings or type of bed in a room, which may vary in accordance with the location of the room on the hotel premises. Should a Customer choose to alter the room category upon arrival at destination, such change may be made subject to availability and payment of additional fees. Please contact the local representative (or the hotelier) at destination for any hotel room change. Where "accommodation or equivalent category" appears, the accommodation listed is not guaranteed and the supplier will have sole discretion in choosing an alternative of the equivalent category. Customers will be informed of the accommodations reserved on their travel documents prior to the date of departure. Transat cannot be held liable for the supplier's selection.

HOTEL CHECK-IN AND CHECKOUT

The Customer acknowledges and accepts that check-in time for most hotels is between 1 PM and 3 PM and that checkout time can be as early as 11 AM on the day of departure. The hotelier will advise the Customer at check-in of the appropriate checkout time. Whenever meals and drinks are included in the package, the Customer is eligible for said services from the time of check-in until the time of checkout.

CUSTOMERS WITH SPECIAL NEEDS

Customers requiring special services or assistance while travelling must advise their travel agent (or Transat) and the air carrier of any and all specific needs at time of booking, so that appropriate measures can be taken to allow access to air travel and accommodations.

CHANGES TO TRAVEL SERVICES BY TRANSAT

If certain booked Services are no longer available prior to the Customer's departure or after arrival at destination, Transat reserves the right to replace them with comparable Services, or alternatively, to cancel them. If the replacement Services are of lesser value, Transat's liability shall be limited to the sole difference in cost. If the replacement Services are of greater value, the Customer will be required to disburse an amount equal to the difference between the price of the Services purchased and that of the replacement Services. The Customer will be entitled to refuse such replacements if they occur prior to departure. In such a case and in the event of a cancellation, Transat's liability shall be limited to the reimbursement of the price of Services paid by the Customer. Itineraries and times indicated on our Website are for reference only and are subject to change. Itineraries, tours, accommodations or means of transportation are subject to change without notice. Local tour operators and guides reserve their right to alter or substitute alternative itineraries with or without prior notice to the Customer, such decision being final and without any recourse against Transat.

CHANGE AND CANCELLATION FEES

In certain circumstances, Transat or the supplier will allow Customers to make certain changes to their reservation. If such changes are not allowed or the Customer chooses not to travel or use the Services purchased, the applicable cancellation fees for the Services will apply. Please consult the Change and Cancellation Fees chart at the end of these terms and conditions.

CUSTOMERS RESPONSIBILITY

Statement to the travel agent: Customers are responsible for advising their travel agent of their intentions, expectations and needs, as they relate to the proposed travel, before the reservation is completed.

Health: Customers whose physical condition so requires must ensure that they have a sufficient quantity of any required medication (prescription or other) and that such medication be stored in their hand baggage at all times. Customers must also consult competent medical authorities prior to departure to enquire about preventive medical measures to be taken as regards the country visited. Customers are also responsible for ensuring that they are fit to travel. As certain excursions can be strenuous, please enquire before booking.

Pregnant women: The air carrier may refuse pregnant women for whom air travel may involve a risk to themselves or their unborn children. In these cases, a medical certificate establishing the due date and fitness to travel may be required prior to departure. Please ask your travel agent for the air carrier's policy or consult our Website in this regard.

Sports and activities: Sports and other activities described on our Website are provided for information purposes only and are not meant to incite Customers in any way to participate in them. Transat cannot be held responsible for any accident or mishap occurring at destination during the practice of any sport or activity in which Customers participate of their free will and initiative.

FORCE MAJEURE

Transat shall not be liable for any claim, loss or damage to a person or to property, cost, expense, inconvenience, loss of enjoyment or of time, disappointment or frustration, either mental or physical, resulting from any delay, cancellation, accident, illness, injury or death, resulting from, but not limited to:

- Any act of god or force majeure or of a third party;
- Any war, revolution, insurrection, riot, embargo, terrorist act or consequences thereof, nuclear disaster or any other unlawful act against public order or authority;
- Any fire, flood, explosion, earthquake, volcanic eruption, epidemic, pandemic, quarantine, public health emergency, storm, lightning, hurricane, tornado, tropical storm or any other adverse weather condition;
- Any accident to or malfunction of an aircraft, ship or any equipment used in connection therewith, loss of or hijacking of an aircraft or a ship, or any shortage of or inability to provide labor, fuel or facilities;
- Any strike, lockout, labor dispute or other labor relations issue or other industrial disturbance whether involving Transat employees, employees of its suppliers or others upon whom Transat relies;
- Any decision of any governmental authority or legislative body having jurisdiction in the circumstances, and whose action or inaction may affect the conduct of Transat's operations;
- Any default from a supplier upon whom Transat relies for the performance of the whole or any part of the Services described and provided herein; or
- Any other occurrences beyond the reasonable control of Transat, whether actual, threatened or reported, which may interfere with Transat's operations or that of its suppliers.

EXCLUSION OF LIABILITY

Transat makes arrangements with air carriers, cruise lines, hoteliers, local tour operators and other independent parties to provide Services to the Customer. Although Transat takes care in selecting its suppliers, it has no control over them and cannot be held responsible for their actions, omissions, faults or negligence or that of their employees or sub-contractors, nor for any loss or damages suffered as a result thereof. Services provided are subject to the conditions imposed by the suppliers and their liability is limited by their tariffs, conditions of carriage, tickets, vouchers, international conventions and agreements. The terms and conditions of this section shall extend to and benefit all of Transat's representative, agents and employees.

EXCURSIONS AND À LA CARTE VISITS

Customers may wish to participate in optional à la carte visits, excursions, sightseeing tours or other activities (collectively, the "excursions") that may be offered by Transat on behalf of local suppliers for an additional fee. These excursions are purchased at the Customer's sole risk, and Transat shall not be held liable for the quality or safety of such excursions that are organized and conducted by a third party supplier who may adhere to security standards and norms that may differ from those of the Customer's country of origin. Any written or verbal contract and representation for such excursions shall be deemed to have been made between the Customer and the supplier of such excursions and shall be undertaken at the Customer's own risk of loss, damage or injury. Transat shall not be liable in any manner for any complaints or claims that may arise as a result of participation in any such excursions.

CONFIDENTIALITY

Transat protects the confidentiality of the personal information of its Customers in accordance with applicable laws. Please follow this link to view our [Privacy Policy](#).

COMMENTS AND CLAIMS

Should a Customer require assistance to remedy any problem at destination, the Customer must immediately contact the Transat representative. Alternatively, the Customer must contact the local representative, tour guide or hotel manager at destination or Transat at the following e-mail address: customerrelations@transat.com. If a problem cannot be resolved or dealt with immediately, Customers are requested to forward their comments or claims in writing to their travel agent or Transat within 30 days of the date of return.

APPLICABLE LAW

This contract is deemed to be executed and governed by the laws of the province in which the Canadian gateway city is located. The voiding of one or other of the clauses hereto shall neither annul nor invalidate these terms and conditions.

OPTION FLEX TERMS AND CONDITIONS

DESCRIPTION

The Option Flex program ("Option Flex") is offered by Transat Tours Canada Inc. ("Transat") at a cost of \$89 per person for Customers purchasing Europe packages featured on our Website.

Option Flex must be purchased at time of booking along with the required deposit and is non-refundable. Option Flex is not available for group bookings, flights only, or À la carte accommodation or packages including transfers by plane, train, high-speed boat, or transatlantic flights operated by carriers other than Air Transat. With Option Flex, the Customer has the flexibility to make a change or a cancellation to their booking as described hereafter, and Transat will waive its right, where applicable, to increase the price of the package after the booking date on account of the air carrier's surcharges.

The Customer may benefit from only one change or cancellation under Option Flex. Any request for change of departure date, destination or hotel or cancellation of a trip must be made directly to the Customer's travel agent and be received by Transat at least 72 hours prior to departure, and in the case of a name or passenger change, up to 7 days prior to departure. If the Customer's travel agent is unavailable, the Customer may make a change or cancellation request by contacting Transat at 1-866-322-6649 (24 hours a day, 7 days a week). The date of the change or cancellation will be deemed to be the date on which such a request is received by Transat. Any change or cancellation request not received within these timelines will not be accepted and the cancellation fees outlined in the Change and Cancellation Fees section hereafter will apply if the Customer does not travel. If a change or a cancellation is permitted, the Customer must repurchase Option Flex at the time of said change or cancellation in order to be entitled to its benefits for any future travel.

CHANGES

The following changes are permitted under Option Flex:

- a) change of name or passenger;
- b) change of departure date, hotel or destination;
- c) change of room category. Certain changes are subject to availability.

If the requested change cannot be made prior to departure, Transat may offer alternate solutions to the Customer; if such alternate solutions are not acceptable to the Customer or if none are offered by Transat prior to the scheduled departure date, the Customer will then have the option to change the departure date and destination and select a new Transat package or cancel the booking as described herein. In the case of a change of departure date, hotel or destination, the Customer must reserve a new Transat package through their travel agent and travel at the latest 12 months from the initial departure date.

Any price differential resulting from any change or the selection of a new package must be paid by the Customer. No refund will be issued if the price of the new package or hotel room thereof is lower following such change. In the case of a change of name or passenger, the total package price must be paid on the date of such change and the new passenger will have to provide any identification required by Transat and a written consent signed by both the original and the new passenger confirming such transfer of package.

CANCELLATION

In the event of a cancellation, a refund of the Customer's package in the original payment method or Option Flex travel credits will be provided within a period of approximately 15 days, in accordance with the terms stated below. As well, a waiting period of 15 days from the date of cancellation will apply before a new booking can be made by the Customer. If Option Flex travel credits are provided as part of the refund, they will be credited to the Customer's account with their travel agent and may be used for the future purchase of any Transat travel product. Option Flex travel credits remain valid for 12 months following the initial departure date and must be used in the same timeframe, and are non-transferable and non-refundable.

45 days or more prior to departure: The amount of the deposit paid or of any payment made up to \$300 in Option Flex travel credits and the balance in the original mode of payment (excluding Option Flex fees and tourist card fees).

44 to 21 days prior to departure: 50% of the total price of the package in Option Flex travel credits and the balance in the original mode of payment (excluding Option Flex fees and tourist card fees).

20 days to 72 hours prior to departure: 100% of the total price in Option Flex travel credits (excluding Option Flex fees and tourist card fees). The Option Flex program is not a travel insurance plan and does not replace such insurance coverage, both of which should be purchased prior to departure.

CHANGE AND CANCELLATION FEES – PACKAGES, À LA CARTE ACCOMMODATIONS AND AIR TRANSAT FLIGHTS

The following outlines the various changes permitted and the applicable fees payable per person plus taxes with respect to certain Services booked. Fees apply to each change requested by the Customer and are cumulative.

IMPORTANT: Transat or a supplier may, from time to time, offer special rates for certain hotels or types of rooms therein for which non change will be allowed without penalty. These special rates bear the words "non-refundable" or "no changes allowed" and the terms and conditions hereafter will therefore not apply.

PACKAGES

Name correction

- 1 day or more prior to departure: No charge
Less than 24 hours prior to departure: Not allowed

Change of name or passenger^{1*}

- 45 days or more prior to departure: \$300
44 to 21 days prior to departure: 50% of total cost
20 days or less prior to departure: Not allowed

Change of departure date, hotel or destination*

21 days or more prior to departure: \$150*

20 days or less prior to departure: Not allowed

Change of room category*

15 days or more prior to departure: No charge

14 to 8 days prior to departure: \$100* (per room)

7 days or less prior to departure: Not allowed

Change of room occupancy^{2*}

8 days or more prior to departure: No charge

7 days or less prior to departure: Not allowed

Any other change

Consult your travel agent.

Cancellation

45 days or more prior to departure: \$300

44 to 21 days prior to departure: 50% of total cost

20 days or less prior to departure: 100% of total cost

AIR TRANSAT FLIGHTS**Name correction**

1 day or more prior to departure: No charge

Less than 24 hours prior to departure: Not allowed

Change of name or passenger

Not allowed.

Change of flight, date of departure or destination*

1 day or more prior to departure: \$300* (per segment)

Less than 24 hours prior to departure: Not allowed

Any other change

Consult your travel agent.

Cancellation

45 days or more prior to departure: \$300

44 to 8 days prior to departure: \$350

7 days or less prior to departure: 100% of total cost

À LA CARTE HOTELS**Name correction**

3 days or more prior to pick-up: No charge

Less than 2 days prior to pick-up: Not allowed

Name change^{1*}

8 days or more prior to pick-up: \$50

7 days or less prior to pick-up: Not allowed

Change of departure date or hotel*

3 days or more prior to pick-up: \$50 (per room)

Less than 2 days prior to pick-up: Not allowed

Change of room category*

15 days or more prior to pick-up: No charge

14 to 8 days prior to pick-up: \$100 (per room)

7 days or less prior to pick-up: Not allowed

Change of room occupancy^{2*}

8 days or more prior to pick-up: No charge

7 days or less prior to pick-up: Not allowed

Hotel cancellation in Greece

15 days or more prior to pick-up: One night fee

14 to 8 days prior to pick-up: 50% of total cost

7 days or less prior to pick-up: 100% of total cost

Cancellation

3 days or more prior to pick-up: \$25

Less than 2 days prior to pick-up: 100% of total cost (maximum 3 nights)

CANCELLATION FEES – OTHER SERVICES

Cancellation fees for excursions, à la carte visits, show tickets, travel insurance policies, connecting flights, domestic flights or land transfers are 100% of the total cost at all times.

*Changes are subject to the prior approval of the suppliers and the Customer must bear any price difference for the Services between the date of reservation and the date of the change (excluding any applicable promotion) in addition to the applicable change fees (no reimbursement will be provided if the price of the Services is lower further to the change).

¹One name or passenger change per reservation is allowed.

²In case of a change of room occupancy, only price difference will be borne by the Customer who will occupy the room further to the change.

Printed in Canada in August, 2017.

Transat Tours Canada Inc., doing business as Transat, is registered as a travel agent in Québec (reg. no. 754241), a travel wholesaler in Ontario (reg. no. 50009486) and a travel agent/wholesaler in British Columbia (reg. no. 2454), with offices at Place du Par, 300 Léo-Pariseau, Suite 500, Montreal, Québec H2X 4C2 • 191 The West Mall, Suite 800, Etobicoke, Ontario, M9C 5K8 • 1090 West Pender Street, Suite 1110, Vancouver, British Columbia, V6E 2N7.