

Canada

Air 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
- > Baggage issue after the flight
- > 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

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

One number nationally!

1.800.5.TRANSAT | 1.800.587.2672

Commercial Department Canada & USA

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

Email: airtransatsales@transat.com

Sales Support Representative

Erin MacCoubrey- erin.maccoubrey@transat.com

Account Managers

Quebec

Elysia OHayon- elysiaohayon@transat.com

Anglophone Canada

Laura Albrow- laura.albrow@transat.com

OTA and Distribution

Benoit Breton - benoit.breton@transat.com

National Sales Manager

Jhadyd Gonzalez- jhadyd.gonzalez@transat.com

Commercial Vice-President

Benjamin Pron - benjamin.pron@transat.com

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, Travel Fusion and Sirev
Air ticketing (Webfares)
airtransat.revenus@transat.com

For Sirev bookings (supplier VAT only)

credit@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