



TRAVELLER CARE

Discover Transat's
health and safety program

February 1, 2022

Transat's health and safety program FAQ for travel professionals

Transat's Traveller Care program ensures the health and safety of our employees and clients at every step:

- At the airport
- On board
- At destination (the hotel portion will, of course, be the responsibility of the hoteliers)

1. What are the guiding principles of the health measures?

All the measures are based on recommendations from civil aviation regulatory authorities, such as the International Civil Aviation Organization (ICAO), as well as guidelines from the Government of Canada (Transport Canada, Public Health Agency, etc.) and jurisdictions of the countries to which we travel.

The guiding principles are as follows:

- Respecting social distancing
- Limiting physical contact
- Reducing handling

Travel eligibility

2. What regulations are in effect for travellers from their departure point, at destination and upon their return home?

Passengers are advised to familiarize themselves with the government guidelines and entry requirements of their destination and home countries, as they vary from country to country and from traveller to traveller. This info is available via our [practical guide](#).

3. Passengers are asked to watch for common symptoms of COVID-19 to make sure their health allows them to travel. How is the check-in process impacted and what should passengers do if they have symptoms or are tested positive?

All passengers travelling to all destinations, including within Canada, will be required to answer these questions when checking in online or at the airport:

1. Have you been denied boarding for medical reasons related to COVID-19 in the last 10 days?
2. Do you have or suspect you may have COVID-19?
3. Do you have a fever, a cough or breathing difficulty?
4. A removable mask that covers your nose, mouth and chin is required. Do you have any concerns with wearing a mask?
5. Do you have a vaccination certificate or valid COVID-19 test? You are required to provide a valid document on request.
6. Passengers 12 years of age and older must be fully vaccinated or have a valid COVID-19 test to be eligible to travel. Most countries require you to complete a form (paper or electronic) detailing your travel plans and contact information. Do you have any concerns about providing this information?
7. For international flights to Canada: There are **COVID-19 travel requirements** applicable to all travellers coming to Canada. Is there any reason why you would be denied entry into Canada?

If a passenger answers YES to any of the questions while checking in online or at the airport, they will be prohibited from travelling, unless they present a medical certificate attesting that the symptoms are not related to COVID-19 (applicable only to questions 1 to 3).

If a passenger tests positive and is unable to travel, they might be able to modify or cancel the reservation according to the terms of the product booked. No changes can be made once the flexibility limit has been reached.

Important: Passengers are not to go to the airport if they have symptoms and/or have tested positive for Covid. Airport check in agents cannot make any modifications.

Before departure

4. Passengers are recommended to check in online. Is this available at all airports?

Online check-in can be done either on our [website](#) or through the [Air Transat app](#). It is available for most destinations, except check-in for Port-au-Prince will take place at the check-in counters at the airport. Passengers must keep two metres (six feet) distance from others when queuing at the check-in counters.

However, some passengers may still be required to go to the check-in counter so the agents can verify their proof of a negative COVID-19 test (or that they're complying with any other entry requirement) if it's required by their embarkation or destination country.

5. Will passengers be able to get mobile boarding passes on their phones?

Air Transat offers a [new tool to validate health documents](#), which can be accessed while checking-in online. Although currently in its test phase and available for certain destinations, this tool will be extended to our entire network in the coming months and will allow passengers to print or download their boarding pass. In its first phase, the tool is available to customers flying from Canada to the United States or to Canada from the United States, the United Kingdom, France or Spain and allows travellers to upload a PCR or antigen test result.

6. Why are passengers being asked to inquire about the health measures at their airports of departure?

Health measures vary from airport to airport. As these are protocols beyond our control, it's important that passengers get informed about these measures. For example, some airports require the wearing of masks upon arrival, while others require it at the security checkpoints.

7. Can passengers still bring carry-on luggage with them on board?

Yes, there are no changes there. Passengers are allowed one carry-on and one personal item. The allowed dimensions must be checked before departure. Please note that carry-on regulations will be strictly enforced. Any bag that exceeds the limits must be checked in, and a surcharge may apply.

At the airport

8. What screening protocols are in place?

Passengers' temperatures may be taken at the airport as part of screening procedures prior to departure (by the country's government authorities, in accordance with the health and safety measures in place).

In addition, Air Transat will ask passengers to answer the 7 questions mentioned above at question 3.

If a passenger answers YES to any of the questions while checking in, they will be prohibited from travelling, unless they present a medical certificate attesting that the symptoms are not related to COVID-19 (applicable only to questions 1 to 3).

If proof of a negative COVID-19 test is required by the destination country, this will be verified at the check-in counter.

9. What happens if a passenger is denied boarding for their outbound flight due to one or more of the reasons mentioned above?

Passengers denied check-in or boarding will be prohibited from travelling and their reservation will be cancelled per regular terms and conditions (100% non-refundable).

10. What happens if a passenger shows COVID-19 symptoms in destination before their return flight to Canada?

The passenger will be denied boarding and must remain at destination until the current regulations permit them to return.

Passengers travelling on a **package** should contact their Transat destination representative via the app or the number on their ticket for assistance.

Flight only passengers should use the Transat mobile app to contact Air Transat to book a new return flight. Flexibility conditions vary based on the type of fare purchased.

11. Are priority check-in counters still available (Club Class, Option Plus, Eco Flex, families)?

Yes, but we still recommend that passengers check in online before arriving at the airport. If proof of a negative COVID-19 test is required by the destination country or if special document is required by the departure airport, passengers must go to the check-in counter for verification even if they are travelling in these special fares.

12. Is wheelchair service still available at the airport?

Yes, and wheelchairs are disinfected regularly.

13. Is the unaccompanied minor service still available?

Yes, make sure that the unaccompanied minor has all the necessary documentation.

14. Is the baggage handling process the same?

Regular baggage check-in procedures apply. However, during bus transfers to/from hotels (for those with an all-inclusive package), customers will be asked to handle their own luggage, if possible.

15. Is priority queue at check-in points still available for Club Class and Option Plus passengers? Is priority baggage handling available (Club Class, Option Plus, Eco Flex, Kids Club)?

Yes, check-in priorities are in place at airports where this service is available and priority baggage handling is offered.

16. How long before boarding will it be recommended to arrive at the boarding gate?

Sixty minutes before the flight, as before.

17. How will boarding take place? Is there still priority boarding?

For now, priority boarding will only be offered to passengers with reduced mobility. The rest of the boarding with passengers sitting at the back of the aircraft, followed by those at the front.

18. How will boarding take place if a shuttle is required?

There will be an increased number of shuttles used to allow additional space for distancing between passengers.

Cleaning of aircraft

19. How are the aircraft cleaned and disinfected, and how often?

Before each flight, the aircraft is thoroughly cleaned with hospital-grade disinfectant, including seats, headrest covers, seat belt buckles, seat controls, seat-back pockets, armrests, light switches, air circulation controls, tray tables, individual entertainment screens and overhead bins and handles.

20. Is the risk of COVID-19 infection high on planes?

We are taking every measure to limit the risk of spread, as recommended by regulatory authorities: disinfection, wearing of masks, limiting contact. In addition, on board all our aircraft, our reliable HEPA (High Efficiency Particulate Air) filters eliminate 99.995% of small particles, such as bacteria and viruses, refreshing cabin air every three minutes.

On-board experience

With the evolving health situation and the rapid spread of the Omicron variant, new measures have been put in place on board to limit handling and contact. These changes were implemented so that all our passengers can continue to travel with peace of mind and our crews can serve them safely.

Here are the different measures applicable to our [on-board services](#):

Please visit the [Traveller Care](#) page of the [Air Transat website](#) for the most up to date information on on-board services.

21. When is the Traveller Care kit given to passengers?

It is distributed by the crew before takeoff.

22. What happens if a passenger on board shows symptoms of COVID-19?

The passenger must immediately notify a flight attendant. If a flight attendant suspects a passenger might have symptoms of COVID-19, the infectious disease protocol will be immediately implemented. The passenger with symptoms will be isolated, and nearby passengers will be protected.

23. What happens if a passenger is diagnosed with COVID-19 after their flight? Will the other passengers be informed?

In Canada, the infected traveller will fall under the care of the Public Health Agency, which will then contact the passengers at risk according to the standards in effect.

24. Is Air Transat selling spaced-out seats, for example by leaving a seat free next to each passenger?

No. We are following the ICAO recommendations. Passengers are encouraged to keep their assigned seats as much as possible.

25. What is the procedure for lavatory use?

Passengers are asked to remain seated throughout the flight. One passenger at a time may wait their turn outside the lavatory. Other passengers must wait for this space to become available before standing up.

[At destination \(for those with an all-inclusive package\)](#)

26. How will passengers know where to go to take the transfer bus to the hotel?

Passengers will receive a notification from the Air Transat app before departure that will tell them where to go. This information will also be included in their e-documents. People who cannot find this information can present themselves at the Transat counters in the airport (just before exiting the airport).

27. Does the Air Transat app work at all destinations?

All, except Cuba. In Europe, a toll-free line offering 24/7 assistance is available to travellers who have purchased a package.

28. Are there welcome meetings/briefings?

Yes, welcome meetings/briefings can now take place at hotels. Information on the destination and available excursions can also be found via the Air Transat app. Customers can also make an appointment with their Transat representatives via the Air Transat app or by phone. The representatives' phone numbers are indicated in the e-documents and a contact number for the destination is available in the Air Transat mobile app.

29. What are the safety measures taken by the hotels?

Hotels are taking health measures very seriously and have developed rigorous protocols. As these protocols vary by hotel and are the responsibility of the hoteliers, we urge travellers to get informed about them. [This information is available under Hotel's health and safety protocol on each hotel pages on transat.com website.](#)

30. What happens if a traveller tests positive for COVID-19 during their stay?

[The traveller will fall under the care of the hotel and a room will be available \(\\$\) to isolate the guest.](#) The on-site physicians will test and monitor the guest. If the case is confirmed, the hotel will follow the measures established by the country's public health, keeping the guest isolated in their room or taking them to the hospital if necessary.

31. Are excursions available?

A selection of excursions that meet our health and safety criteria is available. To limit contact, we recommend that customers purchase them online before departure.

32. Canada requires a negative PCR test no later than 72 hours prior to returning to the country. How does Transat help its customers comply with this requirement?

Some of our [hotel partners](#) now offer their guests COVID-19 testing on-site or at an external clinic.