



## Q&A – Seat assignments for families

Families are a top priority at Air Transat. As the #1 North American Leisure Airline, we want to provide an enjoyable experience for families travelling with us. We have made several changes to improve our family offers in the last few months, and this will continue throughout the year. It is in this vein that, as of January 16, 2018, we started providing free automated standard seat assignments for families on board our aircraft.

### 1. What constitutes a family booking?

A family booking includes at least one child aged 12 and under and their parents/guardians.

### 2. What do seat assignments entail?

Standard seats are assigned for free to children aged 12 and under and their parents/guardians featured on the **same family booking**. These seats will be grouped together and automatically assigned by the system after a booking has been made.

Only standard seats will be assigned, and these will be subject to availability.

Standard seat assignments are automatically generated by the system for families whose bookings include of 5 passengers or less.

Families whose bookings include 6 or more passengers must call the Information and Seat Selection Centre at 1-877-TRANSAT no later than 24 hours before departure to receive free standard seat assignments.

### 3. What is the difference between a seat assignment and a seat selection?

**Seat selection:** passengers choose the seats they want up to 24 hours before departure. Fees apply.

**Seat assignment:** 24 to 48 hours after booking, seat assignments are automatically generated by the system for families whose bookings include 5 passengers or less and children aged 12 and under. Families whose bookings include 6 or more passengers must call the Information and Seat Selection Centre at 1-877-TRANSAT no later than 24 hours before departure for their seat assignments. Seat assignments are free.

If families prefer other seats, they can opt for a paid seat selection. No discount will be granted on the seat price.

In the event of operational changes, we guarantee that at least one parent/guardian will always be seated with a child aged 12 and under.

### 4. When will seat assignments be offered?

Seat assignments began as of January 16, 2018, for all family bookings, regardless of the point of purchase (GDS, travel agency, B2C).



**5. How will passengers know which seats have been assigned to them?**

By consulting the “My booking” section on Air Transat’s website, 24 to 48 hours after booking. No confirmation will be sent.

**6. Can families choose their seats during assignment?**

No. Seats are assigned by the system and it is not possible to choose them.

**7. Are seat assignments for families available for all Air Transat destinations?**

Yes. Standard seat assignments for families are available for all Air Transat destinations.

**8. Can families who have assigned seats purchase Option Plus?**

Yes. Passengers can purchase Option Plus at the fare that corresponds to their seats.

**9. Will the Kids Club be affected?**

No. Free standard seat selection for Kids Club members (available to residents of Canada, France and the United Kingdom) is still possible for families who prefer to choose their seats rather than keep the ones they have been assigned. Please note that, in that case, only the Kids Club member has free seat selection—the rest of the family would have to pay for their seat selection.

**10. How will clients be informed of the new seat assignment service?**

Through our websites, which will be modified to reflect these changes. Booking agents will inform families at the time of booking and give them the choice of an automated assignment or a seat selection.

Although the service was launched on January 16, 2018, we will be in a trial period for a few months. External communications/promotions will begin in early spring. We will keep you updated.

**11. What are the benefits and conditions of seat assignments?**

- Seat assignments are free for families.
- They ensure parents/guardians are seated with their children aged 12 and under.
- No confirmation is sent to passengers once seats are assigned.
- Seat numbers may be modified for operational reasons, but we will ensure that seats are kept together for families. There will be no notice or compensation in the event of changes to assigned seat numbers.
- Any change to an assigned seat made by the passenger will be considered a seat selection and subject to applicable fees.

**12. What is the procedure for clients who selected seats for their families before January 16 and are now requesting a refund?**

Clients who have yet to travel should be redirected to the Information and Seat Selection Centre. Clients who have already travelled will not receive any refunds.