



EXTENDED
OFFER!

Book with peace of mind

Change travel plans
without fees? No problem.



NEW! Book a South package with a
reduced deposit of only \$100 per person.

Book a flight to any destination or a South package between April 30 and May 31, and if your travel plans change, no worries, we will waive the change fees.

- You can reschedule your travel for any time within 12 months of your original return date. You can change your travel dates, hotel or destination—or all three—at no charge up to 24 hours before departure.

If you wish to cancel your trip, we have also relaxed our cancellation terms and conditions:

- **South packages and flights in Eco Budget:** you will receive a future travel credit, valid for 12 months from your original return date.[†]
- **Flights in Eco Standard and Club Class:** the standard cancellation terms and conditions of these fares will apply. Or you can opt to receive a future travel credit instead, valid for 12 months from your original return date.[†]
- **Flights in Eco Flex:** no cancellation fee required.

Vacation is calling

*"Book with peace of mind" is valid on new individual bookings made between April 30 and May 31, 2020, regardless of travel dates. It does not apply to bookings made with the travel credit issued as a result of COVID-19. A one-time change of dates, destination and/or hotel is permitted at no charge up to 24 hours before departure, and travel must be completed within 12 months of the original return date. Valid on Transat South packages and Air Transat flights to the South, USA, Canada and Europe. Excludes Transat USA, Europe, cruise or Duo packages, guided tours, à la carte accommodations or South packages to Sandals Resorts, Beaches Resorts, Grand Pineapple Beach Resorts, Couples Resorts Jamaica, Marival Distinct Luxury Residences, Grand Velas Riviera Maya, Casa Velas, Grand Velas Riviera Nayarit and Velas Vallarta. Excludes group bookings. Changes are subject to hotel and flight availability. If the price for the new dates, destination and/or hotel is higher, the client must pay the difference. No refund will be given should the price be lower than the initial price. †Future travel credit is valid for 12 months from the original return date and will be issued in accordance with the applicable cancellation terms. Customers who booked through a travel agency must contact their travel agents. Customers who booked packages directly with Transat can call 1-866-322-6649. Customers who booked flights directly with Air Transat can call 1-866-899-5156 (4 a.m. to 8 p.m., seven days a week). This offer is for a limited time only and can be changed or withdrawn at any time without prior notice. Transat is a division of Transat Tours Canada Inc., and is registered as a travel wholesaler in Ontario (Reg #50009486) with offices at 191 The West Mall, Suite 800 Etobicoke, ON M9C 5K8; in BC (Reg #2454) with offices at 2175 West 41st Ave, Vancouver, BC V6M 1Z6; and in Quebec (Reg #754241) with offices at 300 Léo-Pariseau, Suite 500, Montreal QC H2X 4C2. COM-3483 // April 30, 2020

BOOK WITH PEACE OF MIND

TRAVEL AGENT INFORMATION

The offer applies to new individual bookings of Transat South packages and Air Transat flights (all destinations) for bookings made between April 30 and May 31, 2020, regardless of travel dates.

Which flights and packages does this offer apply to?

This offer is valid on Transat South packages and Air Transat flights to the South, USA, Canada and Europe. It excludes Transat USA, Europe, cruise or Duo packages, guided tours, à la carte accommodations or South packages to Sandals Resorts, Beaches Resorts, Grand Pineapple Beach Resorts, Couples Resorts Jamaica, Marival Distinct Luxury Residences, Grand Velas Riviera Maya, Casa Velas, Grand Velas Riviera Nayarit and Velas Vallarta. It also excludes group bookings.

Does this offer apply to bookings made with the travel credit issued as a result of COVID-19?

No, this offer is valid only on new bookings and excludes bookings made with the travel credit issued as a result of COVID-19.

Can several changes be requested for one booking?

A client can request one change to the dates, destination and/or hotel of their booking as long as all the changes are requested at the same time. Changes are permitted at no charge up to 24 hours before departure.

By when must travel be completed?

Travel must be completed within 12 months of the original return date.

Can clients book a South package with only a deposit?

Yes. To make vacations more accessible, clients can now book a South package with a reduced deposit of only \$100 per person.

When will final payment of a South package be due?

We have also relaxed our final payment terms for South packages. Final payment will now be due 25 days before departure, instead of 45 days before departure. This is a limited-time offer.

What happens if my client wishes to cancel their booking?

We have relaxed our cancellation terms and conditions. They vary by product:

- **South packages and flights in Eco Budget:** your client will receive a future travel credit, valid for 12 months from their original return date.
- **Flights in Eco Standard and Club Class:** the standard cancellation terms and conditions of these fares will apply. Or your client can opt to receive a future travel credit instead, valid for 12 months from their original return date.
- **Flights in Eco Flex:** no cancellation fee required.

In the case of a South package cancellation, how is the value of the travel credit determined?

The terms of the travel credit vary according to how many days before departure the booking was cancelled. The following is valid for a limited time only:

- **25* days or more before departure:** travel credit in the amount of the deposit (up to \$100), and the balance refunded in the original method of payment
- **22* to 24 days before departure:** travel credit for half the amount of the package, and the balance refunded in the original method of payment
- **24 hours to 21 days before departure:** travel credit for the full amount of the package

* Temporary relaxation of cancellation terms.

Until when is the future travel credit valid?

The credit is valid for 12 months after the original return date.

Can clients make changes once they are at destination?

No, changes can only be made up to 24 hours before departure. After that, regular change fees will apply.

What happens if the price of the package/flight is different for the new dates, destination and/or hotel?

If the price for the new dates, destination and/or hotel is higher, the client must pay the difference. No refund will be given should the price be lower than the initial price.

Will travel agents earn commission on the new booking?

No. Commission is earned only on the original booking. If the price for the new booking is higher, the travel agent will earn commission on the difference in price.

What is the procedure to request changes to the travel dates, destination and/or hotel, or to cancel a trip?

All requests to change the travel dates, destination and/or hotel, or to cancel a trip must be made by calling Transat, at 1-800-587-2672.

For Air Transat GDS bookings, apply this waiver code: COVIDCHG16MAR