

Coronavirus (COVID-19)

Temporary suspension of our flights

Due to the coronavirus pandemic, we are temporarily suspending our flights until June 30, 2020.

If you were unable to travel due to the cancellation of our flights, we are providing a flight credit for travel within 24 months of your original return date.

These are extraordinary circumstances, when all airlines and travel companies have been forced to temporarily halt or drastically reduce their operations while governments have decided to close their borders.

This unprecedented situation is well beyond our control; we believe that the 24-month credit is an acceptable solution, and we are confident that our customers will be able to travel again in the near future, once the crisis passes.

FAQ - Answers to Your Questions (COVID-19)

- **Transat cancelled my flight/package. Will I get a refund?**

No. Since the cancellation is the result of exceptional circumstances surrounding the COVID-19 pandemic, you will not get a refund. Instead, you will receive a credit for the value of your flight/package, applicable to your next trip with Transat.

- Your travel credit will be valid for 24 months after your original return date.
- You don't need to contact us to receive this credit; Transat will automatically apply a credit to all cancelled bookings.
- Processing the credit may take some time, as we have a lot of bookings to process.
- The credit may be processed in several steps: for instance, one passenger at a time, or your seat selection in a second step. But rest assured that the full amount of your booking will be credited.

If you booked directly with Transat (via www.airtransat.com or www.transat.com or our contact centre):

- You will receive a confirmation email as soon as your booking has been credited.

If you booked with a travel agent or via a website other than www.airtransat.com or www.transat.com:

- Your travel agent or Web intermediary will receive a confirmation email from Transat as soon as your booking has been credited, and they will then notify you.

Important: If you had a group booking for 10 people or more, the terms and conditions of the flexibility policy may differ. Contact our groups department or your travel agent.

- **I didn't show up at the airport for my Air Transat flight but didn't notify you in advance that I would not be taking my flight. Am I entitled to a refund or credit?**

No. To be eligible for a travel credit, you had to notify us of your intention not to travel at least 24 hours before departure, in one of two ways:

- If you booked directly with Air Transat or Transat (on www.airtransat.com or www.transat.com, or through our Contact Centre): please call our Contact Centre at 00 800 87 26 72 83 or 0207 616 9187.
- If you booked with a travel agent or via a third-party website (other than www.airtransat.com or www.transat.com): please contact the travel agency or the third-party website you originally booked with.

- **notified you between March 12 and March 31 that I would not be travelling. Am I entitled to a refund or credit?**

You're eligible for a travel credit (for your full trip or the unused portion of it)—valid for 24 months after your original return date—if you notified us of your intention not to travel at least 24 hours before departure, in one of two ways:

- If you booked directly with Air Transat or Transat (on www.airtransat.com or www.transat.com, or through our Contact Centre): please call our Contact Centre at 00 800 87 26 72 83 or 0207 616 9187.
- If you booked with a travel agent or via a third-party website (other than www.airtransat.com or www.transat.com): please contact the travel agency or the third-party website you originally booked with.

- **I would like to cancel my trip scheduled for travel after June 30. What do I need to do?**

At this time, our flights/packages scheduled for travel after June 30 remain valid. If you still decide to cancel your trip right now, our regular terms and conditions will apply.

As the situation is changing rapidly, we suggest that you wait a little before modifying your booking. Check our coronavirus web page regularly for updates.

- **Can I make a new booking for a later departure in 2020?**

Yes, you can book with peace of mind for a later departure in 2020. We know that plans may change due to unforeseen events like COVID-19. That's why any new booking of a flight to an Air Transat destination made between April 13 and May 31 can be changed at no charge (only once), regardless of your travel dates. If you choose to cancel your trip and your ticket is non-refundable, you'll receive a travel credit for your next trip. The travel credit is valid for 12 months after your original return date.

See the terms and conditions of this flexibility policy and [book with peace of mind](#).

- **How can I know if I travelled on the same flight as people infected with COVID-19?**

For information on flights operated since March 15, 2020, that had confirmed cases of COVID-19 on board, please consult [the official list](#) published on the Government of Canada website.

- **I'm a Canadian still abroad and can't find a flight back to Canada. What can I do?**

All Air Transat flights have been cancelled until June 30.

Canadians who are still abroad and require emergency assistance should contact Global Affairs Canada, open 24/7, in one of the following ways:

- By completing this form: <https://travel.gc.ca/assistance/emergency-assistance/emergency-contact-form>
- By calling one of these toll-free numbers: <https://travel.gc.ca/assistance/emergency-assistance/toll-free-numbers>
- By emailing

Canadians can also refer to the embassies and consulates directory (<https://travel.gc.ca/assistance/embassies-consulates>), which contains contact information for government offices that provide consular services to Canadians abroad.

- **I need cancellation confirmation for my insurance. How do I get it?**

Check with your insurance company to find out exactly what type of document or confirmation you need. You can then request it by calling our contact center at 00 800 87 26 72 83 or 0207 616 9187 or through your travel adviser if you booked with a travel agency.

- **How do I redeem my travel credit for a new booking?**

When you're ready to make a new booking, simply mention that you'd like to apply the credit to your purchase. Have your initial booking number on hand for reference.

- If you booked directly with Air Transat or Transat (on www.airtransat.com or www.transat.com, or through our Contact Centre): please call our Contact Centre at 00 800 87 26 72 83 or 0207 616 9187.
- If you booked with a travel agent or via a third-party website (other than www.airtransat.com or www.transat.com): please contact the travel agency or the third-party website you originally booked with.

The travel credit issued as a result of COVID-19 can be redeemed for packages, flights, à la carte hotels or any other products or services, at any Air Transat destination. However, please note that certain promotional offers do not apply to bookings made with the COVID-19 travel credit.

- **I have a trip to Italy this summer, what are my options?**

All customers who have booked **a flight to Venice** on or before March 2, 2020 for travel scheduled by June 30, 2020 are entitled to change their reservation date or destination without penalty (customers will, however, have to pay any difference in price) or postpone their trip by obtaining a travel credit valid for 24 months.

All customers who have booked **a flight to Rome or Lamezia** on or before March 9, 2020 for travel scheduled by June 30, 2020 are entitled to change their reservation date or destination without penalty (customers will, however, have to pay any difference in price) or postpone their trip by obtaining a travel credit valid for 24 months.