

When refunding tickets cancelled by Air Transat before April 29, 2021, for travel from February 01, 2020 onward, please ensure to enter the waiver code **TSR21COVID**.

When refunding tickets cancelled by Air Transat on or after April 29, 2021, for travel May 01 to October 31, 2021 please ensure to enter the waiver code **S21CXLRFND**.

1. Q: Will Air Transat recall commissions on refunded tickets?

A: No, we will not recall commissions for refunds processed between April 29 and August 26, 2021, 11:59 p.m. EST.

2. Q: Is there a deadline to submit the refund request?

A: Yes, please make sure to submit the refund request directly in the GDS by using the appropriate waiver code by August 26, 2021, 11:59 p.m. EST.

3. Q: What happens if I submit the refund request after the deadline?

A: Any refund requests submitted after August 26, 2021, 11:59 p.m. EST, will be subject to a debit memo (ADM) and the travel credit will remain on file with the same terms and conditions and available when your clients are ready to make a new booking.

4. Q: Are tickets issued before February 1, 2020, included in this refund policy?

A: If the departure date was on or after February 1, 2020, then yes, they are eligible for a refund. If the departure date was before February 1, 2020, then regular terms and conditions apply.

5. Q: For net /IT fare bookings paid by credit card, what is the amount that will be refunded by Air Transat?

A: You must refund the customers for the full amount they paid you for the Air Transat ticket. Air Transat will not refund agencies for mark-ups or service fees.

6. Q: My client purchased ancillary products (seat selection, baggage, Option Plus, etc.), are these refundable?

A: Yes, once you have refunded the tickets, any associated ancillary products will be refunded by Air Transat, within a few weeks.

7. Q: My client voluntarily cancelled their booking due to COVID-19 and received a partial refund, but they had to pay penalties. Can they get a refund for the penalties?

A: No, penalties are not eligible for a refund under our agreement with the government.

8. Q: My client voluntarily cancelled their booking due to COVID-19, but the conditions of their fare did not allow for a travel credit or refund. Are they now eligible for a refund?

A: Yes, they are eligible for a refund only if their departure date was on or after February 1, 2020 and they cancelled before April 29, 2021. If the passenger cancelled on or after April 29, 2021, regular terms and conditions applies (please refer to grid).

9. Q: My client did not show up at the airport for their flight and did not notify me in advance that they would not be taking their flight. Is my client eligible for a refund or credit?

A: If Air Transat was not informed prior to departure that the client was not taking the flight, they will not be reimbursed and are not entitled to the travel credit.

10. Q: My client recently made a booking with their travel credit but has not travelled yet. Are they eligible for a refund?

A: Yes, they are eligible for a refund. You must first cancel the booking and proceed to the auto-refund directly in your GDS by using the appropriate waiver code by August 26, 2021, 11:59 p.m. EST.

11. Q: My client took advantage of the Book with Peace of Mind offer to cancel their booking and get a travel credit. Are they eligible for a refund?

A: Yes, they are eligible for a refund. Proceed to the auto-refund directly in your GDS by using the appropriate waiver code by August 26, 2021, 11:59 p.m. EST.

12. Q: My client has a travel credit that they have not used yet but only wants a partial

refund. Is that possible?

A: No because a travel credit cannot be split up. Your client can choose to keep the entire credit on file with the same conditions, or you can proceed with the full refund in the GDS by using the appropriate waiver code by August 26, 2021, 11:59 p.m. EST.

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13. Q: Do refunds apply to credit card chargebacks?

A: No because the chargeback process cannot be interrupted. Therefore, tickets that are subject to an active chargeback claim or that have already been charged back are not eligible for a refund.

14. Q: My client received compensation from their insurance company. Can they submit a refund request?

A: No, if your client has already been compensated by an insurance company, they are not eligible for a refund.

15. Q: What do I do if my client does not want a refund but wants to keep their travel credit?

A: If your client wishes to keep their future travel credit, no action is required on your part. When you are ready to book a new trip for them, you may do so in your GDS by following this procedure:

- Book the new itinerary.
- Reissue the tickets on an exchange basis by entering the waiver code COVIDCHG16MAR in the box.

**Please note that customers will be required to pay any price difference on the new booking.*

16. Q: My client transferred their credit to a friend or family member. Can that person receive the refund?

A: No, because the refund can only be made using the original method of payment on file. Unfortunately, a transferred credit cannot be refunded.