



AIR TRANSAT | RELEMBRAMOS A POLITICA COMERCIAL DA AIR TRANSAT

A Air Transat agilizou a sua política de Crédito de Viagem COVID-19

Os créditos de viagem futuros são agora transferíveis e sem data de validade

Para oferecer maior flexibilidade aos passageiros que têm as suas viagens canceladas devido à COVID-19 ou que cancelaram os seus planos de viagem ao abrigo da política de flexibilidade da Air Transat, a companhia agiliza os termos de utilização sobre o uso dos créditos de viagem no futuro, como objectivo.

Estes créditos de viagem são agora totalmente transferíveis e sem data de validade. Como antes, qualquer crédito residual permanecerá no pnr.

Esta nova política flexível, aplica-se a vôos, pacotes e tours guiados.

Pedimos que consultem o quadro sumário abaixo com as directrizes e promoções elaboradas para vos ajudar.

Obrigada pelo vosso apoio.

Pre requisites	Scenario	FTC Validity	FTC transferable	Booking Class	Waiver required	Waiver Code	Travel window	Airline contact
For all TS Suspended flights & routes* For departures between: March 21 and Oct 31, 2020	Automatic Future Travel Credit (FTC)	No expiry	Yes	All booking classes	Yes	COVIDCHG 16MAR	All	1-877-993-9489 ext. 7605 GDS-HelpDesk@transat.com
Flexibility Policy on existing bookings for departures: July 23 to October 31, 2020. Tickets issued up to: March 3 2020.	Make one free change or cancel as per terms and conditions up to 7 days prior to departure and receive a refund if applicable OR: Cancel with a future travel credit (FTC)	No expiry	Yes	All booking classes	Yes	COVID2020	All	1-877-993-9489 ext. 7605 GDS-HelpDesk@transat.com
For all NEW bookings/flights For tickets issued between: March 4 and 31, 2020 (Book with Peace of Mind offer).	Make one free change or cancel as per terms and conditions up to 24 hours prior to departure and receive a refund if applicable OR: Cancel with a future travel credit (FTC)	No expiry	Yes	BGT excluded	Yes	PROMO03-2020	All	1-877-993-9489 ext. 7605 GDS-HelpDesk@transat.com

For all NEW bookings/flights For tickets issued between: April 1 and July 31, 2020 (Book With Peace of Mind offer)	Make one free change or cancel as per terms and conditions up to 24 hours prior to departure and receive a refund if applicable OR: Cancel with a future travel credit (FTC)	No expiry	Yes	All booking classes	Yes	COVIDCHG 16MAR	All	1-877-993-9489 ext. 7605 GDS-HelpDesk@transat.com
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Policies for ticket exchanges

Important notes and reminder:

When you are ready to book the new dates, **you must first display the e-tickets in your system.**

Should the e-tickets not display or are no longer valid (tickets have expired), please contact our GDS Helpdesk at 1-877-993-9489 ext. 7605

Suspended flights *For all suspended flights and routes due to the Covid-19 pandemic, a future travel credit is automatically issued, regardless of the regular terms and conditions of the fare

2020-08-04

Cumprimentos,
Air Transat

AIR TRANSAT | WE REMIND AIR TRANSAT'S COMMERCIAL POLICY AS FOLLOWS

Dear Agent,

We remind Air Transat's commercial policy as follows:

Air Transat has streamlined its Covid-19 Travel Credit policy

Future travel credits are now transferable and without expiration date

In order to offer greater flexibility to passengers who have their travel cancelled due to Covid 19 or who have cancelled their travel plans under Air Transat's flexibility policy, the airline speeds up the terms on the use of travel credits in the future.

These credits are now fully transferable and without expiry date. As before, any residual credit will remain in the PNR.

Please see the summary table below with guidelines and promotions designed to help you

Thank you for your support.

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Best regards,
Air Transat