



## AIR TRANSAT | ATUALIZAÇÃO PEDIDOS DE REEMBOLSOS

Caros parceiros,

Em seguimento ao comunicado enviado em abril passado, relembramos que a Air Transat já aceita **pedidos de reembolsos sobre todos os créditos atribuídos a passageiros, devido ao cancelamento de voos causado pela pandemia COVID-19.**

Esta política aplica-se a todos os passageiros que tenham recebido um crédito de utilização futura, devido ao cancelamento dos seus voos entre **01 de fevereiro de 2020 até 29 de abril de 2021.**

Para verificar a elegibilidade de acesso a reembolsos e como deverão ser solicitados, deverá consultar a nossa lista de perguntas frequentes em baixo (FAQs).

Ao solicitar o reembolso, é obrigatório colocar o **waliver code** **TSR21COVID** na caixa de endossos.

**Nota muito importante:** apenas são aceites pedidos de reembolsos até às **23h59 (EST) de 26 de agosto de 2021.**

A **Air Transat** agradece, uma vez mais, a todos os nossos parceiros, a resiliência, apoio e colaboração prestados que são fundamentais para que possamos, **juntos**, ultrapassar esta crise e voltar à normalidade o mais breve possível.



Política de reembolsos para reservas afetadas pela pandemia COVID-19						
Bilhetes cancelados pela Air Transat						
Data de cancelamento do voo	Data da viagem	Origem/Destino	Reembolsável	Processo de reembolso	Waiver code obrigatório	Prazo para submeter o pedido
Antes de 29 abril 21	a partir de 01 fev 20	TODOS	sim	Reembolso automático via GDS	TSR21COVID	26 agosto 21, 23h59
a partir de 29 abril 21	de 01may21 a 31out21	TODOS	sim	Reembolso automático via GDS	S21CXLRFD	nenhum

Bilhetes cancelados pelos passageiros / agências de viagem								
Data de cancelamento do voo	Data da viagem	Origem/Destino	Data emissão do bilhete	Tarifas elegíveis para reembolso	Tarifas não elegíveis para reembolso	Processo de reembolso	Waiver code obrigatório	Prazo para submeter o pedido
Antes de 29 abril 21	a partir de 01 fev 20	todos	todas	todas	nenhuma	Reembolso automático via GDS	TSR21COVID	26 agosto 21, 23h59
a partir de 29 abril 21	todas	todas	antes de 01 out 20	Eco Standard (com penalizações) Eco Club	Eco Budget	Reembolso automático via GDS	não	nenhum
			a partir de 01 out 20	Eco Flex Club Flex	Eco Budget Standard Eco Club Standard	Reembolso automático via GDS	não	nenhum

Política de alteração de bilhetes						
Pré requisitos	Cenário	Validade do FTC (future travel credit)	Transferência do FTC	Tarifa	Data de viagem	Waiver code obrigatório
Para todas as viagens individuais até 30 jun 21 (reserva com o Peace of Mind Offer)	a) Fazer uma alteração grátis ou cancelar de acordo com termos e condições, até 24hrs antes da partida b) Cancelar com um crédito futuro (FTC)	não expira	sim	todas	todas	COVIDHG14MAR



## Perguntas Frequentes:

### Reembolsos via GDS

#### **Existe um prazo para submeter o pedido de reembolso?**

Sim terá que submeter o pedido de reembolso via GDS utilizando o waiver code até **26 de agosto 2021, 23h59(EST)**.

#### **O que acontece se eu submeter o pedido após o prazo estabelecido?**

Qualquer pedido de reembolso realizado após o 26 de agosto de 2021 será sujeito a emissão de ADM; o crédito continuará associado ao bilhete eletrônico, com os mesmos termos e condições atualmente em vigor, para créditos de utilização futura.

#### **Os bilhetes emitidos antes de 01 de fevereiro de 2020 estão incluídos nesta política de reembolsos?**

Se a data de partida estava prevista para antes de 01 de fevereiro de 2020, serão aplicáveis os termos e condições associados ao fare basis reservado.

#### **O meu cliente cancelou voluntariamente a sua reserva devido à pandemia COVID-19 e recebeu um reembolso parcial, mas foram cobradas penalidades de cancelamento, esta penalidade será também reembolsada?**

Não, qualquer tipo de penalidade aplicada à reserva não poderá ser reembolsado.

#### **O meu cliente avançou voluntariamente com o cancelamento da sua reserva, mas os termos e condições da sua tarifa não permitiram reembolso ou um crédito de utilização futura, estes casos são agora elegíveis para reembolso?**

Poderão ser desde que a data da partida tenha sido a partir de 01 de fevereiro de 2020 e a reserva cancelada antes de 29 de abril de 2021.

#### **O meu cliente alterou a sua reserva recentemente utilizando o crédito associado a reserva, mas ainda não viajou, poderá solicitar o reembolso?**

Sim, podem pedir reembolso. Primeiro terão que cancelar a reserva e depois proceder ao *auto-refund* diretamente no GDS utilizando o waiver code **TSR21COVID** até **26 de agosto de 2021**.

#### **O meu cliente usufruiu da oferta "Book with Peace of Mind" para cancelar a sua reserva e obter um crédito de utilização futura, poderá solicitar reembolso?**

Sim, podem pedir reembolso. Primeiro terão que cancelar a reserva e proceder ao *auto-refund* diretamente no GDS utilizando o waiver code **TSR21COVID** até **26 de agosto de 2021**.

#### **O meu cliente submeteu um pedido de compensação à sua seguradora; podem pedir reembolso da reserva?**

Não, se o cliente já foi compensado pela seguradora, não poderá solicitar o reembolso dos bilhetes.

#### **Qual é o procedimento se o meu cliente não quiser o reembolso, mas sim manter o crédito de utilização futura?**

Se o seu cliente quiser manter o crédito de utilização futura, não terá que fazer nada. Quando o cliente quiser remarcar a sua viagem, poderá fazê-lo através do seu GDS seguindo as instruções já divulgadas anteriormente.

#### **O meu cliente transferiu o seu crédito para outro passageiro, familiar ou amigo, pode essa pessoa solicitar o reembolso?**

Não, o reembolso de créditos transferidos não poderá ser realizado.



## AIR TRANSAT | UPDATE ON AIR TRANSAT REFUND REQUESTS

Dear partners,

Following the communication sent last April, we would like to remind you that Air Transat is now accepting requests for refunds on all passenger credits due to flight cancellations caused by the COVID-19 pandemic.

This policy applies to all passengers who have received a credit for future use due to the cancellation of their flights between 01 February 2020 and 29 April 2021.

To check eligibility for access to refunds and how they should be applied for, please consult our list of frequently asked questions below (FAQs).

When applying for a refund, you must enter the waiver code TSR21COVID in the endorsement box.

**Very important note: refund requests will only be accepted until 11:59pm (EST) on August 26, 2021.**

Air Transat would like to thank all our partners once again for their resilience, support and collaboration, which are fundamental in enabling us, together, to overcome this crisis and and return to normality as soon as possible.



Airline contact 1-877-993-9489 ext. 7605 /  
GDS-HelpDesk@transat.com

18-06-2021

**Refund Policies for eligible tickets in GDS : ALL POS**

TICKETS CANCELLED BY AIR TRANSAT						
Tickets CANCELLATION dates	Travel dates	Origin/Destination	Refundable	Refund Process	Waiver code required	Deadline to submit the refund
BEFORE 29APR21	AS OF 01FEB20	All	Yes	Automatic refund in GDS	TSR21COVID	August 26, 2021 (11:59 p.m)
AS OF 29APR21	FROM 01MAY21 TO 31OCT21	All	Yes	Automatic refund in GDS	S21CXLRFND	None

TICKETS CANCELLED BY PAX/TRAVEL AGENTS								
Tickets CANCELLATION dates	Travel dates	Origin/Destination	Tickets ISSUE dates	Fares eligible to refund	Fares NON eligible to refund	Refund Process	Waiver code required	Deadline to submit the refund
BEFORE 29APR21	AS OF 01FEB20	All	All	All	None	Automatic refund in GDS	TSR21COVID	August 26, 2021 (11:59 p.m)
AS OF 29APR21	All	All	BEFORE 01OCT20	Eco Standard (with penalties) Eco Flex Club	Eco Budget	Automatic refund in GDS	No	None
			AS OF 01OCT20	Eco Flex Club Flex	Eco Budget Eco Standard Club Standard	Automatic refund in GDS	No	None

**Ticket Exchanges Policy**

Prerequisites	Scenario	FTC validity	FTC transferable	Fare	Travel window	Waiver code required
For all individual bookings until June 30, 2021 (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, <b>OR</b> - Cancel with a future travel credit (FTC)	No expiry	Yes	All fares	All	COVIDCHG16MAR

## Frequently asked questions

### GDS refunds



#### GDS Helpdesk

1-877-993-9489 ext. 7605 / GDS-HelpDesk@transat.com

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 in your GDS, any associated ancillary products will be refunded by Air Transat, within a few weeks.



**7. Q: How do I process a refund to a credit card that is no longer active?**

R: You can still process the refund. However, your customers need to contact their banking institution/credit card company to settle payment.

**8. 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.

**9. 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).

**10. 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.

**11. 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.

**12. 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.

**13. 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.



**14. 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.

**15. 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.

**16. 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.*

**17. 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.