



## COVID-19 Policies Checklist

### COVID19 / departures between March 21 and April 30, 2020

#### Flexibility Policy - Cancellation with credit or date change

##### 1. Cancellations

- Cancel the flight segments if not already auto cancelled in the system
- Save and Close the file

##### 2. Date change

- Rebook the new itinerary (for travel from 01 May)
- Reissue as an exchange and insert waiver code **COVIDCHG16MAR** in the endorsement box

##### 3. Travel credits

- To cancel the flights and book new dates at a later time:
  - Cancel flight segments
  - Save and close the file
- When you are ready to book the new dates:
  - Rebook the new itinerary
  - Reissue as an exchange and put waiver code **COVIDCHG16MAR** in the endorsement box
  - If you redeem the credit beyond 12 months, please contact our GDS Helpdesk at 1-877-9489 ext. 7605.

### Repatriation Flights for Passengers currently in destinations

Air Transat repatriation flights of the next days are now online. Please note these flights are strictly dedicated to repatriating your clients back home. **The flights are not open for sale nor reservation changes.** We would like to reassure you that we are making every effort in coordinating our repatriation flights. We are striving to ensure that the number of operating flights and available seats is sufficient to bring back all your customers to their country of origin as quickly as possible. **All repatriations will be completed by April 1, 2020.**

<https://www.airtransat.com/en-CA/travel-information/coronavirus>

#### **Passengers travelling on a package in the South and Europe:**

The Destination Representative will provide details directly to passengers who were booked on a flight that has been cancelled and who are now protected on an earlier flight. For passengers who already hold a reservation on one of the repatriation flights published, their reservation is maintained. It is not possible to change their reservation for an earlier flight.

March 24, 2020

### **Air-only passenger in the South:**

Passengers must refer to our website for flight details and present themselves at the airport. Repatriation flights are not open for sale, therefore passengers who are already booked on one of the repatriation flights published maintain their reservation. It is not possible to change their reservation for an earlier flight.

### **Air-only passengers in Europe, United-States or Canada:**

Please refer to our website for flight details. To book a seat on one of our repatriation flights please call our GDS help desk on 1-877 993-9489 ext 7605. If your customer's flight is not on the list of cancelled flights, please do not attempt to book on an earlier date.

## **COVID19 / departures after May 1, 2020**

Our intention is to resume our activities on May 1, 2020. However, the situation is out of our control and is evolving rapidly. Our website is updated regularly with all information regarding our flight operations and procedures for cancelled flights, including rerouting options for affected customers: <https://www.airtransat.com/en-CA/travel-information/coronavirus>

### **Promotion Book with Peace of Mind – Changes**

- Please wait until April 1 before taking any action
- Applicable to bookings made between March 4 and 31 2020.
- Travel booked for departures by October 31, 2020.
- Only one free change can be made up to 24 hours prior departures and new dates must be within 12 months of the original booking.
- Applicable to individual bookings only.
- Applicable to South packages (ITC) and all Air Transat flights only (ABC) destinations.
- Eco Budget fares are excluded from this offer

### **Process**

- Make the change in the file
- Reissue as an exchange and put waiver code **PROMO03-2020** in the endorsement box