

Policies and procedures for suspended flights and routes and information on future travel and gradual resumption of operations

Gradual resumption of operations from July 23, 2020 and flexibility policy

As indicated in the communication sent to you, Air Transat is pleased to gradually resume operations as of July 23, 2020. Air Transat is implementing a good will policy offering more flexibility to travellers whose flights are operating this summer. As a result, your customers will be able to make changes to their reservation and change their departure date or destination at no charge up to 7 days before their departure date. If they prefer to cancel their trip, they will be able to obtain a travel credit valid for a period of 24 months of the original return date.

Suspension of flights and cancellation of Summer 2020 routes

For flights suspended by Air Transat until July 22 and for routes cancelled for the 2020 Summer season due to COVID-19, you do not have to do anything to the files. You will receive a system notification as soon as the file is processed. The bookings will automatically be adjusted with a future travel credit (FTC) for the value of the amount that was paid. The FTC can be used within 24 months of the original return date.

There will be no cash refunds offered; an FTC will be applied to all eligible cancelled bookings.

FTC are non-transferrable, and travellers will have to pay any difference in price on the new booking.

FAQ for travel professionals for:

- Gradual resumption of flight operations by Air Transat as of July 23, 2020.
- Flights suspended until July 22 due to COVID-19
- Routes suspended for the 2020 summer season due to COVID-19

1. How do I apply the FTC on a new file when my client is ready to book?

For files booked in GDS, you must first display the e-tickets in your system. Once the e-tickets are displayed with

an open status, proceed as follows:

- Rebook the new itinerary
- Reissue as an exchange and put waiver code **COVIDCHG16MAR** in the endorsement box
- **Should the e-tickets not display or are no longer valid (tickets have expired)**, please contact our GDS Helpdesk at 1-877-993-9489 ext. 7605

2. My clients have a valid ticket for travel between July 23 and October 31, 2020. What options will be available to them?

* Valid for bookings issued prior to March 4, 2020. For bookings issued March 4 – June 30 please refer to your relevant Peace of Mind Offer for your terms and conditions.

Clients wishing to make a change to their reservation can benefit from our good will flexibility by changing their travel date and/or destination at no charge up to 7 days prior to the departure date, or obtain a travel credit valid

for 24 months up to the original return date. Tickets must be issued no later than July 31, for travel between July 23 and October 31, 2020.

No action required on your part if your clients agree to travel.

For files booked in GDS

To cancel flights and book new dates at another time with a travel credit:

- Cancel flight segments
- Save and close the file
- When you are ready to book the new dates:
- Rebook itinerary
- Reissue as an exchange and put waiver code **COVID2020** in the endorsement box

To change the booking:

- Make the change in the file
- Reissue as an exchange and put waiver code **COVID2020** in the endorsement box

For ticket holders whose flight will operate this summer, the fare conditions are maintained.

Passengers who have purchased a ticket in a fare class whose conditions allow the modification or cancellation of their reservation will be able to take advantage of them. In this case, you will need to request a refund via **BSPLink** application. Please note that there may be delays in processing the requests.

3. My customers were re-routed to another flight for travel July 23 and August 31 due to reduced frequencies to the destination. What options will be available to them?

Your customers will be automatically re-routed to another flight to their destination. Rest assured, you will receive options for your customers' new route in a timely manner. Files will be processed by departure date, and you will receive a system notification. Therefore, there is no need for you to contact us.

Your customers will have the option to accept the rerouting, change their trip (date and/or destination) or cancel and receive a future travel credit valid for 24 months up to the original return date. **No action required on your part if your customers agree to travel.**

For files booked in GDS

To book new dates at another time with a travel credit (applies to re-routings of flights to the destination with reduced frequencies):

- Cancel flight segments
- Save and close the file
- When you are ready to book the new dates:
- Rebook itinerary
- Reissue as an exchange and put waiver code **COVIDCHG16MAR** in the endorsement box

To change the booking (applicable to re-routings of flights to the destination with reduced frequencies):

- Make the change in the file
- Reissue as an exchange and put waiver code **COVIDCHG16MAR** in the endorsement box

For ticket holders whose flight will operate this summer, the fare conditions are maintained.

Passengers who have purchased a ticket in a fare class whose conditions allow the modification or cancellation of their reservation will be able to take advantage of them. In this case, you will need to request a refund via **BSPLink** application. Please note that there may be delays in processing the requests.

4. I had clients who purchased ancillary items for a trip that is now cancelled. How do I get a refund for this?

An FTC will automatically be applied to files for seat selection, Option Plus and Daniel Vézina meal purchases. The credit for these may not be processed at the same time as the booking, so we ask you to remain patient and not contact us. Depending on where the ancillary services were purchased, we may not be able to provide a credit note or voucher for the services but rest assured that these will remain on your client's file.

5. How is Air Transat handling chargebacks?

We will vigorously contest any chargeback claim and are working closely with major financial institutions, credit card providers and various levels of government to minimize these. If a client successfully claims a chargeback, we will not put the burden of payment on the travel agency; however, we will have to recall the commission.

6. Are there any restrictions on what can be booked using a FTC?

The FTC can be redeemed towards flights booked to any of Air Transat destinations with no blackout dates.