



Dear Partner,

As you know, COVID-19 and its consequences on the tourism industry have forced us to significantly decrease our capacity and cancel certain routes initially scheduled for the 2020 summer season.

We are contacting you today to inform you of the options available under Regulation EC 261/2004 to your clients who are booked via an UK or EU point of sale on our flights departing from the United Kingdom.

If your clients are entitled to a future travel credit further the cancellation of their booking by Air Transat, they may decide to keep the credit already on file which they are able to redeem towards a future reservation, travel to be completed 24-month from their original return date.

However, if your clients would like to be reimbursed for the value of the originally scheduled flight segment from the UK to Canada, you must submit the request application via BSP link. The residual amount on file will be kept as a credit for future travel.

Once you receive confirmation that the refund was processed, you may call our Contact Center or send an email to Gds-Helpdesk@transat.com to request the refund of the ancillary products (seat selection, Option Plus etc.) associated with the refundable segment.

BSP Link Refund Process

- You must submit the refund application in BSP link
- If you are unable to establish the segment fare calculation, you may submit the request based on your estimation **OR** If you prefer, you may submit the request for the full amount of the ticket.
- The actual value of the refundable segment will be confirmed by Air Transat once processed.
- If the request is approved, the refund will be processed via the same method of payment used to make the booking
- Air Transat will add remarks to confirm the refund and pending residual amount
- The commission will be recalled via an ADM

July 6, 2020



Please note that all requests will be reviewed for eligibility and processed in order of scheduled departure date within the following timeframe.

Departure dates	Estimated start date of refunds	Estimated time for completion of refunds
March 21 – 31, 2020	July 15, 2020	4-6 weeks
April 1 – 15, 2020	August 1, 2020	4-6 weeks
April 16 – 30, 2020	August 16, 2020	4-6 weeks
May 1 – 15, 2020	September 1, 2020	4-6 weeks
May 16 – 31, 2020	September 15, 2020	4-6 weeks
June 1 – 15, 2020	October 1, 2020	4-6 weeks
June 16 -30, 2020	October 16, 2020	4-6 weeks
July 1 – 15, 2020	November 1, 2020	4-6 weeks
July 15 - 31, 2020	November 15, 2020	4-6 weeks
August 1 st to October 31, 2020	December 1, 2020	4-6 weeks

How to apply your client's credit on a new reservation

- You must make a new reservation
- You must issue the e-ticket for the total value of the new reservation
- You must then send an email request for application of the residual credit, specifying
 - The new e-ticket number
 - The old e-ticket number (former e-ticket number) to which the residual credit is attached
 - The full name of the passenger for which the residual credit applies
- You must send the request to the specific email address confirmed in the airline remarks
- Air Transat will validate eligibility and issue an ACM for the value of the residual credit

We remain committed to providing our clients with the best experience on their next trip, notably through the implementation of our brand-new *Traveller Care* health and safety program, which has been specifically developed to ensure the safety of our customers and employees. Subsequently, the Transat travel experience, from the travel agency to the airport, on board and all the way to destination, was completely revised in accordance with the recommendations of the competent authorities. For more details, please visit the *Traveller Care* section of [our website](#).

We look forward to welcoming our mutual clients on board and thank you for your continued support.

Sincerely

TRANSAT

July 6, 2020