



**Policies for refunds for eligible tickets in GDS : POS EUROPE**

22-02-2021

<b>TICKETS CANCELLED BY TS</b>							
Tickets cancellation dates	POS	Origin	Destination	Refundable	Exceptions	Notes	Refund Process
<b>22MAR20-30NOV20</b>	EU	EUROPE / YVR	YVR / Europe	Yes	Except connecting flights	Round-trip ticket refundable	Auto Refund in GDS (date TBC)
	EU	EUROPE / YYC	YYC / Europe	Yes	N/A	Round-trip ticket refundable	Auto Refund in GDS (date TBC)
	EU	BE / FR / GB / IE / NL / PT	Canada	Yes	Only the segment originating in Europe is refundable	Canada to Europe segment will remain in a future travel credit for the passenger (FTC)	BSP LINK
	EU	CZ / DK	Canada	Yes	N/A	Does not apply to bookings via POS CA or US	Auto Refund in GDS (date TBC)
<b>01DEC20-26JAN21</b>	EU	All	All	Yes	N/A	N/A	Auto Refund in GDS (date TBC)

<b>TICKETS CANCELLED BY PAX/TRAVEL AGENTS (as per terms and conditions before TS suspended its flights/routes)</b>			
Tickets issue dates	Fares <b>eligible</b> to refund with <b>applicable penalties</b>	Fares <b>non eligible</b> fo refund / <b>FTC only</b>	Waiver code required
<b>BEFORE 01OCT20</b>	Eco Standard Eco Flex Club	Eco Budget	No
<b>AS OF 01OCT20</b>	Eco Flex Club Flex	Eco Budget Eco Standard Club Standard	No

For more information on fares, visit: <http://flyers.transatholidays.com/Agent%20Direct/AT-Eco-Fares-Club-Fares-EN.pdf>

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