



Policies for ticket exchanges

02-22-2021

Prerequisites	Scenario	FTC Validity	FTC transferable	Booking Class	Waiver required	Waiver Code	Travel window
For all TS Suspended flights & routes* before december 1, 2020 due to COVID-19	Automatic Future Travel Credit (FTC)	No expiry	Yes	All booking classes	Yes	COVIDCHG16MAR	All
For all individual bookings until April 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, OR - Cancel with a future travel credit (FTC)	No expiry	Yes	All booking classes	Yes	COVIDCHG16MAR	All

Important notes and reminder:

When you are ready to book the new dates, **you must first display the e-tickets in your system.**

Should the e-tickets not display or are no longer valid (tickets have expired), please contact your provider's GDS Helpdesk (Sabre, Amadeus, Travelport, etc.) to obtain the procedure to follow.

Suspended flights *For all suspended flights and routes due to the Covid-19 pandemic, a future travel credit is automatically issued , regardless of the regular terms and conditions of the fare.

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