

## **Marlin Travel Gift card – FAQ (Frequently Asked Questions)**

### **Q: Where can I use my Marlin Travel Gift Card?**

A: You can redeem your gift card at any Marlin Travel, Transat Travel, Club Voyages or Voyages Transat travel agency in Canada in person or over the phone. For a complete listing, visit our website.

### **Q: What can I purchase with my Marlin Travel Gift Card?**

A: You can redeem your Marlin Travel gift card when you book with one of our travel professionals on your travel purchase. The gift card will be applied to your travel booking payment. The gift card can be redeemed for any travel product sold in our agencies including; vacation packages, cruises, flights, hotels, car rentals as well as travel insurance and professional fees.

### **Q: What is the denomination of a Marlin Travel Gift Card?**

A: You pick the value starting from \$25 up to \$2,000, for amounts over \$2,000 additional cards can be purchased. There are no activation fees and all cards are denominated in Canadian currency.

### **Q. How do I pay for a Marlin Travel Gift Card?**

A. We accept any form of credit card payment including: Visa, MasterCard and American Express.

### **Q: When does the Marlin Travel Gift Card expire?**

A: The funds on the gift card do not expire; you can continue to use your Marlin Travel Gift Card until the value reaches zero. Should the card expire before all the funds are used please contact us for a free replacement card.

### **Q: Are there fees associated with the Marlin Travel Gift Card?**

A: There are no fees deducted from your Marlin Travel Gift Card.

### **Q: How do I determine the available balance on my Marlin Travel Gift Card?**

A: For the card balance visit this website [www.marlintravel.ca/giftcards](http://www.marlintravel.ca/giftcards) or call 1-800-755-8608

### **Q: Can I add additional funds to my Marlin Travel Gift Card?**

A: The Marlin Travel gift card is not reloadable. Once the gift card value has been depleted and all travel or services involving that card is completed the gift card can be discarded as the card is no longer valid.

### **Q: Can I use multiple forms of payment when using my Marlin Travel Gift Card?**

A: You may use other forms of payment in addition to redeeming your gift card to pay for a booking.

### **Q: What if my Marlin Travel Gift Card is lost or stolen?**

A: Gift cards should be treated like cash; Marlin Travel is not responsible for lost or stolen gift cards. There may be up to a \$5 fee to replace, lost, stolen or damaged cards, except where prohibited by law. To replace your card please call 1-800-755-8608 or visit any Marlin Travel, Transat Travel, Club Voyages or Voyages Transat with your proof of purchase.

### **Q: Can I receive a refund for any remaining balance on my Marlin Travel gift card?**

A: Marlin Travel Gift cards are not refundable or redeemable for cash, cheque or credit, except when required by law. The remaining value of gift cards never expires and can be used for future travel bookings or services.

**Q: Can I receive a refund for a purchase I made with a Marlin Travel Gift Card?**

A: Terms are governed by the rules that apply to the specific travel product or service you have purchased.

If you purchased a refundable fare or travel option, the portion paid with a gift card will be refunded on your original gift card. For this reason, we recommend that you keep your gift card until all travel involving that gift card has been completed.

**Q: How do I redeem my Marlin Travel gift card?**

A: Marlin Travel Gift Cards are redeemable on new bookings or final payments only. The Marlin Travel gift card must be presented at the time of payment. Gift cards cannot be retroactively applied once a booking is complete.

**Q: I received a Marlin Travel Gift Card but I would like to re-gift it to someone else? Is this allowed?**

A: The Marlin Travel Gift Card can be used by any cardholder, however, the recipient of the card should always know the date of purchase to ensure the fees are not deducted prior to use.

**Q: Can I use my Marlin Travel Gift Card for travel purchases outside of what is sold in a Marlin Travel agency, for example on a flight for a food purchase?**

A: Your Marlin Travel gift card can only be redeemed on products/ booking sold through our agencies and cannot be redeemed for other services or products sold outside our agencies.

**Q: Can I use my Marlin Travel Gift Card to purchase Travel Insurance?**

A. Yes, you can use your Marlin Travel gift card to purchase travel insurance sold at our agencies.

**Q: Are my Marlin Travel gift cards protected?**

A: All Marlin Travel Gift Cards funds are held in trust. Gift Cards purchases in Ontario are protected by the Ontario Travel Industry Act and TICO. Gift Cards purchases outside of Ontario are not protected under any applicable provincial or territorial travel legislation or any travel insurance fund established pursuant thereto such as the “Fonds d’indemnisation des clients des agents de voyages” in the Province of Quebec or the “Travel Assurance Fund” in the province of British Columbia. .

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