

## **Travel Gift Card – FAQ (Frequently Asked Questions)**

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

A: You can redeem your gift card at any Marlin Travel, Transat Travel, TravelPlus, Club Voyages or Voyages Transat travel agency in Canada in person or over the phone. To find your neighbourhood agency visit our websites.

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

A: You can redeem your Travel Gift Card when you book with one of our travel professionals on your travel purchase. The gift card will be applied as payment to your travel booking. 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: How is my Travel Gift Card shipped that I purchased online?**

A: Marlin Travel, Transat Travel, Club Voyages, TravelPlus or Voyages Transat is not responsible for incorrect address submission at purchase time, so please ensure your contact and the shipping information is correct. Shipping of our Travel Gift Cards is free. Travel Gift Cards are shipped via Canada Post standard mail. The average period for delivery is within 4 days for Ontario residents and 5 days for Canadian residents in other provinces. Shipment delivery times may change.

Delivery standards are within business days for items sent between major urban centres and are dependent upon origin and destination. A business day means a day other than Saturday, Sunday, a statutory holiday or any day normally observed as a holiday by Canada Post.

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

A: You pick the value starting from \$25 up to \$500 for amounts over \$500 additional cards can be purchased up to a maximum of \$1,000 or 10 gift cards. For higher denomination gift cards please purchase at your neighbourhood agency. There are no activation fees and all cards are denominated in Canadian currency.

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

A. We accept credit card payment including: Visa and MasterCard.

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

A: The funds on the gift card do not expire; you can continue to use your 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 Travel Gift Card?**

A: There are no fees deducted from the card.

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

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

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

A: The 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 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 Travel Gift Card is lost or stolen?**

A: Gift cards should be treated like cash; Marlin Travel, Transat Travel, TravelPlus, Club Voyages or Voyages Transat 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, TravelPlus, Club Voyages or Voyages Transat with your proof of purchase.

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

A: 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 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 Travel Gift Card?**

A: Our Travel Gift Cards are redeemable on new bookings or final payments only. Gift Cards cannot be used for online purchases. The 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 Travel Gift Card but I would like to re-gift it to someone else? Is this allowed?**

A: The 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 Travel Gift Card for travel purchases outside of what is sold in a Marlin Travel, Transat Travel, Club Voyages, Voyages Transat or TravelPlus agency, for example on a flight for a food purchase?**

A: Your 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 Travel Gift Card to purchase Travel Insurance?**

A: Yes, you can use your Travel Gift Card to purchase travel insurance sold at our agencies.

**Q: Are my Travel Gift Cards protected?**

A: All 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 purchased 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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