

What are the eligibility requirements for the Early Booking Promotion for the South this winter?

The Early Booking Promotion applies to new individual bookings of Transat South, Florida or Duo packages of a minimum seven-night stay, or of guided tours, made by October 16, 2017, or October 31, 2017, for travel between December 15, 2017, and April 30, 2018. It does not apply to groups, flights or à la carte accommodations.

The Price Drop Guarantee

What are the eligibility requirements for the Price Drop Guarantee?

The Price Drop Guarantee is valid up to 30 days before departure, exclusively on new individual bookings of Transat Luxury or Distinction Collection South packages made by October 31, 2017, for travel between December 15, 2017, and April 30, 2018. Hotel rooms must be part of the upgraded room categories offered in our Luxury or Distinction Collection.

This offer does not apply to groups, flights, Florida hotels and packages, guided tours, Duo packages, à la carte accommodations, or packages to Marival Residences Luxury Resort Nuevo Vallarta, Sandals Resorts, Beaches Resorts and Grand Pineapple Beach Resorts. The Price Drop Guarantee promotion may be discontinued or modified at any time without notice.

To which packages does the Price Drop Guarantee apply?

The Price Drop Guarantee applies to all Luxury or Distinction Collection packages (please see details on pages 5-6).

How much can clients save with the Price Drop Guarantee?

Should a Transat package become available at a lower price, clients may receive a refund of up to \$400 per adult and \$200 per child.

To which cases does the Price Drop Guarantee apply?

The Price Drop Guarantee is valid only when the departure city, travel dates, destination, room category and flights are the same as those in the initial booking.

What is the procedure for price adjustment requests?

Once the request is carefully considered and approved, the rate on the original booking is adjusted, and final payment will be required at that time. If the client had already paid in full, then they will be refunded the difference.

Who must clients contact to request a price adjustment, and by when?

Clients must contact their travel agents at least 30 days before departure.

Can requests for price adjustments be made more than once before departure?

No. The Price Drop Guarantee may only be applied once, to the same departure date as that in the original booking.

Option Plus

What are the eligibility requirements for an upgrade to Option Plus?

As part of the Early Booking Promotion, Option Plus is offered exclusively on new individual bookings of Luxury or Distinction Collection packages. Hotel rooms must be part of the upgraded room categories offered in our Luxury or Distinction Collection. Packages must be booked by October 16, 2017, for travel between December 15, 2017, and April 30, 2018.

What is the procedure for receiving an upgrade to Option Plus?

The client must contact their travel agent. The latter will ensure that the client's phone number and email address are indicated in their file. The Seat Selection Centre will then assign a seat for each passenger on file, and the seat selection will be confirmed by email (depending on availability). If the client's email address is not listed, confirmation of the Option Plus booking will be sent to the travel agent's email address, since only one confirmation per file is sent. Clients must wait to receive confirmation of their upgrade to Option Plus. If they don't and decide to book Option Plus themselves either by calling Air Transat or via its website, they will be charged for the upgrade and will not be reimbursed once their original confirmation does arrive.

What type of seats do clients get?

Clients get a standard seat. Those who wish to reserve a two-by-two, emergency exit or extra legroom seat must pay the difference between a standard seat and the newly selected seat.

What should clients do if they do not receive confirmation of their upgrade to Option Plus?

Clients should call the Seat Selection Centre at 1-877-872-6728 if they do not receive confirmation within 14 business days of booking their packages.

Changes to Travel Dates

Can changes to travel dates be made with any Transat South package?

Yes. With the exception of packages to Marival Residences Luxury Resort Nuevo Vallarta, Sandals Resorts, Beaches Resorts and Grand Pineapple Beach Resorts; Florida, Duo and cruise packages; as well as guided tours.

What is the procedure for requests to change travel dates?

Clients must make all requests to change travel dates to their travel agents. If the agent is unavailable, the client may contact Transat at 1-866-322-6649.

Can a date change be requested several times before departure? By when must travel be completed?

Clients who book by October 16, 2017, can change their travel dates once, up to three hours before departure; clients who book by October 31, 2017, can change their travel dates once, up to seven days before departure. Travel must be completed by October 31, 2018. Changes to travel dates are subject to hotel and flight availability.

What happens if the package price is different on those new travel dates?

If the package price on the new travel dates is higher, the client must pay the difference between the new price and the price initially paid. No refund will be given should the price on the new travel dates be lower than the original.

If clients change their travel dates, would they still benefit from the other advantages of the Early Booking Promotion?

If the client has booked a Luxury or Distinction Collection package, they can still benefit from Option Plus. However, the Price Drop Guarantee only applies to the original booking.

Deposit

What are the eligibility requirements for the reduced deposit?

The reduced deposit of \$100 per person is valid exclusively on new individual bookings of Transat South, Florida or Duo packages, or of guided tours, made by October 31, 2017, for travel between December 15, 2017, and April 30, 2018.

Is the deposit refundable?

No. Clients cannot request a refund if the deposit has already been paid.

Future Travel Vouchers

What are the eligibility requirements for future travel vouchers?

Clients who book a South, Florida, Duo or a guided tour by October 31, 2017, will receive a non-transferable future travel voucher of \$50 per adult and \$25 per child with their e-tickets. This voucher can be used toward any Transat South, Florida or Europe package, flight, guided tour or cruise package, for travel by October 31, 2019.

Is the voucher transferable or redeemable for cash?

No. The voucher will be issued in the passenger's name and can only be applied to a booking under their name. The voucher has no cash value.

Can the voucher be reissued if lost?

Yes. Once Transat's Accounting Department verifies its validity, the voucher can be reissued.

Would a client still benefit from a future travel voucher if they cancel their booking entirely?

No. A future travel voucher will only be issued if a client has a valid booking.

Free Language Lessons With the Babel App

What is the Babel app?

The Babel app teaches new languages in a quick, simple and fun way. With over ten languages to choose from – including Spanish, French, German and Portuguese – there's something for everyone; and thanks to its numerous topics, everyone can learn according to their interests. In addition to being easy to use, this app is perfect for travellers, as it can be downloaded onto a computer, tablet or smartphone.

What are the eligibility requirements for receiving free language lessons with Babel?

As part of the Early Booking Promotion, a free month of language lessons with Babel is offered exclusively on new individual bookings of Transat South, Florida, Duo or of guided tours, made by October 16, 2017, for travel between December 15, 2017, and April 30, 2018.

Will the client be able to access their online course via different devices?

Yes, the client will be able to access their online course on their smartphone or tablet by downloading the Babel app. They can also access their language course on their computer.

How can clients access Babel?

The client will receive in their e-documents, a hyperlink on which they will have to click. This will redirect them to Babel's online registration page where they will get their promotional code for their free access. Once there, the client will need to provide the following information: promotional code, surname, first name and date of birth.

The client will also need to enter an email address and a password for identification, which they can then use to connect to Babel. During their online registration, the client will be able to select the language they want to learn and start their first lesson.

Can the client modify their choice of language during the free month?

No. The client can only choose one language.

When does the free month of language lessons begin?

The free month of language lessons begins from the moment the client enters their promotional code, during their online registration.

Where can clients find additional information about the Babel app?

For more information about the Babel app, clients can click on the following link:

<https://babel.zendesk.com/hc/en-gb/categories/200333238-Frequently-asked-questions>.