



Important announcement about winter 2020–2021 departures from Western Canada

Due to the many challenges that our industry is facing, Air Transat will not operate any flights from Western Canada to the South or USA for winter 2020–2021. We will operate domestic flights from Vancouver to Toronto and Montreal. There will also be some connecting flights to Europe via Toronto and Montreal, which we will share with you when the full winter program becomes available. We thank you for your support over the years and during these difficult months. We look forward to working with you again in the near future, when circumstances allow it.

Gateways impacted: Winnipeg, Calgary, Edmonton, Vancouver and Victoria

Policies & procedures for travel Nov. 1, 2020 - April 30, 2021, from Western Canada

Individual bookings:

All ABC, ITC and FIT bookings for travel from Western Canadian gateways will automatically be cancelled, except:

- Domestic flights from Vancouver
- Europe flights originating from Vancouver and connecting in Montreal or Toronto
- Land-only bookings

Customers will receive a refund in the amount received on file and in the original method of payment. You do not need to contact us, the adjustments will be made automatically.

Group bookings:

Group bookings that include passengers travelling exclusively from Western Canadian gateways will be cancelled automatically, except:

- Domestic flights from Vancouver
- Europe flights originating from Vancouver and connecting in Montreal or Toronto
- Land-only bookings

Customers will receive a refund in the amount received on file and in the original method of payment. You do not need to contact us, the adjustments will be made automatically.

Travel consultants with group files including passengers travelling from gateways in Western Canada and from gateway(s) still operating will be contacted by a Transat group agent. Passengers in the group travelling from Western Canada gateways will receive a refund (except as noted above). Passengers in the group travelling from other gateways may choose to travel as booked or receive a Future Travel Credit.



Bookings previously cancelled for travel March 21, 2020 - Oct. 31, 2020, from Western Canada

All passengers (individual and group bookings) from Western Canadian gateways who were issued a future travel credit due to COVID-19 will receive a full refund, except for:

- Domestic flights from Vancouver
- Europe flights originating from Vancouver and connecting in Montreal or Toronto
- Land-only bookings

Customers will receive a refund in the amount received on file and in the original method of payment. You do not need to contact us, the adjustments will be made automatically. Any commission paid on these files will be recalled.

Important Notes

Regular terms and conditions will apply for any modifications or cancellations to these types of bookings:

- Domestic flights from Vancouver
- Europe flights originating from Vancouver and connecting in Montreal or Toronto
- Land-only bookings

Notifications and refunds will be processed in order of scheduled departure date and within the following timeline:

FLIGHT DATE	NOTIFICATIONS STARTING WEEK OF	REFUND PROCESS STARTING DATE	ESTIMATED TIME FOR REFUND TO BE COMPLETED
March 21 - 31, 2020	27/07/2020	17/08/2020	4-6 weeks
April 1- 15, 2020	27/07/2020	01/09/2020	4-6 weeks
April 16 - 30, 2020	27/07/2020	16/09/2020	4-6 weeks
May, 2020	27/07/2020	01/10/2020	4-6 weeks
June, 2020	27/07/2020	16/10/2020	4-6 weeks
July, 2020	27/07/2020	31/10/2020	4-6 weeks
August, 2020	27/07/2020	15/11/2020	4-6 weeks
September, 2020	27/07/2020	30/11/2020	4-6 weeks
October, 2020	27/07/2020	15/12/2020	4-6 weeks
November, 2020	27/07/2020	30/12/2020	4-6 weeks
December, 2020	27/07/2020	14/01/2021	4-6 weeks
January-April, 2021	27/07/2020	29/01/2021	4-6 weeks