

Updated on Jun 11/21

# Refunds

## update on AIR CANADA

**EXTENDED!**  
Expires July 12, 2021



FREQUENTLY ASKED QUESTIONS

**See page 2  
for full details**



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# REFUNDS update on AIR CANADA

## FREQUENTLY ASKED QUESTIONS

TravelBrands team has been working diligently to fulfill all requests that have come in since AC announced on APR 12 they are refunding your air tickets and protecting commissions. Happy to say that 99% of the emails that have come in for your AC refund have been acknowledged. If you haven't received an email from us acknowledging what is happening with your request – then please see below on next steps to take.

**Q I submitted my refund by email already and have not received any refund or response back?**

**A** Send email to [refunds@travelbrands.com](mailto:refunds@travelbrands.com) – subject line: AC refunds 2nd request- ( pnr/ or booking #)

**Q I have an AC flight that is booked with a package ( Sunquest/ TravelGenie) – how do I request this refund back?**

**A** TravelBrands is working on a solution and will have communication out shortly. Stay tuned.

**Q I have submitted my AC refund for a penalty that I paid – when is this going to be refunded?**

**A** All AC requests that needed the penalty to be refunded back- were all submitted online with the AC WEB Portal- as per AC these are taking a little bit longer to process. TravelBrands has a confirmation number that we received when submitting your refund with penalty and we will send you confirmation of this.

**Q My passenger has received a refund from insurance company and now the tickets have also been refunded from TravelBrands – what do I do?**

**A** Passenger can contact the insurance company and let them know this.

**Q I have a seat selection on AC – how will this be refunded?**

**A** As soon as your air ticket is refunded – your seats will be refunded automatically.



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