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# Air transat (TS)

# Refunds



FREQUENTLY ASKED QUESTIONS

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for full details**



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# Air transat REFUNDS

## FREQUENTLY ASKED QUESTIONS

Air Transat has revised its refund policy and will offer refunds for all fares, for flights affected by COVID-19 since February 1, 2020. We will begin processing refund requests, **starting May 4th, 2021**. This new refund policy applies to Air Transat tickets (649) for travel on/after February 1, 2020, and issued before April 29, 2021.

Please send your refund requests by email to [refunds@travelbrands.com](mailto:refunds@travelbrands.com). The subject line should read: **TS REFUND – Intair booking number (PNR)**. Please allow 4 to 6 weeks for processing. Intair will follow same policy that TS is mandating.

**Q Do I need to return my commission for my tickets to be refunded?**

**A** No. TS protects your commission when taken on their merchant. Therefore, if an additional charge was made on TravelBrands' merchant, this amount is not protected. It is up to you if you refund this amount or not to your client. You can also return it if you want us to refund it to your client directly.

The charge for domestic net tickets (Canada) paid by credit card is made by TravelBrands. Therefore the amount refunded on the credit card will be the net fare plus eligible taxes. If you want the total amount charged on the credit card to be refunded, please mention it in your email and send us back the difference to have the refund processed.

**Q Travel agent added a service fee / markup on a published fare that was a separate charge made by Intair. Will this be protected?**

**A** No. It is up to you to refund this amount or not to your client. You can also return us the amount if you want us to refund it to your client directly.

**Q How can I submit my ticket for a refund?**

**A** Send an email to [refunds@travelbrands.com](mailto:refunds@travelbrands.com) – The subject line should read: **TS REFUND – Intair booking number (PNR)**. Please allow 4 to 6 weeks for processing.

**Q My file was submitted for refund through BSP link but hasn't been processed yet. Do I need to resubmit?**

**A** No, we will manually process these manually once the refund process starts. If it was rejected, we will see if they now qualify and process them.

**Q Is there a deadline to request a refund within this policy?**

**A** Yes. Please send us your refund request no later than August 15, 2021 (to allow us the time to submit everything to TS by their deadline of August 26, 2021).

**Q Are tickets issued before February 1, 2020 included in this refund policy?**

**A** Yes, for travel on/after February 1, 2020. .

**Q I refunded tickets, less applicable penalties and non-refundable taxes. Do refunds apply to the remaining value?**

**A** No, penalties are not eligible for a refund as per TS agreement with the government.

**Q Customers were reimbursed by their insurer. Are they eligible for a refund from Air Transat?**

**A** No. Tickets refunded by an insurer are excluded from any refund-eligible bookings.

**Q My client transferred their credit to a friend or family member. Can that person receive the refund?**

**A** No, because the refund can only be made using the method of payment on file. Unfortunately, a transferred credit cannot be refunded.

**Q Do refunds apply to credit card chargebacks?**

**A** No, because the chargeback process cannot be interrupted. Therefore, tickets that are subject to an active chargeback claim or that have already been charged back are not eligible for a refund.



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