

Sunquest, TravelGenie
and Exotik Journeys Packages
**Refunds of Future
Travel Vouchers**

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Our New Policy Covers Trips that were cancelled by WestJet Airlines or the Customer

Beginning on September 7, 2021 TravelBrands will begin accepting refund requests for eligible bookings that were cancelled as a result of the COVID-19 pandemic.



Find us on 
Your TravelBrands BDM



Sunquest

 **TravelBrands™**
TRAVELGENIE

 **TravelBrands™**
EXOTIK JOURNEYS

Access Bookings: TravelBrandsAccess.com
OR CALL: 1-844-5-TBRAND (827263)



Red Label Vacations Inc. - d.b.a. TravelBrands, B.C. Reg. #3597, Ont. Reg. # 50022275, Quebec permit holder #703376, with offices at 5450 Explorer Dr., Suite 302, Mississauga, Ontario, L4W 5N1 · 1050 West Pender Street, floor 22, Vancouver, BC V6A 3S7 · 325-1257 Guy street, Montreal, QC H3H 2K5.

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Frequently Asked Questions

1 How do I know if my booking is eligible for a refund?

You are eligible for a refund if you currently have a valid TravelBrands Future Travel Voucher where the scheduled departure was for February 1/2020 or later and the airline on your booking is with WestJet Airlines, or contains at least 1 segment with airline. However, if your package includes the following hotels ([click here for full list](#)) or select hotels with Exotik Journeys the value will remain as a Future Travel Voucher and only the air portion will be eligible for a refund.

2 How do I request a refund for my booking?

You can log into the TravelBrands Access website (www.TravelBrandsAccess.com) and go to the *My Bookings* page under forms to submit your request.

3 Is my commission protected?

Yes. Your commission will be protected however any additional mark-up on the file will not be protected. It is up to you if you wish to refund this amount to your client(s). You can also return the amount if you want us to refund it to your client(s) directly.

4 I had a commission recall on a previous package refund, can I request the commission be returned?

No. Refund requests under this policy is effective September 7, 2021. Prior submissions for commission recalls are not eligible to be returned.

5 When will passengers receive the refund?

We are processing the requests in the order in which they were received. Refunds can take up to 90 days to process. You will receive an e-mail once the refund has been processed.

6 Should I send a follow-up e-mail on my refund request if I have not heard back?

Once you have submitted your request there is no additional action required. We have received a high volume of requests and our team is working as quickly as possible. We thank you in advance for your continued patience.

7 I have already emailed my request to get my refund, do I have to resubmit it on the refunds form in Access?

Yes. Requests need to be sent through the TravelBrands Access website (www.TravelBrandsAccess.com) to accurately be logged and processed for a refund.

8 I applied my Future Travel Voucher to a new vacation package that has a residual amount that was issued on a new Future Travel Voucher, can I get a refund on the residual amount?

You are eligible for a refund on the residual value of the Future Travel Voucher provided that the new booking includes a flight segment with WestJet Airlines.

9 My client transferred the Future Travel Voucher to a friend/family member, can that person receive the refund?

No. The refund can only be made using the original form of payment on file. A transferred credit cannot be refunded.

10 Can I request a refund for just the air portion of my file and keep the rest of the package as a Future Travel Voucher or vice versa?

Yes. We can refund the WestJet Airlines air portion of the file and re-issue the land portion on a Future Travel Voucher or vice versa.

11 Is there a deadline to request a refund within this policy?

Yes. Please send us your refund request no later than September 30, 2021.

12 My file with WestJet Airlines was 100% non-refundable and my request was denied by my clients' insurer, can I now ask for a refund even though they have an FTV?

Yes. You can submit a request for a refund. Please note that we will require a copy of the letter from the insurance company stating that the claim was denied.



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