

What are the eligibility requirements for the Super Early Booking Promotion?

The Super Early Booking Promotion applies to new individual bookings of Transat South, Florida, Duo, cruise or guided tour packages made by June 30, 2017, for travel between November 1, 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 South packages made by June 30, 2017, for travel between November 1, 2017, and April 30, 2018. This offer does not apply to groups, flights, cruise packages, Florida 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.

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. A child may receive a refund of up to \$200.

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.

What are the participating hotels?

All hotels featured in Transat packages, with the exception of Marival Residences Luxury Resort Nuevo Vallarta, Sandals Resorts, Beaches Resorts, Grand Pineapple Beach Resorts, hotels in Florida and hotels featured in Duo packages.

Option Plus

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

As part of the Super Early Booking Promotion, Option Plus is offered exclusively on new individual bookings of Luxury or Distinction Collection packages. Packages must be booked by June 30, 2017, for travel between November 1, 2017, and April 30, 2018.

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

The client's phone number and email address must be indicated in their file. The Seat Selection Centre will 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 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 2x2, 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.

*The Price Drop Guarantee promotion may be discontinued or modified at any time without notice.

Changes to Travel Dates

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

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

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 June 30, 2017, can change their travel dates once, up to three hours before departure, and 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 for those new travel dates?

If the price for 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 for 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 Super 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 is valid exclusively on new individual bookings of Transat South, Florida, Duo, cruise or guided tour packages made by June 30, 2017, for travel between November 1, 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 or Duo package, a guided tour or a cruise package by June 30, 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.

Our Distinction Collection includes the following charming hotels:



AMResorts

Aura Club	★
Dreams Las Mareas Costa Rica	5
Dreams Los Cabos Suites Golf Resort & Spa	5
Dreams Tulum Resort & Spa	5
Now Amber Puerto Vallarta	5
Now Jade Riviera Cancun	5
Now Larimar Punta Cana	4.5
Sunscape Dorado Pacífico Ixtapa	4

Bahia Principe

Royal Golden	★
Grand Bahia Principe Cayacoa	4.5
Grand Bahia Principe Coba	4.5
Grand Bahia Principe El Portillo	4.5
Grand Bahia Principe Jamaica	4.5
Grand Bahia Principe La Romana	4.5
Grand Bahia Principe Punta Cana	4.5

Barceló Hotel Group

Prestige Class	★
Barceló Bavaro Beach	4.5
Barceló Maya Colonial	4.5
Barceló Maya Palace	5

Barceló Hotel Group

Preference Club	★
Occidental Punta Cana	4.5
Occidental at Xcaret Destination	4.5

Gaviota Hoteles

Montecristo Club	★
Hotel Playa Pesquero Resort, Suites & Spa	4.5
Hotel Playa Cayo Santa Maria	4.5

IBEROSTAR Hotels & Resorts

Star Class	★
IBEROSTAR Playa Alameda	4
IBEROSTAR Playa Mita	4.5
IBEROSTAR Punta Cana	4.5

Majestic Resorts

Regal Class	★
Majestic Colonial Punta Cana	4.5

Marival

Grand Selection	★
Grand Marival & Suites Nuevo Vallarta	4.5

Meliá Cuba

Elegance Club	★
Meliá Jardines del Rey	4
Meliá Peninsula Varadero	4

Meliá International

Emerald Club	★
Meliá Caribe Tropical	4.5
The Level at Meliá Caribe Tropical	5

Paradisus Resorts

Emerald Club	★
Paradisus Punta Cana Resort	5

Ocean

Sapphire Club	★
Ocean Blue & Sand	4.5
Ocean Coral & Turquesa	4.5

Palace Resorts

Crystal Club	★
Moon Palace Jamaica Grande Resort & Spa	5
The Grand at Moon Palace NEW	5

Palladium Hotels & Resorts

Imperial Club	★
Grand Palladium Bávaro Suites Resort & Spa	4.5
Grand Palladium Kantenah Resort & Spa NEW	4.5
Grand Palladium Lady Hamilton Resort & Spa	5
Grand Palladium Vallarta Resort & Spa	4

Sirenis Hotels & Resorts

Le Mirage	★
Grand Sirenis Mayan Beach Hotel & Spa	4.5
Sirenis Tropical Suites Casino & Aquagames	4

Valentin

Silver Club	★
Valentin Imperial Riviera Maya	5
Valentin Perla Blanca	4.5

Our Luxury Collection includes the following prestigious hotels:



Accor	★	Marival	★
Pullman Cayo Coco (The Collection by Pullman)	5	Marival Residences Luxury Resort Nuevo Vallarta	5
Bahia Principe	★	Meliá	★
Luxury Bahia Principe Cayo Levantado Don Pablo Collection	5	Meliá Braco Village (The Level) NEW	5
Barceló Hotel Group	★	Meliá Buenavista	5
Royal Hideaway Playacar	5	Palace Resorts	★
BlueBay	★	Le Blanc Spa Resort	5
Diamond Luxury Boutique	5	Paradisus Resorts	★
Excellence	★	Paradisus Palma Real Resort (Royal Service)	5
Beloved Playa Mujeres by Excellence Group NEW	5	Paradisus Playa del Carmen La Perla (Royal Service)	5
Excellence El Carmen	5	Paradisus Princesa del Mar (Royal Service)	5
Excellence Playa Mujeres	5	Paradisus Punta Cana Resort (Royal Service)	5
Excellence Punta Cana NEW	5	Paradisus Rio de Oro Resort & Spa (Royal Service)	5
Excellence Riviera Cancun	5	Paradisus Varadero (Royal Service)	5
Finest Playa Mujeres by Excellence Group	5	Secrets Resorts	★
Hyatt	★	Secrets Akumal Riviera Maya (Preferred Club)	5
Hyatt Ziva Cancun, featuring Turquoise NEW	5	Secrets Cap Cana Resort & Spa (Preferred Club)	5
Tafer Resorts	★	Secrets Huatulco Resort & Spa (Preferred Club)	5
Hotel Mousai NEW	5	Secrets Puerto Los Cabos Golf & Spa Resort (Preferred Club)	5
IBEROSTAR Hotels & Resorts	★	Secrets The Vine Cancun (Preferred Club)	5
IBEROSTAR Grand Hotel Bávaro	5	Secrets Vallarta Bay Puerto Vallarta (Preferred Club)	5
IBEROSTAR Grand Hotel Paraiso	5	Velas Resorts	★
IBEROSTAR Grand Hotel Rose Hall	5	Grand Velas Riviera Maya	5
Karisma Hotels & Resorts	★	Grand Velas Riviera Nayarit	5
El Dorado Casitas Royale	5	Zoëtry Resorts	★
		Zoëtry Paraiso de la Bonita Riviera Maya	5
		Zoëtry Villa Rolandi Isla Mujeres Cancun	5

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