

# What are the eligibility requirements for the Back to school Famili promotion?

The Back to school Famili promotion applies to new individual bookings of Transat flight only, cruise packages and Sun packages made between August 8 and September 30, 2016, for travel between December 15, 2016, and April 30, 2017. It does not apply to groups, guided tours, Duo packages and à la carte accommodations, packages to Sandals Resorts, Beaches Resorts, and Grand Pineapple Beach Resorts, or packages to hotels in Saint Lucia.

## 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 Luxury or Distinction Collection packages booked by September 30, 2016 for travel between December 15, 2016, and April 30, 2017. This offer does not apply to groups, flights, cruise packages, Florida packages, guided tours, Duo packages, à la carte accommodations, packages to Marival Residences Luxury Resort Nuevo Vallarta, Sandals Resorts, Beaches Resorts, and Grand Pineapple Beach Resorts, or packages to hotels in Saint Lucia.

### How much can I save with the Price Drop Guarantee?

Should a Transat Luxury or Distinction Collection package become available at a lower price, you may receive a refund of up to \$400 per adult. A child may receive a refund of up to \$200 – 50% of the refund granted to an adult.

### 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 already paid in full, then you will be refunded the difference.

### Who must I contact to request a price adjustment, and what is the deadline?

You must contact your travel agent or call the Transat Customer Care Centre at 1-800-587-2672 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's Luxury and Distinction collections. Depending on the hotel, the promotion may apply to a specific room category. A complete list of hotels is available at the end of this Q&A.

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

## Free seat selection for all members of a family

### How the free seat selection works?

Promotion applies to all members of a family (parents and children) on the same booking. Clients must be travelling with at least one child aged 2 to 11. Seat selection is complimentary for standard seats only and cannot be combined with Option Plus. Not applicable to seat selection made on the carrier's website. Seats must be selected by calling 1-877-TRANSAT. Clients must mention promo code FAM1617 at the time of booking and seat selection.

### What type of seats do I get?

You get a standard seat, no change permitted.

## Option Plus

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

As part of the Winter Sun Early Booking promotion, Option Plus is offered exclusively on new individual bookings of Luxury or Distinction Collection packages. Packages must be booked by September 30, 2016, for travel between December 15, 2016, and April 30, 2017.

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

Your phone number and email address must be indicated in your file. The Seat Selection Centre will assign a seat for each passenger on file (depending on availability), and the seat selection will be confirmed by email. If your email address is not listed, the Seat Selection and Option Plus confirmation will be sent to the email address on file, as only one confirmation per file is sent. You must wait to receive confirmation of your upgrade to Option Plus to benefit from the promotion. If you do not receive it and decide to book Option Plus themselves either by calling Transat or via the website, you will be charged for the upgrade and will not be reimbursed once their original confirmation is received.

### What type of seats do I get?

You get a standard seat. If you wish to reserve a 2x2, emergency exit or extra legroom seat, you must pay the difference between a standard seat and the newly selected seat.

### What should I do if I have not yet received confirmation of my upgrade to Option Plus?

You should call the Seat Selection Centre at 1-877-872-6728 if you do not receive confirmation within 14 business days of booking their package.

## Changes to Travel Dates

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### Can changes to travel dates be made with any Transat Flight only, Cruise Package and Sun Package?

Yes, it applies to flight only and Sun package, with the exception of packages to Marival Residences Luxury Resort Nuevo Vallarta, Sandals Resorts, Beaches Resorts, and Grand Pineapple Beach Resorts, as well as packages to hotels in Saint Lucia.

It's not applicable to cruise packages and to packages at *Walt Disney World* Resort, Universal Orlando and Florida Holiday Homes.

### What is the procedure for requests to change travel dates?

All requests to change travel dates must be made to Transat at 1-866-322-6649 or through your travel agent.

### Can a date change be requested several times before departure? By when must travel be completed?

If you book by **September 30, 2016**, you can change your travel dates once, up to **three hours** before departure. Travel must be completed by October 31, 2017. Changes to travel dates are subject to hotel and flight availability.

### What happens if the package price is different for the new travel dates?

If the price for the new travel dates is higher, you 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 I change my travel dates, can I still benefit from the other advantages of the Winter Sun Early Booking promotion?

If you have booked a Luxury or Distinction Collection package, you can still benefit from Option Plus. However, the Price Drop Guarantee only applies to the original booking.

## Deposits

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### Is the deposit refundable?

No. You cannot request a refund if the deposit has already been paid.

## Future Travel Vouchers

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### What are the eligibility requirements for future travel vouchers?

If you book a package by September 30, 2016, you 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, 2018.

### Is the voucher transferable or refundable for cash?

No. The voucher will be issued in your name and can only be applied to a booking under your 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.

## Win your trip for free

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Book a Luxury or Distinction Collection package between August 8 and September 30, 2016 for travel December 15, 2016 and April 30, 2017 and you will automatically be entered into a weekly draw to win the cost of your trip up to \$5,000 CDN per file. A total of eight refunds will be awarded during the prize giveaway period.

The booking will be refunded in the same form of payment that the original booking was made.

# Our Distinction Collection includes the following charming hotels:

## THE **amRESORTS**™ COLLECTION

### DREAMS RESORTS

#### AURA CLUB

Dreams Las Mareas  
Dreams Los Cabos Suites Golf Resort & Spa  
Dreams Tulum Resort & Spa



5★  
4.5★  
4.5★

### NOW RESORTS

#### AURA CLUB

Now Amber Puerto Vallarta **NEW**  
Now Jade Riviera Cancun  
Now Larimar Punta Cana



5★  
5★  
4.5★

### SUNSCAPE RESORTS

#### AURA CLUB

Sunscape Dorado Pacifico Ixtapa



4★

### BAHIA PRINCIPE

#### ROYAL GOLDEN

Grand Bahia Principe Cayacoa  
Grand Bahia Principe Coba  
Grand Bahia Principe El Portillo  
Grand Bahia Principe Jamaica  
Grand Bahia Principe La Romana  
Grand Bahia Principe Punta Cana



4★  
4.5★  
4★  
4.5★  
4★  
4.5★

### BARCELÓ

#### PRESTIGE CLASS

Barceló

Barceló Bavaro Beach **NEW**  
Barceló Maya Colonial **NEW**  
Barceló Maya Palace **NEW**

4.5★  
4.5★  
5★

### GAVIOTA HOTELES

#### MONTECRISTO CLUB

Hotel Playa Pesquero  
Hotel Playa Cayo Santa Maria **NEW**



4.5★  
4.5★

### HODELPA

#### ESSENTIA CLUB

Essentia, by Emotions **NEW**

4.5★

### IBEROSTAR

#### STAR CLASS

IBEROSTAR Playa Alameda  
IBEROSTAR Playa Mita  
IBEROSTAR Punta Cana



4.5★  
4.5★  
4.5★

### MAJESTIC

#### REGAL CLASS

Majestic Colonial Punta Cana **NEW**



4.5★

### MARIVAL

#### GRAND SELECTION

Grand Marival & Suites Nuevo Vallarta



4.5★

## The **MELIÁ** HOTELS INTERNATIONAL Collection

### MELIÁ

#### ELEGANCE CLUB

Meliá Jardines del Rey  
Meliá Peninsula Varadero



4★  
4.5★

### MELIÁ

#### EMERALD CLUB

Meliá Caribe Tropical  
The Level at Meliá Caribe Tropical  
ME Cancun **NEW**



4.5★  
4.5★  
4.5★

### PARADISUS

#### EMERALD CLUB

Paradisus Punta Cana Resort



5★

### OCCIDENTAL

#### PREFERENCE CLUB

Occidental Punta Cana  
Occidental Xcaret



4★  
4★

### OCEAN

#### SAPPHIRE CLUB

Ocean Blue & Sand  
Ocean Coral & Turquesa



4.5★  
4.5★

### PALACE

#### CRYSTAL CLUB

Moon Palace Golf & Spa Resort  
Moon Palace Jamaica Grande Resort & Spa



5★  
5★

### PALLADIUM

#### IMPERIAL CLUB

Grand Palladium Bávaro Suites Resort & Spa  
Grand Palladium Lady Hamilton Resort & Spa  
Grand Palladium Vallarta Resort & Spa  
Grand Palladium White Sand Resort & Spa



4.5★  
5★  
4★  
4.5★

### SIRENIS

#### LE MIRAGE

Grand Sirenis Mayan Beach, Hotel & Spa  
Sirenis Tropical Suites Casino & Aquagames



4.5★  
4★

### VALENTIN

#### SILVER CLUB

Valentin Imperial Maya  
Valentin Perla Blanca

5★  
4.5★

# Our Luxury Collection includes the following prestigious hotels:

## ACCOR



Pullman Cayo Coco (The Collection by Pullman) **NEW**

5★

## BAHIA PRINCIPE



Luxury Bahia Principe Cayo Levantado Don Pablo Collection

5★

## BELMOND



Belmond La Samanna (European Plan)

5★

## BLUEBAY



Diamond Suites Riviera Maya

5★

## EXCELLENCE



Excellence El Carmen **NEW**

5★

Excellence Playa Mujeres

5★

Excellence Riviera Cancun

5★

Finest Playa Mujeres by Excellence Group **NEW**

5★

## IBEROSTAR



IBEROSTAR Grand Hotel Bávaro

5★

IBEROSTAR Grand Hotel Paraiso

5★

IBEROSTAR Grand Hotel Rose Hall

5★

## KARISMA



El Dorado Casitas, a Gourmet Inclusive Resort by Karisma **NEW**

5★

## MARIVAL



Marival Residences Luxury Resort Nuevo Vallarta

5★

## MELIÁ



Meliá Buenavista **NEW**

5★

## OCCIDENTAL

Royal Hideaway Playacar

## Barceló

5★

## PALACE

Le Blanc Spa Resort



5★

## PARADISUS

Paradisus Palma Real Resort



5★

Paradisus Playa del Carmen La Perla (Royal Service)

5★

Paradisus Princesa del Mar (Royal Service)

5★

Paradisus Punta Cana Resort (Royal Service)

5★

Paradisus Rio de Oro Resort & Spa (Royal Service)

5★

Paradisus Varadero (Royal Service)

5★

## SECRETS RESORTS



Secrets Akumal Riviera Maya (Preferred Club) **NEW**

5★

Secrets Cap Cana Resort & Spa (Preferred Club) **NEW**

5★

Secrets Huatulco Resort & Spa (Preferred Club)

5★

Secrets Puerto Los Cabos Golf & Spa Resort (Preferred Club)

5★

Secrets The Vine Cancun (Preferred Club)

5★

Secrets Vallarta Bay Puerto Vallarta (Preferred Club)

5★

## VELAS



Grand Velas Riviera Maya

5★

Grand Velas Riviera Nayarit

5★

## ZOËTRY RESORTS



Zoëtry Paraiso de la Bonita Riviera Maya

5★

Zoëtry Villa Rolandi Isla Mujeres Cancun

5★

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