



## Air Transat U.S Customer Service Plan (Revised April 2016)

This Customer Service Plan applies to regularly-scheduled Air Transat flights arriving and departing the United States. Our Plan is intended to provide you with information regarding Air Transat's policies, procedures and methods for handling certain aspects of your travel with our airline, including those exceptions that may occur in your travel plans.

### **General information, fares, purchases, delays and cancellations**

For purposes of this Customer Service Plan, "Air Transat" or "Carrier" means Air Transat A.T. Inc., and "Passenger" or "Customer" means any person, except members of the crew, carried or to be carried in an aircraft with the consent of Carrier.

Air Transat offers the lowest fare available at the time and place of booking, whether customers make reservations online at [www.airtransat.ca](http://www.airtransat.ca), by calling Air Transat Reservations at 1-866-847-1112 (from Canada) and 1-866-255-4871 (from the US) or at the airport during ticketing hours.

Air Transat will use its best efforts to notify all affected passengers promptly of: planned schedule changes and service withdrawals, known delays and their cause, cancellations and their cause and flight diversions and their cause. Notification may be given by any of the following methods, whichever is most practical in the circumstances: telephone, email, written correspondence, flight information posted on [airtransat.ca](http://airtransat.ca), airport announcements, on-board announcements or written advisory distributed at airport. If you provide us with your contact information, we will notify you of any changes to your itinerary prior to the date of the departure.

Air Transat makes every effort to off-load and deliver baggage to the baggage claim area efficiently. In the event a passenger's checked bags do not arrive on the same flight as the passenger, reasonable efforts will be made to return the bag to the passenger within 24 hours, at the expense of the carrier. Air Transat will compensate passengers for reasonable expenses resulting from delayed delivery of baggage as required by the Montreal Convention, and will reimburse passengers for any fee charged to transport a bag if that bag is lost.

Air Transat requires full payment at the time of booking. Air Transat will allow a customer to cancel a purchased air fare for a full refund without penalty for up to 24 hours after purchase. This applies to all reservations made 7 days prior to the scheduled date of departure.

To request a full refund on a ticket cancelled within 24 hours of purchase, please call us at 1-866-255-4871.



## Air Transat U.S Customer Service Plan (Revised April 2016)

### **Providing prompt ticket refunds**

If a refund is due, Air Transat will make the refund via the original form of payment. Refunds for fares purchased with a credit card will be processed for crediting-back to the same credit card account no later than seven (7) business days from the date the full documentation of the refund request is received by the Carrier, and no later than twenty (20) days after receiving a complete refund request for cash and cheque purposes.

With regard to fares purchased by cheque, Air Transat may delay making an otherwise eligible refund until such time as the cheque by which the fare was purchased has cleared the financial institution on which it was drawn and Air Transat has received payment. Air Transat shall make refunds in the currency with which the fare was purchased.

Inquiries regarding ticket refunds should be made at 1-866-847-1112 (from Canada) and 1-866-255-4871 (from the US). Please note that all individuals that purchased their ticket from a travel agency must seek reimbursement directly from that agency or agent.

### **Properly accommodating passengers with disabilities and other special needs**

Air Transat is dedicated to providing safe, convenient and reliable travel to all individuals. All Air Transat ground representatives have received specialized training in providing assistance to, and transferring techniques for passengers with disabilities. Employees who interact with passengers with disabilities will exhibit kindness, awareness and respect.

### **Meeting customers' essential needs during lengthy tarmac delays (Contingency Plan)**

We make every reasonable effort to avoid delays on the tarmac and elsewhere, but should an unusual event result in a lengthy onboard delay (at US airports only) we want to ensure the safety and well-being of our customers and crew. A tarmac delay is defined as holding an aircraft on the ground after leaving the gate or upon landing without access to the terminal.

If circumstances cause a tarmac delay longer than two (2) hours, we will meet our customers' essential needs by offering complimentary non-alcoholic beverages, snack service, restroom facilities and basic medical assistance. These services will be offered as long as the Captain of the flight determines there is no safety or security related reason that precludes the services.

For tarmac delays covered by our contingency plan, our Operations Control Centre, the local airport and the captain of the flight along with the FAA, air traffic control and airport operations personnel will determine necessary airport terminal access, secure aircraft parking, ground service equipment, personnel, supplies, services and communications ensuring the safety of all involved. Air Transat endeavours to ensure passengers are made aware of deplaning opportunities, once disembarkation has been approved and arranged by the authorized parties.



## Air Transat U.S Customer Service Plan (Revised April 2016)

Every Air Transat Captain, in conjunction with Air Transat's Operations Control Centre, will work to evaluate a given situation and use their collective best judgment to respond to any emergency or other extraordinary circumstance which may arise. This may involve seeking the assistance of qualified medical personnel onboard the aircraft, expediting the aircraft's safe return to a terminal gate, use of the onboard medical kit, and/or requesting additional medical assistance and support.

### **Handling "bumped" passengers with fairness and consistency in case of an overbooked flight (applicable to flights departing US airports only)**

Air Transat does not intentionally overbook its flights. In the unlikely event of an **overbooking situation occurring at a US airport (due to change of gauge, inoperable seat etc.)**, we will actively solicit volunteers to accept denied boarding and will only involuntarily deny boarding should adequate volunteers not be sourced.

Should we deny boarding involuntarily, consistent with our Contract of Carriage and in accordance with the Air Transat boarding priority, we will advise passengers of their options, including the amount of compensation payable.

Under U.S. Department of Transportation Regulations, a passenger who is denied boarding involuntarily must be told that he or she is eligible for compensation and that the payment is to be issued within 24 hours of the denied boarding. The passenger will be provided with a statement explaining the terms, conditions, and limitations of denied boarding compensation, describing the Carrier's boarding priority rules and criteria. Air Transat shall also furnish this statement upon request at U.S. airport ticket selling and/or U.S. boarding locations being used by the Carrier.

### **Ensuring responsiveness to customer complaints**

Air Transat's Customer Relations Department will address, via electronic service or conventional postal service, all issues and compliments from customers regarding flights already taken. Air Transat asks that all concerns be sent in writing to:

Air Transat ATTN: Customer Relations Department  
300 Leo Pariseau, Suite 500  
Montreal, Quebec, H2X 4C2 CANADA

Toll-free at 1-800-387-2672 or by Fax: 1-866-828-6099 Email: [customerrelations@transat.com](mailto:customerrelations@transat.com)

Alternatively, customers may fill out our Feedback Form by [clicking here](#).

All correspondence is answered with accuracy and professionalism in a timely manner and in the order it arrives. Air Transat ensures to acknowledge receipt of all written complaints within 30 days of receipt and provide a substantive response within 60 days.

Air Transat will make reasonable efforts to mitigate passenger inconvenience resulting from cancellations. These efforts may include rescheduled flights, alternate transportation, credit vouchers and/or refunds, depending on availability of rescheduled and/or alternate travel arrangements and other factors.

April 2016/GS