



# HERE COMES THE SUN

## Promo

Only \$100  
deposit + Option  
Flex

Book a South package by September 30, 2020,  
for travel by April 30, 2021, and benefit from:

- ✓ **Option Flex\***, which allows you to:
  - Change your travel dates
  - Transfer your vacation package
  - Cancel your trip
- ✓ **Our Price Drop Guarantee<sup>†</sup>**
- ✓ **A reduced deposit of only \$100**
- ✓ **Final payment due 25 days before departure**

Book a Florida, New Orleans, Spain, Portugal or Duo package, with only  
a **\$100 deposit** and with final payment due **25 days before departure**.

### TRAVELLER CARE

Introducing Transat's  
health and safety program

Here Comes the Sun Promo is valid on new individual bookings made from August 4 to September 30, 2020, for a minimum of 7 nights, for travel between August 5, 2020, and April 30, 2021. Offer does not apply to groups, cruise packages, flights or à la carte accommodations. \*Option Flex and its advantages are only offered to clients who book a South package. Regular conditions apply. †The Price Drop Guarantee does not apply to groups, flights, cruise packages, packages to Florida, New Orleans, Spain or Portugal, Duo packages, or à la carte accommodations. It also does not apply to packages to Sandals Resorts, Beaches Resorts, Marival Distinct Luxury Residences, Grand Velas Riviera Maya, Casa Velas, Grand Velas Riviera Nayarit, Velas Vallarta, Grand Pineapple Beach Resorts or Couples Resorts Jamaica. It also excludes Transat 48-hour sales, deals of the day, SPC rooms or promotional room upgrades. Should the package become available at a lower price, clients may receive a refund of up to \$400 per adult/\$200 per child, minus a \$25 per person administration fee. This promotion may change without notice and is subject to availability at the time of booking. COM-3581



# HERE COMES THE SUN PROMO

## TERMS & CONDITIONS

All four benefits of the Here Comes the Sun Promo apply to new individual bookings of Transat South packages. The reduced \$100 deposit and final payment due 25 days before departure also apply to new individual bookings of Florida, New Orleans, Spain, Portugal and Duo packages. This promotion is valid on bookings made from August 4 to September 30, 2020, for travel between August 5, 2020, and April 30, 2021. It does not apply to groups, cruise packages, flights, guided tours or à la carte accommodations.

### Does this offer apply to bookings made with the travel credit issued as a result of COVID-19?

Yes. Regular sales conditions apply.

## The Price Drop Guarantee<sup>†</sup>

### What are the eligibility requirements?

The Price Drop Guarantee is valid up to 30 days before departure, exclusively on new individual bookings of Transat South packages. The offer does not apply to groups, flights, cruise packages, packages to Florida, New Orleans, Spain or Portugal, Duo packages or à la carte accommodations. It also does not apply to packages to Sandals Resorts, Beaches Resorts, Marival Distinct Luxury Residences, Grand Velas Riviera Maya, Casa Velas, Grand Velas Riviera Nayarit, Velas Vallarta, Grand Pineapple Beach Resorts or Couples Resorts Jamaica. It also excludes Transat 48-hour sales (Transat Tuesday, Luxury Wednesday, Family Thursday), deals of the day, SPC rooms or promotional room upgrades.

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

Should a package become available at a lower price, clients may receive a refund of up to \$400 per adult/\$200 per child, minus a \$25 per person administration fee.

### 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 (including travel class) 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 and the rate on the original booking is adjusted, final payment will be required. If the client had already paid in full, then they will be refunded the difference, minus a \$25 per person administration fee.

### Who should clients contact to request a price adjustment, and by when?

Clients should 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.

### What are the participating hotels?

All the hotels in the Transat South packages, with the exception of those listed above.

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

## Option Flex\*

### What are the benefits of Option Flex?

Option Flex offers flexibility and peace of mind. Customers can:

- Change their travel dates, destination or hotel up to three hours before departure
- Transfer their vacation package to a friend or family member up to 30 days before departure
- Cancel their trip and get a refund

### What are the terms and conditions of Option Flex?

Standard Option Flex terms and conditions apply. Full details on Option Flex can be found at [transat.com](https://transat.com).

### What are the conditions if a customer decides to make a change?

Customers can change their travel dates, destination or hotel up to three hours before departure.

### What are the conditions if a customer decides to cancel their booking?

Customers can cancel up to 24 hours before departure and get a refund.

### How will the customer be refunded if they choose to cancel their booking?

The refund method will depend on when the cancellation was requested:

- **25 days or more before departure\***: Option Flex travel credit in the amount of the deposit or payment received by Transat, and the balance refunded in the method of payment on file (minus Option Flex fees).
- **22 to 24 days before departure\***: Option Flex travel credit for half the amount of the package, and the balance refunded in the method of payment on file (minus Option Flex fees).
- **24 hours to 21 days before departure\***: Option Flex travel credit for the full amount of the package (minus Option Flex fees).

\*Temporary relaxation of cancellation terms.

### Is a full cash refund possible?

No, a full cash refund is not possible. Possible refund methods are listed in the previous question.

## **If a customer cancels their trip and had paid for it with a COVID-19 travel credit, how will they be refunded?**

If a passenger had paid with a COVID-19 credit, the refund will be made in the form of an Option Flex travel credit. This travel credit must be redeemed within 12 months of the original return date, and is neither transferable nor refundable.

## **Which packages does Option Flex not apply to?**

Option Flex does not apply to packages to Sandals and Beaches Resorts, Marival Distinct Luxury Residences, Grand Velas Riviera Maya, Casa Velas, Grand Velas Riviera Nayarit, Velas Vallarta, Grand Pineapple Beach Resorts and Couples Resorts Jamaica.

# **Reduced deposit**

## **What are the eligibility requirements?**

The reduced deposit is valid exclusively on new individual bookings of products featured in the Here Comes the Sun Promo, listed on page 1.

## **Is the deposit refundable?**

No.