



**Communities  
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## Communication addressed to intermediaries and policyholders for private sectors

### Agreement between the Federal Government and airlines: Air Canada and Air Transat agree to refund flights, trips, and travel credits

#### *Please take note of the following steps and deadlines for refund requests.*

As of April 13th (Air Canada) and April 29th (Air Transat), an agreement has been made to handle refunds for cancellations of tickets, vacations, and trip credits according to their initial method of payment, whether cancelled at the airline's discretion or initiated by the customer.

We invite you to **share this information with your employees** so that they may take the necessary steps to secure their refund within the prescribed deadlines.



#### **Air Canada will accept refund requests for your flight, vacation, and travel credits, until June 12th 2021.**

- Your booking must have been made **before April 13th, 2021** (in anticipation of a scheduled departure **on or after February 1st, 2020**).
- Travel vouchers will continue to be honoured beyond June 12th, 2021.

To get your refund, **complete the form** available on [Air Canada's](#) website.



#### **Air Transat will accept refund requests for travel credits, according to the initial method of payment, until August 26th, 2021.**

- Your booking must have been made **before April 29th, 2021** (in anticipation of a scheduled departure **on or after February 1st, 2020**).
- Travel credits will be honoured beyond August 26th, 2021.

To get your refund, **complete the form** available on [Air Transat's](#) website

**Administration fees charged by travel agencies, if any, are not eligible for reimbursement under your travel insurance.**

If you have any questions, please do not hesitate to consult our [FAQ](#), or to contact your Account Executive. **Thank you for your collaboration.**

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If you have any questions, please communicate with your usual contact person.

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