

Advantages for clients booking by:

September 30, 2013

- **Price Guarantee on packages from the Distinction and Luxury Collections**
- **Free upgrade** to Option Plus or CanJet Select with Distinction and Luxury Collections¹
- **Deposit of \$50** instead of \$250
- **Travel dates can be changed** up to 3 hours before departure[†]
- **A chance to win their vacation²**

October 31, 2013³

- **Price Guarantee on packages from the Distinction and Luxury Collections**
- **Free upgrade** to Option Plus or CanJet Select with Distinction and Luxury Collections
- **Travel dates can be changed** up to 7 days before departure[†]

Introducing Our Sun Promotions

WINTER 2013-2014

The earlier your clients book, the more they'll get!

OUR PRICE GUARANTEE

We offer clients a Price Guarantee exclusively on packages from the Transat Holidays Distinction or Luxury Collections, so if their vacation package becomes available at a lower price than the one paid, they'll be refunded the difference in CASH (up to \$400 per adult).

For details, refer to the Q&A section on the following pages.

Applicable to travel between Dec. 19, 2013 and Apr. 30, 2014. Offer does not apply to groups, Florida, cruises, flights, Sandals and Beaches Resorts and Grand Pineapple Resorts packages. Clients booking by Oct. 31, 2013 can only change their original travel date once. Travel must be completed by Oct. 31, 2014. Any change to travel dates is subject to hotel and flight availability. If the price on the new travel date is higher, the client must pay the difference. No refund will be given should the price on the new travel date be lower than on the original travel date. ¹Subject to availability. Not applicable to upgrades booked on the air carrier's website. [†]A change of travel date request must be made directly to the customer's travel agent. If unavailable, customers may contact TRANSAT at 1-866-322-6649. ²5 trips to be won, maximum value of \$4,000 each, see contest details at www.transatholidays.com. ³November 30, 2013, for customers departing from a gateway in Atlantic Canada.



AIR TRANSAT
NAMED WORLD'S BEST
LEISURE AIRLINE

QUESTIONS & ANSWERS

What are the eligibility requirements?

Applicable to new individual Transat Holidays Sun package bookings, for travel between December 19, 2013 and April 30, 2014. Offer does not apply to groups, Florida, cruises, flights or Sandals and Beaches Resorts and Grand Pineapple Resorts packages.

The Price Guarantee is valid exclusively on Distinction and Luxury Collection Sun packages. Option Plus or CanJet Select upgrades apply to Distinction and Luxury Collection Sun packages.

Our Price Guarantee*

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

Contact the Transat Holidays Customer Care Centre at 1-800-587-2672 at least 30 days prior to departure.

What is the maximum refund amount?

Should a package become available at a lower price, maximum savings are \$400 per adult and for children, 50% of the value granted to the adult.

When does the Guarantee apply?

This offer is only applicable to the same package, departure date, departure city, destination, room category and flight as the original booking.

What is the procedure for price adjustment requests?

The rate on the original booking is adjusted once the request is approved, and final payment will be requested at that time. If the transaction has already been processed, the client will be refunded.

Can price adjustments be requested more than once before the departure?

The Guarantee may only be applied once to the same date as the original booking.

Is commission affected by the Guarantee?

Commission is protected and calculated based on the package price at the time of reservation, as opposed to the lowest price.

Upgrade to Option Plus or CanJet Select

What are the participating hotels?

All hotels featured in the Distinction and Luxury Collections. The room category specific to each collection is eligible for the promotion. See page 4 for a complete list of hotels.

What is the procedure for upgrades to Option Plus or CanJet Select?

Indicate the client's phone number and email in their file. For bookings with flights operated by Air Transat, seat selection will be confirmed by email within 5 to 10 working days on the booking. If the client's email address is not on file, the confirmation will be sent to the agency. For bookings with flights operated by CanJet, the CanJet call centre will contact clients directly within 5 to 10 working days to reserve their seats. Upgrades are subject to availability. Clients must wait to receive a confirmation of their upgrade. **If they book the upgrade themselves on the air carrier's web site, they will not be reimbursed.**

Is commission affected by Option Plus/CanJet Select?

Commission does not apply to Option Plus/CanJet Select, as they are offered by the promotion.

What should I do if my client has not yet received an upgrade confirmation?

If they are flying with Air Transat, call the Information and Seat Selection Centre at 1-866-892-4368 if your client does not receive the confirmation within 14 business days after booking. If they are flying with CanJet, please call the CanJet call centre at 1-800-809-7777.

Date Change

What is the procedure for date change requests?

Requests to change departure date must be made directly to the customer's travel agent. If unavailable, the customer may contact Transat Holidays at 1-866-322-6649.

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

Clients booking by October 31, 2013 can change their original travel date once. Travel must be completed by October 31, 2014. Changes to travel dates are subject to hotel and flight availability.

What happens if the package price changes with the date change?

If the price for the new travel date is higher, the client must pay the difference between the price initially paid and the new price of the day. No refund will be given should the price for the new travel date be lower than the original.

Is commission affected by date changes?

If the price for the new travel dates has changed, commission will only be affected by a price increase.

When clients change their travel dates, can they still benefit from promotion advantages?

Clients can still benefit from upgrades. However, the Guarantee is only applicable to the original booking.

Deposit

Can clients who left a deposit request a refund?

Clients cannot request a refund if the deposit has been paid.

Contest

What is the prize?

Winners will have their Sun vacation package reimbursed up to a maximum of \$4,000 per file.

How many prizes can be won?

There are five prizes in total.

Where can I view the contest rules?

Contest rules are posted at transatholidays.com.

If my client wins, will my commission be affected?

Your commission is protected if your client is one of the contest winners.

LIST OF HOTELS PARTICIPATING IN THE PRICE GUARANTEE PROMOTION

Distinction Collection

BAHIA PRINCIPE ROYAL GOLDEN	
GRAND BAHIA PRINCIPE JAMAICA Runaway Bay, Jamaica	5★
GRAND BAHIA PRINCIPE LA ROMANA La Romana, Dominican Republic	4½★
GRAND BAHIA PRINCIPE EL PORTILLO Samana, Dominican Republic	4½★
GRAND BAHIA PRINCIPE CAYACOA Samana, Dominican Republic	4½★
GRAND BAHIA PRINCIPE PUNTA CANA Punta Cana, Dominican Republic	5★
GRAND BAHIA PRINCIPE AKUMAL Riviera Maya, Mexico	5★
GRAND BAHIA PRINCIPE COBA Riviera Maya, Mexico	5★

BARCELÓ PRESTIGE CLASS	
BARCELÓ PUERTO PLATA Puerto Plata, Dominican Republic	4★
BARCELÓ BÁVARO BEACH Punta Cana, Dominican Republic	4½★
BARCELÓ PUNTA CANA Punta Cana, Dominican Republic	4½★
BARCELÓ MAYA PALACE DELUXE Riviera Maya, Mexico	5★
BARCELÓ MAYA COLONIAL Riviera Maya, Mexico	4½★

OCCIDENTAL PREFERENCE CLUB	
OCCIDENTAL GRAND PUNTA CANA Punta Cana, Dominican Republic	4★
OCCIDENTAL GRAND XCARET Riviera Maya, Mexico	4★
ROYAL HIDEAWAY PLAYACAR Riviera Maya, Mexico	5★

PALLADIUM IMPERIAL CLUB	
GRAND PALLADIUM LADY HAMILTON RESORT & SPA Lucea, Jamaica	4½★
GRAND PALLADIUM BÁVARO RESORT & SPA Punta Cana, Dominican Republic	4½★
GRAND PALLADIUM VALLARTA RESORT & SPA Riviera Nayarit, Mexico	4★
GRAND PALLADIUM WHITE SAND RESORT & SPA Riviera Maya, Mexico	4½★

SIRENIS LE MIRAGE	
SIRENIS TROPICAL SUITES CASINO & AQUAGAMES Punta Cana, Dominican Republic	4★
GRAND SIRENIS MAYAN BEACH Riviera Maya, Mexico	4½★

MELIÁ ELEGANCE CLUB	
MELIÁ PENINSULA VARADERO NEW Varadero, Cuba	4½★
MELIÁ CAYO GUILLERMO NEW Cayo Guillermo, Cuba	4½★
MELIÁ CAYO SANTA MARIA NEW Cayo Santa Maria, Cuba	4½★

MARIVAL GRAND SELECTION	
GRAND MARIVAL & SUITES NUEVO VALLARTA NEW Riviera Nayarit, Mexico	4★

PALACE CRYSTAL CLUB	
MOON PALACE GOLF & SPA RESORT NEW Riviera Maya, Mexico	4½★

IBEROSTAR PACIFIC CLUB	
IBEROSTAR PLAYA MITA NEW Riviera Nayarit, Mexico	4½★

Luxury Collection

BAHIA PRINCIPE	
LUXURY BAHIA PRINCIPE CAYO LEVANTADO DON PABLO COLLECTION Samana, Dominican Republic	5★

BLUEBAY	
DIAMOND SUITES RIVIERA MAYA Riviera Maya, Mexico	5★

EXCELLENCE GROUP Luxury Hotels & Resorts	
EXCELLENCE PLAYA MUJERES Cancun, Mexico	5★
EXCELLENCE RIVIERA CANCUN Riviera Maya, Mexico	5★

IBEROSTAR	
IBEROSTAR GRAND HOTEL ROSE HALL Montego Bay, Jamaica	5★
IBEROSTAR GRAND HOTEL BÁVARO Punta Cana, Dominican Republic	5★
IBEROSTAR GRAND HOTEL PARAISO Riviera Maya, Mexico	5★

MARIVAL	
MARIVAL RESIDENCES & WORLD SPA Riviera Nayarit, Mexico	5★

OCCIDENTAL	
ROYAL HIDEAWAY PLAYACAR Riviera Maya, Mexico	5★

PARADISUS	
PARADISUS PALMA REAL RESORT Punta Cana, Dominican Republic	5★
PARADISUS PLAYA DEL CARMEN LA PERLA NEW Riviera Maya, Mexico	5★
PARADISUS PRINCESA DEL MAR ROYAL SERVICE NEW Varadero, Cuba	5★
PARADISUS VARADERO ROYAL SERVICE Varadero, Cuba	5★
PARADISUS RIO DE ORO RESORT & SPA ROYAL SERVICE NEW Holguin, Cuba	5★

SECRETS	
SECRETS VALLARTA BAY PUERTO VALLARTA NEW Puerto Vallarta, Mexico	5★