

# Our <sup>sun</sup> promotions



**THE EARLIER YOU BOOK,  
THE MORE YOU'LL GET!**

**BOOK BY**

***September 30, 2014***

**BOOK TRANSAT HOLIDAYS' EXCLUSIVE  
LUXURY OR DISTINCTION COLLECTION  
HOTEL PACKAGES FOR THESE ADVANTAGES:**

- ▶ Our Best Price Guarantee<sup>†</sup>
- ▶ Option Plus (**\$79 value**) including:
  - Free seat selection
  - \$15 Bistro voucher per person, per flight
  - Supplementary baggage allowance of **10 kg**
- ▶ Pay a **\$50** deposit instead of \$250
- ▶ Change your travel dates up to **3 hours** before departure<sup>2</sup>
- ▶ Receive a travel voucher of **\$50** per person for your next vacation<sup>3</sup>



**†OUR BEST PRICE GUARANTEE**

Enjoy our Best Price Guarantee! Should we **lower the price** of your Transat Holidays **Luxury** or **Distinction Collection** vacation package after you've booked, we'll refund you the difference in **CASH** (up to **\$400** per adult<sup>4</sup>).

**FOR OTHER SUN PACKAGES**

- ▶ Pay a **\$50** deposit instead of \$250
- ▶ Change your travel dates up to **3 hours** before departure<sup>2</sup>
- ▶ Receive a travel voucher of **\$50** per person for your next vacation<sup>3</sup>

Valid on new individual bookings made by Sept. 30, 2014 for travel between Dec. 18, 2014 and Apr. 30, 2015. Offer does not apply to groups, cruises, Florida packages, flights or à la carte hotel rooms. • <sup>1</sup>Option Plus and its inclusions are offered to clients booking a Luxury or Distinction Collection package only. Subject to availability. Not applicable to seat selection made on the air carrier's website. • <sup>2</sup>Clients can change their original travel dates once, and travel must be completed by Oct. 31, 2015. Not applicable to Sandals, Beaches Resorts and Grand Pineapple Resorts packages. Travel date changes are subject to hotel and flight availability. If the price for the new travel dates is higher, the client must pay the difference. No refund will be given should the price for the new travel dates be lower than the initial price. Requests to change travel dates must be made directly to the client's travel agent. If the agent is unavailable, the client may contact Transat at 1-866-322-6649 (24 hours a day, 7 days a week). • <sup>3</sup>A \$50 future non-transferable travel voucher will be issued per adult and must be redeemed by Oct. 31, 2016. • <sup>4</sup>A child may receive a refund of up to \$200. See complete Terms & Conditions in the 2014-2015 Transat Holidays Sun Collection brochure.

**THE EARLIER YOU BOOK,  
THE MORE YOU'LL GET!**

- ✓ more value added to your vacation
- ✓ more hotel and destination choices
- ✓ more flexibility to change your plans
- ✓ more peace of mind when you travel

## LIST OF HOTELS PARTICIPATING IN THE BEST PRICE GUARANTEE PROMOTION



### Luxury Collection

<b>BAHIA PRINCIPE</b>  LUXURY BAHIA PRINCIPE CAYO LEVANTADO DON PABLO COLLECTION Samana, Dominican Republic	<b>MARIVAL</b>  MARIVAL RESIDENCES & WORLD SPA Riviera Nayarit, Mexico	<b>SECRETS</b>  SECRETS THE VINE CANCUN PREFERRED CLUB <b>NEW</b> Cancun, Mexico
<b>BELMOND</b>  BELMOND LA SAMANNA <b>NEW</b> St. Martin/St. Maarten • European Plan	<b>NICK TROUBETZKOY</b>  JADE MOUNTAIN ST. LUCIA <b>NEW</b> Saint Lucia • Breakfast Plan	<b>SECRETS VALLARTA BAY PUERTO VALLARTA</b> Puerto Vallarta, Mexico
<b>BLUEBAY</b>  DIAMOND SUITES RIVIERA MAYA Riviera Maya, Mexico	<b>OCCIDENTAL</b>  ROYAL HIDEAWAY PLAYACAR Riviera Maya, Mexico	<b>VELAS</b>  GRAND VELAS RIVIERA NAYARIT <b>NEW</b> Riviera Nayarit, Mexico
<b>EXCELLENCE</b>  EXCELLENCE PLAYA MUJERES Cancun, Mexico	<b>PARADISUS</b>  PARADISUS PALMA REAL RESORT Punta Cana, Dominican Republic	<b>SECRETS HUATULCO RESORT &amp; SPA PREFERRED CLUB NEW</b> Huatulco, Mexico
<b>IBEROSTAR</b>  IBEROSTAR GRAND HOTEL ROSE HALL Montego Bay, Jamaica	<b>PARADISUS PLAYA DEL CARMEN LA PERLA ROYAL SERVICE</b> Riviera Maya, Mexico	<b>GRAND VELAS RIVIERA MAYA NEW</b> Riviera Maya, Mexico
<b>IBEROSTAR GRAND HOTEL BÁVARO</b> Punta Cana, Dominican Republic	<b>PARADISUS PRINCESA DEL MAR ROYAL SERVICE</b> Varadero, Cuba	<b>GRAND VELAS RIVIERA MAYA NEW</b> Riviera Maya, Mexico
<b>IBEROSTAR GRAND HOTEL PARAISO</b> Riviera Maya, Mexico	<b>PARADISUS PUNTA CANA ROYAL SERVICE NEW</b> Punta Cana, Dominican Republic	<b>GRAND VELAS RIVIERA MAYA NEW</b> Riviera Maya, Mexico
<b>IBEROSTAR GRAND HOTEL PARAISO</b> Riviera Maya, Mexico	<b>PARADISUS RIO DE ORO RESORT &amp; SPA ROYAL SERVICE</b> Holguin, Cuba	<b>GRAND VELAS RIVIERA MAYA NEW</b> Riviera Maya, Mexico
<b>IBEROSTAR GRAND HOTEL PARAISO</b> Riviera Maya, Mexico	<b>PARADISUS VARADERO ROYAL SERVICE</b> Varadero, Cuba	<b>GRAND VELAS RIVIERA MAYA NEW</b> Riviera Maya, Mexico



### Distinction Collection

<b>BAHIA PRINCIPE ROYAL GOLDEN</b>  GRAND BAHIA PRINCIPE JAMAICA Runaway Bay, Jamaica	<b>MARIVAL GRAND SELECTION</b>  GRAND MARIVAL & SUITES NUEVO VALLARTA Riviera Nayarit, Mexico	<b>PALACE CRYSTAL CLUB</b>  MOON PALACE GOLF & SPA RESORT Riviera Maya, Mexico
<b>GRAND BAHIA PRINCIPE LA ROMANA</b> La Romana, Dominican Republic	<b>MELIÁ ELEGANCE CLUB</b>  MELIÁ PENÍNSULA VARADERO Varadero, Cuba	<b>PALLADIUM IMPERIAL CLUB</b>  GRAND PALLADIUM LADY HAMILTON RESORT & SPA Lucea, Jamaica
<b>GRAND BAHIA PRINCIPE EL PORTILLO</b> Samana, Dominican Republic	<b>MELIÁ CAYO GUILLERMO</b> Cayo Guillermo, Cuba	<b>GRAND PALLADIUM BÁVARO SUITES RESORT &amp; SPA</b> Punta Cana, Dominican Republic
<b>GRAND BAHIA PRINCIPE CAYACOA</b> Samana, Dominican Republic	<b>MELIÁ CAYO SANTA MARIA</b> Cayo Santa Maria, Cuba	<b>GRAND PALLADIUM VALLARTA RESORT &amp; SPA</b> Riviera Nayarit, Mexico
<b>GRAND BAHIA PRINCIPE PUNTA CANA</b> Punta Cana, Dominican Republic	<b>MELIÁ CARIBE NEW</b> Punta Cana, Dominican Republic	<b>GRAND PALLADIUM WHITE SAND RESORT &amp; SPA</b> Riviera Maya, Mexico
<b>GRAND BAHIA PRINCIPE COBA</b> Riviera Maya, Mexico	<b>OCCIDENTAL PREFERENCE CLUB</b>  OCCIDENTAL GRAND PUNTA CANA Punta Cana, Dominican Republic	<b>PARADISUS EMERALD CLUB</b>  PARADISUS PUNTA CANA <b>NEW</b> Punta Cana, Dominican Republic
<b>IBEROSTAR STAR CLASS</b>  IBEROSTAR PLAYA ALAMEDA <b>NEW</b> Varadero, Cuba	<b>OCCIDENTAL GRAND XCARET</b> Riviera Maya, Mexico	<b>PARADISUS CANCUN NEW</b> Cancun, Mexico
<b>IBEROSTAR PLAYA MITA NEW</b> Riviera Nayarit, Mexico	<b>OCEAN SAPPHIRE CLUB</b>  OCEAN BLUE <b>NEW</b> Punta Cana, Dominican Republic	<b>SIRENIS LE MIRAGE</b>  SIRENIS TROPICAL SUITES CASINO & AQUAGAMES Punta Cana, Dominican Republic
<b>IBEROSTAR PUNTA CANA NEW</b> Punta Cana, Dominican Republic	<b>OCEAN TURQUESA NEW</b> Riviera Maya, Mexico	<b>GRAND SIRENIS MAYAN BEACH</b> Riviera Maya, Mexico

## QUESTIONS & ANSWERS

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

Our Sun promotions apply to new individual Transat Holidays Sun package bookings made by September 30, 2014, for travel between December 18, 2014 and April 30, 2015. Offer does not apply to groups, cruises, flights, Florida packages or à la carte hotel rooms.

### **Our Best Price Guarantee\***

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

Our Best Price Guarantee is valid up to 30 days prior to departure exclusively on new individual Luxury or Distinction Collection packages. Packages must be booked by September 30, 2014, for travel between December 18, 2014 and April 30, 2015.

#### **What is the maximum refund amount?**

Should a Transat Holidays Luxury or Distinction Collection package become available at a lower price, maximum savings are \$400 per adult. A child may receive a refund of up to \$200, which represents 50% of the value granted to the adult.

#### **When does the Best Price Guarantee apply?**

This offer is only applicable to the same package, departure dates, 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 required at that time. If the transaction has already been processed, the client will be refunded.

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

Contact the Transat Holidays Customer Care Centre at 1-866-322-6649 at least 30 days prior to departure.

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

The Best Price Guarantee may only be applied once to the same dates as the original booking.

#### **Does the Best Price Guarantee affect commission?**

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

## Option Plus

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

The Option Plus promotion is valid exclusively on new individual Luxury or Distinction Collection packages booked by September 30, 2014, for travel between December 18, 2014 and April 30, 2015.

#### **What are the participating hotels?**

All hotels featured in the Luxury and Distinction Collections. Depending on the hotel, the promotion may apply to a specific room category. See page 2 for a complete list of hotels.

#### **What is the procedure for booking Option Plus?**

Indicate the client's phone number and email in their file. The Seat Selection Centre will assign a seat for each passenger on file and the seat selection will be confirmed by email (subject to availability). If the client's email address is not on file, the confirmation will be sent to the agency. Clients must wait for their Option Plus email confirmation. If clients book Option Plus themselves on the air carrier's website, they will not be reimbursed.

#### **What type of seat do clients get?**

Clients get a standard seat. Those who wish to reserve a 2x2, emergency exit or extra legroom seat must pay the difference between a standard seat and the new choice.

**Is commission earned on Option Plus?**

Commission does not apply to Option Plus as it is complimentary with the promotion.

**What should I do if my client has not yet received the Option Plus confirmation?**

Call the Information and Seat Selection Centre at 1-866-892-4368 if your client does not receive the confirmation within 14 business days of booking.

## Date Changes

**Are date changes possible with any Transat Holidays Sun package?**

Yes, except for Sandals, Beaches Resorts and Grand Pineapple Resorts packages.

**What is the procedure for date change requests?**

Requests to change travel dates 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 September 30, 2014 can change their original travel dates once. Travel must be completed by October 31, 2015. Changes to travel dates are subject to hotel and flight availability.

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

If the price for the new travel dates 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 dates be lower than the original.

**Will the travel agent earn commission on both the original and the new booking?**

Commission is earned on the original file. If there is an increase in the rate paid for the new booking, we will pay commission on that file for the difference only.

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

Clients who book Luxury or Distinction Collection packages still benefit from Option Plus. However, the Best Price Guarantee is only applicable to the original booking.

## Deposit

**Is the deposit refundable?**

No, clients cannot request a refund if the deposit has been paid.

## Future Travel Voucher

**What are the eligibility requirements?**

Clients who book by September 30, 2014 will receive a \$50 future non-transferable travel voucher per adult with their e-tickets. This voucher can be used towards any Transat Holidays South, Florida, or Europe package, flight, coach tour or cruise for travel completed by October 31, 2016.

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

The voucher will be issued in the passenger's name and can only be applied to a file which has that passenger travelling. The voucher has no cash value.

**Can the voucher be reissued if lost?**

Yes, the voucher can be reissued after the tour operator's Accounting department verifies that it has not been used.

**Does the redemption of the voucher affect the commission paid to the travel agent?**

No, the commission will be paid as usual – the voucher is used as a form of payment, not a reduction in fare.