



Association des retraitées et des retraités  
de l'enseignement de la FNEEQ

La Capitale   
Insurance and Financial Services

NEWSLETTER  
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## **AGREEMENT BETWEEN THE FEDERAL GOVERNMENT AND AIRLINES**

### **Air Canada and Air Transat agree to reimburse flights, vacations and travel credits**

Dear AREF members,

Here is a message from La Capitale following our newsletter of April 14.

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Since April 13 and 29, Air Canada and Air Transat customers who had to cancel their trip as a result of COVID-19 are now eligible to be refunded to the original form of their payment.

***Learn more about the deadlines and procedure to obtain a refund in the information below.***

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#### **Air Canada customers can request a refund for their flight, vacations or travel credit until June 12, 2021.**

- Your booking must have been made before **April 13, 2021**, for scheduled travel **on or after February 1, 2020**.

- Travel credits will still be honoured after June 12, 2021.

Visit [Air Canada](https://www.aircanada.com)'s website to request your refund online.

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#### **Air Transat customers can request a refund for their travel credit until August 26, 2021.**

- Your booking must have been made before **April 29, 2021**, for scheduled travel **on or after February 1, 2020**.

- Travel credits will still be honoured after August 26, 2021.

Visit [Air Transat](https://www.airtransat.com)'s website to request your refund through their online form.

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**Please note that your travel insurance policy does not provide for the reimbursement of administration fees charged by your travel agency, if applicable.**

If you have any question, do not hesitate to read our [FAQ](#).  
Thank you.

**Customer Relations — Group**  
La Capitale Insurance and Financial Services



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