

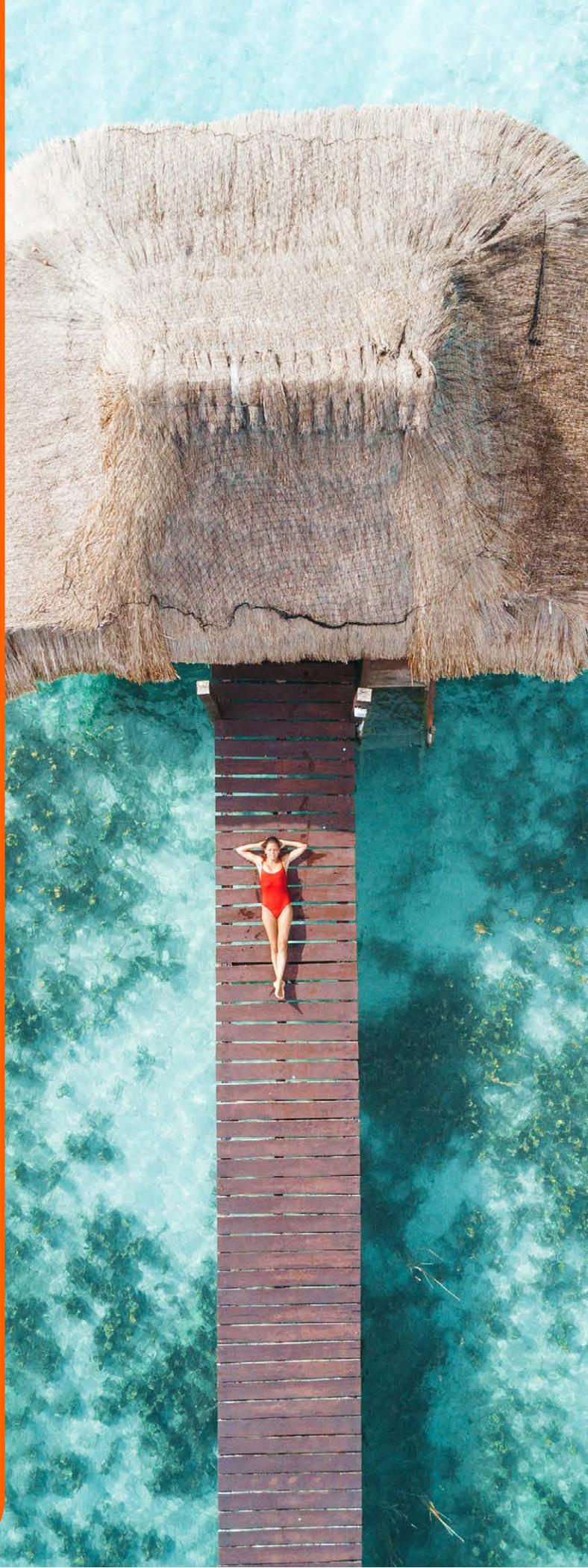
sunwing

COVID-19

Frequently Asked Questions

Thank you for your understanding and continued support during these unprecedented times. We've put together an FAQ to help answer the questions you may have.

November 26th, 2020



COVID-19 FREQUENTLY ASKED QUESTIONS

1. Where can I find more information about COVID-19?

Canadians are encouraged to consult the destination page on www.travel.gc.ca for the latest travel advice – the Public Health Agency of Canada (PHAC) will continue to adapt advice for travellers based on the latest science available. They should also register with the Government of Canada at www.travel.ca/register prior to travel.

The health and safety of our passengers and our employees is our primary concern and we continue to monitor the COVID-19 outbreak closely. We are in close contact with the PHAC and are following their guidelines surrounding this virus.

2. Why are my clients receiving a future travel credit instead of a full cash refund?

While we initially offered customers booked on our flights a choice between a future travel credit valid for 12 months and a full cash refund, after the announcement of the Government of Canada's nonessential travel advisory, we adjusted our policy to be aligned with the guidelines published by several government agencies and all other Canadian airlines and tour operators. As a result of government-imposed travel restrictions, we were legally prohibited from operating our flights and were forced to cancel customer bookings. The decision to suspend all flights was made as a last resort, in response to the exceptional circumstances faced across the industry and around the world. All customers who were impacted by these cancellations have been offered a future travel credit. As a further gesture, we have extended the validity of this credit to be used for travel up to two years from the original departure date.

3. My clients submitted a request for a refund before the policies changed – will they still receive a refund?

All non-processed refund requests were automatically transferred over to our new policy and customers will be receiving a future travel credit. We understand that some customers would have preferred a refund, but we are confident that during the next two years they will be able to take the flights or vacations they had planned.

4. How long are future travel credits valid for?

- For original departure dates between March 17th and May 31st, 2020, future travel credits are redeemable up to June 20th, 2022
- For original departure dates June 1st – August 31st 2020, future travel credits are redeemable up to August 31st, 2022
- For original departure dates September 1st - October 31st 2020, future travel credits are redeemable up to October 31st, 2022

- For all other departure dates, credits will be valid for 2 years from the original departure date.

5. My clients made a deposit on a vacation departing after October 31st – what are their options?

We have adjusted our policy to make it more flexible for customers on final payment. We have introduced a new flexible policy where final payments can be provided up to 25 days before the departure date (as opposed to the standard 45 days). By extending our final payment window, your clients can make a more informed decision about their travel. Please note that all other terms and conditions apply and cancelling will result in the loss of their deposit.

6. Are future travel credits transferrable?

Individual future travel credits are not transferrable and must be used by the original purchaser.

7. My clients were originally booked on a cruise and received a future cruise credit – can this be redeemed for any travel?

Yes, their future credit can be used for any cruise, package, hotel and destination that Sunwing offers for up to two years from the original departure date.

8. Do my clients have to use their future travel credit at the same hotel and destination?

Individual future travel credits can be used for any hotel or destination that Sunwing offers.

9. What happens if my clients don't use the full amount of their future travel credit?

Any remaining balance from their future travel credit will remain on file up to two years from the original departure date. After the expiry date, any unused amount will be forfeited.

10. What happens if the amount of my clients' new vacation is greater than the amount of their future travel credit?

If the cost of their new vacation is greater than the amount of their future travel credit, the difference will be due at final payment.

11. Can my clients use their future travel credit to make a deposit?

Yes, future travel credits can be used towards non-refundable deposits on future bookings.

12. My clients paid a \$100 administration fee to change their travel. Can they get the fee refunded?

Your clients will receive the \$100 administration fee back as part of their future travel credit.

COVID-19 FREQUENTLY ASKED QUESTIONS

13. My clients purchased the Worry Free Cancellation Waiver – will they receive a refund?

Sunwing's Worry Free Cancellation Waiver lets customers cancel their vacation for any reason up to three hours prior to departure. Depending on when your clients cancelled, they may be entitled to a partial refund in combination with a future travel voucher. Please see our website for [full terms and conditions](#). These partial refunds will be processed as quickly as possible as we continue to work through adjusting thousands of backlogged files. We ask for your patience as we work through our backlog.

14. If my clients purchased the Worry Free Cancellation Waiver and their booking is cancelled, will my commission be protected?

- For Worry Free-protected files with a 100% future travel credit (for cancellations 20 days or less from departure date): commission is fully protected.
- For Worry Free-protected files with a 50% refund in form of original payment and 50% in future travel credit (for cancellations between 21 and 44 days from departure date): 50% of the commission will be paid.
- For Worry Free-protected files with a 'loss of deposit' (cancellations 45 days or more from departure date): no commission will be paid.

15. What are my clients' next steps if they purchased travel insurance through an insurance provider?

Once your clients' file has been processed, we will let them know via the email address on file indicating the booking has been cancelled. At that point, they can then provide this document to their insurance provider who will guide them through next steps.

16. Does Sunwing offer any insurance to cover my clients during their vacation?

Yes, Sunwing vacation packages or air-only bookings now include complimentary COVID-19 Coverage on bookings made between September 17th, 2020, and November 30th, 2020; for travel up to October 31, 2021. For more information and full details visit our [COVID-19 Emergency Medical Certificate of Insurance page](#).

17. When will I receive my commission?

All commissions are paid 21 days prior to departure dates and all bookings with unpaid commissions will be looked at in the next couple of weeks. We need to finalize all booking cancellations before we can issue commissions payments and we appreciate your patience.

18. My clients want a refund instead of a future travel credit – how can they receive one?

Refunds are not being offered. Your clients will receive a future travel credit in the value of the original price paid, valid for travel two years from the original departure date.

19. Will my clients be required to have their temperature checked before travelling?

All customers will be required to undergo a health assessment. Pre-flight infrared temperature checks are required, and travellers must wear a non-medical face mask over their nose and mouth while at check-in, during the boarding process and during their flight. Customers may be refused transportation for 14 days if they have an elevated temperature (38 degrees or higher) and do not have a medical certificate confirming it is unrelated to COVID-19. Please refer to the Government of Canada Covid-19 site at www.travel.gc.ca/covid-19-travel for the most up to date information.

Note: All travellers entering Canada are required to provide COVID-19 information to enter the country. This includes providing an appropriate quarantine plan, contact information and self-assessment on signs and symptoms of COVID-19. Travellers are encouraged to download the ArriveCan app from Health Canada mobile application to submit this information before they travel while reducing wait times and limiting physical contact with others at the border.

20. What happens if my clients are denied boarding because they have an elevated temperature or have failed the health screening?

If your clients were scheduled to travel between November 7, 2020, and January 8, 2021, they may contact the Sales Centre or their Group Sales Representative within 72 hours from the original departure date to change their travel dates with no penalty. The new booking must be to the same destination, hotel and room category. If prices are higher for the new travel dates, they must pay the difference; if the new price is lower, they will not be refunded. This applies to all passengers on the booking. Travel must be rebooked no earlier than 14 days from the original departure date, unless passengers can provide a medical certificate from their doctor confirming their elevated temperature is not related to COVID-19. Any changes to the new travel dates will be subject to normal terms and conditions. No refunds or travel credits will be issued. This offer only applies to vacation packages booked on board Sunwing Airlines; packages that include flights on third-party carriers are subject to availability.

COVID-19 FREQUENTLY ASKED QUESTIONS

21. What happens if my clients miss their flight home from destination due to quarantine or COVID-19, or are denied boarding due to a failed health screen, and they are not covered by the COVID-19 Emergency Medical Certificate of Insurance?

Your client must obtain a medical certificate stating that they are negative for the COVID-19 virus or have quarantined for a period of 14 days, which can be arranged through their Sunwing representative in destination. We will then offer seats free of charge on the next available Sunwing Airlines flight to the customer and their travelling companions (subject to availability). If Sunwing Airlines flights are not available or are not operating from their destination (i.e. packages booked with third-party carrier flights), any expenses related to transport home will be the passengers' responsibility.

22. Are my clients required to wear a face mask while travelling or is it optional?

Wearing non-medical face masks or face coverings is mandatory for air travellers as per guidelines established by Transport Canada and the Canadian Air Transport Security Authority (CATSA). Anyone who does not wear a face mask or covering will be denied boarding. There are certain exceptions for infants (under two years old), individuals with disabilities and those who can provide a medical certificate certifying that they are unable to wear a face mask for a medical reason. Children between the ages of two and five years are required to wear a non-medical mask or face covering at the time of boarding, during flight and while disembarking, so long as the child is able to tolerate it. Children in this age bracket (or their parents/guardian) must be able to demonstrate they have a mask in their possession when boarding the plane, even if the child is not be able to tolerate wearing the non-medical mask or face covering at that time. For more information [please visit this link](#) and the [Government of Canada website](#).

Removable masks / face coverings SHOULD:	Removable masks / face coverings SHOULD NOT:
✓ Be made of at least 3 layers*: 2 layers should be made of tightly woven fabric (such as cotton or linen) and between these layers should be a layer of a filter-type fabric	☒ Be placed on children less than 2 years old
✓ Cover the mouth, nose and chin completely and comfortably (without big gaps)	☒ Be placed on anyone who is unconscious
✓ Allow for easy breathing	☒ Be placed on anyone unable to remove them without assistance
✓ Fit securely to the head with ties or ear loops (masks covering a person's beard or secured around a headwear (e.g. turban) are also considered acceptable)	☒ Be placed on anyone with a medical certificate indicating they should not wear a mask
✓ Be comfortable and not require frequent adjustments	☒ Be made exclusively of plastic sheeting, lace or mesh, or materials that easily fall apart (e.g., tissues)
✓ Be changed as soon as possible if damp or dirty	☒ Be shared with others
✓ Maintain its shape after machine washing and drying	☒ Impair vision or interfere with tasks

23. My clients are not showing any symptoms of COVID-19. Do they still have to wear a face mask?

Yes, everyone travelling through Canadian airports must wear a non-medical mask or face covering regardless of whether or not they've been exposed to or recovered from COVID-19. Not wearing a mask could result in a financial penalty of up to \$5,000.00.

24. Can face masks be purchased at the airport?

No, travellers should arrive at the airport with a non-medical mask or face covering already in their possession. Most airport stores are currently closed due to provincial and federal regulations and those stores that remain open have extremely limited stock.

25. What is considered an acceptable form of non-medical mask or face covering?

We recommend following the [Public Health Agency of Canada's guidelines](#) around non-medical masks or face coverings.

COVID-19 FREQUENTLY ASKED QUESTIONS

26. What happens if my clients exhibit symptoms of COVID-19 or test positive for COVID-19 in the 14 days prior to departure, and they have not purchased the Worry Free Cancellation Waiver?

If your clients are unable to obtain a medical certificate confirming they are now negative for COVID-19, they must contact the Sales Centre or their Group Sales Representative to inform us that they will not be travelling. They will be allowed to make a one-time change their travel dates with no penalties if their scheduled travel was between November 6, 2020, and January 8, 2021. The same destination, hotel and room category must be re-booked. If prices are higher for the new travel dates, your clients must pay the difference and if the new price is lower, they will not be refunded. This applies to all other passengers on the booking. Any changes to the new booking or passengers who do not advise us prior to travel will be subject to normal terms and conditions. No refunds or travel credits will be issued. This offer applies only to vacation packages booked on board Sunwing Airlines; packages that include flights on third-party carriers are subject to availability.

27. What happens if my clients exhibit symptoms of COVID-19 or test positive for COVID-19 in the 14 days prior to departure, and they did purchase the Worry Free Cancellation Waiver?

If your clients advise us prior to travel that they are exhibiting symptoms of or have tested positive for COVID-19 and they had originally purchased the Worry Free Cancellation Waiver, they may make a one-time change to their booking with no penalty and transfer their Worry Free Cancellation Waiver to their new travel dates. This offer only applies to vacation packages booked on board Sunwing Airlines; packages that include flights on third-party carriers are subject to availability.

28. Will friends and family be able to enter the airport when dropping off or picking up travellers?

Please note that certain airports are restricting access to the airport. Only employees and travellers will be permitted to access the airport, while people who are dropping off or picking up friends and family will be prohibited from entering the airport. There are exceptions for those picking up an unaccompanied minor or assisting an individual with disabilities. We recommend that travellers check their departure or arrival airport's website for more details and information on restrictions.

29. Is there anything my clients need to do before heading on their vacation?

With travel requirements are changing rapidly as a result of COVID-19, it is your clients' responsibility to regularly check the restrictions put in place by the border authorities of the country they are planning to visit as well as the Government of Canada website at www.travel.gc.ca/travelling/advisories. This includes travel restrictions and self-isolation plans as required under Canadian federal, provincial and territorial jurisdiction.

Some countries have **mandatory entry forms** that must be filled out before departure. Please check if your client's destination is listed see below and ensure they complete the entry form **prior to travel**:

Mexico <http://afac.hostingerapp.com/> and <https://www.aicm.com.mx/pasajeros/tips-para-pasajeros-2/aviso-importante>

Jamaica <https://travellauth.visitjamaica.com/>

Travellers may also be subject to health screenings, including temperature checks upon arrival to their holiday destinations, as well as prior to their return flight to Canada. **Several countries also require travel entry forms to be completed** online or require a negative result from a PCR test prior to arrival. Please ensure that your clients are familiar with the restrictions imposed by the local authorities at their destination. Sunwing will not be responsible for and will not assume any expense in the event that clients are refused entry into their country of destination or denied travel on their return flight due to these restrictions.

There are various measures in place to restrict non-essential travel, including new entry forms or self-quarantine requirements upon arrival. Ensure your clients are familiar with the restrictions imposed by the local authorities at their destination. For more information review these useful links:

Antigua <https://visitantiguabarbuda.com/travel-advisory/>

Aruba <https://www.aruba.com/us/traveler-health-requirements>

Bahamas <https://www.bahamas.com/tourism-reopening>

Cayman Islands <http://www.explore.gov.ky/coronavirus>

Costa Rica <https://salud.go.cr/>

Dominican Republic <https://www.godominicanrepublic.com/newsroom/coronavirus/>

Grenada <http://www.puregrenada.com/travel-advisory/> and <https://covid19.gov.gd/>

Jamaica <https://www.visitjamaica.com/travelauthorization/>

Mexico (Spanish only) <https://coronavirus.gob.mx/> and <http://afac.hostingerapp.com/> (Traveller Entry Form)

St Lucia <https://www.stlucia.org/en/covid-19/>

St Maarten <https://stmaartenupdates.com/>

For all other countries, please visit IATA (<https://www.iatatravelcentre.com/international-travel-document-news/1580226297.htm>) for more information about your destination's entry requirements.

COVID-19 FREQUENTLY ASKED QUESTIONS

Requirements may change so please check these sites regularly for the most up to date information.

While we make every effort to ensure the accuracy of this information, we assume no liability or responsibility for the completeness, accuracy or usefulness of the information. It is the user's responsibility to validate the information using up-to-date official government guidelines and recommendations.

We strongly recommend that travellers download the Sunwing app. The app offers a wide range of helpful features including real-time updates, 24/7 support, exclusive offers, entertainment and more.

Due to new mandatory travel requirements, you must download the ArriveCan App and submit your COVID-19 related information before boarding your flight to Canada. The ArriveCAN mobile app is available on Google Play or the App Store. You can also access the ArriveCan website and complete the required information online. Travellers who do not submit the required information before boarding may be subject to enforcement action and up to a \$1,000 fine. Travellers can speak to a Canada Border Services Officer inside the terminal should they wish to have more information. For those travellers without a smartphone or laptop, or who are unable to download the app, paper forms are available at the arrival gate, but use of the App or website is preferred to expedite processing by federal authorities once you arrive in Canada.

To save time at the airport, travellers can download the [CanBorder eDeclaration app](#) – it operates entirely in airplane mode, once downloaded, and can save you time upon arrival into Canada by allowing you to create a declaration for up to five travellers.

30. Are my clients required to purchase local health insurance for the country they are visiting?

Some countries do require your clients to purchase local health insurance upon arrival. With travel requirements changing rapidly as a result of COVID-19, it is your clients' responsibility to regularly check the entry requirements put in place by the border authorities of the country they are planning to visit.

31. Are there any travel restrictions within the country my clients are visiting?

Some countries have implemented local travel restrictions. Since changes are happening rapidly as a result of COVID-19, we strongly recommend that your clients check for any restrictions put in place by the authorities of the country they are planning to visit.

32. Are there any curfews in place within the country my clients are visiting?

Some countries have implemented curfew. With changes happening rapidly as a result of COVID-19, we strongly recommend that your clients check for any restrictions put in place by the authorities of the country they are planning to visit.

33. What is my clients' hotel doing to protect them against the COVID-19 virus?

The hotels and resorts that we partner with are working hard to implement changes to ensure the health and safety of both customers and employees. Please visit our [Safe with Sunwing page](#) for more details.

34. What about my clients' local transfers? Have any extra precautions been put in place to protect them against the COVID-19 virus?

Our local representatives will greet your clients at the airport wearing face coverings. Sanitation procedures on board transfer vehicles have been updated to the highest safety standards and vehicles are thoroughly cleaned and disinfected after each journey. We have also reduced vehicle capacity to limit the number of people on board and promote social distancing. Please visit our [Safe with Sunwing page](#) for more details.

35. Will local excursion be operating in the destination my clients are visiting?

Yes, excursions will be available. Our local representatives have implemented new health and safety protocols for our excursion offerings to help your clients explore their destination with peace of mind and make the most of their getaway. Please visit our [Safe with Sunwing page](#) for more details.

GROUP TRAVEL

Frequently Asked Questions



FAQ FOR GROUP BOOKINGS

36. How will my customers be notified that their booking has been cancelled?

You will be contacted by your Group Sales Representative to advise you that your group booking has been cancelled. A revised invoice will then be sent to confirm the value of the future travel credit. It is the responsibility of the travel agency to contact affected customers and advise them of the cancellation if they were scheduled to depart between March 17, 2020, and August 31, 2020, inclusively.

We are still reviewing and revising our flight schedules due to the change in demand due to the COVID-19 pandemic for departures as of September 1, 2020. In the event your group's flight is canceled, your Group Sales Representative will contact you to offer you:

- another destination,
- the option to travel with another airline at no additional cost (if available), or
- a subsequent travel credit for the value of the amount paid at the time of the change.

Travel credits can be applied to subsequent travel to any destination Sunwing Airlines serves, based on your clients' original departure date:

The initial departure dates from September 1, 2020, to October 31, 2020, are exchangeable until October 31, 2022.

37. Can clients' individual future travel credits be used towards a group booking?

Yes, individual future travel credits can be used towards the purchase of a group booking.

38. When will the commission be paid out on my cancelled group booking?

Since group bookings are invoiced as net, overpayments will be included in the future travel credit. Overpayments applied to the new group booking using travel credits will be paid upon departure to a maximum of 15% per paying person above the net price plus travel concessions earned on the new group booking. For anything over 15% please consult your Group Sales Representative as further information may be required.

39. What if members of my group whose booking was cancelled had purchased a Worry Free Cancellation Waiver?

If some or all of your clients on a group booking purchased our Worry Free Cancellation Waiver, refunds will be provided as per our published Worry Free terms and conditions. Visit sunwing.ca for details. Future travel vouchers issued will be granted an extended validity for travel two years from the original departure date.

40. What if members of my group whose booking was cancelled had purchased third party travel insurance or have travel insurance through their credit card provider?

Cancellation penalties will remain on file and will be included on the group invoice. Future travel credits will not apply to customers claiming penalties through their insurance provider. Any remaining balance not covered by insurance will be issued in the form of a future travel credit.

41. Will my group receive the same group promotions earned on their cancelled booking, when rebooking their new travel dates?

The group will receive the promotions available at the time of rebooking.

42. What happens if the hotel booked is temporarily closed due to COVID-19?

Your group sales representative will contact the travel advisor on file to provide their clients with options.

43. What are the options for individuals who can no longer travel with the group?

Customers originally booked to travel as a group can book separately as an individual using future travel credits earned on the original group booking. A signed release from the customer as well as the group leader is required to transfer the future travel credits from the group booking to the individual booking.

44. Will you extend the travel window for 2018/19 Platinum Club members?

Given the current travel restrictions, we will extend the travel window from October 31, 2020 to October 31, 2021 to allow our exclusive Sunwing Groups Platinum Club members to use their well-earned 2018/19 complimentary seats.

45. When can I start planning my group's new travel dates?

You can start immediately! Please request a quote through our Instant Group Quote application on sunwingagents.ca. Please let your group sales representative know and reference your original booking number if you intend redeem your group's travel credit.