



**EXTENDED**

**COVID-19 insurance**  
included at  
no extra cost



## COVID-19 Emergency Medical Certificate of Insurance – Transat Tours Canada and Air Transat

To book and travel with more peace of mind, the Air Transat and Transat Tours Canada COVID-19 Emergency Medical Certificate of Insurance (Transat COVID-19) is now offered at no extra cost when you purchase of a **roundtrip flight from Canada to an international Air Transat destination or a Transat vacation package to the South, the United States and Europe.**

This travel insurance is available for bookings made between March 1, 2021 and June 30, 2021, for stays of up to 22 days for departures until October 31, 2021.

Offered through Manulife, the Transat COVID-19 plan is designed to cover **emergency medical, in addition to providing assistance if you contract COVID-19** during your trip.

It includes:

COVERAGE	LIMIT
Medical coverage after a COVID-19 positive test result in destination, including Emergency Air Transport to return you home	Up to CA \$200,000 per insured person
Repatriation due to death	Up to policy limits as outlined in the certificate of insurance

See the frequently asked questions for more details.



# Q&A – COVID-19 Emergency Medical Certificate of Insurance included with roundtrip flight from Canada to an international Air Transat destination or a Transat vacation package

April 21, 2021

## 1. What is Transat's offer in connection with this new integrated insurance?

Eligible customers who book a roundtrip flight from Canada to an international Air Transat destination or a Transat package to the South, the United States and Europe, from March 1 to June 30, 2021, for stays of up to 22 days for departures by October 31, 2021, will be covered by this insurance at no extra cost. It will automatically be included in the purchase. Eligible customers only.

## 2. Which South destination packages include the COVID-19 medical insurance?

The COVID-19 medical insurance will be included at no extra cost with vacation packages to the South, the United States and Europe.

## 3. Are clients who book a flight only entitled to this free medical insurance?

Eligible clients who book a roundtrip flight from Canada to an international destination will be entitled to the medical insurance for COVID-19 at no extra cost.

## 4. To which destinations does the integrated return flight insurance apply?

The COVID-19 medical insurance will be included at no extra cost with international roundtrip flights from Canada to any international destination offered at the time of booking.

## 5. Is the COVID-19 medical insurance included for travel to all Air Transat destinations?

The COVID-19 insurance is included with roundtrip flights from Canada to an international Air Transat destination or Transat vacation packages. It is not included with flights within Canada or flights from an international destination to Canada.

## 6. What is the coverage of this integrated insurance?

It is an exclusive emergency medical insurance and assistance plan covering medical expenses related to COVID-19 offered at no extra cost to clients who book a vacation package or a roundtrip flight from Canada to one of our international destinations. It includes:

- Medical Coverage (Up to \$200,000 CDN per insured) after a COVID-19 positive test result in destination, including Emergency Air Transport to return home
- Repatriation due to death



## **7. Did the coverage of the COVID-19 Emergency Medical Certificate of Insurance change?**

Yes, for bookings made prior to February 1, 2021, the Transat COVID-19 plan also included quarantine expenses after COVID-19 positive test results. The coverage amount was the following: CA \$150 a day up to CA \$2,100 per person, or CA \$300 a day up to CA \$4,200 per family (maximum duration of 14 days). It is still valid for those bookings. Because of new government travel restrictions, the quarantine expenses are no longer covered, for new bookings made March 1, 2021 onwards.

## **8. This insurance is provided by which insurer?**

This insurance plan is provided by Manulife, a renowned insurer and long-time partner of Transat.

## **9. The free integration of this medical insurance to vacation packages and international flights from Canada applies to which booking period?**

This travel insurance is available for bookings made between March 1 to June 30, 2021.

## **10. The free integration of this medical insurance with vacation packages and international flights from Canada applies to which travel period?**

It applies to stays by October 31, 2021. The departure date must be no later than October 31, 2021.

## **11. Is this coverage available to customers who have booked a flight but are travelling on a cruise ship?**

No. This coverage is not available for customers travelling on a cruise.

## **12. What is the maximum trip duration for this insurance?**

This travel insurance is available for stays of up to 22 days.

## **13. Can the coverage be extended?**

No. This integrated insurance plan only covers trips of 22 days or less.

## **14. Is the inclusion of this medical insurance in packages and on international flights from Canada retroactive?**

No, it applies to new bookings only, effective as of March 1, 2021.

## **15. What is the cost of this medical insurance plan for the client?**

The COVID-19 medical insurance, which is automatically integrated with the purchase of a package or flight, comes at no cost. It is offered free of charge by Transat with the purchase of roundtrip flights from Canada to an international Air Transat destination or Transat vacation packages.

## **16. How can the client obtain this medical insurance?**

Medical insurance for COVID-19 is automatically included when purchasing vacation packages or round-trip flights from Canada to an international destination. The client has no specific action to take.



**17. How can customers verify that the medical insurance has been added to their booking and that they are covered by the insurance?**

The insurance certificate will be included in the client's travel documents (in the form of a voucher included in the e-docs, which will contain a link to the complete leaflet). It will detail the terms, conditions, exclusions and limitations of the plan, as well as emergency contact numbers.

**18. What happens if the client has a medical emergency unrelated to COVID-19 during the trip?**

The COVID-19 insurance plan only covers medical expenses associated with COVID-19 and does not provide comprehensive emergency medical travel insurance coverage. It is recommended travel insurance with comprehensive medical coverage be purchased in addition to the COVID-19 medical insurance provided by Transat.

**19. Can customers use their travel credit to pay for flights to an international destination or vacation packages and still be eligible for the integrated COVID-19 insurance plan?**

Yes.

**20. Are all clients on file covered by this integrated insurance?**

Full details on the insurance coverage can be found in Manulife's Q&A document.

**21. What happens if the client contracts COVID-19 before leaving on a trip?**

The customer will have to contact his travel agent to postpone his trip. The COVID-19 insurance plan covers only emergency medical expenses due to COVID-19 at destination. A travel credit valid for 12 months will be placed in the customer's file so that the customer can postpone his or her trip. Any difference in price will be at the customer's expense.

**22. Does the integrated medical insurance cover the cost of a COVID-19 test taken while the client is at destination?**

No. The costs of the screening test is to be paid by the client, both in case of a positive or negative result.

Full details on the insurance coverage can be found in Manulife's Q&A document.

**23. After booking their vacation package or flights, who can the client or travel agent call if they have questions about the medical insurance?**

Customers can contact Manulife directly at 1-866-521-8506. It is important to understand the insurance coverage.

**24. How can the client get help if they contract COVID-19 while travelling? Who should they call?**

The customer must call Manulife's Assistance Centre at the time of their medical emergency and will receive claims assistance. If the customer is medically unable to call at the time of the emergency, we ask that someone call on their behalf.



The Manulife Assistance Centre is available to assist customers 24/7.

1-844-945-1469 toll-free from Canada

+1 519 945-6029 collect call number (if available)

**25. Can the client pay for the medical expenses at destination first and then be reimbursed?**

Customers must call Manulife's Assistance Centre prior to obtaining emergency treatment so that Manulife can provide pre-approval of treatment. If it is medically impossible for the customer to call prior to obtaining emergency treatment, Manulife requests that someone call on their behalf as soon as possible. Otherwise, if the customer does not call the Assistance Centre before obtaining emergency treatment, the customer will have to pay 20% of the eligible medical expenses, which Manulife would normally pay under this insurance.

**26. Does the insurance cover the costs associated with mandatory quarantine at destination if the destination requires all Canadians to quarantine themselves upon arrival even if they do not test positive for COVID-19?**

No.

**27. Where will the insurance inclusion appear?**

Confirmation of the insurance coverage will appear in the booking process in Sirev and Revnet, as well as on the invoice.