

## Email excerpts to Go Public from Air Transat

Air Transat and Porter Airlines have entered a codeshare agreement in October of 2022, which is a partnership between two airlines, each of which markets its partner's flights in order to offer a wider range of destinations through a common network of hubs. This partnership offers access to a range of additional routes and destinations by combining Air Transat flights with Porter Airlines'.

As with any airline, it is the responsibility of all travellers for accurately documenting and verifying the accuracy of all details on their reservation, such as ensuring their name always matches the name on their passport. Moreover, tickets are nominative and non-transferable. In this particular case, the travel agency should have made the correction in its Global Distribution System before the departure date and reissued the ticket to Mr. Lee and his wife.

That said, both Air Transat and Porter Airlines are in the process of updating procedures to distinguish between non-codeshare and codeshare files. If it is not possible for the agency to update the file (because the flight is sold out, or because the agency is unavailable to assist), one airline will update the name on file as per the current procedure and in addition will notify the partner airline to do the same in its system.

Given Mr. Lee and his wife are considered no-show in our system, they are entitled to a refund of unused taxes. However, Air Transat has no problem authorizing a full refund from the travel agency as a gesture of goodwill.

Although we did our very best to accommodate Mr. Lee and his wife and were able to change Mr. Lee's name in our system, we regret that they were still not able to catch their flight. For this, we would like to extend our apologies.

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When a booking is made via a travel agency, such as in Mr. and Mrs. Lee's case, the travel agency is responsible for making the name changes. These changes are then reflected in the airline's system. For our codeshare with Porter Airlines, the new process is a manual one between our two airlines that will allow an update of passenger names on each side only if the correction cannot be made by the agency and the passenger's identity duly validated. As a reminder, passengers are ultimately responsible for the accuracy of their bookings. Mr. Lee's booking was made on April 29th, leaving enough time to validate and correct the information prior to departure. Air Transat will reimburse the cost of their flights.

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