

Boutique Travel Services

By Romantic Planet Vacations

April 13, 2021

IMPORTANT UPDATE: Air Canada & Air Canada Vacations Refunds

Dear valued clients,

Thank you for continued support and patronage. As a small business, we really appreciate it.

Please note that Air Canada and Air Canada Vacations, in accordance with the federal government, will begin accepting and processing refund requests from eligible customers whose vacations were cancelled as a result of the COVID-19 pandemic.

REFUND ELIGIBILITY

-Booking must have been made before April 13, 2021 for scheduled travel on or after February 1, 2020

-Vacation was cancelled as a result of COVID-19.

-Refunds requests are received before June 11, 2021 at 11:59 pm EST. No exceptions.

-If you had already rebooked using a Future Travel Credit, you are still eligible.

HOW TO SUBMIT A REFUND REQUEST

Requests for a refund must be submitted via us, your travel agency. Please located your most updated invoice and reply back to your designated travel advisor if you would like to request a refund. Only requests submitted in writing to Romantic Planet Vacations will be processed. The same amount that you had paid (deposit plus final payment) as reflected on the invoice, will be reimbursed to the original form of payment. No exceptions will be made. If your credit card has been lost, stolen or expired in the interim but you have a replacement card, we have been advised that your bank will be able to still credit back to your new card. If you had paid by a gift card credit card, or have any other unique circumstances, please let us know in your refund request email and we will pass this information on to Air Canada Vacations in their processing of the refund.

Once we received your refund request in writing, we will then submit this to Air Canada Vacations on your behalf. Refunds will be issued *****on a first-come, first-serve basis*****. Due to the high volume of requests, files will be processed in the order in which they are received. Once your request is approved by Air Canada Vacations, it will take approximately 4 to 6 weeks

for your refund to be completed in the original form of payment. At this time, we will send you an updated invoice reflecting the travel reservation cancellation, the full refund and zero balance.

For further FAQs, please visit - <https://vacations.aircanada.com/en/travel-info/refunds>

Vacations Not Eligible:

- Vacations booked after April 13, 2021. Regular Terms and Conditions apply.
- Package must have been paid in full. Deposit-only packages are not eligible.
- Client initiated cancellations are not eligible.
- There is no word yet from Sunwing, Transat or Westjet on their refund policies. This is only applicable for Air Canada and Air Canada Vacations clients at this time.

Of course, if you should have any questions, please do not hesitate to contact us.

We remain dedicated to serving your travel needs and look forward to assisting you in your next holiday when brighter days are ahead.

Sincerely;



Laurie Keith
President

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