

May 24, 2016

Ref: 1613

To: All Travel Agents

Carriage of Unaccompanied Minor (UM)

Air Canada Policy:

- ➔ **UM service is mandatory for children aged 8 to 11 if not accompanied by a guardian at least 16 years old occupying a seat in the same cabin class.**
- ➔ UM service may extend to young travellers aged 12 to 17 travelling alone with applicable fee.
- ➔ UM must hold confirmed/ticketed non-stop Air Canada, AC Express Jazz/AC Rouge AC designated flights reservations. Itinerary with connections or direct flight with enroute stops, interline and codeshare flights are **NOT** permitted.
- ➔ Parent/guardian must accompany their children to the airport and remain at the airport until the flight has departed.
- ➔ Children with medical conditions may not be accepted for travel as an unaccompanied minor without medical approval. Air Canada reserves the right to refuse carriage of an unaccompanied minor if a medical clearance cannot be obtained. Air Canada cannot offer a nut-free onboard environment.
Children severely allergic to peanuts/peanut products will not be accepted for travel. Assessment of severity of allergy must be left to determination of parents/guardians.

UM Service Charge/Ticket:

- ➔ **UM service fee of CAD100 plus applicable taxes applies per child per flight.**
Service fee is subject to change without prior notice.
- ➔ **UM must hold Full Adult Fare ticket.**
Fare basis of ticket must not bear "CH" passenger identification code.
- ➔ **In addition to a completed unaccompanied minor form, all children must hold a letter of travel consent signed by a legal guardian or parent with legal custody, containing the signor's address and phone details.** Details and sample of letter please refer to <http://travel.gc.ca/travelling/children/consent-letter>

NOTE: Failure to comply the above policy may result in deny boarding or new ticket must be purchased upon check-in at the airport.

For details, please visit:

www.aircanada.com/en/travelinfo/before/youngtravellers/minors.html

Kindly disseminate the above information to your staff concerned. Should you have further queries, please contact AC Hong Kong Call Centre at (852)2867-8111.