



April 1, 2020

Ref:2020

To: All Travel Agents

### Update to Air Canada's Change Fee Waiver Policy

Air Canada has updated the flexible re-booking policies (waiving change fees) for new and existing bookings.

All previously issued goodwill policies (2012, 2013, 2015, 2017, 2018) have been cancelled.

The one-time change fee waiver applies to:

- Tickets issued on or before **April 15, 2020**
- Original travel dates up to and including **April 30, 2021**
- New travel must be completed by **April 30, 2021**
- Ticket validity can be extended without charges until **April 30, 2021**
- Changes made up to **2 hours before departure**
- 014 ticket stock
- All fare types (groups, published fares, fares with tour codes & Economy Basic fares)
- All points-of-sale & all itineraries
- Refunds as per fare rules
- Customers must change their booking before original travel would have started

### Quick Reference Grid

Markets	Ticket issued up to	Original Travel Dates	Rebooking window	Ticket validity	Change fee	ADCOL*	Change of Origin/Destination	Refunds	Ticket Endorsement
All itineraries	Apr 15, 2020	up to Apr 30, 2021	Up to Apr 30, 2021	Extended up to Apr 30, 2021	Waived	Fare rules apply	Change fee waived	As per fare rules	<b>CHNGFEE20</b>

\* ADCOL (Additional Collection): higher fare class, re-routing fees, change of connection point, open jaw

Hong Kong Sales Office

Email: [hkg.sales@aircanada.ca](mailto:hkg.sales@aircanada.ca)

Phone: 800-906-519 (Hong Kong toll free), 400-112-2776 (Guangzhou/Shenzhen toll free)