



# AIR CANADA

## AGENCY BULLETIN

March 23, 2020

Ref: 2016A

To: All Travel Agents

### Addendum: Revised Schedule Change Policy

Air Canada has revised its schedule change policy, effective immediately.

#### Key Changes:

- No refunds permitted for any cancellations that are **notified in your GDS queues on/after March 19, 2020**, unless permitted by fare rules
- Customers are eligible to retain the value of their ticket as a future credit, regardless of fare brand, valid for all travel to be completed within **24 months (refer to page 2)**

#### i) Rebooking guidelines:

- Applies to 014 tickets only
- Passengers must be re-protected on any Air Canada trans-Pacific sector
- If the customer has already commenced their journey, and re-protection is required for their return flights, the over-the-water or intra-Asia re-protection flight(s) must be rebooked on AC operated or on CA, NH, BR, OZ, TG, SQ, NZ, VA, or CX-operated flights.
- Connecting flights within Asia may only be operated by CA, CI, PR, HX, NH, BR, OZ, or CX, booked in the lowest available fare class in the same cabin
- Basic Fare/Standard (W/G/S/T/L/A/K)/Flex (M/U/H/Q/V)/Comfort: **rebook up to M**
- Latitude (Y/B): rebook up to Y; Premium Economy (O/E/N): rebook up to O, Business(J/C/D/Z/P): rebook up to J
- Change fees and charges will be waived if origin, destination and cabin remain the same and if you re-book within 7 days of the original travel dates
- For re-bookings made outside the rebooking window of 7 days of original travel dates, there will not be any date change fee, but the booking may incur additional charges or collection in the form of fare difference if the original fare class is unavailable, re-routing fees, change of connection point fees, open jaw charges or extending ticket validity, where applicable
- You must reissue the ticket and enter in the endorsement box: **DUE SKCH**

The following fare rules apply to all 014 tickets, including Basic fares

Rebooking window	Within 7 days of original travel dates	Outside 7 days of original travel dates
Advance Purchase (APUR)	Waive	Waive
Additional Collection*	Waive	Collect
Change Fee(s)	Waive	Waive
Min/Max Stay	Waive	Apply fare rule

\*Additional Collection: higher fare class, re-routing fees, change of connection point, open jaw etc.



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### ii) Refunds:

Any **cancellations** that were **notified in your GDS queues on/before Mar 18** are entitled to a refund:

- Use refund waiver code **ACUSKEDCHG + flight number**. Example: **ACUSKEDCHG16**
- Input above waiver code in the WAVR field/authorization column for every ticket that you are refunding, missing above waiver code may cause 'ADM'.

Any **cancellations** that are **notified in your GDS queues on/after March 19** are **not allowed any refunds**, unless permitted by fare rule.

### iii) Retaining the value of the ticket as a future credit for 24 months:

#### Save as Future Credit

- Change fee will be waived when customer books new flight
- If the new fare is lower the residual is lost. Additional collection applies if new fare higher
- Any taxes that are refundable and no longer applicable to the reservation will be refunded
- Apply waiver code to the ticket endorsement field: **CV20VL22**

#### Cancel and Refund as per fare rules

- If fare is refundable applicable fare amounts/taxes will be refunded
- If fare is cancellable with a penalty (partial refund) applicable fare amounts/taxes will be refunded less any cancellation fee
- Any non-refundable fare amounts or taxes will be forfeited

#### Process to extend ticket validity to use for a future credit

- Cancel all active segments
- Book future travel date if it is known
- If travel date is not known, create open segment that contains a date and itinerary in the GDS.
- If ancillary seat fees are included in PNR they can be refunded, process TBD
- When ticket is reissued in the GDS, it will be valid 18 months from date of exchange and agency will retain full value
- If further date extension is required past 18 months, ticket will need to be exchanged again prior to the ticket expiry using the same process
- It is recommended to **add a retention or tour segment** to keep PNR from purging. For example: OTH in Sabre, ZZ in Travelport & MIS in Amadeus.
- You may also add a remark to the PNR that includes the original ticket number.
- Although the original flight, date, name or record locator can be used to retrieve the PNR, it is recommended for the agency to track information using an internal logging process.

If you require further assistance, please email us at [hkg.sales@aircanada.ca](mailto:hkg.sales@aircanada.ca)

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