



## AGENCY BULLETIN

May 21, 2020

Ref: 2016B

To: All Travel Agents

### Addendum: Revised Schedule Change Policy

Air Canada has revised its schedule change policy, effective immediately. **This supersedes Ref 2016A.**

#### i) Rebooking guidelines:

- Applies to 014 tickets only
- **Origin and destination must remain the same**
- 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 operated by AC or on CA, NH, BR, OZ, TG, SQ, NZ, VA, CX, **KE, CI, 7C**.
- Connecting flights within Asia may be operated by CA, NH, BR, OZ, CX, **ZH, TG, KE, 7C**, booked in the lowest available fare class in the same cabin.
- **Change fees or any additional charges (where applicable) will be waived if the origin, destination, and cabin remain the same and if you rebook **within** the rebooking window.**
- For re-bookings made **outside** the rebooking window, there will not be any date change fee, but the booking may incur additional charges in the form of fare difference if the original fare class is unavailable, change of connection point fees, or extending ticket validity, where applicable.
- You must reissue the ticket and enter in the endorsement box: **DUE SKCH**

The following Fare Rules and Rebooking Window applies to all 014 tickets, including Basic fares

Rebooking Window	Within Travel window	Outside Travel window
<b>North America routes</b>	+/- 3 days of original travel dates	> 3 days of original travel dates
<b>International routes</b>	+/- 7 days of original travel dates	> 7 days of original travel dates
<b>Partially used tickets on all markets</b>	+/- 21 days of original travel dates	> 21 days of original travel dates
<b>Advance Purchase (APUR)</b>	Waive	Waive
<b>Additional Collection*</b>	Waive	Collect
<b>Change Fee(s)</b>	Waive	Waive
<b>Min/Max Stay</b>	Waive	Apply fare rule

\*Additional Collection: higher fare class, change of connection point, etc.

#### Re-booking class code as below:

Economy - Basic Fare/Standard(W/G/S/T/L/A/K)/Flex (M/U/H/Q/V)/Comfort: <b>rebook up to M</b>	Economy - Latitude (Y/B): <b>rebook up to Y</b>
Premium Economy (O/E/N): <b>rebook up to O</b>	Business (J/C/D/Z/P): <b>rebook up to J</b>



# AIR CANADA

## AGENCY BULLETIN

---

### 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 from date that the schedule change occurred:

#### 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

#### 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**

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

- Cancel all active segments.
- Book future travel date if it is known. **For an unused ticket you have the flexibility of using the value of your credit towards the same or a different destination.**
- If travel date is not known, **create a retention segment** that contains a date and itinerary in the GDS to keep your PNR from purging. For example: OTH in Sabre, ZZ in Travelport & MIS in Amadeus.
- **The EMD may be exchanged, re-associated or refunded via Air Canada Contact Centre.**
- 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)  
Hong Kong: 800-906-519 (Toll Free)  
Shenzhen/Guangzhou: 400-112-2776 (Toll Free)