



May 26, 2020

Ref:2028

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 (2009, 2012, 2013, 2015, 2017, 2018, 2020, 2022, 2023, 2025, 2026) have been cancelled.

The one-time change fee waiver applies to:

- Applies when the **flight is not cancelled**
- Tickets issued on or before **June 30, 2020**
- **Original travel dates** between **March 1, 2020 up to and including June 30, 2021**
- All travel must be completed **up to 24 months from the date you voluntarily cancel your booking**
- 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
- **One-time free Name Change are permitted** without the collection of a name change fee for **fully unused original tickets only**, on all fares (including basic) and all markets (including international routes). Applicable on Air Canada, Air Canada rouge and Air Canada Express flights. Original ticket must **not** include any codeshare flight or interline segments. please refer to next page for detail procedures.

Quick Reference Grid

Markets	Ticket issued up to	Original Travel Dates	Rebooking window	Change fee	ADCOL*	Change of Origin/ Destination	Name Change	Refunds	Ticket Endorsement
All itineraries	June 30, 2020	Mar 1,2020 up to June 30,2021	24 months from the date you voluntarily cancel your booking	Waived	Fare rules apply	Change fee waived	Change fee waived (For fully unused original tickets only)	As per fare rules	CHNGFEE20

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



AIR CANADA

AGENCY BULLETIN

One-time free Name Change Process:

- Cancel original ticketed itinerary
- New PNR is booked under new traveler name
- New PNR is set up for exchange, utilizing ticket number from original PNR, the applicable waiver code and charge the client the applicable fees (exchange fee per original fare rules/ADCOL etc.)
- Tickets must be issued on/before: 24 months from the date that the flight was cancelled
- Waiver code must be inputted into the **Endorsement Box of the new ticket AND entered in the New PNR, in the information field, followed by fare basis code**

Amadeus: **SROTHSAC-NN1 CHNG/waivercode/farebasis**

(e.g SROTHSAC-NN1 CHNG/**CHNGFEE20**/VH14E)

Sabre: **30THS1/NN1 CHNG waivercodeFarebasis**

(e.g 30THS1/NN1 CHNG **CHNGFEE20**VH14E)

Worldspan: **3SSROTHS AC NN1 waivercodeFarebasis**

(e.g 3SSROTHS AC NN1 CHNG **CHNGFEE20**VH14E)

- Applicable on: Air Canada, Air Canada rouge and Air Canada Express flights. Waiver **does not** apply to interline/codeshare itineraries on new bookings.
- Applicable to agency GDS booking and wholly unused tickets only.
- Failure to apply/enter waiver in endorsement box on ticket and GDS PNR or failure to abide by above rules/regulations, will result in the issuance of a debit memo. The Debit Memo will be issued based on the value of a full fare - no exceptions will apply.

Hong Kong Sales Office

Email: hkg.sales@aircanada.ca

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

A STAR ALLIANCE MEMBER 

Sent by multi-fax