



AIR CANADA

AGENCY BULLETIN

June 30, 2020

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To: All Travel Agents

Travel Agency Refund Guidelines

Please be reminded that it is mandatory to process all refunds via the GDS where technically possible. Only such tickets that cannot be processed via GDS should be submitted either via BSP Link or Air Canada Online Ticket Refund Application.

Agencies should process refunds on refundable and partially refundable tickets as long as they:

- Can display the electronic ticket, and the coupon(s) are available for refund with "OPEN" status.
- Can display the fare, including the historical, in the GDS;
- Have ownership of the PNR.

Please be noted that refund requests sent to Air Canada Online Refunds Services, which could have been processed by travel agency, are charged a CAD50 (plus applicable taxes) refund processing administration fee per ticket, through an Agency Debit Memo (ADM) or a reduced Agency Credit Memo (ACM).

Kindly disseminate the above information to your staff concerned.