



AIR CANADA

AGENCY BULLETIN

November 19, 2020

Ref: 2016K

To: All Travel Agents

Addendum: Revised Schedule Change Policy

Air Canada has revised its schedule change policy, effective immediately. **This supersedes Ref 2016A, 2016B, 2016C, 2016D, 2016E, 2016F, 2016G, 2016H and 2016J.**

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, CI 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 (INVOLUNTARY reissue ticket)	Outside Travel window
North America routes	+/- 30 days of original travel dates	> 30 days of original travel dates
International routes	+/- 30 days of original travel dates	> 30 days of original travel dates
Partially used tickets on all markets	+/- 30 days of original travel dates	> 30 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, 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: rebook from original booking class up to M	Economy - Latitude (Y/B): rebook from original booking class up to Y
Premium Economy (O/E/N): rebook from original booking class up to O	Business (J/C/D/Z/P): rebook from original booking class up to J



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ii) Route suspensions:

- A route suspension is defined as a destination where AC will not have a direct service to for a period of time (e.g. HKG-YYZ, PVG-YYZ)
- Applies to 014 tickets only
- Origin and destination must remain the same
- The transborder/transatlantic/transpacific sector must be rebooked on Air Canada marketed and operated flights.
- **Same original routing** must be carried on to the new ticket. **Length of stay** may be reduced or maintained.
- Customers with partially used tickets / unused ticket can rebook up to a **maximum of 30 days after we resume service**. Additional collection and change fee are waived, and customers can be rebooked from original booking class up to **M class** for Economy, rebooked up to **O class** for Premium Economy, rebooked up to **J class** for Business.
- Customers have to pay the applicable additional collection if rebook higher than M class / O class / J class, the change fee will continue to be waived.
- 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 (INVOLUNTARY reissue ticket)	Outside Travel window
Unused / partially used ticket	Maximum 30days after resume service	More than 30days after resume service
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, change of connection point, etc.

Re-booking class code as below:

Economy - rebook from original booking class up to M	
Premium Economy - rebook from original booking class up to O	Business - rebook from original booking class up to J



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iii) 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.

Cancel and Refund as per fare rules

- **Cancel all active segments** and process refund.
- 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

iv) Retaining the value of the ticket as a future credit for 24 months from date that the schedule change occurred:

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
- For an unused ticket you have the flexibility of using the value of your credit towards the same or a different destination.
- 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.
- 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.
- Any Ancillary EMDs (e.g. PETC, meals, seats etc.) 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.



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v) One-time free Name Change are permitted without the collection of a name change fee for fully unused original tickets only, on all fares and all markets:

The one-time change fee waiver applies to:

- Tickets **issued** on or before **December 31, 2020**
- **Original travel dates** between **March 1, 2020** up to and including **December 31, 2021**
- **Tickets must be issued on/before:** 24 months from the date that the flight was cancelled
- 014 ticket stock
- Applicable to all fare (including basic fare)
- All points-of-sale & all itineraries (including international routes)
- Applicable to agency GDS booking and **wholly unused original tickets** only
- Applicable on Air Canada, Air Canada rouge and Air Canada Express flights. Original ticket must **not** include any codeshare flight or interline segments.
- Waiver **does not** apply to interline/codeshare itineraries on new bookings.
- If the new fare is lower the residual is lost. Additional collection applies if new fare higher.
- Apply waiver code to the ticket endorsement field: **CV20VL22**

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.)
- 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 new fare basis code**
 - Amadeus: SROTHSAC-NN1 CHNG/waivercode/farebasis
(e.g SROTHSAC-NN1 CHNG/CV20VL22/VH14E)
 - Sabre: 3OTHS1/NN1 CHNG waivercodeFarebasis
(e.g 3OTHS1/NN1 CHNG CV20VL22VH14E)
 - Worldspan: 3SSROTHS AC NN1 waivercodeFarebasis
(e.g 3SSROTHS AC NN1 CHNG CV20VL22VH14E)
- 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.



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vi) **Option A. Conversion to Air Canada Travel Voucher** **Option B. Conversion to Aeroplan Miles**

The Air Canada Travel Voucher and Aeroplan Miles options are available on the following GDS tickets

- Itineraries: All Itineraries
- Ticket stock: 014 (including itineraries with an Atlantic JV codeshare/ interline)
- Tickets Issued: **Up to December 31, 2020**
- Original Travel Dates: **Between March 1, 2020 – December 31, 2021**

The following ticket types are **EXCLUDED**:

- **IT/BT tickets**
- **Tickets with a corporate contract number or Air Canada for Business number**
- **Used or Partially used**
- **Refunded or Partially refunded**
- **Forfeit, Void or Revoked**
- Groups
- Flight Pass
- Tickets where a charge back request has been initiated
- Tickets booked via Air Canada direct channels including www.aircanada.com/agents, www.aircanada.com, Air Canada for Business, ac2u API enabled channels, the AC Mobile app and AC Contact Centres.
- Aeroplan
- Air Canada Vacations

Air Canada Travel Voucher

- Convert the customer's ticket to an Air Canada Travel Voucher that is **fully transferable** with **no expiration date** and can be **used multiple times** until the entire value is used.
- Please note the Air Canada Travel Voucher **cannot be redeemed in any GDS system**. It is accepted as a form of payment at www.aircanada.com/agents , www.aircanada.com. It can also be used in conjunction with a second form of payment if the value on the Air Canada Travel Voucher is insufficient.
- **Only one** Air Canada Travel Voucher will be issued **equal to the total value** of all unused tickets and EMDs associated with the PNR.
- If unique Air Canada Travel Vouchers are required for multiple tickets in one PNR, the PNR must be divided prior to submitting the request.
- The Air Canada Travel Voucher will be in the currency the ticket was purchased in, as long as it is one of the following currencies: **CAD**, GBP, EUR, **USD**, AUD, CHF, CNY, DKK, **HKD**, JPY, NOK, SEK, TWD, INR and BRL. If the ticket was paid using a currency unsupported by the voucher, it will be issued in Canadian dollars.

Aeroplan Miles

- Aeroplan Miles will be calculated based on the value of the ticket and EMDs in a booking, minus taxes. In addition to the Aeroplan Miles rate of conversion, a 65% bonus will be applied. The Aeroplan Miles for all tickets on the PNR will be awarded to one Aeroplan account of the passenger name provided on the request.
- This option is only available to Aeroplan members with a mailing address located in the following countries: CA, US, HK, UK, FR, DE, AU.



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Process of requests for each PNR can be made via a web form (this link is for travel agency use only) which can be accessed by this link: <http://aircanada.com/agency/ACTVAEform>

- **Create retention segment** that contains a date and itinerary in the GDS to keep your PNR from purging.
- Please **cancel any active segments** before submitting the web form request, to avoid ticket status change to No-Show, Revoked, or Forfeited.
- **All tickets on the same PNR must select the same option.** If different options are required, the PNR must be divided prior to submitting the request.
- Please **provide information exactly** as requested to avoid delays in processing. **Terms and conditions will be provided which agencies must acknowledge and accept prior to submitting each request.**
- You will receive an **instant notification** that the web form request has been received, please note it is not an email notification.
- If choosing to convert to the Air Canada Travel Voucher, the voucher and pin (two separate emails) will be sent to the **"The Passenger Email Address"** field which provided on the web form request.
- The turnaround time can be approximately 6-8 weeks, depending on the timing and volume of requests received.
- The web form request **cannot** be cancelled once submitted. Only one request per booking will be accepted.

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A STAR ALLIANCE MEMBER 