

Dear Travel Agency Partner,

Agency Bulletin Ref **2016K** supersedes the previous 2016J. Please disseminate the attached AC Agency Bulletin (**Ref :2016K**) to all concerned.

**Addendum : Revised Schedule Change Policy**

For more details, please refer to the attached Agency Bulletin and kindly disseminate the information to your staff and business partners concerned.

Quick reference : Which Policy Should I Use ?

Scenario	Options & Endorsement Code	Policy Reference
Flights that are operating	1) One-time free date change  2) Extend ticket validity up to 24 months from the	Agency bulletin: <b>2040</b>

(ticketed on/before December 31, 2020, travel on/after March 1, 2020 up to and including December 31, 2021 )		date you voluntarily cancel the booking( <b>CHNGFEE20</b> )  3) One-time free Name Change ( <b>CHNGFEE20</b> )  4) <b>Convert to Travel Voucher</b>  5) <b>Convert to Aeroplan Miles</b>	
Flights that have <u>been cancelled</u>	PNR's status was changed to UN on/after March 19, 2020	1) Re-book ( <b>DUE SKCH</b> )  2) Refunds as per fare rules  3) 24-month credit note ( <b>CV20VL22</b> )  4) One-time free Name Change ( <b>CV20VL22</b> )  5) <b>Convert to Travel Voucher</b>  6) <b>Convert to Aeroplan Miles</b>	Agency bulletin: <b>2016K</b>
	PNR's status was changed to UN on/before March 18, 2020	1) Re-book ( <b>DUE SKCH</b> )  2) Refunds permitted ( <b>ACUSKEDCHG+Flight Number</b> )	Agency bulletin: <b>2016K</b>

		3) 24-month credit note <b>(CV20VL22)</b>	
		4) One-time free Name Change	
		<b>(CV20VL22)</b>	
		5) Convert to Travel Voucher	
		6) Convert to Aeroplan Miles	

Thank you for all your support to Air Canada.

Sales Office

Hong Kong