



December 10, 2020

Ref: 2041

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 via 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).

REFUND CALCULATIONS

Please refrain from sending requests to Refund Services or Customer Relations for refund calculations. Send the request for refund to Refund Services and Refund Services will process the refund, if applicable (fee may be charged).

If you have made a refund error and have requested that Refund Services fix the error, you may be subject to both a processing fee and an error fee.

Kindly disseminate the above information to your staff concerned.