



August 13, 2020

Ref: 2035

To: All Travel Agents

Revised - No Show Management

Effective Aug 17, 2020, please note any no-show flight coupons for travel on/after Aug 17, 2020 will be revoked and the downline flights will be cancelled. This practice will be extended to International routes on Standard Fare.

We will be able to identify when a customer no-show for a flight. In cases where this occurs, we will implement the following:

- Cancelling **ALL** Air Canada pure and Air Canada marketed segments on the same booking.
- Forfeiting all 014 ticket stock on:
 - Standard fares (defined by booking class K, A, L, T, S, G, W) **worldwide**
 - Basic fares (fare basis end with XXXXX**BA** and XXXXX**LGT**) **worldwide**
 - Standard fares (fare basis end with XXXXX**TG**) on domestic Canada, Transborder, Sun
- Affected bookings will be remarked:
 - with SSR OTHS NOSHOW for cancelled segments
 - with SSR OTHS ETKT REVOKED BY AC DUE TO NOSHOW for forfeit coupons

If your customer is no longer travelling, please ensure that you:

- **Cancel their flight(s) prior to their departure as it may result in cancellation of their entire journey and their coupon(s) to be revoked/forfeited.**

If the flight is shown as a 'no-show', the customer will **lose the value of their ticket** (subject to the fare rules) and **the coupon is no longer available**. The coupon(s) will be changed from OPEN (Status = O) to REVOKED (Status = Q).

Taxes on revoked coupons are not refunded.

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