



February 25, 2020

Ref:2104

To: All Travel Agents

Update to Air Canada's Change Fee Waiver Policy

If your flight is operating, Air Canada has updated the flexible re-booking policies (waiving change fees) for new and existing bookings with the following options:

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All previously issued goodwill policies (2009, 2012, 2013, 2015, 2017, 2018, 2020, 2022, 2023, 2025, 2026, 2028, 2031, 2033, 2037, 2038, 2040, 2042) have been cancelled.

General conditions for the application of this policy:

- Applies when the **flight is not cancelled**
- Tickets issued on or before **April 30, 2021**
- **Original travel dates** between **March 1, 2020 up to and including April 30, 2022**
- All travel must be completed **up to 24 months from the date you voluntarily cancel your booking**
- Cancel or Change customer's booking up to **2 hours before the departure**
- 014 ticket stock
- All fare types (groups, published fares, fares with tour codes & Economy Basic fares)
- All points-of-sale & all itineraries
- Refunds as per fare rules
- Customers must cancel or change their booking before original travel would have started

Quick Reference Grid

Markets	Ticket issued up to	Original Travel Dates	Rebooking window	Change fee	ADCOL*	Change of Origin/ Destination	Name Change	Refunds	Ticket Endorsement
All itineraries	Apr 30, 2021	Mar 1, 2020 up to Apr30, 2022	24 months from the date you voluntarily cancel your booking	Waived	Fare rules apply	Change fee waived	Change fee waived (For fully unused original tickets only)	As per fare rules	CHNGFEE20

* ADCOL (Additional Collection): higher fare class, re-routing fees, change of connection point, open jaw



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1. One-time Free Date Change:

- Cancel or Change customer's booking **up to 2 hours before the departure**
- Customers must cancel or change their booking before original travel would have started
- **One time change fee waived, additional collection applies**
- For an unused ticket you have the flexibility of using the value of your credit towards the same or a different destination.
- Ticket Endorsement: **CHNGFEE20**

Markets	Ticket issued up to	Original Travel Dates	Rebooking window	Change fee	ADCOL	Change of Origin/ Destination	Ticket Endorsement
All itineraries	Apr 30, 2021	Mar 1, 2020 up to Apr 30, 2022	24 months from the date you voluntarily cancel your booking	Waived	Fare rules apply	Change fee waived	CHNGFEE20

2. Retaining the value of the ticket as a future credit for 24 months

Save as Future Credit

- All travel must be completed **up to 24 months from the date you voluntarily cancel your booking**
- 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: **CHNGFEE20**

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.



3. One-time Free Name Change :

- **One-time free Name Change are permitted** without the collection of a name change fee for **fully unused original tickets only**, on all fares (including basic) and all markets (including international routes).
- Applicable on Air Canada, Air Canada rouge and Air Canada Express flights on both original and new bookings.
- Original ticket and new bookings must **not** include any codeshare flight or interline segments.
- Applicable to agency GDS booking and **wholly unused tickets** only
- Apply waiver code to the ticket endorsement field: **CHNGFEE20**

Process for name change

- 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.)
- **Tickets must be issued on/before and complete travel:** 24 months from the date you voluntarily cancel your booking
- 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/**CHNGFEE20**/VH14E)

Sabre: **30THS1/NN1 CHNG waivercodeFarebasis**

(e.g 30THS1/NN1 CHNG **CHNGFEE20**VH14E)

Worldspan: **3SSROTHS AC NN1 waivercodeFarebasis**

(e.g 3SSROTHS AC NN1 CHNG **CHNGFEE20**VH14E)

- 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.



4. Conversion to Air Canada Travel Voucher or 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 April 30, 2021**
- Original Travel Dates: **Between March 1, 2020 – April 30, 2022**

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

4.1 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.

4.2 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.



AIR CANADA

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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 