



AIR CANADA

AGENCY BULLETIN

February 26, 2021

Ref:2105

To: All Travel Agents

UPDATE: Goodwill Policy for the new Canada entry requirement

Effective February 22, 2021, international travellers with any itineraries with **a final destination to Canada**, regardless of citizenship, must (**in addition** to the existing pre-departure obligations e.g. a negative COVID-19 molecular test taken within 72 hours before their scheduled departure time):

- book their mandatory 3-night hotel stay in YVR/YYZ/YYC/YUL before their flight (<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice/mandatory-hotel-stay-air-travellers.html>); all questions regarding hotel details are between the customer and the hotel (meals, accommodations, etc).
- take a COVID-19 molecular test on arrival at YVR/YYZ/YYC/YUL.
- proceed to their reserved hotel at YVR/YYZ/YYC/YUL for 3 nights while they await their test results.
- once they receive their negative arrival test result, customers with an onward domestic destination may leave the hotel to complete the rest of their 14-day quarantine at their final destination.

As a result, Air Canada is implementing a **Goodwill policy** for rebooking passengers with an itineraries with onward connections within Canada who are required to change their connection flights to complete the mandatory 3-night quarantine in YVR/YYZ/YYC/YUL. Customers can continue their connection travel once they receive their negative arrival test result.

This policy applies to:

From February 22, 2021 onward (allow for extra time to complete the mandatory 3-night hotel quarantine in YVR/YYZ/YUL/YYC)

- **All International/US itineraries connecting via YYZ/YVR/YUL/YYC to anywhere in Canada***
- Ticket stock: **014**
- Ticket issued: on/before **April 22, 2021**
- Original travel dates: Between February 22, 2021 & **April 22, 2021**
- **Re-booking window:**
 - **Pre-departure: +3 days from original domestic connection flight date**
 - **At YYZ/YVR/YUL/YYC with negative test result:** up to 72 hours from date of arrival in YYZ/YVR/YUL/YYC for domestic connection flight
 - **At YYZ/YVR/YUL/YYC with positive test result:** Next available flight

*International sector re-booking must be same original travel date within the same cabin (up to M class for economy) and **domestic sector must follow the re-booking window** (up to M class for economy).



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Re-protection Guidelines

Customers are permitted changes as per the guidelines below.

1 free change – Pre-departure before arrival into Canada

1 free change – At YYZ/YVR/YUL/YYC for domestic sector

	Within Re-Booking Window	Outside Re-Booking Window	Change of Destinations
Change fees	Waived	Waived	Waived
Additional Collection	Waived if rebooked in the same cabin to same origin and destination with Air Canada Operated Flights	Fare rules apply	Fare rules apply

Refunds

Per applicable fare rules.

Ticket Endorsement

Add waiver code **ACCDENTRYGW** to ticket endorsement box

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