



AIR CANADA

AGENCY BULLETIN

April 9, 2021

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To: All Travel Agents

Inventory Circumvention

Air Canada manages inventory on an origin and destination (O&D) basis. Inventory that is available on a particular segment for one O&D, may not be available for another O&D, even though both O&Ds include the same segment as part of the itinerary. Air Canada's booking policy prohibits booking practices that result in the circumvention of inventory management controls and/or to obtain inventory for ticket sales which Air Canada does not intend to offer for the passenger's actual O&D itinerary. Prohibited practices include, but are not limited to, the use of hidden cities in the booking flow that do not reflect the intended O&D and the booking of segments out of order.

Air Canada reserves the right to take necessary measures in order to prohibit agents engaging in the circumvention of Air Canada's inventory controls. These measures include, but are not limited to, issuance of debit memos in addition to the ticketing error fee, and/or inhibit from booking Air Canada inventory.

Complete details can be found [here](#).

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