



May 13, 2021

Ref: 2118

To: All Travel Agents

REFUND POLICY - Air Canada to Offer Refunds for All Fares for Flights Affected by COVID-19 since February 1, 2020

Air Canada has revised its Refund Policy, effective immediately. **This supersedes Ref 2117.**

Air Canada announced that eligible customers who purchased a non-refundable ticket for travel on or after February 1, 2020 but did not fly can now obtain a refund from the carrier by submitting a request online or with their travel agent. A refund option is extended to all eligible customers with tickets for travel dates on or after February 1, 2020 and who purchased before April 13, 2021. Refunds are available to those customers whose flight was cancelled or who voluntarily cancelled their flight for any reason.

Air Canada has revised its refund policy and will offer refunds for all fares, for flights affected by COVID-19 since February 1, 2020. We will accept and begin processing refund requests, starting April 13, 2021.

This Refund Policy applies to:

- 014 tickets for **travel on/after February 1, 2020**, and **issued on/before April 12, 2021**
- All Air Canada flights, including Air Canada Rouge and Air Canada Express, including tickets with other airlines' flights
- Unused and partially used system-wide tickets (Future Travel Credits)
- Air Canada Travel Voucher, Aeroplan points, and eCoupons
- **Refund requests must be received by June 12, 2021 at 23:59 EST**, including those online submission request on AC.com

* For GDS ticket, in support of you, our travel agency partners, Air Canada will not recall Time of Ticketing commission for refunds, **TRAVEL AGENCY** will be processing **before July 12, 2021 at 23:59 ET.**

As you issued your customers' tickets, we are asking you to process refunds in the original booking channel (GDS or at aircanada.com/agents). In the event your customers call Air Canada for their refunds, they will be referred to you.



FUTURE TRAVEL CREDITS (FTC)

GDS TICKETS

Enter Refund Waiver Code **ACA21COVID** in your GDS Refund Waiver Code field. If your GDS does not have a Refund Waiver Code field, please enter it in the PNR OSI field **before** refunding the ticket.

Once you have refunded tickets, any associated **EMDs** will automatically be refunded by Air Canada, within a few weeks. You do not need to call Air Canada to follow up.

Partially Used Tickets

Process your refunds according to the fare break down in the fare calculation box of your ticket. With complex itineraries, when coupons are used out of sequence, or when not all coupons of a through fare are used, example YQB xYUL CDG xYUL YQB, with **YUL YQB** unused, **queue** your PNR to the Air Canada Rates desk. An agent will enter the refundable amount (fare and taxes) and queue the PNR back to you to process the refund. Please refer to Page 6 for Rate desk queues.

Purged PNRs

If you can't retrieve the PNR, and the ticket status is OPEN, you should be able to retrieve the ticket in your GDS and process the refund.

Purged Tickets

014 tickets have been extended in Air Canada's database to remain available for 24 months from the date of last segment on the ticket. Therefore, all e-tickets should be retrievable within your GDS. If they can't be retrieved, it may be due to the following scenarios:

- **Original ticket was exchanged**, and the old ticket number is no longer valid. Process refund on the exchanged ticket.
- If customers received **Insurance Claim compensation** equivalent to the remaining value of their ticket, the ticket status may show 'refunded'.
- Tickets with **Credit Card Chargebacks** are not eligible for refunds. Please verify with your customer if they initiated a chargeback.

If you are still unable to retrieve your customers' eTicket, please request refund via the [Ticket Refund Application online](#)



REFUND PROCESS *for* AIR CANADA TRAVEL VOUCHERS (ACTV), AEROPLAN points *and* eCOUPON

Customers received an Air Canada Travel Voucher, Aeroplan points or eCoupon

A. Air Canada Travel Voucher

- Request can be made by the customer, or the agency on behalf of the customer at www.aircanada.com/refund
- Air Canada will devalue the ACTV, and refund to the original form of payment.
- An email confirmation will be sent to the email address included on the web form.
- With multiple form of payment on the PNR:
 - o **Unused ACTV:** the original amount paid on each form of payment will be refunded.
 - o **Partially used ACTV:** the remaining value will be divided equally between each form of payment.

B. Aeroplan points

- You or your customers can request a refund at www.aircanada.com/refund.
- There must be sufficient Aeroplan points in the member's account to process the refund.

C. eCoupons issued on/after February 1, 2020, in exchange of your customer's ticket

- Those were issued mainly for partially used tickets.
- You or your customers can request a refund at www.aircanada.com/refund. Refunds are processed to the original form of payment.

D. eCoupons issued for Goodwill Compensation

- When used to purchase tickets for travel within scope of this policy, the remaining value of the ticket will be returned to form of payment. This would be an eCoupon and a credit card if both were used to purchase the ticket.
- You, or your customers can request the refund at www.aircanada.com/refund. Air Canada will return the value to the original eCoupon and to the credit card.
- eCoupons issued as Goodwill compensation have no CASH value.



AGENCY BULLETIN

Request submitted but customers did not receive their ACTV or Aeroplan points

**Recognizing that customers with pending requests for ACTV or Aeroplan points may prefer a refund, we will pause the processing of current ACTV and Aeroplan points requests.*

A. Customers want a REFUND to the original Form of Payment

- For GDS tickets, the coupon status is still OPEN, therefore you can process the refund immediately.
- For aircanada.com/agents' tickets, please login to the Air Canada agency website and request refunds via 'My Bookings'

B. Customers who still want their ACTV/Aeroplan points. The request need to be re-submitted

- For Air Canada Agency Website tickets, please re-submit the request for the transfer of ticket to an ACTV or Aeroplan points, at aircanada.com/agents 'My Bookings'
- For GDS tickets, please re-submit your request via the GDS web form

C. Customers who do NOT request a refund, or re-submit a request

- Unprocessed requests have been paused.
- After July 12, 2021, if no action has been taken, the original request for ACTV or Aeroplan points will be processed.

REFUND GUIDE 'AT-A -GLANCE'

Refund Types	Refund Process
<ul style="list-style-type: none"> - GDS Future Travel Credits (unused and partially used tickets) - GDS Tickets from purged PNR's 	Process in your GDS, according to fare breakdown. Before refunding your tickets, remember to add ACA21COVID in the Refund Waiver Code mask , or OSI in the PNR if your GDS does not have a Refund Waiver Code mask
<ul style="list-style-type: none"> - GDS EMDs 	You do not have to do anything. Once you have refunded the tickets, any associated EMDs will automatically be refunded by Air Canada, within a few weeks
<ul style="list-style-type: none"> - GDS Tickets where Air Canada has control of the tickets 	Queue your PNR to the Air Canada Rates desk; an agent will process the refund <i>#Ensure agent add OSI or REMARKS detailing their request before place queue to Rates desk</i>
<ul style="list-style-type: none"> - GDS Tickets, complex partially used international itineraries, out of sequence coupons, partial coupons used from through fare - GDS Residual value on exchanged ticket 	Queue to Air Canada Rates Desk <i>#Ensure agent add OSI or REMARKS detailing their request before place queue to Rates desk</i>
<ul style="list-style-type: none"> - Purged Tickets - Tax adjustment and Cancellation penalty <i>Some taxes may not be applicable for refund. Please refer to the Refundable Tax Guide</i> - No-Show with coupon in Revoked status 	Ticket Refund Application online https://refundservices.business.conduent.com/aircanada/refunds/create
<ul style="list-style-type: none"> - Air Canada Travel Vouchers, Aeroplan points, eCoupons 	www.aircanada.com/refund



FREQUENTLY ASKED QUESTIONS

1. Is Air Canada recalling Time of Ticketing commission on refunded tickets?

We are not recalling Time of Ticketing commission for refunds processed from April 13, 2021 to July 12, 2021, at 23:59 ET.

2. Is there a deadline to request a refund within this policy?

Yes. Please make sure your customers request refunds before June 12, 2021 at 23:59 ET.

3. What do I put in the commission box?

Enter 0.00 in the commission box on your manual refund entry. Please contact your respective GDS help desk for guidance.

4. I cancelled customer's ticket before April 13, 2021, can I get the commission back?

Air Canada is not refunding the commission recalled on tickets refunded before April 13, 2021.

5. Are tickets issued before February 1, 2020 included in this refund policy?

Yes, for travel on/after February 1, 2020. Normal fare rules apply for travel before February 1, 2020.

6. What is the Refund Policy for tickets issued on/after April 13, 2021?

It will be as per fare rule. However, our new refund policy will permit refunds for all fare types for flights that Air Canada cancels, and your customers will also have the option to transfer the value of their tickets to an Air Canada Travel Voucher or to convert the value of their ticket to Aeroplan points with a 65% bonus.

7. Is YQ refundable?

Yes, it is within the scope of this policy.

8. Are taxes, fees and additional charge associated with the tickets, refundable?

Certain taxes, fees, and charges are refundable based on the following:

- The fare type, refundable/non-refundable
- Whether tickets are unused or partially used
- Regulations of the country where the ticket was purchased and/or the departure country

Please refer to the Refundable Tax Guide.

9. Can I refund IT/BT 'no fare' tickets?

Yes. Please process refunds to original form of payment, for the amount remitted to Air Canada.

You must refund your customers for the full amount they paid you for the Air Canada ticket. Air Canada will not reimburse agencies for mark-ups, service fees you or any third party may have charged the customer.

10. I refunded tickets, less applicable penalties and non-refundable taxes. Do refunds apply to the remaining value?

Yes. Please request a refund adjustment via the [Ticket Refund Application online](#). Certain taxes may not be refundable, such as those listed. Please refer to the Refundable Tax Guide for more information.

11. Who can I contact to process refund of tickets under Air Canada's control?

Please queue the PNR to the Air Canada Rates Desk; Air Canada will process the refund.



12. My customer must travel imminently but did not receive the ACTV or Aeroplan points. Must I notify Air Canada?

For GDS bookings, coupons are still OPEN. We recommend you refund your customers and issue a new ticket, to avoid forfeiting any residual value when processing an exchange. For aircanada.com/agents' bookings, please call the Contact Centre to rebook your customers.

13. My customer purchased a ticket with an ACTV/eCoupon, and now wants a refund. Is it possible?

Yes. You or your customer must first cancel the booking and request a refund via 'My Bookings', at aircanada.com/agents, or at aircanada.com, if your customers made the booking themselves.

- The value of the ticket will be transferred back to the ACTV/eCoupon. Once an email is received confirming the updated balance of ACTV or eCoupon, you or your customers can request the refund of the ACTV or eCoupon via aircanada.com/refund.
- See the eCoupon section above for eCoupon issued for Goodwill compensation.

14. How are refunds processed when FOP is Cash?

Refunds are processed via Credit Memo.

*Air Canada is **increasing** the frequency of Credit Memo issuance **from weekly to daily**. Please keep an eye on your BSP reports and refund your customers when you've received the Credit Memo.*

15. How do I process refunds to credit cards no longer active?

You can still process the refund. However, your customer needs to contact their banking institution/credit card company to settle payment.

16. My customers were reimbursed by their insurer. Are they eligible for a refund from Air Canada?

Please verify with your customer whether they received compensation from their insurance company as tickets refunded by an insurer are excluded from any refund-eligible bookings.

17. Will Air Canada be issuing Debit Memos, should a refund be done incorrectly?

Air Canada does not intend to issue Debit Memos for refunds in scope with this policy.

To help us with the audit process, please ensure you enter Waiver Code **ACA21COVID** in the Refund Mask, or in an OSI field in the PNR, if your GDS does not have a field to enter Refund Waiver Code, in the refund mask, **before** refunding the ticket.

18. I exchanged a ticket, and the base fare was lower than the original ticket. Is the lost residual value refundable?

Yes, for GDS bookings, please queue your PNR to the Air Canada Rates Desk. For BT/IT tickets must have the full fare linear information available on the ticket.

19. Are No-Show tickets refundable?

Yes, when the coupons status is open, please refund in your GDS. When the coupon status is revoked, please request refund via the [Ticket Refund Application online](#).



SUPPLEMENTAL INFORMATION

Rates Desk Queues

Use for complex itineraries and when Air Canada has control of the ticket

- **Amadeus:** QE/YMQAC1100/5
- **Sabre:** QP/QAC20/4 or QP/QAC21/4
- **Galileo:** QEB/XAC/5
- **Worldspan:** QEP/AC0/0*C10

Documentary Requirements for Tax Purposes

Air Canada would like to remind all travel agencies that as a sales agent of Air Canada, it is your responsibility to comply with tax and regulatory requirements when issuing a refund to customer.

Such requirements include, but are not limited to, the issuance of a credit note/refund receipt, which must be retained on file, for at least 7 years and must be made available at the request of Air Canada.

Travel agencies may be assessed a service fee plus applicable taxes for missing or incorrect credit notes/refund receipts. In addition, Air Canada may issue a debit memo to the agency for the value of the taxes, fees and charges.

As an example, it is a requirement under GST(XG), HST(RC), QST(XQ) and ATSC (CA) legislations, that a credit note/refund receipt be issued to customer containing the following information:

- A statement that the document is a credit note/refund receipt.
- Name of the Supplier
- Date on which the credit note/refund receipt was issued.
- Tax registration number(s) of the supplier
- Name of Customer
- Breakdown of all taxes refunded with name and amount.

Tax Registration numbers for Air Canada:

- Goods and Services Tax - Canada 100092287 RT0001
- Harmonized Sales Tax - Canada 100092287 RT0001
- Quebec Sales Tax - Canada 1000043172 TQ1991

For complete details, please refer to the [Refundable Tax Guide \(V3\)](#)



FUTURE TRAVEL CANCELLATION POLICY

For tickets purchased **on/after April 13, 2021**, Air Canada is offering more flexibility with the following options:

Refundable Fares	Non-Refundable Fares
<ul style="list-style-type: none">➤ Refund to original form of payment➤ Transfer the value of their ticket to an Air Canada Travel Voucher [no expiry date, fully transferable and can be used multiple times]➤ Convert and transfer value into Aeroplan points and receive an additional 65% bonus points	<ul style="list-style-type: none">➤ When Air Canada cancels the flight or changes the departure time by more than three hours, refund to original form of payment.➤ For flights cancelled by Air Canada or by customers for any reason:<ul style="list-style-type: none">○ Transfer the value of their ticket to an Air Canada Travel Voucher [no expiry date, fully transferable and can be used multiple times]○ Convert and transfer value of their ticket into Aeroplan points and receive an additional 65% bonus points
<i>Cancellation fees may apply based on the fare purchased</i>	<i>Cancellation fees may apply based on the fare purchased</i>

Hong Kong Sales Office

Email: hkg.sales@aircanada.ca

Phone: 800-906-519 (Hong Kong toll free), 400-112-2776 (Guangzhou/Shenzhen toll free)