



May 24, 2021

Ref: 2119

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 **June 21, 2021**
- Original travel dates: Between February 22, 2021 & **June 21, 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).



# AIR CANADA

## AGENCY BULLETIN

### 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

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

\*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).

### Refunds

Per applicable fare rules.

### Ticket Endorsement

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

Hong Kong Sales Office

Email: [hkg.sales@aircanada.ca](mailto:hkg.sales@aircanada.ca)

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

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