



June 3, 2021

Ref: 2122

To: All Travel Agents

### Addendum: Revised Schedule Change Policy

If your flight has been cancelled, Air Canada has updated the scheduled change policy with the following options:

Section 1	Rebooking guidelines	Page 2
Section 1.1	Route suspensions	Page 3
Section 2	Refunds	Page 4
Section 3	Retaining the value of the ticket as a future credit for 24 months	Page 5
Section 4	One-time Free Name Change	Page 6
Section 5 & 5.1	Convert to Travel Voucher	Page 7-8
Section 5 & 5.2	Convert to Aeroplan Miles	Page 7-8

Air Canada has revised its schedule change policy, effective immediately. This supersedes Ref 2115.

Effective April 13, 2021, Air Canada has revised its Schedule Change policy, now defined as a departure time change by **more than 3 hours**.

This applies for flight cancellation, time change, routing/airport change or operating carrier change which occurs **more than 48 hours prior to departure time**.

For flight disruptions within 48 hours of departure, please refer to the Flight Disruptions policy.

#### **THIS POLICY APPLIES TO:**

- 014 tickets, all fare types
- Air Canada to Air Canada misconnection on the same day with separate tickets.
- Air Canada schedule change causing misconnection with other airlines on 014 tickets
- Other airlines schedule change on 014 tickets
- Tickets with payment on the PNR, but not ticketed
- For tickets issued **before April 13, 2021**, customers are entitled to a refund. See Refund Section.
- For tickets issued **on/after April 13, 2021** once customers accept the re-protection and the ticket is reissued, further **voluntary** changes are per fare rule.

#### **THIS POLICY DOES NOT APPLY UNDER THESE SITUATIONS:**

- When Air Canada provides a better connection/connecting time, and/or earlier arrival time, that does not cause a misconnection.

Information subject to change without notice.



# AIR CANADA

## AGENCY BULLETIN

### 1. Rebooking guidelines:

- Applies to 014 tickets only
- Origin and destination must remain the same
- Passengers must be re-protected on any Air Canada trans-Pacific sector
- Connecting flights within Asia may be operated by CA, NH, BR, OZ, CX, ZH, TG, KE, CI booked in the lowest available fare class in the same cabin.
- Change fees or any additional charges (where applicable) will be waived if the origin, destination, and cabin remain the same and if you rebook **within** the rebooking window.
- For re-bookings made **outside** the rebooking window, there will not be any date change fee, but the booking may incur additional charges in the form of fare difference if the original fare class is unavailable, change of connection point fees, or extending ticket validity, where applicable.
- You must reissue the ticket and enter in the endorsement box: **DUE SKCH**

The following Fare Rules and Rebooking Window applies to all 014 tickets, including Basic fares

Rebooking Window	Within Travel window (INVOLUNTARY reissue ticket)	Outside Travel window
<b>North America routes</b>	+/- 30 days of original travel dates	> 30 days of original travel dates
<b>International routes</b>	+/- 30 days of original travel dates	> 30 days of original travel dates
<b>Partially used tickets on all markets</b>	+/- 30 days of original travel dates	> 30 days of original travel dates
<b>Advance Purchase (APUR)</b>	Waive	Waive
<b>Additional Collection*</b>	Waive	Collect
<b>Change Fee(s)</b>	Waive	Waive
<b>Min/Max Stay</b>	Waive	Apply fare rule

\*Additional Collection: higher fare class, change of connection point, etc.

### Re-booking class code as below:

<b>Economy</b> - Basic fare/Standard(W/G/S/T/L/A/K)/ Flex (M/U/H/Q/V)/Comfort: <b>rebook from original booking class up to M</b>	<b>Economy - Latitude (Y/B):</b> <b>rebook from original booking class up to Y</b>
<b>Premium Economy (O/E/N):</b> <b>rebook from original booking class up to O</b>	<b>Business (J/C/D/Z/P):</b> <b>rebook from original booking class up to J</b>



# AIR CANADA

## AGENCY BULLETIN

### 1.1 Route suspensions:

- A route suspension is defined as a destination where AC will not have a direct service to for a period of time
- Applies to 014 tickets only
- Origin and destination must remain the same
- The transborder/transatlantic/transpacific sector must be rebooked on Air Canada marketed and operated flights.
- **Same original routing** must be carried on to the new ticket. **Length of stay** may be reduced or maintained.
- Customers with partially used tickets / unused ticket can rebook up to a **maximum of 30 days after we resume service**. Additional collection and change fee are waived, and customers can be rebooked from original booking class up to **M class** for Economy, rebooked up to **O class** for Premium Economy, rebooked up to **J class** for Business.
- Customers have to pay the applicable additional collection if rebook higher than M class / O class / J class, the change fee will continue to be waived.
- You must reissue the ticket and enter in the endorsement box: **DUE SKCH**

The following Fare Rules and Rebooking Window applies to all 014 tickets, including Basic fares

Rebooking Window	Within Travel window (INVOLUNTARY reissue ticket)	Outside Travel window
<b>Unused / partially used ticket</b>	Maximum 30days after resume service	More than 30days after resume service
<b>Advance Purchase (APUR)</b>	Waive	Waive
<b>Additional Collection*</b>	Waive	Collect
<b>Change Fee(s)</b>	Waive	Waive
<b>Min/Max Stay</b>	Waive	Apply fare rule

\*Additional Collection: higher fare class, change of connection point, etc.

### Re-booking class code as below:

<b>Economy - rebook from original booking class up to M</b>	
<b>Premium Economy - rebook from original booking class up to O</b>	<b>Business - rebook from original booking class up to J</b>



# AIR CANADA

## AGENCY BULLETIN

### 2. Refunds:

SKCH occurred on **tickets issued before April 13, 2021 for travel on/after February 1, 2021**

- Refunds are permitted. Please refer to **Refund Policy** for complete details.

Schedule Change occurred **on/after April 13, 2021**

- Refunds are permitted only for 014 tickets due to a schedule change on Air Canada, Air Canada Rouge, Air Canada Express, and AC\*OA, or Other Airlines, where:
  - Departure time change of **more than 3 hours** (180 minutes)
  - Involuntary cancellation of flight (with or without protection)
  - Schedule change creating a misconnection
  - Enter Refund Waiver Code **ACUSKEDCHG + flight number** (example **ACUSKEDCHG0411**) in the **GDS Refund Waiver Field** (or in an OSI if the GDS does not have a Refund Waiver Code field)

### **SCHEDULE CHANGE SUMMARY for tickets purchased, issued or reissued on/after APRIL 13, 2021**

Scenario	May I Refund?	Is Change Fee Waived?
Flight departure time change of 3 hours or less	No	No
Flight departure time change of more than 3 hours	Yes	Yes
Involuntary cancellation of 3 hours or less from original departure time with protection	No	Yes
Involuntary cancellation of more than 3 hours from original departure time, with or without protection	Yes	Yes
Voluntary cancellation	As per fare rule	As per fare rule
Aircraft change that results in a cabin change	No	Yes
Change of operating carrier	No	Yes
Routing (origin/destination)/airport change	Yes	Yes
Not permitting a same-day connection	Yes	Yes
Schedule change creating a misconnection	Yes	Yes
UMNR	Yes	Yes

### **Once a schedule change is accepted**

Once a customer accepts the protection, further voluntary changes or refunds are as per the fare rules.

*Exception:* if the original flight goes through a schedule change and is subsequently reinstated (back to original date/times), the customer can be rebooked back on the original flight without penalty and remark the PNR.



## AGENCY BULLETIN

---

### 3. Retaining the value of the ticket as a future credit for 24 months :

#### Save as Future Credit

- Ticket issued and reissued **on/before March 31, 2021**
  - Travel must be completed within 24 months from the date on the last unused flight
- Tickets issued and reissued **on/after April 1, 2021**
  - Travel must be completed within 24 months from the date of issue of the original ticket
- 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: **CV20VL22**

#### 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.



# AIR CANADA

## AGENCY BULLETIN

---

### 4. One-time free Name Change are permitted without the collection of a name change fee for fully unused original tickets only, on all fares and all markets:

The one-time change fee waiver applies to:

- Ticket issued and reissued **on/before March 31, 2021**
  - Travel must be completed within 24 months from the date on the last unused flight
- Tickets issued and reissued **on/after April 1, 2021**
  - Travel must be completed within 24 months from the date of issue of the original ticket
- 014 ticket stock
- Applicable to all fare (including basic fare)
- All points-of-sale & all itineraries (including international routes)
- Applicable to agency GDS booking and **wholly unused original tickets** only
- If the new fare is lower the residual is lost. Additional collection applies if new fare higher
- Apply waiver code to the ticket endorsement field: **CV20VL22**

One-time free Name Change Process:

- 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.)
- 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/CV20VL22/VH14E)
  - Sabre: 3OTHS1/NN1 CHNG waivercodeFarebasis  
(e.g 3OTHS1/NN1 CHNG CV20VL22VH14E)
  - Worldspan: 3SSROTHS AC NN1 waivercodeFarebasis  
(e.g 3SSROTHS AC NN1 CHNG CV20VL22VH14E)
- 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.



# AIR CANADA

## AGENCY BULLETIN

---

### 5. 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)
- Original Travel Dates: **on or after February 1, 2020**

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](http://www.aircanada.com/agents), [www.aircanada.com](http://www.aircanada.com), Air Canada for Business, ac2u API enabled channels, the AC Mobile app and AC Contact Centres.
- Aeroplan
- Air Canada Vacations

#### 5.1 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](http://www.aircanada.com/agents) , [www.aircanada.com](http://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.

#### 5.2 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

## AGENCY BULLETIN

---

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.

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)

---

A STAR ALLIANCE MEMBER 