



July 14, 2021

Ref: 2127

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:

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Air Canada has revised its schedule change policy, effective immediately. This supersedes Ref 2122.

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.

Segment status changes (TK) must be actioned within 14 days of the Schedule Change notification, or 7 business days prior to departure, whichever is earlier. This includes cancelling ticketed or un-ticketed segments with TK status code.

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.



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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	Yes
Flight departure time change of more than 3 hours	Yes	Yes
Involuntary cancellation with protection 3 hours or less from original departure time	No	Yes
Involuntary cancellation, with protection more than 3 hours from original departure time, OR no 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.



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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
For flight departure time change of 3 hours or less		
North America routes	+/- 3 days of original travel dates	> 3 days of original travel dates
International routes	+/- 7 days of original travel dates	> 7 days of original travel dates
For flight departure time change of more than 3 hours OR involuntary cancellation		
North America routes	+/- 30 days of original travel dates	> 30 days of original travel dates
International routes	+/- 30 days of original travel dates	> 30 days of original travel dates
Partially used tickets on all markets	+/- 30 days of original travel dates	> 30 days of original travel dates
For suspended routes	+/- 30 days from the date when we resume service of suspended route	> 30 days from the date when we resume service of suspended route
Advance Purchase	Waive	Waive
Additional Collection*	Waive	Collect
Change Fee(s)	Waive	Waive
Min/Max Stay	Waive	Apply fare rule

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

Re-booking class code as below:

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



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2. Refunds:

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)

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: **DUE SKCH**

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.

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:

Please refer to the Change Fee Waiver policy



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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, 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 , 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.



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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.

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A STAR ALLIANCE MEMBER 