



July 21, 2021

Ref: 2128

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, who does not qualify for the fully vaccinated exemption**, 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.

Air Canada has implemented a Goodwill policy for rebooking passengers with any itineraries with onward connections within Canada who are laying over due to the testing requirements.

**This policy applies to:**

Itineraries	All International/U.S. itineraries connecting via YYZ/YVR/YUL/YYC to anywhere in Canada*	All International/U.S. itineraries connecting via YYZ/YVR/YUL/YYC/YHZ/YQB/YOW/YWG/YEG to anywhere in Canada*
Ticket Stock	014	
Ticket Issue	<b>On/before August 8, 2021</b>	
Original Travel Dates	<b>Between February 22, 2021 &amp; August 8, 2021</b>	<b>Between August 9, 2021 &amp; September 6, 2021</b>
Re-booking Window	<b>Pre-departure:</b> +3 days from original domestic connection flight date  <b>At YYZ/YVR/YUL/YYC with negative test result:</b> up to 72 hours from date of arrival in YYZ/YVR/YUL/YYC for domestic connection flight  <b>At YYZ/YVR/YUL/YYC with positive test result:</b> Next available flight	<b>Pre-departure:</b> Change from 3 days domestic connection to same-day connection



# AIR CANADA

## AGENCY BULLETIN

- For customers that are exempt from the arrival testing and mandatory hotel stay, including unaccompanied travellers 12-17 years (arriving at YYZ, YUL, YYC) or 12-18 years (arriving at YVR): Please add SSR in their PNR: **SSR OTHS "EXEMPT FROM 3 NIGHTS HOTEL"**.
- Please ensure to cancel any connection that is no longer valid/required

### 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 **ACCD AENTRYGW** to ticket endorsement box

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