



August 11, 2021

Ref: 2131

To: All Travel Agents

### Update to Air Canada's Change Fee Waiver Policy

If your flight is operating, Air Canada has updated the flexible re-booking policies (waiving change fees) for new and existing bookings with the following options:

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This supersedes Ref 2129.

#### General conditions for the application of this policy:

- Applies when the **flight is not cancelled**
- 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 **between April 1, 2021 and August 31, 2021**
  - Travel must be completed within 24 months from the date of issue of the original ticket
- Original travel dates between **March 1, 2020 up to and including August 31, 2022**
- Cancel or Change customer's booking up to **2 hours before the departure**
- 014 ticket stock
- All fare types (groups, published fares, fares with tour codes & Economy Basic fares)
- All points-of-sale & all itineraries
- We have modified our fare rules to set the change fee at \$0, whereby the change fee is automatically waived. If the fee is not automatically waived for a qualifying ticket, please use ticket endorsement code "**CHNGFEE20**".
- Refunds as per fare rules
- Customers must cancel or change their booking before original travel would have started
- **Unlimited changes without change fees by inserting the endorsement code "CHNGFEE20".**

#### Quick Reference Grid

Ticket issued and reissued	Original Travel Dates	Rebooking window
On/before Mar 31, 2021	Mar 1, 2020 up to <b>Aug 31, 2022</b>	<b>24 months from the date on the last unused flight</b>
Between Apr 1, 2021 – <b>Aug 31, 2021</b>		<b>24 months from date of issue of the original ticket</b>
Markets	All itineraries	
Ticket Endorsement	<b>CHNGFEE20</b>	
Change fee	Change fee waived	
Additional Collection (ADCOL)	Fare rules apply (higher fare class, re-routing fees, change of connection point, open jaw)	
Name Change	Change fee waived (For fully unused original tickets only)	
Change of Origin/Destination	Change fee waived	
Refunds	As per fare rules	



### 1. Free Date Change:

- Cancel or Change customer's booking **up to 2 hours before the departure**
- Customers must cancel or change their booking before original travel would have started
- **Change fee waived, additional collection applies**
- For an unused ticket you have the flexibility of using the value of your credit towards the same or a different destination.
- Ticket Endorsement: **CHNGFEE20**

### 2. 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 **between April 1, 2021 and August 31, 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: **CHNGFEE20**

#### 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.



### 3. One-time Free Name Change :

- **One-time free Name Change are permitted** without the collection of a name change fee for **fully unused original tickets only**, on all fares (including basic) and all markets including international routes (except the itineraries that include China)
- Applicable to agency GDS booking and **wholly unused tickets** only
- Apply waiver code to the ticket endorsement field: **CHNGFEE20**

#### Process for name change

- 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 (change fee waived/ADCOL applies per applicable fare rule)
- 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/**CHNGFEE20**/VH14E)

Sabre: **30THS1/NN1 CHNG waivercodeFarebasis**

(e.g 30THS1/NN1 CHNG **CHNGFEE20**VH14E)

Worldspan: **3SSROTHS AC NN1 waivercodeFarebasis**

(e.g 3SSROTHS AC NN1 CHNG **CHNGFEE20**VH14E)

- 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.



### 4. 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)
- Tickets Issued: **Up to August 31, 2021**
- Original Travel Dates: **Between March 1, 2020 – August 31, 2022**

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

#### 4.1 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.

#### 4.2 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

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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.

Hong Kong Sales Office

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A STAR ALLIANCE MEMBER 