



AIR CANADA

AGENCY BULLETIN

October 16, 2021

Ref: 2137-R

To: All Travel Agents

Flight suspension from Vancouver to Hong Kong

Air Canada's flights **AC007** from Vancouver to Hong Kong are suspended on the following dates due to government imposed restrictions : **16 Oct 2021 (Sat), 19 Oct 2021 (Tue) , 23 Oct 2021 (Sat) , 26 Oct 2021 (Tue)**. Flights from Hong Kong to Vancouver (AC008), from Hong Kong to Toronto (AC016), and from Toronto to Hong Kong (AC015), are all unaffected.

Exception rebooking policies for cancelled YVR-HKG AC7 services:

Original travel dates : October 16-29, 2021

Protection window : Until October 29, 2021

- Rebook to the same booking code up to Y, or next available class for Premium Economy and Signature Class customers.
- Rebook to an Air Canada trans-Pacific sector and connecting flights within Asia may only be operated by CA, NH, BR, OZ, CX, ZH, TG, KE, CI, booked in the lowest available fare class in the same cabin.
- If there is no availability of connecting flights with other airlines within Asia, you are permitted to rebook to other airlines on the trans-Pacific sector (e.g. CX865 YVR-HKG, KE072+KE607), up to 'Y' in economy, or the next available class for Premium Economy and Signature Class customers. This overrides and supersedes the regular SKCH policy (Ref: 2127), and only applies to the AC007 suspension from Oct 16 – Oct 29.
- Please use endorsement code **DUE SKCH** for rebooking.
- For rebooking other options, please refer to your GDS for the latest flight schedule and consult the latest Schedule Change Policy (Ref: 2127) for your options to rebook, refund, or convert the ticket to Air Canada Travel Voucher.
- If the customer chooses to **refund**, please enter refund waiver code: **ACUSKEDCHG007** in the Refund Waiver Field, or an OSI if the GDS does not have a Refund Waiver Code field.

Please be reminded that segment status changes due to a Schedule Change (SKCH) will be queued to your CRS and must be actioned within 14 days from the schedule change notification or 7 days prior to departure, whichever is earlier. This includes cancelling ticketed or un-ticketed segments with TK status code. If Air Canada determines that a CRS subscriber has engaged in practices that conflict with these procedures, the travel agency will be subject to \$50 CAD/USD charge per passenger for each TK segment (SKCH) not actioned within the time frame. You can refer to the latest [CRS BOOKING AND TICKETING POLICY](#) which is on June 10, 2021.

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A STAR ALLIANCE MEMBER 

Hong Kong Sales Office