

Agency Bulletin

Ref: 2220

March 31, 2022

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 2215.

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 April 30, 2022**
 - 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 April 30, 2023**
- 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 Apr 30, 2023	24 months from the date on the last unused flight
Between Apr 1, 2021 – Apr 30, 2022		24 months from date of issue of the original ticket
Markets	All itineraries	
Ticket Endorsement	CHNGFEE20	
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 April 30, 2022**
 - 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.

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