

## Agency Bulletin

Ref: 2223

April 29, 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 2220.

#### **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 May 31, 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 May 31, 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 <b>May 31, 2023</b>	<b>24 months from the date on the last unused flight</b>
Between Apr 1, 2021 – <b>May 31, 2022</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 May 31, 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**

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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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