

Revised - No Show Management**To: All Travel Agents**

Please note any no-show flight coupons will be revoked and the downline flights will be cancelled. This practice will be extended to international routes.

We will be able to identify when a customer no-show for a flight. In cases where this occurs, for **all markets, all points of sale** and **all booking sources**, Air Canada will:

- Cancel **ALL** Air Canada operated and marketed segments on the same booking
- Be forfeiting all 014 coupons on Basic fares (BA), Standard fares (TG), Flex fares (FL) and Comfort fares (CO).
- Affected bookings will be remarked:
 - with SSR OTHS NOSHOW for cancelled segments
 - with SSR OTHS ETKT REVOKED BY AC DUE TO NOSHOW for forfeit coupons

If your customer is no longer travelling, please ensure that you:

- **Cancel their flight(s) prior to their departure as it may result in cancellation of their entire journey and their coupon(s) to be revoked/forfeited.**
- **If your customer is unable to contact the travel agent, please contact Air Canada Reservations to cancel their flight(s) prior to their departure to avoid no-show.**

If the flight is shown as a 'no-show', the customer will **lose the value of their ticket** (subject to the fare rules) and **the coupon is no longer available**. The coupon(s) will be changed from OPEN (Status= O) to REVOKED (Status= Q). A REVOKED coupon status is equivalent to a FLOWN status in that it indicates that the coupon is no longer valid.

Please note that:

- **Non-refundable taxes on revoked coupons are not refundable**
- **Revoked coupons will not be reversed. Which means coupon(s) are no longer available and therefore not valid for Future Travel Credit, Air Canada Travel Voucher (ACTV) or Aeroplan points.**