

Agency Bulletin

Ref: 2229

May 27, 2022

To: All Travel Agents

Addendum: Revised Schedule Change Policy

If your flight has been cancelled, Air Canada has updated the scheduled change policy with the following options:

	Schedule Change Summary	Page 2
Section 1	Rebooking guidelines	Page 3
Section 2	Refunds	Page 4
Section 3	Retaining the value of the ticket as a future credit for 24 months	Page 4
Section 4	One-time Free Name Change (refer to the Change Fee Waiver policy)	-
Section 5	Requests for Air Canada Travel Voucher or Aeroplan Points (refer to the bulletin of Revised Process for requests for Air Canada Travel Voucher or Aeroplan Points)	-

Air Canada has revised its schedule change policy, effective immediately. [This supersedes Ref 2202.](#)

A schedule change (SKCH) is defined as a flight cancellation, time change, flight number change, cabin change, routing/airport change or operating carrier change, which occurs more than 48 hours of original scheduled departure time.

THIS POLICY APPLIES TO:

- 014 tickets, all fare types
- Air Canada to Air Canada misconnection on the same day with separate tickets.
- Air Canada schedule change causing misconnection with other airlines on 014 tickets
- Other airlines schedule change on 014 tickets
- PNRs with payments, but not yet ticketed.

Important:

- You must action segment status changes (TK) within 14 days of the Schedule Change notification, or 7 business days prior to departure, whichever is earlier. This includes cancelling ticketed or un-ticketed segments with TK status code.
- Tickets must be reissued for flight number and/or date change; enter **DUE SKCH** in the endorsement box of the tickets. (Changes to flight time do not require a ticket exchange)
- Once the protection is accepted, further voluntary changes or refunds are per the fare rules.
- If the travel agency does not advise Air Canada that the flights the customer has been rebooked on, does not suit the needs of their customer, we assume the new flights are acceptable. Accordingly, when travellers no-show the flights, it is treated as a voluntary cancellation.
- If the original flight goes through a subsequent schedule change and the flight is reinstated to original date/times, the customer can be rebooked on the original flight without penalty and remark the PNR.

THIS POLICY DOES NOT APPLY UNDER THESE SITUATIONS:

- When Air Canada provides a better connection/connecting time, and/or earlier arrival time, that does not cause a misconnection.

Information subject to change without notice.

SCHEDULE CHANGE SUMMARY for tickets purchased, issued or reissued on/after APRIL 13, 2021

Scenario	May I Refund?	Is Change Fee Waived?
Flight departure time change of 3 hours or less	No	Yes
Flight departure or arrival time change of more than 3 hours	Yes	Yes
Involuntary cancellation with protection 3 hours or less from original departure time/arrival time	No	Yes
Involuntary cancellation, without protection, or with protection of more than 3 hours from original departure/arrival time	Yes	Yes
Change from a Non-Stop to a connecting itinerary, or change results to more stops or connections	Yes	Yes
Voluntary cancellation	As per fare rule	As per fare rule
Aircraft change that results in a cabin change	No	Yes
Change of operating carrier	No	Yes
Routing (origin/destination)/airport change	Yes	Yes
Not permitting a same-day connection	Yes	Yes
Schedule change creating a misconnection	Yes	Yes
UMNR	Yes	Yes

1. Rebooking guidelines:

- Applies to 014 tickets only
- Origin and destination must remain the same.
- **Change of connecting city permitted.**
- Passengers must be re-protected on any Air Canada trans-Pacific sector, OR **per the carrier indicated in the original booking.**
- **For original Transpacific routes, connecting flights within Asia may be operated by AC*/codeshare flights (operated by Star Alliance) - BR, CA, NH, OZ, SQ, TG, ZH, or operated by other airline - CX, KE, CI, JL. Select the lowest available booking code within the same cabin.**
- Change fees or any additional charges (where applicable) will be waived if the origin, destination, and cabin remain the same and if you rebook **within** the rebooking window.
- For re-bookings made **outside** the rebooking window, there will not be any date change fee, but the booking may incur additional charges in the form of fare difference if the original fare class is unavailable, change of connection point fees, or extending ticket validity, where applicable.
- You must reissue the ticket and enter in the endorsement box: **DUE SKCH**

The following Fare Rules and Rebooking Window applies to all 014 tickets, including Basic fares

Rebooking Window	Within Travel window (INVOLUNTARY reissue ticket)	Outside Travel window
For flight departure time change of 3 hours or less		
North America routes	+/- 3 days of original travel dates	> 3 days of original travel dates
International routes	+/- 7 days of original travel dates	> 7 days of original travel dates
For flight departure time change of more than 3 hours OR involuntary cancellation		
North America routes	+/- 30 days of original travel dates	> 30 days of original travel dates
International routes	+/- 30 days of original travel dates	> 30 days of original travel dates
Partially used tickets on all markets	+/- 30 days of original travel dates	> 30 days of original travel dates
For suspended routes	+/- 30 days from the date when we resume service of suspended route	> 30 days from the date when we resume service of suspended route
Advance Purchase	Waive	Waive
Additional collection*	Waive	Collect
Change Fee(s)	Waive	Waive
Min/Max Stay	Waive	Apply fare rule

*Additional Collection: higher fare class, change of connection point, etc.

Re-booking class code as below:

Economy - Basic fare/Standard(W/S/T/L/K/G)/Flex (M/U/H/Q/V): rebook from original booking class up to M	Economy - Latitude (Y/B): rebook from original booking class up to Y
Premium Economy (O/E/A): rebook from original booking class up to O	Business (J/C/D/Z/P): rebook from original booking class up to J

2. Refunds:

Tickets purchased **on/after April 13, 2021**

- Refunds are permitted only for 014 tickets due to a schedule change on Air Canada, Air Canada Rouge, Air Canada Express, and AC*OA, or Other Airlines, where:
 - Departure time change of **more than 3 hours** (180 minutes)
 - Involuntary cancellation, without protection, or with protection of **more than 3 hours** from original departure/arrival time
 - Change from a Non-Stop to a connecting itinerary, or change results to more stops or connections
 - Routing (origin/destination)/airport change
 - Not permitting a same-day connection
 - Schedule change creating a misconnection (including AC and AC flights on separate tickets)
 - UMR
 - Enter Refund Waiver Code **ACUSKEDCHG + flight number** (example **ACUSKEDCHG0411**) in the **GDS Refund Waiver Field** (or in an OSI if the GDS does not have a Refund Waiver Code field)

3. 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 **on/after April 1, 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: **DUE SKCH**

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.

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