AIR PASSENGER PROTECTION REGULATIONS BRIEFING DOCUMENT

Important Guidelines from Air Canada in response to IATA Resolution 830d and the Air Passenger Protection Regulations

Passenger Contact Information

IMPORTANT: In accordance with IATA Travel Agency Handbook Resolution 830d and the *Air Passenger Protection Regulations*, all travel service providers are required to include passenger contact information in the Passenger Name Record (PNR) so that travellers can be advised of last-minute flight schedule changes, disruptions or irregular operations.

Air Canada requires that all trade partners include the correct contact information for travellers in the PNR (email and/or mobile phone number) using industry standard SSR CTCE or SSR CTCM formats.

Air Canada may need to contact travellers using information from the PNR in the event:

- of an IRROP or flight disruption and the traveller is rebooked, an automatic notification can be sent by email or text to the contact provided;
- they have been separated from their luggage and it has now been retrieved.

For your guidance, please refer to the specific GDS formats below for inputting passengers contact information in the PNR.

Note:

- Optional language identifier may be included, e.g. EN, FR, ES, DE, IT
- // represents the @ (at sign) if required for an email address
- .. represents the _ (underscore) if required an email address
- ./ is represents the – (hyphen) if required for an email address

Important: Should a traveller refuse to provide their contact information, SSR CTCR must be added to the PNR. For bookings made through aircanada.com/agents, please contact Air Canada to append SSR CTCR to your PNR.

For additional support, please refer to your GDS Help Pages or contact your GDS Help Desk.

For more information on the Air Passenger Protection Regulations:

Please refer to highlights:
https://otc-cta.gc.ca/eng/air-passenger-protection-regulations-highlights

Please refer to FAQ's:
https://otc-cta.gc.ca/eng/faqs-air-passenger-protection-regulations

Note: Spacing is provided for clarity. Some GDS may not support spaces in actual transactions.

GDS	ENTRIES	
Sabre	Mobile:	3CTCM/14165551212-1.1 3CTCM/14165551212/FR-1.1
	Email:	3CTCE/JIM.SMITH//GMAIL.COM-2.1 3CTCE/JIM.SMITH//GMAIL.COM/FR-2.1
	Refused:	3CTCR/REFUSED TO PROVIDE-1.1
amadeus	Mobile:	SR CTCM-14165551212 SR CTCM-14165551212/P1
	Email:	SR CTCE-JIM.SMITH//GMAIL.COM SR CTCE-JIM.SMITH//GMAIL.COM/P1
	Refused:	SR CTCR-REFUSED TO PROVIDE
Travelport	**Apollo**	
	Mobile:	■:3SSR CTCM AC HK1/N1/14165551212 ■:3SSR CTCM AC HK1/N1/14165551212/FR
	E-mail:	■:3SSR CTCE AC HK1/N1/JIM.SMITH//GMAIL.COM ■:3SSR CTCE AC HK1/N1/JIM.SMITH//GMAIL.COM/FR
	Refused:	■:3SSR CTCR AC HK1/N3/REFUSED TO PROVIDE
	Galileo	
	Mobile:	SI.SSR CTCM AC HK1/14165551212 SI.P1/SSR CTCM AC HK1/14165551212/FR
	E-mail:	SI.SSR CTCE AC HK1/JIM.SMITH//GMAIL.COM

```
                                    SI.P1/SSR CTCE AC HK1/JIM.SMITH//GMAIL.COM/FR
```

Refused: `SI.P3/SSR CTCR AC HK1/REFUSED TO PROVIDE`

Worldspan

Mobile: `3SSR CTCM AC HK1/14165551212-1.1`
                `3SSR CTCM AC HK1/14165551212/FR-1.1`

Email: `3SSR CTCE AC HK1/JIM.SMITH//GMAIL.COM -1.1`
                `3SSR CTCE AC HK1/JIM.SMITH//GMAIL.COM/FR-1.1`

Refused: `3SSR CTCR AC HK1/REFUSED TO PROVIDE-1.1`

Note: Spacing is provided for clarity. Some GDS may not support spaces in actual transactions.

GDS	ENTRIES	
	Mobile:	`3SSR CTCM AC HK1/14165551212-1.1` `3SSR CTCM AC HK1/14165551212/FR-1.1`
	Email:	`3SSR CTCE AC HK1/JIM.SMITH//GMAIL.COM -1.1` `3SSR CTCE AC HK1/JIM.SMITH//GMAIL.COM/FR-1.1`
	Refused:	`3SSR CTCR AC HK1/REFUSED TO PROVIDE-1.1`
	Mobile:	`3CTCM/14165551212-1.1` `3CTCM/14165551212/FR-1.1`
	Email:	`3CTCE/JIM.SMITH//GMAIL.COM-2.1` `3CTCE/JIM.SMITH//GMAIL.COM/FR-2.1`
	Refused:	`3CTCR/REFUSED TO PROVIDE-1.1`
	Mobile:	`SSRCTCM AC HK1 1234567890/P1`
	Email:	`SSRCTCE AC HK1 JIM.SMITH//GMAIL.COM/P1`
	Refused:	`SSRCTCR AC HK1 REFUSED TO PROVIDE`

Seating of Children

In order to ensure children under the age of 14 are seated near their parent or guardian, travel agents must now include the child's age with an OSI field.

Following this process allows Air Canada to identify PNR's with young children and ensure appropriate seat assignment for the adult and child.

Travel agents must use the appropriate entry for their GDS to add the OSI. The example below shows a PNR with two name fields where the child is the 2nd passenger. Depending on the GDS, the child is identified by name position number or by entering the child's name as it appears in the name field.

```
1.2SMITH/ROBERTMR/JAMESMSTR'
 1 AC 103 Q  TU 15OCT  YYZYVR HS2   0800 0958 CABY'
 2 AC 112 Q  FR 18OCT  YVRYYZ HS2   1100 1830 CABY'
```

GDS	ENTRY
Sabre or INFINI	3OSI AC CHD 9YRS-1.2
Amadeus	OS AC CHD 9YRS/P2
Apollo	■:3OSI AC CHD 9YRS-1SMITH/JAMES MSTR
Galileo	SI.AC*CHD 9YRS-1SMITH/JAMES MSTR
Worldspan orAXESS	3OSI AC CHD 9YRS-1SMITH/JAMES MSTR
TravelSky	OSI: AC CHD 9YRS/P2