

Agency Bulletin

Ref: 2235

July 7, 2022

To: All Travel Agents

Change to Flexible Booking Policy

We would like to draw your attention to changes to our Flexible Booking Policy, which takes effect on July 6th, 2022.

As a reminder, Air Canada offers a variety of fare options, allowing you and your customers to choose the exact features that best meet their needs. It's a new way to fly - their way!

Tickets issued/re-issued on/after July 6, 2022, for travel July 6 onwards:

Highlights for all fares **except Basic**:

- Customers may change their travel. Change fees and additional collection may apply as per fare rules.
- Customers may cancel their booking and use the value (FTC) towards a booking made at a later date.
 - When the customer makes their new booking, change fees and additional collections will apply as per fare rules.
- Eligible* customers may choose to convert the full value towards Aeroplan points or on an Air Canada Travel Voucher.
- Excludes Basic fares.
- Ticket validity is 12 months from the original date of issue. For example, tickets originally issued on July 7, 2022 will expire July 7, 2023.

*Eligible Tickets: Itineraries with interline segments, Published fares, Fully unused ticket, Partially used tickets provided the coupons are used in sequence

Highlights for Basic fares:

- Refundability:
 - No Refunds
 - Not eligible for Future Travel Credit (FTC)
 - Not eligible for Air Canada Travel Voucher (ACTV)
- Anytime Change: Not Applicable
- Seat Selection: Fee applies

Hong Kong Sales Office

Email: hkg.sales@aircanada.ca