

**Agency Bulletin****Ref: 2241**

August 19, 2022

**REMINDER: Travel Agency Refund Guidelines**

Please be reminded that it is mandatory to process all refunds via the GDS where technically possible. Only such tickets that cannot be processed via GDS should be submitted via Air Canada Online Ticket Refund Application.

Please be noted that refund requests sent to Air Canada Online Refunds Services, which could have been processed by travel agency, are charged a CAD50 (plus applicable taxes) refund processing administration fee per ticket, through an Agency Debit Memo (ADM) or a reduced Agency Credit Memo (ACM).

**Recall Commission**

When a refund is processed on unused coupons, or unused/partially used tickets, commission must be returned. Failure to return commission will result in a debit memo. Refund examples when commission must be returned to Air Canada:

- Voluntary refund for unused or partially used ticket
- Voluntary refund using the 24-hour rule
- Refund of duplicate tickets
- Refund due to new tickets issued following a name correction
- Involuntary refund, when applicable, due to Schedule Change and Flight Disruption

Note: When the value of a ticket is transferred to an Air Canada Travel Voucher or Aeroplan points, commission is not recalled.

Please refer to the [Refund Services Reference guide](#) and [refundable tax guide](#) for full policy details.

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