

Agency Bulletin

Ref: 2247

December 21, 2022

Goodwill Policy For Vancouver Weather

Air Canada has implemented a Goodwill Policy to offer voluntary rebooking options due to the recent weather event in YVR.

For any itinerary with a flight cancellation, please follow the procedures outlined in the [Schedule Change](#)(more than 48 hours) or [Flight Disruption Policy](#)(within 48 hours). For the latest flight status, please check the flight status on [AC.com](#).

This policy applies to:

Markets	All itineraries to/from/via YVR
Ticket Stock	014
Ticket Issue	All tickets issued on/before December 19, 2022
Original Travel Dates	Between December 20 and December 25, 2022
Rebooking Window	Up to and including December 31, 2022

Customers are permitted **one free change** as per the following guidelines up to **2 hours** before departure.

Fare Rules	Policy Within Rebooking Window (Up to and including December 31, 2022)	Policy Outside Rebooking Window
Change Fee(s)	Waived	Waived
Additional Collection (ADCOL)	Waived	Fare rules apply
Change of Origin/ Destination	Passengers may choose to/from travel to an alternate destination, change fee waived but ADCOL applies.	
Refunds	As per fare rules.	
Ticket Endorsement	Add waiver code ACAYVRDEC22 to ticket endorsement box	
Additional Details	Passengers may also choose to convert the value on an Air Canada Travel Voucher.	

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