

## Agency Bulletin

Ref: 2248

December 23, 2022

### **Goodwill Policy For Winter Weather Event**

Air Canada has implemented Goodwill Policies to offer **voluntary rebooking and refund** options due to the recent weather event, details of which can be found on the [Agency Reference Page](#) (Canada edition) or below links.

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

Flexible **Refund** Policy - Winter Weather Event

[https://www.aircanada.com/content/dam/aircanada/portal/html/ado/goodwill-winter-weather\\_en-event.html](https://www.aircanada.com/content/dam/aircanada/portal/html/ado/goodwill-winter-weather_en-event.html)

Flexible **Rebooking** Policy - Winter Weather Event

[https://www.aircanada.com/content/dam/aircanada/portal/html/ado/goodwill-winter-weather\\_en.html](https://www.aircanada.com/content/dam/aircanada/portal/html/ado/goodwill-winter-weather_en.html)

Flexible **Rebooking** Policy - Vancouver Weather Event

<https://www.aircanada.com/content/dam/aircanada/portal/html/ado/goodwill-yvr-en.html>

Please be informed that Air Canada Sales Office Hong Kong will be closed during December 24 - 27 for Public Christmas Holiday. Normal business operation will resume on December 28, Wednesday.

For any booking related enquiry, please contact Air Canada Reservation for assistance:

#### **Air Canada Reservations**

Call from Hong Kong : 800-906-519 (Toll Free)

Call from Shenzhen/Guangzhou : 400-112-2776 (Toll Free)

#### **Hours of Operation**

Monday-Sunday 08:00-20:00

After office hours - service in English and French only

#### **Hong Kong Sales Office**

Email: [hkg.sales@aircanada.ca](mailto:hkg.sales@aircanada.ca)