

Agency Bulletin

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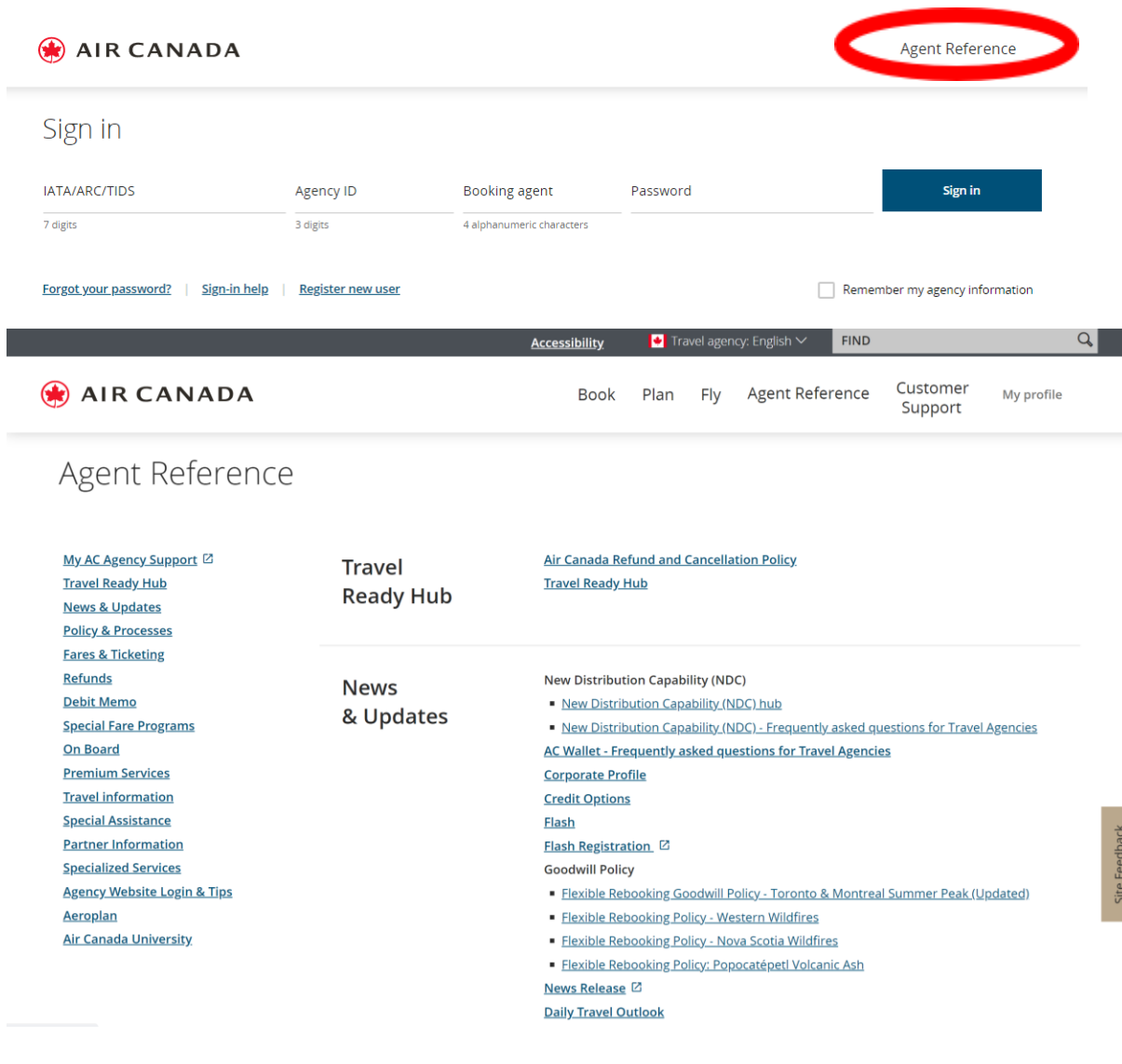
Air Canada's Agency Direct Online (ADO) Canada edition

Dear Travel Agency Partner,

The [Agent Reference page](#) is a one-stop shop where you can find the latest versions of Air Canada's **global** policies. These latest policies are published on Canada edition and consolidated on the [Agent Reference page](#) for your reference.

Please visit aircanada.com/agents >> [Agent Reference page](#)

You do not need to log-in to access the [Agent Reference page](#). You can view those policies in a pre-login environment.



The screenshot shows the Air Canada website interface. At the top left is the Air Canada logo. In the top right, the text "Agent Reference" is circled in red. Below the logo is a "Sign in" section with input fields for "IATA/ARC/TIDS" (7 digits), "Agency ID" (3 digits), "Booking agent" (4 alphanumeric characters), and "Password". A "Sign in" button is to the right. Below these fields are links for "Forgot your password?", "Sign-in help", and "Register new user", along with a "Remember my agency information" checkbox. A dark navigation bar contains "Accessibility", "Travel agency: English", and "FIND" with a search icon. Below this is a secondary navigation bar with "Book", "Plan", "Fly", "Agent Reference", "Customer Support", and "My profile". The main content area is titled "Agent Reference" and is divided into three columns. The left column lists various support and service links. The middle column has "Travel Ready Hub" and "News & Updates". The right column lists "Air Canada Refund and Cancellation Policy" and "Travel Ready Hub", followed by a list of policy updates and links for "Goodwill Policy", "Flash Registration", "News Release", and "Daily Travel Outlook". A vertical "Site Feedback" button is on the far right.

In addition to the global policies on the [Agent Reference page](#), please note that there are also **local** policies relevant only for the Hong Kong market.

If you wish to receive local policies, please email to hkg.sales@aircanada.ca to request it.

Please find the attached the latest versions of the Hong Kong Travel Agent Contact Guide (v3).

Thank you for your support.

Hong Kong Sales Office
Email: hkg.sales@aircanada.ca