



Dear Travel Partner,

On behalf of Air Canada, I'd like to communicate some important changes that we are asking you to please adopt. These changes are needed to comply with regulations and improve overall customer service by providing us with the information required to contact customers to inform them of any flight changes.

On June 1, 2019, IATA Resolution 830d, Reservation Procedure for Accredited Agents will be amended, and I would like to ensure that you are aware and prepared for these changes. This Resolution relates to how you collect customer contact information and make it available to the airlines for contact during irregular operations. The value of having this information was experienced first hand by Air Canada this March during the grounding of the Boeing 737MAX aircraft where we discovered that we had limited passenger contact on bookings made by our agency partners. This resulted in some passengers not being contacted in a timely and efficient manner regarding their impacted flights. We need your support in ensuring that passenger contact information is included in the PNR to prevent this type of customer inconvenience and assist in providing the best possible travel experience.

In order that airlines can contact passengers during operational disruptions, you will be required to ask passengers if they wish to have their contact information provided in their PNR to ensure they are informed about changes to their flight. This contact information must be provided in a specific SSR designed for this purpose as published in AIRIMP under the authority of Resolution 766. More information is also provided in [this document](#). It is very important that your staff is aware so that they can adapt their booking process or online booking platform. Passenger contact information provided to us in the PNR will not be used by Air Canada for commercial purposes and will be treated according to our existing [privacy policy](#). These new requirements apply to all our trade partners including ARC-regulated agencies.

Although not related, the amendments of Resolution 830d tie into the upcoming amendments in Canada of the *Air Passenger Protection Regulations*, which are due to become law effective July 1, 2019. These Regulations greatly increase airlines' responsibility towards passengers in the event of disrupted travel plans.

One of the requirements is for airlines to contact customers directly in case of a disruption. The information required under IATA resolution 830d will coincidentally facilitate this requirement. Another requirement is the seating of children under the age of 14 near their parent or guardian. To identify these children, you will be required to include date of birth on domestic itineraries (where date of birth is not currently provided), so that proper seating arrangements can be made.

It is our joint responsibility to look after the best interests of our customers , and I know I can count on your support to ensure we deliver on our obligations.

Thank you very much for your immediate attention to this important matter.

Yours truly,

Sincerely,

John MacLeod  
Vice President, Global Sales