

Travel Advisory

Istanbul Goodwill Policy – June 2016

Situation

As a result of events in Istanbul, Air Canada has implemented the following goodwill policy.

Policy

Markets	Ticket Stock	Ticket was issued no later than:	Original travel dates	Rebooking Window
Any itinerary with: IST	014	June 28, 2016	June 28-July 5, 2016	Until September 30, 2016

Re-protection guidelines

Customers are permitted **one free change** per the guidelines below.

Fare Rule	Policy within re-booking window	Outside re-booking window
Change Fee(s)	Waived	Applies
Additional Collection (ADCL)	Waive additional collection if rebooked in the original cabin.	Fare rules apply

- Alternate routings over another AC gateway permitted
- Departure from or arrival to another AC gateway in Europe permitted
- Re-pro on other carriers (apart from AC/UA/LH group) not permitted

Aeroplan tickets

Refer the customer to Aeroplan for handling.

ACV Customers with a Land/Tour Package

Refer the customer to ACV for handling

Refunds

Refunds (no fees) permitted for PNR's with a final destination of IST or Turkey for travel up to July 5, 2016

Endorsement

Istanbul Waiver Jun 2016