



## FLIGHT DISRUPTION POLICY *for* TRAVEL AGENTS

The Flight Disruption Policy is defined as a flight cancellation, a **delay of more than three hours**, or a delay that causes a misconnection, that occurs **within 48 hours** of the original scheduled departure time.

### CONDITIONS

This policy is applicable to all flights operated by Air Canada, Air Canada Rouge and Air Canada Express and to:

- All ticket stock, all fare types and all booking sources.
- Connecting itineraries:
  - Air Canada connecting to Air Canada
  - Separate 014 tickets, when Air Canada is connecting Other Airlines' flights
  - Separate tickets issued by any carrier:

### GDS REBOOKING PROCEDURES

The **rebooking window** for affected flights, including all remaining portions of the ticket, is **+/- 30 days** from the original travel date. The original length of stay must be maintained.

	Within Travel Window	Outside Travel Window
Advance Purchase	Waive	Waive
Additional Collection	Waive	Collect
Change Fee	Waive	Waive
Min/Max Stay	Waive	As per fare rule

### Other Conditions

Origin/Destination	Must remain the same
Routing	Connection cities, as per permitted routing options for N.A. itineraries
Waitlist	Permitted if original fare purchased allows it.
Economy Cabin	Rebook in the same cabin up to Y. Refunds not permitted if new Economy class is a lower booking code.
Premium Economy (all markets), and Premium Rouge (International)	O, E, N bookings: rebook same code up to O, and up to J in Business cabin if Premium Economy is not available or not offered. For OAL operated and marketed, must be booked on Y
Premium Rouge, N.A. & Sun	Rebook up to J
Business Class	All booking classes: rebook same booking code up to J
Promotional <i>no fare</i> tickets	Protection not permitted on Other Airlines

Aeroplan redemptions and bookings made at [aircanada.com/agents](http://aircanada.com/agents) are rebooked by Air Canada.

For Air Canada Vacations, please contact Air Canada Vacations. For flight disruptions on Other Airlines operated flights, please contact the other airline.

**Rebook your customers based on the affected coupon, and the airline's ticket in this order:**

If affected flight is an Air Canada flight coupon on:	
Air Canada 014 Tickets, rebook in this order	Other Airlines' Tickets, rebook in this order
1: Air Canada, AC Rouge, Air Canada Express	1: Air Canada, AC Rouge, Air Canada Express
2: Pure LH, UA, LX, OS, SN	2: Issuing carrier
3: Other pure Star Alliance carrier	3: Pure LH, UA, LX, OS, SN
4: Non-Star Alliance carriers with whom AC has interline ticketing, and/or re-protection agreement	4: Other pure Star Alliance carrier
5: Other airline with whom AC does <b>not</b> have interline ticketing, and/or re-protection agreement	5: Other airlines with whom AC has interline ticketing, and/or re-protection agreement
	6: Other airlines with whom AC does <b>not</b> have interline ticketing, and/or re-protection agreement
If affected flight is Another Airline's flight coupon on:	
Air Canada 014 Tickets, rebook in this order	Other Airlines' Tickets, rebook in this order
1: Same carrier as on itinerary	1: Same carrier as on itinerary
2: Air Canada, AC Rouge, Air Canada Express	2: Issuing carrier
3: Pure LH, UA, LX, OS, SN	3: Air Canada, AC Rouge, Air Canada Express
4: Other pure Star Alliance carrier	4: Pure LH, UA, LX, OS, SN
5: Non-Star Alliance carrier with whom AC has an interline ticketing, and/or re-protection agreement	5: Other pure Star Alliance carrier
6: Other airline with whom AC does <b>not</b> have interline and/or re-protecting agreement	6: Non-Star Alliance carrier with whom AC has interline ticketing and/or re-protection agreement
	7: Other airlines with whom AC does not have interline ticketing and/or re-protection agreement

## TICKET EXCHANGES PROCEDURES

Tickets must be reissued when the new routing and/or booking class do not match the original tickets. If your clients have checked-in, they need to cancel their check-in before tickets can be re-issued:

- Online, via web or mobile check-in
- When bags are checked, your customers must see an airport agent.
- If they are unable to cancel their check-in, they must call Air Canada.
- You must have coupon control of the ticket.

You are required to enter **INVOLAC0000/DDMMM/City Pair** (INVOLAC0871/15JUL/CDGYUL) in the **ENDORSEMENT** box of the ticket.

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## REFUNDS for Unused or Partially used 014 Tickets

For **flights cancellations**, and **delays** of more **than three hours**, customers are entitled to a refund. They can also transfer the value of their tickets on Air Canada Travel Voucher or convert to Aeroplan points with a 65% bonus.

Disruption occurred for <b>travel</b> effective Feb 1, 2020, on <b>tickets</b> issued before April 13, 2021	Refund Eligibility
Customer cancelled their booking	Yes
Air Canada cancelled the flight, or changed the departure time by more than three hours	Yes

Disruption occurred for <b>tickets</b> issued on/after April 13, 2021	Refund Eligibility
Customer cancelled their booking	As per fare rules
Air Canada cancelled the flight, or changed the departure time by more than three hours	Yes

## Refund Waiver Code for Flight Delay

Enter **ACUDELAY02** and **flight number**, example **ACUDELAY02871** in the Refund Waiver Code field and in the OSI BEFORE you cancel the booking.

## Refund Waiver Code for Flight Cancellation

Enter **ACFLTIRROP** and **flight number**, example **ACFLTIRROP871** in the Refund Waiver Code field and in the OSI field BEFORE you cancel the booking.

### To prevent Debit Memos

Refund Waiver Codes **MUST** always be entered in the PNR as follows:

- In the Refund Waiver Code Field
- In the OSI field, even if your GDS has Refund Waiver Code fields

This ensure the Waiver Code is transmitted to Air Canada.

For more information, please refer to the Air Canada Refund Services Reference Guide.

If the disruption involves an Other Airline's flight, the Other airline flight number should be noted with the date/routing.

## Future Travel Credits

When the re-protection is not suitable, customers also have the option to cancel their reservation and keep their tickets as Future Travel Credit based on ticket validity:

Ticket Issue Date	Credit valid based on Ticket Validity
March 19, 2020 – March 31, 2021	Travel completed by 24 months from the last open coupon date
Effective April 1, 2021	Travel completed within 24 months of original date of issue
You must add INVOL AC0000/DDMMM/Waive Change Fee in the endorsement box	

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