



## **SCHEDULE CHANGE POLICY** *for TRAVEL AGENTS*

Effective April 13, 2021, Air Canada has revised its Schedule Change policy, now defined as a departure time change by more than 3 hours.

This applies for flight cancellation, time change, flight number change, routing/airport change or operating carrier change which occurs **more than 48 hours prior to departure time**.

### **THIS POLICY APPLIES TO:**

- 014 tickets, all fare types
- Air Canada to Air Canada misconnection on the same day with separate tickets.
- Air Canada schedule change causing misconnection with other airlines on 014 tickets
- Other airlines schedule change on 014 tickets
- Tickets with payment on the PNR, but not ticketed
- For tickets issued on/after April 13, once customers accept the re-protection and the ticket is reissued, further **voluntary** changes are per fare rule.
  - Except when original flight affected by the schedule change is reinstated (original dates/times), you can rebook your customers back on the original flight, without penalty and remark on the PNR)
- For tickets issued before April 13, 2021, customers are entitled to a refund. See Refund Section.

### **THIS POLICY DOES NOT APPLY UNDER THESE SITUATIONS:**

- When Air Canada provides a better connection/connecting time, and/or earlier arrival time, that does not cause a misconnection.
- Hotel costs relating to COVID-19 schedule changes (defined as all schedule changes on/after March 19, 2020, and until further notice) will not be covered by Air Canada.

### **WITH AIR CANADA SCHEDULE CHANGE on OTHER AIRLINES' TICKETS**

- Customers will be referred to the issuing travel agent/carrier.
- Air Canada sends a schedule change message to the booking source (GDS or OAL).
- The booking source will update the PNR with the new schedule information.
- The booking source will reissue the ticket if required and advise the customer of the changes.
- If the re-protection offered by Air Canada is unsuitable to the customer, the booking source or issuing agent/carrier will re-accommodate according to their ticketing policies.
- When re-protection is on another airline, your client is subject to the Other Airlines' baggage policy. Air Canada is not responsible for expenses related to Other Airlines' baggage fees.

For international and transborder itineraries affected by a schedule change for a travel date on/before April 13, 2021, if there is an intra-Canada connection, the onward connection must be booked to accommodate the mandatory 3-night hotel quarantine at the customer's first point of entry into Canada.

If they are exempt from the arrival testing and mandatory hotel stay, please add SSR in their PNR: SSR OTHS "EXEMPT FROM 3 NIGHTS HOTEL" and proceed with issuing their ticket.

### REPROTECTION TRAVEL WINDOW

Applicable to all Air Canada tickets (same or separate)

North America [incl. Hawaii]	+/- 30 days before/after original travel dates
International [incl. Sun destinations]	+/- 30 days before/after original travel dates
Partially used tickets [all markets]	+/- 30 days before/after original travel date of remaining coupon(s)

### REPROTECTION TRAVEL WINDOW RULES

Rule	Within Travel window	Outside Travel window
Advance Purchase	Waive	Waive
Additional Collection	Waive	Collect
Change Fee	Waive	Waive
Min/Max Stay	Waive	Apply fare rule

#### Exception to the re-protection window, for route suspension due to COVID-19

- Route suspension is defined as a destination where AC will not have a direct service for a period of time.
- The schedule change policy applies when rebooking customers via other hubs/connections or reroutes.

#### For Partially Used Tickets

- Customers can be rebooked up to a maximum of 30 days after we resume service. Additional collection and change fee waived.
- Rebook customers are follows:
  - Originally booked in Economy Class, rebook up to M class.
  - Originally booked in Premium Economy, rebook up to O class
  - Originally booked in Business/Signature Class, rebook up to J class
- If rebooking on codeshare (AC\*) flights, see the grid of permitted carriers and classes of service in the *Protection Guidelines* section.

#### For Unused tickets

- If the protection is not suitable, your customers are entitled to a refund, and they can transfer the value of their ticket to an ACTV or Aeroplan points conversion.

## REPROTECTION GUIDELINES

Rebook within the same cabin, starting with the original booking code. Enter 'DUE SKCH' in the endorsement box. The following conditions must be met:

### Origin/Destination

- Must remain the same
- Change of connecting city permitted
- **Air Canada-operated flights:** only alternate Air Canada stations can be offered to/from sister cities and any city within 200 miles in the same country. Example, SKCH on AC to MIA, we can offer AC to FLL as they are both AC stations and within 200-mile radius.
- **Other airlines operated flights:** Air Canada can't offer alternate stations for OAL flight protection when an OAL is the carrier with the SKCH.
- Same Global Direction must be respected (Exception: AC flights to India)

### Routing

- American citizens cannot be re-routed via Cuba.
- The transborder, transatlantic or transpacific carrier should always be Air Canada marketed and operated, or per the carrier indicated in the original booking. Refer to additional routing guidance below this table.
- The same original routing must be carried on to the new ticket.

### Waitlist

Permitted if original fare purchased permits.

### Length of stay must be maintained, or reduced

Customers have the option to change departure or return date to preserve original length of stay for Air Canada tickets. Minimum and maximum stay may be waived.

### Guaranteed reservation for VIPs, Aeroplan Super Elite, Aeroplan 75K

Permitted.

### Economy Cabin

- Rebook same booking code or up to M for Basic, Standard, Flex, comfort fares and up to Y for Latitude fares
- When only higher than M class are available, the customer will not be eligible to have both the ADCOL and change fees waived. Customers will still be able to select the flight by paying the applicable ADCOL – the change fee will be waived.
- Rebook up to Y for Aeroplan redemption tickets

### Premium Economy Cabin all markets | Premium Rouge Cabin International only

- Rebook same booking code up to O
- Aeroplan: lowest booking code up to O. If the new flight does not offer Premium Economy, book Y class. For Other Airlines, book Y

For Air Canada Premium Economy customers with protection on other airlines that offers Economy, Business and First Class, you must rebook in Economy and request a refund for the difference [online](#)

**Premium Rouge Cabin** for Domestic, Sun and Transborder

- Rebook up to J

For Air Canada Premium Rouge customers, with protection on another airline that offers Economy, Business and First Class, you must rebook Economy, and request a refund for the difference [online](#).

**Business and Signature Class Cabins** all booking class

- Rebook same booking code up to J
- Aeroplan: lowest Business Class booking code up to J

For Air Canada's customers with protection airlines that offers only Economy and First Class cabins, you must rebook in Economy class. Request a refund for the difference [online](#).

**Downgrade**

See Cabin Change due to Downgrade section below.

**ORDER of SELECTING a FLIGHTS for the REPROTECTION**

1. Air Canada, Air Canada Express and Air Canada Rouge
2. Atlantic Joint Venture Partners (LH, UA, SN, LX, OS)
3. AC\*/Codeshare flights (operated by Star Alliance)
4. Pure Star Alliance Partner flights, book lowest available booking code in the same cabin
5. AC\* codeshare flights (operated by OAL)
6. For trans-Atlantic, trans-Pacific, and South America only, for other OAL; the order of protection for using other carriers (Star Alliance or OAL – excluding UA operated for Australia) is only as a last option if no AC over-the-water flights are available.

**Note:**

- It is strictly not permitted to rebook customers on Westjet flights.
- Frequent Flyer Program tickets must **not** be re-protected on EK, QR, BA, KA, KL, JL, UL, CI, FJ
- Frequent Flyer Program tickets on Star Alliance carriers must **always** be re-booked in frequent flyer booking codes I, X and O

**For Transpacific flights**

Transpacific flights are defined as an aircraft routing to/from an Asia/Pacific station that generally traverses the Pacific Ocean. Below Air Canada online airports are considered transpacific:

AKL Auckland	MEL Melbourne	SYD Sydney, AU
PEK Beijing	OSA Osaka	TPE Taipei
BNE Brisbane	ICN Seoul-Incheon	HND Tokyo Haneda
HKG Hong Kong	PVG Shanghai	NRT Tokyo Narita

### **If the customer has not yet commenced their journey**

The over-the-water reProtection flight must be Air Canada operated and Air Canada marketed, or per the carrier indicated in the original booking.

To/from Australia/New Zealand only: the over-the-water protection may be any OAL-operated (if no AC-operated, AC-marketed flight is offered and/or available, or UA-operated flight (excl. Australia). Connecting flights within the Asia & South-Pacific regions, may be operated by an OAL as per 'Order of selecting a flight for reProtection'. For OAL connectors, select the lowest available booking code within the same cabin.

If the customer has commenced their journey, and reProtection is required for their return flights, the over-the-water and intra-Asia/South Pacific reProtection flight(s) must be Air Canada operated and marketed, or on any OAL as per the 'Order of selecting a flight for reProtection'. For OAL connectors, select the lowest available booking code within the same cabin.

### **For Transatlantic flights**

If the customer has not yet commenced their journey, the over-the-water reProtection flight must be Air Canada-operated and Air Canada-marketed or per the carrier indicated in the original booking. Connecting flights within EMEA first priority reProtection is LH:AC\* codeshares operated by Lufthansa Group (LH, SN, LX, OS) and then any OAL\*; select the lowest available booking code within the applicable cabin.

Example: YVR-AC-LHR 10SEP//FRA-LH-YVR 20SEP. LH is now UN status on 20SEP. **LH** permitted as protection FRA-YVR on 21SEP (per the carrier indicated in the original booking)

If the customer has commenced their journey, and reProtection is required for their return flights, the Transatlantic reProtection flight must be rebooked on Air Canada operated and marketed, or on any OAL as per the 'Order of selecting a flight for reProtection'. Connecting flights within EMEA may be operated by any airline. Select the lowest available OAL booking code within the applicable cabin.

### **Warsaw and Intra-Poland:**

LOT Polish Airlines (LO) can be used between European hubs and WAW; protection on LO must only **economy** cabin only, from lowest to highest booking class O, U, L, W, V.

For OAL connectors, applicable carriers are as per the "Order of selecting a flight for protection". Ensure to select the lowest available booking code within the same cabin, up to the highest booking code within the same cabin.

### **For Flights to/from South America**

If the customer has not yet commenced their journey, the long-haul reProtection flight must be Air Canada-operated and Air Canada-marketed. Connecting flights within South America may be operated by OAL; select the lowest available booking code within the applicable cabin.

If the customer has commenced their journey, and reProtection is required for their return flights, the long-haul reProtection flight must be rebooked on Air Canada-operated or Air Canada-marketed or on any OAL as per the 'Order of selecting a flight for reProtection'. Connecting flights within South America may be operated by any OAL. Select the lowest available OAL booking code within the applicable cabin.

**Note:** US Carriers are only permitted within North America and Caribbean.

## UPGRADES

	Air Canada	Other Airlines
eUpgrade	R: Up to J N: Up to O	Up to Y
AC Bid Upgrade	R: Up to J	Up to J
	N: Up to O	In any Premium Economy class

## CABIN CHANGE due to DOWNGRADE

Due to an equipment change, and/or aircraft reconfiguration, customers may be downgraded from Signature/Business Class to Economy, from Signature/Business Class to Premium Economy or from Premium Economy to Economy.

The schedule change can be validated by reviewing the PNR history. The original segments show HK/WK and the protection shows SC in the economy cabin.

### Option 1

Customer wants to stay in the original cabin of service (Signature Class/Business Class or Premium Economy as originally booked):

- Rebook the customer on another flight with the same routing in Signature Class/Business Class or Premium Economy, as originally booked.
- If not available, re-route the customer via another gateway.
- No other compensation is offered.

### Option 2

When customers are notified of a downgrade at least 7 days prior to departure, a partial refund may be applicable (original cabin is not available or no reroute options are acceptable).

If a partial refund **is applicable**, confirm with the customer what kind of economy fare they want:

- Book in Y, and re-quote using historical fares.
- Specify the fare family required/requested, if the customer doesn't want the lowest fare.

If a partial refund **is not applicable** because the economy fare is higher than the original Business Class/Signature Class or Premium Economy fare:

- Advise your customers to fill out the Customer Relations online form once travel is completed.
- Exchange the ticket using the Involuntary Exchange flow for SKCH (keeps the original linear fare on the ticket).

With schedule change done within **7 days of departure**, customers are entitled to a **refund**.

- Rebook in the class of service of the downgraded cabin (Y or O)
- Advise customers to request a refund via the Customer Relations [online form](#) once travel is completed.

## REFUNDS

### Schedule Change occurred on/before March 18, 2020

A refund is permitted and applies only for a 014 ticket if an acceptable protection cannot be found due to a schedule change on Air Canada, Air Canada Rouge, Air Canada Express flights, AC\*OAL, or OAL that is:

- A schedule change of 60 minutes or more
- A change of operating carrier.
- A routing/airport change.
- Not permitting a same-day connection.
- An aircraft change that results in a cabin change.
- Refunds are processed back to the original form of payment.
- Apply waiver code **ACUSKEDCHG** along with the flight number.

Refunds of paid ancillary services (such as paid seating, meals, lounge access, etc.) are permitted; optionally customers can retain the fee EMDs for when they rebook flights or convert the fee EMDs into ACTVs or Aeroplan points when they convert their ticket value.

### Schedule Change occurred on/after March 19, 2020 and before April 13, 2021

Refunds are permitted.

### Schedule Change occurred on/after April 13, 2021

- Refunds are permitted for tickets issued **before** April 13, 2021.
- Refunds are permitted for tickets issued **on/after** April 13, 2021, if the schedule change is **more than 3 hours** from the original departure time.

**Exception:** Refunds permitted for itineraries originating from the below countries; apply Refund Waiver code **ACUSKEDCHG** and the flight number (e.g. **ACUSKEDCHGXXXX**).

Ticket Origin	Refund of unused coupons, and deadline to request refund after SKCH, when applicable
From Algeria	Yes + return to point of origin 8 days to refund after SKCH
To/From Israel	Yes 21 days to refund after SKCH
From Switzerland, United Kingdom, Iceland, and Norway	Yes
<b>From EU</b> Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France (including French Caribbean islands of Martinique and Guadeloupe), Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Turkey	Yes
<b>Point of origin India for AC flights DEL-YYZ- DEL or DEL-YYZ</b> for cancelled flights originally ticketed March 25 - May 24, 2020, with original travel dates March 25-May 24, 2020	Yes

**Refund exception also permitted** for customers with flights to/from the following stations:

Flight Origin	Travel Dates	Refund of Unused Coupons and Waiver Code
<b>Sun destinations</b> ANU, AUA, BDA, BGI, CCC, CUN, CUR, CZM, FDF, GCM, GND, HAV, KIN, LIR, MBJ, MEX, NAS, PLS, POS, PTP, PTY, PUJ, PVR, SJO, SJU, SKB, SNU, SVD, UVF, VRA	30 Jan 21 – 30 Apr 21	Yes <b>Must add Waiver Code in Refund Waiver Code or in OSI field before cancelling the booking.</b> <b>ACASUNGW21</b>
YGR Îles de la Madeleine*	08 Sep 20 - 31 May 21	Yes  <b>Must add Waiver Code in Refund Waiver Code or in OSI field before cancelling the booking.</b> <b>ACAROUTE20</b>
YSJ Saint John	11 Jan 21 – 01 May 21	
YZF Yellowknife	23 Jan 21 - 01 May 21	
YKA Kamloops	23 Jan 21 - 01 May 21	
YFC Fredericton	23 Jan 21 - 01 May 21	
YQX Gander	23 Jan 21 - 01 May 21	
YQQ Comox	23 Jan 21 - 01 May 21	
YQY Sydney	11 Jan 21 - 18 Jun 21	
YYF Penticton	11 Jan 21 - 22 Jun 21	
YPR Prince Rupert	23 Jan 21 - 22 Jun 21	
YZP Sandspit	23 Jan 21 - 22 Jun 21	
YYR Goose Bay	17 Jan 21- 01 Jul 21	
YCG Castlegar	11 Jan 21- 06 Sep 21	
<b>Station closures, to/from/via</b> Baie Comeau (YBC), Bathurst (ZBF), Gaspé (YGP), Kingston (YGK), Mont-Joli (YYY), North Bay (YYB), Val d'Or (YVO), Wabush (YWK)		Yes

\* Customers with flights to/from YGR are also eligible between September 8, 2020-May 31, 2021, as this service is resuming as seasonal, summer 2021.

### **Save as Future Credit or Air Canada Travel Voucher/Aeroplan points**

Customers have the option to cancel their reservation to retain for future use. The credit will be valid for travel to be completed up to 24 months from date of original ticket issuance. Customers also have the option to transfer the value of tickets to ACTV, or Aeroplan points conversion.

### **With a Future Travel Credit, the following rebooking conditions will apply:**

- Change fee will be waived when customer books new flight.
- If the new fare is lower, the residual value is lost.
- ADCOL applies if the new fare is higher.
- Some original taxes that are non-refundable will remain non-refundable and new taxes will be collected.
- Any taxes that are refundable and no longer applicable to the reservation will be refunded.
- Apply waiver code to the ticket endorsement box: **CV20VL22**

### **Supplemental Information**

Hotels will be provided if a schedule change forces a customer to overnight.