

## BOOKING INCREASED CONNECTION TIMES – POLICIES AND PROCEDURES FOR TRAVEL AGENTS

Permitted in order to extend the connection time for the customer's peace of mind.

### POLICY AND CONDITIONS

The policy applies to:

- 014 tickets;
- AC, AC\*/OAL (must be AC flight number), and Jazz flights only;
- Any connecting point in the itinerary.
- Must be rebooked in the same booking class on the same date.
- Change fee does not apply.

### RESTRICTIONS

- Not permitted day of departure; normal standby or same day change fee procedures apply as per the fare rule.
- Not permitted to rebook OAL or OAL\*/AC codeshares (OAL-marketed, AC-operated).
- No routing changes; sister cities not permitted.
- Must not be used to enable a stopover (stopover defined as: 4+ hours for intra-Canada and trans-border connections; 24+ hours for international connections) on a through fare.
- Not permitted to shorten a connection time; normal standby or same day change fee procedures apply as per the fare rule.
- When the connection is AC to another airline (OAL), only the AC flight can be rebooked.

### PROCEDURES

In order to action the change in your GDS:

- Exchange the ticket;
- Add the following in the endorsement box: ACP675227.

### AIR CANADA VACATIONS (ACV)

For ACV tickets, refer the customer to Air Canada Vacations.

### AIRMILES

For Airmiles tickets, refer the customer to Airmiles.

### AEROPLAN

For Aeroplan tickets, refer the customer to Aeroplan.