



# NAME CHANGE POLICY AND PROCEDURES – TRAVEL AGENTS

## Policy and Conditions

Name changes are permitted to substitute the original person travelling with another customer, subject to the following criteria:

- 014 ticket stock only, regardless of the date of issue of the ticket.
- Eligible Markets (see Fees table below):
  - Intra-Canada: all fare families except *Economy Basic*.
  - Transborder: *Flex* corporate fares, *comfort* corporate fares, *Premium Economy Lowest* corporate fares, *Premium Economy Flexible* corporate fares, *Business Lowest* corporate fares, *Business Flexible* corporate fares and any *Latitude* fares.
  - Sun: *Flex* corporate fares, *comfort* corporate fares, *Business Lowest* corporate fares, *Business Flexible* corporate fares and any *Latitude* fares.
  - Unused 014 ticket: the itinerary must first be exchanged to an eligible market and fare family, prior to processing the name change (refer to the section Fees below).
  - Pure AC, AC rouge and AC Express flights only.
  - Fully unused tickets (travel cannot have commenced).
  - Applicable to travel agency bookings (GDS/CRS) within 3 business days of departure via Contact Centres only.
- The 24 Hour Rule is a separate policy. If the name change falls within 24 hours from date of issue, the ticket needs to be refunded and a new ticket issued.
- Name change eligibility is based on the current ticket for travel within Canada, transborder or sun.

## Restrictions

- **Not permitted on International markets.**
- **Not permitted on certain markets and fares; see Fees table below.**
- **Not permitted at the airport; airport agents will not process name changes.**
- **Only one name change permitted per ticket.**
- No OAL ticket stock.
- No Aeroplan, ACV, Airmiles or NET (bulk fare) bookings.
- No interline travel, including codeshare (AC\*/OAL or OAL\*/AC) flights or pure OAL flights.
- No partially used tickets; a name cannot be changed during travel.
- Not permitted on any tickets purchased fraudulently or from a non-accredited Air Canada merchant.
- Not applicable to Flight Passes.
- Not applicable to group bookings; the current name change procedures for group travel remain in effect as per the group contract.

## Fees

Markets	Basic	Standard	Flex	Comfort	Latitude	Premium Economy lowest	Premium Economy flexible	Business lowest	Business flexible
Intra-Canada	Not permitted	\$125 CAD	\$60 CAD	\$60 CAD	Complimentary	\$60 CAD	Complimentary	\$60 CAD	Complimentary
Transborder	Not permitted	Not permitted	\$60 CAD (corporate and ACB fares only)	\$60 CAD (corporate and ACB fares only)	Complimentary	\$60 CAD (corporate and ACB fares only)	Complimentary (corporate and ACB fares only)	\$60 CAD (corporate and ACB fares only)	Complimentary (corporate and ACB fares only)
Sun	Not permitted	Not permitted	\$60 CAD (corporate and ACB fares only)	\$60 CAD (corporate and ACB fares only)	Complimentary	N/A	N/A	\$60 CAD (corporate and ACB fares only)	Complimentary (corporate and ACB fares only)
International	Not permitted								

- For other currencies, convert the amount using today's BSR.
- When a combination of fare families, most restrictive policy applies.