



## Flexible Rebooking Policy: Alberta Wildfires

**As of May 14, 2024**

Air Canada has issued a Goodwill Policy to offer flexible rebooking options due to the Alberta wildfires.

### Policy

<b>Markets</b>	All itineraries to/from/via YMM and YQU
<b>Ticket Stock</b>	014
<b>Ticket Issue</b>	All tickets issued on/before May 14, 2024
<b>Original Travel Dates</b>	Between May 14, 2024, and May 17, 2024
<b>Rebooking Window</b>	Up to and including July 15, 2024

### Re-Protection Guidelines

Customers are permitted **one free change** as per the following guidelines up to **2 hours before departure**. Rebooking is only permitting on **Air Canada flights**.

<b>Fare Rules</b>	<b>Policy Within Rebooking Window</b>	<b>Policy Outside Rebooking Window</b>
<b>Change Fee(s)</b>	Waived	Waived
<b>ADCL</b>	Waived if rebooked in the same cabin to the same origin and destination with Air Canada operated flights.	Fare rules apply

<b>Change of Origin/Destination</b>	Passengers may choose to travel to an alternate AC destination, change fee waived but ADCOL applies.
<b>Endorsement</b>	For Call Centres and Travel Agencies, use <b>ACAABFIRESMAY24</b> when processing a ticket exchange.
<b>Refunds</b>	Permitted without penalty.
<b>Aeroplan Tickets</b>	Please refer the customer to Aeroplan for handling (refer to <b>Aeroplan - Contacts</b> for the Aeroplan Schedule Change phone number).
<b>Additional Details</b>	For any itinerary with a flight cancellation, please follow the procedures outlined in the <b>Schedule Change</b> or <b>Flight Disruption Policy</b> .