

# Air Canada Flexible Rebooking Policy – September 9, 2024

Air Canada is in contract discussions with our pilots’ union, who are in a legal strike position from September 18. While Air Canada remains highly committed to reaching an agreement with our pilots, we cannot be certain of the outcome of our negotiations.

Like you, Air Canada’s first consideration is always the needs of our customers and providing them with peace of mind. However, in the event of a work stoppage, some flight cancellations could begin as early as September 15. We have implemented a Goodwill Policy to allow customers to make alternate travel arrangements.

As industry partners, your support in facilitating the options of our mutual customers is greatly appreciated. We strongly encourage you to advise customers to consider taking advantage of this policy.

Thank you for playing a role in serving our customers through this travel disruption

## Policy

<b>Markets</b>	All markets
<b>Ticket Stock</b>	014
<b>Ticket Issue</b>	All tickets issued on/before <b>September 9, 2024</b>
<b>Original Travel Dates</b>	Between <b>September 15, 2024, and September 23, 2024</b>
<b>Rebooking Window</b>	September 9, 2024 to September 14, 2024 or September 24, 2024 to November 30, 2024

## Re-Protection Guidelines

Customers are permitted **one free change** as per the following guidelines up to **2 hours before departure**. Rebooking is only permitted on **Air Canada operated flights in the same cabin to the same origin/destination**.

For connecting itineraries that include AC and OAL segment where there is no pure AC operated option, both the new AC flight and the new OAL flight must be available in the same booking class, for the same itinerary as ticketed (change of date only, no change of routing/carrier), otherwise applicable fare difference would apply.

Fare Rules	Policy Within Rebooking Window	Policy Outside Rebooking Window
Change Fee(s)	Waived	Waived
ADCL	Waived if rebooked in the same cabin to/from same origin/destination with Air Canada Operated flights (up to Y booking code for Economy, O for Premium Economy and up to J for business).	Fare rules apply

Change of Origin/Destination	Customers may choose to travel to an alternate AC destination, change fee waived but fare difference will apply.
Endorsement	For Call Centres and Travel Agencies, use <b>ACALABSEP24</b> when processing a ticket exchange.
Refunds	As per fare rule. For Basic Fares; Customers can choose to cancel their booking and keep the value of their ticket as Future Travel Credit valid one year from the date the original ticket was issued. Change fee waived.
Aeroplan Tickets	Please refer the customer to Aeroplan for handling (refer to <b><a href="#">Aeroplan - Contacts</a></b> for the Aeroplan Schedule Change phone number).
Air Canada Vacation Bookings	For tickets purchased with <b><a href="#">Air Canada Vacations</a></b> , they will be able to assist directly.
Group Bookings	<p>For Groups wishing to rebook affected sector(s) within the rebooking window, email the requested dates/flights on the original Group Case e-mail thread.</p> <p>Group Travel Desk will request new sectors subject to availability in the original inventory and work with AC Revenue Management to confirm the sectors on the claimed, Group PNR(s).</p> <p>Travel agencies will reissue even exchange with the above Endorsement in the GDS.</p> <p><b>Note:</b> AC-issued Tour Conductor tickets must</p>

	<p>be reissued by Group Travel Desk.</p> <p><b>Important!</b> Any ticketed Group name changes must be completed prior to requesting modification/cancellation of the Group PNR(s).</p>
<b>Additional Details</b>	<p>For additional information, consult our <a href="#">Media Centre</a> or visit the Air Canada <a href="#">Travel news and updates page</a>.</p> <p>Air Canada Express carriers Jazz and PAL Airlines are operating normally and not involved in the negotiations with ALPA.</p> <p>For any itinerary with a flight cancellation, please follow the procedures outlined in the Schedule Change or Flight Disruption Policy.</p>