

Subject:

FW: Air Canada Flexible Rebooking Policy – September 15, 2024

## Air Canada Flexible Rebooking Policy – September 15, 2024

**Air Canada has reached a negotiated settlement with its pilots, and flights will be operating as scheduled.**

We're grateful for your patience and flexibility through this labour disruption, and we look forward to welcoming our customers on board.

If customers would prefer to travel sooner than their recently rebooked itinerary, we're offering our customers the option to change their flight for free. They can choose to be rebooked on their original itinerary or any other available flight in the same cabin class, at no additional charge, for travel up to September 24, 2024.

**We would like to take this opportunity to thank the entire travel agency community for their support and care in helping our joint customers.**

### Policy

<b>Markets</b>	All Air Canada/Air Canada Rouge operated flights
<b>Ticket Stock</b>	014
<b>Ticket Issue</b>	All tickets issued between August 27, 2024 and September 14, 2024
<b>Original Travel Dates</b>	Between September 24, 2024, and November 30, 2024
<b>Rebooking Window</b>	On/before September 15, 2024 and September 23, 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	Fare rules apply
ADCL	Waived if rebooked in the same cabin to/from same origin/destination	Fare rules apply

<b>Change of Origin/Destination</b>	Customers may choose to travel to an alternate AC destination, change fee waived but fare difference will apply.
<b>Endorsement</b>	For Call Centres and Travel Agencies, use <b>ACARGWSEP24</b> when processing a ticket exchange.
<b>Refunds</b>	As per fare rules.
<b>Aeroplan Tickets</b>	Please refer the customer to Aeroplan for handling (refer to <b><u>Aeroplan - Contacts</u></b> for the Aeroplan Schedule Change phone number).
<b>Air Canada Vacation Bookings</b>	For tickets purchased with <b><u>Air Canada Vacations</u></b> , they will be able to assist directly.
<b>Group Bookings</b>	<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 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 <b><u>Media Centre</u></b> or visit the Air Canada <b><u>Travel news and updates page</u></b>.</p> <p>For any itinerary with a flight cancellation, please follow the</p>

procedures outlined in the Schedule Change or Flight Disruption Policy.

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