

FLASH



FLASH United Kingdom - March 19, 2020

Updated Schedule Change Policy and GDS Instructions for Future Credit

Air Canada has revised its Schedule Change policy, effective immediately, for schedule changes processed as of March 19, 2020.

This is what it means for affected customers:

- Refunds are not permitted, as per the updated Schedule Change policy.
- Customers are eligible to retain the value of their ticket as a future credit, regardless of fare brand, valid for all travel to be completed within 24 months.
 - Exceptionally, select countries have consumer regulations which Air Canada is required to abide by to offer a full refund. The list of countries is detailed below:

Flight Origin	Refund of unused coupons	Deadline to request refund after Schedule Change
From Algeria	Yes + return to origin	8 days
From Argentina	Yes	30 days
From Brazil	Yes + return to origin	N/A

From Chile	Yes	N/A
From Colombia	Yes	N/A
From India	Yes	N/A
To/from Israel	Yes	21 days

- **Any ancillary products settled in the EMD are still refundable.**

As a reminder:

- Affected customers whose flights are cancelled are still eligible for a full or partial refund if permitted by the fare rules.


The updated Schedule Change policy and GDS instructions on how to extend the ticket validity to use for future credit when affected by a Schedule Change, are outlined in the **updated document**.

Given the evolving situation, please be aware that these documents are subject to change. We recommend that you refer to aircanada.com/agents for the latest version.

We recognize these are difficult times and we thank you for your continued support.



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