

FLASH

GOODWILL
POLICY



As of March 23, 2020

In order to simplify and eliminate any confusion we have updated the previously communicated Change Fee Waiver policy from March 20, 2020, to the below format.

Policy

- Itineraries: **All itineraries**
- Ticket stock **014**
- Ticket issued: **Up to March 31, 2020**
- Original travel dates: **Up to March 31, 2021**
- Re-booking window: **Travel complete by March 31, 2021**

Re-protection Guidelines

Customers must change at least **2 hours before departing flight** and are permitted **one free change** per the guidelines below.



Policy Within Re-Booking Window

- Change fees **waived**.
- ADCL: **Fare rules apply**.



Policy Outside Re-Booking Window

- Change fees: **Applies**.
- ADCL: **Fare rules apply**.



Change of Destinations

- Passengers may choose to travel to/from an alternate Air Canada destination within ticket validity.
- Change fees are waived and ADCL will apply.



Refunds

As per fare rules.



Aeroplan Tickets

Please refer the customer to Aeroplan for all rescheduling.




Ticket Endorsement

We have modified our fare rules to set the change fee at \$0, whereby the change fee is automatically waived. If the fee is not automatically waived for a qualifying ticket, please use ticket endorsement code **CHNGFEE20**.



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 Flights operated by Air Canada Rouge. For more information, visit flyrouge.com.