

# FLASH

GOODWILL  
POLICY



## As of March 31, 2020 - V5

Air Canada has updated the flexible re-booking policy (waiving change fees) for new and existing bookings made by customers worldwide.

Note: In order to simplify and eliminate any confusion, we 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 April 15, 2020**
- Original travel dates: **Up to April 30, 2021**
- Re-booking window: **Travel complete by April 30, 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. Any residual value is lost for non-refundable amounts.**

## 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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