



HAS AIR CANADA CANCELLED YOUR FLIGHTS?

NO

Voluntary Changes - Apply Goodwill Policy

- Applies when a flight is not cancelled.
- Applies to 014 ticket stock.
- Applies to all fare types.
- Flight may be changed or cancelled up to 2 hours prior to the departure flight.

TICKET ISSUED UP TO	MAY 31, 2020
Original travel dates	Between March 1, 2020 and up to May 31, 2021
Re-booking window	24 months from the date you cancel your booking
Refunds	As per fare rule
Change Fee	Waived - one time
Fare Additional Collection (ADCOL)	Applies
Ticket Endorsement	CHNGFEE20

YES

Involuntary Changes - Apply Schedule Change Policy

Applies when there is a flight cancellation, time change, flight number change, cabin change, routing/airport change or operating carrier change, which occurs more than 48 hours prior to the original scheduled departure time.

	SCHEDULE CHANGE PRIOR TO MARCH 19, 2020	SCHEDULE CHANGE ON/AFTER MARCH 19, 2020
Rebooking:	Permissible as per policy guidelines (allowed OAL). Add DUE SKCH in ticket endorsement.	Permissible as per policy guidelines (does not allow OAL*). Add DUE SKCH in ticket endorsement.
Refund:	Permissible, and applies only for a 014 ticket if an acceptable protection cannot be found. Add ACUSKEDCHG + flight number in waiver code field.	As per fare rules. Non-refundable amounts will be lost (including non-refundable taxes). Any cancellation fees will apply. or Credit** ONLY for 24 months. Add CV20VL22 in ticket endorsement. Change fee waived – ADCOL collected if applicable.
*	Over-the-water re-protection flight must be Air Canada-operated and Air Canada-marketed.	
**	Ticket will need to be exchanged prior to the ticket expiry. Instructions can be found in the Schedule Change policy located at aircanada.com/agents , on the Online DRS or by contacting the GDS Help Desk.	

For complete details, please refer to the Schedule Change policy.



A STAR ALLIANCE MEMBER

Version 4: May 7, 2020