

FLASH



FLASH United Kingdom - May 22, 2020

Air Canada Announces New Schedule Offering Customers Wide Choice of Destinations for Safe Travel this Summer and Expands Goodwill Policy

Air Canada is offering customers a choice of nearly 100 destinations in Canada, the U.S. and around the world with an abridged schedule this summer. To ensure customers can book with confidence, we have implemented the Air Canada CleanCare+ biosecurity program and are introducing new cancellation options retroactive to March 1, 2020, to give customers greater flexibility and choice should their travel plans change for any reason.

Two new solutions are being introduced for customers should their travel plans change. In addition to our regular goodwill policies, starting June 1 we will offer customers the choice of a travel voucher with no expiry date that is fully transferable or to convert their booking into Aeroplan Miles and get an additional 65% bonus miles. Both options, retroactive to March 1, give customers greater confidence and flexibility to plan and book travel with Air Canada.

[**Read the full press release.**](#)

Further details about our expanded goodwill policy

We have expanded the goodwill policy to give you and your customers greater confidence and flexibility. The new policy, effective June 1, 2020, and retroactive to March 1, 2020, applies to all customers regardless of fare type should their travel change due to COVID-19.

Under the revised goodwill policy, new bookings made up to June 30, 2020 can be changed without fees for original travel between March 1, 2020 and June 30, 2021.

In cases where we cancel flights due to the impacts of COVID-19, customers with refundable tickets will continue to have the option of refunds, per applicable fare rules. For customers holding fully unused, non-refundable tickets, the following options are available:

Options for Direct bookings, effective June 1, 2020:**

1. **An Air Canada Travel Voucher** - Transfer the remaining value of all tickets in a booking and associated services to an Air Canada Travel Voucher. The voucher has no expiry date, is fully transferable and can be used multiple times.
2. **Aeroplan Miles** – Convert and transfer the remaining value of all tickets and associated services, in a booking minus any taxes, into Aeroplan Miles, with an additional 65% bonus miles

**** For Direct bookings that are cancelled on or after June 1, 2020 and for travel after March 1, 2020**, you will be able to immediately access our new cancellation options including the Air Canada Travel Voucher and Aeroplan Miles.

**** For Direct bookings cancelled prior to June 1, 2020 and for travel after March 1, 2020**, you will be able to access our new cancellation options as of June 15, 2020. We appreciate your patience while we upgrade our systems to make these options available to you.

For GDS bookings, we are in the process of upgrading our systems to provide you and your customers with greater flexibility. In the meantime, the below options are available:

1. Continue to retain value for future travel; travel must be completed within 24 months from the date of cancellation.
2. ***NEW*** One-time free Name Transfer – please refer to the below process.

Name Transfer Process:


- Cancel original ticketed itinerary

- New PNR is booked under new traveler name
- New PNR is set up for exchange, utilizing ticket number from original PNR, the waiver code and charge the client the applicable fees (exchange fee per original fare rules/ADCOL etc)
- Waiver to be applied to the endorsement box of the new ticket
- Waiver to be entered in the New PNR, in the information field, followed by fare basis code
- Waiver Code for Voluntary (Goodwill) change: **CHNGFEE20**
- Waiver Code for Involuntary (SKCH) change: **CV20VL22**

For complete details, [click here](#).



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