

# FLASH

GOODWILL  
POLICY



## As of September 17, 2020 - V13

We've updated our flexible re-booking policy for new and existing bookings made by customers worldwide. See below for additional details.

### Policy

- Itineraries: **All itineraries**
- Ticket stock: **014**
- Ticket issued: **Up to December 31, 2020**
- Original travel dates: **Between March 1, 2020 - December 31, 2021**
- Re-booking window: **24 months from the date you cancel the booking (applicable to GDS bookings only).**
- **For aircanada.com/agents bookings, refer to Refunds section below.**

### Re-protection Guidelines

Customers may change up to 2 hours before departing flight. No change fee per the applicable 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.
- Future travel credit (applicable to GDS bookings only) expires 24 months from the date of cancellation.



## Refunds

**As per fare rules. Any residual value is lost for non-refundable amounts.**

For [aircanada.com/agents](http://aircanada.com/agents) bookings, passengers may choose to convert the value towards Aeroplan Miles or store the value on an Air Canada Travel Voucher. Details can be found [here](#).



## Aeroplan Flight Rewards

Please refer the customer to Aeroplan.




## 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](http://flyrouge.com).