

FLASH

GOODWILL
POLICY



As of December 3, 2020 - V14

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 February 28, 2021**
- Original travel dates: **Between March 1, 2020 - February 28, 2022**
- 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.

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**.

Aeroplan Flight Rewards

Please refer the customer to Aeroplan.