

FLASH

GOODWILL
POLICY



As of February 12, 2021

Air Canada has implemented a Goodwill policy for rebooking passengers with any itineraries with a final destination to Canada or with onward connections within Canada who are laying over due to the new testing requirements in YYZ/YVR/YUL/YYC.

Policy

On/before February 21, 2021

(for return to Canada in advance of hotel quarantine requirement)

- **All International/US itineraries arriving** into Canada
- Ticket stock: **014**
- Ticket issued: **On/before February 21, 2021**
- Original travel dates: **Between February 22, 2021 & April 30, 2021**
- Re-booking window: **On/before February 21, 2021**

From February 22, 2021 onward

- **All International/US itineraries connecting via YYZ/YVR/YUL/YYC** to anywhere in Canada*
- Ticket stock: **014**
- Ticket issued: **On/before April 30, 2021**
- Original travel dates: **Between February 22, 2021 & April 30, 2021**
- Re-booking window:
 - **Pre-departure:** +3 days from original domestic connection flight date

- **At YYZ/YVR/YUL/YYC with negative test result:** up to 72 hours from date of arrival in YYZ/YVR/YUL/YYC for domestic connection flight
- **At YYZ/YVR/YUL/YYC with positive test result:** Next available flight

Re-protection Guidelines

Customers are permitted changes per the guidelines below.

1 free change – Pre-departure before arrival into Canada

1 free change – At YYZ/YVR/YUL/YYC for domestic sector

*International sector re-booking must be **same travel date within the same cabin** (up to M class for economy) and domestic sector must follow the re-booking window (up to M class for economy).

Policy Within Re-Booking Window

- Change fees: **Waived.**
- ADCL: **Waived** if rebooked in the same cabin to same origin and destination with **Air Canada Operated Flights.**

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

Per applicable fare rules.

Policy Outside Re-Booking Window

- Change fees: **Waived.**
- ADCL: **Fare rules apply.**

Aeroplan Tickets

Please refer the customer to Aeroplan for all rescheduling.

Ticket Endorsement

For exceptions, add waiver code **ACCD AENTRYGW** to ticket endorsement box.