

FLASH

GOODWILL
POLICY



As of April 1, 2021 - V16

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

Policy

For tickets issued on/before March 31, 2021

- Itineraries: **All itineraries**
- Ticket stock: **014**
- Original travel dates: **Between March 1, 2020 - April 30, 2022**
- Re-booking window: Travel must be completed within **24 months from the date on the last unused flight.**

For tickets issued on/after April 1, 2021

- Itineraries: **All itineraries**
- Ticket stock: **014**
- Original travel dates: **Between March 1, 2020 - April 30, 2022**
- Re-booking window: Travel must be completed within **24 months from the date of issue of the original ticket.**

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.**

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

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

Passengers may choose to:

- Hold for future travel credit (applicable to GDS bookings only).
- Convert the value towards Aeroplan points or store the value on an Air Canada Travel Voucher. Details can be found [here](#).

Policy Outside Re-Booking Window

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

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**.