

# FLASH

GOODWILL  
POLICY



## As of April 20, 2021 - V3

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

### Policy

- **All International/US itineraries connecting via YYZ/YVR/YUL/YYC to anywhere in Canada\***
- Ticket stock: **014**
- Ticket issued: **On/before May 21, 2021**
- Original travel dates: **Between February 22, 2021 & May 21, 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
- For customers that are exempt from the arrival testing and mandatory hotel stay, **add SSR in their PNR: SSR OTHS "EXEMPT FROM 3 NIGHTS HOTEL"**

## 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 on the **same original 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 re-booked 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

**As per fare rules.**

Details on Air Canada's Refund and Cancellation Policy can be found [here](#).

### Policy Outside Re-Booking Window

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


### Aeroplan Flight Rewards

Please refer the customer to Aeroplan for all rescheduling.

### Ticket Endorsement

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



 Flights operated by Air Canada Rouge. For more information, visit [flyrouge.com](http://flyrouge.com).