

## As of July 20, 2021 - V6

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 testing requirements.

### Policy

<b>Itineraries</b>	All International/U.S. itineraries connecting via YYZ/YVR/YUL/YYC to anywhere in Canada*	All International/U.S. itineraries connecting via YYZ/YVR/YYC/YHZ/YQB/YOW/YWG/YEG to anywhere in Canada*
<b>Ticket Stock</b>	014	
<b>Ticket Issue</b>	On/before <b>August 8, 2021</b>	
<b>Original Travel Dates</b>	Between February 22, 2021 & <b>August 8, 2021</b>	Between <b>August 9, 2021</b> & <b>September 6, 2021</b>
<b>Re-booking Window</b>	<b>Pre-departure:</b> +3 days from original domestic connection flight date <b>At YYZ/YVR/YUL/YYC with negative test result:</b> up to 72 hours from date of arrival in YYZ/YVR/YUL/YYC for domestic connection flight <b>At YYZ/YVR/YUL/YYC with positive test result:</b> Next available flight	<b>Pre-departure:</b> <b>Change from 3 days domestic connection to same-day connection</b>

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"**.

Please ensure to cancel any connection that is no longer valid/required.

Travel restrictions may be imposed or amended with little warning. Please ensure you and your customers refer to our [COVID-19 Hub](#) which highlights important information.

### 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.**

### **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 **ACCDENTRYGW** to ticket endorsement box.