

FLASH

GOODWILL
POLICY



As of April 30, 2020 - V7

We've waived changes for new and existing bookings made by customers worldwide. See below for additional details.

For quick reference on which policy to apply (Goodwill or Schedule Change), please refer to our helpful [one-page document](#).

Policy

- Itineraries: **All itineraries**
- Ticket stock **014**
- Ticket issued: **Up to May 7, 2020**
- Original travel dates: **Between March 1, 2020 - May 7, 2021**
- Re-booking window: **24 months from the date you cancel your booking**

Re-protection Guidelines

Customers may change up to **2 hours before departing flight** and are permitted **one free change** per the 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.



Aeroplan Flight Rewards

Please refer the customer to Aeroplan for all rescheduling.



Refunds

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




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**.



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aérien en Amérique du Nord

 Flights operated by Air Canada Rouge. For more information, visit flyrouge.com.