

SCHEDULE CHANGE GUIDELINES FOR TRAVEL AGENTS

Updated: June 2, 2020

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Overview

Air Canada has revised the Schedule Change policy, effective immediately, for schedule changes processed as of March 19, 2020.

This policy and these procedures cover Air Canada operated flights affected by schedule changes. A schedule change (SKCH) is a flight cancellation, time change, flight number change, routing/airport change or operating carrier change which occurs **more than 48 hours prior to the original scheduled departure time**.

For flight disruptions within 48 hours, please refer to the Flight Disruptions policy.

Policy and conditions

- Applicable to 014 tickets issued prior to the schedule change.
- Applicable to all fare types.
- Air Canada to Air Canada misconnection on the same day with separate tickets.
- Air Canada schedule change causes misconnection with OAL on 014 ticket stock.
- OAL schedule change on 014 ticket stock.
- Applicable to tickets with payment on the PNR but not ticketed.
- Once customers accept the re-protection, further voluntary changes or refunds are as per the fare rules.
 - Exception: if the original flight goes through a schedule change and is subsequently reinstated (back to original date/times), the customer can be rebooked back on the original flight without penalty and remark the PNR
- Not applicable if Air Canada provides a better connection/connecting time and/or earlier arrival time, that does not cause a misconnection.
- Air Canada schedule change policy also applies to Air Miles bookings.
- If outside the rebooking window, only the change fee is waived; additional collection applies.
- Not applicable if the customer has made voluntary changes following the acceptance of a previous schedule change.
- Hotels will be provided if a schedule change forces a customer to overnight.
 Hotel costs relating to COVID-19 schedule changes (defined as all schedule changes
 on/after March 19, 2020, and until further notice) and the 737 MAX grounding
 schedule changes will not be covered by Air Canada.

Air Canada schedule change on OAL ticket stock

- Schedule change policy applies to 014 tickets only.
- Customers will be referred back to the issuing travel agent/carrier.
- Air Canada sends a schedule change message to the booking source (GDS or OAL).
- The booking source will update the PNR with the new schedule information.
- The booking source will reissue the ticket if required and advise the customer of the changes.
- If the re-protection offered by Air Canada is unsuitable to the customer, then the booking source or issuing agent/carrier will re-accommodate according to their ticketing policies.
- When re-protection is on an OAL, your client is subject to the OAL's baggage policy. Air Canada is not responsible for expenses related to OAL baggage fees.

Re-protection window

North America travel window (including Hawaii)	+/- 3 days before/after original travel dates
International travel window (including Sun)	+/- 7 days before/after original travel dates
Partially used tickets on all markets	+/- 21 days before/after original travel date of remaining coupon(s)

Applicable to all 014 tickets (same or separate tickets), including for non-changeable tickets (for example, Basic):

Rule	Within Travel window	Outside Travel window
Advance Purchase (APUR)	Waive	Waive
Additional Collection (ADCL)	Waive	Collect
Change Fee(s)	Waive	Waive
Min/Max Stay	Waive	Apply fare rule
Ticket Validity Extension Fee (TVEF)	Waive	Waive

Exception: Route suspensions due to COVID-19

For route suspensions as a result of the COVID-19 pandemic, the following exceptions to the protection window are permitted.

A route suspension is defined as a destination where AC will not have a direct service to for a period of time.

Note that the below is **not applicable to flight cancellations** due to COVID-19 where we are continuing to operate a reduced schedule.

Partially used tickets

Customers with partially used tickets can rebook up to a maximum of 30 days after we resume service. ADCOL and change fee are waived, and customers can be rebooked up to **M** class.

Customers originally in Premium Economy can be rebooked up to **O** class for their new travel dates.

Customers originally in Business Class can be rebooked up to ${\bf J}$ class for their new travel dates.

Note: If rebooking on codeshare (AC*) flights, see the grid of permitted carriers and classes of service in the *Protection Guidelines* section.

Unused tickets

Customers with fully unused tickets will have the following options:

Rebooked on Air Canada marketed and operated flights for all markets up to a maximum of 30 days after we resume service. ADCOL and change fee are waived, and customers originally in economy can be rebooked up to **M** class for their new travel dates.

Customers originally in Premium Economy can be rebooked up to **O** class for their new travel dates.

Customers originally in Business Class can be rebooked up to **J** class for their new travel dates.

Conditions:

The transborder/transatlantic/transpacific sector must be rebooked on Air Canada marketed and operated flights.

Same original routing or (sister city), same original length of stay must be carried on the new ticket.

Note: Should classes of service higher than M class only be available, the flight will not be eligible to have both the ADCOL and change fees waived. Customers will still be able to select this flight by paying the applicable ADCOL – the change fee will continue to be waived.

Alternatively, customers can be rebooked on other flights where lower classes of service are available.

Customers can retain the value of the ticket for future use for travel to be completed up to 24 months from the date of cancellation change fee will be waived.

Convert unused tickets to an Air Canada Travel Voucher or Aeroplan Miles.

Re-protection guidelines

Rebook within the same cabin, starting with the original booking code, and apply waiver '**DUE SKCH**' in the endorsement box. Also consider the following:

Origin/destination

- Must remain the same
- Change of connecting city permitted
- Air Canada-operated flights: only alternate Air Canada stations can be offered to/from sister cities and any city within 200 miles in the same country. For example: SKCH on Air Canada to MIA, we can offer Air Canada to FLL as they are both Air Canada stations and within 200-mile radius.
- OAL-operated flights: original origin/destination only; we cannot offer alternate stations for OAL flight protection when an OAL is the carrier with the SKCH.

Routing	 American citizens cannot be re-routed via Cuba. The Transpacific carrier should always be Air Canada-operated and Air Canada-marketed. Refer to additional routing guidance below this table. 	
Waitlist	Permitted if original fare purchased permits it.	
Length of stay	Customer will have the option to change departure or return date to preserve original length of stay for 014 ticket stock. Minimum and maximum stay may be waived. The return portion must be booked on original routing and carrier(s), as the return portion is not affected by a schedule change.	
Guaranteed reservation for VIPs, Super Elite 100K, Elite 75K	Permitted.	
Economy Cabin	 Basic/Standard/Flex/comfort: rebook same booking code up to M Latitude: rebook up to Y Aeroplan: lowest booking code up to Y 	
Premium Economy Cabin (All markets) Premium Rouge Cabin (International only)	 Rebook same booking code up to O Aeroplan: lowest booking code up to O (same cabin); if the new flight does not offer <i>Premium Economy</i>, then Y (Economy cabin). Must be booked in Y on pure OAL 	
	Customers booked in Premium Economy on Air Canada and the protection is on an airline that offers economy and First Class or Business cabins, Air Canada cannot protect in First Class or Business. The protection must be in the Economy and a refund can be requested for the difference on a deferred basis.	
Premium Rouge Cabin	Rebook up to J	
(Domestic, Sun and Transborder)	Customers booked in Premium Rouge on Air Canada and the protection is on an airline that offers economy and First Class or Business cabins, Air Canada cannot protect in First Class or Business. The protection must be in the Economy and a refund can be requested for the difference on a deferred basis.	
Business Class Cabin (all booking classes)	 For eUpgrades, AC Bid (AC Instant Upgrade): Refer to Upgrade section below Rebook same booking code up to J Aeroplan: lowest Business Class booking code up to J Customers on Air Canada and the protection is on an airline that offers Economy and First Class cabins only, Air Canada cannot re-protect in First Class. The protection must be in economy and a refund can be requested for the difference on a deferred basis. 	
Downgrade	See Cabin Change due to Downgrade section below.	
	·	

Order of selecting a flight for protection

- 1. AC, AC Express and AC Rouge flights
- 2. A++ JV Partners (LH, UA, SN, LX, OS)
- 3. AC*/Codeshare flights (operated by Star alliance)
- 4. Pure Star Alliance Partner flights, book lowest available booking code in the same
- 5. AC*/Codeshare flights (operated by OAL)

Note:

- Although Altéa will show Westjet (WS) flight in availability, it is strictly not permitted to rebook customers on WS flights.
- *FFP tickets must **not** be re-protected on the following carriers: EK/QR/BA/KA/KL/JL/UL/CI/FJ
- *FFP tickets on STAR carriers must always be re-booked in frequent flyer booking codes I, X and O

For Transpacific flights:

Transpacific flights are defined as an aircraft routing to/from an Asia/Pacific station that generally traverses the Pacific Ocean. Below Air Canada online airports are considered transpacific:

- Auckland (AKL)
- Beijing (PEK)
- Brisbane (BNE)
- Hong Kong (HKG)
- Melbourne (MEL)
- Osaka (KIX)
- Seoul-Incheon (ICN)
- Shanghai (PVG)
- Sydney, AU (SYD)
- Taipei (TPE)
- Tokyo-Haneda (HND)
- Tokyo-Narita (NRT)

If the customer has not yet commenced their journey, the over-the-water reprotection flight must be Air Canada-operated and Air Canada-marketed. Connecting flights within Asia may be operated by CA, ZH, NH, BR, OZ, TG, KE, CI, 7C or CX. Connecting flights within South Pacific may be operated by VA or NZ. For OAL connectors, select the lowest available booking code within the same cabin.

If the customer has already commenced their journey, and reprotection is required for their return flights, the over-the-water or intra-Asia reprotection flight(s) must be rebooked on Air Canada-operated or on CA, NH, BR, OZ, TG, SQ, NZ, VA, KE, CI, 7C or CX-operated flights.

For Transatlantic flights:

If the customer has not yet commenced their journey, the over-the-water reprotection flight must be Air Canada-operated and Air Canada-marketed. Connecting flights within EMEAI first priority reprotection is LH:AC* codeshares operated by Lufthansa Group (LH, SN, LX, OS) and then any OAL*; select the lowest available booking code within the applicable cabin.

If the customer has already commenced their journey, and reprotection is required for their return flights, the Transatlantic reprotection flight must be rebooked on Air Canada-operated or Air Canada-marketed on any OAL flights. Connecting flights within EMEAI may be operated by any OAL; select the lowest available booking code within the applicable cabin.

Warsaw and Intra-Poland

LOT Polish Airlines (LO) can be used between European hubs and WAW, protection on LO must only be done in these select booking codes in the **economy cabin only** (lowest to highest): **O, U, L, W, V.**

For Flights to/from South America:

If the customer has not yet commenced their journey, the long-haul reprotection flight must be Air Canada-operated and Air Canada-marketed. Connecting flights within South America may be operated by OAL; select the lowest available booking code within the applicable cabin.

If the customer has already commenced their journey, and reprotection is required for their return flights, the long-haul reprotection flight must be rebooked on Air Canada-operated or Air Canada-marketed on any OAL flights. Connecting flights within South America may be operated by any OAL; select the lowest available booking code within the applicable cabin.

Note: US Carriers are permitted within North America and Caribbean.

Upgrades

Upgrade Type	Upgrade Type		OAL	You may contact Aeroplan to
eUpgrade	(R)	Up to J	Up to Y	use your client's Aeroplan Miles in order to redeem for a Star
	(N)	Up to O		Alliance Upgrade Award if your client wishes to travel in
AC Bid Upgrade	(R)	Up to J	Up to J	Business Class on a Star Alliance partner.
	(N)	Up to O	In any premium	

	economy class	
--	---------------	--

Cabin change due to downgrade

Customers may be downgraded from Signature/Business Class to Economy, Signature/Business Class to Premium Economy or Premium Economy to Economy, due to an equipment change and/or aircraft reconfiguration.

The schedule change can be validated by reviewing the PNR history (the original segments show HK/WK and the protection shows SC in the economy cabin).

Option 1: Stay in the original cabin of service

The customer wants to stay in Signature Class/Business Class or Premium Economy as originally booked:

- Rebook the customer on another flight with the same routing in Signature Class/Business Class or Premium Economy, as originally booked.
- If not available, re-route the customer via another gateway.
- No other compensation is offered.

Option 2: Downgrade from original cabin

If the customer is notified of the downgrade <u>at least 7 days prior to departure</u>, a partial refund may be applicable (original cabin is not available or no reroute options are acceptable).

If a partial refund <u>is applicable</u>, confirm with the customer what kind of economy fare they are looking for:

- Book in Y
- Quote using historical fares
- Specify the fare family required/requested if the customer doesn't want the lowest fare

If a partial refund <u>is not applicable</u> because the economy fare is higher than the original Business Class/Signature Class or Premium Economy fare:

- Advise your customers to fill out the Customer Relations online form once travel is completed.
- Exchange the ticket using the Involuntary Exchange flow for SKCH (keeps the original linear fare on the ticket).

If the customer is notified within 7 days of departure, they are entitled to a refund as per the below grid.

- Rebook in the class of service of the downgraded cabin (Y or O)
- Advise customers to fill out the Customer Relations online form once travel is completed.

	Class Travelled		
Original Class	Business Class	Premium Economy/Premium Rouge	Economy
Signature Class	Transborder: CAD315 (lie-flat surcharge) International: 50% of the base fare of affected coupon	Transborder: CAD315 (lie-50% of the base fare of aff whichever is higher International: 50% of the looupon	ected coupon,
Business Class	N/A	N/A	50% of the base fare of affected coupon
Premium Economy/ Premium Rouge	N/A	N/A	50% of the base fare of affected coupon

Refunds

Schedule Change occurred on/before March 18, 2020

A refund is permitted and applies only for a 014 ticket if an acceptable protection cannot be found due to a schedule change on Air Canada, Air Canada Rouge, Air Canada Express (Jazz, Sky Regional, Air Georgian, EVAS), AC*/OAL or OAL that is:

- A schedule change of 60 minutes or more.
- A change of operating carrier.
- A routing/airport change.
- Not permitting a same-day connection.
- An aircraft change that results in a cabin change.
- Refunds are processed back to the original form of payment.
- Apply waiver code: **ACUSKEDCHG** along with the flight number.

Schedule Change occurred on/after March 19, 2020

Full refunds are not permitted.

Please refer to the Save as Future Credit and Cancel and Refund as per Fare Rules sections below.

Exception: Refunds are permitted for flights originating from the below countries; apply waiver code **ACUSKEDCHG** along with the flight number (e.g. **ACUSKEDCHGXXXX**).

Flight Origin	Refund of Unused Coupons	Deadline to request refund after SKCH
From Algeria	Yes + return to origin	8 days

To/From Israel	Yes	21 days
10/110111 151 461	11 C3	zi aays

Save as Future Credit

Customers have the option to cancel their reservation to retain for future use. The credit will be valid for travel to be completed up to 24 months (see below for instructions for how to extend ticket validity) from date that the schedule change occurred.

Upon rebooking the following conditions will apply:

- Change fee will be waived when customer books new flight.
- If the new fare is lower, the residual value is lost.
- ADCOL applies if the new fare is higher.
- Some original taxes that are non-refundable will remain non-refundable and new taxes will be collected.
- Any taxes that are refundable and no longer applicable to the reservation will be refunded.
- Apply waiver code to the ticket endorsement field: CV20VL22

Cancel and Refund as per Fare Rules

- If the fare is refundable, refunds are permitted (minus non-refundable fees/taxes per fare rules).
- If the fare is non-refundable, any non-refundable fare amounts or taxes will be forfeited.

How to extend ticket validity to use for a future credit

As always, the GDS Help Desk is your first point of contact for technical support. However, we have outlined a process and provided examples which may be helpful to you.

- Cancel all active segments.
- Book future travel date if it is known.
- If travel date is not known, create a retention segment that contains a date and itinerary in the GDS to keep your PNR from purging. For example: OTH in Sabre, TUR in Travelport and a memo segment in Amadeus (no actioned required, if MIS/RU already added to your Amadeus PNR).
- Air Canada has extended the EMD validity to 24 months in our database. The EMD may be exchanged, re-associated or refunded via the Air Canada Contact Centre.

Note:

- You may also add a remark to the PNR that includes the original ticket number.
- Although the original flight, date, name or record locator can be used to retrieve the PNR, it is recommended for the agency to track information using an internal logging process.

How to enter a retention segment in the GDS

Apollo:	OTURACBK1YYZDDMMM-FREE TEXT
Galileo:	OTURACBK1YYZDDMMM-FREE TEXT
Worldspan:	TNACMK1MISDDMMM/AN-FREE TEXT
Sabre:	0OTHACGK1YYZDDMMM-FREE TEXT
Amadeus:	RU1AHK1 YYZ DDMMM/FREE TEXT

Below are examples of GDS exchange masks where the endorsement is entered and GDS Help Desk references:

Amadeus:

Please reference the below help pages in Amadeus Service Hub:

https://servicehub.amadeus.com/c/portal/view-solution/250207499/en_US/helpful-information-atc-refunds-reissues-exchanges

Sabre Exchange Mask

```
WF WFRTK TICKETING INSTRUCTIONS
                                                 SCREEN 40
               200.00 ADD COLLECT
                                   ELECTRONIC X
NEW TRT FULL COMM AMT <0.00 >
ADD COLL COMM AMT <0.00
                                   COMM PENALTY <0.00
                          WAIVER <
TOURCODE <
BAG ALLOWANCE 03P < > VIEW/MODIFY < >
AGENT ENDORSEMENTS OVERRIDE EO
CASH <X> CK < > CC < >
                                   VALIDATING CXR AA
                           > CC EXP <
CC NBR <
                                         >
MANUAL APPROVAL <
                          SUPPRESS CC DATA ON INVOICE < >
         RETAIN < > PREV < >
                                                   QUIT < >
```

Travelport

Update the PNR with the OPEN segments:

In order to add an OPEN segment in the GDS we will need to use the following format: **OACOPENY15DECYYZBOSPS1**

Start to Manually Price the booking:

Add the WAIVER CODE from the carrier as an endorsement:

We can also add the waiver code in the exchange entry by adding at the end of the format #ERWAIVER`

Process the exchange:

Add Retention Line: TNZZMK1MIS18FEB/AN-RETENTION LINE

In 1P, in order to keep the booking more than 12 months, place the PNR in the queue that it is given by the carrier even though the retention line is added to keep it live.

In order to add the PNR in the queue, we will need to use the following information: **QEP/9*C3**

Apollo

1V exchange to OPEN ticket

Sample PNR below:

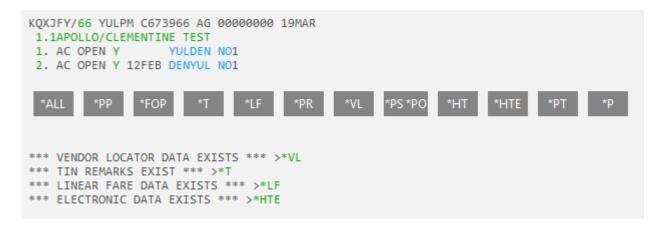
```
KQXJFY/66 YULPM C673966 AG 00000000 19MAR
1.1APOLLO/CLEMENTINE TEST
1. AC 1073 K 15MAY YULDEN HK1 1400 1621 * E FR
2. AC 1072 K 20MAY DENYUL HK1 1645 2219 * E WE

*ALL *PP *FOP *T *LF *PR *VL *PS*PO *HT *HTE *PT *P

*** VENDOR LOCATOR DATA EXISTS *** >*VL
*** TIN REMARKS EXIST *** >*T
*** LINEAR FARE DATA EXISTS *** >*LF
*** ELECTRONIC DATA EXISTS *** >*HTE
```

- 1. Update the flight segments to open. At least, one segment or connection must have a date in order to ER (end transact). We recommend this being the return.
 - a. Calculate the furthest date you can use: >*TAA/331
 - b. Book the open segments. Refer to HELP 0:

0ACOPENYYULDENNO1 0ACOPENY12FEBDENYULNO1



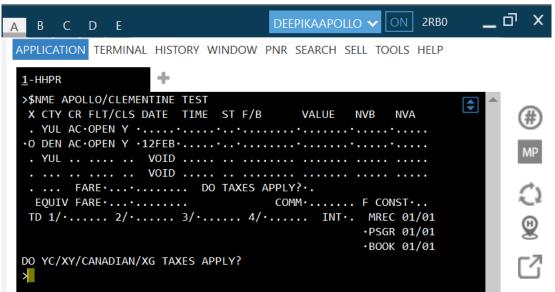
2. Add Received and ER

Start the ticket exchange to OPEN ticket

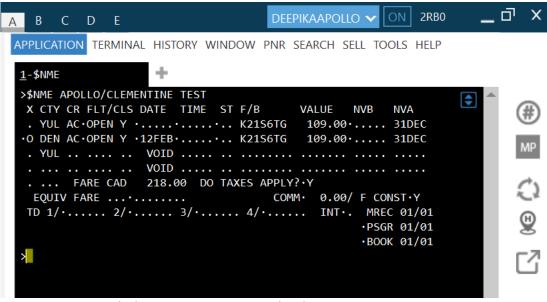
- 3. Store the fare as originally priced and issued
 - a. Include Endorsements with modifier GEB and free flow endorsement text T:\$BS1¤K21S6TG+2¤K21S6TG/**GEB**COVID 19 WAIVER
- 4. If automated pricing does not work, build a pricing record in the PNR using HHPR (Fill-In Format Pricing)
 - a. Below is blank template for HHPR pricing that is initiated with

ENTRY: >HHPR

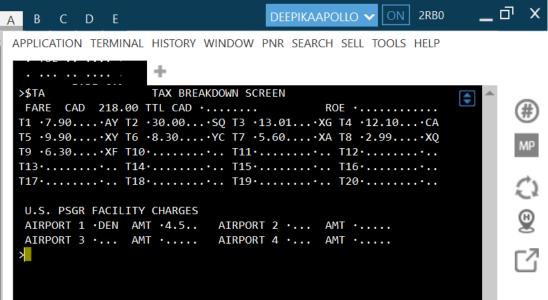
RESPONSE: (blank screen)



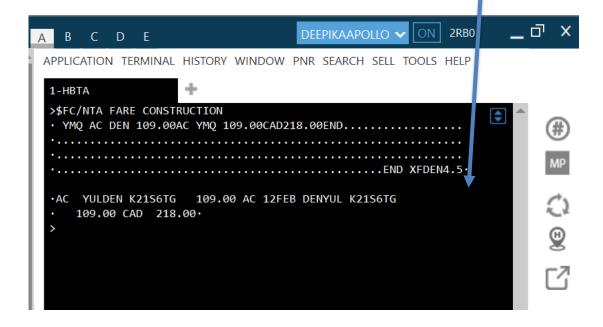
 Include details as per original ticket by tabbing to the required field and including information



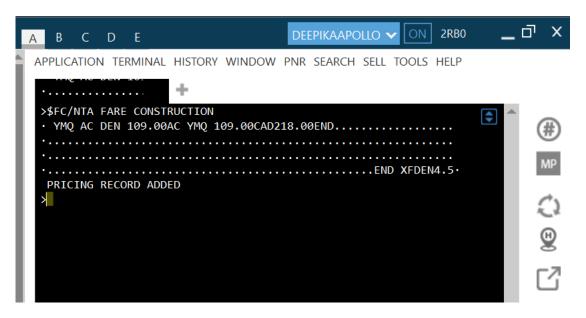
c. Include taxes as on original ticket



d. Include Fare calculation and add details as required and ENTER at the end of the fare calculation line



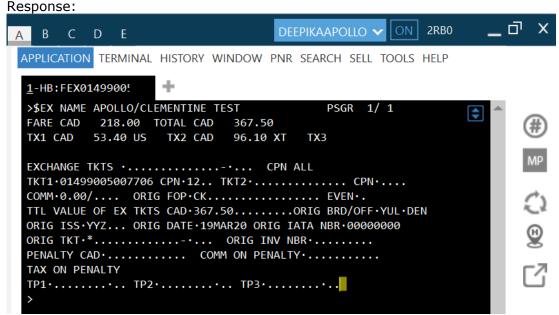
e. Once the user enters at end of FC, a response is returned that to indicate PRICING RECORD ADDED. The user has to confirm ticketing is ok with T:OK entry and save the pricing in the PNR



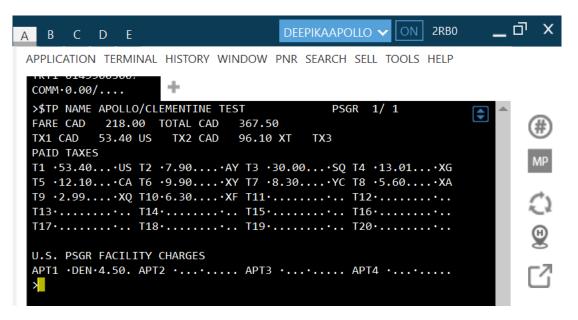
5. Initiate exchange and include endorsements

Entry:

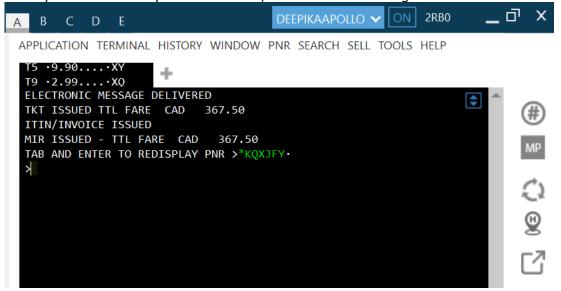
>HB:FEX0149900500770/GEBCOVID 19 (if waiver endorsement added during pricing, no need to add here) $\frac{1}{2}$



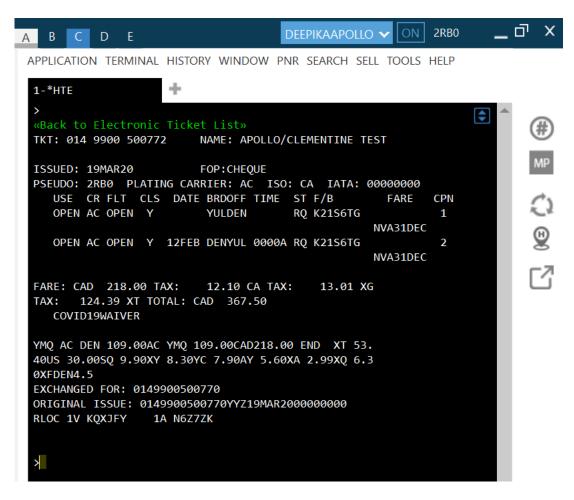
Finish the screens and complete the exchange as below:



Once you enter in the previous screen, the ticket is exchanged for a new ticket.



6. E-ticket display after exchange



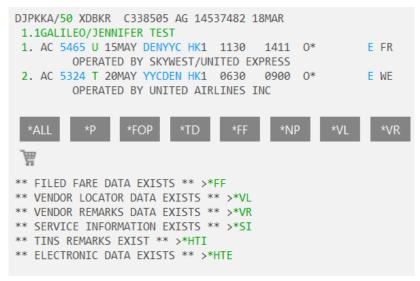
7. Add a TUR segment for to keep the PNR active

OTURZZHK1YYC18MAR-RETAIN PNR

1G Exchange to OPEN Ticket for BSP Agencies

Using the Sample PNR below

Galileo



Update the flight segments to open. At least 1 segment or connection must have a date in order to end transact. We recommend this being the return.



Calculated the furthest date you can use... *TAA/331

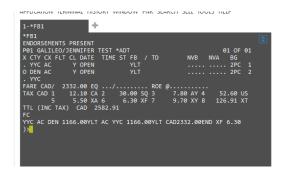
In our example, 12FEB, and use the correct booking class from your old segment

OACOPENY YYCDEN NO1 OACOPENY 12FEB DENYYC NO1

R.P and ER

Start the Ticket exchange to OPEN Ticket:

Store the Fare Quote the PNR using the original ticketed fares (>FQS1@YLT/S2@YLT) Start the Fare Build (*FB1)



Remove the Taxes:

```
1-FBUTAX1/+TAX2 + SERVING THE SERVING THE
```

Continue removing the remaining taxes

```
1-FBUTAX1/+TTL/ + TAX1/ DATA ACCEPTED *
```

Enter FBF to re-total fare without taxes

```
1-FBF
>FBF
MANUAL FARE FILED - TOTAL GENERATED
>
```

Update the fare build with the Endorsement for waiver code, in this case Waiver Covid19



*FF1

File the Fare Build (FBF)

Update modifier with FOP info

>TMU1FEX0149903354334

Enter at the . at the bottom

Enter at the . at the bottom

Issue the open Ticket: TKP

```
1-TKP

ELECTRONIC TKT GENERATED TTL FARE CAD 2332.00
SUPPORTING DOCUMENTS GENERATED
ITIN/INVOICE GENERATED
RECORD LOCATOR: >*0SVGBS.
```

Enter a retention segment for 331 days out.

OTURZZBK1YYC18MAR-RETAIN PNR R.P and ER

Add a RB to place the PNR on a queue to be reviewed later: >RB.2FEB/Q52*FOLLOW UP ON REBOOKED