

Subject: Air Canada FLASH : We're ready for takeoff | Refund Policy Extension | More News

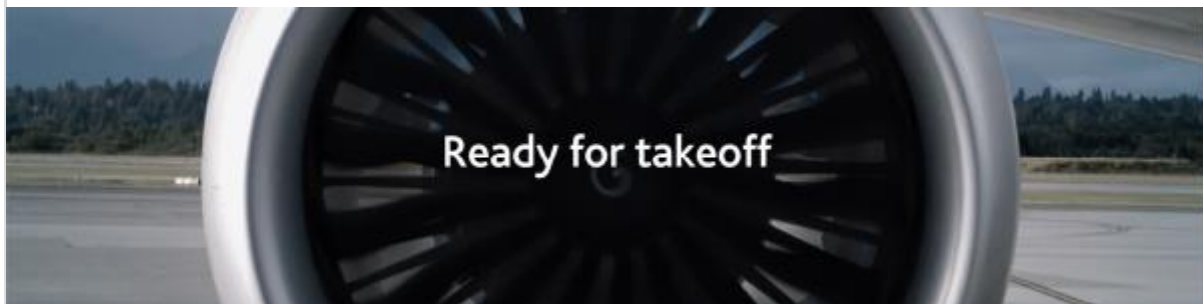


FLASH



FLASH - June 10, 2021

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As the world slowly re-opens its doors and we safely re-open our homes, we return to what and who we've most missed.

[Watch the video now](#)

Air Canada Extends Deadline of Its COVID-19 Refund Policy By 30 Days

Air Canada announced today a 30-day extension of its COVID-19 refund policy. The policy allows eligible customers who purchased a non-refundable ticket before April 13, 2021 for travel on or after February 1, 2020, but who

Initially due to expire June 12, 2021, customers can now request a refund until July 12, 2021.

As a reminder, our Policy:

- Applies to 014 tickets for system-wide travel on Air Canada, including flights with OAL.
- Unused and partially used tickets, all fares (Future Travel Credits).
- Air Canada Travel Voucher, Aeroplan points, and eCoupons (excluding those issued for Goodwill).
- All refunds must be processed by July 12 at 23:59 EST.

Rocky Mountaineer – our new Aeroplan partner

We recently announced a new partnership that gives Aeroplan Members the ability to earn and redeem points and enjoy other benefits when booking a scenic rail journey with Rocky Mountaineer. On Rocky Mountaineer's excursions, travellers enjoy incredible vistas and gourmet dining on board premium tourist trains, and Aeroplan Members can earn up to 20,000 bonus points per member when booking travel for 2021 with Rocky Mountaineer.

Air Canada Special Meal Program

Watch out for our Special Meal Program 2021 relaunch this summer. Based on customer feedback, we are standardizing and consolidating our SPML offerings. As a result you may no longer see some meal codes. Customers may be offered a different code that meets their dietary requirement or restriction.

Air Canada Has Updated Its Baggage Fees for Flights Between Canada/U.S. and Australia/New Zealand

Passengers flying on a Standard or Flex Fare (booking classes M, U, H, Q, V, W, G, S, T, L, A, K) will incur a fee for their second checked bag on travel between Canada/U.S. and Australia or New Zealand. The fee will be \$100CAD

direction for trips originating in the U.S. and \$100AUD per direction for trips originating in Australia. The first checked bag will continue to be at no charge, and Aeroplan Elite Status Members will continue to enjoy their complimentary checked baggage allowance regardless of the fare purchased.

The updated fees apply for tickets issued on/after June 4, 2021 for travel on/after June 4, 2021.

Baggage fees remain unchanged for all other markets, however, we encourage you to review our [checked baggage policy](#) for the latest information.

Updated: Computer Reservation Systems (CRS) Booking and Ticketing Policy

We've made changes to our CRS booking and ticketing policy, pertaining to a Schedule Change that requires you to take action.

- Segment status changes due to a Schedule Change (SKCH) that are queued to your CRS must be actioned **within 14 days from the schedule change or 7 days prior to departure, whichever is earlier.**
 - This includes cancelling ticketed or un-ticketed segments with TK status code.
 - If the TK segment (SKCH) is not actioned per the above timeframe, a \$50.00 charge per passenger for each TK segment (SKCH) will be applied.

Please refer to these Air Canada policies for full details:

- [CRS Booking and Ticketing Policy](#)
- [Schedule Change Policy](#)

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Free Ski Carriage

It's never too early to be planning ahead for Ski season. Don't forget that ski

baggage allowance for itineraries containing all of the below criteria:

Travel is between Canada and Europe, Middle East or Africa

Flights are operated by Air Canada*, Austrian Airlines, Brussels Airlines, Lufthansa or Swiss International Air Lines

* when any fare is purchased except Economy Basic

[Learn more](#)

Reminder: Customer No-Shows

If your customer is no longer travelling, please ensure to cancel their flight(s) prior to their departure as it may result in cancellation of their entire journey and their coupon(s) to be revoked/forfeited.

Thank you for your continued support.

Additional Passenger Information

Reminder – as per the directive of Transport Canada, Secure Air Travel Regulations, the Date of birth and Gender fields are now mandatory to complete your booking for all flights to, from and within Canada. You will no longer be able to close the PNR/Issue Tickets without the required secure flight information being included. Should you have any additional questions, please reach out to your respective GDS Help Desk for guidance.

Know your Entry Requirements

To limit the spread of COVID-19, governments across the globe have imposed various travel restrictions. These new travel restrictions may be imposed or amended with little warning.

Before your customer flies with us to Canada, your customer must book and pay for a three-night stay in a government-authorized accommodation where they will remain until receiving the results from their first test. The list of government-authorized accommodations can be found on the

Each country/province also has unique requirements which may include forms that must be completed and submitted online, and/or printed and presented at the airport prior to boarding a flight. Failure to meet these requirements may result in long delays at the airport or upon arrival at the destination. Travellers may also be refused travel or be subject to government enforcement action for non-compliance.

Please ensure your customers are aware of all necessary requirements for entry, exit from or transit through, each country/province on their itinerary regardless of if the flight is operated by Air Canada or another carrier.

You and your customers can refer to our [COVID-19 hub](#) which highlights important information.

Important: Our Policies

We encourage you to refer to our [online DRS](#) for the latest versions of our policies.


Latest updates:

[CRS Booking and Ticketing Policy \(June 10\)](#)

[Schedule Change Policy \(V8\)](#)

[Refund Policy at a Glance and Travel Agent FAQ \(V6\)](#)



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