

Subject: Air Canada UPDATE Goodwill Policy: Canada Entry Requirement for Re-Booking



FLASH

GOODWILL
POLICY



As of June 21, 2021 - V5

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 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 July 21, 2021**
- Original travel dates: **Between February 22, 2021 & July 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"**
- **Please ensure to cancel any connection that is no longer valid/required**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.

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 **ACCDAENTRYGW** to ticket endorsement box.





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