

FLASH

GOODWILL
POLICY



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

Itineraries	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*
Ticket Stock	014	
Ticket Issue	On/before August 8, 2021	
Original Travel Dates	Between February 22, 2021 & August 8, 2021	Between August 9, 2021 & September 6, 2021
Re-booking Window	<p>Pre-departure: +3 days from original domestic connection flight date</p> <p>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</p> <p>At YYZ/YVR/YUL/YYC with positive test result: Next available flight</p>	<p>Pre-departure: Change from 3 days domestic connection to same-day connection</p>

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Please ensure to cancel any connection that is no longer valid/required.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



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