

Subject: Air Canada FLASH : (UPDATE) Goodwill Policy: Change Fee Waiver

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FLASH

GOODWILL
POLICY



As of August 26, 2021 - V21

We've updated our flexible re-booking policy for new and existing bookings made by customers worldwide. See below for additional details.

Policy

Itineraries	All itineraries
Ticket Stock	014
Ticket Issue	Up to September 30, 2021
Original Travel Dates	Between March 1, 2020 - September 30, 2022
Re-booking Window	For tickets issued on/before March 31, 2021: Travel must be completed within 24 months from the date on the last unused flight. For tickets issued on/after April 1, 2021: Travel must be completed within 24 months from the date of issue of the original ticket.

Re-protection Guidelines

Customers may change up to 2 hours before departing flight. No change fee per the applicable guidelines below.

Policy Within Re-Booking Window

- Change fees: **Waived.**
- 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.

Refunds

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

Policy Outside Re-Booking Window

- Change fees: **Applies.**
- ADCL: **Fare rules apply.**


Aeroplan Flight Rewards

Please refer the customer to Aeroplan.

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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