



## SCHEDULE CHANGE POLICY for TRAVEL AGENTS

A schedule change (SKCH) is defined as a flight cancellation, time change, flight number change, cabin change, routing/airport change or operating carrier change, which occurs **more than 48 hours** prior to original scheduled departure time.

Segment status changes (TK) must be actioned **within 14 days of the Schedule Change notification, or 7 business days prior to departure**, whichever is earlier. This includes cancelling ticketed or un-ticketed segments with TK status code.

### ELIGIBILITY

- 014 tickets, all fare types
- Air Canada to Air Canada misconnection on the same day with separate tickets.
- Air Canada schedule change causing misconnection with other airlines on 014 tickets
- Other airlines schedule change on 014 tickets
- PNRs with payments, but not yet ticketed.

*This policy **does not apply** when Air Canada provides re-protection on flights with an earlier arrival time, and/or provides a better connection/connecting time that does not cause a misconnection.*

### AIR CANADA SCHEDULE CHANGE on OTHER AIRLINES' TICKETS

- The Other Airline is responsible for handling the schedule change.
- Customers will be referred 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, the booking source or issuing agent/carrier will re-accommodate according to their ticketing policies.
- When re-protection is on another airline, your client is subject to the Other Airlines' baggage policy. Air Canada is not responsible for expenses related to Other Airlines' baggage fees.

### SCHEDULE CHANGE SUMMARY

Scenario	Refundable	Free Change. ADCL waived only within protection travel window
UMNR	Yes	Yes
Departure time change of 3 hours <b>or less</b>	No	Yes
Departure or arrival time change of <b>more than 3 hours</b>	Yes	Yes
Involuntary cancellation <b>with</b> protection 3 hours <b>or less</b> from original departure/arrival time	No	Yes
Involuntary cancellation, <b>without</b> protection, or with protection of <b>more than 3 hours</b> from original departure/arrival time	Yes	Yes

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Change from a Non-Stop to a connecting itinerary, or change results to more stops or connections	Yes	Yes
Aircraft change that results in a cabin change	<b>No</b>	Yes
Change of operating carrier	<b>No</b>	Yes
Routing (origin/destination)/airport change	Yes	Yes
Not permitting a same-day connection	Yes	Yes
Schedule change creating a misconnection	Yes	Yes
Voluntary cancellation	Per fare rule	Per fare rule

Once a customer accepts the protection, further voluntary changes or refunds are as per the fare rules. However, when the original flight goes through a subsequent schedule change and the flight is reinstated back to original date/times, the customer can be rebooked on the original flight without penalty and remark the PNR.

## PROTECTION TRAVEL WINDOW

Applicable to all Air Canada tickets (same or separate)

Flight departure time change of 3 hours or less	+/- 3 days for North America +/- 7 days for Sun and International
North America, Sun, International	+/- 30 days before/after original travel dates
Partially used tickets, <b>All</b> markets	+/- 30 days before/after original travel date of remaining coupon(s)
Resumed flights	Up to 30 days from the date when AC resumes service of a suspended route, <b>or</b> up to 30 days after blackout dates



### Exception for travel to AUSTRALIA

Due to the Australian Government restriction imposing a traveller daily quota for permitted entry to Australia, effective September 21, 2021, you can rebook customers travelling on AC33, affected by a Schedule Change, from December 15, 2021 to March 31, 2022.

**However, if your customers want to travel between December 15, 2021 - February 15, 2022, you must rebook them as follows:**

- **Signature Class:** Rebook to original purchased booking class, or up to Z (including Aeroplan I class)
- **Premium Economy:** Rebook to original purchased booking class, or up to E (including Aeroplan N class)
- **Economy:** Rebook to original purchased booking class, or up to W (including Aeroplan X class)

**Note :** This restriction applies only for travel TO Australia, NOT for travel from Australia, and amended at any time following any changes to the Australian Government entry regulation.



### Exception for all travel to/from INDIA

- Original travel dates: April 23 – September 27, 2021
- Protection window: Until November 30, 2021 (Exception Group Travel Sep 21, 2021 – Nov 30, 2021)
- Protection flights must be Air Canada non-stop, marketed and operated, between Canada and Delhi
- Rebook same booking code, up to M class for Economy, and up to cabin availability for other cabins
- Due to many regulatory restrictions, rebooking Other Airlines via another country is **not** permitted
- **Full refund permitted due to flight cancellation:** Enter Refund Waiver **ACUSKEDCHG** and the **flight number** (e.g. ACUSKEDCHG0043) in the Refund Waiver Field, or an OSI, before you cancel the PNR, if the GDS does not have a Refund Waiver Code field.



### Exception for all travel to/from MOROCCO

- **Original travel dates: 29 Aug 2021 to 02 Dec 2021 (03 Dec from CMN)**
- Protection window: **Until January 01, 2022**
- Rebook same booking code up to M, or next available class for Premium Economy and Signature Class customers.
- Refund permitted due flight cancellation: enter refund waiver ACUSKEDCHG and flight number (e.g. ACUSKEDCHG0072) in the Refund Waiver Field, or in an OSI, before you cancel the PNR, if the GDS does not have a Refund Waiver Code field.
- **Change of Point of Origin Morocco with final destination in Canada**
  - Until further notice, **COVID-19 tests issued in Morocco are not recognized by the Government of Canada.** If your customers must **depart** from Morocco during that period, they must obtain a negative COVID-19 test from the alternate gateway. A stopover of up to 5 days is permitted, for the traveller to obtain a new, valid PCR in the stopover country and then continue to Canada. It is the customer's responsibility to meet all the entry requirements from the stopover country.
  - If customers must depart from Morocco during the NOTAM period:
    1. They voluntarily choose to return from another gateway in Europe or Tunisia. Example, CMN YUL CMN, exchanged to CDG YUL: rebook according to the Order of Selection Flights for ReProtection. **Change fees and additional collection are waived.**
    2. For **customers who commenced their journey**, you can rebook according to the Order of Selecting Flights for the ReProtection - Transatlantic section below. **Change fees and additional collection are waived. If your customers are NOT admitted to the connecting countries for not meeting those countries ENTRY requirements, Air Canada will not be responsible for any expenses, and further changes to tickets will be per applicable fare rule.**
- **Final destination is USA**

For customers **transiting** in Canada, with a final destination in the USA, for example CMN-YUL-MIA, rebooking is permitted as transiting customers are exempt from meeting Canada entry requirements but required to meet United States entry requirements.
- **Change of Origin/Destination, i.e. no longer travelling to/from Morocco**

Customers may choose to travel to/from an alternate Air Canada destination within ticket validity. Change fees are waived and ADCL will apply.



### Exception for travel originating from BRAZIL or for tickets Point of Sale BRAZIL, customers whose flights are cancelled due to COVID-19 (March 2020 – December 2021)

- ReProtection with no additional collection or change fee when tickets reissued by December 31, 2021
- Rebook same booking code up to M for Economy, and up to cabin availability for other cabins
- Travel must start on/before December 31, 2022
- **Refunds permitted.** Enter Refund Waiver **ACUSKEDCHG and the flight number** (e.g. ACUSKEDCHG0043) in the Refund Waiver Field, or an OSI, before you cancel the PNR, if the GDS does not have a Refund Waiver Code field.

## PROTECTION TRAVEL WINDOW RULES

If the customer decides the protection is not acceptable, they are permitted one free change (change fee and additional collection waived) within the rebooking window, or to cancel the booking and to keep the value as a credit (for travel to be completed within 24 months of the date of original issue).

Rule	Within Travel window	Outside Travel window
Advance purchase	Waive	Waive
Additional collection	Waive	Collect
Change fee	Waive	Waive
Min/Max stat	Waive	Apply fare rule

## PROTECTION GUIDELINES

Please enter waiver code **DUE SKCH** in the endorsement box of the ticket.

Rebook within the same cabin, starting with the original booking code. The following conditions must be met:

### Origin/Destination

- Must remain the same, **except** for AC operated flights, alternate AC stations can be offered to/from sister cities and any city within 200 miles. Example MIA and FLL, LYS and GVA are AC stations within a 200-mile radius.
- Change of connecting city permitted.
- With other airlines operated flights, AC can't offer alternate stations for OA flight protection when SKCH is initiated by other airlines.
- Same Global Direction must be respected (Exception: AC flights to India)

### Routing

- American citizens cannot be re-routed via Cuba.
- The transborder, transatlantic or transpacific carrier should always be Air Canada marketed and operated, or per the carrier indicated in the original booking. Refer to additional routing guidance below this table.
- The same original routing must be carried on to the new ticket.

### Waitlist

Permitted if original fare purchased permits.

### Length of stay must be maintained, or reduced

Customers can change departure or return date to preserve original length of stay for Air Canada tickets. Minimum and maximum stay may be waived.

### Guaranteed reservation for VIPs, Aeroplan Super Elite, Aeroplan 75K

Permitted.

### Economy Cabin

- Rebook same booking code or up to M for Basic, Standard, Flex, comfort, and up to Y for Latitude
- When only higher than M class is available, the customer is not eligible to have both the ADCOL and change fees waived. Customers can still select the flight by paying the applicable ADCOL. The change fee is waived.

### Premium Economy Cabin all markets | Premium Rouge Cabin International only

- Rebook same booking code up to O

For Premium Economy customers, when protection is on another airline that offers Economy, Business and First Class, you must rebook in Economy and request a refund for the difference [online](#)

### Premium Rouge Cabin for Domestic, Sun and Transborder

- Rebook up to J

For protection on another airline that offers Economy, Business and First Class, you must rebook Economy, and request a refund for the difference [online](#).

#### **Business and Signature Class Cabins** all booking class

- Rebook same booking code up to J

For protection on another airline that offers only Economy and First Class, you must rebook in Economy. Request a refund for the difference [online](#).

**Aeroplan Redemption tickets:** please contact the Aeroplan Contact Centre

#### **Downgrade**

See Cabin Change due to Downgrade section below.

## **UPGRADES**

Upgrade Type	Class	Air Canada	Other Airlines
AC BID and Last Minute Paid Upgrade	R	Up to J	Up to J
	N	Up to O	In any Premium Economy Class

## **ORDER of SELECTING FLIGHTS for the REPROTECTION**

1. Air Canada, Air Canada Express and Air Canada Rouge
2. Atlantic Joint Venture Partners (LH, UA, SN, LX, OS) for Trans-Atlantic routing only
3. AC\*/Codeshare flights (operated by Star Alliance)
4. Pure Star Alliance Partner flights, book lowest available booking code in the same cabin
5. AC\* codeshare flights (operated by OAL)
6. Other Airlines for itineraries in North America, the Caribbean, Mexico and Central America
7. Other Airlines for Australia and New Zealand only if AC Transpacific flights are not available. Protection on UA to/from/via Australia is **not** permitted.
8. Other pure Star Alliance, or pure OA: for Transatlantic, Transpacific and South America, the order of protection for using other carriers is **only as last option**, if no AC *over-the-water* flights are available.

#### **Note:**

- It is strictly not permitted to rebook customers on Westjet flights.
- Frequent Flyer Program tickets must **not** be re-protected on EK, QR, BA, KA, KL, JL, UL, CI, FJ
- Frequent Flyer Program tickets on Star Alliance carriers must **always** be rebooked in Frequent Flyer classes I, X and O

#### **Transpacific**

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:

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

If the customer has not yet commenced their journey:

- The over-the-water re-protection flight must be Air Canada operated and Air Canada marketed, or per the carrier indicated in the original booking.
- To/from Australia/New Zealand only: the over-the-water protection may be any OAL-operated (if no AC-operated, AC-marketed flight is offered and/or available, or UA-operated flight (excl. Australia). Connecting flights within the Asia & South-Pacific regions, may be operated by an OAL as per 'Order of selecting a flight for re-protection'. For OAL connectors, select the lowest available booking code within the same cabin.
- If the customer has commenced their journey, and re-protection is required for their return flights, the over-the-water and intra-Asia/South Pacific re-protection flight(s) must be Air Canada operated and marketed, or on any OAL as per the 'Order of selecting a flight for re-protection'. For OAL connectors, select the lowest available booking code within the same cabin.

## Transatlantic

For customers who **did not commence** their journey:

- Over-the-water protection flight **must** be Air Canada-operated, **or** Air Canada marketed flights operated by Lufthansa Group (LH, SN, LX, OS), **or** the carrier indicated in the original booking.
- Protection priority on connecting flights within EMEAI (Europe, Middle East, Africa, India):
  - 1<sup>ST</sup>: AC marketed flights operated by Lufthansa Group (LH, SN, LX, OS)
  - 2<sup>ND</sup>: any other airlines as per ORDER OF SELECTING FLIGHTS FOR THE REPROTECTION; select the lowest available booking code within the same cabin
  - To/from **IST** and **WAW**: AC marketed flights operated by Turkish Airlines, or LOT are **not** permitted
  - If there is insufficient availability on Lufthansa Group flights, LOT can be used between European hubs and Warsaw and intra-Poland, only in economy class O, U, L, W, V (lowest to highest)

For customers who **commenced** their journey, and require protection for their return flights, the Transatlantic protection flight **must** be rebooked on Air Canada operated and marketed flights. When not available, follow the **ORDER OF SELECTING A FLIGHT FOR REPROTECTION**. Connecting flights within EMEAI may be operated by any airline. Select the lowest available OAL booking code within the applicable cabin.

## South America

If the customer has not yet commenced their journey:

- The long-haul re-protection 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 commenced their journey, and re-protection is required for their return flights, the long-haul re-protection flight must be rebooked on Air Canada-operated or Air Canada-marketed or on any OAL as per the 'Order of selecting a flight for re-protection'. Connecting flights within South America may be operated by any OAL. Select the lowest available OAL booking code within the applicable cabin.

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

## CABIN CHANGE due to REGRADE

Due to an equipment change, and/or aircraft reconfiguration, customers may be involuntary regraded to a different cabin. 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.

### SKCH notification more than 3 days (72 hours) prior to departure

#### Option 1: Customer wants to stay in Original Cabin of Service

- Rebook the customer on another flight with the same routing in their original cabin of service
- Exchange the ticket using involuntary Exchange flow for SKCH (keep, original linear fare on the ticket)
- If not available, offer alternate routes via another gateway
- Compensation or refunds are not applicable

#### Option 2: Customer accepts the regrade from Original Cabin

- Rebook in the class of service of the downgraded cabin (Y or O)
- Exchange the ticket using involuntary Exchange flow for SKCH (keep original linear fare on the ticket)
- Once the travel is completed, request partial refund from Customer Relations

#### Option 3: Customer voluntary upgrade

- The customer is subject to additional collection; change fee is waived
- Quote using historical fare and exchange the ticket

### SKCH notification within 3 days (72 hours) of departure

- Rebook in the class of service of the downgraded cabin (Y or O)
- Exchange the ticket using involuntary Exchange flow for SKCH (keep original linear fare on the ticket)
- Refund and compensation will be provided once you have contacted Customer Relations

## REFUNDS

Refunds are permitted only for 014 tickets due to a schedule change on Air Canada, Air Canada Rouge, Air Canada Express, and AC\*OA, or Other Airlines, where:

- Departure or arrival time change of more than 3 hours (180 minutes)
- Involuntary cancellation of flight (with or without protection)
- Routing (origin/destination) or airport change
- Change from a non-stop itinerary to connecting flight or change results in more stops or connections.
- Schedule is no longer permitting same-day connection
- Schedule change creating a misconnection
- Enter Refund Waiver Code **ACUSKEDCHG** and the **flight number** (example ACUSKEDCHG0411) in the GDS Refund Waiver Field, or in an OSI, before you cancel the PNR, if the GDS does not have a Refund Waiver Code field.

## SAVE as FUTURE CREDIT or AIR CANADA TRAVEL VOUCHER/AEROPLAN POINTS

Customers **still 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 from date of original ticket issuance.

The following conditions apply when you rebook your customers:

- 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.
- Please enter waiver code **DUE SKCH** in the endorsement box of the ticket.

Depending on the type of tickets, customers may also have the option to transfer the value of tickets to ACTV, or Aeroplan points conversion.

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V18 – Sept. 24, 2021

## **EXPENSES**

Hotels will be provided if a schedule change, within Air Canada's control, forces a customer to overnight.