

FLASH

GOODWILL
POLICY



Change Fee Waiver

As of December 16, 2021 (V24)

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

Policy

Markets	All itineraries
Ticket Stock	014
Ticket Issue	Up to January 31, 2022
Original Travel Dates	Between March 1, 2020 - January 31, 2023
Rebooking Window	<p>For tickets issued on/before March 31, 2021: Travel must be completed within 24 months from the date on the last unused flight.</p> <p>For tickets issued/re-issued on/after April 1, 2021: Travel must be completed within 24 months from the date of issue of</p>

the original ticket.

Re-Protection Guidelines

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

Fare Rules	Policy Within Rebooking Window	Policy Outside Rebooking Window
Change Fee(s)	Waived	Applies
ADCL	Fare rules apply	Fare rules apply

Change of Origin/ Destination	Passengers may choose to travel to/from an alternate Air Canada destination within ticket validity. Change fees are waived and ADCL will apply.
Refunds	<p>As per fare rules. Any residual value is lost for non-refundable amounts.</p> <p>Passengers may choose to:</p> <ul style="list-style-type: none">• Hold for future travel credit (applicable to GDS bookings only).• Convert the remaining value towards Aeroplan points or store the remaining value on an Air Canada Travel Voucher.
Aeroplan Tickets	Please refer the customer to Aeroplan.
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 .

