

# FLASH



## FLASH - June 17, 2022

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### Reminder: Customer No-Shows

If your customer is no longer travelling, make sure to cancel their flight(s) prior to departure. Failure to do so will result in cancellation of their entire journey and their coupon(s) to be revoked/forfeited.

Customer no-shows will result in the following:

- Cancellation of all Air Canada pure and Air Canada marketed segments on the same booking.
- Forfeiture of all 014 coupons on Basic fares, Standard fares, Flex fares and Comfort fares.

This is applicable to all markets and for all points of sale.

Impacted bookings will be remarked:

- With SSR OTHS NOSHOW for cancelled segments.
- With SSR OTHS ETKT REVOKED BY AC DUE TO NOSHOW for forfeit coupons.

Revoked coupons cannot be reopened and any non-refundable taxes remain non-refundable.

## Reminder: CRS Booking and Ticketing Policy – Inventory Circumvention

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A friendly reminder, Air Canada manages inventory on an origin and destination (O&D) basis. Inventory that is available on a particular segment for one O&D, may not be available for another O&D, even though both O&Ds include the same segment as part of the itinerary.

To avoid getting your booking cancelled and/or receiving a debit memo, please review the following best practices, when searching for availability:

1. Request **only on available itineraries**, whenever possible.
2. Request for **all the segments inbound and outbound**.
3. If this is not possible, **requests should be in the same order as the travel dates** and should **contain all segments in the same bound**.
4. Using unwanted segments to extend the origin or destination and get more favorable availability is **strictly prohibited**

Thank you for your continued support and cooperation.

## Baggage Fee Changes

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Air Canada has revised its checked baggage policy for customers travelling to various markets.

We recommend you and your customers continue to visit our [Travel News and Updates](#) page to stay informed on our baggage fee changes.

Additionally, you and your customers can use our [checked baggage calculator](#) to determine free checked baggage allowances and any additional fees should they exceed it.

Carry-On - Travellers not sure what they can bring on board? Please remind them to review our [carry-on guidelines](#).

## Passenger Contact Information

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In accordance with IATA Travel Agency Handbook Resolution 830d and the Canadian Transportation Agency **Air Passenger Protection Regulations**, all travel service providers are required to include passenger contact information, and the **official language preference, English or French (/EN, /FR)**, of their choice in the SSR field of the Passenger Name Record (PNR) so that Air Canada can notify all travellers of schedule change, flight disruption, re-protection, Covid-19 requirements, delayed baggage and other day of travel service updates and notices.

In absence of the passenger contact information and language preference, passengers experience may be disrupted with impartial information, and/or information in incorrect language.

For GDS, Air Canada requires that all travel agents enter travellers' contact information in the PNR using industry standard SSR formats:

- SSR CTCM – Customer Mobile Number
- SSR CTCE – Customer Email Contact
- SSR CTCR – Customer has declined to provide information

For complete details, please refer to the [Air Passenger Protection Regulations Briefing Document](#).

## Air Canada Travel Voucher (ACTV) Inquiries

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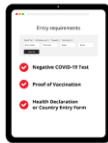
When submitting your ACTV inquiries to the Air Canada Sales Support team, it's important to include all the details so we can better assist you.

Please make sure that you always include the following information:

- Air Canada PNR
- Ticket number(s)

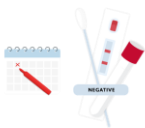
- Passenger name(s)
- Travel dates
- Date of initial ACTV request
- ACTV Submission Case Number (if applicable)

**Reminder:** New requests can take up to 10 weeks to complete depending on volume. We kindly request that you respect this timeframe prior to submitting your status inquiries.



### **Know the entry requirements before travel**

Please ensure your customers are aware of all necessary requirements for entry, exit from or transit through, each country/province on their itinerary regardless of if the flight is operated by Air Canada or another carrier.



### **Get tested on time**

There are many types of COVID-19 tests. Not all are accepted by a given country, and not all testing entities provide the same tests. Ensure that your customers are aware of the required test and testing time frame for their destination.



### **Arrive early**

With COVID-19 travel requirements adding extra steps to the travel journey, it is more important than ever that your clients arrive at the airport on-time for their flight. [Click here](#) for check-in and boarding times, and more information to help your clients arrive on time.

You and your customers can refer to our [Travel Ready hub](#) which highlights important information.

## Important: Our Policies

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We encourage you to refer to our [Agent Reference page](#) for the latest versions of our policies.

Latest updates:

- [CRS Booking and Ticketing Policy](#)
- [Debit Memo Policy](#)

