

FLASH



July 6, 2022

Change to Flexible Booking Policy

We would like to draw your attention to changes to our Flexible Booking Policy, which takes effect today, July 6th.

As a reminder, Air Canada offers a variety of fare options, allowing you and your customers to choose the exact features that best meet their needs. It's a new way to fly - their way!

Here is what you should know:

Tickets issued/re-issued on/before July 5, 2022, for travel booked on/after March 1, 2020 and up to July 5, 2023:

Highlights – all fares:

- Customers may change their travel.
 - No change fee will be charged for the one-time change. If the new fare is higher, additional collection will apply; if the new fare is lower, the residual value will be lost
- Eligible customers may cancel their booking and use the value (FTC) towards a booking made at a later date.
 - When the customer makes their new booking, no change fee will be charged. If the new fare is higher, additional collection will apply; if the new fare is lower, the residual value will be lost.

- Eligible customers may choose to convert the full value towards Aeroplan points or on an Air Canada Travel Voucher.
- Ticket validity is 24 months from the original date of issue. For example, tickets originally issued on July 5, 2022 will expire July 5, 2024.

Tickets issued/re-issued on/after July 6, 2022, for travel July 6 onwards:

Highlights for all fares except Basic:

- Customers may change their travel. Change fees and additional collection may apply as per fare rules.
- Customers may cancel their booking and use the value (FTC) towards a booking made at a later date.
 - When the customer makes their new booking, change fees and additional collections will apply as per fare rules.
- Eligible customers may choose to convert the full value towards Aeroplan points or on an Air Canada Travel Voucher.
- Excludes Basic fares.
- Ticket validity is 12 months from the original date of issue. For example, tickets originally issued on July 7, 2022 will expire July 7, 2023.

Highlights for Basic fares:

- Customers are unable to change their travel plans.
- If customers cancel their reservation, the value cannot be applied to a future reservation and will not be refunded.
- Conversion towards Aeroplan points or an Air Canada Travel Voucher is not permitted.

Update: Change Fees on North America/SUN Markets

Any-time change:

- Flex fare: Free
- Standard fare: \$100

