

## Refund and Exchange Policies for GDS Tickets

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INVOLUNTARY - WAIVER CODES		
REFUND		
TRAVEL date	Applicable for	Waiver code
From 01NOV23 to 30APR24	<ul style="list-style-type: none"> <li>Date change</li> <li>Aircraft change resulting in the loss of a Club class seat</li> <li>Change from a direct flight to a connecting flight</li> <li>Schedule change resulting in an arrival at destination 3 hours or more than the initial scheduled arrival.</li> <li>Flight Cancellation by TS.</li> </ul>	W2324CXLRFND
From 01MAY24 to 31OCT24		S24CXLRFND
EXCHANGE		
TRAVEL date	Applicable for	Waiver code
From 01NOV23 to 30APR24	<ul style="list-style-type: none"> <li>Date change accepted by pax</li> <li>Date change, passenger may choose a different date other than proposed (no fare difference applicable if the new date is +/- 7 days from original date)</li> <li>Passenger may also change destination (no fare difference applicable if the new destination is +/- 7 days from original date in the same country, otherwise the fare difference applies)</li> </ul>	W2324RIS
	<ul style="list-style-type: none"> <li>Change of flight number</li> </ul>	W2324DAY
	<ul style="list-style-type: none"> <li>Change of flight number</li> </ul>	W2324NUM
From 01MAY24 to 31OCT24	<ul style="list-style-type: none"> <li>Date change accepted by pax</li> <li>Date change, passenger may choose a different date other than proposed (no fare difference applicable if the new date is +/- 7 days from original date)</li> <li>Passenger may also change destination (no fare difference applicable if the new destination is +/- 7 days from original date in the same country, otherwise the fare difference applies)</li> </ul>	S24RIS
	<ul style="list-style-type: none"> <li>Change of flight number</li> </ul>	S24DAY
	<ul style="list-style-type: none"> <li>Change of flight number</li> </ul>	S24NUM
	<ul style="list-style-type: none"> <li>Cancellation of TS domestic flights YUL-YVR / YVR-YUL / YUL-YYC / YYC-YUL with reprotection to PD flights, accepted by pax</li> </ul>	TSYUL24

### Conditions:

- In the case of an involuntary change (change of schedule, flight cancellation by the company, change of aircraft, etc.), the customer must accept or reject the proposed change with the travel agent within a maximum of 28 days from the notification.
- Once the change is confirmed and made, the ticket must be issued immediately, otherwise the reservation may be cancelled.
- These generic waiver codes may only be used for the reasons listed in this memo and will not be accepted for any other situation. The waiver codes should be included in the Endorsement Box to avoid ADMs
- Rebooking procedure: Travel agencies may make changes to their booking and reissue tickets on an even exchange basis and by entering the waiver code in the endorsement box of the reissued ticket. Reissue must be completed in same class of service and fare family. If the same class is unavailable, reissue in the next class available in the same fare family.
- If the same fare family is not available, please contact GDS support to have class of service/fare family opened.
- Rerouting procedure: Change of gateway permitted within the same country as originally booked.
- Refund procedure: Travel agencies may self-refund tickets by entering the waiver code in the Waiver Code box, Reason code field or Refund application Box
- Disclaimer: ADM disputes will not be honored if the above process was not fully respected

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VOLUNTARY CANCELLATION					
ISSUE date	Fare	Refundable	Applicable for	FTC	Waiver code
As of 26SEP23	Eco Flex Club Flex	Yes	Cancel as per terms and conditions up to 24 hrs prior to departure and receive a refund	No	No
	Eco Standard Club Standard	Yes	Cancel up to 24 hrs prior to departure with a \$200 fee per person, per segment (South, USA, within Canada) Or fee of \$300 per person, per segment (Europe), whether one way or round trip.		
	Eco Budget	No	100% non-refundable		
From 06OCT22 to 23SEP23	Eco Flex Club Flex	Yes	Cancel as per terms and conditions up to 24 hrs prior to departure and receive a refund	No	No
	Eco Standard Club Standard	Yes	Cancel up to 24 hrs prior to departure with a \$200 fee per person, per ticket (whether one way or round trip).		
	Eco Budget	No	100% non-refundable		
From 21APR22 to 03OCT22	Eco Flex Club Flex	Yes	Cancel up to 24 hrs prior to departure with no fee	No	No
	Eco Budget Eco Standard Club Standard	Yes	Cancel up to 24 hrs prior to departure with a \$200 fee per person, per ticket (whether one way or round trip).		
MODIFICATION					
ISSUE date	Fare	Exchangeable	Applicable for	FTC	Waiver code
As of 26SEP23	Eco Flex Club Flex	Yes	Change of destination or travel date possible up to 24h prior to departure with no fees, fare difference applicable. Name change not permitted.	No	No
	Eco Standard Club Standard	Yes	Change of destination or travel date possible up to 24h prior to departure with fees of 100\$ per person and per direction, fare difference applicable. Name change not permitted.		
	Eco Budget	No	Changes not permitted		
From 06OCT22 to 23SEP23	Eco Flex Club Flex Eco Standard Club Standard	Yes	Change of destination or travel date possible up to 24h prior to departure with no fees, fare difference applicable. Name change not permitted.	No	No
	Eco Budget	No	Changes not permitted		
From 21APR22 to 03OCT22	All	Yes	Change of destination or travel date possible up to 24h prior to departure with no fees, fare difference applicable. Name change not permitted.	No	No

Conditions:

- The ticket must be issued immediately after any change, otherwise the reservation may be cancelled.
- Valid on individual bookings only
- Fare difference is per person, per direction. No refund will be given if the price is lower than the original price.
- No refunds for cancellations within 24 hrs of departure. If the client decides to cancel the booking, refund will be permitted as per terms and conditions of the ticket unless it's FTC.
- For tickets issued within the dates of the Book with Peace of Mind offer, future travel credit (FTC) has no expiry date and is fully transferable.