

# GOODWILL POLICY



## Flexible Rebooking Policy: Middle East Unrest

As of February 28, 2026

Air Canada has implemented a Goodwill Policy to offer flexible rebooking options due to Middle East Unrest.

### Policy

Markets	All itineraries to/from/through <b>DXB</b>
Ticket Stock	014
Ticket Issue	All tickets issued on/before <b>February 27, 2026</b>
Original Travel Dates	Between <b>February 27, 2026</b> , and <b>March 5, 2026</b>
Rebooking Window	Between <b>February 28, 2026</b> , and <b>March 12, 2026</b>

### Re-Protection Guidelines

Customers are permitted **one free change** as per the following guidelines up to **2 hours before departure**. Rebooking is only permitted on **Air Canada Operated flights**.

Fare Rules	Policy Within Rebooking Window	Policy Outside Rebooking Window
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<b>Change Fee(s)</b>	Waived	Waived
<b>ADCL</b>	Waived if rebooked in the same cabin	Fare rules apply

<b>Change of Origin/Destination</b>	Customers may choose to travel to an alternate Air Canada destination, change fee waived but ADCOL applies.
<b>Endorsement</b>	For Call Centres and Travel Agencies, use <b>ACADXBFE26</b> when processing a ticket exchange for GDS issued tickets. Endorsement is not required for NDC, AC Connex and ADO issued tickets.
<b>Refunds</b>	As per fare rules.
<b>Aeroplan Tickets</b>	Please refer the customer to Aeroplan for handling (refer to <a href="#">Aeroplan - Contacts</a> for the Aeroplan Schedule Change phone number).
<b>Additional Details</b>	For any itinerary with a flight cancellation, please follow the procedures outlined in the <a href="#">Schedule Change</a> or <a href="#">Flight Disruption Policy</a> .



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For online bookings, please refer to the booking flow by clicking on the search option in order to see the final price/breakdown or contact Air Canada Reservations at [1-888-247-2262](tel:1-888-247-2262). Certain international destinations may have taxes, fees or charges that must be paid at the point of origin or at departure. Please contact the nearest foreign government office of the country you plan to visit for definitive, up-to-date information. Country-specific and interactive passenger-specific information is also available at [jatatravelcentre.com](http://jatatravelcentre.com) and [travel.gc.ca](http://travel.gc.ca). Fees for optional services, such as itinerary changes, additional baggage, advance seat selection, or certain special service requests may increase overall cost. For more information, please consult [aircanada.com/us/en/aco/home/legal/products-and-services](http://aircanada.com/us/en/aco/home/legal/products-and-services).

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