Schedule Change Policy - What to apply for?

Did AC **change/cancel** your flight ?

No → Does passenger still want to fly ?

- **Yes – Canadian citizen but want to postpone** → Apply: Change Fee Waiver Policy
- **Yes, BUT non-Canadian citizen** → Apply: Change Fee Waiver Policy

Apply: Change Fee Waiver Policy

Bookings made up to: **April 15, 2020**

For Travel dates up to: **April 30, 2021**

- One free change allowed - ENDO: **CHNGFEE20**
- Complete new travel by **April 30, 2021**
- Any fare difference to be collected
- Any residual fare due to a lower fare difference will be lost
- Any refunds - as per fare rules

Yes

WHEN did AC change/cancel your flight ?

- On or **before** 18-March-2020
  - Normal AC SKCH Policy applies
  - Including full refunds
- On or **after** 19-March-2020
  - Special COVID-19 Addendum applies:
  - **NO** automatic full refund
  - Save as Future Credit for up to 24 mths - start counting from date of the cancelled/changed flight
  - Anyone insisting on a refund - then treat as voluntary refund (only refundable as per fare rules)
  - Fare Difference **Applies**
  - ENDORSEMENT for reissue: **CV20VL22**

Further information can be found on Travel Agent Info