

FLASH

GOODWILL
POLICY



As of January 29, 2021

Air Canada has implemented the following Goodwill Policy for customers and groups booked on operating flights to/from the Caribbean and Mexico.

Policy

- Itineraries to/from: **ANU, AUA, BDA, BGI, CCC, CUN, CUR, CZM, FDF, GCM, GND, HAV, KIN, LIR, MBJ, MEX, NAS, PLS, POS, PTP, PTY, PUJ, PVR, SJO, SJU, SKB, SNU, SVD, UVF, VRA**
- Ticket stock: **014**
 - Ticket issued no later than **January 29, 2021**
 - Original travel dates: **Between January 30, 2021 and April 30, 2021**
 - Re-booking window: **Travel complete by May 31, 2021**

Re-protection Guidelines

All customers are permitted **one free change** per the guidelines below.

Policy Within Re-Booking Window

- Change fees **waived**.
- ADCL: Waived if rebooked in the same cabin to same origin and

destination with Air Canada Operated Flights.

Change of Destinations

- Passengers may choose to travel to/from an alternate Air Canada destination within ticket validity.
- Change fees are waived and ADCL will apply.

Refunds

Full refunds on unused tickets/ coupons and processed to original form of payment (fees waived).

Use Refund Waiver Code:

ACASUNGW21

Name Change

Allowed on wholly unused ticket only. The original booking needs to be cancelled and rebooked with a new name, then the ticket reissued. Change fee waived and ADCL will apply.

Policy Outside Re-Booking Window

- Change fees: **Waived.**
- ADCL: **Fare rules apply.**

Aeroplan Tickets

Please refer the customer to Aeroplan for all rescheduling.

Ticket Endorsement

Please add waiver code **SUNSUSPEND2021** to ticket endorsement box.

Additional Details

Passengers may choose to convert the value towards Aeroplan points or store the value on an Air Canada Travel Voucher. Details can be found [here](#).



✦ Flights operated by Air Canada Rouge. For more information, visit flyrouge.com.

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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. 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 latatravelcentre.com and 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.html

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