



## **SCHEDULE CHANGE POLICY** *for TRAVEL AGENTS*

A schedule change (SKCH) is defined as a flight cancellation, time change, flight number change, cabin change, routing/airport change or operating carrier change, which occurs **more than 48 hours** prior to original scheduled departure time.

Segment status changes (TK) must be actioned **within 14 days of the Schedule Change notification, or 7 days prior to departure**, whichever is earlier. This includes cancelling ticketed or un-ticketed segments with TK status code.

### **ELIGIBILITY**

- 014 tickets, all fare types
- Air Canada to Air Canada misconnection on the same day with separate tickets.
- Air Canada schedule change causing misconnection with other airlines on 014 tickets
- Other airlines schedule change on 014 tickets
- PNRs with payments, but not yet ticketed.

*This policy **does not apply** when Air Canada provides re-protection on flights with an earlier arrival time, and/or provides a better connection/connecting time that does not cause a misconnection.*

### **WITH AIR CANADA SCHEDULE CHANGE on OTHER AIRLINES' TICKETS**

- The Other Airline is responsible for handling the schedule change.
- Customers will be referred to the issuing travel agent/carrier.
- Air Canada sends a schedule change message to the booking source (GDS or OAL).
- The booking source will update the PNR with the new schedule information.
- The booking source will reissue the ticket if required and advise the customer of the changes.
- If the re-protection offered by Air Canada is unsuitable to the customer, the booking source or issuing agent/carrier will re-accommodate according to their ticketing policies.
- When re-protection is on another airline, your client is subject to the Other Airlines' baggage policy. Air Canada is not responsible for expenses related to Other Airlines' baggage fees.

### **TEMPORARY CANADIAN ENTRY REQUIREMENT (Hotel Quarantine)**

For international and transborder itineraries affected by a schedule change, if there is an intra-Canada connection, the onward connection must be booked to accommodate the mandatory 3-night hotel quarantine at the customer's first point of entry into Canada.

For customers exempt from the arrival testing and mandatory hotel stay, please add SSR in their PNR: SSR OTHS "EXEMPT FROM 3 NIGHTS HOTEL" and proceed with issuing their ticket.

## SCHEDULE CHANGE SUMMARY for tickets purchased, issued or reissued on/after APRIL 13, 2021

Scenario	May I Refund?	Is Change Fee Waived?
Flight departure time change of 3 hours or less	No	No
Flight departure time change of more than 3 hours	Yes	Yes
Involuntary cancellation of 3 hours or less from original departure time with protection	No	Yes
Involuntary cancellation of more than 3 hours from original departure time, with or without protection	Yes	Yes
Voluntary cancellation	As per fare rule	As per fare rule
Aircraft change that results in a cabin change	<b>No</b>	Yes
Change of operating carrier	<b>No</b>	Yes
Routing (origin/destination)/airport change	Yes	Yes
Not permitting a same-day connection	Yes	Yes
Schedule change creating a misconnection	Yes	Yes
UMNR	Yes	Yes

### Once a schedule change is accepted

Once a customer accepts the protection, further voluntary changes or refunds are as per the fare rules.

**Exception:** if the original flight goes through a schedule change and is subsequently reinstated back to original date/times, the customer can be rebooked on the original flight without penalty and remark the PNR.

### REPROTECTION TRAVEL WINDOW

Applicable to all Air Canada tickets (same or separate)

Unused tickets	+/- 30 days before/after original travel dates
Partially used tickets	+/- 30 days before/after original travel date of remaining coupon(s)
Resumed flights	Up to 30 days from the date when AC resumes service of a suspended route, or up to 30 days after blackout dates



### Exception for all travel to/from INDIA

- Original travel dates: April 23 – **July 31, 2021**
- Protection window: May 24, 2021 – November 30, 2021
- Blackout periods *from* India: August 1, 2021 to September 15, 2021
- Blackout periods *from* Canada: October 18, 2021 to October 31, 2021
- Rebook same booking code, up to M class, **provided outside of blackout periods**
- **If rebooking within blackout periods, additional collection applies (change fee waived)**
- Protection flights must be Air Canada non-stop, marketed and operated, between Canada and Delhi
- **Refund permitted:** Enter Refund Waiver ACUSKEDCHG and the flight number (e.g. **ACUSKEDCHG0043**) in the Refund Waiver Field, or an OSI if the GDS does not have a Refund Waiver Code field.



## Exception for travel originating from BRAZIL or for tickets Point of Sale BRAZIL, customers whose flights are cancelled due to COVID-19 (March 2020 – December 2021)

- Reprotection with no additional collection or change fee when tickets reissued by December 31, 2021
- Rebook same booking code up to M for Economy, and up to cabin availability for other cabins
- Travel must start on/before December 31, 2022
- **Refunds permitted.** Enter Refund Waiver **ACUSKEDCHG** and the **flight number** (e.g. ACUSKEDCHG0043) in the Refund Waiver Field, or an OSI if the GDS does not have a Refund Waiver Code field.

### REPROTECTION TRAVEL WINDOW RULES

If the customer decides the protection is not acceptable, they are permitted one free change (change fee and additional collection waived) within the rebooking window, or to cancel the booking and to keep the value as a credit (for travel to be completed within 24 months of the date of original issue).

Rule	Within Travel window	Outside Travel window
Advance purchase	Waive	Waive
Additional collection	Waive	Collect
Change fee	Waive	Collect
Min/Max stat	Waive	Apply fare rule

### REPROTECTION GUIDELINES

Please enter waiver code **DUE SKCH** in the endorsement box of the ticket.

Rebook within the same cabin, starting with the original booking code. The following conditions must be met:

#### Origin/Destination

- Must remain the same
- Change of connecting city permitted
- With Air Canada-operated flights, only alternate AC stations can be offered to/from sister cities and any city within 200 miles in the same country. Example, SKCH on AC to MIA, we can offer AC to FLL as both are AC stations and within 200-mile radius.
- With other airlines operated flights, AC can't offer alternate stations for OA flight protection when SKCH is initiated by other airlines.
- Same Global Direction must be respected (Exception: AC flights to India)

#### Routing

- American citizens cannot be re-routed via Cuba.
- The transborder, transatlantic or transpacific carrier should always be Air Canada marketed and operated, or per the carrier indicated in the original booking. Refer to additional routing guidance below this table.
- The same original routing must be carried on to the new ticket.

#### Waitlist

Permitted if original fare purchased permits.

#### Length of stay must be maintained, or reduced

Customers can change departure or return date to preserve original length of stay for Air Canada tickets. Minimum and maximum stay may be waived.

## Guaranteed reservation for VIPs, Aeroplan Super Elite, Aeroplan 75K

Permitted.

### Economy Cabin

- Rebook same booking code or up to M for Basic, Standard, Flex, comfort, and up to Y for Latitude
- When only higher than M class are available, the customer will not be eligible to have both the ADCOL and change fees waived. Customers can still select the flight by paying the applicable ADCOL. The change fee is waived.
- Rebook up to Y for Aeroplan redemption tickets

### Premium Economy Cabin all markets | Premium Rouge Cabin International only

- Rebook same booking code up to O
- Aeroplan: lowest booking code up to O. If the new flight does not offer Premium Economy, book Y. For Other Airlines, book Y.

For Air Canada Premium Economy customers with protection on other airlines that offers Economy, Business and First Class, you must rebook in Economy and request a refund for the difference [online](#)

### Premium Rouge Cabin for Domestic, Sun and Transborder

- Rebook up to J

For Air Canada Premium Rouge customers, with protection on another airline that offers Economy, Business and First Class, you must rebook Economy, and request a refund for the difference [online](#).

### Business and Signature Class Cabins all booking class

- Rebook same booking code up to J
- Aeroplan: lowest Business Class booking code up to J

For Air Canada's customers with protection airlines that offers only Economy and First Class cabins, you must rebook in Economy class. Request a refund for the difference [online](#).

### Downgrade

See Cabin Change due to Downgrade section below.

## UPGRADES

Upgrade Type	Class	Air Canada	Other Airlines
AC BID and Last Minute Paid Upgrade	R	Up to J	Up to J
	N	Up to O	In any Premium Economy Class

## ORDER of SELECTING FLIGHTS for the REPROTECTION

1. Air Canada, Air Canada Express and Air Canada Rouge
2. Atlantic Joint Venture Partners (LH, UA, SN, LX, OS) for Trans-Atlantic routing only
3. AC\*/Codeshare flights (operated by Star Alliance)
4. Pure Star Alliance Partner flights, book lowest available booking code in the same cabin
5. AC\* codeshare flights (operated by OAL)

Information subject to change without notice. ® Air Canada, Air Canada Express and Air Canada Rouge are registered trademarks of Air Canada. ® Aeroplan is a registered trademark of Aeroplan Inc. ™ Star Alliance is a trademark used by Air Canada under license. For involuntary changes made within 48 hours of departure, refer to the Flight Disruption policy.

V8 – June 10, 2021

6. For trans-Atlantic, trans-Pacific, and South America only, for other OAL; the order of protection for using other carriers (Star Alliance or OAL – excluding UA operated for Australia) is only as a last option if no AC over-the-water flights are available.

**Note:**

- It is strictly not permitted to rebook customers on Westjet flights.
- Frequent Flyer Program tickets must **not** be re-protected on EK, QR, BA, KA, KL, JL, UL, CI, FJ
- Frequent Flyer Program tickets on Star Alliance carriers must **always** be rebooked in frequent flyer booking codes I, X and O

**For Transpacific flights**

Transpacific flights are defined as an aircraft routing to/from an Asia/Pacific station that generally traverses the Pacific Ocean. Below Air Canada online airports are considered transpacific:

AKL Auckland	MEL Melbourne	SYD Sydney, AU
PEK Beijing	OSA Osaka	TPE Taipei
BNE Brisbane	ICN Seoul-Incheon	HND Tokyo Haneda
HKG Hong Kong	PVG Shanghai	NRT Tokyo Narita

If the customer has not yet commenced their journey:

- The over-the-water re-protection flight must be Air Canada operated and Air Canada marketed, or per the carrier indicated in the original booking.
- To/from Australia/New Zealand only: the over-the-water protection may be any OAL-operated (if no AC-operated, AC-marketed flight is offered and/or available, or UA-operated flight (excl. Australia). Connecting flights within the Asia & South-Pacific regions, may be operated by an OAL as per ‘Order of selecting a flight for re-protection’. For OAL connectors, select the lowest available booking code within the same cabin.
- If the customer has commenced their journey, and re-protection is required for their return flights, the over-the-water and intra-Asia/South Pacific re-protection flight(s) must be Air Canada operated and marketed, or on any OAL as per the ‘Order of selecting a flight for re-protection’. For OAL connectors, select the lowest available booking code within the same cabin.

**For Transatlantic flights**

If the customer has not yet commenced their journey:

- The over-the-water re-protection flight must be Air Canada-operated or Air Canada-marketed and operated by Lufthansa Group (LH, SN, LX, OS) per the carrier indicated in the original booking. Connecting flights within EMEA first priority re-protection is LH: AC\* codeshares operated by Lufthansa Group (LH, SN, LX, OS), then any OAL\* as per Order of Selecting flights for the Re-protection; select the lowest available booking code within the applicable cabin.
- Exception : AC\* operated by Turkish Airlines **TK**, or LOT **LO to/from** IST and WAW are not permitted
- If the customer has commenced their journey, and re-protection is required for their return flights, the Transatlantic re-protection flight must be rebooked on Air Canada operated and marketed, or on any OAL as per the ‘Order of selecting a flight for re-protection’. Connecting flights within EMEA may be operated by any airline. Select the lowest available OAL booking code within the applicable cabin.

## **Warsaw and Intra-Poland**

LOT Polish Airlines (LO) can be used between European hubs and WAW; protection on LO must only **economy** cabin only, from lowest to highest booking class O, U, L, W, V.

For OAL connectors, applicable carriers are as per the "Order of selecting a flight for protection". Ensure to select the lowest available booking code within the same cabin, up to the highest booking code within the same cabin.

## **For Flights to/from South America**

If the customer has not yet commenced their journey:

- The long-haul re-protection flight must be Air Canada-operated and Air Canada-marketed. Connecting flights within South America may be operated by OAL; select the lowest available booking code within the applicable cabin.
- If the customer has commenced their journey, and re-protection is required for their return flights, the long-haul re-protection flight must be rebooked on Air Canada-operated or Air Canada-marketed or on any OAL as per the 'Order of selecting a flight for re-protection'. Connecting flights within South America may be operated by any OAL. Select the lowest available OAL booking code within the applicable cabin.

**Note:** US Carriers are only permitted within North America and Caribbean.

## **CABIN CHANGE due to DOWNGRADE**

Due to an equipment change, and/or aircraft reconfiguration, customers may be downgraded from Signature/Business Class to Economy, from Signature/Business Class to Premium Economy or from Premium Economy to Economy.

The schedule change can be validated by reviewing the PNR history. The original segments show HK/WK and the protection shows SC in the economy cabin.

### **Option 1**

Customer wants to stay in the original cabin as booked (Signature Class/Business Class or Premium Economy)

- Rebook the customer on another flight with the same routing in Signature Class/Business Class or Premium Economy, as originally booked.
- If not available, re-route the customer via another gateway.
- No other compensation is offered.

### **Option 2**

When customers are notified of a downgrade at least 7 days prior to departure, a partial refund may be applicable (original cabin is not available or no reroute options are acceptable).

If a partial refund **is applicable**, confirm with the customer what kind of economy fare they want:

- Book in Y, and re-quote using historical fares.
- Specify the fare family required/requested, if the customer doesn't want the lowest fare.

If a partial refund is **not applicable** because the economy fare is higher than the original Business Class/Signature Class or Premium Economy fare:

- Advise your customers to fill out the Customer Relations online form once travel is completed.
- Exchange the ticket using Involuntary Exchange flow for SKCH (keeps the original linear fare on the ticket).

With schedule change done within **7 days of departure**, customers are entitled to a **refund**.

- Rebook in the class of service of the downgraded cabin (Y or O)
- Advise customers to request a refund via the Customer Relations [online form](#) once travel is completed.

## REFUNDS

### SKCH occurred on tickets issued on/after April 13, 2021

Refunds are permitted only for 014 tickets due to a schedule change on Air Canada, Air Canada Rouge, Air Canada Express, and AC\*OA, or Other Airlines, where:

- Departure time change of more than 3 hours (180 minutes)
- Involuntary cancellation of flight (with or without protection)
- Routing (origin/destination) or airport change
- Schedule is no longer permitting same-day connection
- Schedule change creating a misconnection
- Enter Refund Waiver Code **ACUSKEDCHG** and the **flight number** (example ACUSKEDCHG0411) in the GDS Refund Waiver Field, or in an OSI if the GDS does not have a Refund Waiver Code field.

### SKCH occurred on tickets issued before April 13, 2021 for travel on/after February 1, 2020

Refunds are permitted.

- If customers previously cancelled, voluntarily or involuntarily, they must request refund by June 12, 2021 at 23:59 ET.
- Enter Refund Waiver Code **ACUSKEDCHG** and the **flight number** (example ACUSKEDCHG0411) in the GDS Refund Waiver Field, or in an OSI if the GDS does not have a Refund Waiver Code field.

### SAVE as FUTURE CREDIT or AIR CANADA TRAVEL VOUCHER/AEROPLAN POINTS

Customers also have the option to cancel their reservation to retain for future use.

The credit will be valid for travel to be completed up to 24 months from date of original ticket issuance.

The following conditions apply when you rebook your customers:

- Change fee will be waived when customer books new flight.
- If the new fare is lower, the residual value is lost.
- ADCOL applies if the new fare is higher.
- Some original taxes that are non-refundable will remain non-refundable and new taxes will be collected.
- Any taxes that are refundable and no longer applicable to the reservation will be refunded.
- Please enter waiver code **DUE SKCH** in the endorsement box of the ticket.

Depending on the type of tickets, customers may also have the option to transfer the value of tickets to ACTV, or Aeroplan points conversion.

## **EXPENSES**

- Hotels will be provided if a schedule change forces a customer to overnight.
- Hotel costs relating to COVID-19 schedule changes (defined as all schedule changes on/after March 19, 2020, and until further notice) will not be covered by Air Canada.