

# Air Canada wetlease arrangement with euroAtlantic Airways



Please be advised that due to the impact caused by the late delivery of the Boeing 787 aircraft in the Air Canada fleet, flights for travel to **Madrid, Bogota and Lima** from July 1<sup>st</sup> to August 6<sup>th</sup>, 2014 will be operated by euroAtlantic Airways during this period. The new flights will have an Air Canada flight number.

**There is no change to the rest of the current Air Canada schedule.**

## Impacted flights between July 1 and August 6, 2014:

- **Flights to/from Bogota**
- **Flights to/from Lima**
- **Four weekly flights to/from Madrid** (\*From Toronto Sunday/Tuesday/Wednesday/Friday. From Madrid, Monday/Wednesday/Thursday/Saturday).

## Agency notification of carrier change:

- Agencies will start to receive schedule change messages indicating the flight number has changed for PNRs that include the impacted flights
- GDS availability displays will show: OPERATED BY YU/EUROATLANTIC
- Messaging will also appear online at [www.aircanada.com/agents](http://www.aircanada.com/agents) advising of the new operating carrier

## Customer notification of carrier change:

- Air Canada will notify customers in the International Business Class cabin by phone
- Air Canada will notify customers in the Economy Class cabin by email
- Messaging will also appear online at [www.aircanada.com](http://www.aircanada.com) advising of the new operating carrier

| AIRPORT/ONBOARD PRODUCTS           |   |                       |                      |    |
|------------------------------------|---|-----------------------|----------------------|----|
| Online check-in                    | Yes   |                       |                      |    |
| Kiosk check-in                     | Yes   |                       |                      |    |
| Airport agent check-in             | Yes   |                       |                      |    |
| eUpgrades                          |   |                       |                      | No |
| Medical Assistance Desk            | Bookings will be accepted with an advisory that medical service requested is pending confirmation |                       |                      |    |
| AVIH/PETC                          |   |                       |                      |    |
| UMNR                               |   |                       |                      |    |
| Duty-free Shopping                 | Yes   |                       |                      |    |
| In-flight entertainment            | Yes on a main screen  |                       |                      |    |
| International Business Class cabin |   |                       |                      | No |
| Premium Economy cabin              | Yes   | Seat pitch: up to 48" | Configuration: 2x2x2 |    |
| Economy Class cabin                | Yes   | Seat pitch: 30"       | Configuration: 2x4x2 |    |

™ Air Canada rouge and Air Canada Express are trademarks of Air Canada.

©Aeroplan is a registered trademark of Aimia Canada Inc..2014/05/23 4:57 PM

## Customer impact and handling:

As per our Schedule Change Policy, customers with 014 tickets issued prior to May 21, 2014 have the following options:

| OPTION  |  |
|---|--|
| <b>Accept the schedule change</b>   | <ul style="list-style-type: none"><li>• Re-book International Business Class customers on impacted flights into Premium Economy.</li><li>• International Business Class customers are eligible for a refund of the difference between the paid fare and the lowest available Premium Economy N fare.</li><li>• To request the refund for the difference in fare, please contact Air Canada Refunds Services at <a href="mailto:refunds.services.remboursement@aircanada.ca">refunds.services.remboursement@aircanada.ca</a>.</li><li>• Mileage will be awarded based on the flown cabin.</li></ul> |
| <b>Re-route</b>   | <ul style="list-style-type: none"><li>• Re-route is permitted as per Air Canada's Schedule Change Policy</li><li>• For bookings made in the GDS, re-route and include the following in the OSI field "INVOL DUE SKCH ACP 672797"</li></ul>   |
| <b>Apply for a refund</b> if the new flights and suggested re-routing is not satisfactory | <ul style="list-style-type: none"><li>• To request the refund, please contact Air Canada Refunds Services at <a href="mailto:refunds.services.remboursement@aircanada.ca">refunds.services.remboursement@aircanada.ca</a>.</li></ul>   |

## Promotional code

As a result of the change to the operating carrier, a **15% promotional code** offer will be sent to the email address on file.

- To claim the NTP code, customers will be directed to [aircanada.com/flight/promocode](http://aircanada.com/flight/promocode). They will have 90 days to retrieve the code which can be applied to new tickets purchased for travel completed within the next 13 months.
- Customers will be required to enter their name, exactly as it appears on the booking. In the Flight number field, enter **AC9999** and in the Flight date field, enter **21/05/2014**. Customers will also be required to enter either their Booking Reference Number, Ticket Number or Aeroplan®/Frequent Flyer Number.
- The promotion code allows two customers per booking and applies to any flight operated by Air Canada, Air Canada rouge™, Air Canada Express™ or one of our codeshare partners. The promotional code is fully transferable. All travel must be completed within 13 months of retrieval of the code.