

2010 Reduced Rate Authorization (AD75) Program for International travel agents

Overview

AD75 authorization numbers entitle qualified agency personnel to a 75 % reduction on applicable fares when travelling on Air Canada, Air Canada Jazz, Central Mountain Air, Air Alliance/Air Georgian, Lufthansa and the Austrian Airline Group (*Austrian, Lauda Air, Tyrolean Airways and Rheintafflug*).

Fifty percent reduction (AD50) is also extended to the spouse of qualified agency personnel. The agency personnel and the spouse must travel all segments of the itinerary together and be booked on the same PNR.

A spouse is defined as legally married or common-law partner of the same or opposite sex.

Eligibility and Validity

The AD75/50 program is extended to agencies appointed by IATA for at least 12 consecutive months. Qualified personnel must be employed by the travel agency, without interruption, for 12 months before the travel date.

Qualified personnel also includes those employed for at least 3 months with a current agency, provided they were previously employed with another approved agency, and the employment interruption did not exceed 60 days.

— *Please consult the IATA resolution 880 in the IATA travel agents manual.* —

Agent ID Validation:

- For International travel: the IATA card remains the standard and is mandatory for travel on Air Canada, Lufthansa & Austrian and must be presented at time of check in.

*** Please note, in markets where an IATA card is not available, the travel agent should carry their business card or a letter confirming their employment on agency letterhead, including the date of employment and signature of the manager.**

However, please advise the travel agent that it is not guaranteed that the letter or business card will be accepted by the airport agent.

Ticketing Rules and Regulations

- Travel agents must send their applicable form as per IATA Resolution 880 to their local Air Canada Sales office for approval. Then, the Air Canada Sales office or GSA location will make the booking, price the itinerary and issue the ticket with the authority number provided by Air Canada.
- Your 2010 AD75/50 authorization is valid for outbound departure up to and including **January 31, 2011**.
- Please review the fare rule to ensure it permits an agent discount.
- Travel agent and spouse must travel all segments, from point of origin to point of destination, on the same PNR.
- For travel in Executive Class and Executive First:
 - Book in Z class and price using the J fare
 - You can only book confirmed travel within 72 hours of departure for each segment. For segments with departures beyond 72 hours of booking, you must book and ticket in B class, and once you are within 72 hours of that segment's departure, you can upgrade the segment to Z class.
- When using an AD50 authorization in Economy Class, Executive Class, or Executive First, you may book the entire PNR within 21 days of the first outbound flight.
- Reservations and ticketing are subject to Air Canada AD75/50 rules and conditions, in addition to the published fare rule.

Economy Class and Executive Class/Executive First

A ticket time limit applies to all unrestrictive fares booked in J, C, D, Z and Y class. Ticketing is required 3 days prior to departure, or within 24 hours for bookings made within 3 days of departure. This is applicable:

- Starting April 29, 2010, for travel within Canada and between Canada and U.S.
- Starting May 27, 2010, for international travel

Bookings will be monitored via the Air Canada automated Flight Firming Tool which searches for un-ticketed PNRs passed their ticketing deadline.

You will receive an automated message a few days in advance of the ticketing deadline for your un-ticketed PNRs. Please remember to action your queues and provide ticket number (s) by the required date to prevent PNR cancellation.

Cancel and rebook to secure space outside the ticketing deadline is not permitted.

	Air Canada Air Canada Jazz	Lufthansa Austrian (operated by LH OS)
First Class	n/a	O <i>Contact local LH sales office for approval.</i>
Executive Class <i>North America</i>	Book in Z class within 72 hours of each segment. Price using J fare	Lufthansa: Z Austrian: R
Executive First <i>International</i>	Book in Z class within 72 hours of each segment. Price using J fare	Lufthansa: Z Austrian: R
Economy Class <i>International</i>	<i>Y and B fares, book B class</i> <i>Please refer to fare rule to ensure an Agent Discount is permitted</i>	Lufthansa: S Austrian: N

Blackout Periods

Subject to change without notice.

Blackout periods apply **to each segment** of the itinerary. The most restrictive period apply to the entire journey.

Destinations	Blackout Periods	Important Notes
All Destinations	15DEC10 - 10JAN11	During blackout periods, standby travel permitted with AD75/50.
Canada - U.S.A. <i>Excluding Florida, Las Vegas, Hawaii, Puerto Rico</i>	31MAR10 - 05APR10	
Florida Las Vegas Hawaii Puerto Rico Caribbean Mexico	31MAR10 - 05APR10	<u>For Economy Class:</u> Blackout periods waived for travel within 72 hours of departure. APPLIES TO EACH SEGMENT.
Europe Tel Aviv India Asia Australia South America	12JUN10 - 31AUG10	<u>For Executive Class/First:</u> Regardless of travel period, AD75 must always be booked within 72 hrs prior to departure. APPLIES TO EACH SEGMENT.
OLYMPIC GAMES 2010 EXCEPTIONAL BLACKOUTS For ALL flights to Vancouver	11FEB10 - 12FEB10 20FEB10 - 21FEB10 28FEB10 01MAR10 - 02MAR10	

Ticketing

Please use one (1) authorization number for the travel agent and the spouse. An authorization number can only be used once.

Economy Class and Executive Class/Executive First

- Effective April 29th, 2010 for new bookings for travel within Canada and between Canada and USA made within 3 days of departure, ticket must be issued within 24 hours.
- Effective early May 2010 (date to be advised) for new bookings for travel to International destinations and made within 3 days of departure, ticket must be issued within 24 hours.

Tour Code	Must show the complete alpha-numeric AD75 authorization number. (for exemple: LON09001)
Not Valid After	Enter the last travel date authorized by the applicable fare When no maximum stay or mandatory return date apply, indicate 90 days after the date of issuance
Fare Basis/Ticket Designator	Enter applicable fare basis xx/AD75 or AD50 (example: Y/AD75)
Conjunction Tickets	Issue both yours and spouse tickets in conjunction
Commission/Itinerary	Enter '0' commission and the applicable itinerary code
Taxes Surcharges and Fees	All taxes, fees and surcharges apply
Form of Payment	Credit card payment only. Exception: Japan where cash is accepted in some instances.

For space available travel, in addition to the above procedures:

Flight, Date ,Time boxes	Enter OPEN
Status Box	Enter SA

Not allowed with AD75/50

Commission, Cash Rewards Frequent Flyer miles accumulation Waitlist and inventory clearance Denied boarding compensation VMPD/VMCO/MPD as payment Codeshare and charter flights	Advance Seat Selection PTAs Travel in Executive Class/Executive First with an infant Protection/rerouting on other carriers VATs Not combinable with any other promotions
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Interline transportation on carriers other than AC, LH, and OS

When interline carriers are part of a single reduced-rate journey, please contact the other airline for instructions regarding reduced rate transportation. Approval must be obtained from the other airline before you issue the ticket. Please cross-reference the other airline authorization or approval code in the endorsement box of the AC ticket and enter it in an OSI AC field of the PNR.

Other

Irregular Operations and schedule changes:	Protection/rerouting on other carriers not permitted.
Refund procedures:	Standard refund procedures apply, based on applicable fare rules
Check-in	Please advise the travel agent to allow sufficient time for check-in and be prepared to check all baggage that does not meet the airline' carry-on baggage rules.
When travelling to/from the U.S.:	Please ensure that sufficient time has been provided for U.S. Customs and Immigration formalities when pre-clearance is offered in Canada