TRAVEL AGENTS GUIDE

Welcome to your one-stop guide where you’ll find contacts, key information and everything you need, all in one place.

AIR CANADA • Your world awaits.
Welcome to your one-stop guide!

How can we help you?

Incorrect Form of Payment:
- Air Canada Sales Accounting, P.O. Box 1979, Winnipeg, MB, R3C 3R3
- Fax: 204 941-2803
- cathy.vangompel@aircanada.ca

Include:
- Ticket number, booking reference and contact information

An administration fee in the form of an ADM will be issued in the amount of $25, plus GST/HST/QST per ticket

Medical Desk:
- aircanada.com/agents
- "Information & Services tab (Special assistance)"
- 1 800 667-4732
- 48 hours prior departure

Meetings and Conventions:
- For registration: aircanada.com/conventions
- For contract inquiries: conventions.congres@aircanada.ca
- For bookings (once registered, include your event promotion code): aircanada.com/agents
- "Agent Reference tab (Meetings and Conventions Program)"

Name Correction:
- aircanada.com/agents
- "Agent Reference tab (Name Correction)"
- Agency Help Desk
- 3 business days prior departure

Pets in Cabin:
- aircanada.com/agents
- "Information & Services tab (Flying with your pet)"
- Agency Help Desk
- Within 24 hours of booking

Refund Services (post travel):
- aircanada.com/agents
- "Quick Links tab (Ticket Refund Application Form)"
- Air Canada Refund Services, P.O. Box 6475, Winnipeg, MB R3C 3V2

Schedule Change Policy:
- aircanada.com/agents
- "Agent Reference tab (Schedule Change Guidelines)"

Tax Exempt Bookings:
- aircanada.com/agents
- For eligible GST, HST, and QST exempt passengers
- Agency Help Desk
- For continuous journey bookings

Tickets, Receipts or Credit Card Queries:
- 204 941-2973
- Fax: 204 941-2803
- financeweb@aircanada.ca
- Include passenger name, record locator, city pair, travel date, credit card and ticket numbers

Travel Agency CIC Reference:
- Apollo: L@AC-CIC/*170
- Worldspan: @AC@G/170
- Sabre: @QAC/ZZCIC*170
- Amadeus: 1AC/CIC*170
- Agency Help Desk
- For continuous journey bookings

Schedule Change Policy:
- aircanada.com/agents
- "Agent Reference tab (Schedule Change Guidelines)"

*Subject to change without notice. Restrictions may apply. For more information or other inquiries, refer to the Agent Reference section at aircanada.com/agents or contact your Agency Help Desk.