

Travel Advisory

Peru Flooding– Goodwill Policy – March 2017

Situation

As a result of flooding in specific areas in Peru, Air Canada has implemented the following Goodwill policy.

Policy

Markets	Ticket Stock	Ticket was issued no later than:	Original travel dates	Rebooking Window
Any itinerary that includes flights to/from LIM	014	March 17, 2017	March 17-18, 2017	Until April 1, 2017

Re-protection guidelines

Customers are permitted **one free change** per the guidelines below.

Fare Rule	Policy within re-booking window	Outside re-booking window
Change Fee(s)	Waived	Waived
Additional Collection (ADCL)	Waived if rebooked in the same cabin.	Fare rules apply
Rerouting	Permitted (change fees waived but ADCL applies)	Fare rules apply

- Re-protection on other carriers not permitted

Change of destination permitted

Passengers may choose to travel to an alternate Air Canada destination within ticket validity. Change fees will be waived but ADCL will apply. Once ticket has been re-issued, if there is residual value, it may be applied toward future travel on Air Canada.

Aeroplan tickets

Refer the customer to Aeroplan for handling.

ACV Customers with a Land/Tour Package

Refer the customer to ACV for handling

Refunds

As per fare rules

Endorsement

Peru Flooding Mar 2017