

# ONLINE PURCHASE NOW AVAILABLE FOR SEAT/ TRAVEL OPTIONS

Air Canada customers (including customers travelling on Air Canada rouge™ flights) can enjoy enhanced flexibility with the ability to purchase seats and travel options **online** regardless of where the ticket was originally issued.

- Effective **January 27, 2014**, you are able to purchase the following travel options online at [www.aircanada.com/agents](http://www.aircanada.com/agents) for your customers holding a GDS-issued 014 ticket :
  - Tango/Preferred seats
  - Maple Leaf™ Lounge access (all Maple Leaf and London Arrivals Lounge)
  - Meal vouchers

Previously, purchase of these travel options could only be made online if your customers ticket(s) were originally purchased at [www.aircanada.com/agents](http://www.aircanada.com/agents) or by contacting the Call Centre.

*Please note, customers with 014 tickets issued via Flight Pass, Mobile iPhone, AC2U and AC2UFlight Pass, are able to purchase Tango/Preferred seats, Lounge access (Maple Leaf and London Arrivals Lounge) and meal vouchers online at [www.aircanada.com/agents](http://www.aircanada.com/agents) and [www.aircanada.com](http://www.aircanada.com).*

SEAT/ TRAVEL OPTION PURCHASE	Channel	Seats		Lounge Access*		Meal voucher*
		Tango	Preferred	Maple Leaf	London Arrivals	
<b>Direct channels</b>	<a href="http://www.aircanada.com">www.aircanada.com</a>	✓	✓	✓	✓	✓
	<a href="http://www.aircanada.com/agents">www.aircanada.com/agents</a> purchases on <a href="http://www.aircanada.com/agents">www.aircanada.com/agents</a>	✓	✓	✓	✓	✓
	<a href="http://www.aircanada.com/agents">www.aircanada.com/agents</a> purchases on <a href="http://www.aircanada.com">www.aircanada.com</a>	✓	✓	✓	✓	✓
	Call Centres	✓	✓	✓	✓	✓
	All Airport	✓	✓	✓	✓	✓
	Flight Pass	✓	✓	✓	✓	✓
	Mobile iPhone	✓	✓	✓	✓	✓
	AC2U	✓	✓	✓	✓	✓
	AC2U Flight Pass	✓	✓	✓	✓	✓
	Aeroplan	✓	✓	✓	✓	✓
	Air Canada Vacations	TBD	TBD	TBD	TBD	TBD
	GDS	✓ Jan. 27	✓ Jan.27	✓ Jan.27	✓ Jan.27	✓ Jan.27
<b>In-direct channels</b>	OAL	TBD	TBD	TBD	TBD	TBD
	* As per the current process, travel options will only be offered if the routing/flight is eligible.					

## FEE SCHEDULE:

At launch, fees will be the same for all channels:

PREFERRED SEAT FEES		
Fare Products	North America	International
Tango fare	\$27-\$46	\$40-\$125
Flex fare	\$16-\$36	\$40-\$125
Latitude fare	N/A	N/A
TANGO SEAT FEE		
	Starting at \$27-46	N/A
MAPLE LEAF LOUNGE ACCESS (Departure lounge)		
Tango fare	N/A	N/A
Flex fare	\$50 CAD/USD	\$50 CAD/USD
Latitude fare	\$25 CAD/USD	\$25 CAD/USD
MAPLE LEAF LOUNGE ACCESS (Arrivals lounge)		
Tango fare	N/A	N/A
Flex fare	\$50 CAD/USD	\$50 CAD/USD
Latitude fare	\$25 CAD/USD	\$25 CAD/USD
MEAL VOUCHER (where applicable)		
Regardless of fares	Starting at \$7 CAD/USD	N/A

## Questions and Answers:

- Today, can agencies contact the Call Centre to purchase Tango/Preferred Seat /Maple Leaf Lounge access or Meal vouchers for GDS tickets?**
  - Yes, agencies can contact the Call Centre to purchase Tango/Preferred Seat
  - No, agencies cannot contact the Call Centre to purchase Maple Leaf Lounge access or Meal vouchers
- When agencies purchase any travel option for a GDS ticket via the Call Centre, what shows on their PNR?**

Agencies will see an SSR OTHS.
- How do agencies get a receipt for purchases made via the Call Centre?**

*Upon request*, the Call Centre agent will send an updated itinerary receipt which reflects the fees collected.
- After January 27, can agencies continue to contact the Call Centre to purchase Preferred Seats or Tango seats?**

Yes, however, to avoid lengthy delays due to high Call Centre volumes, we encourage agencies to book online.
- Can agencies purchase travel options for tickets issued by other airlines?**

No, agencies will be able to purchase travel options for 014 tickets only.
- How do agencies purchase travel options online?**
  - Log-in to [www.aircanada.com/agents](http://www.aircanada.com/agents) as they do today with their ADO credentials
  - Click on the *Manage My Bookings* link on the home page
  - Enter the PNR and passenger information as required
  - They will receive an error message. On the error message page, click the "get more information and see if it's available link" on that page
  - It will bring agencies back to the *Manage My Bookings* page where they will need to enter the information again
  - This will bring them to the Flight Booking page where they will be able to select the seat option for purchase.
- Will Air Canada take over ownership of the PNR when agencies purchase a travel option online?**

No.

**8. How will agencies get a receipt for the online purchases?**

A receipt will be sent to the email on file. If there is more than one email address on file, the receipt will be sent to email address that has “**notify**”, on the Air Canada PNR.

If there is no email on file, the agency will have to add an email address to the PNR while purchasing the travel option.  
*Agencies will not be able to complete the purchase process without entering an email.*

**9. In the event of a voluntary itinerary change, do agencies need to do anything to secure the travel option for their customers on the new flights?**

Agencies will NOT be required to take any action, this will be handled by Air Canada.

**10. If the reservation is cancelled **voluntarily**, will the travel option fee be refunded?**

- The Preferred Seat fees are refundable if the entire itinerary is cancelled or the segment is upgraded. Fees will automatically be refunded by Air Canada to the original form of payment.
- The Tango Seat/Maple Leaf Lounge/Meal vouchers fees are non-refundable.

If the original form of payment was CASH or Interac Online, customers will receive a cheque by mail.

**11. In the event of an IROP will the purchased travel option be transferred to the new flight(s)?**

In the event of an IROP, Air Canada will handle the transfer to the new flight (subject to availability). If no seats are available, then the customer would have to be manually re-seated at the airport (per current procedure). In some circumstances, where the customer does not get the benefit of the seat purchased, a refund request must be submitted to Air Canada Customer Relations.