

# GROUP POLICY AT A GLANCE

GROUP POLICY FOR NORTH AMERICA/INTERNATIONAL BOOKINGS (including non-peak travel) made on/after June 3, 2013			
DEFINITION	The minimum group size is ten (10) passengers traveling together to their destination on the same date and on the last outbound flight of their itinerary.	NAMES & TICKETING	<ul style="list-style-type: none"> <li>For Air Canada online, due 14 days prior to dep.</li> <li>For Air Canada online, groups <i>originating in the US</i> via the Atlantic OR for itineraries that include Atlantic JV partners due 30 days prior to dep. or at the time of booking for groups booked within 30 days of dep.</li> <li>For interline itineraries (excluding JV): due 45 days prior to dep. or at the time of booking for groups booked within 45 days of dep.</li> </ul>
BOOKING FEE	<ul style="list-style-type: none"> <li>\$100 CAD/USD per group</li> <li>Applicable upon receipt of signed contract for <u>TIDS agencies</u>. AC will collect the booking fee via authorized credit card. This fee is credited to the full payment amount at the time of ticketing.</li> <li>The booking fee <b>will not be collected from IATA/ARC agencies</b> at time of booking but the agency will be accountable if the file is cancelled.</li> </ul>	GUARANTEED FARE RULE	<ul style="list-style-type: none"> <li>The base fare and fuel surcharge that is quoted at time of original booking date is guaranteed.</li> <li>Taxes and fees are re-assessed at time of full payment</li> <li>Downgrades are not permitted</li> <li>Additional passengers (add-ons) will be quoted the same fare (if available) or at the next highest available fare</li> </ul>
DEPOSIT	<ul style="list-style-type: none"> <li>Standard Policy: <ul style="list-style-type: none"> <li>North America: \$100 CAD/USD per seat</li> <li>INTL: \$100 CAD/USD per seat</li> </ul> </li> <li>Due 60 days prior to dep.</li> <li>Due 90 days prior to dep. for groups originating in the USA via the Atlantic</li> <li><u>TIDS agency</u>: AC will collect the deposit via authorized credit card. This deposit will be credited to the full payment.</li> <li><u>IATA/ARC agency</u>: This non-refundable deposit will not be collected on the deposit due date but the agency will be accountable if the file is cancelled.</li> </ul>	NAME CHANGES	<ul style="list-style-type: none"> <li>Free before tickets are issued</li> <li>North America: \$50 CAD/USD per ticket after tickets are issued</li> <li>International: \$100 CAD/USD per ticket after tickets are issued</li> <li>Not permitted on interline itineraries</li> </ul>
FULL PAYMENT	<ul style="list-style-type: none"> <li>Due 30 days prior to dep. or at the time of booking for groups booked within 30 days of dep.</li> <li>For interline itineraries: due 45 days prior to dep. or at the time of booking for groups booked within 45 days of dep.</li> </ul>	TOUR CONDUCTORS	<ul style="list-style-type: none"> <li>Standard Policy: 1 in 20 (21<sup>st</sup> free)</li> <li>Permitted on interline itineraries via the Atlantic with LH, LX, OS and UA.</li> <li>Not permitted on all other interline itineraries</li> </ul>
FORMS OF PAYMENT	<ul style="list-style-type: none"> <li>TIDS agency: Credit Card</li> <li>IATA/ARC agency: BSP/ARC settlement</li> </ul>	MISCELLANEOUS	<ul style="list-style-type: none"> <li>Once a signed contract is received from a TIDS agency, tickets must be issued by Air Canada.</li> <li>All communication with the Groups Department is now via email: <ul style="list-style-type: none"> <li><a href="mailto:groups.canada.groupes@aircanada.ca">groups.canada.groupes@aircanada.ca</a> (for Canadian group PNRs)</li> <li><a href="mailto:groups.usa@aircanada.ca">groups.usa@aircanada.ca</a> (for US group PNRs)</li> </ul> </li> </ul>

# GROUP POLICY AT A GLANCE

ASIA/DELHI/TEL AVIV PEAK PERIOD GROUP POLICY: BOOKINGS MADE ON/AFTER JUNE 3, 2013 (excludes Australia/New Zealand)				
ATTRITION	<ul style="list-style-type: none"><li>Not permitted</li></ul>	MISCELLANEOUS	<ul style="list-style-type: none"><li>Once a signed contract is received from a TIDS agency, only Air Canada can issue the ticket.</li><li>All communication with the Groups Department is now via email:<ul style="list-style-type: none"><li><a href="mailto:groups.canada.groupes@aircanada.ca">groups.canada.groupes@aircanada.ca</a> (for Canadian group PNRs)</li><li><a href="mailto:groups.usa@aircanada.ca">groups.usa@aircanada.ca</a> (for US group PNRs)</li></ul></li></ul>	
BOOKING FEE	<ul style="list-style-type: none"><li>N/A</li></ul>			
DEPOSIT	<ul style="list-style-type: none"><li><b>Peak:</b><ul style="list-style-type: none"><li>\$500 CAD/USD per seat (Economy Class cabin)</li><li>\$100 CAD/USD per seat (Business Class cabin)</li></ul></li><li>Applicable upon receipt of signed contract.</li><li><u>TIDS agencies:</u> AC will collect the deposit via authorized credit card two (2) days after the signed contract is received. This fee will be credited to the full payment.</li><li><u>IATA/ARC agencies:</u> This non-refundable deposit will not be collected at time of deposit (14 days from booking date) but the agency will be accountable if the file is cancelled.</li></ul>	NAMES & TICKETING	<ul style="list-style-type: none"><li><b>Peak:</b> Online – 14 days prior to departure or at the time of booking for groups booked within 14 days of dep. Interline – 45 days prior to departure or at the time of booking for groups booked within 45 days of dep.</li></ul>	
		PEAK PERIODS	<ul style="list-style-type: none"><li>To Asia: June 20 – July 4//December 13-28</li><li>From Asia: June 15 – September 15//January 1 – 31</li><li>Non-stop travel to/from Delhi: November 1 – December 10</li><li>To/from Tel Aviv:<ul style="list-style-type: none"><li>March 30 – April 19</li><li>September 20 – October 15</li><li>December 15 – January 8</li></ul></li></ul> <p><i>Should any part of the itinerary fall within the above mentioned dates the peak period applies</i></p>	
FORMS OF PAYMENT	<ul style="list-style-type: none"><li>TIDS agency: Credit Card</li><li>IATA/ARC agency: BSP/ARC settlement</li></ul>	TOUR CONDUCTORS	<ul style="list-style-type: none"><li>Peak Policy: 1 in 25 (26<sup>th</sup> free)</li><li>Not permitted on all other interline itineraries</li></ul>	
GUARANTEED FARE RULE	<ul style="list-style-type: none"><li>The base fare and fuel surcharge that is quoted at time of original booking date is guaranteed.</li><li>Taxes and fees are re-assessed at time of full payment</li><li>Downgrades are not permitted</li><li>Additional passengers (add-ons) will be quoted the same fare (if available) or at the next highest available fare</li></ul>	FULL PAYMENT	Booking Date	Peak Period Rule
NAME CHANGES	<ul style="list-style-type: none"><li>Free before tickets are issued</li><li><b>Peak:</b> Not permitted</li><li>Not permitted on interline itineraries</li></ul>		91 or more days from departure	Full payment due 90 days prior to departure. Full payment is 100% non refundable and non transferable.
			90-61 days from departure	Full payment required. Full payment is 100% non refundable and non transferable.
			60-31 days from departure	Full payment and ticketing required. Full payment is 100% non refundable and non transferable.
			30 or less days from departure	Full payment and ticketing required. Full payment is 100% non refundable and non transferable.