

New name change flexibility.

Effective **May 1, 2015**, name changes will be permitted on Air Canada (014) tickets as follows:

- **All published fares for travel within Canada** operated by Air Canada or Air Canada Express™ regardless of ticket issuance date
- All Latitude fares, at no cost, customers can also make name changes for travel to the United States and SUN destinations on flights operated by Air Canada, Air Canada Express and Air Canada rouge™
- For Business Class Flexible fares that include a Corporate Contract number (CCN) or Air Canada Corporate Rewards (PN) tour code, customers can also make name changes at no cost for travel to the United States on flights operated by Air Canada, Air Canada Express and Air Canada rouge
- For Business Class Lowest and Flex fares that include a Corporate Contract number (CCN) or Air Canada Corporate Rewards (PN) tour code, customers can also make name changes for \$60 CAD for travel to the United States on flights operated by Air Canada, Air Canada Express and Air Canada rouge
- For Flex fares that include a Corporate Contract number (CCN) or Air Canada Corporate Rewards (PN) tour code, customers can also make name changes for \$60 CAD for travel to SUN destinations on flights operated by Air Canada, Air Canada Express and Air Canada rouge
- Bookings made via aircanada.com/agents or an approved ac2u channel
- Bookings made via the GDS

FEE SCHEDULE

	Tango	Flex	Latitude	Business Lowest	Business Flexible
CANADA					
Published fares	\$100 CAD	\$60 CAD	FREE	\$60 CAD	FREE
Tickets with CCN/PN code	\$100 CAD	\$60 CAD	FREE	\$60 CAD	FREE
CANADA - USA	-	\$60 CAD for tickets with a CCN or PN number	FREE for any ticket	\$60 CAD for tickets with a CCN or PN number	FREE for tickets with a CCN or PN number
SUN	-	\$60 CAD for tickets with a CCN or PN number	FREE for any ticket	-	-

***** Name change is not permitted on Aeroplan; non-tariff tickets or tickets issued by other airlines. *****

How do I process name changes?

For online (aircanada.com/agents/ac2u) bookings:

Contact the Call Centre at any time to process the name change.

For GDS bookings:

Contact the Call Centre within 72 hours of departure to process the name change. This allows you, the agency, to retain control of the PNR for as long as possible.

Stay tuned for details on the automation of our name change process.

Questions and Answers

Q. Can name changes be made to all fare products?

A. Yes for travel within Canada. You can make name changes to your customers' Tango, Flex, Latitude, Premium Economy and Business Class fares for travel **within Canada**

Q. Can name changes be made to Transborder itineraries?

A. Yes provided it is a Business Class, Latitude ticket or Flex ticket that has a Corporate Contract number (CCN) or Air Canada Corporate Rewards number (PN).

Q. Can name changes be made to SUN itineraries?

A. Yes provided it is a Latitude ticket or a Flex ticket that has a Corporate Contract number (CCN) or Air Canada Corporate Rewards number (PN).

Q. Can name changes be made to tickets that include an interline segment?

A. No – name changes apply to tickets where all segments are operated by Air Canada, Air Canada Express or Air Canada rouge.

Q. Can name changes be processed on tickets issued prior to March 20, 2014?

A. Yes, name changes can be processed on eligible itineraries regardless of issue date.

Q. Does this include corporate tickets with a CCN or PN number?

A. Yes.

Q. Is the name change fee charged to the original credit card?

A. Not necessarily, the agency can provide a new card to the Call Centre when processing the name change.

Q. Can name changes be made on partially-used tickets?

A. No, tickets must be totally unused.

Q. Can name changes be processed once the original travel dates have passed and there is no longer an active PNR?

A. Yes, create a new PNR and re-issue the tickets in the original customer's name. Once the file is created and the ticket is re-issued with the new dates, contact the Call Centre to process the name change.

Q. Can name changes be made on Flight Passes?

A. No – although eligible Flight Pass products permit name changes.

Q. Is there a limit to the number of name changes that can be made on a ticket?

A. Yes, one name change per ticket is permitted.

Q. Will the Air Canada record locator change if a name change is processed?

A. There is no change to the Air Canada record locator provided the original PNR is still active.

Q. Once a name change is processed, will existing seat assignment or ancillary products on file be impacted?

A. No, seat assignment and ancillary products on file will be retained providing the itinerary stays the same.

Q. What fees will apply when making a name change and an itinerary change?

A. The fee for the name change and the itinerary change will apply as well as any applicable additional collection.

EARN with Air Canada

- Earn **4%** for every Flex, Latitude and Premium Economy ticket you sell **online** for travel within Canada.
- Earn **4%** for every Flex, Latitude and Premium Economy ticket you sell **via an ac2u channel** for travel within Canada.
- Earn **4%** for every Flex, Latitude and Premium Economy ticket you sell **on your GDS** for travel within Canada.
- Earn **4%** for every Business Class ticket you sell **online, via an ac2u channel or GDS** for travel within Canada.
- Earn **4%** for every Domestic Flight Pass product you sell.
- Earn **5%** on group bookings (all fares) for travel within Canada and transborder.



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