



SCHEDULE CHANGE GUIDELINES FOR TRAVEL AGENTS

A schedule change (SKCH) is a flight cancellation, time change, flight number change, routing/airport change or operating carrier change which occurs **more than 48 hours prior to the original scheduled departure time**. These guidelines have been established to address the re-protection of your clients affected by such schedule changes.

POLICY AND CONDITIONS

Air Canada will re-protect your clients:

- Applicable to 014 tickets issued prior to the schedule change
- All fares
- AC to AC misconnection on the same day with separate tickets
- AC schedule change causes misconnection with OAL on 014 ticket stock
- OAL schedule change on 014 ticket stock
- Applicable to tickets with payment on the PNR but not ticketed.
- Once customers accept the re-protection, further voluntary changes or refunds are as per the fare rules
 - Exception: if the original flight goes through a schedule change and is subsequently reinstated (back to original date/times), the customer can be rebooked back on the original flight without penalty and remark the PNR
- If the customer decides the re-protection is not acceptable, they are permitted one free change (the additional collection and change fee are waived) within the rebooking window or refund
- Not applicable if AC provides a better connection/connecting time and/or earlier arrival time, that does not cause a misconnection
- For AIR MILES bookings, regular Air Canada Schedule Change Policy applies.
- If outside the rebooking window, only the change fee is waived; additional collection applies.
- Not applicable if the customer has made voluntary changes following the acceptance of a previous schedule change.
- Hotels will be provided if a schedule change forces a customer to overnight.

Re-protection Window

North America travel window (including Hawaii)	+/- 3 days before/after original travel dates
International travel window (including Sun)	+/- 7 days before/after original travel dates

The following fare rules apply to all 014 tickets (same or separate tickets), including for non-changeable tickets (for example, Basic):

Rule	Within Travel window	Outside Travel window
Advance Purchase (APUR)	Waive	Waive
Additional Collection (ADCL)	Waive	Collect
Change Fee(s)	Waive	Waive
Min/Max Stay	Waive	Apply fare rule

RE-PROTECTION GUIDELINES

Rebook within the same cabin, starting with the original booking code and also consider the following:

Origin/destination	<ul style="list-style-type: none"> • Must remain the same • Change of connecting city permitted • <u>AC-operated flights</u>: only alternate AC stations can be offered to/from sister cities and any city within 200 miles in the same country. For example: SKCH on AC to MIA, we can offer AC to FLL as they are both AC stations and within 200-mile radius. • <u>OAL-operated flights</u>: original origin/destination only; we cannot offer alternate stations for OAL flight protection when an OAL is the carrier with the SKCH.
Routing	<ul style="list-style-type: none"> • American citizens cannot be re-routed via Cuba • The Transpacific carrier should always be Air Canada-operated and Air Canada-marketed.
Waitlist	Permitted if original fare purchased permits it.
Length of stay	Customer will have the option to change departure or return date to preserve original length of stay for 014 ticket stock. Minimum and maximum stay may be waived. The return portion must be booked on original routing and carrier(s), as the return portion is not affected by a schedule change. Enter in the endorsement box: SKCH.
Guaranteed reservation for VIPs, Super Elite 100K, Elite 75K	Permitted.
Economy Cabin	<ul style="list-style-type: none"> • Basic/Standard/Flex/comfort: rebook same booking code up to M • Latitude: rebook up to Y • Aeroplan: lowest booking code up to Y
Premium Economy	<ul style="list-style-type: none"> • Rebook same booking code up to O

<p>Cabin (All markets)</p> <p>Premium Rouge Cabin (International only)</p>	<ul style="list-style-type: none"> • Aeroplan: lowest booking code up to O (same cabin); if the new flight does not offer <i>Premium Economy</i>, then Y (Economy cabin). Must be booked in Y on pure OAL <p>Customers booked in <i>Premium Economy</i> on Air Canada and the protection is on an airline that offers economy and First Class or Business cabins, Air Canada cannot protect in First Class or Business. The protection must be in the Economy and a refund can be requested for the difference on a deferred basis.</p>
<p>Premium Rouge Cabin (Domestic, Sun and Transborder)</p>	<ul style="list-style-type: none"> • Rebook up to J <p>Customers booked in <i>Premium Rouge</i> on Air Canada and the protection is on an airline that offers economy and First Class or Business cabins, Air Canada cannot protect in First Class or Business. The protection must be in the Economy and a refund can be requested for the difference on a deferred basis.</p>
<p>Business Class Cabin (all booking classes)</p>	<ul style="list-style-type: none"> • For eUpgrades, AC Bid (AC Instant Upgrade): Refer to Upgrade section below • Rebook same booking code up to J • Aeroplan: lowest Business Class booking code up to J <p>Customers on Air Canada and the protection is on an airline that offers Economy and First Class cabins only, Air Canada cannot re-protect in First Class. The protection must be in economy and a refund can be requested for the difference on a deferred basis.</p>
<p>Downgrade</p>	<p>See <i>Cabin Change due to Downgrade</i> section below.</p>

- For bookings made on aircanada.com/agents or AC2U, Air Canada will re-protect your clients affected by a schedule change and send a message to the original booking source.
- **Although Altéa will show West Jet (WS) flight in availability, it is strictly not permitted to rebook customers on WS flights.**
 - You must reissue the ticket and enter in the endorsement box: **DUE SKCH**
 - For flight number changes and/or date changes, tickets **do** require re-issue.
 - For a time change only, tickets **do not** require reissue.
 - Schedule changes should be actioned as soon as possible and at least 48 hours prior to departure.
 - If the re-protection provided is unsuitable, you may offer alternate Air Canada flights as per the Order of Selecting a Flight for Re-protection below.
 - If processing a refund due to schedule change, apply waiver code: **ACUSKEDCHG** along with the flight number.
 - Example: ACUSKEDCHG**871**
 - If the Schedule Change involves an OAL flight, then the OAL flight number should be noted along with the date and routing.

ORDER OF SELECTING A FLIGHT FOR RE-PROTECTION

1. Air Canada, Air Canada Express™ and Air Canada rouge™
2. AC*/Star Alliance™ (AC marketed codeshare operated by a Star Alliance partner), except for AC*/CA flights
3. Permitted carrier as per routing allowed in original ticketed fare rules
4. Pure Star Alliance (booked in lowest available booking code in the same cabin)
5. Pure OAL with interline e-ticket agreement (booked in lowest available booking code in the same cabin)

RE-PROTECTION EXCEPTIONS

- Itineraries including TLV.

UPGRADES

Upgrade Type		Air Canada	OAL
eUpgrade	(R)	Up to J	Up to Y
	(N)	Up to O	
AC Bid	(R)	Up to J	Up to J
	(N)	Up to O	In any premium economy class

You may contact Aeroplan to use your client's Aeroplan Miles in order to redeem for a Star Alliance Upgrade Award if your client wishes to travel in Business Class on a Star Alliance partner.

OAL TICKET STOCK – AIR CANADA SCHEDULE CHANGE

- Customers will be referred back to the issuing travel agent/carrier.
- Air Canada sends a schedule change message to the booking source (GDS or OAL).
- The booking source will update the PNR with the new schedule information.
- The booking source will reissue the ticket if required and advise the customer of the changes.
- If the re-protection offered by AC is unsuitable to the customer, then the booking source or issuing agent/carrier will re-accommodate according to their ticketing policies.

CABIN CHANGE DUE TO DOWNGRADE

Customers may be downgraded from Signature/Business Class to Economy, Signature/Business Class to Premium Economy or Premium Economy to Economy, due to an equipment change and/or aircraft reconfiguration.

The schedule change can be validated by reviewing the PNR history (the original segments

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show HK/WK and the protection shows SC in the economy cabin).

OPTION 1: STAY IN THE ORIGINAL CABIN OF SERVICE

The customer wants to stay in Signature Class/Business Class or Premium Economy as originally booked:

1. Rebook the customer on another flight with the same routing in Signature Class/Business Class or Premium Economy, as originally booked.
2. If not available, re-route the customer via another gateway.
3. No other compensation is offered.

OPTION 2: DOWNGRADE FROM ORIGINAL CABIN

The customer's original cabin is not available or no reroute options are acceptable.

1. If the customer is notified of the downgrade at least 7 days prior to departure, a partial refund may be applicable.

A. If a partial refund is applicable:

Confirm with the customer what kind of economy fare they are looking for:

- Book in Y
- Quote using historical fares
- Specify the fare family required/requested if the customer doesn't want the lowest fare

B. If a partial refund is not applicable:

If the economy fare is higher than the original Business Class/Signature Class or Premium Economy fare:

- Advise your customers to fill out the Customer Relations online form once travel is completed.
- Exchange the ticket using the Involuntary Exchange flow for SKCH (keeps the original linear fare on the ticket).

2. If the customer is notified within 7 days of departure, customers are entitled to a refund as per the below grid.

- Rebook in the class of service of the downgraded cabin (Y or O)
- Advise customers to fill out the Customer Relations online form once travel is completed.

Original Class	Class Travelled		
	Business Class	Premium Economy/Premium Rouge	Economy
Signature Class	<ul style="list-style-type: none"> • Transborder: CAD315 (lie-flat surcharge) 	<ul style="list-style-type: none"> • Transborder: CAD315 (lie-flat surcharge) or 50% of the base fare of affected coupon, 	

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	<ul style="list-style-type: none"> International: 50% of the base fare of affected coupon 	<ul style="list-style-type: none"> International: 50% of the base fare of affected coupon 	whichever is higher
Business Class	N/A	N/A	50% of the base fare of affected coupon
Premium Economy/Premium Rouge	N/A	N/A	50% of the base fare of affected coupon

REFUNDS

- If an acceptable re-protection cannot be found due to an AC schedule change (of more than 60 minutes or if only a change of operating carrier), or due to an OAL schedule change which does not permit a same-day connection, and the situation is not outside carrier's control, a refund without penalty will be permitted for unused coupons. Apply waiver code: **ACUSKEDCHG** along with the flight number.
- If a customer is unhappy with the change from AC to AC Rouge and no longer wishes to travel, a refund on unused coupons will be calculated. Verify the PNR to confirm that they were originally booked on AC then transferred to AC Rouge due to a schedule change.
- Refunds are processed back to the original form of payment.
- Refunds are applicable only for 014 tickets.
- If, due to an aircraft change, a customer is downgraded to a lower cabin, they may be entitled to a partial refund. Refer to the *Cabin Change due to Downgrade* section above.
- For 014 tickets only: if on a separate 014 ticket, the flights must have been booked to make a complete journey back to the customer's point of origin.

Ticket type	Refund/credit type	Refund handling
Published fares	Refund	Instant refund permitted
Aeroplan	Refund/Mileage re-credit	Contact Aeroplan
Air Canada Vacations (ACV)	Refund (may not apply)	Contact ACV
Air Miles	Refund/Points re-credit	Contact Air Miles
NET, IT, BT, Bulk fares	Refund	Contact issuing office
Flight Pass credits	Coupon re-credit	Contact Call Centre
OAL ticket stock	Refund (may not apply)	Contact issuing carrier

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ESTA fee	Refund permitted for involuntary re-routing via the United States	Contact Air Canada Customer Relations
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BAGGAGE

When re-protection is on an OAL, your client is subject to the OAL's baggage policy. Air Canada is not responsible for expenses related to OAL baggage fees.