

AIR CANADA MEETINGS AND CONVENTIONS PROGRAM

FREQUENTLY ASKED QUESTIONS

With Air Canada's Meetings and Conventions program, you can benefit from discounted travel within Air Canada's extensive North American and International network.

Once you have registered your convention or meeting at aircanada.com/conventions, Air Canada will issue a contract and provide you with a unique Promotion Code (PC) that will identify your event and applicable discount.

Please make your bookings at aircanada.com/agents on the Book Flights page. For each booking, enter the PC in the box labelled "Promotion Code" above the red SEARCH button and the fare will automatically reflect the applicable discount.

1. What is the minimum number of delegates required to qualify for Meetings/Conventions discounts?
A minimum of 10 delegates is required per event.

2. Can multiple events for a company be combined to reach the minimum of 10 delegates?
No.

3. What happens if the minimum requirement of 10 delegates is not met?
The full fare will apply and you could jeopardize any of your future Meetings and Conventions agreements with Air Canada.

4. How long is the contract valid for?
The contract is valid for the event dates registered. Delegates can travel 7 days prior to the event and up to 7 days after.

5. Can Meetings/Conventions be registered and booked outside North America?
Yes.

6. How will I receive the Promotion Code?
The PC will be sent to the email address entered on the Event Registration page.

7. How will the travelling delegate know their Promotion Code?
It is up to the association/corporation and/or meeting planner/travel agency to distribute the PC to delegates.

8. Can a delegate make his/her own Meetings/Conventions booking at aircanada.com and receive the discount?
Yes, provided that the PC is entered at the time of booking.

9. Do discounts apply on codeshare flights?
Yes, on Air Canada 4-digit flights operated by Air Canada regional partners and Star Alliance™ carriers (e.g. AC* operated by UA).

10. Is it necessary for a delegate to be an Aeroplan® member?

No, the delegate can sign in at aircanada.com as a guest.

11. Can changes or cancellations to Meetings/Conventions bookings be made online?

Yes.

12. Are all itinerary types permitted?

No. Open Jaw, Circle Trip and Interline space are not permitted.

13. How will I be notified in the event of a schedule change?

Schedule change notifications will be sent to the email address entered on the Event Registration page (designated point of contact).

14. Can a report be sent to the Association/Corporation and/or Meeting Planner/Travel Agency with the number of bookings made?

Yes. Please submit your request to conventions.congres@aircanada.ca and include the event name, date, destination and PC.

15. If the website is experiencing technical difficulties, will the Meetings/Conventions Desk make reservations and provide delegates with the discounted fares?

No, delegates must try again at a later time.

16. Who can I contact for support?

For technical assistance in Canada and the United States, contact the Technical Support Desk toll free at 1-888-247-2262.

For any other Meetings and Conventions product inquiries, please send an email to conventions.congres@aircanada.ca