

# 2016 Travel Agency Waiver Authorization Program

(For Managed Travel agencies only)

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## **IMPORTANT: Removal Of Blackout on APUR on the Atlantic**

*Effective July 20, 2016, Air Canada will remove the blackout period for the APUR/Late ticketing VAT type for travel until September 8, 2016 on routes over the Atlantic.*

*The June 22-September 8, 2016 blackout period for the use of APUR/Late ticketing VAT routes **will continue to apply** for the following markets:*

*Tel Aviv*

*Delhi*

*Dubai*

The VAT program is eligible for **point of sale Canada** and includes 4 waiver types applicable as follows:

VAT TYPE	System-wide	GDS/Web bookings	Class of service	Expired fares
<b>APUR/ Late ticketing</b>	Yes	<ul style="list-style-type: none"><li>• GDS only</li></ul>	<ul style="list-style-type: none"><li>• Economy Class</li><li>• Premium Economy</li><li><b>**Excludes Business Class cabin**</b></li></ul>	Yes  <i>Please note the expired fare must be stored on the PNR.</i>
<b>CHNG (Change Fee)</b>	Yes	<ul style="list-style-type: none"><li>• GDS only</li></ul>	<ul style="list-style-type: none"><li>• Economy Class</li><li>• Premium Economy</li><li>• Business Class cabin</li></ul>	
<b>MIMX (Min/Max stay)</b>	Yes	<ul style="list-style-type: none"><li>• GDS only</li></ul>	<ul style="list-style-type: none"><li>• Economy Class</li><li>• Premium Economy</li><li>• Business Class cabin</li></ul>	

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<b>NMRF</b> <b>(Name Change/Refund)</b> <i>Refund applicable to ticket only, does not apply to other fees (advance seat selection, On My Way Travel Assistance, Maple Leaf lounge access and Prepaid Onboard Café vouchers).</i>	North America only	<ul style="list-style-type: none"> <li>• GDS</li> <li>• <a href="http://www.aircanada.com/agents">www.aircanada.com/agents</a></li> <li>• ac2u</li> </ul>	<ul style="list-style-type: none"> <li>• Economy Class</li> <li>• Premium Economy</li> <li>• Business Class cabin</li> </ul>	

## Validity

2016 VAT authorization numbers are valid for all tickets issued up to and including **February 28<sup>th</sup>, 2017**, regardless of departure date.

### VATs are applicable on:

- Bookings on flights operated by Air Canada, Air Canada Express and Air Canada rouge®. (not applicable on codeshare flights or any itinerary with other airlines (OAL) segments, except Atlantic JV flights(Lufthansa, Austrian, Swiss, Brussels Airlines), as long as the itinerary includes at least one (1) transatlantic segment marketed and operated by Air Canada.
- Original tickets or exchanged tickets.
- Published fares on all booking classes, including Air Canada rouge's Premium Economy (O, E and N class), with the exception of APUR which excludes Business Class cabin (J, C, D, Z and P booking classes).
- Corporate & Leisure contract discount fares.
- Meeting and Convention fares.
- AC waivers can now be applied on 014 tickets that include our (JV)joint venture partners Lufthansa Group (Lufthansa, Austrian, Swiss, Brussels Airlines) and United Airlines on the Atlantic services as long as the itinerary includes at least **one (1) transatlantic segment marketed and operated by Air Canada.**
- Vats will also apply only to intra Europe flights with Lufthansa, Austrian, Swiss, Brussels Airlines, including AC marketed flights within Europe (codeshare) as long as the itinerary contains **one (1)transatlantic segment marketed and operated by Air Canada.**

If criteria is not specifically covered above, then a VAT is not applicable.

## Restrictions

VAT authorization numbers cannot be used for:

- Name Change/Refund process cannot be used to refund unused value of a non-refundable ticket (credit files for past travel).
- Group Contracts
- Bereavement/Compassionate Fares
- Agency Reduced Rate Fares (AD75s/Escapes)
- Aeroplan reward tickets
- Codeshare flights or any itinerary with other airlines (OAL) segments with the exception of Lufthansa Group (Lufthansa, Austrian, Swiss, Brussels Airlines) and United Airlines on the Atlantic services that must include at least one (1) transatlantic segment marketed and operated by Air Canada.
- Flight Passes
- Barter tickets

## Blackout Dates

Blackout dates are not applicable for Name Change/Refund (NMRF).

- VATS cannot be used for travel as follows:

### **BLACKOUTS FOR NORTH AMERICA (including Hawaii)**

23 March 2016 - 29 March 2016  
20 December 2016 - 10 January 2017  
13 April 2017 - 18 April 2017  
17 December 2017 - 8 January 2018

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22 June 2016 - 08 September 2016  
( Removal on **APUR** on **Atlantic**, exception : Tel aviv / Delhi / Dubai )  
20 December 2016 - 10 January 2017  
21 June 2017 - 5 September 2017  
17 December 2017 - 8 January 2018

### **BLACKOUTS FOR CARIBBEAN DESTINATIONS**

27 February 2016 - 29 March 2016  
20 December 2016 - 10 January 2017  
25 February 2017 - 18 April 2017  
17 December 2017 - 8 January 2018

### **ADDITIONAL BLACKOUTS / SPECIFIC DESTINATIONS**

To /from China, Hong Kong, Korea: 1 February 2016 to 16 February 2016  
From Canada/USA to Delhi: 4 November 2016 to 8 November 2016  
From Delhi to Canada/USA: 19 November 2016 to 22 November 2016  
To /from China, Hong Kong, Korea: 20 January 2017 to 26 January 2017  
To /from China, Hong Kong, Korea: 3 February 2017 to 11 February 2017

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- Blackout dates apply to the entire journey. If any segment of the itinerary falls within the blackout dates, the complete itinerary is blacked out.

## NMRF (Name change/refunds)

This VAT type applies to GDS and WEB bookings, but **only with North American itineraries.**

If more than one passenger in the PNR you must first divide the PNR.

**Only One Waiver may be used for each passenger.**

In order to assist you with name changes we need to follow a refund process as outlined below.

Name Change /Refund process cannot be used to refund the unused value of a non-refundable ticket.

NMRF can only be used on active bookings.

### **Ticketing procedure for Name Change/Refund:**

A new ticket must be issued in order for the NMRF to apply.

**\*The new ticket must be of equal or higher value than the original ticket.**

**Cancel the original PNR** booked in your GDS, at [aircanada.com/agents](http://aircanada.com/agents) or via ac2U.

- a. For GDS bookings, travel agent will refund the ticket less a \$50 plus tax ticketing fee.
- b. For WEB bookings, travel agent will fill out the "Ticket Refund application form" at [www.aircanada.com/agents](http://www.aircanada.com/agents) (under the "Quick links" section of the Home page) including the below information and the refund will be

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processed less a \$50 plus tax ticketing fee. Please include "NMRF Refund Request" in the subject line of the email.

- New and original ticket number
- New and original itinerary
- Original passenger's name
- New passenger's name
- New and original ticket issuance date
- VAT Number

**Important: Typical turnaround time is 8-10 business days. Due to unforeseen, uncontrollable circumstances this timeframe may increase. It can take up to 2 statements before customer sees refund on credit card.**

## APUR, CHNG and MIMX

These VAT types apply System-Wide for GDS bookings only.

### **APUR — Advance Purchase and Late Ticketing**

To modify the length of time between:

- The reservation and the ticketing date;
- The ticketing date and the date of departure and/or;
- The reservation date and the departure date;
- For cancelled/expired fares, to extend the final ticketing deadline by 24 hours only. (fare must be previously stored in the GDS PNR)

### **CHNG – Change Fee**

Use to waive the change fee on fares that allow changes. You must reissue the ticket using a Ticket Exchange Notice.

- When there is no additional collection, re-issue the ticket and process an EVEN EXCHANGE
- When the change fee is waived but additional collection of fare/tax applies, re-issue the ticket and collect those amounts when you process your automated exchange.

### **MIMX – Minimum Maximum Stay**

To modify the minimum/maximum stay, applicable to the fare.

## Rules and Regulations

**Please refer carefully to the 2016 Online Waiver product details at [aircanada.com/agents](http://aircanada.com/agents) in the "Agent Reference" tab for the processing of agency-issued VATS for all bookings made through the GDS, [aircanada.com/agents](http://aircanada.com/agents) and ac2u, where applicable.**

- Enter the VAT number in the Tour code box of the ticket
- One VAT number is required for each waiver type
- Limit of 2 VATs per PNR
- If an agency applies a waiver through the Online Waiver Product and then decides to add the same waiver number to the GDS PNR, this action will be counted as two VATs in the PNR.
- Having two VATs in the PNR will inhibit the agency from applying a third waiver.
- If Corporate Contract permits the use of a VAT, enter the contact number in the Tour Code box and the VAT number(s) in the endorsement box.
- A VAT used on a ticket applies only for that ticket.
  - If the ticket is reissued, and you want to use a VAT, a new number is required.
- A ticketing error fee of \$50.00 plus taxes will be assessed when the VAT number is not entered on the ticket (tour code or endorsement for corporate contacted fare).
- If a manual fare quote is provided by Air Canada and the fare rules are not met, you must ensure all deviations are authorized with a VAT before ticketing.
- Once a VAT has been applied through the Online Waiver Product is considered used and it can't not be reversed.
- One VAT number can't be applied to two PNRs.
- A VAT number can't be applied retroactively.
- A VAT number can't be applied to cancel debit memos.