



## 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:

- holding 014 tickets issued prior to the schedule change
- affected by AC to AC misconnections on the same day with separate tickets
- affected by AC schedule changes causing misconnections with other airlines (OAL) on 014 ticket stock
- affected by OAL schedule changes on 014 ticket stock
- tickets with payment on the PNR but not ticketed
- with un-ticketed group payments with a credit card payment on file

### RE-PROTECTION GUIDELINES

When re-booking your customer's flight, consider the following:

<b>Origin/destination</b>	<ul style="list-style-type: none"> <li>• Must remain the same</li> <li>• Change of connecting city permitted</li> <li>• Air Canada stations: sister cities and any city within 200 miles are permitted</li> <li>• Other airline stations: original origin/destination only</li> </ul>
<b>Routing</b>	<ul style="list-style-type: none"> <li>• Must be the same global direction as the original ticket</li> <li>• If original ticket was issued with a transatlantic routing (for example, with a connection in Europe), customer cannot be re-routed via the Pacific and vice versa</li> <li>• American citizens cannot be re-routed via Cuba</li> </ul>
<b>Waitlist</b>	Permitted if original fare purchase permits it
<b>Length of journey</b>	<ul style="list-style-type: none"> <li>• Customer will have the option to change departure or return date in order to preserve original length of stay on 014 ticket stock.</li> <li>• Enter in the endorsement box: <b>SKCH</b></li> </ul>
<b>North America travel window</b> (including Hawaii)	+/- 3 days before/after the original travel dates
<b>International travel window</b> (including SUN)	+/- 7 days before/after the original travel dates
<b>Altitude Super Elite™ 100K guaranteed reservation</b>	Permitted

- Air Canada will re-protect your clients affected by a schedule change and send a message to the original booking source.

- 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: **ACUSKDCHG** along with the flight number.
- Example: **ACUSKDCHG871**
- If the Schedule Change involves an OAL flight, then then OAL flight number should be noted along with the date and routing.

#### ORDER OF SELECTING A FLIGHT FOR RE-PROTECTION

1. Air Canada and 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)

#### BOOKING CLASS OPTIONS

- Use the original booking code.
- If the original booking code is not available, rebook within the same fare family if at all possible using the lowest available booking code according to the following guidelines, and if required, rebook using the lowest available booking code within the same cabin:

FARE FAMILY	BOOKING CODE	RE-PROTECTION		
		NORTH AMERICA	SUN	INTERNATIONAL
<b>Business</b>	<b>J, C, D, Z, P, R, I</b>	Up to <b>J</b>	Up to <b>J</b>	Up to <b>J</b>
<b>Premium rouge</b>	<b>J, C, D, Z, P (Transborder/SUN)</b>	Up to <b>J</b>	Up to <b>J</b>	N/A
	<b>O, E, N (International)</b>	N/A	N/A	Up to <b>O</b>
<b>Premium Economy</b>	<b>O, E, N</b>	Up to <b>O</b>	Up to <b>O</b>	Up to <b>O</b>
<b>Latitude</b>	<b>Y, B</b>	Up to <b>Y</b>	Up to <b>Y</b>	Up to <b>Y</b>
<b>FLEX</b>	<b>M, U, H, Q, V, W, G, S, T, L, A, K (North America)</b>	Up to <b>M</b>	Up to <b>M</b>	Up to <b>M</b>
	<b>M, U, H, Q, V (SUN/International)</b>			
	<b>M, U, H, Q, V, W, G, S, T, L, A, K, *F, X (North America)</b>	Up to <b>S</b>	N/A	N/A

<b>Basic</b>	<b>W, G, S, T, L, A, K, *F, X (SUN/International)</b>	N/A	Up to <b>W</b>	Up to <b>W</b>
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\* F can only be used for protection on Air Canada operated flights if the customer was originally booked in F. Do not use F if the customer was originally booked in any other booking code

**Note:** If you are unable to find space, call Air Canada Reservations at 1-888-247-2262.

**OAL CLASS MAPPING AND BOOKING CLASS OPTIONS**

For clients booked in Business Class on Air Canada where re-protection is on an airline that offers Economy and First Class cabins only, Air Canada cannot re-protect in First Class unless defined in Class Mapping. Re-protection must be in Economy Class and a refund can be requested for the difference on a deferred basis.

**RE-PROTECTION EXCEPTIONS**

- Itineraries including TLV.
- Customers holding NTP no-fare tickets cannot be re-protected on OAL in case of a SKCH.

**AEROPLAN®**

If your client is travelling with a companion who is holding an Aeroplan ticket, or if your client is travelling with 2 tickets (an Aeroplan reward ticket and a paid revenue ticket) we recommend that you contact Aeroplan first for re-protection on their Aeroplan booking to secure the redemption space, as it is often more limited.

**AIR CANADA VACATIONS**

Please contact Air Canada Vacations.

**CRUISE CUSTOMERS**

Please contact the cruise line.

**GROUPS**

Please contact the Air Canada Groups department.

**UPGRADES**

Upgrade Type		Air Canada	OAL
<b>eUpgrade</b>	<b>(R)</b>	Up to J	Up to Y
	<b>(N)</b>	Up to O	
<b>AC Bid</b>	<b>(R)</b>	Up to J	Up to J
	<b>(N)</b>	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 RE-BOOKING PROCEDURES OAL

### TICKET STOCK – AC SCHEDULE CHANGE (SKCH)

- Customers should 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.

### 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, a refund without penalty will be permitted for unused coupons.
- If processing a refund due to schedule change, apply waiver code: **ACUSKDCHG** along with the flight number. Example: **ACUSKDCHG871**  
If the Schedule Change involves an OAL flight, then the OAL flight number should be noted along with the date and routing.
- 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 went from Air Canada Business Class to Air Canada Premium Rouge, they are entitled to a refund of 50% of the original business fare, even if they are still travelling. The refund will be calculated after travel is completed (via Customer Relations) to validate that the customer travelled in Premium Rouge.
- 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

<b>Air Miles</b>	Refund/Points re-credit	Contact Air Miles
<b>NET, IT, BT, Bulk fares</b>	Refund	Contact issuing office
<b>Flight Pass credits</b>	Coupon re-credit	Contact Call Centre
<b>OAL ticket stock</b>	Refund (may not apply)	Contact issuing carrier
<b>ESTA fee</b>	Refund permitted for involuntary re-routing via the United States	Contact Air Canada Customer Relations

## 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.