

AC Bid Upgrade - FAQs

If my offer is accepted, what is included in my upgrade?

If you receive an upgrade to **Premium Economy Class**, you will experience a different class of comfort including a larger seat, extra legroom, priority airport services and more. See the full list of [benefits associated with Premium Economy Class](#).

With an upgrade to [North America & Caribbean Premium Rouge](#) or [International Premium Rouge](#), you will experience an enhanced Air Canada Rouge travel experience including a larger seat, premium meals and complimentary beverages and more. See the full list of [benefits associated with Premium Rouge Class](#).

If you receive an upgrade to **Business Class**, you will enjoy the following benefits on your flight:

International Business Class

Rejuvenate on board with International Business Class service. Your travel experience will be enhanced with luxurious amenities which include:

- A fully flat bed
- A selection of fine wines and gourmet cuisine,
- A complimentary amenity kit filled with travel essentials and Canadian-brand Escentis Aromatherapy skin-care products
- Priority check-in and boarding

International Business Class is available on European, Asian, Pacific and South American routes. See the full list of [benefits associated with International Business Class](#)

Business Class - Transcontinental

Pursue your dreams in our award-winning North America Business Class service and the unparalleled comfort of a fully flat bed.

Work, relax or get a good night's sleep. Each Business Class - Transcontinental seat reclines into a fully flat bed at the touch of a button. Enjoy the oversized pillow and plush duvet and, with all the latest in-flight amenities at your disposal, you'll arrive at your destination completely refreshed. See the full list of [benefits associated with Business Class - Transcontinental](#).

North America and Caribbean Business Class

Prepare to experience added comfort, personal entertainment, premium cuisine, and much more. See the full list of [benefits associated with North American and Caribbean Business Class](#).

What is not included in my upgrade?

The fare conditions of your original ticket remain unchanged, including cancellation policies and rebooking fees.

My booking is for more than one person. If my bid is accepted, will we be seated together?

You'll be able to select your seat once your bid has been accepted. But we can't guarantee that adjacent seats will be available.

Upgrade Eligibility

On which flights can I be upgraded?

Upgrades are available for select destinations and scheduled flights operated by Air Canada and Air Canada Rouge, and under the Air Canada Express banner. To see if your flight is eligible, enter your Booking Reference and last name in the fields provided on the page you are currently visiting. Alternatively, we will e-mail eligible passengers who have booked directly on the Air Canada website, on the Air Canada mobile website or via Air Canada Reservations 10 days prior to departure, inviting them to make an offer for an upgrade.

Are all flights eligible for an upgrade?

Not all flights may be eligible for an upgrade. Eligible flights and tickets are determined by Air Canada at its sole discretion and depend on a variety of factors including cabin class and seat class availability. Also, unless otherwise stated, upgrade offers can only be made up to 72 hours before departure.

Additionally, upgrades are not available for:

- Tickets which have not yet been issued
- Group bookings

- [Codeshare flights](#)
- Bookings which include an infant (under age 2)

- Flights operated by Air Canada Vacations

It is at Air Canada's sole discretion to modify, at any time, the list of eligible flights and tickets for which an upgrade offer can be made.

Do I have to make multiple offers if my flight has more than one segment?

Yes, if you wish to upgrade a journey with multiple segments that are each eligible for an upgrade, you must make an offer to upgrade each segment individually with a separate, single offer.

For example, if you're travelling from Montréal to Honolulu via Vancouver, you can make an offer for the Montréal to Vancouver segment, and another offer for the Vancouver to Honolulu segment.

Please pay attention to the segment of your itinerary for which you are currently making an offer and set the slider accordingly.

Can I make an offer to upgrade if I am travelling with children?

Yes you may, provided the child is at least 2 years old.

I purchased my ticket using my Aeroplan Miles. Can I make an offer for an upgrade?

Yes, you can make an offer for an upgrade if you used your Aeroplan Miles to purchase your original ticket. However, a valid credit card is required to make an upgrade offer. Unfortunately, there are no alternative payment options.

Making an Offer

How do I make an offer?

If your ticket and flight are eligible for an upgrade, there are two ways to make an offer:

1. Visit the AC bid upgrade webpage to check your eligibility and make your offer.

2. If you booked via the Air Canada website, Air Canada mobile website or via Air Canada Reservations, we may invite you via email, 10 days prior to departure, to make an offer. Follow the directions mentioned in the email to make your offer.

After you have purchased your eligible ticket for an Economy Class or Premium Economy Class on a flight that is eligible for an upgrade, we offer you the opportunity to make us an offer for an upgrade via the AC bid upgrade webpage.

1. Access the AC bid upgrade webpage.
2. Retrieve your booking by entering your booking reference code and last name.
3. Make your offer.
4. Enter your payment details. Your credit card will only be charged if your offer is accepted.
5. Review your details, agree to the Terms & Conditions and submit your request.
6. We'll send you an email confirming receipt of your offer.

You may revise or cancel your offer at any time up to 3 days (72 hours) prior to the scheduled flight departure time.

About 48 hours before your flight departs, we will notify you by email as to whether or not your upgrade offer has been accepted.

1. If your upgrade offer has been accepted, your credit card will be charged with the amount you have offered, your flight will be rebooked to the applicable higher class of service for which you have made an upgrade offer and you will receive an email confirmation. You may print your updated ticket itinerary and boarding pass by going to the [My Bookings](#) tab of the aircanada.com homepage.
2. If your upgrade offer has not been accepted you will be notified via email. You will not be charged any additional amounts and will fly in the class originally booked.

I deleted my invitation email, but would like to make an offer. What should I do?

Visit the AC bid upgrade webpage, enter your booking reference and last name in the fields provided, and follow the directions to make your offer.

How do I select the amount I wish to pay?

Move the slider to select how much you would like to pay for each flight shown on the page that is eligible for an upgrade offer. Upgrade offers are only accepted per flight segment.

How much should I offer?

The small chart on the offer page can help you determine the strength of your offer. However, this is merely a guide and not a confirmation that your offer will be accepted.

Does my offer include tax?

Yes, your bid includes all taxes, fees and surcharges for an upgrade.

Does my bid amount include the price of my original fare?

No, the amount you bid goes toward getting an upgrade to a higher cabin. It is **over and above** the amount you paid to purchase your original fare.

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What is the purpose of the strength meter?

The gauge tells you how strong your offer is. The amount of your offer is not the only factor that determines whether you will receive the upgrade, however it is an important component. Upgrades are selected based on seat availability, the number of offers received and other factors that are at Air Canada's sole discretion; as such there is no guarantee that your offer will be accepted, even at the highest permitted level.

How can I increase my chances of being upgraded?

You should submit the highest offer price you are willing to pay. The acceptance of an upgrade offer is dependent of several factors including availability, the number offers received and the amount each passenger is offering to be upgraded.

Is the amount per person or for my whole group?

Offers are valid per passenger only.

Is there a time limit on making an offer?

The offer window closes 72 hours prior to the departure date of each flight. You may revise or cancel your offer at any time up to 3 days (72 hours) prior to the scheduled flight departure time.

Paying for the upgrade

When will I be charged?

Although we will authorize your credit card for the amount offered as part of the upgrade selection process, you will only be charged for the payment **after your upgrade has been accepted**. You will receive an email notification advising you of this between 72 and 48 hours prior to your scheduled departure time.

Do I pay for the upgrade immediately?

Although we will authorize your credit card for the amount offered as part of the upgrade selection process, you will only be charged for the payment **after your upgrade has been accepted**. You will receive an email notification advising you of this between 72 and 48 hours prior to your scheduled departure time.

Can I pay with two different credit cards?

No, each upgrade can only be paid in one transaction using the same credit card.

What if I don't have a credit card?

A valid credit card is required to make an upgrade offer. Unfortunately, there are no alternative payment options. Aeroplan miles cannot be used as a form of payment.

Does it cost anything to make an offer to upgrade?

No, we do not charge any additional booking or sign-up fee for making an upgrade offer over and above the price of the upgrade.

Submitting your offer

What do I need to review?

Please review the offer amounts and totals for each segment of your journey. Verify that you have entered the correct payment and contact information and that you have read the Terms & Conditions before you accept them.

What are the terms & conditions?

The Terms and Conditions are the full program details. They can be found on the 'Review & Submit' page. You must agree to the Terms & Conditions before submitting your offer. We cannot process your request until you have read and agreed to them.

What do I do if I don't receive an email after submitting my request?

Please wait 4 hours as it may take time for the email to be generated. Please also check the spam folder in your email account.

Can I call Air Canada to submit an offer?

No, this service is only available online.

Determining which passengers to upgrade

When does Air Canada decide who receives the upgrade?

Decisions on whether or not to accept AC Bid Upgrade offers are made 48 hours before departure, and notifications are sent via email.

How does Air Canada assess my offer?

Air Canada takes into account several criteria when assessing your upgrade offer. They include the amount of your offer, the amount of other offers, as well as the number of available seats.

Can you send me a confirmation SMS in the event my offer is successful?

Currently all communications relating to your request will be via email.

How can I find out the current status of my offer?

There is a link in the email we will send you confirming that we have received your request. Click on this link and select the relevant flight to see the status of your request in the top right corner of the display.

If my offer is unsuccessful, will I be told why?

No. Numerous factors impact the selection process and therefore we cannot specify why certain offers are unsuccessful

Can I transfer the upgrade to another flight if my offer is successful?

Successful upgrades are non-transferable, non-refundable, and are valid only on the flight and date shown.

Can I increase my offer after I find out I was not upgraded?

No, if your offer has been unsuccessful, a new offer cannot be made. It's important to put your best offer forward initially for the best chance of being upgraded.

Upon receipt of the upgrade

I've been upgraded. What do I need to do now?

There's nothing more you need to do. Remember that the upgrade only applies to the flight segment indicated. The fare conditions of the original ticket, including cancellation policies and rebooking fees will continue to apply.

What are the fare rules of the upgraded ticket?

If your upgrade request is accepted, the fare conditions for the original ticket you purchased shall remain in effect and will be applicable with respect to cancellation policies, change fees, conditions for minimum and maximum stay, and rules relating to the accrual of frequent flyer miles. All other conditions will be per the upgraded fare class.

How many miles can I earn?

Aeroplane Miles may be accrued from flights auctioned in the AC bid upgrade online auction. The basis for calculation is the original booking class of the flight segment being auctioned and not the upgraded class of service.

What do I do if I wish to cancel my ticket?

An 'AC bid upgrade' is non-refundable. If you cancel your ticket, the upgrade amount will be forfeited, irrespective of the cancellation regulations of the ticket.

What do I do if I have changed my mind and don't want the upgrade anymore?

An 'AC bid upgrade' is non-refundable once accepted.

What happens to my upgrade if I want to modify my booking?

The 'AC bid upgrade' is only valid for the flight for which you originally submitted the offer. If your flight is rebooked at your own request, we cannot guarantee that a seat in your desired travel class will be available. Your claim to an upgrade will be forfeited; the upgrade amount is non-refundable.

What happens to my upgrade if I miss my flight?

If you miss a flight through your own fault, your claim to the 'AC bid upgrade' will be forfeited. The upgrade amount is non-refundable.

However, if you are rebooked on an alternative flight by Air Canada due to flight disruptions after your upgrade offer has been accepted, you will, of course, maintain full rights to a seat in the new cabin class if available. If there are not enough seats available in the new cabin class, the amount you paid for the upgrade will be refunded to the credit card that was charged with the upgrade amount.

To which booking class will I be rebooked?

For upgrades to Premium Economy Class:

- From your original booking class you will be rebooked to N class

For upgrades to Premium Rouge Class and Business Class

- From your original booking class you will be rebooked to R class

Modifying or Cancelling an Offer

What do I do if I need to cancel my offer?

You can cancel your offer at any time up to 3 days (72 hours) prior to the flights scheduled departure time, provided your offer has not yet been accepted by Air Canada. To do so, simply click on the 'Cancel' link in the upgrade requested email you received when you submitted your offer. Alternately, you can access the AC Bid Upgrade application by entering your Booking Reference and last name on the AC Bid Upgrade page.

How do I change the amount offered?

You can change your offer at any time up to 3 days (72 hours) prior to the flights scheduled departure time, provided your offer has not yet been accepted by Air Canada. To do so, simply click on the 'Modify' link in the upgrade requested email you received when you submitted your offer. Alternately, you can access the AC Bid Upgrade application by entering your Booking Reference and last name on the AC Bid Upgrade page.

I need to change the payment type I used to submit my offer. How can I do this?

Unfortunately, you cannot simply change your payment type. Instead you must cancel your original offer and make a new offer.

To make a new offer, click the link in your cancellation email, and follow the simple step-by-step process.

I cancelled my original offer, but now I want to make a new offer. Can I do this?

Yes, provided the offer window has not closed. To make a new offer click the link in your cancellation email, and follow the simple step-by-step process.

Can I modify the amount I offered?

Yes, provided the offer window has not closed. To modify your offer, click the link in your confirmation email, or visit the AC Bid for Upgrade webpage.

How do AC bid upgrades impact Altitude members and Altitude eUpgrades?

Decisions on whether or not to accept AC Bid Upgrade offers are made 48 hours prior to departure, ensuring that Altitude members continue to have preferred access to more upgrade seats when requesting an upgrade using eUpgrade Credits.

As an Altitude member, can I request an eUpgrade and make an AC bid upgrade offer on the same flight segment?

Altitude members can request an eUpgrade as well as make an AC bid upgrade offer, as long as the requests are completed within the eligibility rules of each program. Should a flight segment have a request for an eUpgrade and an AC bid upgrade offer, the following will apply:

- Whichever upgrade request is confirmed first – either the eUpgrade request or the acceptance of the AC bid upgrade offer – will be honored. For instance, if the eUpgrade request is cleared in advance of the AC bid upgrade offer acceptance, your eUpgrade request will be confirmed and your AC Bid upgrade offer acceptance will not be processed.
- If neither the AC bid upgrade offer acceptance nor the eUpgrade request are confirmed in advance of your day of travel, the eUpgrade request will remain on your reservation and will be subject to standard eUpgrade clearance policies.