

AC Bid Upgrade – FAQs

What's included in my upgrade?

If you receive an upgrade to **Air Canada Signature Class**, you will discover a new, industry-leading premium travel experience enhanced with exclusive onboard services and amenities which include: A lie-flat bed with mattress pad, plush duvet and pillows

- An enhanced dining and beverage service
- A complimentary amenity kit filled with Canadian-made travel essentials and skin care products
- Priority services including dedicated check-in counters, expedited security clearance, exclusive boarding lanes and more

Air Canada Signature Class is offered exclusively on flights operated by mainline Boeing 787, 777, 767 and Airbus A330 aircraft:

- To and from Africa, Asia, Australia, Europe and South America; see the full list of benefits associated with [Air Canada Signature Class - International](#)
- On selected non-stop North American routes; see the full list of benefits associated with [Air Canada Signature Class – North America](#).

If you receive an upgrade to **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 America and Caribbean Business Class](#).

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](#).

What's not included in my upgrade?

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

1. Upgrade eligibility

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)

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.

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 [AC Bid Upgrade webpage](#).

If my flight has more than one segment, do I have to make an offer for each 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 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.

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.

My partner and I are booked on different files. If one of us is accepted, can we both be upgraded?

No, each file is independent from the other and both of you cannot be upgraded if only one bid is accepted. The system cannot make a connection when the bookings are on separate files.

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

Yes, if you used your Aeroplan Miles to purchase your original ticket, you can make an offer for an upgrade with a valid credit card.

2. Applying for an upgrade

How does it work?

There are two ways in which you can apply for an upgrade:

1. You can make an offer to request an upgrade by placing a bid on the [AC Bid Upgrade webpage](#). If your bid is accepted, you will be notified by email approximately 48 hours before your flight.
2. Your flight may have an available option called “Instant Upgrade” which gives you the possibility of securing your upgrade to a higher cabin class at a reasonable cost. You will receive confirmation of an Instant Upgrade within two hours of your request.

The Instant Upgrade option is available on eligible routes and flights 10 to 5 days prior to departure and if both options are available, you can only pick one. If an upgrade is successful, it is non-refundable and non-transferable.

3. Making an offer

How do I make an offer?

After you have purchased your Economy Class or Premium Economy Class ticket on a flight that is eligible for an upgrade, you can:

1. Visit the [AC Bid Upgrade webpage](#) and follow these simple steps.
 - Enter your booking reference code and last name.
 - Make your offer.
 - Enter your payment details - your credit card will only be charged if your offer is accepted.
 - Review your details, agree to the Terms and Conditions and submit your request.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.
2. If you booked via the Air Canada website, Air Canada mobile website or via Air Canada Reservations and have opted to receive communications from Air Canada, we may invite you via email, 10 days prior to departure, to make an offer. If your flight is eligible for an Instant Upgrade, that option will be included in the email. To make your offer, just follow the directions mentioned in the email.

How will I know that my bid has been accepted?

If you placed a bid for an upgrade, we will notify you by email about 48 hours before your flight departs as to whether your upgrade offer has been accepted.

1. **If it 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 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 it has not been accepted**, you will be notified via email. You will not be charged any additional amount and will fly in the class originally booked.

How will I know that my Instant Upgrade has been accepted?

If you requested an Instant Upgrade, we will notify you by email within a couple of hours of your request as to whether it has been accepted.

What if I don't receive a confirmation email after submitting my request?

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

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 the amount you would like to pay for each flight shown that is eligible for an upgrade offer. Upgrade offers are only accepted per flight segment.

How much should I offer?

The 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 taxes?

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.

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 72 hours prior to the scheduled flight departure time.

Can I call Air Canada to submit an offer?

No, this service is only available online.

4. Paying for the upgrade

Do I pay for the upgrade immediately?

No, you only pay for the upgrade if your offer is accepted. You'll be notified 48 hours prior to the scheduled departure time of the particular flight segment.

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. Aeroplan miles cannot be used as a form of payment.

Does it cost anything to make an offer to upgrade?

No, there is no additional booking or sign-up fee for making an offer over and above the price of the upgrade.

5. 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 and Conditions before you accept them.

What are the Terms and Conditions?

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

6. Determining which passengers will be upgraded

How does Air Canada assess my offer?

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

When does Air Canada decide which offers are accepted?

Decisions on whether to accept AC Bid Upgrade offers are made 48 hours before departure, and notifications are sent via email.

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 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.

7. 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?

Aeroplan 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.

Can I get a refund if I changed my mind and don't want the upgrade anymore?

A successful upgrade is non-refundable and non-transferable.

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 to which it was charged.

8. 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 flight's 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 webpage](#).

How do I change the amount offered?

You can change your offer at any time up to 3 days (72 hours) prior to the flight's 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 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 webpage](#).

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

Once you've selected a payment type, you cannot change it. 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.

If I purchase a Last-Minute Upgrade to a higher-class cabin at check-in, will my AC Bid Upgrade or Instant Upgrade be refunded?

If you're offered a Last-Minute Upgrade to Business Class at time of check-in and have already been upgraded to Premium Economy with an AC Bid Upgrade or an Instant Upgrade, there will be no refunds, credits or exchanges for the AC Bid Upgrade or Instant Upgrade.

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 Upgrade webpage](#).

How do AC Bid Upgrades impact Altitude members and Altitude eUpgrades?

Decisions on whether 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.