

Flight Reward Policy

Applicable for Flight Rewards booked as of November 8, 2020.

TOPIC

AEROPLAN FLIGHT REWARDS

Booking window

Aeroplan Flight Reward reservations must be completed a minimum of two hours prior to flight departure, unless outlined below:

- 48 hours prior to departure for reservations with Air Creebec and Calm Air.

Flight Reward reservations

Flight Reward reservations may be completed free of charge at aircanada.com, or for a non-refundable CAD30 fee via the Aeroplan Contact Centre. In the instance where a Flight Reward reservation cannot be completed online, the reservation will be still be subject to the Contact Centre service fee. For Flight Reward reservations which include travel on a flight operated by an airline other than Air Canada, under the Air Canada Express brand or Air Canada Rouge, a CAD39 partner booking fee will apply, per ticket.

Flight Rewards are provided by Air Canada, a partner of Aeroplan.

Itineraries and points pricing

Flight Rewards may be reserved for either one-way, round-trip or multi-city travel itineraries.

The number of Aeroplan points required to book a Flight Reward depends on numerous factors including the itinerary, origin, destination and fare option selected. Flight Reward prices in Points, whether in whole or in combination with cash, are valid only at the time of reservation and only for the itinerary booked. Flight Rewards will be priced on a one-way basis, and additional Points may be required for stopovers. Stopovers are not available within Canada or the United States. Stopovers are subject to a maximum duration of 30 days.

All Flight Reward reservations, including routing validations, are subject to approval by Aeroplan and/or the operating airline(s) on the itinerary.

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Points deduction

Points will be deducted from the Aeroplan member's account at the time of Flight Reward reservation.

Ticketing

Flight Reward reservations must be ticketed immediately.

Taxes, fees, and charges

In addition to taxes, fees and charges payable at time of ticketing, taxes, fees and charges may be collected at the departure airport.

Combinability

Flights operated by any airline which participates in the Aeroplan Program may be combined on a single reservation for a Flight Reward, unless outlined below:

- Flights operated by Air Creebec cannot be combined with flights operated by any other airline with the exception of Air Canada.
- Flights operated by Calm Air cannot be combined with flights operated by any other airline.

Waitlisting

Waitlisting Flight Rewards is not permitted.

Eligible travellers

Aeroplan members can book Flight Rewards on behalf of other friends and family members. Flight Reward reservations must be made in the full legal name of the person travelling, as it appears on the passenger's passport.

Name changes

Name changes are not permitted once a Flight Reward ticket has been issued.

Frequent flyer points and miles

Aeroplan members are ineligible to accrue Points or Status Qualifying Credit when travelling on Flight Reward. Members of partner frequent flyer programs are also ineligible to earn miles or points when travelling on a Flight Reward.

Codeshare flights

Unless otherwise permitted, codeshare flights are not eligible for Flight Rewards.

Voluntary changes

- Flight Reward changes may be subject to a non-refundable fee depending on the time of the change and the fare option selected. Details on change fees can be found below.
- Changes to a Flight Reward itinerary can be made at any time up to 2 hours prior to departure subject to availability.
- If an Aeroplan Member cannot travel on a scheduled flight, the member must initiate a change at least 2 hours before flight departure, or the Flight Reward ticket will be forfeited. Forfeited Flight Reward tickets are no longer valid for travel or Points reinstatement.
- Changes made prior to departure, including changes made once travel has commenced, are subject to availability and may require use of additional Points, whether in whole or in combination with cash.

Cancellations and reward refunds

- Flight Reward cancellations may be subject to a non-refundable fee depending on the fare option selected. Details on cancellation fees can be found below.
- Cancellations of a Flight Reward itinerary can be made at any time up to 2 hours prior to departure.
- If an Aeroplan Member cannot travel on a scheduled flight, the member must cancel at least 2 hours before flight departure, or the Flight Reward ticket will be forfeited. Forfeited Flight Reward tickets are no longer valid for travel or Points reinstatement.

Infants

Infants under the age of 2 and not occupying a seat may accompany an adult travelling on a Flight Reward and will require a separate ticket for travel, subject to the below:

- For travel wholly within Canada, no fare will apply and the infant requires a ticket.
- For travel between Canada and the United States, no fare will apply and the infant requires a ticket.
- For all other itineraries, a discounted fare of CAD25 or 2,500 Points will apply per direction of travel and the infant requires a ticket.

Where applicable, taxes, fees and charges will be assessed and must be paid in cash.

Only one infant under the age of 2 not occupying a seat is permitted per adult travelling. Children over the age of 2 will require their own seat and Flight Reward ticket.

Priority Rewards

For Flight Rewards booked in conjunction with a Priority Reward voucher:

- Vouchers will be deducted at the time of reservation. One Voucher is required per traveller and per Flight Reward reservation.
- In the event of a change to the Flight Reward, the Voucher will be applied to the revised Flight Reward itinerary, if eligible. If the Voucher is not eligible to be applied to the revised itinerary, the Voucher will be refunded to the Aeroplan member's account to the extent that: (i) travel under the Flight Reward itinerary to which the Voucher was applied has not commenced; and (ii) the Voucher has not expired. In all other circumstances, the Voucher will be forfeited.
- In the event of a cancellation of the Flight Reward, the Voucher will be refunded to the Aeroplan member's account to the extent that: (i) travel under the cancelled Flight Reward itinerary to which the Voucher was applied has not commenced; and (ii) the Voucher has not expired. In all other circumstances, the Voucher will be forfeited.
- Vouchers are non-refundable once travel commences on a Flight Reward itinerary.
- A different Voucher may not be applied once a Flight Reward has been ticketed.
- Priority Reward vouchers may be applied to one-way, round-trip, and multi-city itineraries. The following restrictions apply to reservations when applying Vouchers to a multi-city itinerary: (i) Reservations may not include further travel once a return to the origin airport, or connection through the origin airport, has occurred; (ii) Reservations may not contain two flights with the same origin and destination airports; and (iii) Reservations may not contain more than one round-trip itinerary.

Mixed cabin itineraries

For Flight Rewards booked across different classes of service:

- Flight Reward pricing is based on the highest class of service in the itinerary, per direction of travel.
- Changes to Flight Rewards booked with mixed classes of service, including upgrading flight segments booked in a lower class of service, are subject to availability and may require the additional use of Points, whether in whole or in combination with cash. Exact amounts may differ and depend on time of .
- Courtesy upgrade requests are not permitted, including on day of travel at the airport.

Fraud

Flight Rewards cannot be redeemed for cash and will be declared void if sold, bartered or transferred.

Change and cancellation fees

		ECONOMY			PREMIUM ECONOMY		BUSINESS		FIRST	
		Standard	Flex	Latitude	Lowest	Flexible	Lowest	Flexible	Lowest	Flexible
Change per direction, per ticket	60 days prior to travel date	\$ 75	\$ 25	No fee	\$ 75	No fee	\$ 75	No fee	\$ 75	No fee
	Within 60 days of travel date	\$100	\$ 50		\$100		\$ 100		\$ 100	
Cancellation / Refund per ticket	aircanada.com	\$ 150	\$ 75	No fee	\$150	No fee	\$ 150	No fee	\$ 150	No fee
	Contact Centre	\$ 175	\$ 125		\$ 175		\$ 175		\$ 175	

All fees are charged by Air Canada in CAD. Note that fees may be waived for eligible Elite Status Members.