

Aeroplan Status Terms and Conditions

QUALIFICATION AND OTHER GENERAL CLAUSES

As we plan for the launch of a more rewarding Aeroplan in 2020, we're reimagining how we can best recognize our most loyal Aeroplan members. In preparation for this, over the course of next year, we'll be winding down the Aeroplan status program. Here's what this means for you:

Number of miles required to reach the different Aeroplan status levels in 2019 (to receive benefits until December 31, 2020):

- Aeroplan diamond—100,000 eligible miles accumulated during the 2019 calendar year
- Aeroplan black—50,000 eligible miles accumulated during the 2019 calendar year
- Aeroplan silver—25,000 eligible miles accumulated during the 2019 calendar year

Number of miles required to reach the different Aeroplan status levels in 2020 to receive benefits until December 31, 2021):

- Aeroplan diamond—100,000 eligible miles accumulated between January 1, 2020 and February 29, 2020
- Aeroplan black—50,000 eligible miles accumulated between January 1, 2020 and February 29, 2020
- Aeroplan silver—25,000 eligible miles accumulated between January 1, 2020 and February 29, 2020

For the period ending December 31, 2020, Aeroplan status is based on the number of eligible miles earned by a member between January 1 and December 31 of the previous calendar year. For example, 2020 Aeroplan status is based on the number of eligible miles earned by a member in 2019. Members who reach a certain level during the 2019 qualifying year will be eligible to receive the benefits immediately upon achieving a certain level and their new Aeroplan status will be valid until December 31, 2020.

Beginning January 1, 2020, for those Aeroplan members who have not otherwise achieved Aeroplan status by December 31, 2019, Aeroplan status for 2020 and 2021 is based on the number of eligible miles earned by a member only between January 1, 2020 and February 29, 2020. Members who reach a certain level during this qualifying period will be eligible to receive the benefits immediately upon achieving a certain level and their new Aeroplan status will be valid until December 31, 2021. As of March 1, 2020, it will no longer be possible to earn an Aeroplan Status for the year 2021.

Members are required to requalify for Aeroplan status for the following year. For example, those members who enjoyed Aeroplan status in 2019 must earn the required number of eligible miles in 2019 to continue to enjoy Aeroplan status in 2020.

Aeroplan status benefits, including bonus mile offers and privileges, are not retroactive. Members are only eligible for Aeroplan status benefits as of the date Aeroplan status is confirmed. Aeroplan status benefits are subject to change in whole or in parts at any time, at the discretion of Air Canada.

Eligible miles are miles earned in the Aeroplan Program directly at participating partners and include base and certain bonus mile offers. Unless otherwise indicated at the time of offer, the following miles are not eligible for Aeroplan status: financial card sign-up; bonus miles received as a benefit of the Air Canada Altitude program or Aeroplan status; miles accumulated through conversion from other programs or transfers between member accounts, top-up miles, contest prizes, and reinstated miles. Aeroplan reserves the right, at their sole discretion, to change the miles eligible for Aeroplan status from time to time by either adding to or deleting from this list. Eligible miles are considered to be earned on the activity date, meaning the date upon which the member performed the qualifying activity. In the case of financial card partners, the activity date is the statement date.

GENERAL CLAUSES

The accumulation of Aeroplan Miles does not entitle members to any vested rights and members may not rely on the continued availability of any award, reward, award/reward level, premium, privilege or other benefit, including those associated with Aeroplan status.

FLIGHT REWARD

Aeroplan diamond: Up to 35% reduction on mileage required to redeem for Market Fare Flight Rewards

Aeroplan black: Up to 25% reduction on mileage required to redeem for Market Fare Flight Rewards

Aeroplan silver: Up to 20% reduction on mileage required to redeem for Market Fare Flight Rewards

The above-mentioned percentages are the maximum reductions offered on Market Fare Flight Rewards for each Aeroplan status level. On any given day, the reduction may be less than the maximum reduction indicated above, or none at all, depending on the flight option selected.

Please note that the Market Fare Flight Reward discounts available to all Aeroplan status members will no longer be offered when we relaunch Aeroplan later in 2020, but Aeroplan status members can continue to enjoy this benefit for now.

BONUS MILE OFFERS

(1) AEROPLAN STATUS BONUS MILES ON HOTEL AND CAR CASH BOOKINGS

Aeroplan status members who make cash bookings via aeroplan.com, earn additional status bonus miles for every dollar spent on eligible car rental and/or hotel stays.

Aeroplan bonus miles on hotel and car cash bookings will only be credited to Aeroplan status members who completed their bookings on the aeroplan.com website until December 31, 2020 and who complete their hotel stays

and car rental before December 31,2020. Total balance of the miles will be credited within 2 to 10 weeks after checkout from the hotel or drop-off of the vehicle. Only active qualified Aeroplan status member at the time of booking shall earn Aeroplan status bonus miles.

Members with Aeroplan diamond status will earn up to an additional four (4) Aeroplan bonus miles for every dollar spent on eligible car rental and/or eligible hotel stays booked via the Aeroplan website.

Members with Aeroplan silver and Aeroplan black status will earn up to an additional two (2) bonus miles for every dollar spent on eligible car rental and/or eligible hotel stays booked via the Aeroplan website.

These bonus miles do not qualify towards Aeroplan status.

Car and/or hotel reward bookings made online Aeroplan's website are not eligible for the above mentioned bonus miles offers.

(2) BONUSSES ON HOTEL STAYS

Aeroplan status bonus on hotel stays accumulation

Members with Aeroplan Diamond and Aeroplan Black status will receive 250 Aeroplan bonus miles per stay on up to 20 stays with select hotel partners for a maximum of up to 5,000 Aeroplan status bonus miles for stays completed by December 31, 2020. To be eligible for this bonus, you must earn miles in the Aeroplan Program at the time of stay. A stay is defined as one or more consecutive nights at the same hotel, regardless of the number of check-ins and checkouts. Conversion miles are not eligible. The select hotel partners are Marriott® Hotels & Resorts. The list of select hotel partners is subject to change without notice; other conditions and restrictions may apply.

(3) BONUS WITH AEROPLAN ESTORE

Members with Aeroplan diamond status receive two (2) Aeroplan bonus miles for every base mile earned on eStore transactions.

Members with Aeroplan black and Aeroplan silver status receive one (1) Aeroplan bonus mile for every base mile earned on eStore transactions.

Aeroplan bonus miles will be credited up to eight (8) weeks after the qualifying transaction and is an eligible benefit for estore transaction completed by December 31, 2020.

PREFERENTIAL TREATMENT

Contact Centre priority: Members with Aeroplan diamond status can enjoy priority access to the Aeroplan Contact Centre by entering their Aeroplan number into Aeroplan's automated call answer system at the start of their call. This service is available to members until December 31, 2020.

Preferential rate on flight reward fees: Until the relaunch of Aeroplan later in 2020, members with Aeroplan diamond status will benefit from a preferential rate on flight reward changes and refund fees:

CHANGES:

C\$75.00 (plus taxes) non-refundable fee per direction, per ticket (C\$25.00 savings)

REFUNDS:

- C\$100.00 (plus taxes) non-refundable fee via the Aeroplan Contact Center (C\$50.00 savings)
- C\$30.00 (plus taxes) non-refundable fee via aeroplan.com in the Manage Your Rewards section (C\$95.00 savings)

PREFERENTIAL TREATMENT AT FAIRMONT HOTELS & RESORTS:

When booking a stay directly with Fairmont Hotels & Resorts,

Aeroplan silver members receive:

- Room upgrade if available at check-in
- Daily complimentary breakfast

Aeroplan black members receive:

- Room upgrade if available at check-in
- Daily complimentary breakfast
- \$25 hotel credit

Aeroplan diamond members receive:

- Room upgrade if available at check-in
- Daily complimentary breakfast
- \$25 hotel credit
- Hotel welcome amenity

A stay is defined as one or more consecutive nights at the same hotel, regardless of the number of check-ins and checkouts. The price for this offer is equal to Fairmont's Rate of the Day for the room type booked for that date. To be eligible for this offer, you must be a member with Aeroplan status, use the Fairmont Aeroplan status Promotion Code provided here – Aeroplan silver, PDSL; Aeroplan black, PDBC; Aeroplan diamond, PDDD – and make your reservation directly with Fairmont on-line or by phone using the Promo Code provided. Aeroplan silver, black and diamond offers are only valid on hotel reservations of two nights or more. Verify your code before completing your booking as the promo code could change. Offer does not apply to existing bookings. Advance reservations are required. Black-out dates vary by property. This offer is subject to availability of rooms. Cancellation policies vary by property. Valid on bookings made between January 1 and December 31, 2020, for stays completed by March 31, 2021. Offer cannot be combined with other Fairmont promotions or offers. Offer subject to change without notice, including possible extensions of expiry date. Fairmont Hotels & Resorts is responsible for the fulfillment of this offer. This benefit is not applicable when members redeem Aeroplan Miles for a stay at Fairmont Hotels & Resorts.

Room upgrade to the next room category is offered at time of check-in, based on availability.

Complimentary daily breakfast excludes In Room Dining. Daily breakfast for two (2) includes a full American breakfast in the Hotel's main dining room.

\$25 hotel credit, per stay: Members with Aeroplan black and Aeroplan diamond status will receive (1) \$25 hotel credit (\$25 CDN at Canadian properties and \$25 USD value at all other participating locations). Hotel credit has no cash

value and cannot be applied toward the daily room rate, or for Third-party activities billed to the suite. Hotel credit cannot be applied to Fairmont Store or other retail outlet purchases within the property. Credit will be applied to applicable charges at check-out. No refunds will be issued if the dollar value of the promotion is not used. The credit will expire by checkout time the morning of the guest's scheduled departure date. Guests are responsible for paying any remaining balance due at checkout time for charges applied to the room that exceed the total credit during their stay.

Hotel Welcome Amenity varies by hotel.

Aeroplan status bonus miles are not Altitude Qualifying Miles and do not count towards Air Canada Altitude status.