

## 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
- 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>• Sister cities and any city within 200 miles are permitted</li> <li>• Change of connecting city permitted</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> </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.</li> <li>• Enter in the endorsement box: INVOL DUE SKCH ACP 672797</li> </ul>
<b>North America travel window (including Hawaii)</b>	+/- 3 days before/after the original travel dates
<b>International travel window (including SUN)</b>	+/- 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: INVOL DUE SKCH ACP 672797
- For flight number changes, tickets **do** require re-issue.
- For a time change only, tickets **do not** require reissue.
- If the re-protection provided is unsuitable to your client, you may offer alternate Air Canada flights.

## ORDER OF SELECTING A FLIGHT FOR RE-PROTECTION

1. Air Canada and Air Canada Express™
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 cabin using the lowest available booking code according to the following guidelines:

FARE FAMILY	BOOKING CODE	RE-PROTECTION	
		NORTH AMERICA/SUN	INTERNATIONAL
Executive	J, C, D, Z, R, I	Up to J	Up to J
Premium rouge	J, C, D, Z (Transborder/SUN)	Up to J	N/A
	O (International)	N/A	Up to O
Premium Economy	O	N/A	Up to O
Latitude	Y, B	Up to Y	Up to Y
FLEX	M, X, U, H, Q, V, W, S, T, L, K	Up to M	Up to M
Tango	N, G, P, E, A	Up to N	<ul style="list-style-type: none"> <li>- Up to V in FLEX for ATL destinations</li> <li>- Up to N for all other INTL destinations</li> </ul>

**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 Executive Class®/Executive First® 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

- AC\*/CA is not permitted.

## 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

Clients with R class segments who are being re-protected on AC\*/OAL or pure OAL (including Star Alliance) must be re-booked in Economy Class. The eUpgrade privilege does not extend to other airlines.

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)

When the Air Canada flight is issued on another airline's ticket stock, please action the Air Canada schedule change. Re-issue the other airline's ticket and advise your client of the changes.

If the re-protection offered by Air Canada is unsuitable to your client, please re-accommodate your client according to the ticketing policy.

## REFUNDS

- If an acceptable re-protection cannot be found due a schedule change, a refund without penalty will be permitted for unused coupons.
- Refunds are processed back to the original form of payment.
- Refunds are applicable only for 014 tickets.

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
Air Miles	Refund/Points re-credit	Contact Air Miles
NET, IT, BT, Bulk fares	Refund	Contact issuing office
Flight Pass credits	Coupon re-credit	Contact Call Centre
OAL ticket stock	Refund (may not apply)	Contact issuing carrier
ESTA fee	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.