

IMPORTANT NOTICE: Waiver policy change



A STAR ALLIANCE MEMBER 

POLICY CHANGE

To improve efficiency and facilitate prompt passenger service, the following changes are in effect immediately.

I. SCHEDULE CHANGES & FLIGHT CANCELLATION:

1. **Genuine CA Flights:** Waiver Code is NOT required when re-accommodating passengers affected by genuine Air China operated flights. **Instructions:** Book the same fare class for travel in the same cabin as ticketed (F/J/PY/Y) within 7 days of departure. In the Endorsement Box, enter “DUE SCHED CHG” following applicable fare endorsements. If no seats available for the same fare class, put on the wait list, and send the Booking Reference Number to “Insidesales@airchina.ca”.
2. **Codeshare Flights:** Waiver Code IS required when re-accommodating passengers affected by Air China codeshare flight changes. Documentation is required. Provide itinerary change details and requested flights along with Waiver Application Form (Annex 1).
3. **Interline Flights:** Waiver Code is NOT required when re-accommodating passengers affected by interline operated flights *provided* the same booking class/flight type (CA coded or other airline genuine, as ticketed) is applied. However, for any change in booking class, fare type or routing, a Waiver Code *is* required. Provide itinerary change details and requested flights along with Waiver Application Form (Annex 1).

II. GENERAL WAIVER REQUEST POLICY:

4. **Passenger Name correction:** Waiver Code is required. Provide passenger passport copy along with Waiver Application Form (Annex 1).
5. **Medical Related Changes/Cancellation:** Waiver Code is required. Provide valid documentation from a hospital or physician certifying the requirement for a postponement or cancellation of travel along with Waiver Application Form (Annex 1).
6. **Technical/System Issues:** Waiver Code is required when requesting changes to passenger tickets due to GDS technical issues or system errors. Provide a screenshot showing the issue along with Waiver Application Form (Annex 1).
7. **Agency Error:** Waiver Code is required when requesting changes to passenger tickets to rectify agency errors including incorrect Tour Code application, Fare Basis error, etc. Submit the Waiver Application Form (Annex 1) detailing the error.
8. **Refunds:** Any refund applied with a Waiver Code (or ticket refund without waiver due to schedule change) MUST be processed through GDS and Email Ticket number to BSP@airchina.ca.