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FLASH

GOODWILL POLICY



As of February 12, 2021

Air Canada has implemented a Goodwill policy for rebooking passengers with any itineraries with a final destination to Canada or with onward connections within Canada who are laying over due to the new testing requirements in YYZ/YVR/YUL/YYC.

Policy

On/before February 21, 2021

(for return to Canada in advance of hotel quarantine requirement)

- **All International/US itineraries arriving** into Canada
- Ticket stock: **014**
- Ticket issued: **On/before February 21, 2021**
- Original travel dates: **Between February 22, 2021 & April 30, 2021**
- Re-booking window: **On/before February 21, 2021**

From February 22, 2021 onward

- **All International/US itineraries connecting via YYZ/YVR/YUL/YYC to anywhere in Canada***
- Ticket stock: **014**
- Ticket issued: **On/before April 30, 2021**
- Original travel dates: **Between February 22, 2021 & April 30, 2021**
- Re-booking window:
 - **Pre-departure:** +3 days from original domestic connection flight date
 - **At YYZ/YVR/YUL/YYC with negative test result:** up to 72 hours from date of arrival in YYZ/YVR/YUL/YYC for domestic connection

flight

- **At YYZ/YVR/YUL/YYC with positive test result:** Next available flight

Re-protection Guidelines

Customers are permitted changes per the guidelines below.

1 free change – Pre-departure before arrival into Canada

1 free change – At YYZ/YVR/YUL/YYC for domestic sector

*International sector re-booking must be **same travel date within the same cabin** (up to M class for economy) and domestic sector must follow the re-booking window (up to M class for economy).

Policy Within Re-Booking Window

- Change fees: **Waived.**
- ADCL: **Waived** if rebooked in the same cabin to same origin and destination with **Air Canada Operated Flights.**

Policy Outside Re-Booking Window

- Change fees: **Waived.**
- ADCL: **Fare rules apply.**

Change of Destinations

- Passengers may choose to travel to/from an alternate Air Canada destination within ticket validity.
- Change fees are waived and ADCL will apply.

Aeroplan Tickets

Please refer the customer to Aeroplan for all rescheduling.

Refunds

Per applicable fare rules.


Ticket Endorsement

For exceptions, add waiver code **ACCDENTRYGW** to ticket endorsement box.

Additional Details

Passengers may choose to convert the value towards Aeroplan points or store the value on an Air Canada Travel Voucher. Details can be found [here](#).



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