



## REFUND POLICY *for TRAVEL AGENTS*

Air Canada has revised its refund policy and will offer refunds for all fares, for flights affected by COVID-19 since February 1, 2020. We will accept and begin processing refund requests, starting April 13, 2021.

This new refund policy applies to:

- Air Canada 014 tickets for travel on/after February 1, 2020, and **issued before** April 13,2021
- All Air Canada flights, including Air Canada Rouge and Air Canada Express.  
Unused and partially used system-wide tickets (Future Travel Credits)
- Air Canada Travel Voucher, Aeroplan points, and eCoupons

In support of you, our travel agency partners, Air Canada will not recall Time of Ticketing commission for refunds, **you** will be processing before July 12, 2021.

As you issued your customers’ tickets, we are asking you to process refunds in the original booking channel (GDS or at [aircanada.com/agents](http://aircanada.com/agents)). In the event your customers call Air Canada for their refunds, they will be referred to you.

## FUTURE TRAVEL CANCELLATION POLICY

For tickets purchased as of April 13, 2021, Air Canada is offering more flexibility with the following options:

Refundable Fares	Non-Refundable Fares
<ul style="list-style-type: none"> <li>- Refund to original form of payment</li> <li>- Transfer the value of their ticket to an Air Canada Travel Voucher [no expiry date, fully transferable and can be used multiple times]</li> <li>- Convert and transfer value into Aeroplan points and receive an additional 65% bonus points</li> </ul>	<ul style="list-style-type: none"> <li>- When Air Canada cancels the flight or changes the departure time by more than <b>three hours, refund</b> to original form of payment.</li> <li>- For flights cancelled by Air Canada or by customers for any reason:               <ul style="list-style-type: none"> <li>o Transfer the value of their ticket to an Air Canada Travel Voucher [no expiry date, fully transferable and can be used multiple times]</li> <li>o Convert and transfer value of their ticket into Aeroplan points and receive an additional 65% bonus points</li> </ul> </li> </ul>
<i>Cancellation fees may apply based on the fare purchased</i>	<i>Cancellation fees may apply based on the fare purchased</i>

## REFUND PROCESS *for* TICKETS

### FUTURE TRAVEL CREDITS (FTC)

#### GDS TICKETS

Enter Refund Waiver Code **ACA21COVID** in your GDS Refund Waiver Code field. If your GDS does not have a Refund Waiver Code field, please enter it in the PNR OSI field **before** refunding the ticket.

Once you have refunded tickets, any associated **EMDs** will automatically be refunded by Air Canada, within a few weeks. You do not need to call Air Canada to follow up.

#### Partially Used Tickets

Process your refunds according to the fare break down in the fare calculation box of your ticket.

With complex itineraries, when coupons are used out of sequence, or when not all coupons of a through fare are used, example YQB xYUL CDG xYUL YQB, with **YUL YQB** unused, **queue** your PNR to the Air Canada Rates desk. An agent will enter the refundable amount (fare and taxes) and queue the PNR back to you to process the refund.

#### Purged PNRs

If you can't retrieve the PNR, and the ticket status is OPEN, you should be able to retrieve the ticket in your GDS and process the refund.

#### Purged Tickets

Please request refund via the [Ticket Refund Application](#)

### AIRCANADA.COM/AGENTS and MEETINGS and EVENTS

Please request refund at [aircanada.com/agents](https://aircanada.com/agents) via 'My Bookings'.

#### GROUP TICKETS

For point-of-sale North America, please refund your tickets in your GDS; for point-of-sale International, please contact Air Canada to process the refund.

If you cancelled a group booking and were subject to penalties, send an email to [groupbd@aircanada.ca](mailto:groupbd@aircanada.ca)

- In the subject line, enter 'Penalty Refund' and your CASE number.
- Include the Debit Memo number issued for the collection of the penalties, the date and amount paid. Air Canada will refund the value via a Credit Memo.

In the event you have unused Tour Conductor tickets, send an email [groupbd@aircanada.ca](mailto:groupbd@aircanada.ca), include your Group Case Number and the ticket number. We will review your request, and if eligible, we will refund the taxes to the form of payment.

## **CORPORATE CONTRACT TICKETS**

Please contact the respective Corporate Travel Manager for direction.

## **AIR CANADA for BUSINESS**

Please refer to [Air Canada for Business](#)

## **REFUND PROCESS *for* AIR CANADA TRAVEL VOUCHERS (ACTV), AEROPLAN points *and* eCOUPON**

### **Customers received an Air Canada Travel Voucher, Aeroplan points or eCoupon**

#### **A. Air Canada Travel Voucher**

- Request can be made by the customer, or the agency on behalf of the customer at [www.aircanada.com/refund](http://www.aircanada.com/refund).
- Air Canada will devalue the ACTV, and refund to the original form of payment.
- An email confirmation will be sent to the email address included on the web form.

With multiple form of payment on the PNR:

- o **Unused ACTV:** the original amount paid on each form of payment will be refunded.
- o **Partially used ACTV:** the remaining value will be divided equally between each form of payment.

#### **B. Aeroplan points**

- You or your customers can request a refund at [www.aircanada.com/refund](http://www.aircanada.com/refund).
- There must be sufficient Aeroplan points in the member's account to process the refund.

#### **C. eCoupons issued on/after February 1, 2020, in exchange of your customer's ticket**

- Those were issued mainly for partially used tickets.
- You or your customers can request a refund at [www.aircanada.com/refund](http://www.aircanada.com/refund). Refunds are processed to the original form of payment.

#### **D. eCoupons issued for Goodwill Compensation**

- When used to purchase tickets for travel within scope of this policy, the remaining value of the ticket will be returned to form of payment. This would be an eCoupon and a credit card if both were used to purchase the ticket.
- You, or your customers can request the refund at [www.aircanada.com/refund](http://www.aircanada.com/refund). Air Canada will return the value to the original eCoupon and to the credit card.
- eCoupons issued as Goodwill compensation have no CASH value.

## Request submitted but customers did not receive their ACTV or Aeroplan points

*Recognizing that customers with pending requests for ACTV or Aeroplan points may prefer a refund, we will pause the processing of current ACTV and Aeroplan points requests.*

### **A. Customers want a REFUND to the original Form of Payment**

- For GDS tickets, the coupon status is still OPEN, therefore you can process the refund immediately.
- For aircanada.com/agents' tickets, please login to the Air Canada agency website and request refunds via 'My Bookings'

### **B. Customers who still want their ACTV/Aeroplan points. The request need to be re-submitted**

- For Air Canada Agency Website tickets, please re-submit the request for the transfer of ticket to an ACTV or Aeroplan points, at aircanada.com/agents 'My Bookings'
- For GDS tickets, please re-submit your request via the [GDS web form](#)

### **C. Customers who do NOT request a refund, or re-submit a request**

- Unprocessed requests have been paused.
- After July 12, if no action has been taken, the original request for ACTV or Aeroplan points will be processed.

## FLIGHT PASSES

Request at aircanada.com/agents in the Flight Pass application, via 'Manage My Flight Passes'.

For customized Flight Passes, you need to contact the Corporation's travel manager who will need to contact their Air Canada Corporate Sales Manager.

### **Note:**

We have extended all credit-based Flight Passes to expire **March 31, 2022**.

Customers holding Unlimited Flight Passes are excluded, as they continue to have the ability to put their Flight Pass on hold.

## FREQUENTLY ASKED QUESTIONS

### 1. Is Air Canada recalling Time of Ticketing commission on refunded tickets?

We are not recalling Time of Ticketing commission for refunds processed from April 13, 2021 to July 11, 2021.

### 2. Is there a deadline to request a refund within this policy?

Yes. Please make sure your customers request refunds before June 12, 2021.

### 3. Are tickets issued before February 1, 2020 included in this refund policy?

Yes, for travel on/after February 1, 2020. Normal fare rules apply for travel before February 1, 2020.

### 4. What is the Refund Policy for tickets issued on/after April 13, 2021?

It will be as per fare rule. However, our new refund policy will permit refunds for all fare types for flights that Air Canada cancels, and your customers will also have the option to transfer the value of their tickets to an Air Canada Travel Voucher or to convert the value of their ticket to Aeroplan points with a 65% bonus.

### 5. Can I refund IT/BT 'no fare' tickets?

Yes. Please process refunds to original form of payment, for the amount remitted to Air Canada.

*You must refund your customers for the full amount they paid you for the Air Canada ticket. Air Canada will not reimburse agencies for mark-ups, service fees you or any third party may have charged the customer.*

### 6. I refunded tickets, less applicable penalties and non-refundable taxes. Do refunds apply to the remaining value?

Yes. Please request a refund adjustment via the [Ticket Refund Application](#). Certain taxes may not be refundable, such as those listed. Please refer to the Refundable Tax Guide at [aircanada.com/agents](http://aircanada.com/agents) for more information.

### 7. Who can I contact to process refund of tickets under Air Canada's control?

Please queue the PNR to the Air Canada Rates Desk; Air Canada will process the refund.

### 8. My customer must travel imminently but did not receive the ACTV or Aeroplan points. Must I notify Air Canada?

For GDS bookings, coupons are still OPEN. We recommend you refund your customers and issue a new ticket, to avoid forfeiting any residual value when processing an exchange. For [aircanada.com/agents](http://aircanada.com/agents)' bookings, please call the Contact Centre to rebook your customers.

**9. My customer purchased a ticket with an ACTV/eCoupon, and now wants a refund. Is it possible?**

Yes. You or your customer must first cancel the booking and request a refund via 'My Bookings', at [aircanada.com/agents](http://aircanada.com/agents), or at [aircanada.com](http://aircanada.com), if your customers made the booking themselves.

- The value of the ticket will be transferred back to the ACTV/eCoupon. Once an email is received confirming the updated balance of ACTV or eCoupon, you or your customers can request the refund of the ACTV or eCoupon via [aircanada.com/refund](http://aircanada.com/refund).
- See the eCoupon section above for eCoupon issued for Goodwill compensation.

**10. How are refunds processed when FOP is Cash?**

Refunds are processed via Credit Memo.

*Air Canada is **increasing** the frequency of Credit Memo issuance from weekly to daily. Please keep an eye on your BSP reports and refund your customers when you've received the Credit Memo.*

**11. How are Flight Passes refunded?**

You may request a refund via 'My Flight Pass' at [aircanada.com/agents](http://aircanada.com/agents).

- Full refund for unused Flight Pass Wallet.
- For fixed amount of Flight Credits in a wallet, the refund will be prorated.
- For unlimited Flight Passes, the refund will vary based on usage of Flight Credits per Flight Pass installment.

**12. How do I process refunds to credit cards no longer active?**

You can still process the refund. However, your customer needs to contact their banking institution/credit card company to settle payment.

**13. Do refunds apply to Credit Card Chargebacks?**

No. Chargeback process can't be interrupted. Tickets with successful chargebacks are excluded from any refund-eligible bookings.

**14. My customers were reimbursed by their insurer. Are they eligible for a refund from Air Canada?**

No. Tickets refunded by an insurer are excluded from any refund-eligible bookings.

**15. Will Air Canada be issuing Debit Memos, should a refund be done incorrectly?**

Air Canada does not intend to issue Debit Memos for refunds in scope with this policy.

To help us with the audit process, please ensure you enter Waiver Code ACA21COVID in the Refund Mask, or in an OSI field in the PNR, if your GDS does not have a field to enter Refund Waiver Code, in the refund mask, **before** refunding the ticket.

## REFUND GUIDE 'AT-A -GLANCE'

Refund Types	Refund Process
<ul style="list-style-type: none"> <li>- GDS Future Travel Credits (unused and partially used tickets)</li> <li>- GDS Future Travel Credits from Group tickets</li> <li>- GDS Tickets from purged PNR's</li> </ul>	<p>Process in your GDS, according to fare breakdown.</p> <p>Before refunding your tickets, remember to add <b>ACA21COVID</b> in the Refund Waiver Code mask, <b>or</b> OSI in the PNR if your GDS does not have a Refund Waiver Code mask</p>
<ul style="list-style-type: none"> <li>- GDS EMDs</li> </ul>	<p>You do not have to do anything.</p> <p>Once you have refunded the tickets, any associated EMDs will automatically be refunded by Air Canada, within a few weeks.</p>
<ul style="list-style-type: none"> <li>- GDS Tickets where Air Canada has control of the tickets</li> </ul>	<p>Queue your PNR to the Air Canada Rates desk; an agent will process the refund</p>
<ul style="list-style-type: none"> <li>- GDS Tickets, complex partially used international itineraries, out of sequence coupons, partial coupons used from through fare</li> </ul>	<p>Queue to Air Canada Rates Desk.</p>
<ul style="list-style-type: none"> <li>- Purged Tickets</li> <li>- Tax adjustment and Cancellation penalty</li> </ul> <p>Some taxes may not be applicable for refund. Please refer to the Tax Reference Guide at <a href="http://aircanada.com/agents">aircanada.com/agents</a></p>	<p><a href="#">Ticket Refund Application</a></p>
<ul style="list-style-type: none"> <li>- Penalty for cancelled Groups</li> <li>- Taxes on Tour Conductor tickets</li> </ul>	<p><a href="mailto:groupbd@aircanada.ca">groupbd@aircanada.ca</a></p>
<ul style="list-style-type: none"> <li>- <a href="http://aircanada.com/agents">aircanada.com/agents</a> Future Travel Credits</li> <li>- Air Canada Travel Vouchers, Aeroplan points, eCoupons</li> </ul>	<p>'My Bookings' at <a href="http://aircanada.com/agents">aircanada.com/agents</a></p> <p><a href="http://www.aircanada.com/refund">www.aircanada.com/refund</a></p>
<ul style="list-style-type: none"> <li>- Flight Passes</li> </ul>	<p>'My Flight Passes' in the Flight Pass Application, at <a href="http://aircanada.com/agents">aircanada.com/agents</a></p>
<ul style="list-style-type: none"> <li>- Corporate Contracted tickets</li> <li>- Customized Corporation Flight Passes</li> </ul>	<p>Contact the respective Corporate Travel Manager</p>
<ul style="list-style-type: none"> <li>- Air Canada for Business</li> </ul>	<p>Refer to <a href="#">Air Canada for Business</a></p>

## **SUPPLEMENTAL INFORMATION**

### **Rates Desk Queues**

**Use for complex itineraries and when Air Canada has control of the ticket**

- Amadeus System-Wide: QE/YMQAC1100/5 (regular), and QE/YMQAC1100/0 (urgent)
- Apollo all location, except the USA: QEP/QAD/50 (regular) and QEP/QAD/51 (urgent)
- Apollo USA only: QEP/QAD/10 (regular) QEP/QAD/11 (urgent)
- Sabre, all locations except the USA: QP/QAC20/4 (regular) QP/QAC21/4 (urgent)
- Sabre, USA only: QP/QAC10/4 (regular) QP/QAC11/4 (urgent)

### **Documentary Requirements for Tax Purposes**

Air Canada would like to remind all travel agencies that as a sales agent of Air Canada, it is your responsibility to comply with tax and regulatory requirements when issuing a refund to customer.

Such requirements include, but are not limited to, the issuance of a credit note/refund receipt, which must be retained on file, for at least 7 years and must be made available at the request of Air Canada.

Travel agencies may be assessed a service fee plus applicable taxes for missing or incorrect credit notes/refund receipts. In addition, Air Canada may issue a debit memo to the agency for the value of the taxes, fees and charges.

As an example, it is a requirement under GST(XG), HST(RC), QST(XQ) and ATSC (CA) legislations, that a credit note/refund receipt be issued to customer containing the following information:

- A statement that the document is a credit note/refund receipt.
- Name of the Supplier
- Date on which the credit note/refund receipt was issued.
- Tax registration number(s) of the supplier
- Name of Customer
- Breakdown of all taxes refunded with name and amount.

For complete details, please refer to the Refundable Tax Guide.



## QUICK LINKS

- [aircanada.com/refund](https://aircanada.com/refund)
- [COVID-19 Information Hub](#)
- [Ticket Refund Application](#)
- [Air Canada for Business](#)

We encourage you to refer to our [online DRS](#) and [aircanada.com/agents](https://aircanada.com/agents) for the latest versions of our policies, including:

- Goodwill Policy
- Schedule Change Policy
- Flight Disruptions Policy
- Refundable Tax Guide