



Our Maple Leaf Lounge in Calgary is now open

Today, our Maple Leaf Lounge in Calgary welcomes travellers back safely, with an elevated Canadian-inspired dining and beverage program. Eligible travellers can unwind with peace of mind thanks to our new biosafety measures, enjoy wine selected by our sommelier, Véronique Rivest, and savor local flavours and meals designed by our celebrity chef panel, delivered directly to their seat through our Maple Leaf Lounge @ la table service.

Refund requests

We understand that you and your customers have queries on refund claims submitted. Due to higher than normal volumes, some refund claims are aging up to 85 business days. Many claims require extensive research or perhaps communication with other airlines which can increase the time frame.

We can assure you that once we are through the unprecedented volumes our turnaround times will normalize.

If you have received a confirmation email with your first submission, we have your claim. Please do not submit a second claim as this only adds to our volumes.

If you contact the Contact Centre, your client's claim will be sitting in a queue.

We thank you for your patience and sincerely apologize for the delay.

Reminder: Refund requests for insurance claims

Many travel insurance providers require proof that customers no longer hold a future travel credit for the booking before filing a claim with them.

If customers require documentation for their insurance company confirming they no longer hold a credit for future travel, simply:

1. Ensure any future travel booking is cancelled.
2. Process the refund for the ticket(s) according to the fare rules (or any existing policy their ticket may be eligible for)
 - a. If the ticket is being refunded per fare rules, no special waiver code is required.
 - b. If a ticket is being refunded under an existing waiver exception – please ensure the proper waiver code is entered in the WAVR field.
3. Issue a receipt to the customer for the refund.

The refund receipt issued to the customer acts as confirmation that they no longer hold a future travel credit from the reservation. Refund requests should be processed through the original booking source.

Note: Prior to processing a refund, please ensure that you and your customer are aware of the cancellation policy terms and conditions.

Reminder: Customer no-shows

As a reminder, if your customer is no longer travelling, please ensure to cancel their flight(s) prior to their departure as it may result in cancellation of their entire journey and their coupon(s) to be revoked/forfeited.

Important: Our policies

We encourage you to refer to our online DRS and aircanada.com/agents for the latest versions of our policies

- Schedule Change policy

Reminder: Know the entry requirements before travel

Please visit our government entry requirements website which highlights the important information you and your customers need to know before travelling to, from and transiting within Canada to international destinations.

Each country has unique requirements which may include forms that must be completed and submitted online, and/or printed and presented at the airport prior to boarding a flight. Failure to meet country entry requirements may result in long delays at the airport or upon arrival at the destination. Travellers may also be refused travel or be subject to government enforcement action for non-compliance.

We've also included a link to the government websites of the countries we are now flying to.

<https://www.aircanada.com/ca/en/aco/home/book/travel-news-and-updates/2020/new-entry-requirements.html>



Voted Best Airline
in North America
Élu meilleur transporteur
aérien en Amérique du Nord

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