

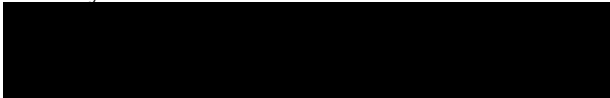
BEFORE THE DEPARTMENT OF TRANSPORTATION
OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS
WASHINGTON, D.C.

-----)	
)	
Jeffrey Stricker)	
)	
v.)	Docket DOT-OST-2020-____
)	
Air Canada)	
)	
-----)	

COMPLAINT OF JEFFREY STRICKER

Comments with respect to this document should be addressed to:

Jeffrey Stricker



Dated: June 17, 2020

BEFORE THE DEPARTMENT OF TRANSPORTATION
OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS
WASHINGTON, D.C.

-----)
Jeffrey Stricker)
v.) Docket DOT-OST-2020-____
Air Canada)
-----)

COMPLAINT OF JEFFREY STRICKER

1. This complaint arises out of Air Canada’s non-compliance with the Department’s rules regarding consumers’ right to be refunded for flights cancelled by airlines, even for reasons outside the carriers’ control, as described in the Department’s “Enforcement Notice Regarding Refunds by Carriers Given the Unprecedented Impact of the COVID-19 Public Health Emergency on Air Travel”¹, hereinafter referred to as the “Enforcement Notice”.

¹ Enforcement Notice Regarding Refunds by Carriers Given the Unprecedented Impact of the COVID-19 Public Health Emergency on Air Travel (April 3, 2020) at https://www.transportation.gov/airconsumer/enforcement_notice_refunds_apr_3_2020.
See also 14 CFR § 259.5(b)(5), and Enhancing Airline Passenger Protections, 76 Fed. Reg. 23110-01, at 23129 (Apr. 25, 2011).

2. This complaint also arises out of Air Canada's retroactive application of changes to its refund policies, which constitutes an unfair or deceptive practice within the meaning of 49 U.S.C. § 41712².

I. FACTS

A. Flight cancelled by Air Canada

3. On August 26, 2019 I purchased a ticket for an Air Canada flight from Detroit (DTW) to Vancouver (YVR) via Toronto (YYZ) departing on May 22, 2020 (Attachment 1).
4. On April 2, 2020, I learned that my flight was cancelled by Air Canada (Attachment 2).
5. On April 4, 2020, I confirmed the cancellation per the instructions in the cancellation notice and was offered a flight voucher/credit (Attachment 3A). On May 5, I requested a refund in writing in lieu of the voucher (Attachment 3B) and have received no response as of June 17.

B. Air Canada's refund policy for cancelled flights

6. Air Canada's current policy is that customers who purchased nonrefundable flight tickets are not entitled to receive full refunds for flights cancelled or changed by the carrier due to reasons outside its control, including cancellations attributed to the COVID-19 pandemic. Air Canada only offers flight vouchers or credits in such situations and claims in its Unites States

² Under 49 USC § 41712, the Department is authorized to investigate and decide whether a U.S. air carrier, foreign air carrier, or ticket agent engaged in an unfair or deceptive practice in air transportation or the sale of air transportation. The Department is also authorized to issue orders to stop an unfair or deceptive practice after notice and opportunity for a hearing.

English website that “in accordance with government regulations”, that such bookings are ineligible for a refund (Attachments 4 and 5).

C. Air Canada’s obligations

7. Air Canada is an airline that is authorized to operate flights from and to the United States and is therefore subject to the Department’s jurisdiction and bound by the rules enunciated in the Enforcement Notice, which apply to U.S. and foreign airlines operating flights from, to and within the United States.
8. In its Enforcement Notice, and based on existing federal regulation, the Department reminds airlines about their obligation to refund consumers for flights cancelled by the carriers themselves, even if the reason of the flight disruptions are outside the carrier’s control, and regardless of the nonrefundability/penalty provisions of the ticket purchased by the consumers.
9. In page 2 of its Enforcement Notice, the Department lists the actions non-complying airlines must take to avoid enforcement action, as follows:
 - a. the carrier contacts, in a timely manner, the passengers provided vouchers for flights that the carrier cancelled or significantly delayed to notify those passengers that they have the option of a refund;
 - b. the carrier updates its refund policies and contract of carriage provisions to make clear that it provides refunds to passengers if the carrier cancels a flight or makes a significant schedule change;
 - c. the carrier reviews with its personnel, including reservationists, ticket counter agents, refund personnel, and other customer service professionals, the circumstances under which refunds should be made.

10. On May 12, 2020, the department issued a notice³ in the form of answers to frequently asked questions regarding airline ticket refunds. In the answer to question 4 of the notice, the Department reiterates that airlines may not retroactively apply changes to their refund policies and must honor the policies in place at the time of ticket purchase.

D. Air Canada's non-compliance and violations

11. Air Canada's policy of not issuing prompt refunds for flights cancelled for reasons outside its control, and regardless of the nonrefundability and cancellation penalty provisions of the purchased, is in direct violation of its obligations and of the consumers right to be refunded as per the rules detailed in the Department's Enforcement Notice.

12. Before March 19, 2020 (Attachments 6), Air Canada's policies indicated that consumers can receive refunds for schedule changes and cancellations attributed to the COVID-19 pandemic. However, and since that date, Air Canada changed its refund policies for cancellations and schedule changes in a way that negatively affects consumers by no longer permitting refunds (Attachments 7A, 7B and 8). The new policy is applied by Air Canada based on the date of the cancellation or schedule change, and regardless of the policy in place at the time the passenger purchased the ticket. This represents a retroactive change in policy and represents an unfair or deceptive practice within the meaning of 49 U.S.C. § 41712.

³ U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings, Frequently Asked Questions Regarding Airline Ticket Refunds Given the Unprecedented Impact of the COVID-19 Public Health Emergency on Air Travel (See answer to question 4: "May airlines and ticket agents retroactively apply new refund policies?") https://www.transportation.gov/airconsumer/FAQ_refunds_may_12_2020.

13. Many airlines are complying with their obligations to refund passengers, especially after the issuance of the Enforcement Notice on April 3rd. These airlines will be in an unfairly disadvantageous financial situation if other airlines, such as Air Canada are allowed to continue practices that violate the same obligations without incurring any penalty.

II. REQUESTED RESOLUTION

14. I ask that the Department of Transportation:

- (1) Exercise its authority under 49 USC 41712 to open an investigation of Air Canada for its non-compliance with the Department's Enforcement Notice and the regulations on which the notice is based;
- (2) Order Air Canada to comply with its obligation to promptly refunds for flights cancelled or significantly delayed, regardless of the reason of such flight disturbances.
- (3) Order Air Canada to:
 - a. contact, in a timely manner, the passengers provided vouchers for flights that the carrier cancelled or significantly delayed to notify those passengers that they have the option of a refund;
 - b. update its refund policies, contract of carriage and tariff provisions to make clear that it provides full refunds to passengers if the carrier cancels a flight or makes a significant schedule change, regardless of the reason and the nonrefundability and cancellation penalty provisions of the tickets purchased by the passengers;


- c. review with its personnel, including reservationists, ticket counter agents, refund personnel, and other customer service professionals, the circumstances under which refunds should be made.
- (4) Impose appropriate civil penalties on Air Canada.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Jeffrey Stricker', is positioned above the printed name.

Jeffrey Stricker

Attachment 1


 **AIR CANADA**
Booking Confirmation

Booking Reference: [REDACTED]



Date of issue: 26 Aug, 2019

This is your official Itinerary/Receipt. You must bring it with you to the airport for check-in and we recommend you keep a copy for your records. Please also take the time to review it as it contains the **general conditions of carriage and applicable tariffs** that apply to the tickets, bookings and air services detailed below, as well as baggage, dangerous goods and other important information related to your trip.




Data Protection Notice: Your personal data will be processed in accordance with the applicable carrier's privacy policy and, if your booking is made via a reservation system provider ("GDS"), with its privacy policy. These are available at the [ATA Travel Centre website](#) or from the carrier or GDS directly. You should read this documentation, which applies to your booking and specifies, for example, how your personal data is collected, stored, used, disclosed and transferred. We also invite you to view [Air Canada's Privacy Policy](#) directly.

 Depart

Economy - Flex

Friday 22 May, 2020	06:30 Detroit Wayne County(DTW), MI Terminal N		07:43 Toronto Toronto-Pearson Int. (YYZ), ON Terminal 1	AC7360	1hr13 Economy L Operated by: Air Canada Express - Air Georgian CRJ100 Air Canada Bistro
Layover in Toronto				1hr17	
Friday 22 May, 2020	09:00 Toronto Toronto-Pearson Int. (YYZ), ON Terminal 1		10:53 Vancouver Vancouver Int. (YVR), BC Terminal M	AC105	4hr53 Economy L Operated by: Air Canada 77W Air Canada Bistro
Total duration				7hr23	

Passengers

 Jeffrey Allen Stricker Ticket Number [REDACTED]	Seats AC7360 3A AC105 58A
 [REDACTED]	Seats AC7360 2C AC105 58B
 [REDACTED]	Seats AC7360 2A AC105 58C

Purchase summary	
American Express <small>card number 2091</small> Amount paid: \$1252.50 Tax information <small>GST/HST no. 10006-2287-RT0001</small> \$1.17	3 adults
Air Transportation Charges	
Base Fare (including surcharges and U.S. Transportation Tax)	\$65.80
Taxes, fees and charges	
September 11th Security Fee - United States	\$6.80
Harmonized Sales Tax - Canada - 100062287 RT0001	\$3.39
Airport Improvement Fee - Canada	\$3.01
Flight Segment Tax - United States	\$4.40
Passenger Facility Charge - United States	\$4.00
Total airline and taxes before options (per passenger)	\$417.50
Number of passengers	X 3
Total	\$1,252 ¹
GRAND TOTAL (US dollars)	\$1,252 ²⁰

Check-in and boarding gate deadlines	
Within Canada	From the U.S.
90 minutes	120 minutes
Recommended check-in time You should check in no later than the times indicated at left. This will ensure you have plenty of time to check in, drop off your checked bags and pass through security.	
45 minutes ¹	60 minutes
Check-in and baggage drop-off deadline You must have checked in, obtained your boarding pass and deposited all checked bags at the baggage drop-off counter before the end of the check-in period for your flight.	
15 minutes	15 minutes
Boarding gate deadline You must be present at the boarding gate before it closes.	
¹ From Toronto City Airport (YTZ) - Check-in and baggage drop-off deadline: 20 minutes.	

Attachment 2

jeffstricker@outlook.com

From: Air Canada Notification <flightnotification@aircanada.ca>
Sent: Thursday, April 2, 2020 17:19
To: [REDACTED]
Subject: Air Canada - FLIGHT CANCELLATION [REDACTED] AC105/May 22, 2020

We regret to inform you that AC105 from Toronto, Lester B. Pearson Intl (YYZ) to Vancouver, International (YVR) on May 22, 2020 has been cancelled due to the impacts of COVID-19, government travel advisories and/or health and safety concerns.

The full value of what you paid will become a future travel credit valid for 24 months. To store this value, if you booked with:

1. Air Canada: Visit
<https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.aircanada.com%2Fmybookings&data=02%7C01%7C%7C4ffc44139b7045ec1d7808d7d74b7c55%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637214591509159410&data=HRRuN5J733Vi9mrf%2F5aqJHdfTyc1teTxGBFJTdydVM%3D&reserved=0> and enter your booking details. Select "Cancel Booking" and when you select confirm, any change fees will be waived.
2. A travel agency: They will process this for you on your behalf.
3. Air Canada Vacations: Your credit will be stored automatically.
4. Aeroplan: Visit
<https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.aeroplan.com%2F&data=02%7C01%7C%7C4ffc44139b7045ec1d7808d7d74b7c55%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637214591509159410&data=CaHTvCPzIHW5eU%2BGgfc90zu3j%2BtNuyN3xBe55IZVo%3D&reserved=0> and select "Manage Your Bookings" to return the Aeroplan Miles into your account.

When you're ready to rebook within 24 months, if you booked with:

- Air Canada: Please call us and make sure to provide your original ticket number starting with "014".
- A travel agency: Please contact them directly.
- Air Canada Vacations: Please contact them directly.
- Aeroplan: You can rebook anytime at
<https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.aeroplan.com%2F&data=02%7C01%7C%7C4ffc44139b7045ec1d7808d7d74b7c55%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637214591509159410&data=CaHTvCPzIHW5eU%2BGgfc90zu3j%2BtNuyN3xBe55IZVo%3D&reserved=0>

Booking Reference: [REDACTED]

This is an automated message - Please do not reply to this email.

We've sent you this email about an Air Canada product or service that you've requested - this is not a promotional email. Your privacy is very important to us. To see how we're protecting your personal information, please take a look at our Privacy Policy (<https://nam12.safelinks.protection.outlook.com/?url=http%3A%2F%2Faircanada.com%2Fprivacy&data=02%7C01%7C%7C4ffc44139b7045ec1d7808d7d74b7c55%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637214591509159410&data=a%2BIDmYHVWYhiZo7%2FxtL4fVowJwnL7SaeGdla4Qytg%3D&reserved=0>).

Si le présent courriel n'est pas dans la langue de votre choix (français ou anglais), appelez les Réservations d'Air Canada au 1 888 247-2262 et nous serons heureux de mettre à jour votre réservation et de vous envoyer une nouvelle copie de l'itinéraire.

Attachment 3A

jeffstricker@outlook.com

From: Customer Care <CustomerCare.serviceclient@aircanada.ca>
Sent: Saturday, April 4, 2020 23:09
To: Jeffrey Stricker
Subject: Cancellation of AirCanada booking/Annulation de réservation avec AirCanada AC:000382000074704

Follow Up Flag: Flag for follow up
Flag Status: Flagged

Case Number: CAS-2653186-C6B3G0

Dear Mr. Stricker,

We are happy to inform you that we have processed your request to cancel your itinerary and keep the base fare value and taxes on hold for future use as a travel credit.

We want to provide you with the flexibility you need. When you are ready to fly with us again simply contact us at 1 888 247 2262 and our dedicated customer service team will happily rebook your travel without a change fee. You may choose to fly to the same destination at a later date or change to a different destination -- please note that this may result in a difference in base fare value and/or taxes.

If your booking was cancelled by Air Canada, you have 24 months from the flight cancellation date to complete your new travel using your travel credit.

If you chose to cancel your booking, you have until April 30, 2021 to complete your new travel using your travel credit. Note that if you booked in 2019, you must call us before the one-year anniversary of your original ticket purchase date and we will extend the waiver through April 30, 2021.

When you are ready to rebook, you will need to call Air Canada Reservations with your itinerary information, keeping in mind the travel credit deadlines outlined above.

If you have already reached out to us through another channel to have your cancellation request processed, then you may disregard this message.

This is a very challenging time for the travel industry, and your patience and understanding is greatly appreciated. You can find the latest updates on how Air Canada is responding to COVID-19 at aircanada.com.

Sincerely,
Josie Jones
Customer Relations



Attachment 3B

5/5/2020

Ticket Refund Application - Air Canada Refunds

Before we get started, please read these important notes

If you purchased your ticket or paid for services through Air Canada Vacations, a Travel Agent, another airline or another website, please contact that merchant directly.

Proceed with the form if you purchased your ticket or paid for services direct with Air Canada (via our website, our Call Centre, our kiosk or our Airport Customer Service Agents.)

Please note that refunds are not guaranteed. All refund assessments will be based on Air Canada's tariffs and policies, as well as the terms and conditions of your purchase as displayed on your itinerary receipt.

Your Air Canada ticket number can be found on the credit card statement used for the purchase. It will be displayed as Air Canada 014.

Important Information: Details on Goodwill Policies can be found at www.aircanada.com
(<https://www.aircanada.com/ca/en/aco/home.html#/>)

Please consult the policies prior to filling out a Refund Application.

Customer type

Passenger ▼

● Choose the option which best describes your service-related request

Other ▼

☒ Please check this box if your trip originated or destination was in the United States

● Choose the option which best describes your refund request

My Flight was cancelled ▼

● Flight date

22/05/2020

● Flight number ?

<https://refundservices.business.conduent.com/AirCanada/Refunds/Create>

1/4

5/5/2020

Ticket Refund Application - Air Canada Refunds

AC8914

Application to apply a credit

☐ I have an existing credit (ticket/voucher) and wish to use that credit as payment towards a new ticket.

Original Ticket/Voucher Information

• Title	• First name	• Last name	• Ticket number ?	
Mr ▾	Jeffrey	Stricker	██████████	Delete
Mrs ▾	██████████	██████████	██████████	Delete
Mrs ▾	██████████	██████████	██████████	Delete

Add passenger (/AirCanada/Refunds/BlankTicketEditorRow)

☐ I have a paper ticket.

Contact Information

• Title	Mr ▾
• First name	Jeffrey
• Last name	Stricker
• Address type	United States ▾
• Address	

<https://refunds.services.business.conduent.com/AirCanada/Refunds/Create>

2/4

5/5/2020

Ticket Refund Application - Air Canada Refunds

Address second line

• City

• State

• Zip code

• Phone ?

• Email ?

Payment Information

• Method

Additional Information

Explain ?


My itinerary (booking [REDACTED] on 26Aug19, changed to [REDACTED] on 04Nov19, for the 3 passengers listed above) was canceled and I was offered a voucher for future travel, but I am not sure at this point if or when our trip will be rescheduled, so we would prefer a refund per the U.S. DOT guideline issued April 3. The amount paid was (\$395.60 fare per person + \$21.90 tax) x 3 passengers = \$1252.50 (US). My booking confirmations and receipt are attached for your reference.

Thanks!

5/5/2020

Ticket Refund Application - Air Canada Refunds

Upload Files:

Click to Browse 	File size is limited to 1 MB per file.	Delete
---	--	--------

Add File (/AirCanada/Refunds/BlankFileUploadRow)

☒ ● I'm not a robot.



Get Other

Type below the characters displayed in the image above. This test helps us prevent automated spam submissions. (Note: characters are not case sensitive)

WDHCB

Privacy:

All of the information you provided will be handled in compliance with Canadian Privacy laws. We are committed to the protection of the personal information of our customers.

Before you submit:

An Air Canada Refund Representative will review your application and reply as soon as possible. If review determines you are entitled to a refund, please allow a minimum of 6 weeks (unless otherwise stated by applicable law) for your refund to be processed.


Please do not submit duplicate refund applications.

Once you submit a confirmation number will be provided. Please use this confirmation number to track the status of your refund.

Thank you for choosing Air Canada

Send

Air Canada (<http://www.aircanada.com/en/home.html>) | General conditions of carriage & Tariffs
(https://www.aircanada.com/en/travelinfo/before/gcc_tariffs.html) | Privacy Policy
(<https://www.aircanada.com/en/about/legal/privacy/policy.html>) | Terms of Use
(<https://www.aircanada.com/en/about/legal/notice.html>)

A STAR ALLIANCE MEMBER  (<https://www.aircanada.com/en/about/acfamily/staralliance/index.html?src=footer>)
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Attachment 4

Captured on May 24, 2020 from

<https://www.aircanada.com/us/en/aco/home/fly/customer-support/cancellation-options.html#/current-booking>

If you booked directly with Air Canada, please select one of the following:

Air Canada has already cancelled my booking

If you have a booking cancelled by Air Canada for travel prior to March 1, 2020, please [click here](#) to learn more about your options.

If you have a booking cancelled by Air Canada for travel after March 1, 2020, you have several options available to you depending on the type of fare you purchased and whether the cancellation was within Air Canada's control.

Cancellations outside of Air Canada's control

If Air Canada has already cancelled your booking, and the cancellation is outside of Air Canada's control (for example, due to the impacts of COVID-19, government travel advisories and/or health and safety concerns), you have two expanded options to choose from:

1. **Air Canada Travel Voucher** – Transfer the remaining value of all tickets in a booking and associated services to an Air Canada Travel Voucher. The voucher has no expiry date, is fully transferable and can be used multiple times.
2. **Aeroplan Miles** – Convert and transfer the remaining value of all tickets and associated services in a booking, minus any taxes, into Aeroplan Miles, and get an additional 65% bonus miles.

If you purchased a non-refundable fare, please note that in accordance with government regulations, non-refundable bookings that are cancelled due to the impacts of COVID-19, government travel advisories and/or health and safety concerns are outside of Air Canada's control and ineligible for a refund.

If you purchased a refundable fare, you have the additional option of returning the remaining refundable value of all tickets and associated services in a booking, minus any applicable fees, back to your original form of payment.

[How to process a cancellation](#)

Cancellations within Air Canada's control

For both refundable fares and non-refundable fares, if Air Canada has already cancelled your booking, and the cancellation is within Air Canada's control, you have three expanded options to choose from:

1. **Air Canada Travel Voucher** – Transfer the remaining value of all tickets in a booking and associated services to an Air Canada Travel Voucher. The voucher has no expiry date, is fully transferable and can be used multiple times.
2. **Aeroplan Miles** – Convert and transfer the remaining value of all tickets and associated services in a booking, minus any taxes, into Aeroplan Miles, and get an additional 65% bonus miles.
3. **Return to original form of payment** – Return the remaining refundable value of all tickets in a booking and associated services back to your original form of payment.


[How to process a cancellation](#)

Attachment 5

Captured on May 18, 2020 from <https://www.aircanada.com/us/en/aco/home/fly/flight-information/delayed-flights-and-cancellations/refund-options.html>

[Home](#) | [Fly](#) | [Flight Information](#) | [Delayed Flights / Cancellations](#) | [Refund Options](#) ^

Refund Options

 For flight cancellations due to the impacts of COVID-19, government travel advisories and/or health and safety concerns, click [here](#).

In the event of a flight cancellation or a delay of more than three hours, **for situations other than those outside our control**, Air Canada offers you the option of requesting a refund for the unused portion of your ticket, or using the unused portion toward future travel with us. **Cancellations resulting from the COVID-19 crisis are considered outside our control.**

To Request a Refund

If your flight is cancelled or delayed by more than 3 hours for reasons other than those outside Air Canada's control, and you'd like to obtain a refund for the unused portion of your ticket (including some fees and/or purchased travel options), please call **Air Canada Reservations**. You'll be directed to present your refund request via your original point of purchase.

If you choose to request a refund, the method with which you are refunded will accord with the method in which you paid. Your refund will include your fare and all taxes, as well as certain charges paid for added travel options.

To Retain the Ticket Value for Future Travel

To retain the value of your ticket for future travel:

- Contact **Air Canada Reservations**. Please provide the booking reference number or ticket number. A customer service agent will cancel your current reservation.
- Air Canada will retain the value of all unused portions of your ticket and certain related travel options. (Fares available online are not necessarily available through Air Canada Reservation.)
- You may also cancel your entire reservation or all remaining portions of your ticket online. Please keep your booking reference number so we can better assist you when you are ready to use the value of your ticket.

When you're ready to use the unused portion of your ticket for travel with us:

- Please contact **Air Canada Reservations**, and make sure to have your **booking reference** handy.
- Please keep in mind that:
 - Any change fee associated to your original ticket will be waived.
 - The value can be used for future travel on Air Canada, Air Canada rouge or Air Canada Express.
 - Unused non-refundable travel options, such as assigned seat selection, Maple Leaf Lounge access, and Air Canada Bistro snack or meal vouchers may be used on future flights, subject to availability.
 - If your ticket is fully unused, you must commence your travel within 12 months of the original issue date.
 - If your ticket was partially used, you must complete your travel within 12 months of the first used portion.
 - Tickets are non-transferable: the original booking passenger(s) must use their respective amount(s).
 - Any amount remaining unused after booking a new flight is forfeited.

Attachment 6

Captured on March 17, 2020 from


<https://www.aircanada.com/us/en/aco/home/book/travel-news-and-updates/2020/covid-19.html>

Note: Air Canada removed the information displayed in this attachment on or around March 19, 2020.

My flight has been cancelled. What should I do? ▼

For flight cancellations, we will contact you via the email address or phone number you provided when you booked your flight.

At a later time, when you decide you want to travel, you can apply your credit to a future booking. Please call Air Canada at 1-888-247-2262 to book your new flight with your credit.

If you decide to have your credit refunded to the original payment method, please fill out the refund form and submit it [here](#) .

Attachment 7A

Captured on May 21, 2020 from page 2 of

https://www.aircanada.com/content/dam/aircanada/portal/documents/PDF/agents/en/ca/policies/SKCH_EN_V13.pdf

Overview

Air Canada has revised the Schedule Change policy, effective immediately, for schedule changes processed as of March 19, 2020.

This policy and these procedures cover Air Canada operated flights affected by schedule changes. 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.**

Attachment 7B

Captured on May 21, 2020 from page 8 of

https://www.aircanada.com/content/dam/aircanada/portal/documents/PDF/agents/en/ca/policies/SKCH_EN_V13.pdf

Refunds

Schedule Change **occurred on/before** March 18, 2020

A refund is permitted and applies only for a 014 ticket if an acceptable protection cannot be found due to a schedule change on Air Canada, Air Canada Rouge, Air Canada Express (Jazz, Sky Regional, Air Georgian, EVAS), AC*/OAL or OAL that is:

- A schedule change of 60 minutes or more.
- A change of operating carrier.
- A routing/airport change.
- Not permitting a same-day connection.
- An aircraft change that results in a cabin change.
- Refunds are processed back to the original form of payment.
- Apply waiver code: **ACUSKEDCHG** along with the flight number.

Schedule Change **occurred on/after** March 19, 2020

Full refunds are not permitted.

Please refer to the *Save as Future Credit* and *Cancel and Refund as per Fare Rules* sections below.

Exception: Refunds are permitted for flights originating from the below countries; apply waiver code **ACUSKEDCHG** along with the flight number (e.g. **ACUSKEDCHGXXXX**).

Flight Origin	Refund of Unused Coupons	Deadline to request refund after SKCH
From Algeria	Yes + return to origin	8 days

Information subject to change without notice. *Altitude Super Elite 100K, Air Canada Express and Air Canada rouge are trademarks of Air Canada. *Aeroplan is a registered trademark of Air Canada Inc. *Star Alliance is a trademark of the Star Alliance Members. May 14, 2020. V12.

To/From Israel	Yes	21 days
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Attachment 8

Captured on May 18, 2020 from

https://www.aircanada.com/content/dam/aircanada/portal/html/flash-files/20/200323_en.html

As of May 7, 2020 - V8

We've waived changes for new and existing bookings made by customers worldwide. See below for additional details.

For quick reference on which policy to apply (Goodwill or Schedule Change), please refer to our helpful [one-page document](#).

AIR CANADA CANCELLED YOUR FLIGHTS?

NO

Apply Goodwill Policy

at cancelled.

k.

cancelled up to 2 hours prior to the departure flight.

YES

Involuntary Changes - Apply Schedule Change Policy

Applies when there is a flight cancellation, time change, flight number change, cabin change, routing/airport change or operating carrier change, which occurs more than 48 hours prior to the original scheduled departure time.

	MAY 31, 2020
	Between March 1, 2020 and up to May 31, 2021
	24 months from the date you cancel your booking
	As per fare rule
	Waived - one time
DL)	Applies
	CHNGFEE20

Rebooking:

Refund:

*

**

SCHEDULE CHANGE PRIOR TO MARCH 19, 2020	SCHEDULE CHANGE ON/AFTER MARCH 19, 2020
Permissible as per policy guidelines (allowed OAL). Add DUE SKCH in ticket endorsement.	Permissible as per policy guidelines (does not allow OAL*). Add DUE SKCH in ticket endorsement.
Permissible, and applies only for a 014 ticket if an acceptable protection cannot be found.	As per fare rules. Non-refundable amounts will be lost (including non-refundable taxes). Any cancellation fees will apply.
Add ACUSKEDCHG + flight number in waiver code field.	or Credit** ONLY for 24 months. Add CV20VL22 in ticket endorsement. Change fee waived - ADCOL collected if applicable.
Over-the-water re-protection flight must be Air Canada-operated and Air Canada-marketed.	
Ticket will need to be exchanged prior to the ticket expiry. Instructions can be found in the Schedule Change policy located at aircanada.com/agents , on the Online DRS or by contacting the GDS Help Desk.	

For complete details, please refer to the Schedule Change policy.

Version 4: May 7, 2020

Certificate of Service

I hereby certify that I have, this 17 day of June 2020 caused a copy of the foregoing Complaint to be served by electronic mail on the following persons:

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