

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

-----)	
)	
Lindsay Elizabeth Miles)	
)	
v.)	Docket DOT-OST-2020-06
)	
Air Canada)	
)	
-----)	

COMPLAINT OF LINDSAY MILES

Comments with respect to this document should be addressed to:

Lindsay E. Miles
8568 Sarah Lane, Grosse Ile MI, 48138
E-mail: lemiles@umich.edu

Dated: 06/20/2020

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

-----)	
)	
Lindsay Elizabeth Miles)	
)	
)	
v.)	Docket DOT-OST-2020-06
)	
Air Canada)	
)	
-----)	

COMPLAINT OF LINDSAY MILES

1. This complaint arises out of Air Canada’s non-compliance with the Department’s rules regarding consumers’ right to be refunded for flights to or from the United States (“U.S. 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 (“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 February 23rd, 2020 I purchased a ticket for an Air Canada flight from YQG (Windsor, Ontario) to LHR (London Heathrow) via YYZ (Toronto) departing on May 30th, 2020 (Attachment 1).
4. On April 3rd, 6th, & 9th, 2020, I learned that my flight was changed and then cancelled by Air Canada (Attachment 2).
5. On dates: March 22nd, April 6th, May 8th, May 22nd, & June 20th, I contacted Air Canada to request a refund for the cancelled flight, but my request was denied, and I was only offered a flight voucher/credit (Attachment 3). These correspondences were through email and there have been numerous phone efforts in addition.

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 operates flights from and to the United States and is therefore subject to the Department’s jurisdiction for such flights 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 offer prompt refunds for flights significantly delayed or cancelled by the carriers, even if the reason of such flight disruptions are outside the carrier’s control, and regardless of the nonrefundability or cancellation penalty provisions of the ticket purchased by the affected 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 U.S. Flights that are significantly delayed or cancelled by the carrier for reasons outside its control, and regardless of the non-refundability and cancellation penalty provisions of the purchased ticket, is in direct violation of its obligation to offer prompt refunds to affected consumers 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

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.

retroactive change in policy and represents an unfair or deceptive practice within the meaning of 49 U.S.C. § 41712.

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 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 offer prompt full refunds to original form of payment for U.S. flights that are significantly delayed or cancelled by the carrier, regardless of the reason of such flight disturbances and regardless of the non-refundability or the cancellation penalty of the tickets purchased by affected customers.
- (3) Order Air Canada to:
 - a. contact, in a timely manner, the passengers provided vouchers for U.S. Flights significantly delayed or cancelled by the carrier 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 prompt refunds to passengers if the carrier

cancels a U.S. Flight or makes a significant schedule change,
regardless of the reason of such flight disruptions and regardless of the
non-refundability or the cancellation penalty provisions of the tickets
purchased by the affected customers;

- 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 "Lindsay Miles", with a stylized, cursive script.

Lindsay E. Miles

Attachment 1

AIR CANADA

Booking Confirmation

QR Code

Booking Reference: **JVIWYH**
Date of issue: 23 Feb, 2020

[Select Seats](#)

[eUpgrade](#)

[Check in](#)

[Manage my booking](#)

Thank you for choosing **Air Canada**. Below are your flight details and other useful information for your trip.

IMPORTANT: Your official Itinerary/Receipt is attached to this email. 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.

Passengers

Lindsay Elizabeth Miles

Seats

Ticket number
0142128381703

Air Canada - Aeroplan:
569290786

AC8870 -
AC848 19C
AC869 23H
AC8867 -

Depart

Economy - Standard

Depart

Economy - Standard

Saturday
30 May,
2020

15:30
Windsor
(YQG)
Ontario

16:38
Toronto
Toronto-Pearson Int. (YYZ),
Terminal 1

1hr08

Operated by: **Air Canada Express - Jazz** | [De Havilland Dash 8-](#)
AC8870 [300](#)
Air Canada Bistro

Saturday
30 May,
2020

20:35
Toronto
Toronto-Pearson
Int. (YYZ),
Terminal 1

+ 1 day
08:35
London
Heathrow (LHR),
Terminal 2

7hr00

Operated by: **Air Canada** | [777-300ER](#) | [Wi-Fi](#)
AC848
Breakfast, Meal

Return

Economy - Standard

Friday
26 Jun, 2020

08:30
London
Heathrow (LHR),
Terminal 2

11:15
Toronto
Toronto-Pearson Int.
(YYZ),
Terminal 1

7hr45

 **Return**

Economy - Standard

Friday
26 Jun, 2020

08:30

London

Heathrow (LHR),
Terminal 2

11:15

Toronto

Toronto-Pearson Int.
(YYZ),
Terminal 1



7hr45

AC869

Operated by: **Air Canada** | [787-8](#)
Breakfast, Snack

Friday
26 Jun, 2020

12:30

Toronto

Toronto-Pearson Int. (YYZ),
Terminal 1

13:40

Windsor

(YQG)
Ontario



1hr10

AC8867

Operated by: **Air Canada** Express - Jazz | [De Havilland Dash 8-300](#)
Air Canada Bistro

Purchase summary

Visa

XXXX-XXXX-XXXX-1907
Amount paid: \$794.26

Full details can be found
in your attached
Itinerary/Receipt.

1 adult



Air Transportation Charges (Including
Surcharges)

505.18












Seat selection

74.00



Taxes, fees and charges

215.08

Visa XXXX-XXXX-XXXX-1907 Amount paid: \$794.26 Full details can be found in your attached Itinerary/Receipt. Tax information GST/HST no. 10009-2287 RT0001 \$2.26	<div>1 adult</div> <table><tr><td> Air Transportation Charges (Including Surcharges)</td><td>505.18</td></tr><tr><td> Seat selection</td><td>74.00</td></tr><tr><td> Taxes, fees and charges</td><td>215.08</td></tr><tr><td>GRAND TOTAL (US dollars)</td><td>\$794²⁶</td></tr></table>	 Air Transportation Charges (Including Surcharges)	505.18	 Seat selection	74.00	 Taxes, fees and charges	215.08	GRAND TOTAL (US dollars)	\$794²⁶
 Air Transportation Charges (Including Surcharges)	505.18								
 Seat selection	74.00								
 Taxes, fees and charges	215.08								
GRAND TOTAL (US dollars)	\$794²⁶								




Baggage allowance

Carry-on baggage

On flights operated by **Air Canada**, **Air Canada Rouge** or **Air Canada Express**, you may carry with you in the cabin 1 standard item (max. size: 23 x 40 x 55 cm [9 x 15.5 x 21.5 in]) and 1 personal item (max. size: 16 x 33 x 43 cm [6 x 13 x 17 in]). Your carry-on baggage must be light enough that you can store it in the overhead bin unassisted. [See our complete carry-on baggage policy.](#)

Checked baggage

Please see below for details on the bags you plan on checking at the baggage counter.

 Windsor (YQG) > London (LHR)		
 1st bag Complimentary	 2nd bag \$ 75.50 USD Including taxes	Max. weight per bag: 23 kg (50 lb) Max. dimensions per bag: 158 cm (62 in)

Attachment 2

Air Canada - REVISED ITINERARY - JVIWYH/May 30, 2020 Inbox x



Air Canada Notification <flightnotification@aircanada.ca>
to me

Fri, Apr 3, 2:16 AM ☆ ↩ ⋮

One or more flights in your **itinerary** cannot be operated as planned. Please find your revised **itinerary**. We apologize for any inconvenience.

AC8872
Departing Windsor, Airport (YQG) on May 30, 2020 @ 16:30*
Arriving in Toronto, Lester B. Pearson Intl (YYZ) on May 30, 2020 @ 17:38*
-- Arrival Terminal 1

Reason: Government travel advisory

If the revised **itinerary** does not suit your travel plans, you can also look for alternative flight options using the link provided below, or cancel your **itinerary**. No change fees will apply**

<https://book.aircanada.com/bkgd?ref=JVIWYH&n=Miles>

Booking Reference: JVIWYH
Miles Lindsay Elizabeth

Air Canada - REVISED ITINERARY - JVIWYH/May 30, 2020 Inbox x



London to Toronto – AC 8598

May 30, 4:00 PM–4:46 PM

Take-off
May 30, 4:00 PM

Flight duration
46 min

Landing
May 30, 4:46 PM

Confirmation number
JVIWYH

Air Canada Notification <flightnotification@aircanada.ca>
to me

Mon, Apr 6, 2:33 PM ☆ ↩ ⋮

One or more flights in your **itinerary** cannot be operated as planned. Please find your revised **itinerary**. We apologize for any inconvenience.

AC8598
Departing London, International (YXU) on May 30, 2020 @ 16:00*
Arriving in Toronto, Lester B. Pearson Intl (YYZ) on May 30, 2020 @ 16:46*
-- Arrival Terminal 1

Reason: Government travel advisory

If the revised **itinerary** does not suit your travel plans, you can also look for alternative flight options using the link provided below, or cancel your **itinerary**. No change fees will apply**

<https://book.aircanada.com/bkgd?ref=JVIWYH&n=Miles>

Air Canada - FLIGHT CANCELLATION - JVIWYH - AC8598/May 30, 2020



Inbox x

Air Canada Notification <flightnotification@aircanada.ca>
to me

Thu, Apr 9, 4:15 PM ☆ ↩ ⋮

We regret to inform you that AC8598 from London, International (YXU) to Toronto, Lester B. Pearson Intl (YYZ) on May 30, 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://www.aircanada.com/mybookings> 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://www.aeroplan.com> 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://www.aeroplan.com>.

Booking Reference: JVIWYH
Miles Lindsay Elizabeth

Attachment 3

On May 22, 2020, at 1:55 PM, Customer Care <CustomerCare.serviceclient@aircanada.ca> wrote:

Dear Ms. Miles,

Thank you for your follow-up email.

We truly regret you disagree with our approach during this unprecedented time but we are comfortable with our position. We can appreciate your situation but we are unable to make exceptions to individual customers.

We hope despite disappointing you, we can continue to count on your support.


Sincerely,
Rosie Le
Customer Relations



Lindsay Elizabeth Miles
Complaint – Air Canada

Air Canada Refund Services aircanadarefunds@conduent.com via umich.edu Mon, May 25, 2:14 PM

to me

 **AIR CANADA**

Dear Miss Miles,

We have received your **request** for a **refund** due to a flight change or cancellation caused by the impacts of COVID-19, government travel advisories and/or health and safety concerns.


Despite this unprecedented situation, rest assured we are working around the clock to help our customers. However, while cancellations that are within an airline's control can lead to a **refund**, those cancellations that are caused by COVID-19 are beyond our control, principally due to the COVID-19 pandemic and the government measures put in place to contain its spread.

Although your fare is non-refundable the cancellation of this booking means that you still have a credit to use on Air Canada.

Please find the options pertaining to your ticket.

- 1.) Tax **refund** for eligible tax amounts; please e-mail us back advising of this option, or
- 2.) Use your ticket as a credit towards future travel. Please contact our Contact Centre at 1-888-247-2262, or visit <https://aircanada.com> for more details, as our policies have changed concerning the expiry date of your credit.
- 3.) File a claim with your travel insurance provider. Additionally, some payment cards cover trip cancellations; please check directly with your bank or service provider for eligibility.


Sincerely,
Brenda

 **Air Canada** ✓

will be able to select
Cancel my booking







We regret that we cannot process a refund for your reservation. All refunds are as per fare rule and you have booked a non refundable fare.

Regards

 R /Martha

Martha, This response is

Type a message...

(Other denials have occurred via phone call throughout March- Present)

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 pages 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
----------------	-----	---------

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

It cancelled.

k.

cancelled up to 2 hours prior to the departure flight.

	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

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.

	SCHEDULE CHANGE PRIOR TO MARCH 19, 2020	SCHEDULE CHANGE ON/AFTER MARCH 19, 2020
Rebooking:	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.
Refund:	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 20th day of June 2020 caused a copy of the foregoing Complaint to be served by electronic mail on the following persons:

Anita Mosner

Kimberly Graber, Esq.

Blane Workie, Esq.

Robert Gorman, Esq.

Anita.Mosner@hklaw.com

kimberly.graber@dot.gov

blane.workie@dot.gov

robert.gorman@dot.gov

A handwritten signature in black ink, reading "Lindsay Miles". The signature is written in a cursive, flowing style.

Lindsay E. Miles