AIR CANADA

News Releases

# Air Canada to Offer Refunds for All Fares for Flights Affected by COVID-19 since February 1, 2020

*Customers can submit refund requests immediately*

- *New policy covers customers with non-refundable fares whose flights were cancelled or who voluntarily cancelled their travel due to COVID-19 since February 2020*
- *As of April 13, 2021, customers who purchase non-refundable fares whose future flights are cancelled or rescheduled by more than three hours will have the option of a refund*
- *Airline will not recall commissions for refunded tickets that travel agency partners process*

MONTREAL, April 13, 2021 /CNW Telbec/ - Air Canada said that eligible customers who purchased a non-refundable ticket for travel on or after February 1, 2020 but did not fly can now obtain a refund from the carrier by submitting a request online or with their travel agent. The revised COVID-19 refund policy covers tickets and Air Canada Vacations packages purchased before April 13, 2021 for flights cancelled either by the airline or by the customer for any reason.

"Air Canada will be offering refunds to all eligible customers whether they cancelled their ticket or if their flight was cancelled by the airline. Customers can now submit refund requests online or through their travel agent and we are committed to processing refunds as fast as possible," said Lucie Guillemette, Executive Vice-President and Chief Commercial Officer at Air Canada.

"In addition, Air Canada has revised its booking policies for all future travel. Starting today, in cases where a customer's flight is cancelled or rescheduled by more than three hours, we will now offer all customers the choice of receiving a refund, an Air Canada Travel Voucher or the equivalent value in Aeroplan Points with a 65% bonus. This new policy will provide more certainty and flexibility, so customers can book their future travel with greater confidence and we look forward to welcoming you back on board."

In addition to the expanded refund policy announced today, Air Canada customers will continue to have the option of accepting a fully transferrable Air Canada Travel Voucher (ACTV) with no expiry date or converting the value of their ticket to Aeroplan points with a 65% bonus. Customers who have already accepted an ACTV or Aeroplan points will have the option to exchange these for a refund to the original form of payment, including for the unused portion of any ACTV issued or in cases where a partial refund was provided.

Since March 2020, Air Canada has refunded more than $1.2 billion to customers holding refundable tickets. With today's announcement, Air Canada is extending a refund option to all eligible customers with tickets for travel dates on or after February 1, 2020 and who purchased their ticket before April 13, 2021. Refunds are available to those customers whose flight was cancelled or who voluntarily cancelled their flight for any reason, and who wish to submit a request for a refund to their original form of payment. Customers can request a refund online at www.aircanada.com/refund until June 12, 2021. The policy also applies to Air Canada Vacations packages.

Customers who booked through a travel agency must contact their agent directly. In support of its travel agency partners, Air Canada confirmed today that it will not recall agency sales commissions on refunded tickets that they process.

**New Future Travel Policy**

Air Canada also announced a new policy for all tickets purchased for future travel that is effective today.

For new tickets purchased on or after April 13, 2021, Air Canada will provide customers an option for a refund to the original form of payment in instances where Air Canada cancels their flight or reschedules the departure time by more than three hours, irrespective of the reason. Air Canada customers will also have the option of accepting an ACTV or Aeroplan points with a 65% bonus.

For customers who make voluntary changes, normal fare rules will apply. Air Canada has also extended its existing goodwill policy so that customers can make a one-time change without a fee for all new or existing bookings made through May 31, 2021 for original travel until May 31, 2022.

**About Air Canada**

Air Canada is Canada's largest domestic and international airline and, in 2020, was among the top 20 largest airlines in the world. It is Canada's flag carrier and a founding member of Star Alliance, the world's most comprehensive air transportation network. Air Canada is the only international network carrier in North America to receive a Four-Star ranking according to independent U.K. research firm Skytrax. In 2020, Air Canada was named Global Traveler's Best Airline in North America for the second straight year. In January 2021, Air Canada received APEX's Diamond Status Certification for the Air Canada CleanCare+ biosafety program for managing COVID-19, the only airline in Canada to attain the highest APEX ranking. Air Canada has also committed to a net zero emissions goal from all global operations by 2050. For more information, please visit: aircanada.com/media, follow Air Canada on Twitter and LinkedIn, and join Air Canada on Facebook.

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