

Air Canada Vacations Update: April 20, 2020

Thank you for your continued support and understanding during these times of rapid change. To better help our trade partners, please see below for the latest update:

ACV Workplace Update:

Due to the recently announced temporary workplace reductions the following individuals will be your main contacts for the Sales Team:

Western Canada Region:	Marigold Frontuna, General Manager mfrontuna@vacv.com
Ontario Region:	Erminia Nigro, General Manager enigro@vacv.com
Quebec & Atlantic Region:	Guy Marchand, General Manager gmarchand@vacv.com
National Accounts:	Robert Reed, Manager rreed@vacv.com
Inside Sales:	sales@vacv.com or ventes@vacv.com

NEW! Update to Air Canada Vacations' Operating Hours:

Please note that effective April 20, 2020 our Accounts Receivable hours of operation will be modified temporarily to: Monday to Friday 1pm – 5pm ET.

Please note that effective April 6, 2020 our Call Centre hours of operation will be modified temporarily to: Monday to Friday 9am – 6pm ET and Saturday and Sundays 9am – 5pm ET.

NEW Extension! Free CareFlex travel protection is available for select destinations and resorts in Las Vegas, Mexico, the Caribbean, Hawaii, and Europe (excluding Cruises and Groups) on bookings made between March 5 and April 30, 2020 for travel until April 30, 2021. **When making bookings online, travel agents will need to 'select' CareFlex at \$0 during the booking flow.**

We are confident we will get through these challenging times together. We will continue to send you updates as policies and processes change to better serve you.

Thank you for your continued support!

NEW! – FAQ for Individual Package bookings regarding cancellations up to May 31, 2020

Q: NEW! – What is the validity period for the Future Travel Credit?

A: Your customers' Future Travel Credit is valid for 24 months from the file's cancellation date. Only cancelled bookings originally scheduled to travel between March 4 and May 31, 2020 will be eligible. All Future Travel Credit already issued will be distributed featuring 24 months validity from the file's cancellation date. Certain conditions apply.

*Please note that we are processing files in order of departure dates. Given the high volume of changes, we are working as quickly as possible and appreciate your patience.

Q: NEW! - What will customers receive for those affected by a cancellation scheduled to depart between March 4 and May 31, 2020?

A: Affected customers who booked through a travel agent will automatically receive a full credit on file for future travel valid for **24 months as of cancellation date**. The future travel credit for 24 months is only applicable to those affected by a cancellation scheduled to depart between March 4 and May 31, 2020.



*Please note for invoices where the Future Travel Credit was not originally made valid for 24 months a new invoice will be issued to reflect the correct validity date. We will be reissuing these in order of departure date.

Q: NEW! - Is the Future Travel Credit transferable?

A: Yes, the Future Travel Credit is transferable. The travel agent will be responsible to obtain written consent from the original passengers on file with the names of the new passengers including proof of identity. Travel agencies will be responsible to keep this information on hand for a minimum of 3 years. Travel Agencies must be able to provide this information when requested by Air Canada Vacations should any claims arise on the file. Certain conditions apply.

*The Future Travel Credit is not transferable for Cruise files.

*Future Travel Credits are valid for 24 months as of cancellation date and no extensions will be permitted.

Q: NEW! – When my customers are ready to rebook with their Future Travel Credit, what is process?

A: Travel agents need to contact Air Canada Vacations to make the new reservation. Please call our Contact Centre at 1-877-752-7710.

Q: NEW! – When my customers are ready to rebook, what if the new amount is less than the original file?

A: If new file is less expensive than original file, the residual amount will remain on file. (Example)

- o Original booking \$1000 (\$900 + \$100 commission)
- o Subsequent booking \$700
- o Travel agent quotes \$800 to the client which includes the commission already paid
- o The residual amount on file of \$200 is non-commissionable once used

* Please note the remaining amount on file is applicable to Air Canada Vacations products.

Q: NEW! Is my commission protected?

A: Yes! Air Canada Vacations is offering a full Future Travel Credit to your customers for cancellations of bookings scheduled to depart between March 4 and May 31, 2020. Your commission is not being recalled.

Q: NEW! What types of bookings affected by a cancellation scheduled to depart between March 4 and May 31, 2020, are eligible to a Future Travel Credit?

A: Bookings must have been affected by a scheduled cancellation to depart between March 4 and May 31, 2020

Types of bookings: Land only, Air only, Individual & Group

*For land only files, travel agents need to contact Air Canada Vacations if customers need to cancel and receive a Future Travel Credit.

Q: NEW! How will my customers be notified?

A: Air Canada Vacations will reissue a new invoice to all travel agencies with the 24 months future travel credit validity. It is the responsibility of the travel agency to contact affected customers to advise them of the cancellation of those scheduled to depart between March 4 and May 31, 2020, inclusively.

*The invoice supplied by Air Canada Vacations is not to be shared with the customer.

Q: NEW! As the travel agent, is there anything I need to do?

A: The updates to the affected Future Travel Credits will be processed in order of departure dates, so it is not necessary for you to contact Air Canada Vacations.

Given the high volume of changes, we are working as quickly as possible and appreciate your patience.

Q: NEW! Will my customers receive an email notification directly from Air Canada Vacations?



A: No, the new invoice will be sent automatically to the travel agency email on file.

Q: What if my customer's booking included the CareFlex travel protection plan and they were impacted by departures between March 4 and May 31 cancellation period (either purchased or complimentary)?

A: If the client had purchased CareFlex for the booking, we will provide a Future Travel Credit for the full amount including the price paid for CareFlex. The Future Travel Credit will be valid for 24 months including the cost of CareFlex. Travel agents commission will be protected.

Q: How long will it take to receive an updated invoice?

A: We are processing files in order of departure dates. Given the high volume of requests, we will be sending revised invoices as quickly as possible.

Q: Are you making any exceptions to the Future Travel Credit by offering a full refund?

A: No, customers affected by flights cancelled between March 4 and May 31, 2020, will be offered a Future Travel Credit valid for 24 months as of cancellation date.

Q: What is the process for departures in May that are still operating?

A: If [Air Canada](#) is still flying to your client's destination between May 1 and 31, 2020, you will receive a call from an Air Canada Vacations Representative if your client's booking has been impacted by an additional change. (e.g.: date of operation, change of hotel etc.) If there are no impacts to your client's booking, and you have questions, please call our Contact Centre at 1-866-754-5338.

Q: What are the routes still currently operating between May 1 – 31, 2020?

A: Please visit [aircanada.com](#) for the most up-to-date information on the operating schedule.

Q: What if my client's flight is still operating and they wish not to travel?

A: If your client is travelling to one of the destinations still operating, please call our Contact Centre at 1-866-754-5338.

Q: What if my booking is hotel only?

A: Hotel-only bookings will not be cancelled. A representative from Air Canada Vacations will be contacting you to discuss your booking if the hotel on file is no longer actively receiving customers. If you have any questions, please contact: 1-866-754-5338

Q: What if my Air Canada Vacations booking is for the air component only?

A: If your flight booked with Air Canada Vacations was impacted by a cancelled flight or suspended route your booking will be automatically cancelled. If your flight is still scheduled to depart between May 1 and 31, 2020, and you have questions about your client's flight, please contact: 1-866-754-5338

Q: ACV&ME – If my file has been cancelled due to COVID-19, when I will receive my points?

A: ACV&ME regular terms and conditions apply; points are not earned on cancelled bookings. When your customers redeem their Future Travel Credit you will earn points on the new booking and see them listed under pending points. Points will then be moved to your redemption amount the day after your client's departure

Q: What if my customer wishes to cancel travel for June 1, 2020, or later?

A: Normal booking and/or cancellation penalties will apply.



FAQ for Group Bookings

Q: NEW! - What is the validity period of the Future Travel Credit?

A: For Group bookings affected by a scheduled cancellation for departure between March 4 and May 31, 2020, customers will receive a full credit on file for future travel valid for 24 months as of cancellation date.

*Please note that we are processing files in order of departure dates. Given the high volume of changes, we are working as quickly as possible and appreciate your patience.

Q: NEW! - What is the process when you are ready to rebook your group file with the Future Travel Credit?

A: A quote will need to be requested with new dates at the same hotel and destination which may result in difference in fare.

a. If the new fare is higher, the difference will have to be paid for by the passengers.

b. If the new fare is lower, any residual value from the lower fare will remain on your file for future use.

*Air Canada Vacations continues to work with individual hotel partners to ensure customers can rebook with ease. If you'd like more information about your Group booking, please contact your Groups coordinator.

Q: NEW! - If my client was originally booked as part of a group, can they use their Future Travel Credit to make an individual booking?

A: Yes, noting that the Future Travel Credit will be only applicable to the same destination and same hotel and will be subject to availability and fare changes. To complete your new individual booking, please contact your group coordinator.

*Air Canada Vacations continues to work with individual hotel partners to ensure customers can rebook with ease. If you'd like more information about your Group booking, please contact your Groups coordinator

Q: NEW! - Is the Future Travel Credit transferable?

A: Yes, the Future Travel Credit is transferable. The travel agent will be responsible to obtain written consent from the original passengers on file with the names of the new passengers including proof of identity. Travel agencies will be responsible to keep this information on hand for a minimum of 3 years. Travel Agencies must be able to provide this information when requested by Air Canada Vacations should any claims arise on the file. Certain conditions apply.

*The Future Travel Credit is not transferable for Cruise Groups files.

*Future Travel Credits are valid for 24months as of cancellation date and no extensions will be permitted.

Q: What is the invoicing process when there are Tour Conductors on file?

A: We will generate a new final invoice to you, which includes your Tour Conductor as per original booking. In addition, we will generate a Future Travel Credit invoice which will not include your Tour Conductor as we cannot forecast when your passengers will travel and if the same Tour Conductor will apply.

*Please note: if passengers do not travel as a group, they will not be entitled to the Tour Conductor. The Future Travel Credit will be broken down by passenger without the Tour Conductor included. The final invoice will reflect a breakdown per passenger and the total value of the entire group including the Tour Conductor calculation.

Q: What happens to cancellation fees already on file due to earlier modifications?

A: Cancellation fees already on file will not be converted to a Future Travel Credit.

Q: How will my customers be notified?



A: Air Canada Vacations will send a revised invoice to the travel agent email on file with the new future travel credit validity information. It is the responsibility of the travel agency to contact affected customers to advise them of the cancellation and Future Travel Credit details.
*The invoices are for the travel agent and not to be shared with the customers.

Q: Is the Future Travel Credit on file gross, or net?

A: The value of the Future Travel Credit is based on the total funds on file.

Q: What happens with unused Future Travel Credit?

A: The value of the Future Travel Credit will remain in-house and the agent receives the commission (mark-up) once the Future Travel Credit expires. After the Future Travel Credit expires, the travel agent can contact their group coordinator to release the commission (mark-up).

Q: What happens if a client claims through insurance?

A: The Groups department will subtract the amount per passenger from the Future Travel Credit.

Q: How is the Group Future Travel Credit dispersed among passengers in the group?

A: Groups will issue one final invoice with a detailed breakdown outlining the booking details along with a Future Travel Credit amount with the total value of payments received on file.

Q: What happens to the wedding \$500 Future Travel Credit?

A: The \$500 Future Travel Credit will be applicable to the new file according to Wedding Group terms and conditions (minimum required of 30 passengers).

Q: What happens if the hotel booked is temporarily closed due to COVID-19?

A: Your Group coordinator will be contacting you to outline the options.

Q: Are you making any exceptions to the Future Travel Credit by offering a full refund?

A: No. Customers affected by flights cancelled between March 4 and May 31, 2020, will be offered a Future Travel Credit valid for 24 months as of cancellation date.

NEW! - FAQ for Cruise Bookings

Q: NEW! - My customers are not travelling anymore on a purchased cruise package with Air Canada Vacations. Are they entitled to credit or a refund?

A: For any cruise packages cancelled scheduled to depart between March 4 and May 31, 2020 your customer is eligible to a Future Cruise Credit or a refund.

1. Affected customers can receive a future cruise credit or a refund on the cruise only portion based on the value and validity of the cruise lines' policy.
2. The air portion on file is eligible for a future travel credit valid for 24 months from the date of cancellation.

Q: NEW! - Is Air Canada Vacations offering Future Cruise Credits or a refund on cruise only booking?

A: Air Canada Vacations is aligning its policy with cruise Lines to offer a refund where applicable.

Q: NEW! - The Future Cruise Credit is valid until which date?

A: Affected customers will receive a future travel credit on the cruise only portion based on the value and validity of the cruise lines' policy. Your customers' Future Travel Credit on the air portion is valid for 24 months from the file's cancellation date. Only cancelled bookings originally scheduled to travel between March 04 and May 31, 2020 will be eligible.

Q: NEW! - How long will it take to receive an updated invoice?

A: We are processing files in order of departure dates. Given the high volume of requests, we will be sending invoices as quickly as possible.



Q: NEW! - When should the client expect the refund to be processed?

A: As Air Canada Vacations is aligning its policy with cruise Lines, the refund might take up to 3 months to process.

*Please note that we are processing files in order of departure dates. Given the high volume of changes, we are working as quickly as possible and appreciate your patience.

Q: NEW! - Is the Future Cruise Credit transferable?

A: Air Canada Vacations is following the cruise lines' policy. Please contact our Cruise department to review applicable options.

*Please note that cruise Future Travel Credits can only be redeemed on a future Air Canada Vacations' cruise booking.

Chargebacks due to COVID-19

Subject to an approved chargeback by a credit card company, the burden of payment will not be passed to travel agents. Air Canada Vacations will be disputing these chargebacks on the travel agent's behalf. Should the company require more information to dispute the chargeback, they will contact travel agents directly to obtain communications between the agency and the shared customer.

Q: Is my commission protected?

A: If the dispute of the chargeback is successful, commission is protected. In the event a chargeback dispute is refused by the bank, the commission will unfortunately need to be recalled.

Q: What is the process if my customers did a chargeback due to Covid-19?

A: It is not necessary to contact Air Canada Vacations. Should the company require more information to dispute the chargeback, they will contact travel agents directly to obtain communications between the agency and the shared customer.

New 25-Day Final Payment Policy

To provide more flexibility to your customers, Air Canada Vacations is offering a new 25-day payment policy. Final payments can now be processed up to 25 days prior to departure, down from the current 45-day deadline. Air Canada Vacations' cancellation policy will also be aligned with these amended final payment conditions. See details below.

The new 25-Day Final Payment Policy is valid for:

- New and existing bookings until further notice
- On individual packaged bookings to all destinations
- Applies to packages only
- Excludes Cruises and Group bookings
- Excludes Sandals and Beaches, and Disney passes
- EBB terms and conditions according to your invoice still apply
- The cancellation policy may vary for select hotels
- Cancellation terms are as follows:
 - Cancellation 25 days or more prior to departure; \$250 per person
 - Cancellation 24-21 days prior to departure; 50% of total price
 - Cancellation 20 days or less prior to departure; 100% non-refundable

