

GROUPS POLICY Q&A

Effective **June 3, 2013**, Air Canada's Group Policy offers the following:

- more automation and online forms
- communication enhancements
- faster turn-around times
- simplified contract
- our streamlined policy will improve groups space availability

We encourage you to review the questions and answers to find out more about how you will reserve your group space with Air Canada.

1. When is Air Canada's new Group Policy effective?

Air Canada's new Group Policy will apply to bookings made on/after June 3, 2013.

2. What are the key changes to Air Canada's Group Policy?

Effective June 3, 2013, the key changes are as follows:

- Introduction of a booking fee
- Changes to payment processes (*cheques are no longer accepted as a form of payment*)
- One fare per group for online Trans-Atlantic bookings
- Downgrades are no longer permitted
- Increase name change fee for North America bookings
- Introduction of new online forms (Air Canada Group Quote, name and equipment list)
- New contract formats
- New ticket time limits
- New email contacts for the Groups department
- Removal of Fax number

3. Has the definition of a group booking changed?

Groups continue to be defined as a group of 10 or more passengers.

Effective June 3, the difference is Air Canada's policy requires all passengers in the group depart together on the **same flight** to the same destination for the **outbound flight** or on the last outbound segment in the case of multiple segments. Previously, Air Canada permitted groups for 10 or more passengers travelling on the same outbound date to the same destination.

For example group travelling to YHZ/YUL/YYZ-LHR:

- Today, that group would be permitted to travel on any non-stop flights from either YHZ/YUL/YYZ to London as long as the outbound flights were all on the same day.
- Effective June 3, the group can continue to do feed-ins from any city but all members of the group must travel on the same date/flight YYZ- LHR, if it is the last outbound segment.

For passengers departing different origins to the same destination, Air Canada has a Meetings and Conventions product available at www.aircanada.com/conventions.

4. Effective June 3, 2013, how should an agency initiate requests for group space?

All agencies are required to first submit a request for a group quote using the online form at <http://www.aircanada.com/en/group/index.html>. Within two business days, a group quote will be sent back to the requestor's email address.

5. Will the Air Canada Group Quote form be accessible from www.aircanada.com/agents?

Yes.

6. If an agency contacts the Groups desk to make a new a booking, will the Groups desk assist?

The Groups desk will direct the agency to go online and complete the *Air Canada Group Quote* form at <http://www.aircanada.com/en/group/index.html>.

7. Can agencies continue to contact the Groups Desk by phone for assistance with group PNRs?

No.

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8. Who should agencies contact for price matches?

Price matches must be requested via email at groups.canada.groupes@aircanada.ca (for Canadian group PNRs) or groups.usa@aircanada.ca (for US group PNRs).

9. How should agencies notify Air Canada of group cancellation?

Agencies are required to notify Air Canada of any cancellations by email at groups.canada.groupes@aircanada.ca (for Canadian group PNRs) or groups.usa@aircanada.ca (for US group PNRs).

Agencies are responsible for cancellation of space. If space is not cancelled, agencies will be responsible for fees/deposits outlined in their contract.

10. Will all Group contracts now require a signature?

Yes, all contracts must be signed within two business days. If a signed contract is not returned to the Air Canada Groups desk within two business days via email, the space will automatically cancel.

Please note, contracts for Peak Policy groups made by IATA/ARC agencies must be signed and returned within 14 days.

Fax submissions will no longer be accepted.

11. What is a booking fee – is it the same as a deposit?

A booking fee secures group space and the fare quoted. It is not the same as a deposit.

12. How is the booking fee applied?

- The booking fee applies per group and is due upon receipt of signed contract for **TIDS agencies** via an authorized credit card.
- The booking fee is not collected from IATA/ARC agencies upon receipt of a signed contract. However, in the event of cancellation after the contract is signed, IATA/ARC agencies are accountable for the booking fee and will be debited via BSP.
- The booking fee does not apply to peak period group files.
- The booking fee amount is credited to the full payment at the time of ticketing.

13. Will both the booking fee and deposit apply for Air Canada group bookings?

Yes, for TIDS agencies both the booking fee and the deposit will apply for North America and International (excluding peak policy) group bookings.

For Peak Policy group bookings travelling within peak periods, only the deposit applies.

14. Is the deposit non-refundable?

Yes.

15. When can an IATA/ARC agency cancel a group booking without being accountable for the deposit and booking fee?

The agency will be held accountable for the:

- **Booking fee once the signed contract is received by Air Canada.** If the file is cancelled after the signed contract is received, the agency owes the applicable booking fee.
- **Deposit once the deposit deadline has been reached.** If the file is cancelled after the deposit deadline is reached, **then the agency would owe the applicable booking fee AND the deposit.**

Please note: Air Canada does not collect the booking fee at the time of booking or a deposit at the due date from IATA/ARC agencies.

16. Why is Air Canada no longer accepting requests for downgrades?

Eliminating this process allows Air Canada to offer increased availability and more prompt responses to agencies/customers who want to reserve Group space.

17. Are there any changes to Sports Groups policy?

Effective August 5, 2014, the following applies to all Sports organizations:

- Names will be allowed up to 2 business days prior to travel instead of three days.
- Deviations for online itineraries (AC only) are permitted on outbound and/or inbound.
- The oversize/overweight fee will be waived (up to 100 lbs.) for hockey, ringette or football bags primarily used to transport player equipment. The oversized fee will also be waived for fishing rods, golf clubs, and skis/snowboards.

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18. Will the Group policy apply to Air Canada rouge operated flights?

Yes.

19. Does the Group Policy apply to Premium Economy and Premium Rouge?

Yes. The terms and conditions for the Business Class cabin apply to groups booked in the Premium Economy and Premium Rouge cabins.