



Transfer of flights from Air Canada to Air Canada rouge™

As Air Canada transfers more flights to Air Canada rouge's network, you may receive a schedule change notification as a result of the change to the operating carrier for your customer's itinerary.

Here is what you need to know:

- You will receive a schedule change notification *even if* there is **no change** to the cabin, time, date or routing, indicating your customer has now been transferred to the Air Canada rouge flight.
- If your customer elects to make an alternate travel choice, you may process a refund for the PNR. When processing the refund request, please include the following in the OSI field: **INVOL DUE SKCH ACP 672797**
- If there is a change to the time, date or routing, you may handle as outlined in Air Canada's Schedule Change policy
- If your customer is accommodated in a different cabin as a result of the transfer, for example: from Business Class on Air Canada to Premium rouge, please process as outlined in Air Canada's Schedule Change policy.

Please review the Schedule Change policy on the Agent Reference tab of www.aircanada.com/agents.

Thank you for your continued support of Air Canada.

