

Travel Advisory

Belgium Labour Disruptions – December 8/15, 2014

Situation

As a result of the planned labour disruption impacting Brussels on December 8 and December 15, Air Canada has implemented the following goodwill policy for customers looking to make voluntary changes.

Policy

| Markets | Ticket Stock | Ticket was issued no later than: | Original travel dates | Rebooking Window |
|---|--------------|----------------------------------|--------------------------|----------------------------------|
| Any itinerary that includes BRU December 8/9 or December 14/15, 2014. | 014 | December 1, 2014 | December 7/8/14/15, 2014 | December 1, 2014-March 19, 2015* |

*Conditions differ based on new travel dates (see below)

- For 220 tickets, refer the customer to LH or their original booking source.

Re-protection guidelines

Customers are permitted **one free change** per the guidelines below.

| Fare Rule | Policy within re-booking window | Outside re-booking window |
|---|---|-----------------------------|
| Change Fee(s) Additional Collection (ADCL) | Waived If re-booked to travel between December 1-19, 2014: Waived only if re-booking is made in the original booking CABIN (otherwise ADCOL applies) If re-booked to travel December 20, 2014-March 19, 2015: Waived only if re-booking is made in the original booking CLASS (otherwise ADCOL applies) | Applies Fare rules apply |

- Same routing/carriers on tickets, but alternate travel dates permitted
- Re-PRO on other carriers (apart from AC/LH group) not permitted

Aeroplan tickets

Refer the customer to Aeroplan for handling.

ACV Customers with a Land/Tour Package

Refer the customer to ACV for handling

Refunds

As per fare rules

Endorsement

Belgium Strike 08/15 Dec 2014