

# Travel Advisory

## Lufthansa (LH) Labour Disruption – December 1-2, 2014

### Situation

As a result of the planned Lufthansa (LH) Labour Disruption impacting LH operations, 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 a cancelled Lufthansa (LH) operated flight departing December 1-2, 2014.	014	November 30, 2014	November 30-December 3, 2014	November 30-December 16, 2014

- 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)	Waived	Applies
Additional Collection (ADCL)	For re-bookings made for travel November 30-December 16, 2014: waived only if rebooking is made in the original booking cabin (otherwise ADCOL applies)	Fare rules apply

- Alternate routings (same origin and destination) 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

LH Strike Dec01 2014