

Travel Advisory

Lufthansa (LH) Labour Disruption – December 4, 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 4, 2014.	014	December 3, 2014	December 4, 2014	December 3, 2014-March 3, 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 For re-bookings made for travel December 3-18, 2014: waived only if rebooking is made in the original booking cabin (otherwise ADCOL applies) For re-bookings made for travel December 19, 2014-March 3, 2015: waived only if re-booking is made in the original booking class (otherwise ADCOL applies)	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 Dec04 2014