

Travel Advisory

Situation

As a result of Hurricane "Odile" and the subsequent damage to hotel properties, Air Canada has implemented the following Goodwill Policy:

Policy

| Markets (Travel to) | Ticket Stock | Ticket was issued no later than: | Original travel dates | Rebooking Window |
|---------------------|--------------|----------------------------------|-------------------------|--------------------------|
| SJD | 014 | Sept. 23, 2014 | Sept. 23 – Nov. 1, 2014 | Sept. 24 – Dec. 10, 2014 |

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 |
| ADCL | Waive additional collection if rebooked in the same cabin class (and same O&D) | Fare rules apply |
| Rerouting | Permitted (change fees waived but ADCL applies) | Fare rules apply |

Change of Destination permitted

Passengers may choose to travel to an alternate AC destination **only in the rebooking window**. Change fees will be waived but ADCL will apply. Once ticket has been re-issued, if there is residual value, it may be applied toward future travel on Air Canada.

Aeroplan tickets

Refer the customer to Aeroplan for handling

Refunds

As per fare rules

ACV Passengers with a Land Package

Refer the customer to ACV for handling

Endorsement

Hurricane Odile Sep 2014