

Ticket Validity

Unless otherwise specified in the fare rule, the validity of unused tickets issued on/after 06 July 2022 is 12 months from original date of issue (voluntary and involuntary exchanges). **Once a ticket expires, it can no longer be used.**

When travel has commenced, the validity is 12 months from the date of the first flown segment. Example:

- Original issue date 15 Sep 2022
- First flown date 15 Oct 2022
- Exchange ticket valid for 12 months from the 1st flown date (travel completed by 15 Oct 2023)

For partially used tickets, once the first coupon is flown, travel must be completed within 12 months of that first flown coupon.

COVID Exception:

- The validity of 014 tickets with travel dates on/after 1 Mar 2020, issued/reissued between 1 Apr 2021 – 5 Jul 2022, is 24 months from original date of issue, or date of first exchange (if exchanged)
- This includes unused and partially used tickets, and exchanges (voluntary or involuntary). All travel must be complete within 24 months.

Ticket Validity Extension

Eligible tickets may be extended, only once, beyond the original 12-month validity for a non-refundable fee of \$50.00 CA/US plus applicable taxes.

Eligible tickets include fully unused tickets, including groups, if issued with a published fare; all may include other airlines flights.

The request must be submitted by calling the Contact Centre within 30 days of ticket expiration date. Once the ticket has been extended, the departure date must be within 90 days of the original expiry date, and travel must be completed within 1 year of the new departure date.

Note: Corporate contracted tickets are also eligible. Travel agents may process the exchange in your GDS, also within 30 days of ticket expiration. Immediately after the ticket extension, travel agents must call the Contact Centre for the processing of the ticket extension fee. Contact Centre agents will remark the PNR confirming the fee was collected.

Non eligible tickets include:

- Partially used tickets, IT/BT used or partially used, infant tickets not occupying a seat
- Aeroplan and ACV tickets, and Flight Passes