



FAQ – Air Passenger Protection Regulations (APPR)

At the end of May 2019, the Canadian Transportation Agency (CTA) announced the new Air Passenger Protection Regulations. These regulations greatly increase airlines' responsibilities towards passengers in the event of disrupted travel plans.

The APPR will be implemented in two phases:

PHASE 1 — Obligations in effect on July 15, 2019

- Denied boarding (new compensation and rerouting obligations)
- Damaged and delayed baggage
- Transportation of musical instruments
- Communication with customers, including delays and cancellations
- Tarmac delays

PHASE 2 – Obligations in effect on December 15, 2019

- Standard of treatment (beverage, meals, hotels), compensation and rerouting during delays and cancellations
- Seating of children under the age of 14

Effective July 15, 2019, if your customers are denied boarding, or their baggage is lost or damaged, they may be entitled to certain standards of treatment and compensation under the Air Passenger Protection Regulations.

For more information on your customers' rights, please refer them to the general terms and conditions pertaining to flight delays, cancellations, denied boarding, seating of children and lost or damaged baggage at aircanada.com in the General Conditions of Carriage or refer them to the Canadian Transportation website.

FAQ

1. To whom does the APPR apply?

The APPR applies to all airlines flying to, from and within Canada.

2. Under what circumstances will Air Canada use the customer's contact information?

Air Canada will use your customer's contact information in the event of an IROP (irregular operations at 48 hours or less prior to the planned travel date), and for notification of schedule changes for all bookings made through aircanada.com/agents when the contact information is provided. You will continue to receive messages for schedule changes and irregular operations through your GDS queues. It continues to be your responsibility to advise all passengers booked via a GDS of any changes to their itinerary, or via aircanada.com/agents, when there is no customer contact information provided.

3. How will Air Canada contact the passenger?

Air Canada will contact by text (SMS), email or by phone call.

4. If multiple emails and phone numbers are in the PNR (due to multiple passengers), how will Air Canada choose which passenger to contact?

Air Canada will contact all passengers associated on a PNR in irregular operations.

For schedule changes, bookings made through aircanada.com/agents, both the agency and the first customer on the file will be contacted by email. It continues to be your responsibility to advise all passengers booked via a **GDS** of any changes to their itinerary and to advise all passengers booked via aircanada.com/agents for PNRs without a customer contact.

5. Will Air Canada contact a passenger if there is a schedule change within 14 days of departure?

Air Canada will contact the agency and passenger **within** 48 hours of departure for bookings, regardless of the booking channels.

For bookings with departure **outside** the 48-hour window, Air Canada will contact the agency and customer by email **only** for bookings made at aircanada.com/agents.

It continues to be your responsibility to advise all passengers booked via a GDS of any changes to their itinerary, and to advise all passengers booked via aircanada.com/agents for files without a customer contact.

6. For group PNRs, who is the main contact and is the main contact acceptable?

The main contact is the group leader. For schedule changes booked through an agency, schedule change notifications will be sent to the agency. The agency is responsible to communicate changes to the group leader and the group leader is responsible for the group concerned. In the event of an irregular operation the agency and all passengers (if the contact name is one file) will be notified of changes.

For group bookings made directly thorough Air Canada, the group leader is responsible to communicate all changes to the group concerned.

7. What happens if the passenger does not wish to provide us with their contact information?

If the passenger does not have a phone or email contact, or doesn't wish to provide a contact, please add SSR CTCR/REFUSED TO PROVIDE. For bookings made via aircanada.com/agents, contact Air Canada to remark the file with an SSR CTCR.

8. On what occasion would Air Canada call a travel agent?

In the event of a schedule change, the regular process will still apply (you will receive the SKCH in your GDS queues). Air Canada will only call the travel agent in the event of an irregular operation, if there was no passenger contact in SSR CTCE/CTCM.