



Travel Agent Procedures: Bereavement Travel Policy

Air Canada provides customers travelling due to a death or imminent death of an immediate family member, with a bereavement policy for Economy Class travel on Air Canada, Air Canada Express™ (operated by Jazz) and Tier 3* regional partners (must be an Air Canada flight number).

Regardless of the destination, in order to book and issue your client's ticket, you must contact Air Canada Reservations to obtain an authorization.

In case of death:

- Name of the deceased immediate family member, and the relationship to your client
- Date of service, memorial/funeral home name, address and phone number

In case of imminent death:

- Name of the dying immediate family member, and the relationship to your client
- Attending physician's name, address and phone number
- Location of dying immediate family member, i.e. hospital

Booking Procedures

Itineraries may be round-trip or one-way (to and/or from) on select routes to the closest city where the funeral, memorial service is taking place, or where the dying immediate family member is.

Once you have the required bereavement information, book your clients in the lowest booking class in your GDS, excluding Basic fares.

Enter the required bereavement information in an OSI.

- Example : OSI AC Peter Smith, Grand Father, 09SEP09, ABC Funeral, 222 Main, Frankfurt
- Contact Air Canada Reservations to request authorization to ticket
- Air Canada will enter the VAT authorization and the fare breakdown in an SSR.
Example SSR AC Attn Travel agent bereave fare approved (VAT Auth Number) YYZ AC LHR
R349.52BEREAVE AC YYZ R349.52 BEREAVE NUC699.04ROE1.108640 FARE CAD 775.00 YQ 248.00 CA
17.00 XG 1.25 SQ 25.00 GB72.13 UB38.23 TOT CAD 1176.61
- In the Tour Code box: enter the VAT number shown in the SSR sent by Air Canada
- In the ENDO box: enter BEREAVE, valid AC only, non-ref

*Contact the Air Canada Reservations once the ticket has been issued for baggage and seat waivers.

If you do not have the required bereavement information, book the applicable fare and request a deferred refund as outlined below.

Deferred Refund Procedures

Within 90 days of your client's return date, please submit the following documents to Air Canada Refund Services, via the online Refund Ticket Application or mail. It may take up to 3 weeks (unless otherwise stated by applicable law) for your refund claim to be reviewed.

1. Electronic ticket number, or original passenger coupon of ticket/receipt if paper ticket;
2. A copy of the death certificate or funeral's director statement/coroner's statement; or

*Tier 3: Air Georgian AC7200-7349, Exploits Valley Air Service AC7615-7649 and Sky Regional AC7350-7614.

3. A letter from the treating physician, on official letterhead (not a prescription) which clearly defines the situation as one of imminent death of an immediate family member.

<https://refunds.services.business.conduent.com/aircanada/refunds/create>
P.O. Box 6475, Winnipeg, MB, R3C 3V2

Immediate family members include:

- Spouse, including common law and same sex partner
- Child, including adopted, step, grand and great grand
- Parent, including step, grand, great grand, in-law, common law, in-law
- Daughter, son, father, mother, including legal, in-law, common law, in-law
- Brother, sister, including step, half, in-law, common-law in-law
- Legal guardian and spouse of legal guardian (with proof of judgment)
- All above includes in-law of same sex partner

Memorial Service:

- Religious custom, service of family mourning such as Shiva visitation.

Imminent Death:

- Hospitalization or admission to a hospice or other facility when recommended by a doctor and preceded by a hospital stay.
- All indications are life threatening including patients in intensive care, heart attack, final stages of cancer (travel more than once permitted), serious accidents
- Any condition not listed above is excluded and not applicable to the bereavement policy.

Terms and Conditions

| | North America | International |
|-------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Booking Classes | Economy Classes (Excluding Basic Economy) | |
| Fare Basis | As per published fare authorized | |
| Travel commence | Within 10 days of reservation | Within 10 days of reservation |
| Min/Max Stay | Not applicable | None/60 days (not applicable for one-way) Customers requiring more than a 60-day stay have to upgrade their entire ticket to the applicable roundtrip fare for their intended stay. |
| One way | Permitted | |
| Round trip | Permitted | |
| Waitlist | Permitted | |
| Ticketing | Instant ticketing | |
| Changes | Unlimited free changes if the same booking class is available otherwise additional collection applies | |
| Refunds | As per the published fare rule | |
| eUpgrade credits | Permitted, based on the terms and conditions of the programs | |
| Standard paid seat fees | Waived | Waived when applicable |
| Preferred seat fees | Not waived | Not waived |
| Discounts | No discounts permitted | Infant NOT occupying a seat: pays 10% of the adult bereavement fare Infant occupying a seat: pays the adult bereavement fare |
| AC codeshare | Not permitted | Not permitted |
| Other airlines (OAL) or interline travel | For itineraries involving carriers other than AC, a separate ticket with an independent fare construction is required; tickets must be issued in conjunction for tax purposes. | |
| Corporate Contracted Tickets | Not applicable | Not applicable |
| Baggage | 2 bags (23kg/62in.) | 2 bags (23kg/62in.) |