

FLIGHT PASS PURCHASED IN THE UNITED STATES

TRAVEL AGENTS' FREQUENTLY ASKED QUESTIONS

PURCHASE

How is a Flight Pass purchased?

All Flight Passes are purchased at aircanada.com/agents by clicking *Flight Pass* on the home page. Your client must be an Aeroplan® member holding a valid password as well as a valid:

- U.S. mailing address
- email address
- credit card number

Upon completion of purchase, you will receive a receipt and a booking reference number.

Are taxes included?

Flight Pass prices include all applicable sales taxes and charges.

Why does the Canadian GST apply to a Flight Pass purchased in the United States?

Flight Passes entitle eligible travelers to air travel within the taxation area (continental North America) as defined by GST legislation. Therefore, the Canada Revenue Agency has ruled that GST applies on the price of a Flight Pass, regardless of where the pass is sold.

Can Flight Passes be shared by more than one user?

The Flight Pass for Business can be shared by more than one traveler. Only designated travelers are permitted to use the Flight Pass during its validity period and according to its terms and conditions.

With multiple traveler passes, must the purchaser and eligible travelers live in the same state?

No. The purchaser and the eligible travelers do not have to live in the same state; however, they must all be U.S. residents.

Can I purchase a Flight Pass for an unaccompanied minor?

Flight Passes can be purchased for children between 8 and 11 years of age and flight credits can be booked online for direct non-stop flights only. However, you will need to contact Air Canada Reservations at 1 888-247-2262 following every flight credit booking, using the booking reference number to request Air Canada's Unaccompanied Minor services.

Air Canada Reservations will also assist the unaccompanied minor with any subsequent changes or cancellation of the original booking.

Can my client travel on a Flight Pass if he/she has special needs requiring special services?

Yes; however, you will need to contact Air Canada Reservations at 1-888-247-2262 following every flight credit booking using the booking reference number to request special needs or services.

Air Canada Reservations will also assist your client with any subsequent changes or cancellation of the original booking.

With an Unlimited Flight Pass, what happens if the credit card used for payment expires before all monthly payments are processed?

A valid credit card is needed at the time of purchase. Because recurrent payments will be processed automatically to the original form of payment, it is the purchaser's responsibility to ensure the credit card is valid through the entire validity of the Unlimited Flight Pass.

Payment profiles can be managed online in your Flight Pass on the *Options* tab under *Manage Payment Profile*. Payment card updates made will be saved and used for future payments. Updates can also be made by contacting our website assistance desk at 1-888-247-2262.

With an Unlimited Pass, if my client's credit card does not work on the instalment billing, what happens?

In the event the credit card gets denied, you will be sent an automatic email advising you that the payment has failed and to contact Air Canada. The Flight Pass will be placed in Failed Payment status until Air Canada collects the next installment payment.

Payments can be processed online for subscription Passes by selecting the *Process Next Payment* link or the *Retry Payment* link.

If payment has not been received 60 days after payment due date, Air Canada will terminate the Flight Pass and issue an invoice to the owner for an early termination fee.

FLIGHT RESERVATION

How do I book a flight for my clients?

Select *Flight Pass* on the home page at aircanada.com/agents, then select *Manage My Flight Passes* to locate the applicable Flight Pass.

Will I receive an Itinerary Receipt for flight credit bookings?

Yes, an electronic Itinerary Receipt detailing your client's flight reservation and booking reference number will be issued upon completion of flight credit bookings.

Note: Itinerary Receipts do not provide an estimated value for each flight.

How do I request a receipt detailing travel costs related to a specific booking?

Purchase receipts are issued upon usage of flight credits. However, implied value of each flight credit may be calculated by dividing the total purchase price shown on the Purchase Receipt by the number of flight credits purchased. Unlimited Flight Passes can only be calculated once travel is completed.

You can also access this information by selecting *Print Credit Value Statement* located at the bottom on the *Options* tab in your Flight Pass.

Is it possible to book my client's flight credits on other airlines?

No. Flight credits can be used only on flights operated by Air Canada, Air Canada Express™ and most Air Canada regional partners with Air Canada flight numbers.

I am unable to find a seat on the flight my client wants. Why is this?

There may be occasions when flights are reaching maximum capacity with no more seats available. You must look for another flight. Flight Pass books into a specific class, which must be available in order to complete the booking.

Can I access a Flight Pass at aircanada.com/agents when it was purchased at aircanada.com?

Yes, provided that the Flight Pass purchaser adds Travel Agent IATA/ARC information to the Flight Pass on the *Options* tab.

Can my clients access their Flight Pass and/or make changes to the flight credit reservations on aircanada.com, when they were purchased at aircanada.com/agents?

Yes, clients can access and manage their Flight Pass with their Aeroplan® and pin number via aircanada.com using the *Manage My Flight Passes* link located on the *Flight Passes* tab to conveniently:

- Book flights using flight credits
- Make changes, cancel or rebook in advance
- See how many flight credits they have used
- Confirm in advance complimentary upgrades online (with Latitude fare option)

Can my clients manage their Flight Pass and/or book flight credits using their mobile device?

Yes. Via mobile.aircanada.com, your clients are able to view the number of unused flight credits, the list of designated travellers and the complete list of applicable cities for each Flight Pass they own. Your clients can also book flight credits up to two hours prior to flight departure.

Can my clients accrue miles in any frequent flyer program?

Yes, clients can change their frequent flier number at time of booking to any Star Alliance™ redemption program.

DIVIDE, UPGRADE, CHANGE AND CANCEL A FLIGHT CREDIT BOOKING

How do I make a change, divide, update or cancel a flight credit reservation?

To perform any of these functions, you must:

1. Select the *Flight Passes* tab on the aircanada.com home page
2. Click on *View My Flight Pass Bookings*
3. Click on the applicable radio button: *Change, Cancel, Divide or Upgrade*

Bookings can also be retrieved within the Flight Pass by selecting the *Booking History* tab.

Changes/cancellations are subject to availability and fees may apply depending on the fare option purchased. Contact Air Canada Reservations when flight changes are within one hour of flight departure.

Are changes to my clients' bookings permitted at any time?

No; changes must be made according to the following guidelines:

For travel:	Changes can be made:
Between the United States and Canada	up to 1 hour prior to departure
Within Canada	up to 45 minutes prior to departure

Can my clients change their flight for an earlier or a later flight on the same day?

Same-day changes using Web check-in, at the airport, with an agent or at a self-service kiosk are subject to availability and fees may apply depending on the fare option purchased; the original flight must be cancelled.

Can I make a change to origin/destination?

To make changes to origin and/or destination or to itineraries with connecting flights, you must first cancel your clients' booking in order to re-credit the flights credits to their Flight Pass, and then rebook accordingly.

Are name changes allowed?

Name changes are permitted with multi-passenger Flight Passes for a fee. Changes to the Flight Pass owner are not permitted. For Sun and International Flight Passes, name additions can only be completed if the passenger being removed holds no active bookings. Only the Flight Pass purchaser and active eligible travellers may hold active bookings.

Can my client upgrade to Executive Class®/Executive First® using eUpgrade Credits?

An upgrade to Executive Class/Executive First is permitted on any Air Canada and Air Canada Express™ flight featuring an Executive Class cabin.

eUpgrade requests can be made online through the eUpgrade tool. Booking is subject to the rules and regulations of the eUpgrade program. Learn more at aircanada.com/eUpgrades.

eUpgrade waitlist requests are carried through until flight departure. If your client's waitlisted eUpgrade request does not clear before he/she checks in, it is automatically transferred to the airport upgrade standby list for clearance at the gate.

Access to the Maple Leaf™ Lounge is permitted once your client has been upgraded.

Can I use flight credits to book flights that do not offer the Executive Class availability with an Executive Class Flight Pass?

Yes. In the event that the Executive Class is not available or not offered on specific flights, reservations in Economy Class will be permitted. Any voluntary downgrades to Economy Class will still require the use of flight credits.

CANCELLATION

Can a Flight Pass be transferred to someone else?

No, all Air Canada Flight Pass products are non-transferable.

Is a Flight Pass refundable?

Flight Passes are fully refundable within 24 hours of purchase via the Air Canada Call Centre only. .

If my clients no-show for a flight, do they lose that flight credit?

Yes, the flight credit is forfeited when the reservation is not cancelled at least:

- 1 hour prior to the scheduled departure for travel within North America

Unlimited Flight Passes are subject to a no-show fee per passenger, per flight that is no-showed.

How long are my client's flight credits valid for?

The validity period of flight credits depends on the type of Flight Pass purchased. Please refer to Flight Pass terms and conditions for more information.

Once a Flight Pass has expired, can unused flight credits be extended?

Your client's Flight Pass can be extended for an additional three months for a fee. The fee depends on the type of fare option purchased.

A Flight Pass extension can be processed one time only, per Flight Pass, and must be completed prior to pass expiration. Air Canada will send an email to the Flight Pass purchaser one month before the Flight Pass expires. This feature is not available on Unlimited Flight Passes.

All unused flight credits will be forfeited if Flight Pass expires.

With an Unlimited Flight Pass, if my client's flight is cancelled by Air Canada, will he/she incur the no-show fee if she/he does not cancel the flight?

No, in the event that the flight is cancelled by Air Canada, your client does not need to cancel and the no-show fee will not apply.

With an Unlimited Flight Pass, is there a penalty if my client must cancel prior to the end of the subscription period?

Yes, any change to the payment schedule is subject to an early termination penalty, regardless of Flight Pass type.

SUPPORT**When the agency is closed, can my clients contact the Call Center for assistance?**

Yes.

Whom do I contact for Technical Support?

Please call our website assistance desk at 1-888-247-2262.