

Flight Rewards Terms and Conditions

REDEEMING AEROPLAN FIXED MILEAGE FLIGHT (PREVIOUSLY KNOWN AS CLASSICFLIGHT REWARDS), AND MARKET FARE FLIGHT REWARDS

1. Fixed Mileage Flight Rewards are available on all eligible scheduled flights operated by Air Canada, Air Canada Express, Air Canada Rouge, Air Creebec, Bearskin Airlines, Calm Air, Canadian North, First Air and the Star Alliance member airlines, (collectively, "Partner Airlines").
2. Market Fare Flight Rewards are available on all eligible scheduled flights operated by Air Canada, Air Canada Rouge and Air Canada Express.
3. Fixed Mileage Flight Rewards may not be combined with Market Fare Flight Rewards and may not be used in conjunction with any other promotion or special offer unless otherwise specified.
4. Flight rewards may be booked for either a roundtrip or a one-way trip flight reward. One-way flight rewards may not be available in all regions/destinations/class of service.
5. Flight reward mileage is determined by the region/destination, highest class of service, and whether the booking is roundtrip or a one-way trip.in sequence).
 - 5.1. If any allowable stopover point is in a different region than the flight reward destination, the higher reward mileage level will apply.
 - 5.2. In the case of an open jaw, the region/destination with the higher mileage level will apply.
6. Market Fare Flight Reward mileage level quotes, including mileage level quotes for Great Deals and Market Fare Flight Rewards, are valid at the time of redemption and only for the itinerary booked.
7. Flight reward bookings must be made in the full legal name of the person travelling; as it appears on the passenger's passport—proof of identity will be required at the airport. Name changes are not permitted.
8. Flight rewards can be booked up to a minimum of two hours prior to departure. Some exceptions may apply.
 - 8.1. Flight rewards with Air Creebec, Bearskin, Calm Air, Canadian North and First Air must be booked a minimum of 48 hours prior to departure.

9. Flight reward bookings must have confirmed travel dates (open tickets are not permitted).
10. Flight reward itineraries must be travelled in the sequence in which they are booked (ticket coupons must be used in sequence).

TAXES, FEES AND SURCHARGES

11. Flight reward bookings are subject to applicable taxes, fees, charges (including but not limited to departure and security charges), surcharges and levies imposed by or with the authority of any government, governmental authority, airport, airport authority, aviation authority, air carrier or airline (including but not limited to those in respect to any rewards travel or benefit) (collectively, "Taxes, Fees, Charges and Surcharges"). Additional taxes, fees and charges may be collected at the airport.
 - 11.1. For new flight reward bookings, an Aeroplan Member may have the option to: (i) have the applicable Taxes, Fees, Charges and Surcharges associated with their flight reward booking charged to a credit card, or, (ii) if eligible, redeem Aeroplan Miles to cover the applicable Taxes, Fees, Charges and Surcharges associated with their flight reward booking.
 - 11.2. Aeroplan may: (i) determine what portion of applicable Taxes, Fees, Charges and Surcharges associated with a flight reward booking can be redeemed using Aeroplan Miles, and (ii) remove or disable the option to use Aeroplan Miles to cover any applicable Taxes, Fees, Charges and Surcharges associated with flight reward bookings, at its sole discretion, and at any time, without notice.
 - 11.3. An Aeroplan Member will not be eligible to use Aeroplan Miles to cover the applicable Taxes, Fees, Charges and Surcharges associated with their flight reward booking in the following circumstances: (i) if the Aeroplan Member does not have enough Aeroplan Miles to cover the applicable, Taxes, Fees, Charges and Surcharges; (ii) if the Aeroplan Member's account is not in good standing; (iii) if a flight reward booking is not electronic ticket eligible; (iv) if a flight reward booking was made for a flight operated by Calm Air; (v) if the flight reward booking is for an infant ticket; or, (vi) in any other circumstance, at the sole discretion of Aeroplan.
 - 11.4. Taxes, Fees, Charges and Surcharges do not include Aeroplan program related fees imposed by Aeroplan, including but not limited to, the Aeroplan Contact Centre service fee. Aeroplan Miles cannot be redeemed to cover any such Aeroplan program related fees and their related taxes.
 - 11.5. Mileage levels required for the redemption of Taxes, Fees, Charges and Surcharges in respect of flight reward bookings are subject to change without any notice and may vary based on your Aeroplan status, mileage balance, travel itinerary choice, or other criteria as determined by Aeroplan. Mileage level quotes in respect of applicable Taxes, Fees, Charges and Surcharges associated with flight reward bookings are only valid at time of booking.
12. The member must have the required amount of Aeroplan Miles at the time of flight reward booking to cover the Flight reward ticket itself.

DELIVERY METHOD

13. Whenever applicable, electronic tickets will be issued. For itineraries that are not electronic ticket-eligible, reservations should be confirmed at least 14 days prior to departure to allow for "free" delivery of "paper" tickets via mail.

14. Reward tickets can be delivered to you in one of many ways. Applicable taxes and any mileage purchased must be paid by in accordance with the Aeroplan Flight Reward Terms and Conditions at time of booking.
 - 14.1. **Electronic Ticket**

When you phone the Aeroplan Contact Centre to request reward travel on eligible Air Canada, Air Canada Express and most of our Star Alliance partner flights, an electronic ticket will be stored in Air Canada's computer system. Electronic Tickets have replaced paper tickets for these flights and are the new standard for reward travel. You'll simply receive an electronic ticket receipt as confirmation, and need only present your receipt along with a photo I.D. to receive your boarding pass.
 - 14.2. We'll send your reward tickets free-of-charge to the address on your file. Please note that this option can take up to two weeks to get to your door. Aeroplan is not responsible for any tickets lost or delayed in the mail, and will not replace them.
 - 14.3. **AeroExpress Courier Service**

With the AeroExpress Courier Service, for \$35 (CA), plus applicable taxes, your reward ticket should arrive in four to six business days, although remote areas might require additional time. Please note that this service is only payable by credit card and is non-refundable. Also, we're not able to send the ticket to a P.O. Box.
 - 14.4. **AeroRush Service**

With AeroRush, available for rewards that require a paper ticket, we prioritize the processing of your reward (CA\$50, plus applicable taxes). Tickets can be picked up at any Air Canada or Air Canada Express airport ticket counter.
15. Flight rewards may be redeemed through the Aeroplan Contact Centre for a service fee of C\$30.00 plus taxes per ticket. This fee is non-refundable.
16. Flight rewards may also be redeemed online at aeroplan.com. Some exceptions apply.
 - 16.1. In the instance where a flight reward booking cannot be made online, the booking will be subject to the Aeroplan Contact Centre service fee of C\$30.00 plus taxes per ticket. This fee is non-refundable.
 - 16.2. In the instance where a flight reward booking cannot be completed online, the member will be instructed to contact the Aeroplan Contact Centre with the booking reference within 24 hours to complete the booking. Failure to contact the Aeroplan Contact Centre within 24 hours to complete the booking will result in cancellation without notice.
17. Only the Aeroplan Member or a designated person (appointed by the member) can book a travel reward.
18. Flight reward tickets will be issued at the time of booking and an electronic itinerary receipt will be sent via email as confirmation.
19. Flight reward tickets are valid for one year from the date of issue, unless otherwise specified.
 - 19.1. Miles for any unused portion(s) of an expired flight reward ticket will be forfeit and are no longer valid for travel and/or mileage reinstatement.
20. It is the sole responsibility of the passenger to obtain, and have in possession upon departure, all required travel documents as required by law. Passengers who do not have the required documentation to travel will be denied boarding by Air Canada and/or other airline partners without compensation.

21. Fixed Mileage Flight Rewards are capacity controlled, which means that there are a limited number of seats available on a given route. Capacity controls do not apply for Market Fare Flight Rewards.
22. There are no blackout periods on Air Canada, Air Canada Express and Air Canada Rouge. Flight rewards on all other airlines may be subject to blackout periods.
23. The credit card used for payment must be in the name of the Aeroplan Member or one of the passengers travelling on the booking.
24. All flight reward bookings, including routing validations, are subject to approval by Aeroplan and/or the Partner Airlines on the itinerary and may change with or without prior notice.
25. Aeroplan flight rewards cannot be redeemed for cash and will be declared void if sold, bartered or transferred; and as a result, may be subject to prosecution and/or loss of program privileges.

FIXED MILEAGE FLIGHT REWARD TRAVEL INVOLVING A STOPOVER/OPEN JAW

26. Stopovers are not permitted on one-way flight rewards.
27. Stopovers and/or open jaws are not permitted on flight rewards with Calm Air.
28. On round trip rewards, 1 stopover or 1 open Jaw is permitted in addition to the point of turnaround.
 - 28.1. Intracontinental Travel*: For travel within the same continent, stopovers are not permitted. One open jaw is permitted.
 - *Exception: For the following Intracontinental travel, 1 stopover, or 1 open jaw is permitted:
 - Within Canada and Continental USA
 - Between Canada/Continental USA and Hawaii/Puerto Rico/Mexico/Central America/Caribbean
29. Infants not occupying a seat:
 - 29.1. Within Canada or within the Continental USA (including Hawaii) do not require a ticket. Infant name must be included on the reservation. Only one infant per adult travelling.
 - 29.2. Between Canada and the Continental USA (including Hawaii) require a ticket. No flight reward required; taxes apply. Only one infant per adult travelling.
 - 29.3. On all other itineraries require an Infant Flight reward; taxes apply. Only one infant per adult travelling.
30. Infants occupying a seat require a flight reward.
31. Flight rewards are required for children two years of age or over.
32. Children between the ages of 2 and 11 must be accompanied by an adult aged 16 or older when travelling. However, children aged 8 to 11 can be booked to travel as Unaccompanied Minors on Air Canada direct flights only. Some exceptions may apply and additional travel restrictions may apply.

AIR PASSENGER PROTECTION REGULATION

33. Air Passenger Protection Regulations Notice (for flights to, from and within Canada, including connecting flights): If you are denied boarding, your flight is cancelled or delayed for at least two hours, or your baggage is lost or damaged, you may be entitled to certain standards of treatment and compensation under the Air Passenger Protection Regulations. For more information about your passenger rights please contact your air carrier or visit the Canadian Transportation Agency's website.

Pursuant to these regulations, general terms and conditions pertaining to flight delays, cancellations, denied boarding, seating of children and lost or damaged baggage must be provided by your carrier. For Air Canada, this information can be found in Air Canada's General Conditions of Carriage and Tariffs.

REFUNDING FIXED MILEAGE FLIGHT AND MARKET FARE FLIGHT REWARDS

34. Unused and valid flight rewards may be refunded, along with any applicable Taxes, Fees and Surcharges associated with such flight rewards, in the original form of payment made by the Aeroplan Member at the time such flight reward bookings were made, up to 2 hours before the scheduled departure. A C\$150.00 fee plus taxes per ticket will apply if the flight is cancelled via the Contact Centre, or \$125 if canceled online. This fee is non-refundable.

Members can also cancel their Flight Reward booking at no charge within 24 hours of making the booking.

CHANGING/CANCELLING FIXED MILEAGE FLIGHT AND MARKET FARE FLIGHT REWARDS RESERVATIONS

35. Changes to unused flight rewards (i.e. flight date(s), flight time(s), class of service, routing and/or itinerary) may be made up to a minimum of two hours prior to departure. A fee of C\$100.00 plus taxes per direction, per ticket will apply. This fee is non-refundable.

For changes to Around the World flight rewards booked before September 1st, 2019, a flat fee of C\$200.00 plus taxes per ticket will apply. This fee is non-refundable.

36. Changes to the flight reward itinerary (e.g. region, destination, class of service, flight date, flight time, seasonality, advance purchase or minimum/maximum stay) may result in additional mileage being required from the original flight reward. Additional miles are collected at the time of change.
37. Flight reward changes to the destination/region or class of service may result in a lower mileage level than the original flight reward; the mileage difference is forfeited and cannot be used to cover any applicable Taxes, Fees and Surcharges associated to the flight reward booking resulting from the change.
38. Flight reward changes may also result in changes to Taxes, Fees and Surcharges associated with a flight reward booking, which an Aeroplan Member shall be responsible for. Additional taxes and fees may be collected at the airport.
 - 38.1. An Aeroplan Member may use Aeroplan Miles to cover Taxes, Fees and Surcharges resulting from any changes to the associated flight reward, provided: (i) the change is being made in respect of a flight reward that was originally booked on or after March 28th, 2016; and (ii) an Aeroplan Member is eligible to use Aeroplan Miles to cover the Taxes, Fees, and Surcharges resulting from such change as per the eligibility conditions set forth in the Aeroplan Flight Reward Terms and Conditions.

39. For bookings completed prior to July 15th, 2019, unused flight reward tickets can be cancelled up to a minimum of 2 hours prior to scheduled departure and will remain valid for one year from the date of issue. If any refund is to be performed at the time the flight reward is re-booked (within one year from the date of issue), the refund shall be made in accordance with the original form of payment made at the time of original booking. At time of re-booking, a C\$100.00 fee plus taxes per ticket will apply. This fee is non-refundable.”
40. Within two hours of scheduled departure, changes/cancellations of a flight reward are not permitted. The flight reward mileage is forfeit and the ticket is no longer valid for travel.
41. Name changes are not permitted on flight rewards.
42. Market Fare Flight rewards may not be changed to Fixed Mileage Flight Rewards.
43. All Aeroplan fees, including service, change and cancellation fees, are subject to change.