



Name Change Policy and Procedures - Travel agents

Policy and Conditions

- Name changes are permitted to substitute the original person travelling with another customer, subject to the following criteria:
- 014 ticket stock only, regardless of the date of issue of the ticket.
- Eligible Markets (see Fees table below):
 - Intra-Canada: all fare families.
 - Transborder: Flex corporate fares, Business Lowest corporate fares, Business Flexible corporate fares and any Latitude fares.
 - Sun: Flex corporate fares, Business Lowest corporate fares and any Latitude fares.
 - Unused 014 ticket: the itinerary must first be exchanged to an eligible market and fare family, prior to processing the name change (refer to the section Fees below).
 - Pure AC, AC rouge and AC Express flights only.
 - Fully unused tickets (travel cannot have commenced).
 - Applicable to travel agency bookings (GDS/CRS) within 3 business days of departure via Contact Centres only.
- The 24 Hour Rule is a separate policy. If the name change falls within 24 hours from date of issue, the ticket needs to be refunded and a new ticket issued.
- Name change eligibility is based on the current ticket for travel within Canada, transborder or sun.

Restrictions

- Not permitted on International markets.
- Not permitted on certain markets and fares; see Fees table below.
- Not permitted at the airport; airport agents will not process name changes.
- Only one name change permitted per ticket.
- No OAL ticket stock.
- No Aeroplan, ACV, Airmiles or NET (bulk fare) bookings.
- No interline travel, including codeshare (AC*/OAL or OAL*/AC) flights or pure OAL flights.
- No partially used tickets; a name cannot be changed during travel.
- Not permitted on any tickets purchased fraudulently or from a non-accredited Air Canada merchant.
- Not applicable to Flight Passes; the current name change procedures for Flight Passes remain in effect as per Flight Pass Procedures - Contact Centres, Web Nav Agents, Airports.
- Not applicable to group bookings; the current name change procedures for group travel remain in effect as per the group contract.

Fees

| Markets | Basic | Standard | Flex | Comfort | Latitude | Premium Economy lowest | Premium Economy flexible | Business lowest | Business flexible |
|---------------|---------------|-----------|--|--|---|--|---|--|---|
| Intra-Canada | Not permitted | \$125 CAD | \$60 CAD | \$60 CAD | Complimentary | \$60 CAD | Complimentary | \$60 CAD | Complimentary |
| Transborder | Not permitted | N/A | \$60 CAD (corporate and ACCR fares only) | \$60 CAD (corporate and ACCR fares only) | Complimentary (corporate and ACCR fares only) | \$60 CAD (corporate and ACCR fares only) | Complimentary (corporate and ACCR fares only) | \$60 CAD (corporate and ACCR fares only) | Complimentary (corporate and ACCR fares only) |
| Sun | Not permitted | N/A | \$60 CAD (corporate and ACCR fares only) | \$60 CAD (corporate and ACCR fares only) | Complimentary | N/A | N/A | \$60 CAD (corporate and ACCR fares only) | Complimentary (corporate and ACCR fares only) |
| International | Not permitted | | | | | | | | |