



AIR CANADA | GOVERNMENT ENTRY REQUIREMENTS – COVID-19

IMPORTANT REMINDER: GOVERNMENT ENTRY REQUIREMENTS – COVID-19

As the global impact of COVID-19 evolves and government entry requirements continue to change rapidly, we urge that you and your customers please review the various applicable entry requirements prior to travel to avoid customer inconvenience.

For more information please [click here](#).

Note that some countries have also imposed new entry requirements or are enforcing additional measures that may include mandatory quarantine upon arrival.

Please consult the government website of the country your customer is travelling to for their entry requirements.

REMINDER: CRS BOOKING AND TICKETING POLICY AND PROCEDURES

As a reminder, it is the travel agent's responsibility to ensure that all its employees, in all its locations, comply with our CRS Booking & Ticketing Policy.

Specifically:

- Segment status changes due to schedule changes, irregular operations, flight firming, flight cancellations or other circumstances will be queued to your CRS and must be actioned at least 48 hours prior to flight departure. This includes cancelling ticketed or un-ticketed segments with a status code of UN, NO, HX, WK, WL, WN or TK. You must also action or cancel segments with status codes UC, US, or DS.
- All CRS bookings must be ticketed as per tariff rules.

Please note: Upon expiry of ticketing time limits, we will cancel un-ticketed segments to protect inventory, however the travel agent is still required to cancel segments in their respective GDS at least 48 hours prior to departure. Failure to do so contravenes our CRS Booking & Ticketing Policy and will result in a debit memo.

[Click here](#) to find the following documents:

- Air Canada's CRS Booking & Ticketing Policy
- Debit memo Policy for Travel Agents in Canada/USA/International

In addition to above, all bookings made via aircanada.com/agents must be cancelled when not required, prior to departure.

If your customer is no longer travelling, please ensure to cancel their flight(s) prior to their departure as it may result in cancellation of their entire journey and their coupon(s) to be revoked/forfeited.

IMPORTANT: OUR POLICIES

As the global impact of COVID-19 evolves and continues to change rapidly, we encourage you to refer to our online DRS and aircanada.com/agents for the latest versions of our policies.