



Cancellation /Schedule Guideline

Dear Travel Partners,

In order to provide better ticketing services for the affected passengers, Air China has made the following arrangements for passengers flying to China and Beyond China. Refer to following Charts.

1, Air China Schedule Change and Cancellation refer to chart **I (Endorsement Box: 2023CASKCH)**

2, Air Canada Cancellation refer to chart **II (Endorsement Box: 2023ACXXLD)**

Other Airline document i.e. “014” Please follow respective Star Alliance irregular policy(IROP)

CHART I

Air China Schedule Change and Cancellation	
Ticket Stock	999
Operating Flight	CA operating, CODE SHARE with CA code
POS	Canada
Issue Date	No restriction
Travel Date	Any date within ticket validity
Rebooking	Within ticketing validity: One time change fee and seasonal fare difference / Sub class is waived. +/- 30 days from original date of travel. Book the same class or the lowest available class in the same cabin
Re route	Re route is not allowed, contact Air China Vancouver Office for any special case.
Refund/Calculation	Confirmed booking must be cancelled prior to departure. 1, Totally unused: Full refund, refund fee waived. 2, Partially used: Refund unused sector, refund fee waived. Published rate: :recall commission for Totally unused / Partially used IT ticket: Totally unused recallcommission Partially used no recall commission <hr/> <b style="color: red;">Partially used Example: Routing: YVR CA PEK CA YVR FC: YVR CA PEK200.00 TKXRCCA0 CA <b style="color: red;">YVR175.00 LKXRCCA0 FARE PAID:375.00 TAX PAID:439.16 (25.91CA - 25.00SQ- CAD 1.25XG CAD 17.00CN CAD 370.00YQ) TOTAL PAID:814.16 USED SECTOR= YVR CA PEK200.00 TKXRCCA0 TAX FOR USED SECTOR=237.16 25.91CA -25.00SQ- 1.25XG -185.00YQ <b style="color: red;">UNUSE SECTOR=PEK CA YVR175.00 LKXRCCA0 <b style="color: red;">TAX FOR UNUSED SECTOR=CAD 202.00 <b style="color: red;">CAD 17.00CN CAD 185.00YQ <b style="color: red;">Refundable amount: CAD 377.00
Endorsement Box	<b style="color: red;">2023CASKCH

CHART II

Air Canada Cancellation

Ticket Stock	999
Operating Flight	AC operating, AC-CA CODE SHARE
Origin Destination	Canada-Mainland China-Canada
POS	Canada
Issue Date	No restriction
Travel Date	Any date within ticket validity
Rebooking	<p>Rebook to AC operating, (AC-CA code share):</p> <p>One time change fee and seasonal fare difference Sub class is waived.</p> <p>Within 48 hours: +/- 30 days from original date of travel. Business – Up to J class, Premium Eco – Up to O class, Economy – Up to Y class</p> <p>For more details please refer to Air Canada Flight Disruption Policy .</p>
Re route	Re route is not allowed
Refund	<p>Confirmed booking must be cancelled prior to departure.</p> <p>Totally unused: Full refund, refund fee waived and Partially used: Refund unused sector, refund fee waived.</p> <hr/> <p>IT ticket: Totally unused recall commission and Partially used no recall commission</p> <p>Partially used Example:</p> <p>Routing: YVR CA PEK CA YVR</p> <p>FC: YVR CA PEK200.00 TKXRCCA0 CA YVR175.00 LKXRCCA0</p> <p>FARE PAID:375.00</p> <p>TAX PAID:439.16</p> <p>(25.91CA - 25.00SQ- CAD 1.25XG CAD 17.00CN CAD 370.00YQ) TOTAL PAID:814.16</p> <p>USED SECTOR= YVR CA PEK200.00</p> <p>TKXRCCA0 TAX FOR USED SECTOR=237.16</p> <p>25.91CA -25.00SQ- 1.25XG -185.00YQ</p> <hr/> <p>UNUSE SECTOR=PEK CA YVR175.00</p> <p>LKXRCCA0 TAX FOR UNUSED SECTOR=CAD 202.00</p> <p>CAD 17.00CN CAD 185.00YQ</p> <p>Refundable amount: CAD 377.00</p>
Endorsement Box	2023ACXXLD

Please refund Tickets through GDS. For any ADM dispute with the exception of churning case.

Please note above policy is subject to change.

Issue Date: 27 MAR , 2023