



AIR CANADA

A STAR ALLIANCE MEMBER
MEMBRE DU RÉSEAU STAR ALLIANCE

www.aircanada.com
duncansdesk.aircanada.ca

 [Facebook.com/aircanada](https://www.facebook.com/aircanada)  [Twitter.com/aircanada](https://twitter.com/aircanada)  [Instagram.com/aircanada](https://www.instagram.com/aircanada)

 [LinkedIn.com/company/air-canada](https://www.linkedin.com/company/air-canada)

A STAR ALLIANCE MEMBER 



TRAVEL AGENTS GUIDE









































Welcome to your one-stop guide where you'll find contacts, key information and everything you need, all in one place.


 **AIR CANADA**



WELCOME TO YOUR ONE-STOP GUIDE!

How can we help you?

AEROPLAN	 1 800 361-5373  aeroplan.com	 Aeroplan Centre, P.O. Box 7737, Station Terminal, Vancouver, BC, V6B 5W9
BAGGAGE	 1 888 689-2247  worldtracer.aero	 Air Canada Baggage Claims, P.O. Box 8000, Airport Station, Dorval, QC, H4Y 1C3
BEREAVEMENT TRAVEL	 aircanada.com/agents • "Agent Reference tab (Bereavement Travel)"	 Agency Help Desk <i>To request authorization before the ticket is issued.</i>
BSP ARC	Canada (BSP):  bsplink.iata.org  financebsp@aircanada.ca	U.S.A. (ARC):  arccorp.com  csc@arccorp.com
CANCELLATION / REFUNDS (FUTURE TRAVEL)	Cancel unused web/GDS bookings within 24 hours at aircanada.com/agents. Fully refundable tickets will be refunded to original form of payment; the residual value of non-refundable tickets may be kept for future travel.	
CASH REWARD	 agencyweb@aircanada.ca	
CORPORATE SUPPORT	For contract support:  ccta@aircanada.ca	For Corporate Rewards support:  corporaterewards@aircanada.ca  1 888 335-4189
CUSTOMER RELATIONS (POST TRAVEL)	Fax: 1 866 584-0380  aircanada.com/customerrelations	 Air Canada Customer Relations P.O. Box 64239, RPO Thorncliffe, Calgary, AB, T2K 6J0
DEBIT MEMOS	Fax: 204 941-2803  Air Canada Sales Audit, P.O. Box 1979, Winnipeg, MB, R3C 3R3  salesaudit.verificationventes@aircanada.ca	
DRS	 aircanada.com/onlinedrs (Direct Reference System)	
GROUP FARES DESK	For quote requests:  aircanada.com/groups <i>Quotes will be sent within 2 days.</i>	For assistance with group PNRs:  groups.canada.groupe@aircanada.ca  groups.usa@aircanada.ca
MEDICAL DESK	 aircanada.com/agents • "Information & Services tab (Special assistance)"	 1 800 667-4732 <i>48 hours prior departure.</i>
MEETINGS AND CONVENTIONS	For registration:  aircanada.com/conventions For contract inquiries:  conventions.congres@aircanada.ca For bookings (once registered, include your event promotion code):  aircanada.com/agents • "Agent Reference tab (Meetings and Conventions Program)"	
NAME CORRECTION	 aircanada.com/agents • "Agent Reference tab (Name Correction)"	 Agency Help Desk <i>3 business days prior departure.</i>
PETS IN CABIN	 aircanada.com/agents • "Information & Services tab (Flying with your pet)"	 Agency Help Desk <i>Within 24 hours of booking.</i>
REFUND SERVICES (POST TRAVEL)	 aircanada.com/agents • "Quick Links tab (Ticket Refund Application Form)"	 Air Canada Refund Services, P.O. Box 6475, Winnipeg, MB, R3C 3V2
SCHEDULE CHANGE POLICY	 aircanada.com/agents • "Agent Reference tab (Schedule Change Guidelines)"	
TAX EXEMPT BOOKINGS	 aircanada.com/agents <i>For eligible GST, HST, and QST exempt passengers.</i>	 Agency Help Desk <i>For continuous journey bookings.</i>
TICKETS, RECEIPTS OR CREDIT CARD QUERIES	 204 941-2973 Fax: 204 941-2803	 financeweb@aircanada.ca <i>Include passenger name, record locator, city pair, travel date, credit card and ticket numbers.</i>
TRAVEL AGENCY CIC REFERENCE	• Apollo: L@AC-CIC/*170 • Worldspan: @AC@G/170	• Sabre: @QAC/ZZCIC*170 • Amadeus: 1AC/CIC*170

*HELP DESK:  1 888 247-2262 (Canada/USA)

* Subject to change without notice. Restrictions may apply. For more information or other inquiries, refer to the Agent Reference section at aircanada.com/agents or contact your Agency Help Desk.