




 TRAVEL EDGE

Avoid the Wait - Automated Chat Tool



Our **automated chat option** can also help you find what you need

Hello 🙋 How can we help you today?
[Ask us a question →](#)

About your booking

[Flight changes](#)

[Travel vouchers](#)

[Accessibility assistance](#)

[Children and travel](#)

[Group travel](#)

[Refund policy](#)

[Upgrades](#)

[Dietary restrictions](#)

[Travelling with a pet](#)

Packing for your trip

[Carry on bags](#)

[Checked baggage](#)

[Restricted items](#)

[Special items](#)

Aeroplan

[Sign in](#)

[Retrieve your password](#)

[Retrieve your Aeroplan number](#)

[Your Aeroplan account](#)

[Book with points](#)

[Priority Rewards](#)

[Request missing points](#)

[18-month inactivity policy](#)

Tools and tips

[Our destinations](#)

[Email preferences](#)

[Lost and found](#) 

[Air Canada App](#)

[Payment options](#)

[Frequently asked questions](#)

Contact Information for Circle of Excellence Members Only



Air Canada Priority Line

Toll-free number: 1-833-785-1535 (**valid until September 30, 2021**)

Air Canada Vacation Priority Line

Toll-free number: 1-877-752-7710

1. At the prompt, select your Language (1 or 2)
2. At the prompt, select 1 for Reservation
3. At the prompt, select 1 for New Booking allow the pre-recorded message to start and immediately type in the 5 digit code
4. If you choose existing booking you MUST listen to the options and select accordingly either
 - Option 1: travelling within one month, or
 - Option 2: any other departure and then immediately enter the 5 digit code

VIP Codes: 99241, Sandals & Beaches | 99243, SUN | 99245, Cruise | 99247, Europe |
(**These VIP codes are valid until September 30, 2021**)

My AC Agency Support - POS Canada

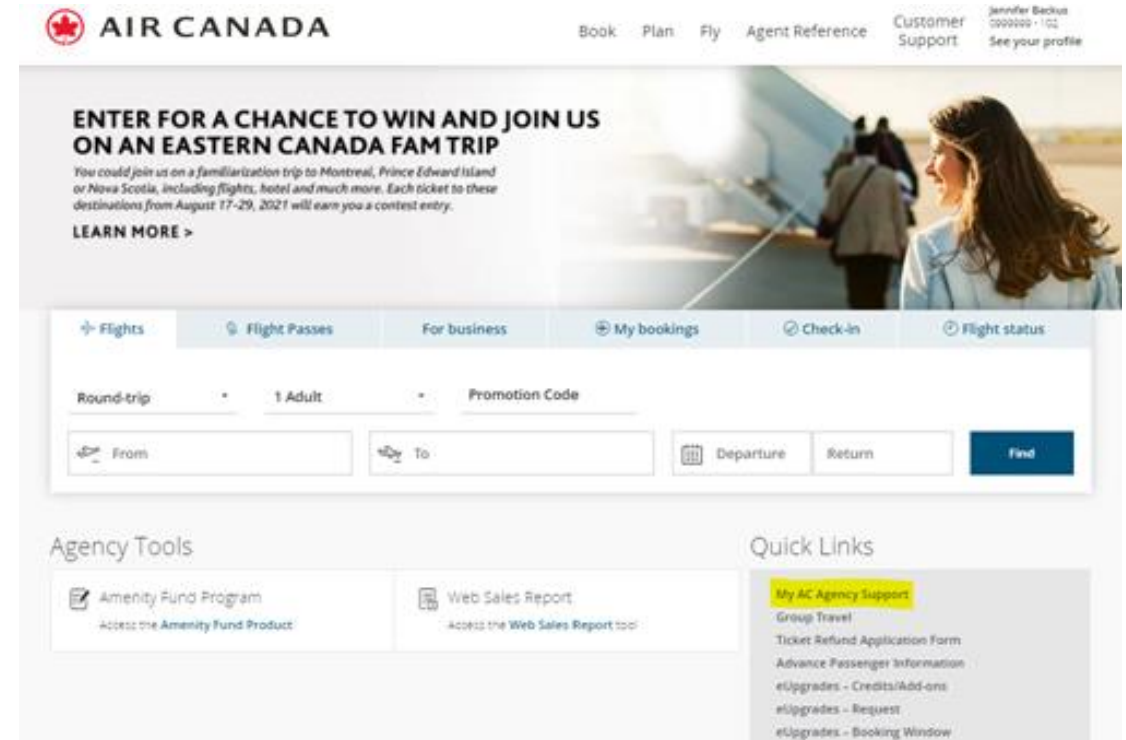
The “**My AC Agency Support**” form is easily accessible through www.aircanada.com/agents, under the Quick Links section. Below is a screen shot of the Quick Links section where agencies can find the “**My AC Agency Support**” link.

You can also access the form via the following weblink: <http://aircanada.force.com/salesupport/LogNewSalesSupportCase>

Once you submit to Sales Support and they respond, please ensure you are always responding back to them on the same email thread, and do not change the case number in the subject line.

Below is a sample of the confirmation email subject header:

noreply@salesforce.com on behalf of Air Canada Sales Support <no_reply_agencysupportagence@aircanada.ca>
Thank you for contacting My AC Agency Support **Case Number 00368570** ref: 00D301R3X_50050wAUQg:ref



The screenshot shows the Air Canada website interface. At the top, the Air Canada logo is on the left, and navigation links for 'Book', 'Plan', 'Fly', 'Agent Reference', 'Customer Support', and a user profile 'Jennifer Backus' are on the right. A banner for a contest to win a trip to Eastern Canada is featured. Below the banner is a flight search bar with tabs for 'Flights', 'Flight Passes', 'For business', 'My bookings', 'Check-in', and 'Flight status'. The search bar includes fields for 'Round-trip', '1 Adult', 'Promotion Code', 'From', 'To', 'Departure', and 'Return', with a 'Find' button. At the bottom, there are two sections: 'Agency Tools' with links to 'Amenity Fund Program' and 'Web Sales Report', and 'Quick Links' with a list of links including 'My AC Agency Support' (which is highlighted in yellow), 'Group Travel', 'Ticket Refund Application Form', 'Advance Passenger Information', 'eUpgrades - Credits/Add-ons', 'eUpgrades - Request', and 'eUpgrades - Booking Window'.

My AC Agency Support - POS USA / BDA





For tickets that are point of sale U.S. issued in US dollars under US IATA, please contact the Preferred USA Sales Support Desk:

preferredusa@aircanada.ca

Online DRS for Agents

COVID-19 UPDATES

Additional Resources

- Refundable Tax Guide (V3 - updated April 30, 2021)
- About Air Canada's preventive measures
- <https://www.cdc.gov/coronavirus/index.html> 
- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019> 
- <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html> 
- Air Canada Travel Voucher webform for GDS 



















Latest Updates

-  August 12: Schedule Change policy (V14) (PDF)
-  January 4: Hawaii Safe Travel FAQ
- July 26: Change Fee Waiver - Goodwill Policy (V20)


Goodwill Policies

- Goodwill Policy: British Columbia Wildfires (V2 - August 17, 2021)

Documents

-  Schedule Change policy (V14, updated August 12, 2021)
-  Name Transfer Process – COVID-19
-  Flight Disruptions
-  Air Passenger Protection Regulations Briefing Document
-  FAQ - Air Passenger Protection Regulations (APPR)
-  Boeing 737 Max Suspension - Q&A
-  Refund Services Reference Guide
- 2021 AD75 Program - AC flights only
- 2021 AD75 Program - LH, OS and LX flights only
- 2021 Business Class Escapes
- 2021 Premium Economy Escapes
- 2021 Economy Class Escapes
-  Booking Increased Connection Times - Policy and Procedures
-  Air Canada Branded Fares GDS User Guide
-  Baggage policy for members of military
- Best Practices with Passwords
-  Canadian Tax Application
-  CRS Booking and Ticketing Procedure (updated June 10, 2021)
-  Debit Memo Policy - Canada
-  Debit Memo Policy - USA
-  Debit memo policy - International
-  Name Change Policy and Procedures
-  Name Correction
-  Refund Processing Fee

References

- Air Canada Flash
- New Routes e-brochure 
- Aircraft Cabin Comfort
- Aircraft Information
- Airport Information
- Baggage Information
- Charters (Air Canada Jetz)
- Check-in Times
- Children and Infants
- Conditions of Carriage
- Customers with special needs
- Delayed & Damaged Baggage
- Fare Products for Canada & U.S.
- Fare Products for International
- Fare Products for Sun Destinations
- Flight Passes
- Group Travel
- Inflight Entertainment
- Maple Leaf Lounges
- Meals
- Medical
- Pets
- Route Maps
- Seat Selection
- Self-Service Kiosks
- Star Alliance
- Toronto Pearson International Airport (Hub)
- Travel Agent's Guide
- Travel News
- Unaccompanied Minors
- Web Check-in
- Wheelchair Acceptance

Related Topics

[Air Canada eUpgrades](#)

[CRS Direct Access Links](#)

[Automated Ticket Time Limit Flight Firming](#)

[Plating Carrier](#)

[PrePaid Ticketing](#)

[Pricing Assistance](#)

[Refundable Taxes - Quick Reference](#)

[Seating](#)

[Ticket Cross-Reference](#)

Additional Information

[Global Sales University](#) 

[Airports](#) 

[Air Canada Altitude](#)

[Air Canada Vacations](#) 

[Air Canada Cargo](#) 

[Charters \(Air Canada Jazz\)](#) 

Contact Information

For ticketing queries, contact your local Air Canada sales office.

Changes and Cancellations

Unlimited changes. No change fees. Only until August 31st.



Unlimited changes. No change fees. – Until August 31, 2021, if you want to change your flight, we'll waive the change fee. After August 31, 2021, you can make one change at no extra charge. If your new fare has a higher price, you only need to pay the difference from your original fare.

If Air Canada changes the time of your flight, you make a change for free.*

*Within 3 days for North American destinations and 7 days for international and sun destinations.



If your flight is cancelled, you get a refund – If your flight is cancelled for any reason and we don't rebook you on another flight that departs or arrives within three hours of your original departure or arrival time, or if we add a connection to your itinerary, you can [request a refund](#).



Need to cancel? Save the value for future travel – If you need to cancel a booking, the full value can be transferred to an Air Canada Travel Voucher, which never expires and is fully transferrable, or converted into Aeroplan points with a 65% bonus. Refundable tickets are always refundable.



Full flexibility with Aeroplan bookings -Aeroplan flight rewards booked before August 31, 2021 can be **changed or cancelled free of charge**, up to two hours before your flight.

Where we Fly

Our destinations



Canada



United States



Mexico and the Caribbean



Europe, the Middle East and
India



Asia Pacific



South America

Entry Requirements powered by sherpa

View the latest travel requirements for your trip.

✈ Round Trip ▾ No Connections ▾ 👤 Passport: CAN ▾ Fully vaccinated ▾

From Canada

To Cuba

Depart Sat Aug 28

Return Fri Sep 10

Show Me

! Most travelers from Toronto, YYZ can enter Cuba, but there are restrictions.

! Travel is allowed with restrictions ▾ ⚙ No proof of negative COVID-19 test results required ▾ ⚙ Mandatory COVID-19 test on arrival ▾

🏠 Mandatory quarantine ▾ 🛡 Mandatory health insurance ▾ 📄 Documents required ▾ 📁 Additional info (2) ^

🧐 Masks are mandatory in public [See details >](#)

📋 Temperature screening on arrival [See details >](#)

Our Travel Ready hub is a guide to help you understand key travel requirements. However it does not replace the information provided by government and other authorities. It is your responsibility to ensure that you meet all entry or transit requirements for each country/region on your itinerary. Please make sure to review Air Canada's disclaimer.



Passport: CAN From YYZ, Toronto To Greece Trip: International COVID-19 vaccinated? No Yes Filters 4

Departure Return

YYZ, Toronto → Greece

✈ Most travelers from Toronto, YYZ can enter Greece, but there are restrictions.

Travel restrictions ⓘ

- ! Travel is allowed with restrictions [See details >](#)
- ⚙ COVID-19 test may be required on arrival [See details >](#)
- 🏠 No quarantine required [See details >](#)

Documents you need for your trip ⓘ

- 📄 Proof of negative COVID-19 test results for unvaccinated travelers

Map Legend

- 56 Travel is open > Open for travel. COVID-19 testing or quarantine is not required.
- 77 Test & travel > Open for travel with required COVID-19 testing.
- 22 Testing & quarantine > Open for travel with required COVID-19 testing and quarantine upon arrival.
- 45 Entry is restricted > Travel is only open for returning citizens and those meeting strict requirements.
- 32 Unknown > Travel restrictions for this location are unknown.

📍 Your current location

powered by sherpa

U.S. Adventures Await



Fully vaccinated Canadians can fly to and from the U.S. with ease.

The U.S. is calling. Maybe it is the beaches of Fort Lauderdale, or the bustling jazz scene of New Orleans? Take in the views from the Space Needle in Seattle, or from the hiking trails around Portland. There is surely something for everyone to explore in the U.S.

Start planning your next trip with our [elevated safety measures](#) and [flexible booking options](#). Book with greater peace of mind with our industry-leading [Air Canada CleanCare+ program](#), featuring new biosafety measures for enhanced safety throughout your journey.

Safety Video



Ode to Canada, our new on-board [pre-flight safety video](#) is set in some of Canada's most spectacular scenery and iconic locations. A celebration of what makes our country so beautiful and unique, from coast-to-coast-to-coast.

[#FlyTheFlag](#)



**Even apart, we're all
in this together.**

**Thank you for your
ongoing support.**

aircanada.com

