



NAME TRANSFER PROCESS – COVID-19

The below interim Name Transfer process has been implemented to provide greater flexibility for GDS bookings.

Waiver Name Transfer Process:

- Cancel original ticketed itinerary
- New PNR is booked under new traveler name
- New PNR is set up for exchange, utilizing ticket number from original PNR, the applicable waiver code and charge the client the applicable fees (exchange fee per original fare rules/ADCOL etc.)
- Waiver to be applied to the endorsement box of the new ticket
- Waiver to be entered in the New PNR, in the information field, followed by fare basis code

Applicable Waiver to be entered in the new PNR, in one of the applicable formats with CHNGFEE20 for Goodwill policy or CV20VL22 for Schedule Change policy:

Apollo:

30THS/CHNG waivercodefarebasis

Example: 30THS/CHNG **CHNGFEE20**VH14E

Sabre:

30THS1/NN1 CHNG waivercodeFarebasis

Example: 30THS1/NN1 CHNG **CHNGFEE20**VH14E

Worldspan:

3SSROTHS AC NN1 waivercodeFarebasis

Example: 3SSROTHS AC NN1 CHNG **CV20VL22**VH14E

Amadeus:

SROTHSAC-NN1 CHNG/waivercode / farebasis

Example: SROTHSAC-NN1 CHNG/ **CV20VL22**/VH14E

The above process is restricted to the following conditions:

Applicable to tickets issued up to: June 30, 2020

Dates of Impacted Travel: March 1, 2020 – June 30, 2021

New travel must be complete by: June 30, 2022

Tickets must be issued on/before: 24 months from the date that the booking was modified or cancelled

- Applicable to all points of sales
- Applicable to worldwide itineraries
- Applicable on; Air Canada, Air Canada rouge and Air Canada Express flights. Ticket must not include any code share flight or interline segments
- Applicable to agency GDS booking only.
- Applicable to all fare families
- Applies to Wholly unused tickets only
- Applicable only on 014 tickets
- **One-time Name Transfer exchange permitted – Free of Charge**
- If original ticket is of higher value, no refunds will apply
- If original ticket is of lower value, all additional amounts must be collected

Important Notes:

- Failure to apply/enter waiver in endorsement box on ticket and GDS PNR or failure to abide by above rules/regulations, will result in the issuance of a debit memo. The Debit Memo will be issued based on the value of a full fare- no exceptions will apply
- Waiver does not apply to interline/codeshare itineraries on new bookings.
- *Air Canada Express: flights operated using the Air Canada owned-banner Air Canada Express, including those operated by Jazz Aviation LP, Sky Regional Airlines Inc, Air Georgian and Exploits Valley Air Services.
- If more than one waiver needs to be applied, please apply both waiver codes in the endorsement box.