

Updated on Apr 15/21

Refunds

update on AIR CANADA 

New



FREQUENTLY ASKED QUESTIONS

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for full details**



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REFUNDS update on AIR CANADA

FREQUENTLY ASKED QUESTIONS

REFUND POLICY for TRAVEL AGENTS: Air Canada has revised its refund policy and will offer refunds for all fares, for flights affected by COVID-19 since February 1, 2020. We will accept and begin processing refund requests, starting April 13, 2021. This new refund policy applies to: - Air Canada 014 tickets for travel on/after February 1, 2020, and issued before April 13, 2021 – All Air Canada flights, including Air Canada Rouge and Air Canada Express. Unused and partially used system-wide tickets (Future Travel Credits) & Air Canada Travel Vouchers. **Intair will follow same policy that Air Canada is mandating.**

Q Is Air Canada (Intair) recalling Time of Ticketing commission on refunded tickets?

A We (Air Canada/ Intair) are not recalling Time of Ticketing commission tickets – plated on Air Canada-for travel on/after February 1, 2020, and issued before April 13, 2021.

Q Travel Agent added a service fee / markup on a Time of Ticketing contract that was a separate charge made by Intair—will I get this protected?

A No- the internal charge that Intair did for your service fee is not protected – and needs to be returned. Example : Total commission issued to agency was 100.00 – \$40.00 of this was charged internally by Intair as a service fee. The only amount that is being protected is the \$60.00.

Q How can I submit my ticket for a refund?

A Email refunds@travelbrands.com –Subject line should read: REFUND in FULL- PNR # . Please allow 2-4 weeks for processing.

Q Do partially used tickets qualify for refund?

A Yes, they qualify for refund.

Q Is there a deadline to request a refund within this policy?

A Yes. Please make sure your customers request refunds before June 12, 2021.

Q Are tickets issued before February 1, 2020 included in this refund policy?

A Yes, for travel on/after February 1, 2020. Normal fare rules apply for travel before February 1, 2020.

Q Can I refund IT/BT/ net 'no fare' tickets?

A Yes. REFUNDS can be processed back to original form of payment, for the amount remitted to Air Canada. Since Intair was the merchant on these fares (which included your service fee/ markups) – only the net fare amount that was submitted to Air Canada can be refunded back to original FOP. **Air Canada will have further details on these types of fares on APRIL 19 2021 – and will have more feedback then.**

Q I refunded tickets, less applicable penalties and non-refundable taxes. Do refunds apply to the remaining value?

A Yes- we can claim back the penalties – if your ticket qualifies – pls send your request to refunds@travelbrands.com – and put in subject line : Air Canada penalty refund- PNR #. These refunds are submitted separately – could take up to 12 weeks for refund to be processed. *If you have claimed your penalties through insurance providers already- please do not request the penalties through Intair.* INTAIR will not be held liable for this.

Q Is my commission protected on a file that has already been refunded ?

A No- if your pnr/ file was already refunded prior to Apr 13 2021 – this commission is not being protected or returned to you.

Q Customers were reimbursed by their insurer. Are they eligible for a refund from Air Canada?

A No. Tickets refunded by an insurer are excluded from any refund-eligible bookings.

Q Are Air Groups included in this new policy ? What about Tour conductor tickets/ taxes?

A Yes Air Groups are included – pls submit your request to airgroups@travelbrands.com



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