

AIR CANADA Future Travel Credit

with  **Travel Brands**TM
INTAIR FLIGHTS



Find us on  Your TravelBrands BDM



Access Bookings: TravelBrandsAccess.com
OR CALL: 1-844-5-TBRAND (827263)



Air Canada Future Travel Credit with TravelBrands

1 My passenger tickets were already exchanged once. Do those new tickets qualify again?

Yes as long as they haven't been used.

2 My passenger tickets were exchanged by Air Canada. Now passenger wants to make a date change. Can I do this with you?

Yes but we will have to communicate with AC to get the cost for the change and get back to you. We will have to release payment to AC as they will again issue the new tickets and send them us. We will then forward them to you.

3 My passenger has a future travel credit with Air Canada. He wants to book a new ticket with Intair. The old ticket was 550.00 including taxes and the new ticket is 300.00 including taxes. What happens with the residual value of 250.00\$.

Make the new booking through Access and contact us. Intair can convert the residual value into a TravelBrands credit applicable on a future purchase for any ticket/passenger

4 A recent AC Flash came out regarding BULK tickets not eligible to the NO EXPIRY date on future travel credit. What about Intair?

There is no expiry date with Intair whether the ticket is issued at a BULK/IT or PUBLISHED fare. Intair has an in-house alternative to hold this credit until passengers are ready to book new travel dates. In addition, if there is any residual value, we will ensure that they get this credit for a future purchase.

5 My passenger has a future travel credit with Air Canada and wants to do a name transfer to a family member. What do I do?

Make the new booking through Access for the new passenger. Contact us and we will make the

arrangements with Air Canada to issue the new ticket and use the credit value to pay for this new booking. Name transfer is allowed once only.

6 Can the future travel Credit be transferred to another passenger

This is called a name transferred and this is allowed only once. Refer to question 5 for more information

7 I have an Intair credit coming from residual value of a former future travel credit exchange. Can I use this credit to pay for a carrier change fee for a voluntary change on another passenger file?

The credit is on the booking for that passenger—it can be used to pay a change fee for that passenger.

8 I have an Intair credit coming from residual value of a former future travel credit exchange. Can I use this credit to claim my commission / service fees?

No—has to be used for another AC ticket.

9 I would like to get an Air Canada Travel Voucher

Passenger must rebook new flights. If new fare is lower than Intair can convert the residual amount into a TravelBrands credit that can be used for future purchase.

10 My passenger has a future travel credit on a partially used ticket and would like to have an Air Canada Voucher

Currently Air Canada does not allow travel voucher for GDS bookings on partially used tickets and Intair cannot convert this future travel credit in a Travelbrands credit. As we are still looking into options about this, please contact us to submit your request

Email- travel@travelbrands.com



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