

TEMPORARY DESTINATION SUSPENSION

Last edited: January 5, 2022

In light of the current pandemic context, Air Canada has temporarily suspended some flights to Sun destinations from January 24 to April 30, 2022. We've put together the information below to guide you in the event that your customers have been impacted by these changes. Air Canada and Air Canada Vacations will continue to operate to over 20 Sun destinations, should your clients wish to rebook their vacations following a cancellation due to a destination suspension.

FREQUENTLY ASKED QUESTIONS

Q: How will I be notified about bookings that are affected by the destination suspensions?

A: Air Canada Vacations will be sending you an email about any individual files impacted by the suspension today, including the booking numbers of each affected reservation. There is no need to call into Air Canada Vacations, as your files will be automatically cancelled, and the refund will be processed.

Note* In cases where the destination has not been suspended, but the flight schedule has changed, Air Canada Vacations will contact you directly with your options, as per our normal process. If the destination has been completely suspended, your customer's file will be automatically cancelled, and you will receive a new invoice as confirmation once their refund has been processed.

Q: How will I know when the file has been processed?

A: Once your client's file has been cancelled, you will receive an updated invoice. Refunds may take up to 6 weeks to process and will be issued on the client's original form of payment.

Q: What if I have a Group booking affected by the destination suspensions?

A: For Group bookings where the destination has been suspended, your Air Canada Vacations Groups Coordinator will contact you directly to review the available options, so there is no action required on your end. Please note that we will be contacting agents in order of scheduled departure date.

Q: Will the entire cost of the Air Canada Vacations booking qualify for a full refund?

A: Customers with Air Canada Vacations bookings impacted by destination suspensions will receive a full refund. The refund will be processed by our team without any action necessary on your end, so there is no need to call in. Please note that once the file is cancelled, it may take up to 6 weeks for the refund to be processed.

Q: For destinations where the route is still operating, what are the terms and conditions?

A: Bookings for destinations where Air Canada is still operating are subject to our regular [terms and conditions](#). Should there be any operational changes to your clients' bookings for these destinations, you will be contacted directly and presented with the available options, as per Air Canada Vacations' normal procedure.

Q: Are commissions on cancelled bookings protected?

A: For files affected by the destination suspensions with Air Canada Vacations, commissions will be protected on these files to a maximum of 5%.

Q: Can you provide a full list of suspended destinations?

A: The temporarily suspended destinations are Antigua, Aruba, Samaná, Curaçao, Exuma, Grenada, Puerto Plata, Santo Domingo, Bermuda, Grand Cayman, Havana, Saint Vincent and the Grenadines, Saint Martin/Sint Maarten, and Saint Kitts and Nevis.

REMINDERS FOR UNAFFECTED FILES

Added Flexibility & Protection

Air Canada Vacations highly recommends that agents and consumers add our [travel protection plans](#) to all bookings, given the ever-changing environment. Our travel protection plans must be added at time of booking and are the perfect option to ensure your clients are covered should the unexpected happen.

We also strongly encourage your customers to obtain sufficient travel insurance, including COVID-19 benefits, for all their coverage needs. Travel insurance can only be purchased at the time of booking and prior to their departure. For more information and to buy online, visit our [Travel insurance page](#).

Tools to Help Manage Your Bookings

If your customers have purchased CareFlex or booked with a reduced deposit, and their vacations are not impacted by the above destination suspensions, please visit our [Manage Your Booking page](#) to submit your files for cancellation under their travel protection.

You can also manage your clients' bookings with our new [self-serve tools for agents](#), so that you can skip the wait due to our higher than normal call volumes.