

EMPLOYEE EXCLUSIVE DISCOUNTS – FACT SHEET

This document is for internal purposes only and is strictly confidential.

The information below is meant to provide employees with an overview of the travel options, booking methods and discounts available to them when making a reservation for employee exclusive travel.

The discounts and offers highlighted below are not applicable to Group bookings or Friends and Family bookings. For more information on how to complete a Group booking, please visit: <https://vacations.aircanada.com/en/all-vacation-types/groups>.

Discounts for Employee Exclusive Bookings

Discount by Booking Type			Discounts
Packages (Mexico, Caribbean, Central America)			20%
Packages (All other destinations)			12%
Tours			20%
Hotel Only			20%
Auto Europe (Online only)			20%
Get Your Guide (Online only)			15%
Others			Discounts
CareFree / CareFlex			FREE (conditions apply)
Excursions / Attractions (excludes Get Your Guide)			Same discount as Package/Tour
Private Transfers			
Discount By Booking Type			Discounts
Cruise Air Portion			8%
Cruise Only	▪ Uniworld		24%
	▪ Azamara ▪ Carnival Cruise Line ▪ Celebrity Cruises ▪ Costa Cruises ▪ Cunard	▪ Norwegian Cruise Line ▪ Royal Caribbean International ▪ Silversea ▪ Virgin Voyages	19%
	▪ Disney Cruise Line	▪ Holland America Line	
	▪ Princess Cruises		14%
	▪ MSC Cruises		13%

***All discounts are on base fare before taxes and may change or be discontinued at any time**

Contacting the Call Centre for Employee Exclusive bookings

In order to better support employees as they look to research, get quotes and book their next Employee Exclusive booking, we have implemented a new **ACV Employee Travel Department**.

You can now email the Call Centre at vacances.emp.vacations@vacv.com with your name, employee number, phone number and the details of your trip, and an agent will call you back within the next business day. If you choose to reach us by phone at 1-877-752-5510 your call will go into a priority queue where the next available agent will take your call. As a reminder, employees are encouraged to book Employee Exclusive travel online by visiting the ETS site and clicking Employee Exclusive under the AC Vacations tab.

Free CareFree and CareFlex added to Employee Exclusive bookings.

As our most valuable brand ambassadors, we want to ensure you have peace of mind when travelling. As such, CareFree and CareFlex will be added to all eligible Employee Exclusive bookings at no extra cost, and this, for all travellers within the booking.

Both plans will automatically be added to your booking within two business days. Note that you do not need to add CareFree and CareFlex to your booking when going through the online booking flow. Following the addition of both plans to your booking, you will be able to select your complimentary seats using the **Manage your booking** tab.

Terms and conditions are applicable to the CareFree and CareFlex plans. To review them, visit: <https://vacations.aircanada.com/en/travel-info/travel-protection>.

DID YOU KNOW? We offer price matching!

Price matches are available for new bookings only and can only be made prior to completing the booking.

If you find a lower price for a product we offer elsewhere, we can match it. Simply send the **ACV Employee Travel Department** a request with a screenshot of the vacation package or product you would like to have price matched via email at vacances.emp.vacations@vacv.com or by calling us with the details in hand at 1-877-752-5510.

Once the request has been received and verified, we will get back to you with a response on your price match within the next business day.

This price match process can only be applied on new bookings and must be requested prior to booking by providing a non-modifiable screenshot that includes all components, as well as a date stamp. The competitor's package must still be available at the time of the request. The components of the competitor's package must be identical to the Air Canada Vacations package, including but not limited to, same point of departure, destination, flight route, schedule and class of service, hotel, cruise, hotel room category, cruise stateroom category, cruise rate code, meal plan, occupancy, transfers, departure/arrival dates and length of stay. Applies to all product Air Canada Vacations sells.

FREQUENTLY ASKED QUESTIONS

FOR EMPLOYEE EXCLUSIVE BOOKINGS

1. How do I book employee exclusive rates?

To create a booking with employee exclusive rates, you will need to log in to the [Employee Travel Site](#) and click Employee Exclusive under the AC Vacations tab.

2. What happens if I cannot book through the Employee Travel Site?

If you are unable to book through the Employee Travel Site, you may contact the ACV Employee Travel department at vacances.emp.vacations@vacv.com or call 1-877-752-5510 and provide the agent with your employee number. If you choose to contact the ACV Employee Travel department via e-mail, please note that you must include the details of your booking, your name, employee number and phone number.

3. How many rooms can I book at the employee exclusive rate?

Each employee can book a maximum of two rooms (per booking) at the discounted rates.

4. How do I add CareFree or CareFlex to my booking?

The CareFree or CareFlex plans will automatically be added to your booking two business days after you have completed the booking online or by phone. **Please note, you DO NOT need to add CareFree and CareFlex to your booking when going through the online booking flow.**

CareFree and CareFlex can only be added to the passengers travelling with the employee under the two-room Employee Exclusive booking allotment. The addition of free CareFree and CareFlex is not applicable to group bookings.

5. Do I need to pay for regular seat selection?

No, since we are now offering employees free CareFree and CareFlex, you may use the self-serve tools available to you on the [Manage Your Booking](#) tab. Please allow two business days for CareFree and CareFlex to be added to your booking, at which point you can complete your seat selection through self-serve options. Should you wish to purchase preferred selection, this can be done by contacting the Call Centre.

6. How is the discount for employee exclusive bookings calculated?

The discount is calculated on the base fare before taxes.

7. Can I accumulate Aeroplan points with the discounted rates?

Yes, you can accumulate Aeroplan points if you have a valid Aeroplan number.

8. Do I need to pay for my booking in full at the time of booking?

No, you can follow Air Canada Vacations' payment schedule and make your payments by going to the [Manage Your Booking](#) tab. Please review the [terms and conditions](#) of Air Canada Vacations' payment schedule.

9. Can I apply an Air Canada Vacations promo code on Employee Exclusive rates?

Yes, you can apply an Air Canada Vacations promo code to Employee Exclusive rates, provided the promo code is applicable to your specific booking. Please review the terms and conditions of the promo code to confirm its eligibility, as some codes may have restrictions or exclusions.

10. When making an employee exclusive booking online, can I add an infant to my booking?

To create a booking with an infant, you may contact the Call Centre at 1-877 752-5510 or communicate with the ACV Employee Travel department by email at vacances.emp.vacations@vacv.com. If you choose to contact the ACV Employee Travel department via e-mail, please note that you must include the details of your booking, your name, employee number and phone number.

11. Can I book different gateways for employee exclusive rates?

Yes, if you would like to create a booking which includes different getaways, you may contact the Call Centre at 1-877-752-5510 or communicate with the ACV Employee Travel department by email at vacances.emp.vacations@vacv.com. If you choose to contact the ACV Employee Travel department via e-mail, please note that you must include the details of your booking, your name, employee number and phone number.

12. Can I apply an Air Canada gift card, Air Canada coupon or Air Canada travel vouchers to Employee Exclusive rates.

Yes, you can use the above-mentioned methods of payment as a form of payment. The Air Canada gift card can only be used on a flight inclusive booking.