



AIR CANADA
EMPLOYEE TRAVEL

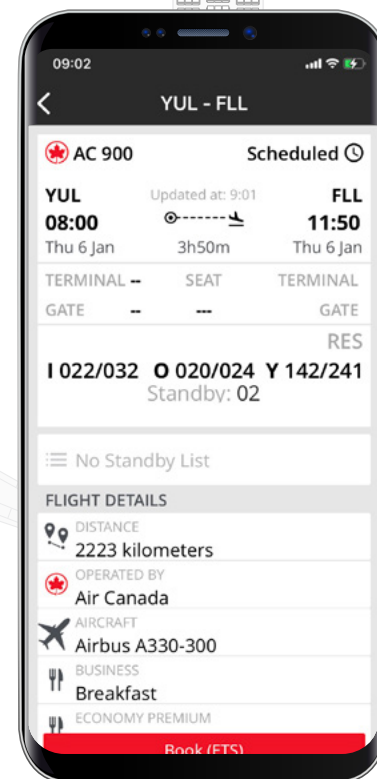
Standby travel playbook

Your guide to making the
most of your employee
travel privileges

TRAVEL 101



JOIN THE COMMUNITY



Before you book

How it works

All standby passes are prioritized. Each pass type begins with a letter, either B, C or D and immediately followed by a number 1, 2, 3, 4, 5 etc.

A "B" pass boards ahead of a "C" pass, a C1 pass boards ahead of a C2 pass.

Some pass types are eligible for a space-available upgrade to the business cabin (J).

How can you tell?

The /Y or /J are indicators as to which cabin is permissible for travel. Any numbers after /Y and /J are only for administrative purposes and have no bearing on boarding priority.

Each employee is granted an unlimited allotment if C2 pass travel for themselves, their parents and their immediate family members (if travelling with the employee)

It's important to understand the different pass types and to select the best/most appropriate pass available to you when listing yourself for a flight.

What you need to know

Your immediate family members and parents are eligible to fly standby unaccompanied by the employee, at a different pass priority.

All employees, their friends and family members that fly using employee pass privileges must abide by our dress code and follow our Flight Path at all times.

All those travelling on employee pass privileges must exhibit professional behaviour and demonstrate a positive attitude.

This includes any interaction with your colleagues (airports agents, flight attendants etc.) regardless of any situations that may arise.

You are responsible for educating anyone travelling on your passes and anything less than professional behaviour could result in suspension of your travel privileges.

You are also expected to be as self-serve as possible, with minimum effort placed on our operational colleagues, whose role is focused on our revenue passengers.

Note:

If you are travelling on a non-upgradable pass type "/Y" you should not expect an upgrade.



Flight Shopping

How it works

To select your destination, review and select flights by looking at load factors (see explanation in industry terms) in ETS, always keeping in mind that anything can change prior to your departure.

Look for flights with the most available seats, as this increases your chances of getting on the flight. Of course, you may list for any flight you want, and remember that things can change, so be sure to check back a few times before your departure date if time allows.

In ETS, if you see numbers in **red** with a minus sign (-) in front of it, it means this flight is oversold (see explanation in Industry terms).

When should I book?

We recommend booking approximately two weeks prior to your departure. Load factors may change quite a lot over time, so booking way in advance is not advantageous. However, please don't wait until the last minute to make your booking. If you encounter any problems, you may require assistance.

Employee Travel assistance is available from Mon-Fri, 8 a.m. to 6 p.m. ET

What you need to know

Consult any government requirements that may apply to your destination. Including vaccination requirements, visas etc. All rules and regulations apply not only to you the employee, but anyone travelling on your passes as well. Failure to ensure compliance will result in a travel pass privilege suspension or even possible termination.

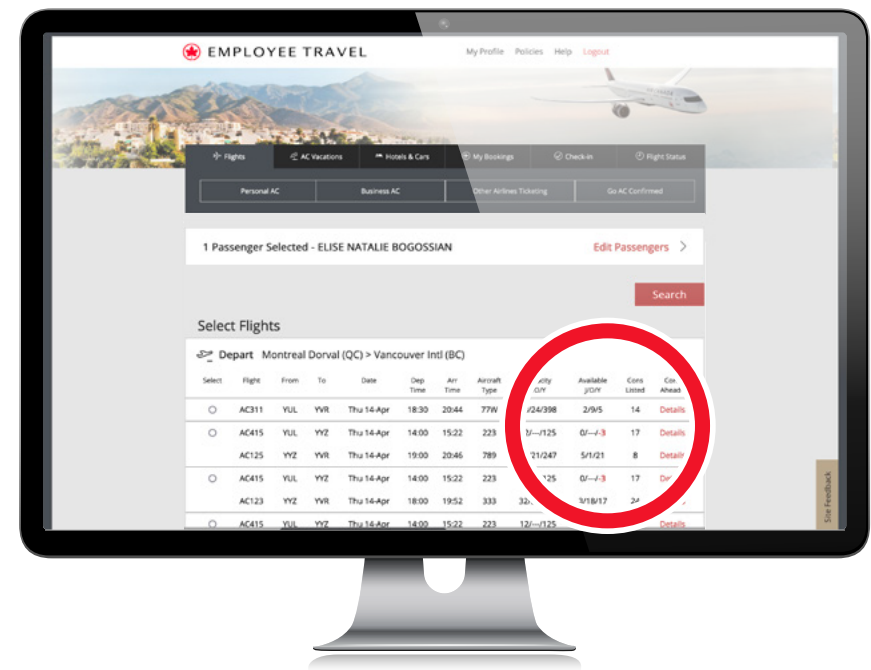
You are only permitted to make one listing per flight. This is to ensure that the system does not get overloaded with bookings that will never be used AND ensures other travelling employees have good visibility of how many seats are actually available and are potentially ahead of you.

Continue to monitor the loads as you get closer to your departure date.

Always ensure you have a valid credit card on file in ETS before booking your trip.

Remember:

You have the responsibility of being back at work as scheduled, regardless of flight load factors. Not being back to work on time at the end of a trip due to no seats available is not acceptable. Be prepared to purchase a revenue ticket to ensure you are back at work on time. Failure to be back in time may result in travel privilege suspension or even termination.



The day of Departure

How it works

Check-in opens 24 hours prior to departure via the app or website. If you are unable to use the check-in app/web, simply go to the airport the day of your flight and use the kiosk or see an agent to assist. Always ensure you allow plenty of time before your flight. **Check-in and boarding cut-off times apply to all revenue and non-revenue passengers*.**

On-time performance is critical to Air Canada and an aircraft will depart without you if you are not on time and do not adhere to all cut-off times. Please review recommended check-in times and then add an extra ½ hour for good measure!

Once at the airport, always ensure you allow enough time to check your bags (if any) then proceed to go through security and then to your gate.

If anything happens between the time of your check-in and the time of your departure, and you will no longer be travelling, please ensure you cancel your check-in. Failure to do so will leave your name on the gate agents' passenger list and time will be wasted paging you throughout the airport.

*Please consult recommended check-in times on aircanada.com.

What you need to know

Sit and be patient at the gate: Please wait for your name to be called and trust the boarding process. If you hear an announcement requiring passengers to check their carry-on luggage at the gate, please volunteer to check your carry-on luggage in order to help your gate colleagues meet an on time departure.

We as employees should never inconvenience a revenue customer with having to check a carry-on bag themselves. Overhead bin space can be quite limited and revenue customers should always have first choice and are our priority.

Zonal boarding: once you receive your boarding pass with an assigned seat, please wait for your Zone to be called.

Boarding the plane: with a smile, always ensure you have your boarding pass and gov't ID ready and available. If you had chosen to not volunteer to check your carry-on bag and you are now asked to do so, please comply.

Please keep in mind that different international destinations may have different boarding procedures and as a result you might only get sent to the gate once you have been assigned a seat — this is not time to stroll and shop at duty free! Head directly to your gate, as seat assignment occurs quite late in the process and the gate locations can be quite far.

Check-in and boarding cut-off times apply to all revenue and non-revenue passengers

FOLLOW DRESS-CODE POLICY



Something did not go according to plan

How it works

If you did not get on your chosen flight, were offloaded or missed your connection:

- Kindly ask the gate agent(s) to be transferred to the next flight. This only applies to flights on the same day and to the same destination.
- If you decide to change your destination, please log onto ETS, modify your listing or, delete your old listing and create a new one. Don't worry that you'll use extra passes, pass and billing reconciliation takes place after you travel.
- If your travelling party must split up, you need to make sure that all passengers travelling "alone" (without you-the employee), are permitted to do so. Certain priorities do not allow for family members/partners to travel unaccompanied. Any attempt to circumvent our travel policies will result in immediate suspension of your travel privileges.

Always have a plan B-C and Z! (backups, other flights, OAL)

Look at other possibilities to get to your destination, for example:

- Choose MIA instead of FLL
- Access Other Airlines (OAL). After six months of employment, you are eligible for ZED fares (greatly reduced rates)
- Other means of transportation

What you need to know

While you are waiting for your name to be called to claim your boarding pass(es) with assigned seat(s), always have a conversation with your travelling party in advance, regarding seat assignment and what you'll do if you need to split up. Be prepared before you are called at the gate (ex.: two out of four get on the flight). You also may not all be seated together. Be prepared with a plan for "who will be seated with whom", especially if you are travelling with children. You cannot expect to be seated with your party and that includes young children. If you are uncomfortable with that, consider alternate travelling arrangements including purchasing a revenue ticket using a GO AC code where you may be assured of travelling together through advanced seat selection.

If you are using a J (business class), cabin upgrade type pass, please keep in mind you **may not receive an upgrade and will have to travel in the Y (economy class), cabin.** Many operational situations can lead to an upgrade not occurring, least of which is lack of seat availability. If you do not receive your upgrade, never challenge the gate agent, complain to the Flight Attendant, or point to an open seat and demand an upgrade. Remember the behaviours we mentioned earlier!

DON'T PANIC!



In the air

Please note that you
are not guaranteed
a meal.

FASTEN YOUR SEATBELT

What you need to know

Always take the seat you have been assigned.

Under no circumstances should you ever ask a revenue passenger to accommodate yourself or your travelling party. This includes asking a passenger to switch their window seat to your aisle seat (!) or asking a passenger to move for your young children.

Meals:

Please note that you are not guaranteed a meal. Always ensure you eat before the flight and/or have plenty of snacks on hand, especially if you are travelling with children!

If Buy-On-Board is offered, you may purchase with a valid credit card only. Cash or debit cards are not accepted. Please also note that special meal request (SPML) is not permitted when travelling on pass privileges, nor can any food allergies be accommodated. If you do suffer from a food allergy, please bring your own food. Also, please note that we cannot create nut-free zones for anyone travelling on passes.

Peak Travel Periods:

If you choose to travel during a popular time like Spring Break, the Christmas Holidays, or even certain destinations in the summertime, we suggest being even more prepared with additional options for your return home. Be prepared to incur extra costs such as hotels, meals or even purchasing confirmed tickets to ensure you, or anyone in your travelling party is back at work on time. Be especially wary of destinations with infrequent flights (such as once or twice a week), as an aircraft downgauge on one flight can easily disrupt your plans.



Arrival



What you need to know

Before deplaning:

Tidy your seat and don't forget to collect all your belongings from your seatback pocket and the overhead bin!

Checked bags:

In the unlikely event that your checked baggage did not arrive, present yourself to the Air Canada baggage counter and a colleague will assist you.

Connecting flights (transit):

If your travel involves a connection, you may need to pick up your baggage before heading to your next flight. Please allow enough connecting time in between flights.

Airline Lingo

Blackout period: travel dates that “blackout” any promotions, vouchers, or deals put in place by an airline or hotel and exist because of the high demand for services

Bumped: when a passenger is denied a seat on an aircraft due to the flight being oversold.

Cabin class: not to be confused with “fare class”; a section of an aircraft in which passengers travel, Air Canada has up to three cabin classes depending on which aircraft is operating:

- Economy (Y);
- Premium Economy (O)
- Business (J)

Downgauge of aircraft: A downgauge is the replacement of a larger aircraft to a smaller one with less seats and may occur because of: weather; mechanical issues; diversions etc.

ETA – Estimated Time of Arrival: The expected time you will arrive at a destination, based on the local time.

ETD – Estimated Time of Departure: The expected time your aircraft will depart.

IROP – Irregular Operations

Load factors: how many seats are sold on a flight versus the airplane capacity

MLL: Air Canada Maple Leaf Lounge

Non-Rev – Non-Revenue passenger: is an airline employee or their certified friends and family. These travellers generally fly on a standby basis

Nonstop flight: not to be confused with a “direct flight”; a flight that goes directly from the origin to the destination without landing en route

OAL – Other Airlines

Offloaded: when a passenger is involuntarily denied boarding on a commercial airplane because the flight has been oversold or removed from the plane after boarding has occurred.

Oversold: a practice adopted by airlines where more seats are confirmed on a flight than available on the aircraft based on the assumption that there will be a few no-shows

PNR – Passenger Name Record: a record created in the GDS when a reservation is made that contains a traveller’s personal and itinerary information.

Pax: Passenger

Red-Eye: a flight that departs at nighttime and is scheduled to arrive the following morning. Generally, travel is from West to East and the time zone changes which doesn’t allow for a full night’s rest.

Rev – revenue passenger: someone who has paid for their seat, a confirmed passenger.

Yield management system: a sophisticated computer-based pricing system that Air Canada and other airlines use to adjust prices based on anticipated demand

The **aviation phonetic alphabet** is used to avoid misunderstanding in communication.

Alpha
Bravo
Charlie
Delta
Echo
Foxtrot
Golf
Hotel
India
Juliet
Kilo
Lima
Mike
November
Oscar
Papa
Québec
Romeo
Sierra
Tango
Uniform
Victor
Whiskey
X-ray
Yankee
Zulu

Airport codes

CANADA

YXX	Abbotsford	YYR	Goose Bay	YOW	Ottawa	YQY	Sydney
YBG	Bagotville	YQU	Grande Prairie	YYF	Penticton	YXT	Terrace
YBC	Baie-Comeau	YHZ	Halifax	YXS	Prince George	YQT	Thunder Bay
ZBF	Bathurst	YGR	Les Îles-de-la-Madeleine	YPR	Prince Rupert	YTS	Timmins
YYC	Calgary	YKA	Kamloops	YQB	Québec	YTZ	Toronto City
YCG	Castlegar	YLW	Kelowna	YQR	Regina	YYZ	Toronto Pearson
YYG	Charlottetown	YGK	Kingston	YUY	Rouyn-Noranda	YVO	Val-d'Or
YQQ	Comox	YQL	Lethbridge	YSJ	Saint John	YVR	Vancouver
YXC	Cranbrook	YXU	London	YZP	Sandspit	YYJ	Victoria
YDF	Deer Lake	YXH	Medicine Hat	YZR	Sarnia	YWK	Wabush
YEG	Edmonton	YQM	Moncton	YXE	Saskatoon	YXY	Whitehorse
YFC	Fredericton	YYY	Mont-Joli	YAM	Sault Ste. Marie	YQG	Windsor
YMM	Fort McMurray	YUL	Montréal	YZV	Sept-Îles	YWG	Winnipeg
YXJ	Fort St. John	YTM	Mont-Tremblant	YYD	Smithers	YZF	Yellowknife
YQX	Gander	YCD	Nanaimo	YYT	St. John's		
YGP	Gaspé	YYB	North Bay	YSB	Sudbury		

UNITED STATES

ANC	Anchorage	FLL	Fort Lauderdale	MSP	Minneapolis/St. Paul	SMF	Sacramento
ATL	Atlanta	BDL	Hartford	BNA	Nashville	STL	Saint Louis
AUS	Austin	HNL	Honolulu	MSY	New Orleans	SAN	San Diego
BWI	Baltimore	IAH	Houston	LGA	New York	SFO	San Francisco
BOS	Boston	IND	Indianapolis	EWK	Newark	SJC	San José
CLT	Charlotte	OGG	Kahului/Maui	OMA	Omaha	SRQ	Sarasota
ORD	Chicago	MCI	Kansas City	MCO	Orlando	SAV	Savannah
CVG	Cincinnati/North Kentucky	KOA	Kailua/Kona	PSP	Palm Springs	SEA	Seattle
CLE	Cleveland	LAS	Las Vegas	PHL	Philadelphia	TPA	Tampa
CMH	Columbus	LIH	Lihue	PHX	Phoenix	IAD	Washington Dulles
DFW	Dallas	LAX	Los Angeles	PIT	Pittsburgh	DCA	Washington, D.C.
DEN	Denver	MEM	Memphis	PDX	Portland	PBI	West Palm Beach
DTW	Detroit	MIA	Miami	PVD	Providence		
RSW	Fort Myers	MKE	Milwaukee	RDU	Raleigh/Durham		

Airport codes *cont'd*

CARIBBEAN, MEXICO & CENTRAL AMERICA

ANU	Antigua	GCM	Grand Cayman	PTY	Panama City	AZS	Samana
AUA	Aruba	GND	Grenada	PTP	Pointe-à-Pitre	SJO	San José
BGI	Barbados	HAV	Havana	PAP	Port-au-Prince	SJD	San José del Cabo
BZE	Belize City	HOG	Holguin	POS	Port of Spain	SJU	San Juan
BDA	Bermuda	HUX	Huatulco	PLS	Providenciales	ZSA	San Salvador
CUN	Cancún	ZIH	Ixtapa	POP	Puerto Plata	SNU	Santa Clara
CCC	Cayo Coco	KIN	Kingston	PVR	Puerto Vallarta	SXM	St. Maarten
CZM	Cozumel	LIR	Liberia	PUJ	Punta Cana	VRA	Varadero
CUR	Curaçao	MEX	Mexico City	SKB	St. Kitts		
FDF	Fort-de-France	MBJ	Montego Bay	UVF	St. Lucia		
GGT	Georgetown/Exuma	NAS	Nassau	SVD	St. Vincent		

AFRICA, EUROPE AND MIDDLE-EAST

ALG	Algiers	LYS	Lyon
AMS	Amsterdam	MAD	Madrid
ATH	Athens	MAN	Manchester
BCN	Barcelona	MRS	Marseille
BOD	Bordeaux	MXP	Milan
TXL	Berlin	MUC	Munich
BRU	Brussels	NCE	Nice
OTP	Bucharest	CDG	Paris
BUD	Budapest	OPO	Porto
CMN	Casablanca	PRG	Prague
CPH	Copenhagen	KEF	Reykjavík
DXB	Dubai	FCO	Rome
DUB	Dublin	SNN	Shannon
EDI	Edinburgh	TLV	Tel Aviv
FRA	Frankfurt	VCE	Venice
GLA	Glasgow	VIE	Vienna
GVA	Geneva	WAW	Warsaw
LIS	Lisbon	ZAG	Zagreb
LHR	London Heathrow	ZRH	Zurich

SOUTH AMERICA

BOG	Bogotá
EZE	Buenos Aires
CTG	Cartagena
LIM	Lima
UIO	Quito
SCL	Santiago
GRU	São Paulo

SOUTH PACIFIC

AKL	Auckland
BNE	Brisbane
MEL	Melbourne
SYD	Sydney

ASIA

PEK	Beijing
BOM	Mumbai
DEL	Delhi
HKG	Hong Kong
KIX	Osaka
ICN	Seoul
PVG	Shanghai
TPE	Taipei
HND	Tokyo Haneda
NRT	Tokyo Narita