

## Updated Goodwill Policy, Effective October 21, 2020

Canadian North is offering a Goodwill Policy to customers whose travel has been impacted by COVID-19. Please locate the scenario below that is applicable to your situation to understand how you may benefit from this policy. This policy is subject to change or cancellation at any time, at which point the terms and conditions of Canadian North's tariff and the fare product purchased will apply.

### Is this policy applicable to my reservation?

Canadian North is offering a Goodwill Policy to customers whose travel has been impacted by COVID-19. This policy is applicable to:

- **Ticket numbers with the prefix '518'** (tickets with alternate prefixes were purchased from other carriers, so customers should contact those carriers for changes);
- **Tickets purchased directly from Canadian North or via Travel Agency Partners including online travel agencies** (for tickets purchased through a travel agency partner the customer must contact their agency for modifications)

### Please select the below scenario that applies to you:

#### I want to use my future travel credit or unused ticket.

The total value of a future travel credit or unused ticket can be applied for travel on Canadian North and in conjunction with our codeshare and interline partners. New travel must be booked and tickets issued prior to the future travel credit or ticket expiry date. Any residual value will be applied to a new voucher that will be valid for 12 months from the date of issue.

#### I have an existing booking I want to change or cancel

<b>My booking was made before July 20, 2020 and is for travel on or before October 31, 2020</b>	<p>You can modify or cancel your reservation without a change fee, regardless of fare type. When new travel is booked, the change fee will be waived, however if there is a fare difference for the new travel dates, you must pay the fare difference. Routing changes are permitted without a change fee, however the fare difference will be charged. Name changes are not permitted.</p> <p>For non-refundable fares, your future travel credit will be valid until December 31, 2021.</p>
<b>My booking was made between July 20, 2020 and February 28, 2021 for travel before December 31, 2021</b>	<p>You can modify or cancel your reservation, regardless of fare type, and the applicable change fee will be waived once (the applicable change fee will be applied for any additional changes). When new travel is booked, any applicable fare difference for new travel dates must be paid. Routing changes are permitted and the fare difference will be charged. Name changes are not permitted.</p> <p>For non-refundable fares, your future travel credit will be valid until December 31, 2021.</p>

**Applicable change fees will apply on new bookings made on or after March 01, 2021**

**I already cancelled my booking and I have been issued future travel credit that is still valid**

**The first travel date on my ticket is between January 1, 2020 and February 28, 2021**

The validity period of your future travel credit will automatically be extended to December 31, 2021.

**The first travel date on my ticket is prior to January 1, 2020 but my return date is between January 1, 2020 and February 28, 2021**

The validity period of your future travel credit will automatically be extended to December 31, 2021.

**I was unable to use my future travel credit due to COVID-19 and it has expired**

**My future travel credit expired prior to March 13, 2020**

No reactivation of your future travel credit or ticket is available at this time.

**My future travel credit expired after March 13, 2020**

Future travel credits that expired after March 13, 2020 can be extended for 12 months. In order to take advantage of this option, customers must contact Canadian North by January 31, 2020 to request an extension at 1.800.267.1247 or [contact@canadiannorth.com](mailto:contact@canadiannorth.com).

**I will be unable to use my future travel credit due to COVID-19 and it will expire**

**My voucher will expire between July 20 and February 28, 2021**

Future travel credits that expired after March 13, 2020 can be extended for 12 months. In order to take advantage of this option, customers must contact Canadian North by January 31, 2021 to request an extension at 1.800.267.1247 or [contact@canadiannorth.com](mailto:contact@canadiannorth.com).

**Questions?**

Please contact us at 1.800.267.1247 or [contact@canadiannorth.com](mailto:contact@canadiannorth.com).