

## Updated Goodwill Policy, Effective January 21, 2022

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.

#### Tickets issued with travel dates between January 1, 2020 and October 31, 2020

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.

For non-refundable fares, your future travel credit will be valid for 24 months from the first travel date on the ticket.

#### Tickets issued with travel dates on or after November 1, 2020 and before March 1, 2022

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.

For non-refundable fares, your future travel credit will be valid for 12 months from the first travel date on the ticket.

Applicable change fees will apply on new bookings made on or after March 1, 2022

## Questions?

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