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- ✦ Receipts always required
- ✦ Scan receipts acceptable up to \$150.00 total
- ✦ Expenses exceeding \$150.00 original receipts required
- ✦ Accommodation is per room not per passenger
- ✦ Meal allowance is per passenger based on time of re-accommodation.
- ✦ USA meal allowance amounts also apply for international locations
- ✦ Amounts in charts are maximum, if actual cost less, pay the actual cost
- ✦ Lead approval required for expenses that exceed the per room or meal allowance amount listed
- ✦ Lead approval required for total expenses that exceed \$300.00
- ✦ Lead approval required for expenses of more than 1 night in uncontrollable situations
- ✦ Lead approval must always be obtained before responding to writer
- ✦ Special case customers (customers with disabilities, UMNR, minors 12-17 travelling alone, and elderly customers) are entitled to meals and hotel accommodation regardless of the situation
- ✦ Premium customers are VIP Red Card Holders, Super Elite 100K, Elite 75K, Elite 50K, Star Alliance Gold, Executive, Executive First class
- ✦ In controllable situations only, if pax chose to find own ground transportation, ie bus or car rental, and this is a less expensive option than the flight coupon cost plus accommodation cost, refund ground transportation but not the flight coupon.
- ✦ In uncontrollable situations, if pax chose to find own ground transportation, refund flight coupon only

Irregular Operations - Controllable Situations

- Outbound flight (start of passenger journey with Air Canada) **NO EXPENSES**
- Return flight, connection point or diversion as follows:

	Accommodation	Breakfast	Lunch	Dinner	Transport
Regular Customers	\$100.00 per room	7.00 per person Canada/10 per person USA	10.00 per person Canada/12 per person USA	15.00 per person Canada/USA	Shuttle service
Premium Customers	\$150.00 per room	7.00 per person Canada/10 per person USA	10.00 per person Canada/12 per person USA	15.00 per person Canada/USA	Taxi cost if applicable



Irregular Operations - Uncontrollable Situations

- Outbound flight and return flight **NO EXPENSES**
- Connection point or diversion only - one night only as follows:

	Accommodation	Breakfast	Lunch	Dinner	Transport
Regular Customers	\$100.00 per room	7.00 per person Canada/10 per person USA	10.00 per person Canada/12 per person USA	15.00 per person Canada/USA	Shuttle service
Premium Customers	\$150.00 per room	7.00 per person Canada/10 per person USA	10.00 per person Canada/12 per person USA	15.00 per person Canada/USA	Taxi cost if applicable

All compensation is goodwill and costs should never exceed amounts above.

Schedule Change

- If pax did not like or accept alternate flight that would have provided same day travel **NO EXPENSES**
- When schedule change requires an overnight at a connecting city and there is no alternate flight service the same day or when schedule change requires a customer to travel the day before/after originally scheduled flight causing an overnight at the destination as follows:

	Accommodation Canada/US Itinerary	Accommodation International & Sun Itinerary
Regular Customers	\$100.00 per room	\$175.00 per room
Premium Customers	\$100.00 per room	\$175.00 per room

All compensation is goodwill and costs should never exceed amounts above.