


From: Customer Care - Service Client CustomerCare.serviceclient3@aircanada.ca 
Subject: Your Acknowledgement from Air Canada AC:000133002679002
Date: 23 March 2022 at 15:20
To: Zak Daniel Murphy zak.murphy@outlook.com



Hello,

Please accept this email as confirmation that your request has been received. We recommend that you keep a record of your Case Number should you need to inquire about your request in the future. Note that processing may take up to 10 weeks from submission date depending on the complexity of the booking. To avoid duplication and further delays, please do not re-submit your information.

We thank you in advance for your patience and understanding.

Air Canada

Your case number is: CAS-4278639-S9Z7L8

Please do not reply to this email, as this inbox is not monitored.

Terms and Conditions

- By confirming this selection, you have given Air Canada permission to cancel your booking and issue an Air Canada Travel Voucher.
- The unused value of tickets and ancillary fees for all passengers on your booking will be transferred to the Air Canada Travel Voucher.
- The following booking channels are not eligible for Air Canada Travel Vouchers. If unsure, please contact Air Canada Reservations at 1-888-247-2262 or your travel agency as some tickets booked with a travel agency may not be eligible:
 - For bookings made with Aeroplan points, contact the Aeroplan Contact Centre
 - For bookings via Air Canada Vacations, visit vacations.aircanada.com
 - For bookings through Air Canada for Business, visit the [Air Canada for Business](#) website
 - For all groups bookings, contact your travel agency directly
 - For all Flight Pass products, visit [Flight Pass](#) for details
- Excluded from the list of eligibility are tickets that are refunded or partially refunded, forfeit, void or revoked as well as tickets where a charge back request has been initiated.
- The Air Canada Travel Voucher can only be issued to the primary passenger on file who may be different than the person associated with the original form a

payment.

- The Air Canada Travel Voucher will be sent to the main email address listed in the booking. If there are no email listed in the booking, the Air Canada Travel Voucher will be issued to the email address listed on this request form. If there are multiple email addresses listed, Air Canada Travel Voucher will be issued to the email address associated to the primary passenger.
- The Air Canada Travel Voucher will be issued in the currency the ticket was purchased in, as long as it is one of the following currencies: CAD, GBP, EUR, USD, AUD, CHF, CNY, DKK, HKD, NOK, SEK, TWD, INR and BRL. If the ticket was paid using a currency unsupported by the Voucher, it will be issued in Canadian dollars.



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