



Air Canada

Air Canada Bereavement Fares

Does Air Canada Offer Bereavement Fares? What to Know

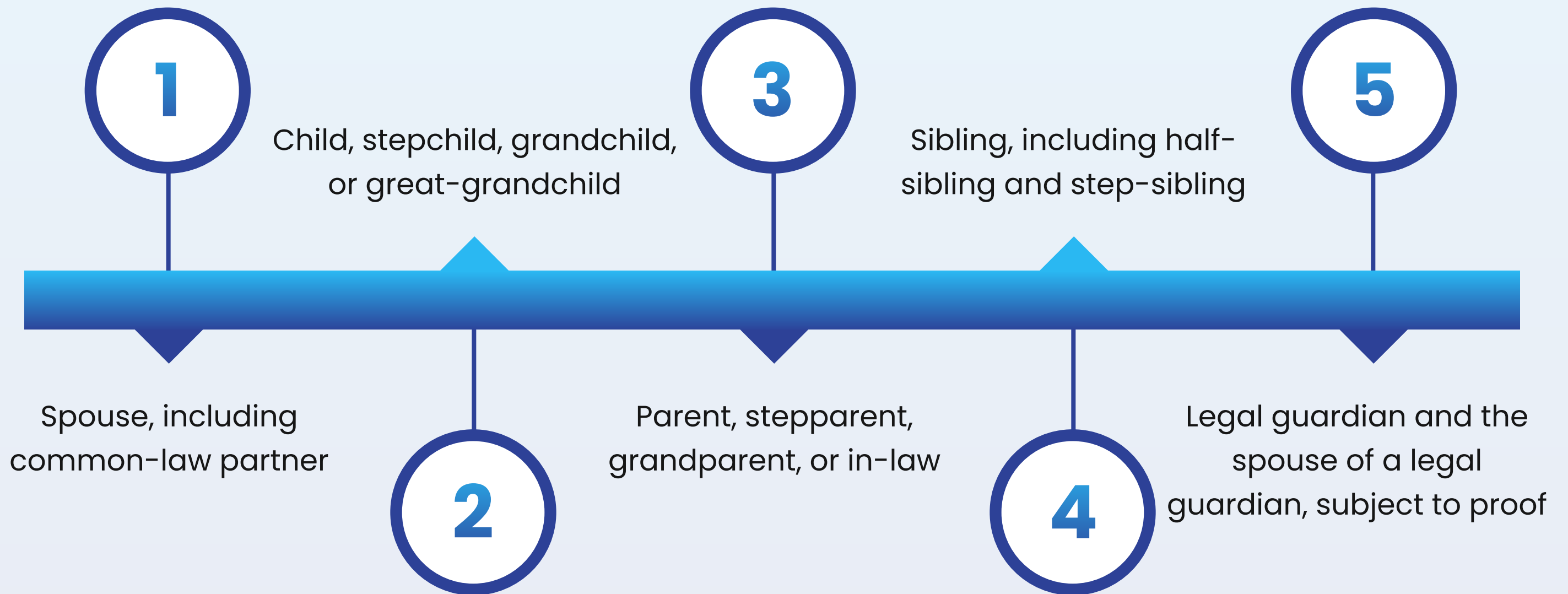
What Are Air Canada Bereavement Fares?

Air Canada bereavement fares are reduced fares available to eligible customers who need to travel because of an imminent death or death of an immediate family member. The program is intended for upcoming travel. Air Canada specifically states that its bereavement policy **does not provide refunds for travel that has already been completed**. These fares can be helpful when travelers need to make arrangements at short notice and may not have the opportunity to purchase a ticket well in advance.

Who Can Qualify?

The policy applies when travel is connected to the death or imminent death of an eligible immediate family member.

Air Canada's definition includes:



Air Canada also includes certain in-law relationships and same-sex partner relationships within its definition.

When Can You Use a Bereavement Fare?

Air Canada states that its bereavement policy applies to travel because of either:

***A death:** The passenger needs to travel to attend a funeral, memorial service, or related family mourning event.*

***An imminent death:** The passenger needs to travel because an immediate family member is facing a serious medical situation and death is considered imminent.*

For imminent-death situations, Air Canada requires appropriate medical documentation from the treating physician.

Eligible Flights and Fares

Air Canada's current bereavement information states that the policy applies to flights marketed and operated by Air Canada, Air Canada Rouge, and Air Canada Express, as well as certain flights operated by codeshare partners.

Eligible fare categories include:

- 1 Economy Standard
- 2 Economy Flex
- 3 Economy Comfort
- 4 Economy Latitude
- 5 Economy Basic when traveling outside North America

Economy Basic fares within North America are excluded from the bereavement policy. Because eligibility can depend on the itinerary and fare, travelers should confirm the applicable conditions before purchasing.



How Quickly Must You Travel?

*Timing is an important part of **air canada bereavement fares**.*

*Air Canada's current policy states that bereavement travel must occur within **10 days of booking** and cannot exceed **60 days**. This means the program is designed primarily for relatively immediate travel rather than trips scheduled months in advance.*

Travelers should contact Air Canada as soon as possible once they know travel is necessary.

How to Request a Bereavement Fare?

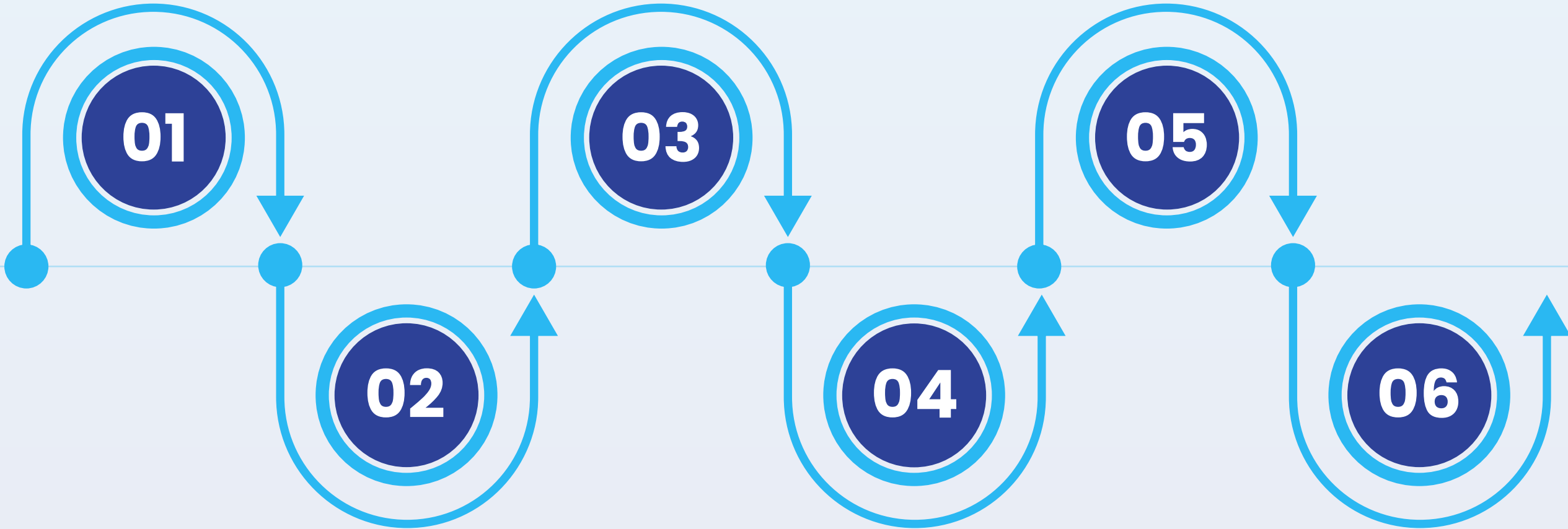
Customers cannot simply assume that a standard online fare will automatically become a bereavement fare. Air Canada instructs customers to contact the airline by phone to request bereavement travel.

During the booking process, travelers may need to provide:

Name of the deceased or seriously ill family member

Name and contact information of the hospital or residence

Funeral or memorial home information



Relationship to the passenger

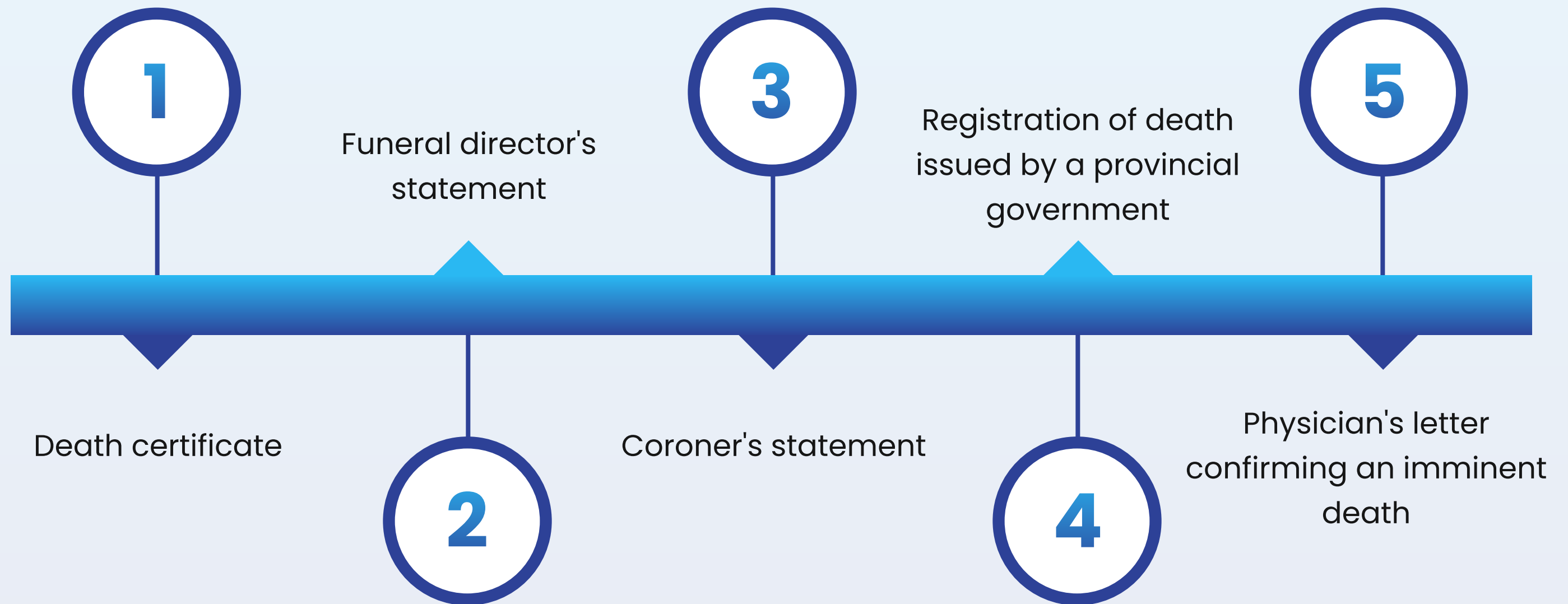
Attending physician information for imminent-death situations

Date of the funeral or memorial service

What Documentation Is Required?

Documentation is an important part of the program.

Depending on the circumstances, Air Canada may require one of the following:



For an imminent-death situation, the physician's letter must clearly explain that the family member's condition involves an imminent death.

Documentation After Travel

Air Canada currently asks customers who use a bereavement fare to submit supporting documentation after their trip.

Within 7 days of returning from bereavement travel, customers should email the required documentation to Air Canada's designated bereavement address and include the booking reference in the subject line.

Failing to provide the requested documentation can result in the traveler being required to pay the difference between the bereavement fare and the regular applicable fare.



Submitting Documents After Travel

Air Canada states that supporting documents should be submitted within seven days of returning from bereavement travel. The airline provides instructions for sending the documents by email and requests that the booking reference be included in the subject line.

Failure to provide the required documentation may result in the passenger being charged the difference between the bereavement fare and the applicable regular fare.