

May 13, 2021

To: Chief Administrative Officers

From: Financial Services Department

Air Canada is now offering eligible customers who purchased a non-refundable ticket for travel on or after February 1, 2020 but did not fly, the opportunity to obtain a refund from the carrier by submitting a request online or with their travel agent. The revised COVID-19 refund policy covers tickets purchased before April 13, 2021 for flights cancelled either by the airline or by the customer for any reason. Refunds are available to those customers whose flight was cancelled or who voluntarily cancelled their flight for any reason, and who wish to submit a request for a refund to their original form of payment. Customers can request a refund online at [www.aircanada.com/refund](http://www.aircanada.com/refund) until **June 12, 2021**. More information on this offer may be found at <https://aircanada.mediaroom.com/2021-04-13-Air-Canada-to-Offer-Refunds-for-All-Fares-for-Flights-Affected-by-COVID-19-since-February-1-2020> and Air Canada has provided a Q&A at <https://www.aircanada.com/refundrequest/?lang=en-CA> Other airlines may be following a similar practice.

The University has a responsibility to the government, donors and funding agencies to pursue all possible refunds available, and therefore any university employee who has previously received a reimbursement from the university for a flight not taken should now be proactively seeking this refund from Air Canada and any other airlines and subsequently reimbursing their department for the cost of the ticket. They should also be advised that under no circumstances should the refund be converted to personal Aeroplan points. A key principle in the university's **Guide to Financial Management** with respect to travel and other reimbursable expenses is that the individual should neither gain nor lose personal funds as a result of travel assignments. This also applies to future travel where a similar offer is available for cancelled or rescheduled flights. Those employees who have already accepted an Air Canada Travel Voucher or Aeroplan points will have the option to exchange these for a refund to the original form of payment, and should do so.

Questions regarding the University's travel policies and guidelines may be directed to your Divisional FAST Team Representative.

Questions regarding expenses on restricted research and innovation funds may be directed to the "Authorized By:" staff contact in the Funded Research Digest (FRd) and via the [Division of the Vice-President Research and Innovation contact list](#).