



Managing and Using Future Travel Credits with HRG



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Introduction

Future Travel Credits (FTCs), also known as airline credits, unused tickets, and ticket credits, are the remaining value of a non-refundable cancelled airline ticket. This value can be used towards a future booking with the same airline.

Most FTCs are valid for 12 months from the original ticket issue date. Airlines require the cancellation of bookings prior to departure to qualify for airline credits. Cancellations through Hogg Robinson Group (HRG) can be performed online using the **Cancel itinerary** functionality, or by calling the HRG Call Centre at **866-857-3578**. The cancellation may result in a refund or the issuance of an FTC.

Once an FTC expires, its value is lost. Historically, Government of Canada (GC) organizations have lost large sums of money when travellers holding FTCs did not book another trip prior to the FTC expiry date. In recent years, airlines have begun to permit the transfer of FTCs between passengers, which dramatically decreases the likelihood of credits expiring and dollars being lost.

This document:

- Provides information on using **Individual** and **Department** credits;
- Details the process and rules that determine how HRG applies credits to new bookings as permitted by the respective carriers;
- Lists the carriers that permit credit transfers;
- Outlines the contents of Future Travel Credit Reports; and
- Instructs where to direct questions and inquiries regarding managing and using FTCs.

Using Future Travel Credits

Important: Travellers must cancel their reservation through HRG to ensure that the resulting credit is tracked against the user's profile and logged in HRG's system.

Individual Credits (aged 0–89 days)

In the first 89 days after a credit is issued, it is reserved for the use of the traveller whose name it is in. This is known as an **Individual** credit.

Airline fees or penalties may also apply and vary depending on the carrier.

Department Credits (aged 90 days until expiry)


Once a credit reaches 90 days past the date on which the trip was cancelled), it can be used by any other traveller in the organization where the airline permits transfers of credits between passengers, up to and including the expiry date. This is known as a **Department** credit. HRG charges a fee of **\$5 (+HST)** to credits that are converted from Individual to Department.

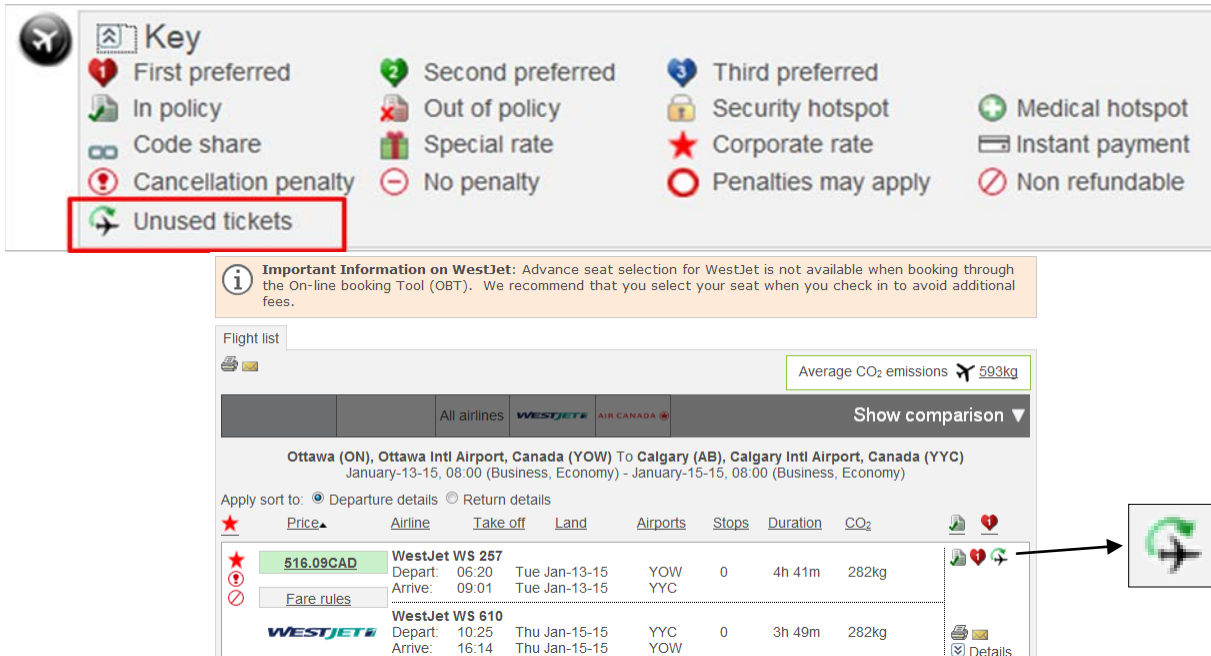


Caution: Choose airline credits carefully!

If the value of the credit you choose exceeds the price of the ticket, the remaining balance may be lost. Choose a credit that:

- is equal to or lower than the price of the ticket against which it is to be applied; AND
- has an expiry date that is after your return date (for Porter): OR
- has an expiry date that is after your departure date (for Air Canada and most other carriers).

If using the **Online Booking Tool (OBT)**, travellers will see the **Unused tickets** icon () displayed next to the airlines with which they hold Individual credits, or where Department credits may be available:





Key

- 1 First preferred
- 2 Second preferred
- 3 Third preferred
- In policy
- Out of policy
- Security hotspot
- Medical hotspot
- Code share
- Special rate
- Corporate rate
- Instant payment
- Cancellation penalty
- No penalty
- Penalties may apply
- Non refundable
- Unused tickets**

Important Information on WestJet: Advance seat selection for WestJet is not available when booking through the On-line booking Tool (OBT). We recommend that you select your seat when you check in to avoid additional fees.





Flight list

Average CO₂ emissions  593kg

All airlines **WESTJET** AIR CANADA  Show comparison ▼

Ottawa (ON), Ottawa Intl Airport, Canada (YOW) To Calgary (AB), Calgary Intl Airport, Canada (YYC)
January-13-15, 08:00 (Business, Economy) - January-15-15, 08:00 (Business, Economy)

Apply sort to: ☒ Departure details ☐ Return details






★	Price▲	Airline	Take off	Land	Airports	Stops	Duration	CO ₂		
★	516.09CAD	WestJet WS 257	Depart: 06:20 Tue Jan-13-15	YOW	YYC	0	4h 41m	282kg		
			Arrive: 09:01 Tue Jan-13-15							
		WestJet WS 610	Depart: 10:25 Thu Jan-15-15	YYC	YOW	0	3h 49m	282kg		
			Arrive: 16:14 Thu Jan-15-15							

WESTJET

[Fare rules](#)

[Details](#)

On the OBT checkout page, users have the option to apply a credit. If there is more than one Individual or Department credit available with the same airline, a selection of available credits displays in the **Unused tickets** list, sorted in descending order according to expiry date and dollar amount. Here users can apply the credit of their choice. The selected credit is 'reserved' for 24 hours. If the booking is not completed in 24 hours (e.g., approval still not obtained), the credit will re-appear in the list of available credits the next day.

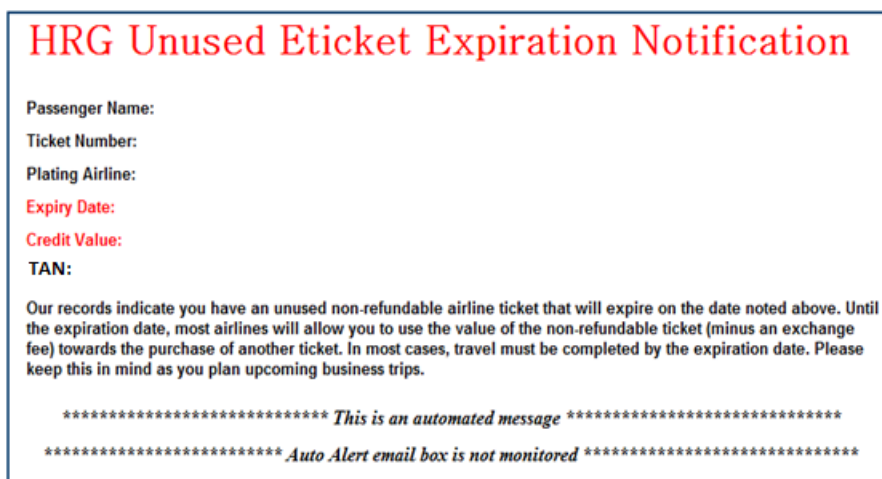
Outbound			
		WestJet WS 257	
Depart:	06:20 Tue Mar-10-15	Ottawa Intl Airport	
Arrive:	08:54 Tue Mar-10-15	Calgary Intl Airport	
Seat	Allocated at check-in		
Duration:	4h 34m		
Ticketing method: e-Ticket			
Inbound			
		WestJet WS 230	
Depart:	06:10 Wed Mar-11-15	Calgary Intl Airport	
Arrive:	09:06 Wed Mar-11-15	Winnipeg Intl Airport	
Seat	Allocated at check-in		
		WestJet WS 318	
Depart:	09:45 Wed Mar-11-15	Winnipeg Intl Airport	
Arrive:	13:11 Wed Mar-11-15	Ottawa Intl Airport	
Seat	Allocated at check-in		
Duration:	5h 1m		
Ticketing method: e-Ticket			
The prices of flights are subject to change between fare selection and adding to your itinerary. Please check the amount below before you make a final confirmation			
Unused tickets			
Value		Ticket no.	Valid until
<input checked="" type="radio"/> 245.50 CAD		0145554443332	03/08/2015
<input type="radio"/> 474.50 CAD		8582223334445	06/10/2015
<input type="radio"/> Do not use an unused ticket			
Cost			
Base rate: 433.74 CAD	Estimated taxes: 181.96 CAD	Total fare: 615.70 CAD	
Unused ticket: -245.50 CAD	Re-issue cost: Agency to advise	**Revised fare: 370.20 CAD	
Last ticketing date: December-11-14			
<small>**The travel agency will review the request to re-use the ticket if the fare conditions of the supplier allow. The above calculations are estimates and do not include any additional charges that may apply or reflect any tax considerations. These estimates are therefore subject to change and you will be contacted accordingly. If the unused ticket is of a greater value than the fare you are purchasing, you may not receive a refund of the difference.</small>			

If using the HRG Call Centre, travel counsellors will offer the option of applying any Individual credit that is attached to a traveller's profile at the time the reservation is made. Travellers will not be required to provide any additional information to the travel counsellor as all required information should already appear on the profile. If no Individual credit is available, the HRG travel counsellor searches for an existing Department credit during the call. A full-service fee is charged, as with all other bookings made through the HRG Call Centre.

Alerts – Unused Ticket Expiration Notification

HRG's system sends an email to notify credit holders 90 days prior to the credit expiry date that they have an unused ticket available for use, and again at 30 days prior to expiry if the unused ticket is still available.

Sample email layout:



Airlines that permit credit transfers*

At the time of publication, the following carriers permit transfers of credits between passengers (restrictions and penalty costs may differ by airline):

- Aeromexico
- Air Canada **
- Air Expresso / Pascan
- Air France ***
- Air North
- Alaska Airlines
- Bearskin Lake Air Services
- Calm Air
- Central Mountain Air
- Delta Airlines ***
- Frontier Airlines
- JetBlue
- LAN Chile
- Pacific Coastal Airlines
- Pascan Aviation Inc.
- Porter Airlines
- Provincial Airlines
- Scandinavian Airlines – SAS
- WestJet

* Some airlines permit credit transfers only on certain fare types, subject to change without notice by the carrier.

** Not permitted on international travel. Applicable on full credits only.

*** The GC's corporate agreements with Delta and Air France specify that only a limited number of Department credits can be redeemed each quarter. HRG will review available Delta and Air France credits and convert them from Individual FTCs to Department credits after 90 days to enable the allotted number of Department credits to be redeemed.

Notice when a credit is applied

When a credit is applied to a reservation, whether an Individual or Department credit, the following notice is displayed on the Itinerary/Invoice in the **General Information Remarks** section:

A Future Travel Credit has been applied against the airline ticket in your reservation.

Future Travel Credit Report

Each month, HRG will email FTC reports to authorized representatives (Senior Full-time Travel Officers and their delegates) of Government of Canada organizations. Eventually, these reports will become “self-serve”, which authorized departmental users can run through the STS Portal.

The credit reports will include details on:

- Available credits, both Individual and Department;
- Expired credits from the previous month; and
- Used credits, listed on the report as “Exchanged”
(**Note:** Details on the traveller who used the credit, will not be included in the initial HRG FTC reports, but will be added at a later date as an enhancement.)

The FTC report lets STS client organizations track unused credits and report on the consumption of these credits over time. The following is a sample FTC report:

Department	PNR Locator	Original Traveller	Full/Partial Credit	Original TAN	Original Ticket #	Ticket Invoice Date	Credit Expiry Date	Expiring in 30 Days	Credit Value	Status	Credit Issue Date	Individual / Departmental Credit	Airline	Exchanged Ticket #
PWGC/TPSGC	XXXXXX	Traveller One	Full	ABC123456	xxxxx	05/04/2014	05/04/2015		\$677.53	Exchanged	05/14/2014	Department	AIR CANADA	xxxxx
PWGC/TPSGC	XXXXXX	Traveller Two	Full	ABC234567	xxxxx	05/14/2014	05/14/2015		\$538.71	Credit	07/07/2014	Individual	WestJet	

Questions and Inquiries

For all questions related to airline credits or any other services offered through HRG, please contact the HRG Call Centre at **866-857-3578**, or contact your **HRG Client Relationship Manager** (copying your STS Account Manager).