



Air Canada / AC *rouge* Reciprocal Jumpseat Program

Policies and Procedures

General

Approval to travel under the Reciprocal Jumpseat Program (RJP) is a discretionary courtesy subject to air regulations, Company policies and permission from the operating Captain. Air Canada participates in the RJP which permits licensed pilots **actively employed** by approved carriers (with which Air Canada has entered into agreements) to travel on a space-available basis on Air Canada, Air Canada *rouge* and all Air Canada Express carriers.

Policies

- Only licensed pilots who are actively employed by approved carriers may list for travel under this Program.
- The Program is for personal travel purposes only and is not to be used for deadheading or for any other business purpose whatsoever.
- Valid on Air Canada, Air Canada *rouge* and Air Canada Express (Air Georgian, EVAS, Jazz and Sky Regional).
- RJP Pilots will have a D2/Y10 standby travel priority and this will be indicated on the boarding pass.
- Flight deck observer seats and crew rest facilities are not available for this Program – RJP Pilots must occupy cabin seats only. Air Canada is not part of the *Cockpit Access Security System (CASS)*.
- There is no limit to the number of RJP Pilot registrations/passengers permitted for a particular flight.
- RJP Pilots are not permitted to carry an infant even if the infant is not occupying a seat.
- Flights to Cuba are ineligible for RJP travel.
- Children under the age of 16 travelling on ZED tickets (who cannot otherwise travel alone) cannot accompany RJP Pilots.
- Air Canada's Dress Code Policy for Employee Travel will apply to RJP Pilots. Full uniform is also permitted. Please see "Dress Code" below.
- Polite and professional deportment is expected at all times.
- Air Canada will collect all applicable taxes/fees.
- Reservations cannot be made or changed at the airport.
- RJP Pilots requesting standby travel must list on the *myIDTravel* tool online. Please see "RJP Booking Procedures – *myIDTravel*" below.
- Eligible RJP Pilots must present the following valid documentation to the operating Captain (or a designated member of the Flight Crew) **or** Gate Agent for review (see "Gate Procedures" below):
 - Pilot's license document(s) issued by the applicable licensing authority

- Pilot's medical certificate issued by the applicable licensing authority
- Company Identification or RAIC which clearly identifies the name of the eligible Employer
- Any other ID that the Captain deems necessary for verification.

RJP Booking Procedures – *myIDTravel*

All jumpseaters will create bookings via the *myIDTravel* website as follows:

NOTE: Pop-up blockers may need to be disabled for *myIDTravel* to properly open.

Login for Employees of *myIDTravel* Customer Airlines

1. Login using your Company's procedures and credentials.
2. Click to acknowledge the "Privacy Statement" and click "Confirm"
3. Click "New Flight / Ticket"
4. Select your name on the "Traveller Selection" page and click "Continue"
5. On the "Flight Schedule Query" page, ensure that the "Pilot Commuting Listing" option is selected in the "Travel Status" drop-down menu and complete the rest of the fields
6. Proceed through the reservation, which includes payment of the applicable taxes/fees

Login for Employees of NON-*myIDTravel* Customer Airlines

1. Please visit www.myidtravel.com/myidlisting (this address must be entered exactly as shown).
2. Select your employing airline from the dropdown menu. Your username is your airline's 2-digit airline code (UPPERCASE) followed by the word "staff" (i.e. DLstaff). Your password is your airline's 3-digit IATA ticketing code. If you do not know your ticketing code, it can be found on the IATA website at www.iata.org/publications/Pages/code-search.aspx and it will be labeled "accounting code" or "airline prefix code" in the search results. If your airline does not have a ticketing code, your password is "myIDListing001".
3. After logging in, confirm "Privacy Statement" and click "Next"
4. Click on "Commuter Travel"
5. On the "Employee Input / Flight Schedule Query" page, ensure that the "Pilot Commuting Listing" option is selected in the "Travel Status" drop-down menu and complete the rest of the fields
6. Proceed through the reservation, which includes payment of the applicable taxes/fees

NOTE: Direct flights with an enroute stop are required to be registered as two separate segments (i.e. AC33 YYZ-YVR-SYD).

myIDTravel will provide you with a 6-character alpha-numeric Passenger Name Record (PNR). **Please ensure that you retain your PNR for check-in purposes in order to obtain a boarding pass.**

Air Canada does not charge any administrative fees. Please see the following link for an explanation of some of the taxes/fees charged in Canada:

https://www.aircanada.com/shared/en/common/flights/pop_surcharge.html

Changes and Refunds

Refunds and changes are normally processed through *myIDTravel*.

If changes to your itinerary are required, it is advisable to cancel the PNR completely and create a new booking for your intended travel. Please avoid partial cancellations as this complicates the refund process. If you require a partial cancellation/refund, please refer to the "Partial Refunds" section below.

If you decide not to use an itinerary, it is best to cancel the PNR and initiate a refund request immediately.

NOTE: PNRs are purged from the system approximately 24 hours after the intended travel. For this reason, please process refunds within the 24-hour window to avoid problems with the refund process.

Changes/Refunds for Employees of *myIDTravel* Customer Airlines

1. Login using your Company's procedures and credentials per *Booking Procedures* above
2. Click "Manage Bookings & Tickets"
3. Select "PNR" on the "Retrieval" page, enter your PNR and click "Retrieve PNR"
4. Follow the change/refund process

Changes/Refunds for Employees of NON-*myIDTravel* Customer Airlines

1. Login per *Booking Procedures* above
2. Click on "PNR Retrieval", enter your PNR under "Booking Reference" and enter your last name.
3. Follow the change/refund process.

NOTE: If you are unable to refund for fully unused tickets via *myIDTravel* due to an "**unknown communication error**", follow the "Partial Refunds" section below.

Partial Refunds

1. Go to <http://www.aircanada.com/en/customercare/refunds.html>
2. Complete the ***Ticket Refund Application Form***.
 - For "Customer Type": select "Other Airline".
 - For "Reason for request": select "OAL Employee Refund request"
 - Under Additional Information: - Indicate that you are an "OAL employee looking for a ZED fare refund".

NOTE: This process may take up to 3 weeks. E-ticket numbers will be required for partial refunds and the myIDTravel fee will not be refunded (i.e. the refund will be issued through this process).

Check-in Procedures

RJP Pilots may check in with their PNR using one of the following methods:

- www.aircanada.com
- Air Canada app
- Airport kiosk
- Airport agent

You will receive a boarding pass marked with either “SBY” or a seat assignment (this boarding pass is required in order to proceed through security at most airports). Luggage will be tagged per the current regulations for standby passengers.

Gate Procedures

1. Report to the appropriate departure gate no later than the “boarding time” specified on your boarding pass.
2. Present yourself to the Gate Agent to inform them that you are using the RJP.
3. The Gate Agent will verify the following at the gate prior to boarding:
 - a. The company name on the RJP Pilot’s employee ID must be on the Approved Airline List
 - b. All documentation listed above under *Policies*
4. After confirming the RJP Pilot’s eligibility, the Captain or designate will provide verbal authorization to the Gate Agent.

NOTE: The documentation verification and approval process may vary depending on Gate Agent and Flight Crew workload. However, all RJP Pilots should introduce themselves to the operating Flight Crew upon boarding the aircraft and have their documentation readily available for inspection.

Dress Code

Air Canada’s Dress Code Policy for Employee Travel will apply to RJP Pilots.

[\[Click here to download the policy\]](#)

We trust that all RJP Pilots will wear neat and clean attire and be well groomed when participating in this Program. Jeans may be worn as long as they are neat and clean.

Full uniform is also permitted.

Troubleshooting

Should you experience any difficulties while using our Program, please see an Air Canada Agent or Pilot and kindly refer them to the following documents:

Agents: *Reciprocal Jumpseat Program – OAL Pilots (cabin seating only) – Policy and Procedures* [ACpedia2]

Pilots: *Air Canada / AC rouge Reciprocal Jumpseat Program – Policies and Procedures* [P-EFB > All Documents > Reference and Policy Information > Reciprocal Jumpseat]

To ensure that you have the most current information about the Program, please visit the following website before traveling:

<http://acpa.ca/special-pages/jumpseat.aspx>

Please send feedback or suggestions to jumpseat@acpa.ca