

# [For Live~ Help] \$\$ What is Air China cancellation policy? How to cancel without paying extra fees

Air China's cancellation policy ☎ +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 allows for refunds depending on fare rules, with stricter rules for non-refundable tickets. ☎ +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 Free cancellations are generally available for flights to/from the U.S. within 24 hours of booking, and a "2-hour free refund" ☎ +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 rule applies to specific online purchases. Refunds are requested through the original purchasing channel. +1—866—450—7394(US) **UK +44 800 054 8541 or MX(+52-800-351-0319 or AU+611-(800)-956 -584}**

**Air China offers a 24-hour cancellation policy** +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 **for specific international and transborder routes, but domestic flights within Canada are generally excluded from this refund window.** +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 To qualify for a full refund within 24 hours, +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 the booking must be made directly through Air China and the scheduled departure must be **at least seven days away.** +1—866—450—7394(US) **UK +44 800 054 8541 or MX(+52-800-351-0319 or AU+611-(800)-956 -584}**

## Route-Specific Policies

- **International & Transborder:** +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 Flights between Canada and the USA or between Canada and Mexico remain eligible for a **full refund** +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 to the original form of payment if cancelled within 24 hours of booking, provided departure is more than seven days away. +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541
- **Domestic Canada:** +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 For direct routes within Canada, **refunds are no longer possible** even within the first 24 hours of booking. +1—866—450—7394(US) **UK +44 800 054 8541 or MX(+52-800-351-0319 or AU+611-(800)-956 -584}**

## Cancellation Fees Outside the 24-Hour Window

If you do not qualify for the 24-hour refund +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 or cancel after that period, Air China applies a tiered fee structure based on the time remaining before departure: +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541

Cancellation Timing	Fee (per passenger/segment)	Refund Type
<b>More than 7 days</b>	\$39 – \$84 + GST	Travel Credit +1 (866)-450-7394(USA/ CANADA) or UK +44 800 054 8541
<b>48 hours to 7 days</b>	\$59 – \$109 + GST	Travel Credit +1 (866)-450-7394(USA/ CANADA) or UK +44 800 054 8541
<b>3 hours to 48 hours</b>	Full cost of fare (up to \$99 fee)	None/Credit +1 (866)-450-7394(USA/ CANADA) or UK +44 800 054 8541
<b>Less than 3 hours</b>	No refunds permitted	None +1 (866)-450-7394(USA/ CANADA) or UK +44 800 054 8541

*Note: If the cancellation fee is higher than the original ticket price, passengers may receive no credit or refund. +1 – 866 – 450 – 7394(US) **UK +44 800 054 8541** or **MX(+52-800-351-0319** or **AU+611-(800)-956 -584}***

#### How to Cancel a Air China Flight

- Online:** +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 Visit the "My Bookings" section on Air Chinaair.com and select the "Cancel" option.
- Phone:** Contact Air China's customer service team, +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 though passengers report that hold times can be significant.
- Third-Party Bookings:** +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 If you booked through an Online Travel Agency (OTA) like Expedia or Orbitz, you must contact that agency directly to cancel. +1 – 866 – 450 – 7394(US) **UK +44 800 054 8541** or **MX(+52-800-351-0319** or **AU+611-(800)-956 -584}**

#### Flexible Options and Exceptions

- TravelFLEX:** +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 This add-on allows for one-time changes to the date, time, or destination up to three hours before departure without a change fee +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 (fare differences still apply), but it does **not** provide a full cash refund for cancellations. +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541
- Jury Duty:** +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 Air China provides a full refund if a passenger is called for jury duty, provided they present valid

evidence of the summons. +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541

- **Extenuating Circumstances:** +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 Air China's tickets are officially non-refundable for medical emergencies, serious illness, or death of a passenger or immediate family member; +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 travelers are encouraged to use travel insurance for these claims. +1 – 866 – 450 – 7394(US) **UK +44 800 054 8541 or MX(+52-800-351-0319 or AU+611-(800)-956 -584}**

Air China flights are not always fully refundable. +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 Refundability depends on the fare type purchased: "All In" fares are fully refundable +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 to the original payment method, while "Hop On" fares are non-refundable, +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 offering only future travel credits (minus fees). +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 "All In" fares also allow free changes, whereas "Hop On" fares incur fees for changes/cancellations within 30 days. +1 – 866 – 450 – 7394(US) **UK +44 800 054 8541 or MX(+52-800-351-0319 or AU+611-(800)-956 -584}**

#### Air China Refund Breakdown

- All In Fares: +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 Fully refundable to the original form of payment.
- Hop On Fares: +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 Non-refundable. Cancellations result in a future travel credit, usually with a \$50–\$75 fee deducted if cancelled closer to departure. +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541
- 24-Hour Rule: +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 Fees are waived for changes or cancellations made within 24 hours of the initial purchase.
- Timing: +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 For "Hop On" fares, cancellations more than 30 days before departure have no fee, while those within 7 days incur a \$150 fee. +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541

- Forfeiture: +1 (866)-450-7394(USA/CANADA) or UK +44 800 054 8541 Failure to cancel at least 60 minutes before departure leads to total fare forfeiture.

It is highly recommended to check the specific fare rules during booking on Air China.com. +1—866—450—7394(US) **UK +44 800 054 8541 or MX(+52-800-351-0319 or AU+611-(800)-956 -584}**