

Air Canada eGift Card - FAQ

What do I need to do to get an Air Canada® eGift Card?

All you need to do is apply for any of the eligible credit cards before October 31, 2019. You will receive a \$120 Air Canada eGift Card within 6 to 8 weeks of being approved.

The following CIBC credit cards are eligible for the \$120 Air Canada eGift Card:

1. CIBC Aerogold® Visa Infinite* Card
2. CIBC Aerogold® Visa* Card for Business
3. CIBC Aerogold® Visa* Card for Business *Plus*

How will I receive my Air Canada eGift Card?

You will receive your \$120 Air Canada eGift Card by email or direct mail based on your Aeroplan® loyalty account information. Your eGift Card will be ready to use right away.

Who do I contact if I do not receive my eGift Card details?

If you do not receive your eGift Card details through email or direct mail within 6 to 8 weeks of being approved, please call Aeroplan at 1-800-361-5373 using your Aeroplan number.

How do I redeem my Air Canada eGift Card?

Simply provide your eGift Card number and security code (PIN) at the time of payment on either the Canadian or U.S. version of aircanada.com, when calling Air Canada Reservations at 1-888-247-2262 (within Canada and the United States only), when purchasing a flight through a travel agent if the booking is made at aircanada.com/agents, and when purchasing an Air Canada Vacations flight-inclusive package to Mexico or the Caribbean online at aircanadavacations.com or by calling Air Canada Vacations at 1-866-529-2079.

What can an Air Canada eGift Card be redeemed for?

You can use an Air Canada eGift Card to purchase a flight and pay for a variety of travel options, fees and services offered by Air Canada such as air transportation costs, change fees, seat selection and applicable taxes or any other similar fees that apply to the purchase. The eGift Card is also redeemable for flight-inclusive packages to Mexico and the Caribbean at Air Canada Vacations, excluding group reservations.

What can my Air Canada eGift Card not be used for?

Your eGift Card cannot be used at airport counters and cannot be used to pay for any fees or upgrades during the online, mobile or self-service kiosk check-in process. At this time, the Air Canada eGift Card cannot be used to pay for: onboard purchases (e.g. headsets, beverages, duty-free items), Aeroplan or other reward travel tickets, Air Canada Cargo products and services, tickets purchased as part of a group booking, Air Canada Vacations group reservations, hotel reservations, car rentals and/or travel insurance, another gift card, air travel wholly over the services of any other airline, a Flight Pass purchase, and Air Canada Maple Leaf Club membership fees.

Can I use the Air Canada eGift Card with my Aeroplan Miles?

No, you cannot. The \$120 Air Canada eGift Card cannot be used in conjunction with any redemption of Aeroplan Miles.

Can I use my \$120 Air Canada eGift Card for multiple purchases?

Yes. Your Air Canada eGift Card can be used more than once, and if the value of your purchase is less than \$120, you will not forfeit the balance of your eGift card. Once the eGift Card reaches a balance of zero, it is deactivated and no further usage will be permitted.

Does the Air Canada eGift Card expire?

No. The Air Canada eGift Card does not have an expiration date. However, after five years of inactivity you will need to have your eGift Card re-issued. To have an inactive eGift Card re-issued, please contact the Air Canada Gift Card Service Center by email at aircanada@buyatab.com or call 1-855-281-1761.

Are Air Canada eGift Cards transferable?

Yes, Air Canada eGift Cards are fully transferable and should be treated like cash.

Can I receive a refund for any remaining value on my Air Canada eGift Card?

Your eGift Card is not refundable or redeemable for cash or cheque.

How do I check the balance of my Air Canada eGift Card?

You can check the balance of your eGift card online at www.aircanada.com/giftcard or by calling 1-855-281-1761.

Who can I contact for help regarding Air Canada eGift Card usage?

If you're having a problem with your eGift Card, please call the Air Canada Gift Card Service Centre at 1-855-281-1761 or send an email to aircanada@buyatab.com.

What happens to my Air Canada eGift Card if I close my CIBC Aeroplan credit card account?

You will not forfeit the unused \$120 eGift Card if you close your account or move to another CIBC credit card.

What if my Air Canada eGift Card is lost, stolen, or destroyed?

Air Canada eGift Cards are just like cash. CIBC, Aeroplan and Air Canada are not responsible for lost, stolen or destroyed gift cards.

More questions? Check out the complete Air Canada eGift Card FAQ at www.aircanada.com/giftcard.