



AIR CANADA

Air Canada News

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Air Canada Responds to Transport Canada's Closure of Canadian Airspace to the Boeing 737 MAX Aircraft

In compliance with Transport Canada's safety notice closing Canadian airspace to Boeing 737 MAX aircraft operations, Air Canada has grounded its 24 737 MAX aircraft until further notice. As a result, this has disrupted the schedule and is impacting many customers. However, we are taking measures to ensure we can still transport our customers safely to their destinations.

Among these initiatives, we have contracted other airlines with the capacity to help carry our customers on a temporary basis, as such flights AC301/AC302 (Montreal – Vancouver v.v.) are now scheduled to be operated by Air Transat between Mar 20 – 31, 2019.

If your customer affected from above situation, the following options will be available to them:

- **Rebook on another flight** - Customer are permitted one free change per the guidelines below;
 - Itineraries including any flight operated by Air Canada's Boeing 737 MAX.
 - Ticket stock 014* (For OAL ticket stock, For Flights within 72 Hours only)
 - Original Travel dates 25Mar – 30Jun19
- **Rebooking window:** If it is roundtrip ticket, due Boeing 737 MAX involved, if customer need change outbound date involuntary, then return date can FREE change to -/+ 3 days in order to maintain the original length of stay.
- **Cancel the flight/Refund** – Permitted for travel date until 30 Jun 2019. If customer cannot accept new protection then they can apply fully refund ticket. So, if customer has made any change on such a ticket with additional fare difference and change fee on/before 25Mar19, ticket can also apply refund however it has to submit such an application to "Refund Service" GDS booking will be applied the same process.

If your customer decides to accept this change and travel on the new schedule flight, you do not need to do anything.

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Please note that Air Transat terms and conditions of carriage will apply to their new flight.

Member of Aeroplan and Air Canada partner frequent flyer program will continue to be eligible to earn miles on this flight, subject to the type of fare being purchased.

As this flight will be operated by Air Transat, if your customer is beginning their journey at Montreal or Vancouver airport, please advise them to proceed to the domestic Air Transat check-in counter with their booking and check in to their flight at least 45 minutes prior to departure.

Should you need more information please contact our Ticketing/Reservation at aircanada@apiairlines.com or Tel: 02-7181839 - 40

Thank you,

Sales Team